A SPECIAL THANK YOU TO OUR EMPLOYER PARTNERS!

GOLD

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Welcome

Whether you are considering graduate or professional school, or seeking employment after graduation, your success and career satisfaction are the primary goals of the Career Center staff at UMBC.

We want to help you discover and experience the possibilities and empower you to turn your strengths and interests into meaningful careers that you enjoy.

Our team of talented and dedicated professionals can help you reach your goals as you build your future and launch into a new stage of life.

The Career Guide is one of the tools that we have created to assist you with the career exploration and preparation process. In the following pages, you will find relevant and valuable information pertaining to all aspects of the internship and job search process. Consider this your guide book to career and job search planning.

Additional resources, including thousands of jobs and internship opportunities on UMBCworks, can be found on our website at: careers.umbc.edu. Our website also features a step-by-step guide to choosing and applying for graduate school.

Most importantly, come visit us as you take steps toward realizing your career goals! We can help you explore your career options, weigh decisions and connect you to employers seeking to hire UMBC talent.

Best wishes on your career journey!
## OVERVIEW

- Letter from the Director and Assistant Vice President for Careers and Corporate Partnerships
- UMBC Career Center Code of Conduct
- Student’s Career Checklist

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- Myers-Briggs Type Indicator (MBTI)
- Goal Setting/Decision Making
- Obtain Experience

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- Resume Tips for International Students
- The Do’s and Don’ts of Resume Writing
- Action Verb List
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- 10 Tips for Effective Networking
- UMBC Alumni-Student Networking Group
- Navigating the Career Fair
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We believe that by applying the highest business ethics and visionary thinking, everything is within our reach — and yours. Like creating systems vital to the safety and security of our nation. Like shaping the latest technological breakthroughs that redefine defense, information technology and commercial business. Like delivering countless systems and products that reflect the best ideas of people around the globe. This is our view at Lockheed Martin. We’d like to learn yours.

Join one of the foremost systems engineering, software and systems integration companies in the world.

WE ARE NOW HIRING NATIONWIDE IN

- Engineering
- Software/Computer Science
- Finance
- Accounting
- Human Resources
- and other technical disciplines

The Career Center has developed the following list of guidelines and recommended practices/principles of professional conduct for students. Failure to abide by the following guidelines may result in consequences as described below. If you have questions or concerns about these practices, please discuss them with one of our staff members.

**Resume Submission**
- Provide accurate information on your qualifications, experiences, and interests.
- Review the requirements of each job/intern posting before applying to ensure you meet the requirements and have a genuine interest in the opportunity.
- Do not round up your GPA.

**Counseling Appointment No-Show Policy**
- Any student who accumulates two (2) no-shows within a single semester will have their appointment privileges suspended for the remainder of the semester (excluding drop-in advising, workshops, online resources etc.) Students are required to meet with the Director (or designee) before being allowed to schedule future appointments. A no-show is declared when 15 minutes have elapsed past the start time of the scheduled appointment. Any student who contacts us less than 24 hours in advance of the scheduled start time to either cancel or change the appointment will accumulate a “no-show.” Late arrival requests from students will be allowed per the scheduled counselor’s discretion.

**Interview Preparation and Offers**
- Acknowledge invitations for interviews promptly, whether you accept or reject them. Accept invitations only when seriously considering the position.
- Dress in a professional manner and be sure to prepare for each accepted interview offer.
- Interview preparation includes being able to identify and articulate your strengths as they relate to the employer with whom you are interviewing. This requires researching both the organization and position to which you are applying.
- INTERVIEW NO-SHOWS ARE NOT ACCEPTABLE! Please keep all interview appointments. If for any reason you are unable to keep the interview appointment, cancel at least 24 hours in advance by calling the office where the interview is being hosted. Missed interviews reflect poorly on you and UMBC and may keep your peers from having access to that timeslot. In the event of a cancellation, proper notice must be given to avoid from being “blocked” from using UMBCworks.

**Job/Internship Offers**
- Discuss offers with employers to verify terms and reach mutually acceptable response deadlines.
- Notify employers that you are accepting or rejecting an offer as soon as possible and no later than the arranged date, so the employer can notify other candidates that the position has been filled or that they are still being considered. Respond to every offer, whether you accept or reject it.
- Request extensions from employers if you need more time to consider offers.
- Once you have accepted an offer:
  - Honor your acceptance of the offer as a contractual agreement with the employer. Do not continue to interview after accepting an offer or renege on an accepted offer. This is unprofessional and could irreparably harm UMBC’s reputation with the employer, and jeopardize your professional reputation.
  - If applicable, immediately notify other employers with whom you have offers pending.
  - If this is an internship, share your good news with the Career Center. Internships obtained through the Career Center are accompanied by a mandatory intern/co-op/research PRAC notation on your transcript and are eligible for upper-level credits for most majors.
  - If this is a full-time position, also share your good news with the Career Center by completing the UMBC Graduating Student Report at cap and gown pick-up, responding to the survey invitation email or by sending an email to your career specialist or the recruiting coordinator.

**Consequences**
- Failure to comply with any of these terms may result in your UMBCworks account being blocked, internship application privileges being removed and/or referral to Student Judicial Programs.

Thank you,
Career Center Staff
COME CHECK OUT THE UMBC CAREER CENTER!

Success doesn’t happen over night, so don’t wait until your last semester to start planning for your career! START TODAY with the help of the Career Center!

1ST AND 2ND YEAR CHECKLIST

☐ Meet with a Career Advisor to articulate your interests, abilities and values by taking one of our career assessments. We can also help you explore majors and related career paths while developing career goals.

☐ Get involved with a campus club/organization or find a part-time job related to your major.

☐ Check out our career exploration and development events such as Keys to Success and Get the Inside Scoop series.

☐ Create or update your resume. View our resources in this guide and on the Career Center’s website.

☐ Do you use UMBCworks? Log on to update your profile, upload your resume, and search for job, research, internship/co-op, and service learning opportunities.

☐ Join our myUMBC group and watch for the weekly careers listserv to ensure you receive the latest career information from the Career Center.

☐ Apply for meaningful summer experiences, including internships, part-time jobs, research, and co-ops.

☐ Use the UMBC Alumni-Student Networking Group on LinkedIn to connect with alumni and employer mentors.

☐ Attend the Campus Jobs Fair and/or Summer Job & Internship Fair.

1. Discover Your Options

MAKE AN APPOINTMENT
Schedule an appointment to meet with a career staff member online via UMBCworks by clicking Schedule Appointment, calling the Career Center at 410-455-2216, or using our drop-in hours (times posted on careers.umbc.edu).

TAKE AN ASSESSMENT
Try taking Focus2, the MBTI, or the Compass to learn what makes you distinct and how these interest and strengths can translate into a career.

EXPLORE OUR ONLINE AND PRINT RESOURCES
Search our website to explore your personal interests, abilities and values; find other resources to help you explore various career paths such as our Major Sheets. Visit us (Math-Psychology_212) to investigate career related books, magazines, and articles.

CAREER EXPLORATION PROGRAMS
View our Career Event Calendar (careers.umbc.edu) to check out the breakdown of programs such as Dependable Strengths, Career Week events in the Spring and Get the Inside Scoop Series.

2. Prepare Your Success

 ATTEND TARGETED CAREER EVENTS
Whether you are looking for a full-time job or internship, or preparing for graduate school, the Career Center sponsors events throughout the year to help prepare you for success. Check out the Internship Success Conference, Senior Success Seminar, or our career fairs to obtain valuable insider information.

CONDUCT AN INFORMATIONAL INTERVIEW
Learn how to conduct informational interviews and find interesting occupations in the process. Check out the UMBC Alumni-Student Networking Group on LinkedIn to connect to great UMBC alumni who want to help.

DEVELOP A RESUME
Review our online resume writing resources (to review sample resumes by major on our website see “Resumes/Additional Information”) and this UMBC Career Guide for sample resumes, and then come in and have your resume critiqued to get your search started off on the right foot.

ATTEND NETWORKING EVENTS
Attend our major-related programs and events such as UMBC Connects, On the Road Series, Information Sessions, Career Fairs, Get the Inside Scope Series and Keys to Success sessions.

PREP FOR AN INTERVIEW
Check out interviewing resources on our website to prepare for an interview and then come into the Career Center to complete a practice interview with a career advisor.

UMBCworks

UMBCworks is UMBC’s online job system. Log into your UMBCworks account to find thousands of position listings, including on-campus jobs, part-time jobs, internships and full-time positions. You can schedule appointments, post your resume, RSVP for career events, and sign up for on-campus interviews.
3. Find An Internship/Job

JOBS AND INTERNSHIPS ADVISING
Major-specific career advisors are ready to help you tailor your resume, and create a job or internship strategy. Schedule an appointment with a career advisor to get answers to your internship and job search questions.

INTERNSHIP, CO-OP & RESEARCH CREDIT AND PRAC COURSE
If you find an internship, co-op, or research experience, let us know. We can help you enroll in the PRAC course and, potentially, earn academic credit for your experience.

UMBCworks
Search for internships, full-time and part-time jobs in UMBCworks. Use the UMBC Alumni-Student Networking Group on LinkedIn to connect with professionals in your field.

ON-CAMPUS INTERVIEWS
Search and apply for on-campus interview opportunities in UMBCworks by the stated deadlines. Employers will visit UMBC to interview you for full-time career opportunities and internships. Don’t forget to sign up for an interview time in UMBCworks if you are selected to interview.

CAREER FAIRS
Each semester, UMBC hosts multiple career fairs and networking events with employers from all over the area. Don’t miss these opportunities to connect with employers who want to hire students like you!

4. Apply To Graduate School

GRADUATE SCHOOL PREP CONFERENCE
Attend our Graduate School 101 seminar to learn more about navigating the graduate school application process.

THE GUIDE TO APPLYING TO GRADUATE SCHOOL
The UMBC guide to navigating the application process is available on the Career Center’s website (careers.umbc.edu/gradpub/). This guide is full of relevant topics, including: writing a personal statement, standardized exams, letters of recommendations, how to fund grad school, how to research programs and degrees, plus much more.

CREATE A CV AND WRITE YOUR PERSONAL STATEMENT
Career advisors are ready to help you create a CV/resume and personal statement for graduate school.

GRADUATE STUDENTS AND PHD STUDENTS
Career advisors are ready to help you create a CV for careers in academia and research and assist with your job search. All the resources on these pages are open to you. Come meet with us today.

3RD AND 4TH YEAR CHECKLIST

- See a career specialist to ensure your career path is clear and you are on the right track with your career plans.
- Polish your resume and other job search and graduate school documents to ensure all experiences from college are included.
- Land an internship, co-op or research experience through the Career Center or your department and have it noted on your transcript.
- Search and apply for opportunities through your UMBCworks account.
- Prepare for internship and job interviews by scheduling a practice interview at the Career Center.
- Expand your network and explore the UMBC Alumni-Student Networking Group on LinkedIn to connect with UMBC alumni.
- Build skills through your campus club or professional organizations by taking on leadership positions.
- Check out our events calendar on our website and seek opportunities by attending networking events such as Career Fairs, Career Week, and UMBC Connects.
- Research industries and companies using resources on the Career Center’s website – e.g., The Vault Career Insider.
- Participate in UMBC on-campus interviews to connect with employers who visit campus.

ARE YOU SOCIAL?
Check out our social media accounts to receive the latest career updates, advice, quotes, and job postings:
facebook.com/UMBCcareers
twitter.com/UMBCcareers
my.umbc.edu/groups/careers
In a tough job market, it can be tempting to jump into the job hunt feet first, but the most effective searches start with thoughtful preparation. Answering the questions “Who am I?,” “Where am I going?” and “How am I going to get there?” are important questions to ask when preparing for a successful search.

SELF EXPLORATION

Whether you are thinking about choosing a major, a career field or a graduate school, it all begins with you and who you are. Beginning to explore your options early in your university career is a good idea so that you are following a path that uses your dependable strengths --- those skills and qualities that you do well and enjoy using. Working within your areas of strength ensures greater career success and satisfaction.

Consider utilizing these resources to help you identify your strengths:

CAREER ASSESSMENTS AND WORKSHOPS

Focus2: Career and Education Planning
Online Assessment
This is an online self-assessment tool designed to provide you with personalized career exploration and planning services. Focus 2 helps you to explore career fields and make career decisions. Based on your interests, your personality, your talents and your values Focus2 will also help you to plan the education and training you will need to attain your career aspirations. After taking Focus2, you will obtain a customized report listing careers that match up to each of these areas.

To access this helpful tool, go to careers.umbc.edu and click on Focus2: Career and Education Planning System on the Self and Career Exploration page of our website.

Dependable Strengths: Career Planning and Strengths Assessment
Explore Your Dependable Strengths!
Recognizing your strengths is the first step to discovering a career fit that maximizes your opportunities for success and satisfaction. Also, if you are aware of your strengths, you should be able to clearly articulate your strengths to potential employers and provide evidence of those strengths in interviews and on your career documents.

For a brief and helpful exercise on how to identify your dependable strengths and skills, we recommend that you complete the exercise on the Career Planning and Strengths Assessment page on the Career Services website (careers.umbc.edu/studnets/discover/self/assess-ds/).

To access your unique dependable strengths, we also suggest that you attend our two-day Dependable Strengths™ workshop. This workshop is usually offered during the winter and summer breaks. See the dependable strengths section on the Career Center’s website for registration information.

Compass
Take the Compass, a quick and fun internet-based assessment tool that recommends career paths based on personality and preference data. It takes about five minutes. In your UMBCworks account, click on Woofound’s Compass.

Using information obtained from the assessments identified above, career advisors can help you interpret your self-assessment results, begin exploring your pattern of strengths, clarify your career path and get you headed in the right direction. Schedule a 60 minute appointment with a career advisor online via UMBCworks by clicking “Schedule Appointment,” in person by stopping by MP 212, or by calling (410) 455-2216.

CAREER EXPLORATION

Learn more about the world of work and where you might fit in, drawing on what you know about yourself. Gathering information about careers related to your major or strengths is another way to determine industries that could benefit from your unique skill sets.

Researching Companies
By researching companies and organizations through events, websites and literature, you will be able to determine industries that could benefit from your unique skill sets. Refer to “the Ace the Interview” section in this Guide for additional tips on how to research companies (See pg. 53).

Career Insider/The Vault
The Career Insider portal powered by Vault is a company database as well as a comprehensive career resource aimed at college students. It features Vault’s best-selling career and industry books, videos, blogs, news and more. You can access The Career Insider on the Career Center website.

Informational Interviewing
Informational interviewing is a process by which you can gather information and establish contacts in specific career fields directly from experienced professionals. For additional information on how to conduct an informational interview, see the “Build Your Network” section in this Guide (See pg. 35).

LinkedIn
Did you know that LinkedIn can be used as a resource in finding a major or career path? By exploring career paths of UMBC alumni and conducting Informational Interviews, you can see where someone with your major or career interest has landed (http://www.linkedin.com/edu/alumni?id=18569). See the “Build Your Network” section in this Guide for additional tips on how to use LinkedIn (See pg. 38).

UMBC Alumni-Student Networking Group
The UMBC Alumni-Student Networking Group on LinkedIn connects a network of active alumni and employer volunteers to current UMBC students (and alumni who use UMBCworks) in support of their career exploration and academic development (See pg. 36).
**NEW! Myers-Briggs Type Indicator (MBTI)**

The most widely used personality inventory in the world, the Myers-Briggs Type Indicator (MBTI), provides an accurate picture of your personality type. The MBTI determines preferences on four dichotomies:

<table>
<thead>
<tr>
<th>Extraversion (E) / Introversion (I)</th>
<th>Sensing (S) / Intuition (N)</th>
<th>Thinking (T) / Feeling (F)</th>
<th>Judging (J) / Perceiving (P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describes where people prefer to focus their attention and get their energy from, either the outer world of people and activity or their inner world of ideas and experiences</td>
<td>Describes how people prefer to take in information, either focused on what is real and actual or on patterns and meanings in data</td>
<td>Describes how people prefer to make decisions, either based on logical analysis or guided by concern for their impact on others</td>
<td>Describes how people prefer to deal with the outer world, either in a planned orderly way, or in a flexible spontaneous way</td>
</tr>
</tbody>
</table>

Combinations of these preferences result in 16 distinct personality types. Understanding characteristics unique to each personality type provides insight on how they influence an individual’s way of communicating and interacting with others. To access this helpful tool, go to careers.umbc.edu and click on MBTI on the Self and Career Exploration page of our website.

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**O*Net**

The O*NET system serves as the nation’s primary source of occupational information, providing comprehensive updates on key attributes and characteristics of workers and occupations. [www.onetonline.org](http://www.onetonline.org)

**Major Sheets**

Major related reference sheets are available resources which list industries and job titles related to each of the academic majors offered at UMBC. Go the the Tool Kit section of our website (Tools for Exploring Majors and Careers) to download these reference sheets.

**Links by Major**

This resource provides a list of major-related websites and national organizations. Go the the Tool Kit section of our website (Job Search Tools/Links by Major).

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**GOAL SETTING/DECISION MAKING**

Real world experiences combined with information you’ve learned about yourself and the world of work will put you in a better position to make informed and effective decisions about your career and set relevant goals. At this point in the career exploration process, you are answering the questions “Where am I going?” and “How am I going to get there?” Once you can answer these important questions, you are ready to take action!

**Goal Setting**

**STEP 1:** Set goals that you want to accomplish. If you’re going to be motivated to actually achieve your set goals, they need to be consistent with your values.

**STEP 2:** Consider your goals thoughtfully to ensure that they don’t contradict each other.

**STEP 3:** Write your goals down, in detail, and review them regularly. If you’re focusing on concrete goals you can visualize, you’ll be more likely to accomplish them. Make sure your goals are “SMART”:

- **SPECIFIC**
- **MEASURABLE**
- **ACHIEVABLE**
- **REALISTIC**
- **TIME-BASED**

**STEP 4:** Create a plan of action that identifies detailed steps that you will take along the way to ensure you stay on track and make progress. When your overarching goal seems overwhelming, focusing on the smaller, more immediate and doable components can help.

**STEP 5:** Think about your goals each day, and with every decision you make, ask yourself if that action will take you closer to, or further from, your set goal. Career Advisors can help you identify ways to gain valuable experience, set goals, make career decisions, and create your personalized career plan. Schedule a 60-minute appointment with a career advisor online via UMBCworks by clicking “Schedule Appointment”, in person by stopping by MP 212, or by phone by calling (410) 455-2216 (See pg. 1).

---

**OBTAIN EXPERIENCE**

Valuable experience may be gained through applied learning and leadership opportunities. (See “Internships, Co-ops & Research—What’s the Difference?” and “How Else Can I Gain Experience?” on pg. 40).
THE RESUME: WHAT IS IT AND HOW TO START

A resume is a short, action-oriented list of your skills, education, and experience in an organized format. It is a brief sales pitch in which your goal is to convince the reader (in 15-30 seconds) to invest in what you have to offer. The resume is considered a formal document in the employment process to land you an interview for a job, internship, or graduate school.

The employer uses a resume to judge qualifications and skills as they relate to an available position. It can vary in length and depth depending upon the style that you select. Here are a few guidelines to help you get started:

STEP 1
Gather and create a list of all relevant coursework, projects, work/volunteer experiences, and organizations in which you spend your time.

STEP 2
Identify important skills, achievements, and interests that you want to highlight on your resume.

STEP 3
Develop descriptive phrases for your experiences. Qualify and quantify what you accomplished on a daily basis. If you completed relevant coursework and projects, consider developing statements for those experiences as well. Start these phrases with strong action verbs (See pg. 13).

STEP 4
Put your resume into an organized format. Review the resume headings and samples in the following pages to get ideas for organizing your information. Note: You can use a font as small as 10.5 pt. (but nothing larger than a 12 pt.) and margins as little as half an inch.

STEP 5
Upload your resume into UMBCworks for review. Be sure to come to drop-in hours or schedule an appointment with a career advisor to have your resume reviewed.

RESUME HEADINGS

To best organize your resume, you should use headings. While all resumes are unique, there are headings that are typically used (in bold). This is not an exhaustive list nor should you feel the need to have each of these headings in your resume. Be creative in developing a resume that best represents you.

Objective (optional)
Career Objective | Employment Objective | Job Objective
Professional Objective | Career Interest | Career Goal

Education
Academic Background | Academic Training
Educational Experience | Educational Preparation
Relevant Coursework

Course Projects
Special Projects | Relevant Course Projects

Work Experience
Employment | Experience Highlights | Professional Background
Practicum Experience | Professional Work History
Career-related Experience | Additional Experience
Part-time and Summer Work | Sales Experience
Teaching Experience | Writing Experience | Research Experience
Internship Experience

Activities
Community Activities | Campus Activities | Campus Involvement
Professional Activities | Civic Involvement
Athletics

Special Skills and Training
Certifications | Endorsements | Language Competencies
Special Training | Areas of Knowledge | Areas of Expertise
Professional Skills | Technical Tools | Computer Competencies
Computer Experience

Professional Memberships
Professional Affiliations | Societies | Memberships

Publications
Referenced Publications | Juried Articles | Writing Experience
Current Research Interests

Presentations
Papers | Conference Presentations | Exhibits | Recitals
Concerts | Juries

Honors/Awards
Awards | Distinctions | Special Honors | Citations
Scholarships | College Awards | Community Honors

Military History
Armed Forces | Military Experience | Military Service

Travel
Experience Abroad | Foreign Travel | International Experience
International Relations | Study Abroad

Interests
Additional Data
RESUME TIPS FOR INTERNATIONAL STUDENTS

• It’s your brochure – be concise as you summarize your skills, accomplishments and academic background relative to the employment objective.
• Keep it to one page – this is a general guideline for most students and recent graduates.
• Most important first – list the most important/relevant items first (top to bottom and left to right).
• Make sure that the resume has a clear format and is free from grammatical and spelling errors as well as awkward language.

• Emphasize strong English communication skills – i.e., writing papers and presenting in courses, internships, etc. If you have a “Language Skills” category, don’t list English (it will be assumed you’re fluent in English).
• Do not attach a picture or include age, marital status, race or religion.
• Be honest – you can certainly omit certain facts, but never lie on your resume or in an interview.
• Under “Education” – highlight the degree(s) you received over where you received it; list GPA or equivalent if 3.0 or above.

Entry-level Position Perfect for Students
Up to 100% Tuition Reimbursement

• Flexible shifts that accommodate class schedules
• Full and part-time positions available
• Position may fulfill internship requirement
• Competitive salary & excellent benefits
• Opportunities for professional advancement

The Kennedy Krieger Institute’s Neurobehavioral Unit (NBU) in Baltimore, MD is an inpatient facility dedicated to assessing and treating behavior disorders in children with developmental disabilities. We are seeking applicants interested in helping these children reach their potential. Duties include providing patient supervision, implementing behavioral and educational protocols, assisting with self-care activities, and data collection. This is a great opportunity to learn about state-of-the-art applied behavioral analytic therapies. Day, evening, weekend or night shifts may be available.

Please apply for the Clinical Assistant position online at www.kennedykrieger.org/careers
Keyword: Clinical Assistant.

Applicants with questions may contact Kate Litman, Recruiter at Litman@kennedykrieger.org. EOE, M/F/D/V
THE DO’S AND DON’TS OF RESUME WRITING

DO’S

• Determine your job search objective prior to writing the resume and tailor your resume for the position.
• Customize your resume to match a specific job description. Highlight buzzwords in the industry.
• Focus on positive results and accomplishments.
• Keep a consistent, easily-readable format.
• Create strong, action-oriented statements about your work.
• List the most important items first (e.g., categories, bullet points); when items are dated, list them in reverse chronological order.
• Qualify and quantify your experiences whenever possible. Include numbers and percentages when possible.
• Highlight specific accomplishments rather than expand on every detail.
• Expand on professional, volunteer, research, and classroom experiences to show transferable skills.
• Proofread your work. Utilize the Career Center, friends, advisors to help you proofread.
• Use your resume to obtain an interview, not a job.
• Apply to multiple positions that match your career interests.

DON’TS

• Use templates and tables included in software.
• Over generalize your skill set.
• Mislead employers about your GPA, skills, or abilities.
• Include routine, general office duties (making copies/answering the phones).
• Utilize long objective statements that are generic in nature.
• Submit references on the same page as your resume.
• Don’t go over two pages. Most underclassman candidates should have a one-page resume, but this will depend on the amount of experience you have.

ACTION-ORIENTED STATEMENTS

Are you having trouble coming up with action-oriented statements? Try out this job duties exercise:

How do you spend your day? What are the three most important tasks you accomplish each day or each week? Take time to reflect and articulate how you spend your time with a specific organization or job. These tasks can be crafted into strong, action-oriented statements that make your resume come alive. Below are a few sample action oriented statements:

• Coordinated individual programming and behavior modification plans for 8-10 children with developmental challenges.
• Spearheaded publicity and facilitated campus meetings via advocacy actions such as letter writing and social media activity.
• Completed an original research project on anger management and self-awareness in adolescents that resulted in a report and oral presentation to the principle investigators.
• Accurately entered confidential patient data and improved data management in the department.
• Designed a homepage and electronic mail distribution list, including information on all of the upcoming events; efforts resulted in a 25% increase in member participation at club events.
• Managed the store and increased sales volume by 25% in the first six months through promotions and marketing.
• Collaborated with on-campus organizations to unify efforts; educated the campus community about social justice issues.

Sample resumes are available on pages 14-23. Additional samples are available for more UMBC majors on our website (careers.umbc.edu/tools/).
SAMPLE ACTION VERB LIST

MANAGEMENT
administered
analyzed
assigned
attained
chaired
consolidated
contracted
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

COMMUNICATION
addressed
arbitrated
arranged
authored
collaborated
convinced
corresponded
developed
directed
drafted
drafted
edit
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
negotiated
persuaded
promoted

RESEARCH
clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

TECHNICAL
assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

HELPING
assessed
assisted
clarified
coached

communicated
coordinated
demystified
developed
enabled
encouraged
evaluated
explained
facilitated
guided
inform
instructed
persuaded
set goals
stimulated
trained

FINANCIAL
acted
conceptualized
created
customized
designed
developed
directed
established
fashioned
founded
illustrated
initiated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped

CLERICAL OR DETAIL ORIENTED
approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated
validated

MORE VERBS FOR ACCOMPLISHMENTS
achieved
expanded
improved
pioneered
reduced (losses)
resolved (problems)
restored
spearheaded
transformed

Adapted from the:
Damn Good Resume Book

PREPARE YOUR DOCUMENTS
SAMPLE RESUME GUIDELINES

NAME
Address, City, State, Zip, Email, Phone

OBJECTIVE
Concise unique statement highlighting your relevant skills and/or education history and career goals in which you hope to apply or obtain in the position.

SUMMARY
- Two to five bullet points highlighting your greatest strengths and skills as emphasized in your resume.

EDUCATION
University of Maryland, Baltimore County, (UMBC) Baltimore, MD
Bachelor of Science, Major
Graduation Date
Minor and/or Certifications
GPA: (if above a 3.00)

Community College, City, State
Associate of Arts (If earned), Major
Graduation Date or Dates Attended
GPA: (if above a 3.00)

CERTIFICATIONS/LICENSES
Title of Certification/License
Date Received

RESEARCH, PUBLICATIONS AND PRESENTATIONS
Title of Presentation, Place/Organization Presented (Type)
Date

RELEVANT PROJECTS
- Title of Class and Project (without course number) Semester Year
- One to two bullet points about your role, actions, and results of the project; use action verbs
- Gained experience with _____ to _________
- Mention what you learned from the project

RELEVANT COURSEWORK (OPTIONAL)
- Bulleted list of the most applicable classes
- List major and minor courses relevant to the position applying
- Include no more than three lines of course work

SKILLS
Laboratory: List laboratory tools used, procedures and techniques; e.g., Isothermal Titration Calorimetry (ITC), Cell Fractionation, Chromatography
Computer: JAVA, HTML, Python, SQL Server, MS Visio/SharePoint
Quantitative/Analytic: Data analysis, Polymath, Minitab, MATLAB
Interpersonal: List adaptable or transferable skills

Objective statement or summary sections are optional especially if space does not permit. It may not be necessary to include both an objective statement and a summary.

If you are a first-year student, you may include work and activities from high school. Once you enter your second year, only college activities and work should be included.

Can group all skill types together or use subcategories.

Indicate where the presentation or publication was presented and what type; i.e. research poster, paper, or oral presentation.
SAMPLE RESUME GUIDELINES

**TECHNICAL SKILLS**
- Programming: JAVA, C++, C, HTML
- Software: MS Office 2010 Suite + MS Visio/Project/SharePoint, Exchange, Group Policy

**DESIGN SKILLS**
- Advanced: MS Office Suite, Adobe Illustrator, Adobe Photoshop
- Proficient: iMovie, Adobe InDesign, Dreamweaver
- Novice: Adobe Flash

**LANGUAGES**
- Spanish (conversational), Russian (basic), French (fluent)

**PROFESSIONAL EXPERIENCE**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Company/Organization, City, State</th>
<th>Start Date-End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

- Two to five action statements highlighting your achievements, contributions, and tangible work accomplishments

**ADDITIONAL EXPERIENCE**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Company/Organization, City, State</th>
<th>Start Date-End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

- One to three action statements describing your work
- Highlight achievements, contributions, and tangible work accomplished

**HONORS AND AWARDS**

<table>
<thead>
<tr>
<th>Organization, Award</th>
<th>Date Received</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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**ACTIVITIES/INTERESTS**

<table>
<thead>
<tr>
<th>Role, Organization/Club</th>
<th>Start Date-End Date</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

- One to three achievement orientated tasks about your work with the organization; use action verbs

**SERVICE EXPERIENCE/COMMUNITY ENGAGEMENT**

<table>
<thead>
<tr>
<th>Organization, Role</th>
<th>Date/Involved</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

- Activities directly related to the position applying for may also be listed under “Relevant” or “Professional Experience”

Can also list as a subcategory in the skills section

Add additional experience that is not related to the position applying for
**FRED FINANCE**

**School Address**
1000 Hilltop Circle  
Baltimore, MD 21250

**Permanent Address**
100 Elm Street  
Jobville, MD 55555  
(555) 555-5555  
finance@umbc.edu

**EDUCATION**
- University of Maryland, Baltimore County (UMBC)  
  B5 in Financial Economics and a MBA Preparatory Certificate  
  Anticipated Graduation Date: May 20xx  
  Cumulative GPA: 3.35/4.0  
  Major GPA: 3.56/4.0

**RELATED COURSES**
- Financial Investment Analysis, Portfolio Analysis and Management, Financial and Managerial Accounting, Elements of Quantitative Methods of Management, Essential Mathematics for Economic Analysis

**EMPLOYMENT**
- **Operations Analyst Intern**  
  **Morgan Stanley (Baltimore, MD)**  
  - Exhibited excellent teamwork and problem solving skills by successfully automating a manual process for uploading commission data from an external system format to an in-house system format  
  - Subsequently following our group’s presentation, assisted in the global implementation of our solution  
  - Developed flowcharts for various groups within Operations Risk and Control in order to improve overall efficiency and properly document group functions in compliance with federal regulators  
  - Analyzed the process for depositing physical securities and transferring restricted securities in order to mitigate costs  
  - Presented a specific range within Operations Risk and Control to senior management in order to outline the process and portray inefficiencies

- **Staff Accountant Intern**  
  **Marsh and McLennan Companies-Marsh Incorporated (Hoboken, NJ)**  
  - Performed analytical procedures and variance analysis on monthly profit and loss and quarterly balance sheet submissions  
  - Reviewed monthly and quarterly submissions to ensure proper recording of amounts and adherence to US GAAP  
  - Prepared balance sheet tax schedules for international reporting entities of Marsh Incorporated  
  - Experienced significant exposure to foreign currency translation gain/loss and related transactions through consolidation of world-wide operating companies  
  - Exposure to both HYPERION and ORACLE reporting software

- **Make a Difference Mentoring Program**  
  **Catonsville Middle School**  
  - Mentored 18-22 disadvantaged elementary school students (grades four and five) to promote academic and personal growth, while improving their overall organizational and communication skills

- **Ride with Pride Program**  
  **Maryland Council for Special Equestrians**  
  - Assisted trainers in giving horse back riding lessons to disabled children

**SKILLS**
- **Computer:** Microsoft Office (Excel, Access, Project, Word, PowerPoint)  
  **Language:** Fluent in Spanish  
  **Interpersonal:** Ability to thrive in teams and possess natural leadership qualities, eager to accept new challenges and ability to work in diversified business environments

**MEMBERSHIPS**
- Member of the National Society of Collegiate Scholars  
- Member of the Accounting Club

**HONORS**
- Awarded an annual scholarship from UMBC  
- 20xx and 20xx America East Conference Men’s Lacrosse All-Academic Team

**LEADERSHIP**
- **Co-Captain, UMBC Lacrosse Team**  
  - Served as the Lacrosse spokesman at a UMBC Board of Visitors Meeting  
  - Led and collaborated with small team to design and execute promotions for events  
  - Designed innovative advertising materials for events  
  - Participated in fundraising for HLSU and local charities
Marisol Media  
1000 Hilltop Circle Baltimore, MD 21250 • (410) 123-9876 • mm29@umbc.edu

EDUCATION
University of Maryland, Baltimore County (UMBC), Baltimore, MD May 20xx  
Bachelor of Arts and Certificate of General Honors, Magna Cum Laude  
Double Major: Media and Communications Studies, Cultural Anthropology  
GPA: 3.91/4.00  
Worked 20 hours per week as a full time student

Study Abroad Spring 20xx  
Massey University, Auckland, New Zealand  
ISEP Study Abroad Semester

AWARDS and HONORS:
President’s List: Spring 20xx – Spring 20xx  
University of Maryland, Baltimore County Centennial Scholarship 20xx  
Invitee of Golden Key Honors Society  
• One of three students awarded by the faculty of the Media and Communication Studies Department for academic excellence and significant contribution to the enrichment of University life

RELEVANT
Artichoke Art Studio, Gaithersburg, MD – Art Teacher December 20xx – Present  
• Instruct young children between the ages of four and eighteen in a variety of art techniques, including drawing, painting, sculpting, and sewing  
• Help children younger than 15-years-old produce artworks that exercise their creativity and motor skills and guide older students in creating works for their portfolios

The Private Museum, Singapore – Intern July 20xx – August 20xx  
• Worked full-time on two art exhibitions; wrote press releases and exhibition synopses for publication in brochures; researched artist biographies; conducted an interview with Cai Heng, a Chinese artist  
• Planned two exhibition set-ups and contacted various media outlets to advertise and publicize events in local newspapers and magazines

OTHER EXPERIENCE
Self-Employed, Rockville, MD – Private English Tutor November 20xx – Present  
• Give weekly private tutoring sessions in English and writing to two elementary and middle-school-aged children in their homes; help them with academic essays and to improve their writing skills  
• Contributed to the significant improvement in their grades from C’s to A’s and B’s

UMBC Campus Information Center, Baltimore, MD – Desk Staff October 20xx – May 20xx  
• Ensured that desk operations were in order by providing accurate information about the University  
• Answered phone calls, carried out ticket sales for student events, operated the Lost and Found, and answered all questions and inquiries from customers

Zycraft Pte Ltd., Singapore – Administrative Assistant August 20xx – February 20xx  
• Processed financial and administrative paperwork for the company; helped to organize special company events

SKILLS
Computer: Proficient in Microsoft Word, Excel, PowerPoint (Advanced)  
Language: Fluent in Mandarin (speak, read, write, translate)
OBJECTIVE
An entry-level position as a Biochemical Laboratory Assistant with an emphasis on research lab procedures and clinical trial documentation.

EDUCATION
University of Maryland, Baltimore County Baltimore, MD
BS, Biochemistry and Molecular Biology; GPA: 3.71/4.00, Major GPA: 3.94/4.0 Expected: May 20xx
Worked 20 hours per week as a full time student

HONORS AND AWARDS
UMBC Honors College, Dean’s List Fall 20xx – Spring 20xx
Golden Key Honor Society September 20xx - Present
Phi Kappa Phi September 20xx - Present

RELEVANT COURSEWORK
Introduction to Biology Laboratory Organic Chemistry Laboratory II
Introduction to Chemistry Laboratory Genetics Laboratory
Comprehensive Biochemistry I

SKILLS
Lab: Western blotting, Pipetting Techniques, Agarose Electrophoresis, DNA Extraction and Purification, Polymerase Chain Reaction, Thin layer Chromatography, Bacterial Gene Transformation, Gel Electrophoresis
Computer: SSPS, BASIC, Microsoft Office: Word, Excel, PowerPoint
Languages: Arabic (fluent)

RELEVANT EXPERIENCE
Johns Hopkins School of Medicine Baltimore, MD
Research Intern August 20xx-Present
• Conduct research for a phase three clinical trial for a novel leukemia drug course
• Characterize HMGI expression in colon cancer and leukemia patient samples before and after treatment

Chesapeake Protein Expression and Recovery Laboratory Savage, MD
Research Intern June 20xx-December 20xx
• Conducted research using DsRed as a measure of protein expression in recombinant organisms
• Used molecular biology techniques to characterize the expression and purification of the fluorescent protein, DsRed

ADDITIONAL EXPERIENCE
Catonsville Gourmet Catonsville, MD
Server April 20xx-Present
• Demonstrate commitment to extraordinary customer service; able to work as a proactive self-starter
• Train four to eight new employees; possess effective communication skills; excellent time management abilities

EXTRACURRICULAR ACTIVITIES
Biochemistry Council of Majors, UMBC Baltimore, MD
President May 20xx - Present
• Prepared meeting agendas, worked closely with faculty members to develop discussion topics

Freedom Alliance, UMBC Baltimore, MD
Treasurer September 20xx – May 20xx
• Managed accounts and led fund raising efforts, raising over $8,000
Tyler Techy  
1000 Hilltop Circle Baltimore, MD, 21250 | 410-239-4576 | ttechy@umbc.edu

EDUCATION
University of Maryland, Baltimore County, Baltimore, MD
Bachelor of Science in Information Systems, GPA: 3.33  
Honors: Dean’s List  
December 20xx

Howard Community College, Columbia, MD
Associate of Arts in Information Technology - Network Security, GPA: 3.44  
December 20xx

TECHNICAL SKILLS
Hardware
Virtual Servers, Switch, VPN (IPsec), Firewall, IDS

Operating Systems

Programming
Java, HTML, SQL, mySQL

Networking
Configure/Implement Firewalls, VPNs, Switches, IDSs

Software
Microsoft Office, Eclipse, JGrasp, Putty, Encase

PROJECTS
Hardening the Network Infrastructure – Semester Project  
Fall 20xx

• Collaborated with a group to test a set of IP addresses and discover a network
• After discovering the IPs of hardware or virtual servers on the network, performed penetration testing of the network
  by conducting different kinds of attacks to discover certain vulnerabilities

Intro to Encryption & VPN Technology  
Spring 20xx

• Given a virtual lab environment, configured different kinds of firewall (hardware/software) on the network

Computer Forensics I  
Spring 20xx

• Given a set up crime scene, conducted the investigation as the first response computer forensic analyst following all
  the correct procedures and requirements according to the law

Management – Semester Project  
Fall 20xx

• As a project group leader conducted an interview with a company manager to learn about the strategies of a successful
  manager, presented the information to the rest of the group after which the summary of the interview was given to the
  peers and professor

WORK EXPERIENCE
PAPA JOHN'S, INC., Delivery Driver, Columbia, MD  
August 20xx – Present

• Create a welcoming environment when delivering pizza (customer service)
• Manage cash daily and ensure that pizzas are delivered in a timely manner

PIZZA HUT, INC., Pizza Line Cook, Columbia, MD  
February 20xx - April 20xx

• Assembled 140-200 orders of pizza daily
• Placed customer orders and oversaw the cash register

RELEVANT ORGANIZATIONS
Information Systems Council of Majors (ISCOM), Member  
Fall 20xx-Present

UMBC Cyber Defence Club, Member  
Spring 20xx-Present

ADDITIONAL SKILLS
Languages: fluent in Russian, and conversational in Ukrainian

ACADEMIC COURSEWORK
Introduction to Computer Systems  
Intro to Network Security Systems  
Computer Forensics I
Intro to Encryption and VPN Technology  
Intro to Intrusion Detection Systems  
Computer Sys Op. DOS
Hardening the Network Infrastructure  
Intro to Java Applications  
Statistics
JANE SMITH  /  GRAPHIC DESIGNER  /  JSMITH1@UMBC.EDU  /  410.455.XXXX

EDUCATION

UNIVERSITY OF MARYLAND, BALTIMORE COUNTY
Bachelor of Fine Arts: Graphic Design
Bachelor of Arts: Media and Communication Studies
Expected Date of Graduation: May 20xx
GPA: 3.8

MOUNT DE SALES ACADEMY
August 2008—May 20xx
GPA: 3.9

ARTISTIC EXPERIENCE

IMAGING RESEARCH CENTER FELLOW  COURSE: PRESERVING PLACE // UMBC // JAN 20xx—PRESENT
Participate in an intimate, cross-disciplinary, collaboratively charged environment through direct involvement of geographical and social infrastructure to accomplish course objective of strengthening the identity of Brooklyn-Curtis Bay, MD
Document progression of ideas, reflection of themes, and important visual/audio material addressed in class through a regularly maintained course Tumblr blog
Engage in field work with community members to plan fundraising and collaborate on mural design, placement, and execution
Designed logo for the class-hosted Filbert Street Garden Fundraiser, to be used on shirts, posters, and other promotional material

PHOTOGRAPHER  THE RETRIEVER WEEKLY // UMBC // AUG 20xx—PRESENT
Provide photographic material for school newspaper’s print/online issues through weekly assignments per article

LINEHAN ARTIST SCHOLAR  COURSE: INTRO TO THE ARTS I,II // UMBC // MAY 20xx—PRESENT
Participated in weekly seminars and workshops during freshman year involving a variety of artistic fields
Attend school-based art events and class trips to museums and performances
Volunteer in annual scholar selection processes, including student panels, meet and greets, and interviews

EDITOR-IN-CHIEF, VISUALS EDITOR  IMAGES VISUAL-LITERARY ARTS MAGAZINE // MOUNT DE SALES ACADEMY // AUG 20xx—MAY 20xx
Promoted and received student submissions in addition to designating which pieces were eligible for publication
Designed promotional flyers and magazine’s cover/page layouts in regards to visual and literary relationship and overall contextual fluidity
Organized regular meetings and communication with advisor/committee members to survey, discuss, and maintain production process
Oversaw and completed final edits to master layout prior to sending to printer
Supervised distribution of printed books throughout school body

ADDITIONAL EXPERIENCE

DESK STAFFER  RESIDENTIAL LIFE // UMBC - CHESAPEAKE HALL // JAN 20xx—PRESENT
Answer to residents’ needs and/or general questions
Maintain and update visitor/equipment/Residential Assistant duty logs
Brainstorm lobby themes and respectively design engaging, welcoming decorations to heighten sense of community

ACCOMPLISHMENTS

LINEHAN ARTIST FULL SCHOLARSHIP // FALL 20xx—SPRING 20xx
DEAN’S LIST // FALL 20xx—PRESENT
FR. DUERR SCHOLARSHIP // FALL 20xx—SPRING 20xx
FIRST HONORS // FALL 20xx—SPRING 20xx

SKILLS

TECHNICAL
InDesign, Illustrator, Photoshop,
Brackets, Prepros, iMovie, MS Office

DESIGN
Print, Publication, Corporate Branding,
Hand Coding in HTML/CSS, Advertising and
Communications, Film, Photography
# Ella Engineer

5 Main St., Aberdeen, MD 21015  
410-765-8471  
eeng3@umbc.edu

<table>
<thead>
<tr>
<th><strong>Education:</strong></th>
<th>University of Maryland, Baltimore County (UMBC)</th>
<th>Bachelor of Science in Mechanical Engineering</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Baltimore, Maryland</td>
<td>Expected Graduation Date: Spring 20xx</td>
</tr>
<tr>
<td></td>
<td>GPA 3.65/4.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Harford Community College (HCC)</td>
<td>Associates of Science: Engineering</td>
</tr>
<tr>
<td></td>
<td>Bel Air, Maryland</td>
<td>Graduated 20xx</td>
</tr>
<tr>
<td></td>
<td>GPA 4.0/4.0</td>
<td></td>
</tr>
</tbody>
</table>

| **Skills:** | SolidWorks, AutoCAD, Pro E, Microsoft Office |

<table>
<thead>
<tr>
<th><strong>Relevant Coursework:</strong></th>
<th>• Intro to Engineering Design w/CAD</th>
<th>• Statics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Mechanics of Materials</td>
<td>• Thermodynamics</td>
</tr>
<tr>
<td></td>
<td>• Dynamics</td>
<td>• Solidworks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Design Projects:</strong></th>
<th>Push Pull Toy, Drumming Elephant (Intro to Engineering Design w/CAD)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Prototyped a Push Pull Toy in a team of four. Design specifications included three moving parts, under $200, fit within a 5in by 5in by 5in box, and targeted toward one to five-year-olds</td>
</tr>
<tr>
<td></td>
<td>• Designed an elephant that featured a musical instrument and dancing feet</td>
</tr>
<tr>
<td></td>
<td>• Built the prototype with a 3D printer</td>
</tr>
</tbody>
</table>

| Automated Tennis Ball Launcher (Intro to Engineering Design) | • Led a team of four in the design and construction of a device that sought to maximize the distance, accuracy and rate of fire for the automatic launching of tennis balls |

<table>
<thead>
<tr>
<th><strong>Experience:</strong></th>
<th>Engineering Technician</th>
<th>Aberdeen Proving Ground, MD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>U.S. Army Test and Evaluation Command</strong></td>
<td>June 20xx – Present</td>
<td></td>
</tr>
<tr>
<td>• Evaluate safety of systems under test or for training</td>
<td></td>
<td></td>
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<tr>
<td>• Develop safety documents to ensure military personnel are safe using equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Assess safety of various electrical equipment integrated on six different vehicle platforms</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer Technician</th>
<th>Aberdeen Proving Ground, MD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Northeast Regional-CHRA</strong></td>
<td>January 20xx – June 20xx</td>
</tr>
<tr>
<td>Developmental Test Command</td>
<td>August 20xx – December 20xx</td>
</tr>
<tr>
<td>• Troubleshoot computer equipment, including desktops, laptops, and printers</td>
<td></td>
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<tr>
<td>• Provided support to CHRA personnel</td>
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</tbody>
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<table>
<thead>
<tr>
<th><strong>Honors &amp; Awards:</strong></th>
<th>Academic Achievement Award</th>
<th>September 20xx – Present</th>
</tr>
</thead>
<tbody>
<tr>
<td>President’s List (HCC)</td>
<td></td>
<td>Fall 20xx – Spring 20xx</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Extracurricular:</strong></th>
<th>American Society of Mechanical Engineers at UMBC</th>
<th>Fall 20xx – Present</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Volunteer Referee, FIRST Lego League championship</td>
<td>Winter 20xx</td>
</tr>
<tr>
<td></td>
<td>UMBC Cleftomaniacs (a capella group)</td>
<td>Spring 20xx – Present</td>
</tr>
</tbody>
</table>
Spike D. Ball
1000 Hilltop Circle
Baltimore, MD 21250
(410) 123-4567
Spike_Ball@hotmail.com

OBJECTIVE
To work in the government or nonprofit sector working with at-risk youth

EDUCATION
University of Maryland, Baltimore County (UMBC)
Bachelor of Arts in Sociology
Criminal Justice Concentration
Graduation Date: December 20xx

CERTIFICATION
Red Cross Cardio Pulmonary Resuscitation (CPR) and Advanced First Aid

EXPERIENCE
Outward Bound Discovery
Adolescent Instructor Practicum
Baltimore, MD
Summer 20xx
- Applied individual and group counseling techniques to at-risk youth in a wilderness setting
- Assisted in leading three wilderness expeditions with a total of 27 youth of varying backgrounds, education levels, and ages
- Learned principles and techniques behind experiential education programs for youth

Eckard Youth Camps
Counselor
Baltimore, MD
Summer 20xx and 20xx
- Mentored high school students who had been in trouble with the law
- Led group activities and discussion sessions and improved students’ social skills
- Maintained the safety and security of campers 24/7

YMCA of Catonsville
Children’s Program Assistant
Baltimore, MD
Summer 20xx – July 20xx
- Organized and facilitated athletic activities for after school program
- Taught swimming safety skills to elementary and middle school students

ACTIVITIES
University of Maryland, Baltimore County Swim and Dive Team
Dive Team Captain and three-time All American
Baltimore, MD
May 20xx – Present
- Participate in 20 hours per week of NCAA sanctioned in-season athletic activity
- Engage in 12 hours weekly of weight training and team meetings
- Maintain regimen of 8-10 hours of study time each week along with regular class attendance
- Analyze tapes of dives to improve performance

Student-Athlete Advisory Committee
Community Service Committee Chairperson
Baltimore, MD
August 20xx – May 20xx
- Organized a fundraising event that raised $2,500 for Boys and Girls Club

VOLUNTEER WORK
Habitat for Humanity
Second Harvest Food Bank
June 20xx – August 20xx
June 20xx – August 20xx

SKILLS
Computer: SPSS, Microsoft Office (Word, Excel, Access, PowerPoint, and MapPoint)
Interpersonal: Ability to thrive in teams and possess natural leadership qualities, eager to accept new challenges and ability to succeed in diverse work environment
Carla Combination  
1000 Hilltop Circle, Baltimore, MD 21250 • 410.555.1234 • combination@umbc.edu

EDUCATION  
University of Maryland, Baltimore County (UMBC)  
Bachelor of Arts in Social Work (GPA: 4.0/4.0)  
Expected Graduation May 20xx

SUMMARY OF QUALIFICATIONS  
● Over eight years of progressive customer service experience in a health care environment  
● Active speaker and listener, able to talk to others to convey information in a clear and concise manner  
● Creative thinker, talent for applying, changing, and re-organizing ideas, while also being able to critically analyze challenging situations  
● Dedicated to meeting deadlines and the needs of the organization, dependable in all aspects of the job  
● High energy performer with strong organizational, interpersonal, and problem solving skills

SKILLS SUMMARY  

Client Relations:  
● Communicated with members and providers to furnish eligibility, benefits, claims, and authorization information  
● Gained experience working with diverse groups of people  
● Verified HIPAA regulations prior to releasing PHI on a member or provider  
● Accurately documented intake information in database  
● Directed members to providers or local other resources  
● Quickly learned medical terminology, both medical and mental health, in addition to ICD-9 and CPT codes  
● Received recognition from supervisors, members, and providers for exceptional customer service

Communications:  
● Collaborated between departments to solve member or provider issues  
● Communicated effectively with clients, management, other departments, and co-workers  
● Interacted with members and providers; de-escalated irate callers and callers in emotional crisis  
● Used excellent listening skills which allowed members to feel at ease when discussing personal concerns  
● Wrote monthly status reports detailing client concerns, follow-up procedures and outcomes

Organization:  
● Received monthly awards for maintaining above average standards of 85% availability, 98% quality assurance and perfect attendance which resulted in monthly bonuses and the opportunity to tele-commute  
● Created and maintained weekly reports for staff and managers which increased call resolution  
● Updated and maintained website improving communication within the department

Leadership:  
● Taught Sunday School class (6-7-year-olds) and Wednesday night youth group (8-12 year olds)  
● Directly supervised and mentored five foster children ranging from toddlers to adolescents  
● Managed family daycare to include scheduling of daily activities, implemented lesson plans, prepared meals, and conducted parent meetings  
● Served as advocate at IEP meetings twice a year

Computer:  
● SPSS, MS Office 2010 (Excel, Word, Access, PowerPoint)

VOLUNTEER EXPERIENCE  
Teacher, Highway Church School, Baltimore City  
Volunteer, Pat and John Smith – Foster Parents, Baltimore City  
09/xx–Present  
12/xx–Present

WORK EXPERIENCE  
Customer Service Representative (Telecommuter), Johns Hopkins HealthCare, Glen Burnie, MD  
Customer Service Associate, Magellan Behavioral Health, Columbia, MD  
Message Center Specialist, Sears N.E. Regional Routing Office, Columbia, MD  
Help Desk Analyst, T. Rowe Price (contract), Owings Mills, MD  
Daycare Owner, A Home Away From Home Family Daycare, Baltimore, MD  
Technical Support Specialist, TEKSystems (contract), Linthicum, MD  
Technical Support Specialist, Legg Mason, Baltimore, MD  
02/xx–Present  
02/xx–01/xx  
12xx–02/xx  
09/xx–10/xx  
07/xx–07/xx  
01/xx–04/xx  
08/xx–11/xx
### DOES MY RESUME MAKE THE GRADE? Compare your resume to these criteria and find out!

<table>
<thead>
<tr>
<th>RESUME CRITERIA</th>
<th>MEETS CRITERIA?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Presentation/Format</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Easy to read; not too crowded</td>
<td></td>
</tr>
<tr>
<td>• Ordered effectively – most important categories/information are listed first; reverse chronological order is used when items are dated</td>
<td></td>
</tr>
<tr>
<td>• Length (one full page ideal; if two pages, the resume is a full two pages)</td>
<td></td>
</tr>
<tr>
<td>• Standard fonts of 10.5 pt. or larger are used, but no larger than 12 pt.</td>
<td></td>
</tr>
<tr>
<td>• Uses consistent formatting (i.e., bolding all job titles, listing all dates the same way)</td>
<td></td>
</tr>
<tr>
<td>• Use of resume template is not obvious; resume is tailored to the individual</td>
<td></td>
</tr>
<tr>
<td>• Strengths are clearly highlighted</td>
<td></td>
</tr>
<tr>
<td><strong>Grammar/Spelling</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Error free and consistent use of grammar (i.e., periods or no periods at the end of phrases)</td>
<td></td>
</tr>
<tr>
<td><strong>Objective</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• States position and industry sought</td>
<td></td>
</tr>
<tr>
<td>• Focuses on candidate’s strengths and employers’ needs</td>
<td></td>
</tr>
<tr>
<td><strong>Education Section (Optional, except for STEM Majors)</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Includes UMBC, degree, anticipated graduation date, major, minor or relevant area of focus</td>
<td></td>
</tr>
<tr>
<td>• Includes only relevant educational experiences (typically high school and transfer institutions are not included); if multiple schools are included, they’re listed in reverse chronological order</td>
<td></td>
</tr>
<tr>
<td>• Overall and/or major/upper class 3.0+ GPA included; select honors may be included</td>
<td></td>
</tr>
<tr>
<td>• Includes work statement, if applicable (i.e., Worked 20 hours/week as a full-time student)</td>
<td></td>
</tr>
<tr>
<td>• Lists a few, select relevant courses, if applicable</td>
<td></td>
</tr>
<tr>
<td><strong>Experience Section(s)</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Relevance of each experience and how it supports the objective is clear (i.e., not just a job description or list of responsibilities but detailed accomplishments, strengths and skill development)</td>
<td></td>
</tr>
<tr>
<td>• Bullet point descriptions begin with strong action verbs and use the correct/consistent tense</td>
<td></td>
</tr>
<tr>
<td>• Proper format – includes job title, employer/organization, dates, city/state</td>
<td></td>
</tr>
<tr>
<td>• Relevant/similar experiences are grouped together (i.e., separate sections for Relevant Experience and Other Experience) and may include paid and non-paid experiences (e.g., volunteer, internships, campus involvement); within each section, information is in reverse chronological order</td>
<td></td>
</tr>
<tr>
<td><strong>Skills Section</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Relevant skills (e.g., transferable, technical, field-specific) are highlighted, possibly subcategorized</td>
<td></td>
</tr>
<tr>
<td>• Listed skills are backed up/proven throughout resume</td>
<td></td>
</tr>
<tr>
<td><strong>Resume Content</strong></td>
<td>YES</td>
</tr>
<tr>
<td>• Content is relevant; supports objective</td>
<td></td>
</tr>
<tr>
<td>• Strengths and value to offer employer are clear and supported; focuses on the employer’s needs</td>
<td></td>
</tr>
<tr>
<td>• May include a Summary of Qualifications or Highlights section</td>
<td></td>
</tr>
<tr>
<td>• Additional categories/information (e.g., Honors, Activities, Leadership, Professional Memberships) are included, if applicable</td>
<td></td>
</tr>
<tr>
<td>• References are not listed in the body of the resume</td>
<td></td>
</tr>
</tbody>
</table>
CURRICULUM VITAE (CV)

A curriculum vitae (Latin for “course of life”) is a comprehensive description of your academic credentials and achievements. It differs from a resume, which summarizes your skills in relation to a specific career objective. Those who hold master’s or doctoral degrees are typically required to submit a CV when applying for teaching or research positions at colleges, universities, or research institutions.

FAQ

How Long Should My CV Be?
CVs for recent PhDs are typically two or three pages long; for more experienced individuals, the CV can be multiple pages long.

What Should I Include?
Your CV should showcase the depth and breadth of your accomplishments and contributions. Include the following information:

• Contact Information – name, personal address, phone, email
• Education – degrees, awarding institutions, dates of completion
• Dissertation/Thesis Title(s) – names of advisor(s) (if well-known in the field)
• Honors, Awards – fellowships, grants (include dates awarded)
• Research and Teaching Interests – provide summary
• Research Experience
• Teaching Experience
• Grant Writing/Proposals
• Conference Presentations (including dates)
• Publications – comprehensive list
• Patent Disclosure(s)
• Professional Certifications
• Skills – may include languages, laboratory, computer, and interpersonal
• Activities/Involvement/Service – to your current institution (committees, SGA, etc.)
• Professional Affiliations/Memberships – include description of service/leadership roles

Consider tailoring/creating additional categories as you see fit. NOTE: different disciplines may require additional sections, such as “Performances” (performing arts), “Film Production Highlights” (MFA). Consult with your advisor and other faculty to learn about conventions for your specific field.

How should I organize my CV?
There is no set order in which to list your information. Consider the relevancy of the information to the requirements of the position you seek and list the most pertinent sections first.

Additional Online Resources
• Search The Chronicle of Higher Education’s online archives for advice about CVs.
• Look for the CVs of faculty members at UMBC; often they are accessible online.
• Check out “Academia.edu.” Make a free account and access a variety of resources for your CV.

Be Asymmetrik

Asymmetrik is a small technology and analytics firm dedicated to the notion of “possibility”. Each of us has a unique contribution to make to the world given the right opportunity. We hire some of the most talented people in the government, technology, and commercial industries. Here, you have the power to play to your strengths and to build amazing things with others who share your passion.

We offer a competitive benefits package to protect our most valuable asset – our people and their families – now and in the future.
Life is a marathon, not a sprint. And we’re committed to helping you every step of the way.

Join Asymmetrik and contribute to a culture that is greater than the sum of its parts.

CAREER OPPORTUNITIES:
• Software Development
• Cloud Development
• Web Application Development
• Cyber Security

WELCOME TO THE END OF INERTIA

PayPal

IS HIRING!

We are looking for Creative Software Engineers to help us solve complex problems for PayPal Credit in our Timonium, MD location. Competitive pay and benefits from day one!

Apply online at:
https://jobs.paypal-corp.com
MISSION FOCUSED. EMPLOYEE DEDICATED.

www.tibertechnologies.com
**GETTING STARTED WITH A COVER LETTER**

**PURPOSE OF A COVER LETTER**
The purpose of a cover letter is to ignite an employer’s interest in you as a candidate. This is your opportunity to elaborate on your expertise and experience. An effective letter:

- Introduces the resume; gets the reader excited to learn more about you.
- Is tailored to each position and employer; no two cover letters should look the same!
- Allows you to convey passion, enthusiasm and personality (balance warmth with professionalism). The tone should mirror the culture of your field.
- Serves as a writing sample.

**IMPORTANT:** Analyze the position description carefully, pick out key phrases and infuse them into your document. Try to match your letter point by point to the requirements by emphasizing key parts of your resume.

**TIPS FOR CREATING A WINNING COVER LETTER**

- **Keep It Short.** The ideal cover letter is roughly a half-page to a page in length. A concise letter demonstrates that you are focused and have strong communication skills.
- **State The Position and Your Source.** The recruiter who reads your letter may be hiring for several positions. Clearly state the job title in the first paragraph of the letter, preferably in the first sentence, and how you learned of the position.
- **Personalize Each Letter and Explain Why You Want The Job.** Always answer, “Why do I want to do this work?” and “Why do I want to work for this organization?” Clearly state how the position fits into your overall career plans and what you find exciting about the particular position or company. Take the time to research each organization and personalize each letter. This approach is much more effective than sending out hundreds of identical form letters.
- **Clearly Describe Ways You Will Contribute – Not How You Expect To Benefit.** After carefully reading the job description, write a paragraph outlining one or two specific examples of how your skills and experiences fit the company’s needs.
- **Match, But Don’t Reiterate, Your Resume.** Never claim experience in your cover letter that isn’t reflected on your resume. At the same time, your cover letter shouldn’t simply restate your resume. When you explain how you will contribute, refer to an experience or skill on your resume to show how you will add value to the company.
- **Focus on Your Strengths, Not Your Weaknesses.** Even if you think the position is out of reach, your job is to convince the recruiter you are qualified. Keep the letter positive by focusing on your transferrable skills and unique accomplishments.
- **Minimize The Use Of “I”s.** Don’t overuse “I”s in your document. Vary your sentence structure to keep the reader engaged.
- **State How/When You Plan To Follow-up.** Too many job seekers never follow up after sending a resume. Clearly explain in your letter the manner in which you will follow up and when you will do so. If the job listing includes a phone number, indicate that you will call within a specified time to discuss the possibility of an interview. If not, consider calling anyway, unless the ad specifically requests “no calls.” You may also consider a follow-up e-mail if you sent your resume electronically.
- **Proofread.** Using a spell check is not enough. Many recruiters will dismiss even the most qualified candidate if there is one typo. Reread your letter two or three times, then give it to someone else for their review. Even if your letter is free of typos, poor grammar also makes a bad impression.
- **Read Samples and Personalize.** Read as many cover letters as possible and find ideas and wording that you like for your own letters.

Never underestimate the power of correspondence in your job search. Your cover letter is an important marketing tool which highlights your most attractive qualifications as a potential employee and, if well written, will often lead the employer to your resume.

**Business Letter Format**
Your cover letter should be prepared on a computer and printed with a quality printer. Use standard business letter format.

Your Street Address  
City, State, Zip  
Date of Writing  
Ms. Jane Doe  
Title  
Company  
Street Address  
City, State, Zip  
Dear Ms. Doe: (If unknown, write “Dear Hiring Manager”)  

**First paragraph:** Explain why you are writing; identify the position and how you became aware of it. Explain why you are interested in the organization. Indicate in summary form your strongest qualifications for the position. If someone such as a professor, former employer, or family member referred you to the employer, this is also the best place to mention that person’s name and to note that he or she suggested you write.

**Second (and possibly third) paragraph:** Refer to your enclosed resume. Outline your strongest qualifications in more detail and show how they match the position requirements. As much as possible, provide evidence of your related work, extra-curricular, and academic experiences and accomplishments that are relevant to the position and/or potential employer. You may need an additional paragraph for this purpose, but keep your letter as brief as possible. It should not be more than one page long.

**Closing paragraph:** Request an interview and indicate how and when you can be contacted. Suggest that you will call to discuss interview possibilities. Thank the reader for his/her consideration.

Sincerely,  

(Handwritten signature if mailed)  
Your Name Typed
Ms. Susie Recruiter  
College Recruiting Coordinator  
Continental Industries, Inc.  
2900 Essex Blvd.  
Washington, DC 20210

Dear Ms. Recruiter:

I am applying for the web developer position that was advertised with UMBC’s Career Center this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C, C++, .NET, PHP, Visual Basic, Assembler, Java, and MSSQL. In addition, I have extensive experience with several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, Dreamweaver, and Microsoft Visual Studio. My experience as a department computer consultant gave me exposure to both PC (Windows XP, Vista, 7) and Macintosh OSX platforms, as well as Microsoft Active Directory.

Additionally, I worked as a summer intern in computing operations for a major city newspaper where I gained knowledge of enterprise systems, content management systems, and e-commerce operations. My enclosed resume provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Continental Industries, Inc. Your firm has an excellent reputation and comes highly recommended to me.

Would you please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity? I shall call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at (410) 444-4444 or vasqu1@umbc.edu.

Thank you for your consideration. I look forward to talking with you.

Sincerely yours,
Sanya Vasquez
Mr. Mike Recruiter  
Director of College Recruiting  
East-Coast Mercantile, Inc.  
1202 Somewhere St.  
Baltimore, MD 21205  

Dear Mr. Recruiter:  

I read your company’s description in NACE’s Job Choices: Diversity Edition and would like to inquire about employment opportunities in your management training program. I want to work in retail management and would like to remain in the Baltimore area after graduation.

I will receive my B.S. degree in media and communication studies this May. My interest in business started in Junior Achievement in high school and developed further through a variety of sales and retail positions during college. My internship with a large department store convinced me to pursue a career in retail. When I researched the top retailers in Mid-Atlantic region, East-Coast Mercantile emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional environment I seek.

My resume is enclosed for your consideration. My education and experience match the qualifications you seek in your management trainees, but they do not tell the whole story. I know from customer and supervisor feedback that I have the interpersonal skills and motivation needed to build a successful career in retail management. And my relatively extensive experience gives me confidence in my career direction and in my abilities to perform competently.

I know how busy you must be during this time of year, but I would appreciate a few minutes of your time. I shall call you during the week of January 23 to discuss employment possibilities. In the meantime, if you need to contact me, my number is (410) 222-1234 and my e-mail is achen1@umbc.edu.

Thank you very much for considering my request. I look forward to talking with you.

Sincerely,

Amy Chen

Amy Chen
HOW TO DEVELOP A PERSONAL STATEMENT FOR RESEARCH OPPORTUNITIES

Are you interested in Summer Research? Research opportunities are a great way to gain experience in many different fields. Most of these opportunities require you to highlight your passions and research interest in the form of a personal statement.

PURPOSE
- To share your interest and enthusiasm for the specific work you are applying to do.
- To demonstrate what you can contribute to the program to which you are applying.
- To state the specific lab you want to work in and why.
- To state your professional goals and what or how you hope to contribute to this program.

FIRST STEPS
- Read the personal statement prompt/question carefully and analyze what it is asking for.
- Visualize your audience: will this be read by a scientist? A physician? An administrator?
- Make yourself as desirable to the selector as possible while being honest about yourself.

THE BASICS
- Recite your research interests as they relate to the work you are applying for.
- Write your year of study, current major, related academic and career goals, and impressive academic credentials.

EXPERIENCE IN THE FIELD
- Mention special connection to this work such as prior experience or family background.
- Write something unique about your research interests or an idea that fuels your own research interests.

YOUR PROPOSED CONTRIBUTIONS TO THE PROGRAM AND HOW YOU WOULD BENEFIT
- List personal qualities that would benefit the program, demonstrated through examples.
- State what you can do for them; what you seek to gain from the opportunity.
- Explain how this specific work fits into your academic and research goals.

WRITING AND MECHANICS
- Use strong word choices, particularly verbs and adjectives.
- Use the more powerful “I am,” rather than “I have always been.”
- Make positive statements: “I have experience in...” not “I don’t have experience in x, but do have...”
- Craft clear, engaging opening and closing sentences.
- Check that the opening statement is supported in the body and consistent with the closing statement.
- Organize the statement so it flows from sentence to sentence and paragraph to paragraph.
- Correct usage conveys your attention to detail.
- Proofread for grammar, spelling, paragraph breaks, and correct punctuation.

QUESTIONS TO ASK YOURSELF
- Does this statement show my interest in this specific program, or could it be sent to any program?
- Does this statement describe me specifically, or could any good student in my field use this?

ADDITIONAL SUGGESTIONS
- Reread the personal statement multiple times out loud for clarity, logic, and flow.
- Have someone else read the statement.
- Share your finished personal statement with the faculty member writing your recommendations.
- Limit the statement to one and a half to two pages with at least one and a half-line spacing.
- Include a header with your name on each page, which will be numbered as well.

AVOID
- Restating the question/topic, rewriting your transcript or resume.
- Clichés such as “to make the world a better place;” instead, explain exactly how such a lofty goal will be achieved.
- Providing unrelated information, e.g., explaining when you learned you were not interested in computers.
- Using phrases like “this opportunity will be fun and interesting for me;” focus on what you can contribute.
- Any background earlier than high school.

*From the UMBC Office of Undergraduate Research
A portfolio (or E-Portfolio) is your chance to make your resume come alive. It is a collection of your educational and professional achievements, which may include writing samples, peer and mentor observations, and projects. These artifacts may be presented in hard copy or digitally to an employer during an interview to visually demonstrate your skills, experiences, qualifications, accomplishments and achievements.

Portfolios are not just for art-related majors – everyone can use a portfolio to document their accomplishments and contributions. Presenting a portfolio will demonstrate that you are prepared and will also refresh your memory about which achievements, activities, and skills will be important to the interviewer.

A portfolio may especially be valuable if you are seeking a career in visual arts, teaching, engineering or writing where samples of your work are often requested. Students majoring in computer-related degrees may also find it helpful to prepare an E-portfolio of programming projects, which can demonstrate a degree of proficiency with different programming languages. Below is a list of possible items/artifacts, which could be part of your portfolio:

**Possible Items/Artifacts to Include**

**Education/Training**
- Certificates, brochures, syllabi describing special training,
- and licenses
- Instructor evaluations
- Transcripts
- Conferences and workshops attended (name tag or program)

**Skill Demonstration**
- Examples of problem solving (figures or pictures showing improvements)
- Leadership (committees served or projects initiated)
- Evidence of public speaking (speech outline, brochure for your presentation, photos of you at the podium)
- Writing samples (e.g., an excerpt from a paper or report)
- Documentation of computer skills (websites, desktop publishing documents, code print-outs)
- Project results/data
- Sample art work

**Achievements**
- Awards/Honors
- Letters of commendation or thanks
- List of professional accomplishments
- Newspaper articles in which you were mentioned

**Professional Development**
- Professional organizations
- Your goals
- Reflection/professional statement of interests and goals

**Past Work Experience**
- Resumes
- Records showing how your clients did after receiving your services
- Data (graphs, charts) showing your accomplishments/progress/work results
- Reports
- Performance reviews
- Letters of recommendation/reference list

What makes E-Portfolios different?
E-Portfolios are electronic collections of these artifacts mentioned above and are becoming quite popular. E-Portfolios are an innovative method for showcasing and displaying your work to employers or graduate schools. The need for such a tool is an emerging necessity as the job marketplace becomes more competitive, and students seek creative ways to stand out from their fellow job seekers. There are multiple free sites that allow you to create an E-Portfolio:

**WordPress:** http://wordpress.org/
**Weebly:** http://www.weebly.com/
**OPResume:** http://www.opresume.com/
**Wix:** http://www.wix.com/
**FolioTek:** http://www.foliotek.com/
**FolioSpaces:** http://www.foliospaces.org/

A Word of Caution: A portfolio should be used as a supplement to your explanations during the interview and should be used only when appropriate. If you have supporting documents to verify your expertise, then you should share this information. If you have questions about the proper way to use a portfolio, consult the Career Center.
DID YOU KNOW?

UMBC offers 40 master’s and 24 doctoral degree programs as well as graduate certificates. You’ve already experienced UMBC as one of the best universities for undergraduate teaching and innovation. Now consider exploring new avenues of research or enhance your professional skills in one of the many graduate programs listed below. Funding opportunities in the form of graduate assistantships are available through many departments and provide tuition remission, health benefits, and a stipend.

DEGREE PROGRAMS

- Biochemistry—M.S., Ph.D.
- Biological Sciences—M.S., Ph.D.
- Biology
  - Applied Molecular—M.S.
  - Molecular & Cell—Ph.D.
- Biotechnology—M.P.S.
- Chemistry—M.S., Ph.D.
- Computer Science—M.S., Ph.D.
- Cybersecurity—M.P.S.
- Economic Policy Analysis—M.A.
- Education
  - TESOL—M.A.
  - Education—M.A.E.
  - Teaching—M.A.T.
- Emergency Health Services—M.S.
- Engineering
  - Chemical & Biochemical—M.S., Ph.D.
  - Computer—M.S., Ph.D.
  - Electrical—M.S., Ph.D.
  - Environmental—M.S., Ph.D.
  - Mechanical—M.S., Ph.D.
- Engineering Management—M.S.
- English: Texts, Technologies and Literature—M.A.
- Geography & Environmental Systems—M.S., Ph.D.
- Geographic Information Systems—M.P.S.
- Gerontology—Ph.D.
- Health Information Technology—M.P.S.
- Historical Studies—M.A.
- Human-Centered Computing—M.S., Ph.D.
- Information Systems—M.S., Ph.D.
- Instructional Systems Development: Training Systems—M.A.
- Intercultural Communication—M.A.
- Intermedia & Digital Arts—M.F.A.
- Language, Literacy & Culture—Ph.D.
- Management of Aging Services—M.A.
- Marine-Estuarine Environmental Sciences—M.S., Ph.D.
- Mathematics, Applied—M.S., Ph.D.
- Neurosciences & Cognitive Sciences—Ph.D.
- Physics—M.S., Ph.D.
  - Atmospheric—M.S., Ph.D.
- Psychology
  - Applied Behavioral Analysis—M.A.
  - Applied Developmental—Ph.D.
  - Human Services—Ph.D.
  - Industrial & Organizational—M.P.S.
- Public Policy—M.P.P., Ph.D.
- Sociology, Applied—M.A.
- Statistics—M.S., Ph.D.
- Systems Engineering—M.S.

For more info, including additional program listings and graduate certificates, go to umbc.edu/gradschool or contact Gay Warshaw (410-455-1607, warshaw@umbc.edu).
SELECTING AND SUBMITTING WRITING SAMPLES

What is a writing sample and why is it necessary?
In today’s competitive job market, applicants – even those applying to positions not related directly to writing – may be required to submit writing samples at some point during the application process. Writing samples are primarily used to determine writing ability, show literary and grammar skills, and reflect your overall writing style.

FAQ
What Should I Consider When Selecting a Writing Sample?
• Follow employers instructions; it is OK to ask for clarity if you are unsure.
• If the employer does not specify, submit a sample that closely matches the subject matter or position.
• If you have no relevant work experience (i.e., you are applying for an entry-level job), you may submit a school assignment. A lab report would work for a science-related position. An assignment from a business or technical writing class would also be appropriate.

Are Certain Samples Inappropriate?
• Submitting outdated samples (older than one year) is not a good idea. Doing so communicates that you have not kept current.
• Samples that have no relevancy to your industry/expertise do not make good samples.
• Blogs are discouraged unless they are professional sounding and relevant to your field.
• Avoid sending samples alluding to political or religious topics.

How Long should a Writing Sample Be?
• Samples should be concise and succinct; one to four pages are usually sufficient. Reviewers are primarily interested in how well you convey your ideas (structure and grammatical accuracy) as opposed to content.

Can I Submit a Sample I Co-Authored?
• It is permissible to send a sample that was a collaboration between you and another person. However it’s best to do so if collaborative efforts are a part of the position for which you are applying.
• It is best to also include other samples where you are the sole author.

Are There Any Precautions I Need to Take When Submitting Samples?
• Be sure to protect confidential information included in your documents. Change or remove names, company names, addresses, etc., to protect the identity of those referenced.

Start Gathering Samples Now
You never know when you might be asked to submit a writing sample. Consider developing a portfolio of well-written pieces so they will be accessible when needed. Choose samples that represent a full range of skills: samples of how well you summarize and convey complex ideas, research papers, editorials, articles, journals and blogs (relevant ones). You can keep a few of your best writing samples in UMBCworks.

REQUESTING REFERENCES AND LETTERS OF RECOMMENDATION

When interviewing candidates for employment, employers often request references and letters of recommendation. Having good references can elevate a potential candidate to a top choice candidate.

Who Should You Ask?
Select people who are able to provide examples of your expertise, character, and work ethic. Good references are people who are professional and who hold positions of responsibility. Examples include professors, academic advisors, graduate assistants, internship/work supervisors, coaches, or community leaders.

Who NOT to Ask
Unless you have worked with them in a professional setting, don’t use family and friends. High School teachers are generally not appropriate for use after your first-year of college.

How Should You Ask?
Depending on your comfort level with the individual, you may choose to contact him/her directly (by visiting them in person or calling them) or indirectly (via email). The indirect approach allows people to easily say no if they feel they don’t know you well enough or just would not have time to be a reference or write a letter. Keep in mind that you want a good reference so if someone says no, it’s probably a good thing. Be sure to give your references enough notice, particularly if a reference letter or form is required. A minimum of two weeks is generally expected.

Preparing/Coaching Your References
Once you have your references and letters of recommendation secured, it is important to speak with each about the image you would like to have portrayed to potential employers. Be sure to share copies of your resume and copies of the position description with all of your references. Make sure they know what your career goal is and why you will succeed in that career. Discuss your strengths, weaknesses, leadership skills, and communication abilities with all references. Make sure you like what they have to say about you; otherwise, you may have to find new references.

Following Up
Regardless of whether or not you get the position you want, you should thank your references for taking time to help you. Be sure to send a thank you email letting them know whether or not you got the job. *

SAMPLE

<table>
<thead>
<tr>
<th>References for Your Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr./Dr./Ms. Last Name</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Company Name</td>
</tr>
<tr>
<td>Company Address</td>
</tr>
<tr>
<td>Daytime Telephone</td>
</tr>
<tr>
<td>Email</td>
</tr>
</tbody>
</table>

*Adapted from “Tips to Get Your Writing Sample Right for a Job Application” by Margot Charmichael Lester
NETWORKING 101

WHAT IS NETWORKING?
Networking is the process of making personal and professional connections and building relationships over time.

WHY NETWORK?
Effective networking is the process of having intentional conversations with people in order to:
- Gain information about potential employers.
- Uncover job openings.
- Get personal referrals to other people who might provide information or job leads related to the career you are pursuing.

There are millions of job positions that are waiting to be filled. Unfortunately, you will probably only read about 5 to 25 percent of them. These other “hidden” jobs are advertised and subsequently filled by word-of-mouth. According to the U.S Department of Labor approximately 70 percent of jobs are found through social and professional networks. Networking has become an essential tool to breaking into this “hidden job market.”

HOW DO I NETWORK?
To network effectively you should connect with people that you already know (and eventually with others that you don’t) to gain helpful advice or information. In order to navigate networking, you should review the tips below, as well as the upcoming pages on informational interviews, the 30 second commercial, LinkedIn, and additional resources.

WHERE DO I START AND WHO SHOULD I CONNECT WITH?
You already have a network of people who you can network with, including family, friends, neighbors, faculty, staff, and colleagues. A simple email or phone call with a few lines about why you would like to meet is a great way to start. A brief introductory email is often the most appropriate way to make initial contact; if you’ve been referred, be sure to mention who referred you.

WHEN AND WHERE SHOULD I NETWORK?
Networking can occur every day in both formal and informal settings. Informal networking can take place at family gatherings, appointments with your doctor or dentist, conversations with other students at social events, academic department social gatherings, or even in the grocery check-out line. Formally, networking can occur at departmental, campus, and Career Center sponsored events. UMBC students have many opportunities to interact with faculty, staff, alumni, and employers. Faculty and student organizations often bring in guest speakers (employers) to classes. Departments host socials and other events, and the Career Center offers many networking events throughout the year (See our events calendar at: careers.umbc.edu) where you can meet industry leaders and utilize your networking skills.

10 TIPS for Effective Networking

1. Prepare
Schedule appointments ahead of time. Have a proofread resume ready along with your contact information (some people even have business cards made). You will be processing a great deal of information, so create a system to be organized.

2. Present Yourself Well
Always stand when you introduce yourself. If you’re wearing a nametag point to it. Have a firm handshake and make eye contact. First impressions can be lasting impressions.

3. Always Be Ready To Give Your Pitch
You must be equipped to market yourself on the spot, no matter where you are. Know and be ready to communicate your strengths and what you can bring to the table. Prepare and practice your 30-second commercial (See pg. 38).

4. Ask Questions and Listen
Don’t be afraid to start a conversation. Ask open-ended questions that will allow you to build on the answers. Remember that networking is about building relationships, not just making contacts and people want to know that you have heard and appreciate their experience and what they have to say.

5. Ask For Help
It is likely that, at one time or another, the person you are networking with was a college student, just like you. Asking for advice never hurts. Get insight from someone who has been through the same process as you. People usually like to be asked for help – it means that you value their opinion and see them as a good source of information. It is helpful to clearly tell those that you contact that you don’t expect them to have a job for you, but rather you are seeking information and advice.

6. Utilize Your Online Presence
Making connections online can be an effective networking strategy. LinkedIn, Twitter, blogs, and other social media sites offer great ways to
learn insider information about your career path and connect with individuals and professional associations. Maintaining an active profile on these sites will keep you up-to-date with the most current information about the field, including hiring trends and job leads.

7. Be Aware Of Your Online Presence
It is important to be aware of your online presence while using online networking tools. Some employers may check your social media sites as part of the screening process. Clean up your online identity by setting accounts on social networking sites, like Facebook, to private and/or removing questionable material, such as blog entries, photos, quotes, comments, and applications. Be sure to present a positive online image. You may want to Google your name to see what results are generated and adjust your privacy settings accordingly.

8. Do Your Homework
Take the time to research the employer ahead of time. Through preparation, you can ask more intelligent questions and spend your time learning more in depth information about the person, the work environment, and organization. Ideally, this will help move your interaction into a comfortable conversation.

9. Stay In Touch With Your Network
The networking process does not end when the career event or job fair is over. Be sure to give and receive contact information. Following up with your network continues the relationships and preserves those connections. If you are on LinkedIn, personalize the note field in the invitation to remind the connection of where you met.

10. Keep Networking
Your network is a living thing and should always be evolving, even after you have found a job. You never know when you may need to call upon your networking contacts. Networking will always be essential to breaking into that “hidden job market,” so do not abandon it. Be sure to promptly follow-up on information passed along to you by your contacts.

WHAT ARE INFORMATIONAL INTERVIEWS?
An informational interview is an opportunity for you to meet with a current industry professional to discuss questions you have about specific career fields.

WHY CONDUCT INFORMATIONAL INTERVIEWS?
• To learn about yourself and about possible career options appropriate for you.
• To get valuable information for your job hunting and career planning processes.
• To enlarge your circle of expert contacts in the area. It’s never too early to establish contacts. Remember, it is who you know (or get to know) that often gets you a job.
• To learn about a particular organization, how you might fit in, and what problems or needs the employer has. Knowing these things will help you develop your qualifications towards the needs of the organization.

WHO TO CONTACT
Identifying who to talk to is often an obstacle. Look for those who:
• Work in settings you like and jobs that you would like to pursue.
• Work in career areas in which you are interested.

WHERE TO FIND THESE PEOPLE
• Ask friends, family, neighbors, colleagues, and former employers.
• Contact faculty, the Career Center and UMBC alumni (For more information on the UMBC Alumni-Student Networking Group on LinkedIn, see pg. 36).
• Call community service agencies, trade, and professional organizations.
• Read articles in newspapers, magazines, and journals.
• Attend meetings for professional associations in your career interest fields.

HOW TO ARRANGE THE INTERVIEW
• Call or email to explain your request and obtain an appointment. Use a personal referral, if possible.
• Explain your request to schedule an appointment for gathering information about their career. Indicate clearly that you are not seeking a job from them, but instead merely conducting career research that will help you make better decisions.
• Schedule a 30 to 60 minute appointment at their convenience.
• If your intent is to make a personal interview appointment, do not let your phone call turn into the actual interview. Be sure and ask for directions and parking information.
• Email requests for appointments are most effective if followed up by a telephone inquiry to confirm an appointment time.
CONDUCTING THE INFORMATIONAL INTERVIEW

• Dress as if it were an actual job interview. First impressions are always important.
• Get to your appointment a few minutes early and be courteous to everyone that you meet.
• Once inside the organization, look around. What kind of working environment is there? Observe the dress style, communication patterns, sense of humor, etc. Is this a place where you would want to work?
• Take the initiative in conducting the interview. You ask the questions; you interview the employer. Ask open-ended questions which promote a discussion.
• Do not exceed your requested time, but be prepared to stay longer in case the contact indicates a willingness to talk longer.
• Ask if there’s anyone else you can talk with. Ask for their business card.

FOLLOWING UP AFTERWARDS

• Record the information that you obtained for future reference.
• Evaluate your experience. How did you manage in scheduling and conducting the information interview? How sufficiently did you prepare? Did you get the information you sought? What information do you still lack? Do you need to interview more people in order to get more than one viewpoint?
• Follow-up with a thank you note! (See next page for a sample.) You may decide to follow-up now or later with a resume and an application letter or form.
• Make appointments to interview the referrals.

THE THANK YOU LETTER/EMAIL

Thank you letters essentially consist of the following:
• Compliment their knowledge, expertise, helpfulness, and/or company.
• Define how the person helped you.
• Thank them for their lead and tell them how, when, and with whom you have met, contacted or plan to meet, and that you will let them know how it turns out.
• Say you will keep them advised of your progress.
REQUEST AN INFORMATIONAL INTERVIEW: SAMPLE LETTER / EMAIL

17822 Hyperlane Court
Baltimore, MD 21250
April 12, XXXX

Mr. John Planner
Manager, Research and Development
Q-Rad Corporation
42 Main Street
Baltimore, MD 21228

Dear Mr. Planner:

In my desire to find a good job fit for my skills and experience, I have researched several career path options and industries where I think I could make a contribution. This summer I will graduate from UMBC with a degree in Physics and would like to talk to professionals working in the field to discover exactly what jobs are like from people who are doing them.

Your name was in a very interesting article I recently read in The Baltimore Business Journal on physicists working in the Baltimore area, and I am writing to you in the hope that you will be able to help me by either spending half an hour with me at your convenience or by referring me to someone in the area whom you would recommend.

I will call you within a week to arrange a meeting or to get your advice for a referral. I understand that you are busy, and I appreciate your help. I look forward to talking with you. I can be reached at (410) 555-1234.

Sincerely,

(Four blank lines for your signature)

Your name typed here

THANK YOU LETTER AFTER AN INFORMATIONAL INTERVIEW

Date

Name
Title
Company
Address
City, State, Zip Code

Dear Ms. ___:

Thank you very much for taking the time to meet with me on Thursday to discuss the professional growth possibilities in ____ industry. I was impressed by your knowledge of ____ and appreciated your insight regarding the ways I can use my skills to contribute to ____

You gave me the name of ____ at ____ to contact and we have an appointment early next month when she returns from a business trip.

I will be in contact from time to time, to keep you posted on my career research and will send a copy of my updated resume as soon as it is ready. Thank you for your help and valuable information.

Sincerely,

(Four blank lines for your signature)

Your name typed here

SAMPLE INFORMATIONAL INTERVIEW QUESTIONS

• What skills and/or personal characteristics are important to do well in this job?
• What is a typical day like?
• What do you like about your job?
• How competitive is this field?
• What should I do before I graduate to make myself marketable (e.g., internships, extracurricular activities, classes, etc.)?
• Are there any professional organizations you suggest I should join?
• What websites/journals/books should I read?
• Is there anyone else you would suggest I speak to?

HOW TO PREPARE FOR AN INTERNATIONAL INTERVIEW

• Review materials in the Career Center reception area (MP 212), use FOCUS, Vault Career Insider’s online career library or meet with a career specialist.
• Read about the career area and the organization in which the person you’ll be interviewing is working.
• Know your own interests, skills, values, and how they relate to the career field represented by the person you’re interviewing.
• Have specific questions in mind.
CRAFTING YOUR 30-SECOND COMMERCIAL

When meeting new individuals in a professional setting, like networking events and career fairs, it is important to make a strong first impression. Through your 30-second commercial you will be able to quickly and effectively market yourself to others.

YOUR 30-SECOND COMMERCIAL SHOULD:

- Identify who you are
- Highlight a few strengths and accomplishments
- Show how you can bring added value to an organization
- Be concise

As you can see in the sample below, the student highlights his name, major/industry, strengths, and specific interest in the company. Remember, the 30-second commercial can also be useful when writing resumes/cover letters, writing emails to employers, or when leaving voicemails. Also, don't forget to PRACTICE. Practicing will help you deliver your 30-second commercial seamlessly with confidence, however, you don't want to sound like a robot!

Hello, my name is Barry Business and I am a UMBC student studying Financial Economics with an accounting certificate. I am in my junior year and I am very interested in an accounting internship with your firm. Currently, I am serving as the treasurer for the UMBC accounting club where I have been effective in managing our budget for events, activities and out-reach programs. I believe my enthusiasm for helping others increase their financial literacy mirrors your firm’s dedication to helping others navigate their tough financial situations.

LINKED-IN: THE INS AND OUTS

Where can you gain access to over 300 million professionals, network with UMBC alumni, and highlight your skills and ability all from the comfort of your smartphone or computer? LinkedIn (linkedin.com) is a professional networking site where you create and tailor a FREE professional profile with relevant education, skills, projects, and experience. Through your profile, you connect with alumni, friends, family, advisors, professors, and others as you start to search for a job or internship or network online.

DEVELOP A PROFILE

Your LinkedIn profile is your gateway to the world of online networking. While your profile starts out looking more like an in-depth resume, there are few unique sections geared toward LinkedIn.

STEP 1: Log into LinkedIn.com and create a profile with your name, an active email, and password.
STEP 2: Utilize information from your resume to complete the Education, Headline, Summary, Coursework, and Extracurricular Activities sections. Focus on results and outcomes and use keywords when possible.
*** It is ok to use the word “I.” This is the next-generation of your professional credentials.
STEP 3: Upload a professional headshot photo that just includes you alone.
*** While you may be slightly uncomfortable with your photo on your profile, it is considered unprofessional and incomplete to not upload a photo.
STEP 4: Include examples of projects from courses, internships, or extracurricular activities. In the Projects section, you can also add group members.
STEP 5: LinkedIn recently created a Skills section where you can highlight particular skills in which you excel. Additionally, connections can endorse you for particular skills.
STEP 6: Don’t neglect the Headline and Summary sections. These are short overviews of your entire profile.

BUILD YOUR NETWORK AND BE ACTIVE

Now that you have built your profile, be sure to build your network. Networking is critical to your career success!

- Start connecting to professors, advisors, family, and friends. You will be astonished to see how many people you know are already on LinkedIn. It is important to send a personalized message to users that you want to connect to rather than using the default, “I’d like to add you to my LinkedIn network.”
- Join alumni and industry groups that match your interest. Be sure to engage in discussions to make yourself stand out.
- Create a unique profile link and include your profile link in your resume and other professional documents to help colleagues connect to you.
- Connect with new contacts as soon as you meet them. Send them a customized note to remind them how you met.
- Send messages to alumni and prospective employers as a means to inquire about the industry
- Utilize the alumni network portal to further connect with UMBC alumni or explore career paths
ALL-STAR PROFILE TIPS

• Include a Professional photo of you alone.
• Create a Headline with your area of study and/or career ambitions – consider keywords that appeal to recruiters.
• Construct a Keyword-rich summary that includes type of positions you are seeking.
• Be sure to include volunteer activities, relevant hobbies, internships, and extracurricular activities.
• Ask for Recommendations from professors, advisors, internship colleagues and supervisors.

Don’t forget this is a professional document. Be sure to use proper grammar and punctuation throughout.

UTILIZE ALL THE JOB SEEKER INFORMATION

• Follow company pages in which you are interested to gain insight into your career field and learn new trends in the industry.
• Research current employees, company groups and pages to better prepare for interviews.
• Ask for introductions via your first degree connections to managers that are hiring in your industry; by using introductions, you gain access to the hidden job market where many jobs are found.
• Explore the student job portal via LinkedIn at (http://linkedin.com/studentjobs); entry level jobs and internships can be filtered by industry and location.

Sample Invitation Messages

“Join my network on LinkedIn”

Ana, let’s connect here since we’re already connected in real life. It was great seeing you at the Animation Convention last week. I hope we can collaborate on a project soon. I’d also be happy to introduce you to some of my contacts in Maryland so feel free to reach out to me!

Ms. Taylor, I recently heard you give a talk on networking at a UMBC Career Week event. I appreciate the insights you shared and thank you for sharing your expertise. Could you help me build my professional network by accepting my invite? If there is any way I can help you in return, don’t hesitate to ask.

The Career Center is glad to review your LinkedIn profile. There are more advanced tools and uses for LinkedIn. We encourage you to explore them, or schedule an appointment to meet with a Career Advisor for further tips on how to use LinkedIn for your job search. LinkedIn provides great training on the subject as well. Check out their great handouts and webinars at: http://university.linkedin.com.
GET EXPERIENCE AND FIND AN INTERNSHIP/JOB

INTERNSHIPS, CO-OPS AND RESEARCH—WHAT’S THE DIFFERENCE?

Gaining real-world experience is one of the best ways to make yourself a competitive candidate for full-time jobs and graduate school after you graduate. Consider participating in one or more of these popular applied learning experiences:

**Internships** are supervised, structured learning experiences in a professional setting that allow you to gain valuable work experience in your chosen field of study. Internships require a minimum of 120 hours on site (typically, at least 10 hours per week during the fall and spring and either part-time or full-time during the summer).

**Co-ops** are paid positions that require you to alternate semesters between full-time work and full-time academic study for at least two semesters. Students are often offered full-time employment with the organization upon graduation.

**Research opportunities** are available both on and off campus. These experiences offer a unique way to better understand your academic interests and consider how graduate school may play a role in your future. Paid summer positions with housing and travel are also available.

In order to do the above, you must upload a resume in UMBCworks and make an appointment to have it approved (See pg. 46).

GETTING RECOGNITION ON YOUR TRANSCRIPT

**PRAC COURSE**

Employers and, in particular, graduate admissions officers likely to see the zero-credit PRAC course on your transcript because it indicates that your internship, co-op, on-campus job, or research was a significant learning experience, approved and vetted by the University. In order to earn recognition, you will need to complete the basic requirements of this course, designed specifically for students conducting an applied learning experience. The course is tuition-free and most components are online. To find out if PRAC is a good fit for you, e-mail internships@umbc.edu.

**ACADEMIC CREDIT**

You may be able to earn upper-level academic credit for your experience. In some departments, a for-credit experience is a graduation requirement. Ultimately, a faculty member in your department will determine if your internship is credit-worthy, but the Career Center is a great place to start. We can point you in the right direction and make sure your internship meets basic standards.

FAQ: “HOW ELSE CAN I GAIN EXPERIENCE?”

Employers are interested in any experience that allows you to develop skills that will be relevant to the workplace. You can include more than internships, co-ops, and research such as:

**Campus Involvement**

Leadership in any campus organization, no matter the interest area, is likely to impress employers. Think of ways you can make a significant impact: for example, by recruiting more members, creating or improving an event, lobbying for a new campus policy, or implementing a new system to help the group run more efficiently.

**Volunteering**

Any kind of service to your community is valuable. But you will make the greatest difference—and reap the greatest rewards—by deeply committing yourself to just one or two organizations where you can earn trust and take on increasing responsibility over time. Spreading yourself too thin can be a warning sign to employers as well.

**Service-Learning**

These structured volunteer experiences are recognized by UMBC and may sometimes be part of a for-credit course. The Shriver Center (located in Public Policy) coordinates many sustained, meaningful experiences at local nonprofits and schools, where you can volunteer alongside other UMBC students.

**Personal Projects And Entrepreneurship**

Did you make a short film, start a small business, build an app, or write a popular blog? If it’s professionally relevant, it can boost your appeal to employers.

CREATE YOUR OWN INTERNSHIP

If you are looking for an internship at a very specific type of organization, or in an industry where formal internships are uncommon, you might have trouble finding online postings that meet your needs. Instead of giving up, get creative:

- Make a list of companies in your area that are doing the kind of work that interests you. Then systematically contact each one through e-mail or LinkedIn (See pg. 38). Make sure to tailor your pitch to the company, and that your language is professional. For example: “As a junior Visual Arts major at UMBC, I’ve spent the past few years learning about film production, and I am hoping to apply my skills in new settings. The work that your studio has produced for local arts festivals is impressive, and I would love to contribute to it. Would you consider discussing the possibility of taking me on as an intern?”

- Reach out to organizations you’re already affiliated with. For example, if you are passionate about finding a cure for juvenile diabetes, contact the group you helped fundraise for a 5k in support of that cause. Maybe they need an intern with your skill sets, or can recommend another organization that does.

- Use your network. Tell your family, friends, professors, and former employers about exactly the kind of opportunity you’re looking for. Don’t downplay your skills— they won’t advocate for you if you can’t advocate for yourself.
12 HABITS OF AMAZING INTERNS

1. Ask questions. Show that you’re curious and eager to learn.

2. Listen well. Be respectful, follow instructions, and soak up your new colleagues’ knowledge.

3. Speak up. Got a great idea? Share it with your supervisor.

4. Be a team player. Make everyone’s life easier by offering to complete tasks no one else has time to do.

5. Keep up your grades. Remember, you’re a student first. A solid GPA will keep you competitive after your internship is done.

6. Get out of your comfort zone. All interns make mistakes—that’s part of learning. Now is the time to take risks and try something you’ve never done.

7. Write/speak like a professional. Spell-check and grammar-check your e-mails, and stick to work-safe topics, even during casual conversations.

8. Manage your time. Work with your supervisor to establish clear deadlines and create organized schedules to keep yourself on track.

9. Get to know your co-workers. They can help you grow and maybe even find a job later on.

10. Develop new skills. Actively look for opportunities to broaden your experience.

11. Stay balanced. Your personal and school commitments won’t disappear during your internship. Work hard, but find a way to stay happy and healthy.

12. Be dependable. The best interns can be counted on to show up (on time!) and get the job done.
GET STARTED WITH UNDERGRADUATE RESEARCH

PREPARE

• Determine how much time each week, and when, you can give to research work.
• Consider areas of study that interest you. Conduct a brief literature review using UMBC library resources—a librarian can help you. Learn something about current activities in your field.

IDENTIFY OPPORTUNITIES

• Click "myMajor" on the UMBC Undergraduate Research website for an overview of past and future student experiences.
• Look at the academic department websites. In some departments, faculty post the projects for which they need undergraduate assistants. Identify projects you would like to work on or faculty you would like to work with, even if undergraduate research positions are not specifically mentioned.
• Speak with your advisor and your current professors.
• Ask your peers or teaching assistants about which faculty members are good mentors. You can find out who mentored earlier undergraduate researchers in your area by reading abstracts from The UMBC Review, where undergraduates publish their research.
• Look beyond the UMBC campus. Artists throughout the area may accept apprentices, and researchers at other area institutions often need students.

REACH OUT

• Two or three months in advance, identify three to five potential mentors. You can ask faculty for an appointment to discuss their research.
• Be prepared to e-mail or bring your current transcript (unofficial) and a resume to the meeting. Make sure your resume is in good shape! (See pg. 10).
• You may ask to join the faculty member’s ongoing work as an assistant or for mentoring in a creative or research project of your own design. If you have a specific project in mind, a mentor can help you fine tune your plans and get started.
• Many summer research application deadlines are in February.
• Start looking at the offerings in November.

ONCE YOU START

• Take the work seriously and give it priority in your schedule. Be reliable.
• Consider whether academic credit is appropriate for your work (See pg. 40).
• Begin to work on your proposal for an Undergraduate Research Award.
• If you are already involved with research, plan to participate in Undergraduate Research and Creative Achievement Day (URCAD), usually held in April.
• Submit your results for publication in The UMBC Review.

* This content is adapted from UMBC’s Undergraduate Research website.

APPLIED LEARNING FOR INTERNATIONAL STUDENTS

The Career Center is pleased to work with the International Education Services Office (IES) to provide internship, research, and co-op opportunities for UMBC students with F-1 visas. For all UMBC students with F-1 visas, these experiences must fulfill the requirements for Curricular Practical Training (CPT) as established by the United States Immigration and Naturalization Service.

REMEMBER:

• Specific questions about Curricular or Optional Practical Training should be directed to the UMBC International Education Service Office: (410) 455-2624.
• The Career Center cannot guarantee that every off-campus work experience will qualify.
• If you obtain an internship/co-op on your own, without the assistance of the Career Center, we can still help you obtain CPT work authorization. Please review the full guidelines for CPT on the UMBC IES website. To access it click on Students > Current Students: Employment > Off-Campus Work, CPT.

DO NOT begin any off-campus experience without the appropriate I-20 authorization! To ensure that you obtain the authorization, we strongly suggest that you closely follow the steps listed on the CPT Application Form, which can be obtained from IES.

REVIEW THE ONLINE JOB SEARCH WORKSHOP

Make sure to check out the "Conducting a Job Search" online workshop, available on the Career Center’s website. It identifies effective job search and networking strategies as well as helpful tips and suggestions. To access it, click on Toolkit > Workshops and Webinars on the left-hand side of the Career Center’s homepage.
The Nielsen Employee Experience

At Nielsen, you can...

BE YOURSELF  MAKE A DIFFERENCE  GROW WITH US

Full-Time Positions And Internships Available In The Following Emerging Leaders Programs:

GLOBAL BUSINESS SERVICES
HUMAN RESOURCES
FINANCE
WATCH * (Full-Time Positions Only)

JOIN MORE THAN 35,000 EMPLOYEES IN 100+ COUNTRIES AT THE WORLD’S LEADING INFORMATION AND MEASUREMENT COMPANY.
We’re looking to hire the best...
Software Engineers who share a passion in using their skills to make a difference

We Offer the Opportunity to:
- Work on exciting projects that make a difference
- Have great benefits, compensation and careers
- Work with highly talented and skilled people
- Develop applications using state-of-the-art Java-based technologies
- Work closely and continuously with end-users in a rapid prototyping and iterative development environment

About Next Century
Founded in February 2002 by seasoned business professionals in response to the terrorist attack against our nation on 9/11, Next Century is a professional services organization serving Government, DoD, Intelligence, and Commercial customers.

Next Century individuals excel in:
- Software Engineering
- Data Visualization
- Mobile Computing
- Image and Signal Processing
- Data Fusion
- Predictive Analysis
- Project Leadership
- Systems Architecture (focus on network-centric, mission-critical, system architectures)

Impact Through Innovation

For more information or to apply:
E-mail careers@nextcentury.com or Call 443.545.3110
All positions require an active TS/SCI clearance and polygraph.
www.nextcentury.com/careers
JOB AND INTERNSHIP SEARCH STRATEGIES

The process of searching for a job or internship is really the process of selling yourself – convincing an employer to “buy” what you have to offer. To do this effectively, you’ll need to know what you’re selling (i.e., your skills, experience, education, and interests) and who you’re selling it to (the targeted position, industry, and employer). Next, you’ll need to come up with a good advertising brochure (your resume) and an effective sales strategy (job and internship search techniques targeted to your field).

STEP 1: Make an Appointment with a Career Advisor
Career advisors are available to assist you one-on-one by helping you to map out an effective job or internship search strategy. Call (410) 455-2216, stop by Math/Psychology 212 to schedule an appointment, or sign up for an appointment online through UMB-Cworks.

STEP 2: Network (See pg. 34)

STEP 3: Identify and Contact Possible Employers Directly
using a proactive approach can help you tap into the hidden job market (See “Create Your Own Internship” on pg. 40).

STEP 4: Make the Most of Career Fairs (See pg. 36)

STEP 5: Research Companies Early (See pg. 53)

STEP 6: Follow Up with Employers
When conducting a job search, it is important to be organized and to follow up with employers. Follow up can be done electronically or by phone. To keep track of activity, use a journal or table to identify where you found a job posting, who you called, emailed, met at a networking event, whether they replied back, or whether they supplied you with a lead to someone else. Here is a sample record sheet that you can set up in Microsoft Excel. It will help you to stay focused.

“Finding a job or internship is a full-time job.”

To be successful in your search process, set a target goal for yourself (For example, “I will send out ten resumes per week). You’ll need to manage your time well and stick to your target goal. Remember that it can take up to nine months to find a job or internship. Your persistence will pay off!

SAMPLE RECORD SHEET:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Email</th>
<th>Type of Contact</th>
<th>Date of Contact</th>
<th>Action Needed</th>
<th>Action Needed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Corp.</td>
<td>123 Some St.</td>
<td>Joe McFake</td>
<td>##</td>
<td>??</td>
<td>Left Voicemail</td>
<td>10/29</td>
<td>Call back</td>
<td>11/10</td>
</tr>
<tr>
<td>XYZ Tech, Inc.</td>
<td>986 Tech Rd.</td>
<td>Jane Cho</td>
<td>??</td>
<td>@</td>
<td>Sent Email</td>
<td>11/1</td>
<td>Follow up in two weeks</td>
<td>11/15</td>
</tr>
<tr>
<td>XYZ Tech, Inc.</td>
<td>986 Tech Rd.</td>
<td>Jane Cho</td>
<td>??</td>
<td>@</td>
<td>Received Email</td>
<td>11/3</td>
<td>Fax Application</td>
<td>11/4</td>
</tr>
<tr>
<td>A News Co.</td>
<td>Frederick</td>
<td>Sue Smith</td>
<td>##</td>
<td>@</td>
<td>Met at Career Fair</td>
<td>10/5</td>
<td>Apply on their website</td>
<td>10/8</td>
</tr>
<tr>
<td>A News Co.</td>
<td>Frederick</td>
<td>Sue Smith</td>
<td>##</td>
<td>@</td>
<td>Applied on their website</td>
<td>10/7</td>
<td>Send Sue Follow up email</td>
<td>10/10</td>
</tr>
<tr>
<td>A News Co.</td>
<td>Frederick</td>
<td>Sue Smith</td>
<td>##</td>
<td>@</td>
<td>Scheduled interview</td>
<td>10/18</td>
<td>Prep for interview on 10/25</td>
<td>10/24</td>
</tr>
<tr>
<td>MD St. Gov.</td>
<td>Annapolis</td>
<td>HR Dept.</td>
<td>##</td>
<td>@</td>
<td>Sent Email - Resume</td>
<td>11/2</td>
<td>Wait: Job expires 11/15</td>
<td>11/16</td>
</tr>
</tbody>
</table>

GET EXPERIENCE/FIND A JOB
GETTING STARTED IN UMBCworks

This online recruiting and job/internship listing system allows you to view and apply for part-time, full-time jobs, research, and internship/co-op opportunities.

STEP 1: Log in to UMBCworks. You will find the link under myUMBC > Topics > Jobs & Internships, or on our website.

STEP 2: Agree to the Policies of Professional Conduct, if needed, then complete your profile.

STEP 3: Upload your resume to UMBCworks under the “Documents” tab (click “Add New”). Please be sure to check out our resume guide (pg. 14-15) and sample resumes (pg. 16-24).

STEP 4: Schedule a 30-minute appointment with a career advisor. Call the front desk at 410-455-2216 or click “Schedule Appointment” on the homepage of UMBCworks.

STEP 5: Meet with an advisor. He or she will review and approve your resume. In order to apply for positions in UMBCworks, you must have an approved resume.

STEP 6: Apply for positions under the Jobs tab. (You may also want to search the other links under Jobs: NACElink, USAJOBS.gov, Idealist.org, and LinkedIn.) Select the appropriate position type and search by major or job function.

TIPS FOR USING UMBCworks

What kind of positions are in UMBCworks?
All kinds! We’ve got full-time jobs (entry-level and experienced), part-time and on-campus jobs, internships, research positions, fellowships, and entrepreneurial opportunities, and temporary positions.

How do I find positions that fit my goals?
Use the advanced search option located next to the keyword search box for jobs. Click on “Advanced Search” and show me “All Jobs & Interviews,” then click “More Filters” and select your major, as well as any other majors that align with the type of position you want. For example, if your major is psychology, but you want a writing-focused internship, try adding English to your search. You can also use the keyword search for terms that specifically fit your qualifications or what you’re looking for, such as “Mandarin,” “InDesign,” or “animals.” In addition, you may search by job function for a list of industry-related job types, such as “health services,” or “human resources.”

I came up with too many/irrelevant results.
To avoid unrelated postings intended for all majors, be sure to click the button next to “Ignore Jobs with All Majors Selected.”

MAJOR SOURCES FOR JOBS AND INTERNSHIPS

CAREER FAIRS (See pg. 36)
This is a great way to introduce your resume and yourself in person. Always follow up with contacts after the fair. The Career Center hosts several career fairs, co-sponsors off-campus fairs, and advertises many more fairs each year. See our calendars in UMBCworks and on our website.

INFORMATION SESSIONS AND UMBC CONNECTS

Information sessions offer the opportunity to learn about companies and network with recruiters. They are invaluable in preparing for interviews and some employers may require you to attend an information session if you are scheduled for an on-campus interview with that employer. Keep track of and RSVP for information
sessions via the “Events” and/or “Calendar” sections of UMBCworks. Keep in mind, recruiters notice if you are in attendance at the information session.

UMBC Connects are like information sessions but longer, typically with multiple sessions covering multiple topics related to the company. The benefit of UMBC Connects is that they give you an in-depth look at the organization, and you will have an opportunity to have meaningful networking conversations with multiple people from the company. Students can attend all or part of each UMBC Connects. Information on the semester’s UMBC Connects schedule and each day’s program can also be found in “Events” and “Calendar” sections of UMBCworks and on the “Calendar of Events” on our website.

**ADDITIONAL RESOURCES**

**WEBSITES FOR INTERNSHIPS, CO-OPS AND RESEARCH**

Co-ops/Internships and Summer Research Opportunities for the Life Sciences: PAID summer positions for biology, biochemistry, chemistry and pre-professional students (http://people.rit.edu/~gtfsbi/Symp/summer.htm).

InternMatch.com: A national site for searching and applying to internships. They focus on startup and small-business internships and have a lot of opportunities on the west coast, in particular (http://www.internmatch.com/).

Internship King: Searchable internship listings, intern reviews from former interns, intern salary information, and Internship program rankings (http://www.internshipking.com).

InternshipPrograms.com: Database of internship opportunities organized by company and region (http://www.internshipprograms.com/).

Internships.com: Web resource for paid and unpaid, pre-professional employment opportunities for college students and recent graduates (http://www.internships.com/).

Smithsonian Institute: PAID opportunities for students of all majors to intern at the Smithsonian (http://www.smithsonianofi.com/).

UMBC’s Undergraduate Research website: Research opportunities (on and off campus) (http://www.umbc.edu/undergrad_ed/research/).

The Washington Center: Organization that provides challenging opportunities to work in Washington, D.C. and abroad (http://www.twc.edu/).


**WEBSITES FOR ALL POSITIONS**

UMBCworks: Your first stop for applied learning experiences including internships and full-time/part-time jobs (http://careers.umbc.edu/umbcworks/).

CareerRookie.com: Specific to internships, part-time jobs, and entry-level jobs. A division of CareerBuilder (http://www.careerrookie.com/).

Idealist.org: An online meeting place for nonprofit organizations, resources, consultants, job seekers and volunteers (http://www.idealist.org/).

Indeed.com: A large site that aggregates posts from across the Internet (http://www.indeed.com/).

SimplyHired.com: A large site that aggregates posts from across the Internet (http://www.simplyhired.com/).

**NATIONAL TRADE AND PROFESSIONAL ASSOCIATIONS**

Just about all occupations have some sort of professional association or group. Ask faculty members and professionals in your industry which ones they belong to. Career advisors can also help you identify associations, or you can refer to association publications available in the Career Center, such as the National Trade and Professional Association Directory. The Career Center’s website also has a list of associations by major: careers2.umbc.edu/tools/links.php.

National associations usually have regional groups and/or meetings, which can be excellent places to meet individuals who have information about your career choice, learn about potential employers, and gain information about current openings in the area. Most associations also have sections of their websites related to employment. Local or regional groups often have listservs or other ways of sharing job openings. Volunteering at association events can be a great way to meet lots of people in your field. For associations requiring membership, you can often receive discounted membership rates as a student.

**EMPLOYMENT AGENCIES**


**GOVERNMENT-SPONSORED EMPLOYMENT AND TRAINING AGENCIES**

Maryland One-Stop Career Centers: Available at www.dllr.state.md.us/county. Find their online resources at https://mwejobs.maryland.gov/.

**COMPANY/ORGANIZATION WEBSITES**

Reference the human resources or careers portion of employer websites to see a list of job vacancies, and review news of acquisitions and organizational growth. You may email, call or visit the organization. When making direct contact with the company, it’s important that you identify someone there who has the authority to make hiring decisions so that you can market your skills.
ADDITIONAL RESOURCES FOR INTERNATIONAL STUDENTS

GOINGLOBAL

GoinGlobal is a software tool that provides country-specific career and employment information, including world-wide internship and job postings, H1B employer listings, corporate profiles, and career resources for 30 countries. It also provides expert advice on CV, resume, work permit, and visa requirements for work abroad. Information is updated on a daily basis.

To access this helpful tool, go to careers.umbc.edu, click on “Tool Kit”, and then click on “GoinGlobal”.

SPECIFIC RESOURCE LINKS

There are some great links out there to help you identify companies who typically hire international students:

- **My VISA JOBS Reports**
  Top H1-B VISA Sponsors and Green Card Sponsors by year

- **E-verify H1B Database**
  A tool to confirm employer is part of the Federal e-verify program for OPT, OPT-STEM, and H1-B

- **USImmigrationSupport.org**
  Comprehensive information on acquiring a Visa, a green card or applying for citizenship

- **International Student.com**
  For international students and those preparing to study abroad

- **UsaVisanow.com**
  US immigration information and different types of US Visas.

FAQ: “WHAT IF THEY AREN’T RECRUITING FOR MY MAJOR?”

When recruiting students for jobs and internships, some employers will indicate that they are recruiting for “all majors.” In the brochures that are provided at recruiting events, make sure to review the list of companies that are recruiting for “all majors” to explore job opportunities for which you qualify.

Also, many small and medium-sized companies have limited recruiting budgets and must be strategically selective about the campuses where they recruit. The way to explore job opportunities with these companies is to network (See pg. 34) and identify and contact possible employers directly (See pg. 53).

NEED A JOB OR INTERNSHIP? THERE’S AN APP FOR THAT!

Comprehensive lists of job search-related apps for the iPhone and Android can be found at:
http://jobmob.co.il/blog/iphone-job-search-apps; http://jobmob.co.il/blog/android-job-search-apps

KEY PRODUCT FEATURES

- GoinGlobal database contains country-specific career and employment resources for more than 80 locations.
- Researched by in-country career experts and updated annually
- Topic areas include:
  - Job search resources
  - Work permit/visa regulations
  - County-specific resume/CV guidelines and examples
  - Interview and cultural advice
  - Employment outlook/industry trends
  - Professional and social networking groups
- H1B Plus database (developed by GoinGlobal) provides a customized sort of all Department of Labor H1B visa applications by job title, occupation, company, location and wage
- Features 34 Country Career Guides -- 85-100 pages in length
- Contains 44 USA City Career Guides and 6 Canada City Career Guides -- 65-85 pages in length
- Includes more than 16 million worldwide job/internship listings (updated daily)
- Includes more than 450,000 corporate profiles (updated quarterly)

To find GoinGlobal and create your account:
- Access the GoinGlobal at careers.umbc.edu/tools/
- Search under Jobs in UMBCworks, or
- Search “GoinGlobal” under databases on the AOK Library homepage
RED FLAGS:  
“IS THIS POSTING FOR REAL?”

An increasing number of employers post positions that seem to be administrative in nature; however, once the company is contacted, the description suddenly changes and the employer is offering to send a check for a significant amount of money...all you need to do is deposit the check and return a portion of the funds using a wire service. This is a scam. Don’t fall for it!

You should know that the only reason someone needs YOU to cash their checks and wire money is because they have no bank account or assets and the check/money order is no good.

Avoid applying for positions that have these fraudulent job red flags:
• You must provide your credit card, bank account numbers or other personal financial documentation.
• The posting appears to be from a reputable, familiar company yet the domain in the contact’s email address does not match the domain used by representatives of the company.
• The job posting includes many spelling and grammatical errors.
• You are offered a large payment in exchange for allowing the use of your bank account.

• The position description neglects to mention what the job responsibilities actually are and instead focuses on the amount of money to be made.
• The employer responds to you immediately after you submit your resume. Typically, resumes sent to an employer are reviewed by multiple individuals or aren’t viewed until the posting has closed.
• This doesn’t include an auto-response you may receive acknowledging receipt of your resume.

Sites to help you evaluate the validity of an organization can be found at: www.ripoffreport.com, and www.hoovers.com

What to do if you are involved in a scam:
• If you have sent money to a fraudulent employer, notify your bank or credit card company to close the account and dispute charges.
• Notify the UMBC Police Department, 410-455-3136 and Career Center, 410-455-2216.
• If the incident occurred completely over the internet, file an incident report with www.cybercrime.gov/ or by calling the FTC at: 1-877-382-4357.
• Report the incident to UMBC General Counsel’s office, 410-455-2870. ■

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GOVERNMENT JOB AND INTERNSHIP SEARCH

The federal government recruits and hires students and recent graduates interested in careers in public service. These job openings will be in many different career fields and at a variety of government agencies. When applying for a federal government position, it is important that you start early and have a strategy. Identify your strengths and skills and determine which agencies you would like to target, keeping in mind that you, ideally, would like to work for an agency that fits or matches your unique skill sets. Keep in mind that federal jobs also require unique information in applicant resumes. See “Tips on Writing a Federal Government Resume” (p. 51). Review information provided on websites carefully and don’t hesitate to contact a career advisor for additional guidance.

For help identifying agencies that fit your interests and skills, check out the following websites:

USA.gov

Partnership for Public Service/Go Government
(gogovernment.org/)

Federal Jobs by College Majors
(See the “Websites for Government Jobs and Internships” section on our website);
obtain a list of agencies who typically hire for your major

Partnership for Public Service/Building the Enterprise: A New Civil Service Framework
(http://ourpublicservice.org/OPS/programs/calltoserve/toolkit/);
view printable hand-outs on student programs and 17 guides by major

The Best Places to Work in the Federal Government
(www.bestplacetowork.org/BPTW/index.php). Find agencies with high employment satisfaction ratings; see an A-Z list of government agencies

Fedscope
(www.fedscope.opm.gov/)

GovLoop
(www.govloop.com/), a social networking site for the government

Washington Post Federal Page
(www.washingtonpost.com/politics/fedpage/)

The District of Columbia Local JobNetwork
(www.dcjobs.com/)

The Federal Jobs Network
(www.federaljobs.net/federal.htm)

MD Department of Budget and Management
(dbm.maryland.gov/jobseekers/Pages/jobseekersHome.aspx)

How to Get a Job in the Federal Government
(http://www.bls.gov/careeroutlook/)

FEDERAL WORK PROGRAMS

Student hiring programs are often a “foot in the door.” The following is a summary of each of the U.S. government student work programs. Use USAjobs.gov and the Pathways website (www.usajobs.gov/studentsandgrads/) for information on student hiring programs. The government now has targeted hiring programs for current students and recent graduates:

Recent Graduates Program: Provides developmental experiences in the Federal Government intended to promote possible careers in the civil service to recent graduates (with two - six years experience for vets) from qualifying educational institutions or programs.

Internship Program: This Program is designed to provide students enrolled in a wide variety of educational institutions with opportunities to work in agencies and explore Federal careers while still in school.

Presidential Management Fellows Program: An entry-level, two-year government-wide flagship leadership development program for advanced degree candidates (graduate and professional). It is designed to attract and select from among the most competitive candidates in the country. Upon successful completion of the program, participants will be eligible for conversion to full-time federal employment.

Workforce Recruitment Program (WRP) for students with disabilities: A direct hiring program managed by The Department of Labor, WRP connects public and private sector employers nationwide with highly-motivated current students and recent graduates with disabilities who are seeking internship or permanent jobs. The WRP is run on an annual basis (Fall Semester) and requires a phone interview.

Considering a career in public service?

Apply at GAO - the Government Accountability Office.

GAO is considered one of the world’s leading accountability organizations and is ranked 2nd in the best places to work in federal government.

We maintain 11 offices in cities across the country, including Chicago, Dallas, Denver, Los Angeles, San Francisco, and Washington D.C.

Our work spans the entire federal government, including national defense, international affairs, energy, education, the environment, health care, homeland security, transportation, financial management, and information technology.

GAO’s policy is to provide equal employment opportunity for all regardless of race, religion, color, sex, national origin, age, disability, sexual orientation, or gender identity.

To apply, visit www.gao.gov, click on the “Careers” tab, then “Current Job Vacancies.”

Must be a U.S. citizen.

www.gao.gov
with a WRP recruiter. If you are interested in this program, contact the Career Center’s recruitment coordinator at 410-455-2216 for more information.

For a list of important steps to follow when searching for job and internship opportunities in the government, see “Job and Internship Strategies” in this chapter on pg. 45.

FEDERAL JOB SEARCH STRATEGIES:

- Go to USAJobs.gov and create an account.
- Be sure to use the resume builder and upload your completed resume; there will be no page limit for your resume.
- In USAJobs, upload one resume which highlights your key strengths and skills related to the various positions of interest; however, be sure to tailor your resume to match each position for which you apply.
- When initially submitting your transcript, it may be unofficial, but be sure to have an official one before going to the interview.
- In USAJobs, you may save searches and set up customized alerts so that you will receive email notifications (However, don’t rely on this. You should still check USAJobs regularly).
- When you receive an alert, apply right away if you meet the minimum qualifications and are interested in the position. When applying for government jobs, time is of the essence.
- When applying, consider various locations. Most government agencies allow telecommuting.
- Check UTube: some agencies have channels which include videos full of tips and resources on their application process.
- Aim for a government internship while you are a student. Many agencies convert their interns to permanent when you receive your degree (note: in addition, 640 government work hours are required for conversion).
- If you are targeting a specific agency, submit several applications to the same agency; some of the positions may even have the same job title.
- When applying to government jobs, consider submitting from 30-50 applications per week.

PREPARE FOR A WAIT!

It can take weeks to months before you will hear back about an application and there may be little or no communication from the agency. However, recent federal recruitment procedures promise that your wait period should be shortened (within 80 days or less). Don’t let a long wait deter you—federal employment can be very rewarding.

For the most updated information on student and recent graduate government hiring programs, go to: http://www.opm.gov/policy-data-oversight/hiring-authorities/students-recent-graduates/hrurl-graduates. Also, check out our website for additional information on applying for federal jobs: see “Websites for Government Jobs and Internships.”

Note: In order to apply for most federal government positions, United States citizenship is required.

TIPS ON WRITING THE FEDERAL GOVERNMENT RESUME

Most government agencies will now accept a standard resume; however, applications tailored for specific jobs that are a good match for your skills and talents will be more successful than sending out a standard resume for many jobs. So, it is better to have a targeted position in mind. Be sure to tailor your resume for each position you apply for.

TIPS:

- Your employment section is most critical. You must go into detail and describe each position thoroughly.
- For each position you are listing, include key words and core competencies to highlight your accomplishments. Keep the vacancy announcement in front of you while writing your federal resume as it will help to match your skills to the position.
- Begin with a description of your duties using key words from the announcement.
- Write your accomplishments in the active voice; for example: researched and developed vs. responsible for researching and developing (this is in the passive voice).
- After summarizing what you did, state your key accomplishments. Follow the CCAR approach:
  
  C (Context): What is the context?
  C (Challenge): What is the challenge you handled?
  A (Action): What action did you take to resolve the problem?
  R (Result): What was the outcome?

- Write a “compelling story” using CCAR. Be sure to include numbers and figures, and percentages where applicable.
- Using bullets are not necessary on the government resume.
- The rule about page length does not apply here—the more detail, the better. The typical length for a recent graduate should be between two to three pages.

Example:

OPERATIONS MANAGEMENT:

Served as Operations Manager for leading international provider of non-alcoholic beverages. Determined supply usage and demand and projected completion. Conducted daily inventories and projected demands based on customer usage data. Used Excel to graph and generate charts and diagrams. Calculated and presented usage reports to manager utilizing specialized formulas. Updated databases weekly. Implemented improved tracking procedures resulting in an increase of 30% on usage reports over a 90-day period.

Remember to use Resume Builder, a helpful resume tool in USAJOBS.

Read more about building your federal resume and find a sample federal resume at: http://gogovernment.org/how_to_apply/index.php.
PREPARING FOR AN INTERVIEW

You landed an interview—congratulations! Your resume and cover letter caught an employer’s attention, potentially among numerous candidates. Now it’s time to make a more personal connection, whether it’s in person or through the phone or Skype. Your interview will likely be the determining factor in whether or not you are offered the position.

This section will guide you through five steps to ensure that you make a great impression:

**STEP 1: DO YOUR RESEARCH**

You should start by reading the company’s website to be sure you fully understand their mission and products or services. But don’t stop there.

**Step 2: GATHER YOUR REFERENCES**

Identify three people who can speak to your ability to succeed at this position with flying colors. Your communication with these people during the interview process is critical to the quality of their reference (See pg. 33).

**STEP 3: SELECT YOUR OUTFIT**

Whoever is interviewing you will size you up within the first few seconds of meeting you. Your clothing and accessories should speak volumes about your professionalism and workplace savvy (See pg. 54).

**Step 4: MAP YOUR ROUTE**

Find out the exact place and time of the interview. Record the time, full name of the company, the address, and a phone number and keep that information handy. Be sure to have a contingency plan, such as printed directions, in case technology fails you on the big day. You may even want to make a practice run beforehand. Arrive 10-15 minutes early! However, don’t arrive too early; this can inconvenience the employer and may make you seem desperate. It’s OK to sit in your car.

**Step 5: PRACTICE, PRACTICE, PRACTICE!**

Review the questions you are mostly likely to encounter during the interview and practice your response to each. Be sure to check the following pages:
- Behavior-based interview questions (See pg. 55).
- Most common interview questions (See pg. 56).
- Questions by industry (See pg. 56).
- Handling challenging questions (See pg. 57).
RESEARCH THE EMPLOYER

Your knowledge of the organization or company where you’re interviewing will play a big role in the success of your interview. Thoroughly researching the company will:

- Help you answer common questions such as: Why did you choose to apply for this position? Why do you want to work for this organization? What do you find interesting about our company? Why should we hire you? The more research you’ve done, the more sincere your interest in the position will sound.
- Help you put other questions into the context of the work environment. For example, if you are asked to name your top strengths, you can say how your particular strengths will help the company in specific ways.
- Help you ask thoughtful questions of the interviewer. You don’t want to ask questions you can easily find the answers to on your own. To show you’ve done your research, lead with a question on something you have learned.

WHAT SHOULD YOU RESEARCH?

**Information about the industry:** Is the company’s industry on the rise, or is it struggling? What major issues are impacting the industry today? Read news articles about forecasts, recent events, prominent leaders, trends, and history. You’ll come across as in-the-know.

**Information about the position:** It may have been a while since you applied for the position, so now is the time to revisit the original posting. Your interview answers should demonstrate that you thoroughly understand the educational requirements, skills, and duties required. You should also get familiar with typical career paths and salaries (See pg. 62).

**Information about the organization:**
- What are the company’s services and products?
- Who owns it? Is it for-profit, non-profit, or government?
- Are there any big names you should know, like a famous CEO or board member?
- What is the size and structure of the company?
- What is its current financial status?
- What is the history of the company, and what recent events have impacted it?
- Who are its biggest competitors, and what is its status among them?
- Who are the biggest clients/accounts?
- Does the company have other locations?
- What kind of public image does the company cultivate?

HOW SHOULD YOU CONDUCT RESEARCH?

Visit the company’s website, conduct informational interviews (See pg. 36) access insider information on Vault’s Career Insider employer database and online library, and use additional resources on our website, careers.umbc.edu. See the list of online job search resources (See pg. 47) and Links by Major on the Career Center website.

TYPES OF INTERVIEWS

**SCREENING INTERVIEWS:** Typically conducted by a Human Resources representative, although not always, may be held on-campus or conducted by phone. The employer’s primary goal is to see how well you can communicate/express your ideas and your overall presence. Typical length is 30 minutes or less.

**PHONE/SKYPE:** As a time-saver, employers will opt to conduct a screening interview via phone or using a video conferencing platform. Prepare as thoroughly as you would for an in-person interview.

**ON-SITE INTERVIEW:** If you perform well during the screening interview, the employer may invite you to participate in a more extensive in-person interview. Expect to spend two to three hours. Plan to meet members of the organization with whom you will be interacting should you be offered the position. You may be asked to present on a topic (sometimes provided in advance, but not always). You might also be asked to participate in a group presentation with other potential candidates.

**GROUP/PANEL INTERVIEW:** A group of three or more interviewers. This group is comprised of key members of the organization assessing your competency. Often the individuals represent various roles within an organization.

**SERIES INTERVIEW:** All-encompassing, on-site interviews which can last a full day or across two to three days. During this time you are being assessed by multiple people at varying levels throughout the process. This may include one-on-one interviews, a presentation (including time for Q & A) as well as a panel interview. Typically, series interviews are conducted for positions in academia or for executive-level positions.

**CASE INTERVIEW:** Designed to gauge your ability to think on your feet to solve real-world problems an organization may be faced with. The employer explains a typical scenario and provides you with the information needed to solve the problem. All questions are based on the information provided. The goal is for you to provide logical solutions using your knowledge of the organization, industry, and any other relevant information.
WHAT TO BRING, WHAT TO WEAR

Your attire for an interview should be business professional, unless the employer tells you otherwise.

WHAT TO BRING:

- Extra copies of your resume
- List of references
- Padfolio/portfolio, pen
- Transcript (unofficial is O.K.)
- Breath mints (consume shortly before the interview!)
- Women: small, polished purse or bag
- Tech gadgets, depending on the industry (be wary of taking notes on a device when you should be making eye contact)

NOTES FOR ALL:

- Well-fitting, coordinating suit, freshly dry cleaned.
- What’s that smell? Nothing! It’s better not to wear perfume or cologne.
- Cover tattoos and piercings.
STAGES OF AN INTERVIEW

INTRODUCTION
Lasting approximately two to three minutes, you are meeting the interviewers and being escorted to the interview room. It is essential that you start strong, offering a firm handshake, standing confidently, and making good eye contact. Some reports indicate that employers will make their decision to hire a candidate within the first 30 seconds of the interview! Employers may take the time to share information about their organization. Feel free to jot down notes to remember key points for future reference.

Q&A
The longest portion of the interview, this is when the employer asks you questions and listens to your responses. If the interview is a 30-minute screening interview, this portion is typically about 20 minutes long.

YOUR QUESTIONS
The employer will ask if you have any questions. Always come prepared! This is your chance to demonstrate your knowledge of the organization by asking thoughtful questions (See pg. 59 for ideas.) Bring at least three questions, but also feel free to modify them based on the information you learn during the interview. Be sure to make notes as the interviewer answers your questions.

CLOSING/WRAP-UP
During the last few minutes, take the time to end on a positive note. Reiterate your interest (if you are still interested!) and gather business cards of all present. Be sure to thank everyone for the invitation to interview and offer a firm handshake while making good eye contact. ■

BEHAVIOR-BASED INTERVIEW: WHAT IT IS AND HOW TO PREPARE
Behavioral-based interviewing is based on the premise that a person’s recent, relevant past performance is the best predictor of future performance. Instead of asking how you might behave in a particular situation, a behavioral interviewer will want to learn about how you did behave during certain situations. You will be asked to provide a specific example of a past situation or task to demonstrate the way you performed in that specific situation or task.

How do I answer a behavioral question?
Prepare for behavioral questions by recalling recent situations that demonstrate your relevant skills. Use examples from your work experience, classes, leadership, teamwork or customer service experience. Be sure that each story has a beginning, middle, and end. Be specific: give a detailed account of one event. Use the STAR technique described below to structure your answer. Expect the interviewer to question and probe; for example, What did you say? What were you thinking? What was your role? Answers can take one to two minutes and should be descriptive, yet concise.

The STAR technique can be utilized effectively to discuss a wide range of experiences, including classroom projects, work situations, extracurricular activities, and leadership experiences.

S
Situation or Task: Describe a specific situation or task you have encountered that will make a point about one of your skills or strengths. Be ready to describe details, if asked.

Example: I was assigned to build a concrete toboggan for one of my classes. One of our team members wasn’t showing up for our lab sessions or doing his assignments. His behavior was affecting the performance and morale of the entire group.

Action: Describe the specific action you took to remedy the task or situation.

Example: After I found someone to help the student with his other course, he was not only able to spend more time on our project, but he was also grateful to me for helping him out. We finished our project on time, and earned a “B.”

Result: Explain the result of your action. Make sure that the outcome reflects positively on you (even if the result itself was not favorable).

Example: I decided to meet with the student in private, and explained the frustration of the rest of the team, and asked him if there was anything I could do to help. He told me that he was preoccupied with another class that he wasn’t passing, so I found someone to help him with the other course.

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PRACTICE BUILDS CONFIDENCE!
Because behavioral interview questions can be challenging, the Career Center strongly recommends scheduling a 1:1 appointment with a career advisor to practice. Visit our web site, http://careers.umbc.edu/, to learn more about how to prepare, what to bring and how to schedule a 1:1 session. ■

TIPS FOR A PHONE INTERVIEW

- Have your documents in front of you: a copy of your resume and a copy of the position description, with key information highlighted.
- Prepare some thoughtful questions about the position.
- Allow for ample time; the interview may go beyond 30 minutes.
- Make sure you’ll have good reception, or use a landline.
- Have a clock handy so you can gauge how long you are talking as you answer each question and to give you a sense of the amount of time left.
- Do your research! At a minimum, be sure to check out the company website, taking note of the mission/vision.
- Make sure you are speaking clearly/audibly. Situate yourself in a quiet place with no background noise.
- Project energy and enthusiasm, as you would in a face-to-face conversation. Listeners can “hear” you smile!
- Remember this is a real interview – even though you may be in the comfort of your own home, put yourself together and project professionalism. Don’t use the phone as an excuse to stay in your PJs!
- At the end, ask, “What is the next step in your process?” ■
COMMON INTERVIEW QUESTIONS

GENERAL
- Tell me about yourself.
- Why are you excited about this new opportunity?
- What is your greatest strength/weakness?
- Why do you want to work for this company?
- What specific goals do you hope to accomplish in the next 5-10 years?
- Why are you the best candidate for this job?
- How do you handle ambiguity?
- Do you have any questions for me?

BEHAVIORAL*
By providing examples, convince me that you can adapt to a wide variety of people, situations, and environments:

- Provide an example of a time when you used good judgment and logic in solving a problem.
- Describe a time in which you were faced with problems or stresses that tested your coping skills. How did you respond? What was the outcome? Looking back, what could you have done better?
- Give me an example of an important goal that you set in the past and tell me about your success in reaching it.
- Describe a situation where your decisions were challenged by your supervisor/professor. How did you react? What was the outcome?
- Describe a situation where you made a compromise for the overall good of the team. Why was compromising the right thing to do? What was the outcome?
- Tell me about a time when you learned a valuable lesson from a success or a failure. How did this event shape your approach to problem solving?
- Describe a time when you “went the extra mile” to help someone? Why did you assist them? What was the outcome?
- Let’s say your manager gave you ten things to do by 5:00 p.m. and you realized that you couldn’t finish them all. What would you do? How would you prioritize them?
- Describe a time in which you worked with a difficult supervisor or teammate.
- Tell me about a time when you delegated a project efficiently.
- Give an example of when you were able to learn a new skill in a short period of time.

*See tips for answering these on pg 55.

ACADEMIC
- How did you choose your major?
- Describe a tough academic choice you had to make.
- Tell me about a time you had a particularly heavy course load. How did you manage that?
- Which of your courses or projects have helped prepare you for this internship?

QUESTIONS BY INDUSTRY

BUSINESS
- In your opinion, what elements are necessary for a successful team and why?
- Tell me about the project you are most proud of, and what your contribution was.
- Walk me through your latest budget preparation process.
- What do you recall as the greatest trends affecting the economy today?

SERVICE/NON-PROFIT
- What attracted you to working for a nonprofit organization?
- Tell me about your most rewarding volunteer experiences.
- Do you have a personal connection to our mission? If so, which one and why?
- Tell me about your experience with fundraising.
- Tell me about a time when you raised community awareness for a cause.
- Describe a time when you accomplished big results on a limited budget.

SCIENTIFIC/ANALYTICAL
- How do you approach a multi-step problem?
- Relate a specific instance when you found it necessary to be precise in your actions in order to complete the job.
- Tell us about a time when you had to analyze information and make a recommendation. What were your thought processes? What was your reasoning behind your decision?

TECHNICAL
- What languages are you most familiar with?
- Tell me about the project you are most proud of, and what your contribution was.
- Describe your production deployment process.

RED FLAGS: “IS THAT QUESTION ILLEGAL?”

Be wary if the interviewer asks any questions about:
- Race/ethnicity
- Citizenship/nationality
- Marital status
- Whether you’ve had, or plan to have, children
- Sexual orientation
- Religion
- Age
- Disabilities
- Military service
- Organizations you belong to
- Criminal record

Employers cannot legally ask direct questions about any of the above, and you are NOT obligated to supply this information if they do. However, they may legally ask indirect questions such as, “Are you eligible to work in the U.S.?” or “Can you fully perform the functions of this job?”
How should you respond if you are asked an illegal question?

Becoming offended or saying, “Isn’t that illegal?” will probably not help your chances of landing the job. You may choose to answer the question, if you feel comfortable doing so. Or you may deflect the question and refocus the conversation on more relevant topics. For example, if asked, “Do you plan to have children?” you could say, “My personal life is important to me, but I have always been deeply committed to my work.”

RESPONDING TO CHALLENGING QUESTIONS

During the interview, expect to be asked the following questions. These questions are challenging in that there are a variety of methods and strategies for how to effectively respond. It is strongly recommended that you schedule an appointment to meet with a career advisor for assistance with these and other questions.

“Tell me about yourself.”

Typically the first directive you will be given, you will want to prepare a thoughtful response which provides an overview of your skills, educational background, and experience related to the position for which you are interviewing. Prepare for this question in advance.

“What is your major weakness?”

There are several strategies for dealing with this question.

STRATEGY 1: Identify a weakness that will not significantly hinder you in the job for which you are interviewing. Then highlight a strength that compensates for the weakness, and/or you can describe steps you are taking to overcome the weakness.

STRATEGY 2: Identify a “weakness” that may also be viewed as a strength (but be careful with this one, the “I have a tendency to take on too much” weakness gets overused and employers get tired of hearing it!).

STRATEGY 3: Point out something that they already know but does not appear to be a stumbling block (a low G.P.A., or a lack of certain technical skills, and then explain why this would not impact your success).

“What do you want to work for this company?”

The employer expects you to show knowledge of and interest in the company. Refer to the research (See pg. 53) you conducted before the interview.

“Why did you leave your last job?”

The employer is trying to find out if you had any problems on your last job. Never say anything negative about yourself or your previous employer. Some common reasons for leaving might be: general layoff, job was temporary, moved to a new area, company went out of business, no room for advancement, wanted a job more aligned with your skills, looking for more challenge.

“What are your future career plans?”

The employer wants to know if you are ambitious, plan ahead, and set goals for yourself. It’s acceptable to communicate you are considering several options as opposed to describing specific details. In the case of an internship, the employer may also want to know if you would consider working for them full-time after graduation.

FAQ: “WHAT IF THEY WANT MY SALARY REQUIREMENTS?”

Employers may ask how much you would like to earn before they have actually offered you the position. You might be requested to state your requirements in a cover letter or application form, or they might ask this question during an interview. Avoid naming a figure! Remember, until they make an offer, there is nothing to negotiate. Naming a figure prematurely has risks: too high, and you might eliminate yourself as a candidate, too low, and you will undersell yourself.

Before the offer, your best answer is that your requirements are negotiable. You can also say this: “While salary is certainly important, my main goal is to further develop my skills. I am sure that we can agree on a fair salary once we have determined that I am a good fit for the job.”

Once you’ve been offered the position—or if you are absolutely required to provide a figure before the offer—it’s best to give a range rather than a specific amount. Do some research beforehand so that you have an idea of the general range for positions in your field and level of experience. Some great sources of salary information are salary.com, GlassDoor.com, and people you know in the industry. A Career Advisor can help you navigate those sources.

During negotiations, try one or more of the following tactics:

• Demonstrate that you are knowledgeable about the going rate: “My research has shown that Information Systems interns typically earn between $12-21, with an average of $15 an hour. Given my strong qualifications, I feel that a salary in the range of $15-$17 would be appropriate.”

• Turn the question back to the employer: “What would a person with my background, skills and qualifications typically earn in this position?”

• If they are inflexible on the salary, ask if any other aspects of the compensation package are negotiable. You may be able to lobby for more vacation, flexible hours, the possibility of performance-based bonuses, and more. But remember, you should never try to negotiate before you have a firm offer.”
TECHNICAL INTERVIEWS

What is a technical interview?
These interviews are designed to gauge your problem-solving skills, your ability to think under pressure, and your technical knowledge in your chosen field. In a technical interview, the interviewer wants to see how you think through a problem to reach a solution. Reaching the “correct” answer is not necessarily a requirement.

How do I know if an interview will be technical in nature?
Ask the recruiter what to expect in the interview. This will allow you to prepare appropriately.

What types of technical questions can I expect?
Technical interviews may include general problem-solving questions or logic puzzles as well as focused technical questions that are specific to the job you are applying for.

GENERAL PROBLEM-SOLVING QUESTIONS:
These type of questions test your analytical thinking skills rather than specific knowledge of your field. These questions take a variety of forms. They may be open-ended with a variety of possible answers (“How would you improve the design of this pen?”), or they may be more precise, requiring a definite answer (“Why are manhole covers round?”). Some employers may ask you to solve logic puzzles.

FOCUSED TECHNICAL QUESTIONS:
These focus on knowledge and skills required to perform the job. To prepare for these questions, familiarize yourself with the job description and the technical skills required, and then brush up on those skills.

What is the best approach to answering a technical question?
• Think out loud. According to recruiters, the most important thing to remember when answering technical questions is to verbalize your thought process. The interviewer is as interested in your problem-solving approach as they are in your solution.
• Ask clarifying questions. Make sure you understand the question and have all the information you need to solve the problem. Some questions may be intentionally ambiguous to gauge your confidence in asking questions and your ability to gather data to tackle problems that are not clearly defined.
• Don’t bluff your way through an answer. If you don’t know the answer, take some time to think it through. Think out loud as you consider possible approaches. If you have absolutely no idea, admit that you don’t know. Admitting that you don’t know is better than bluffing.

INTERVIEWING TIPS FOR INTERNATIONAL STUDENTS

• Be punctual – be not only on-time, but 10 minutes early
• Make eye contact – it’s expected and conveys confidence and honesty
• Give a firm handshake to both men and women
• Smile and show your enthusiasm for the company/position
• Demonstrate your professionalism–wear a business suit, shower, press your clothes, shine your shoes, keep make-up and cologne/perfume to a minimum
• Communicate effectively–be sensitive to clues that you’re being misunderstood
• Research – be sure to thoroughly research the organization before the interview
• Sell yourself–be able to say why they should hire you
• Know the process–be prepared to discuss your status honestly and to explain the OPT/sponsorship process to employers who may be unfamiliar
• Follow up – ask the interviewer where they’re at in the hiring process and when you can expect to hear back
• Never ask about salary, vacation or other benefits in an interview–wait until you’ve been offered the job
• Promptly send an error-free thank you letter after the interview
• Practice – interviewing is a skill. Be sure to practice responding to questions and consider scheduling a practice (mock) interview with a Career Specialist.
QUESTIONS TO ASK AT THE END OF YOUR INTERVIEW

The most effective questions to ask are ones that come from your employer research (See pg. 53) or show interest in the position or organization. You want to show what you can do for the company, not what the company can do for you.

- Can you describe the organizational structure of your company/agency/organization?
- How does the area I would be working in fit into the overall organizational structure?
- Can you describe the corporate culture or atmosphere of your company?
- What kind of supervision and training would I receive?
- How will I receive feedback on my job performance?
- Would I be working on my own or on a team? Can I meet my team members?
- Would I be working with people outside of the company? Clients? Vendors?
- Would my responsibilities progressively increase throughout my work terms?
- Would I have the opportunity to travel?
- Have you ever hired a UMBC student before? Are they currently working for you? May I speak to them at some point?
- How would you describe the ideal candidate for this job?
- What do you enjoy most about working here? What would you change if you could?
- How would you describe a typical day in this position?
- What specific projects do you see me starting first?
- What skills are most important for this job? Least important?
- What are the prospects for advancement beyond this level?
- How many people have you hired as co-ops in the past and where have they gone after they graduated?
- Would it be possible to see where I’d be working?
- Your annual reports show a steady growth over the last three years. How rapidly do you plan to grow?
- What particular computer equipment and software do you use?
- How much opportunity is there to see the end result of my efforts?
- What are the next steps in the interview process? How would you like to be contacted for follow up?

Are There Questions I Should Not Ask?

Never, never, never ask any questions about salary, benefits, vacations, holidays with pay, or sick days. You’re looking for a job, not a vacation.

Wait for the manager to bring up the issue of salary or wages. When they ask what salary you expect, ask what the standard salary is for your qualifications. Keep in mind that the company has a set salary for each job description and level of experience.

So, play it safe. Force the manager to throw out the first figure.

If I Want This Job, Should I Ask For It?

Absolutely. Managers get frustrated when people don’t say that they really want the job.

If the manager seems to be someone you’d like to work for, if the company seems solid and reputable, if they offer the security, growth, and challenge that you want, look the manager straight in the eye and tell them you want the job.

What If They Won’t Give Me An Answer?

Make them an offer they can’t refuse. Offer them a “deal.”

You Mean I Can Barter My Way Into a Job?

You bet. The lifeblood of business is “the deal.” So why not get the job you want?

Stick your neck out. Show the manager that you can learn this job. If they look interested, stick your neck out even further. Tell them you’ll work the first two days at no pay, just to familiarize yourself with how the department works.

Consider asking the employer to try you out for six months; prove yourself to be invaluable and negotiate a better salary after that time.

AFTER THE INTERVIEW

Once the in-person portion of the interview has concluded, there are important steps to be taken. The most important step is to send a letter and/or e-mail thanking the employer for his/her time.

THANK-YOU LETTERS

A thank you letter is probably the most overlooked tool used by job seekers! Thank you letters give you an opportunity to thank the interviewer for his/her time, restate your interest in the position, and include any information about yourself that you may not have mentioned during the interview. Remember that thank you letters/e-mails are most effective if they are received within 24 hours after your interview!

It is important to send a tailored thank you letter or e-mail to each person you met with during your interview. This is where you will want to reference the notes you took during your interview and address concerns/information that was shared. You may mail or email a thank you letter, though be sure not to lose the “formality” of the letter if you choose to send it by email.

FOLLOWING UP

Typically, there is no action to be taken after sending your thank you letter or e-mail. However, sometimes the employer will give you a date when they will be making a decision. If the date has passed and you have not received a response, you may email or place a call to the employer to check the status of your application.

If you receive another job offer while you are waiting, simply contact the first employer to notify them that another offer has been extended to you. If you are their top candidate, this will alert the employer that that you need a response sooner, potentially yielding you a job offer faster. If you choose to accept the alternate job offer, you should contact the first employer as soon as possible to withdraw your application. For help with making this important decision, be sure to review the section on evaluating job offers in this guide (See pg. 62).
IMAGINE YOUR FUTURE EVEN BRIGHTER.

UMBC’s Division of Professional Studies, in collaboration with the Colleges and Departments, offers graduate certificate and degree programs that are designed to prepare you for new opportunities in high demand areas of study.
Post Interview Correspondence

Thank-You Letter: Post-Job Interview

Dear Dr. Walker:
Thank you very much for interviewing me yesterday for the associate engineer position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for the position and my interest in working for AES were strengthened as a result of the interview. My education and previous hands-on experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I am seeking. Please feel free to contact me at (410) 444-5555 or at email@umbc.edu if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely,
Robert Rameriz

Acceptance

Dear Ms. Davis:
I am writing to confirm my acceptance of the Human Services Specialist position and to tell you how delighted I am to be joining the Maryland Department of Human Resources. The work is exactly what I have prepared for and hoped to do. I feel confident that I can make a significant contribution to the organization, and I am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:30 a.m. on May 28 and will have completed the medical examination and drug testing by the start date. Additionally, I shall complete all employment and insurance forms for the new employee orientation on May 29. As we discussed, my starting salary will be $45,000 and health and life insurance benefits will be provided after 60 days of employment.*

I look forward to working with you and your excellent team. I appreciate your confidence in me and am very happy to be joining your team.

Sincerely,
Pamela Martin

Withdrawal Letter

Dear Mr. Smith:
I am writing to inform you that I am withdrawing my application for the test engineer position. As I indicated during our interview, I have been exploring several employment possibilities. This week I was offered an administrative position with a local county government agency and, after careful consideration, I have decided to accept that offer. The position provides a very good match for my interests at this point in my career.

I want to thank you for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. You have a fine company, and I wish you and your staff well.

Sincerely,
Regina Stacey

Offer Decline Letter

Dear Ms. Stockwell:
Thank you very much for offering me the position of Customer Service Manager with Colonial Properties. I appreciate your discussing the details of the position with me and giving me time to consider your offer.

You have an impressive organization and there are many aspects of the position which are very appealing to me. However, I believe it is in our mutual best interest that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your fine staff.

Sincerely,
Dina Bernstein

Source: Letters adapted from National Association of Colleges and Employers (NACE), 2011
EVALUATING JOB OFFERS

The sole aim of the interview is to get the job offer. Without the job offer you have nothing to evaluate. Once the offer is extended, the time for evaluation has arrived. In the most ideal situation, you may have several offers to choose from if you have been interviewing with several organizations. It should be stated that we do recommend you apply for multiple positions while engaged in your job search and that you do not put all of your eggs in one basket. It is equally important for you to understand that once you do accept an offer, you should cease all other interviewing activity and not renege on your initial acceptance.

HOW DO I DECIDE?

When considering job offers, there are several factors, besides the money, that will determine if this is the right job for you. Job satisfaction and “fit” are very important as well. If you find a job that you enjoy, one that you are good at doing, and where you are using your best talents, chances are you will be very successful at this job and that you will be adequately compensated for your success.

It is important to consider:
- Who your boss and your co-workers will be
- What the typical work week will be
- A good benefits package including health and dental insurance, 401K, vacation time, retirement packages, flextime, and more can easily add as much as 30 percent to your overall compensation!

Also consider if signing bonuses are offered or whether or not you can negotiate an increase in salary for good performance after a 60, 90 or 120-day performance review. This may give you an opportunity to prove your worth early in your new job since you will be judged on your performance from the first day of your employment.

WHAT ARE PERKS?

In a tight job market, many employers may not have the flexibility or ability to negotiate with you for a higher starting salary. As you evaluate job offers, you want to consider other elements listed below besides the initial starting salary:

- Potential for career advancement
- Work schedule (traditional “9-5” or flex schedule)
- Work environment and values (corporate vs. non-profit/formal vs. informal)
- Compatible work culture (responsibilities match your interests and skills, pace of work, organizational values)
- Bonus or commission plans
- Benefits such as profit sharing, 401K plan, insurance, etc.
- Travel (national or international)
- Reputation and stability of employer
- Size of employer
- Ability to acquire a mentor
- Type of industry (impacted by economy or recession proof)

- Tuition reimbursement and professional training programs
- Geographic location (urban vs. rural)
- Time to commute to work and what type of commute (public transportation vs. personal vehicle)
- Availability of affordable housing in the geographical location of the job.

WHAT’S A FAIR SALARY?

Check out these links and the Career Center’s website for additional salary information.

- General cost of living of the geographical location: http://www.salary.com/index.htm to learn more about salary ranges for your position and location
- Salary Expert: http://www.salaryexpert.com/

RESEARCHING SALARY RANGES

Do your research on salary ranges for the type of position for which you are interviewing. Know your worth based upon your experience and the type of skills that you will be bringing to the organization. Research the industry and the career field to get a baseline of the market value of the position and remember that your paycheck will be approximately 30% less than the gross pay offered due to taxes and other deductions.

The National Association of Colleges and Employers (NACE) publishes a salary guide for new college graduates which can be found at the Career Center. NACE also provides a Salary Calculator. Additional resources for researching salaries and tips on salary negotiation can be found at the link listed above. For more information on discussing and negotiating salary, please refer to our website and view the online workshop. A Career Specialist can also offer advice in this area.
TIMING

It is acceptable to request a period of time to consider a job offer. If you are participating in the On-Campus Interview program, you may ask the human resources professional or recruiter for the period of time in which you have to consider the offer. Depending upon the organization, you may have anywhere from one week to a month, but it is important to ask when their deadline is. If you have already received another offer or expect to hear back from another employer soon, make sure that you have time to consider both offers. It is unethical to accept more than one job offer. Make sure you give them an answer one way or another as soon as you can.

ACCEPTANCE IN WRITING

Once you make a decision, make sure you act quickly and accept the position in writing. If you are accepting the position, notify the hiring manager by telephone followed by a confirmation letter or an email. Keep the letter short and state the agreed upon salary and start date. When rejecting an offer, make sure that you thank the employer for their time and interest. It always pays to be polite in your correspondence. You never know where your career path will take you and it might just take you back to an employer you initially rejected. (See sample acceptance and withdrawal letters in this guide on pg. 61). Once you formally accept an offer, ethically you should cease all other interviewing activity.

RECENTLY HIRED?
TIPS FOR CAREER SUCCESS:

Your long term success can depend upon how well you do during your first year in the world of work. College is very different from the workplace. Below are some tips that will help you make a smooth transition into the "real world."

FIRST FEW WEEKS:

- Actively structure your own orientation. Ask the basics: What time should I come in? Where's the parking lot? When do I get paid?
- Familiarize yourself with the physical layout. Make a sketch of who is sitting next to whom and write in what each person does. Memorize the names of all the people you come in contact with and what they do.
- Know where to access a company directory.
- Sit back, listen and observe.
- At the beginning, you will be judged on how well you understand your job as well as how well you perform it. Keep your priorities straight. Your eyes should be on today's work, not on tomorrow's possible promotion.
- We suggest saying, "Here's what I think my major responsibilities are. Do you agree?"
- Remember, people forget that you don't automatically know things.
- Set up an organized system to handle your work flow in a way that suits you.
- Start off conservatively; all companies have rules. Find out your company's rules on punctuality, length of lunch hour and coffee breaks, Internet and email policies, and whether you can take personal calls.
- Decide to devote your first few weeks to your new job and not your social or personal life.
- A basic rule for newcomers is lay low. It is exceedingly arrogant to come into a new job and think you are going to knock 'em dead.
- Remain flexible and let your job unfold. As a new employee, you may be expected to pay your dues.
- Don't wait too long to find out where you stand and how you are being evaluated. In the first few weeks, try to find out how you can improve what you are doing by having a meeting with your boss and asking what you can do to help. You can also ask what behaviors she'd like to see you start, stop or continue.
- Ask to be briefed on the details of your health insurance and retirement plans (it's not too early to start contributing).

Below is a list of tips that will help you to remain professional on your job and throughout your career. Follow this advice through-out your career, not only during the few weeks.

ON-GOING:

- Observe both the formal and informal organization and the overall style of the company.
- You need a job description. If there is none, or you have any questions about one, draft your own and review it with your boss. Let him or her have a copy and keep one for yourself. Don't find yourself in trouble one day saying, "I didn't know I was supposed to do THAT."
- Dress "safe." The first few days, in particular, try not to dress differently from your colleagues. It is really hard to correct unfavorable first impressions.
- Don't be shy about asking questions. Show you are intellectually curious. Asking questions prevents trouble and does not indicate a lack of self-confidence.
- You can cut down on mistakes, but you can't avoid them. Don't expect to. To be human means to be imperfect. There is virtually no mistake that can't be unmade.
- Hold back from office politics and play the diplomat instead. Find a mentor (someone whose path you'd like to follow), allies (those you can exchange information and advice with), and friends (but don't vent about workplace issues with your work friends). Work well with others or they'll work without you!
- There aren't any tests in the work world. Remember that you're graded every day!
- Become familiar with your company's performance review process. Know when you'll be reviewed and what the actual review consists of (e.g., goal setting and feedback).
- Finally, give yourself some feedback. Step back and say, "I'm doing pretty good, but here's how I can improve to do things better tomorrow."
- Most important - be honest with yourself.

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