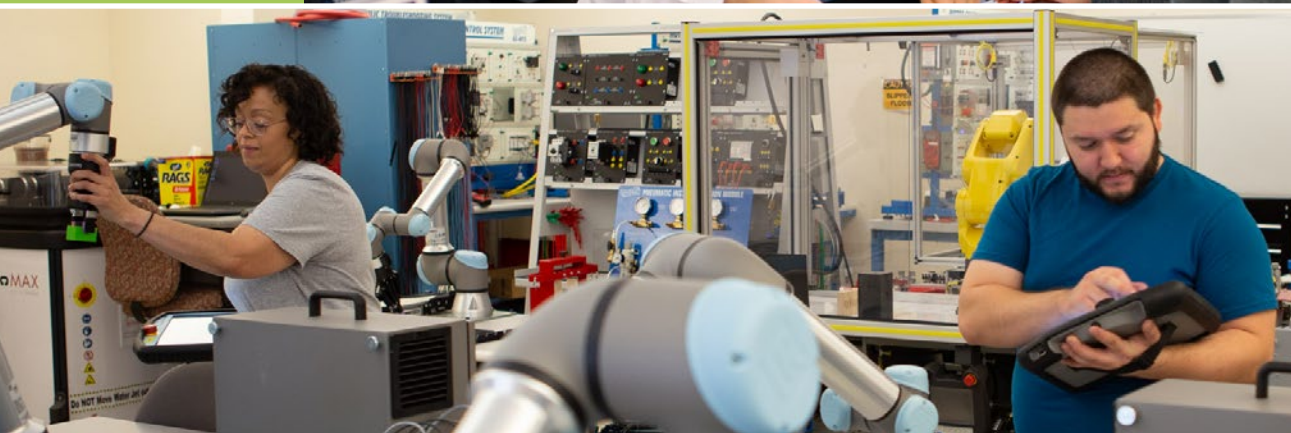


Student Career

Be Career-ready

GUIDE



PimaCommunityCollege

Employer Engagement and Career Services

520.206.4820 • CareerServices@pima.edu • pima.edu/careers

Student Career Guide Roadmap

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Get Career-ready

Pima Community College's Employer Engagement and Career Services department connects students and alumni with work-based learning experiences, as well as part-time and full-time employment opportunities found via MyCareerLink. We also offer career-planning resources and services that will help develop in-demand employability skills and become career-ready through activities such as networking and hiring events, workshops, webinars and more.

In this guide, you will find information and advice on résumés and cover letters, best practices for networking, obtaining career-related work experiences and tips for creating a new or stronger LinkedIn profile. Plus, you'll learn about tools, such as MyCareerLink and Big Interview.

If you're undecided about the career path you want to take, contact a career counselor at careercounseling@pima.edu.

If you have questions regarding the resources and services listed in this guide, contact careerservices@pima.edu. Also, be sure to follow [@PCCCareerSvc](https://twitter.com/PCCCareerSvc)s on Twitter and on [LinkedIn.com/in/eecs](https://www.linkedin.com/company/pima-college-career-services) for more tips and advice on résumés, cover letters, careers, interviewing and more.



Career Services Resources

As a Pima student or alumni, you have a variety of resources available to you!

MYCAREERLINK

MyCareerLink is a free career board that connects you to employers who want to hire Pima Community College students and alumni. Professional experiences like internships, full-time careers, part-time roles, apprenticeships and volunteer opportunities all can be found in MyCareerLink.

Why should I use MyCareerLink?

Unlike other job boards, employers who post positions in MyCareerLink are looking to recruit Pima's talented students and alumni. In most cases, the office of Employer Engagement and Career Services has relationships with these employers, so we are able to assist you with understanding exactly what the employer is looking for and increase your chances of making it through the application process!

Top Tip: Don't forget to upload your résumé! Doing this makes you visible to employers.

Where do I find MyCareerLink?

Access MyCareerLink by going to **MyPima→Student Tab→ Student Resources→MyCareerLink.**

What can I do in MyCareerLink?

You can search for open positions, see upcoming events and connect with employers who are looking to hire Pima students. You can also explore different career fields, get matched to a career that meets your skills and interests and more!

How long can I access MyCareerLink?

After you graduate from Pima, MyCareerLink will remain accessible for approximately two years.

Did you know? MyCareerLink provides the inside scoop on career opportunities and can give you an edge in your job search. Employers who post jobs on this site are interested specifically in hiring Pima students.





biginterview

BIG INTERVIEW

Big Interview is a free resource for Pima students and alumni who want to practice their interviewing techniques. When preparing for a job interview, it's not enough to only read advice - you need to put that advice into practice! That's why Big Interview isn't just a training course. You'll also get hands-on practice with mock interviews tailored to your specific industry, job and experience level.

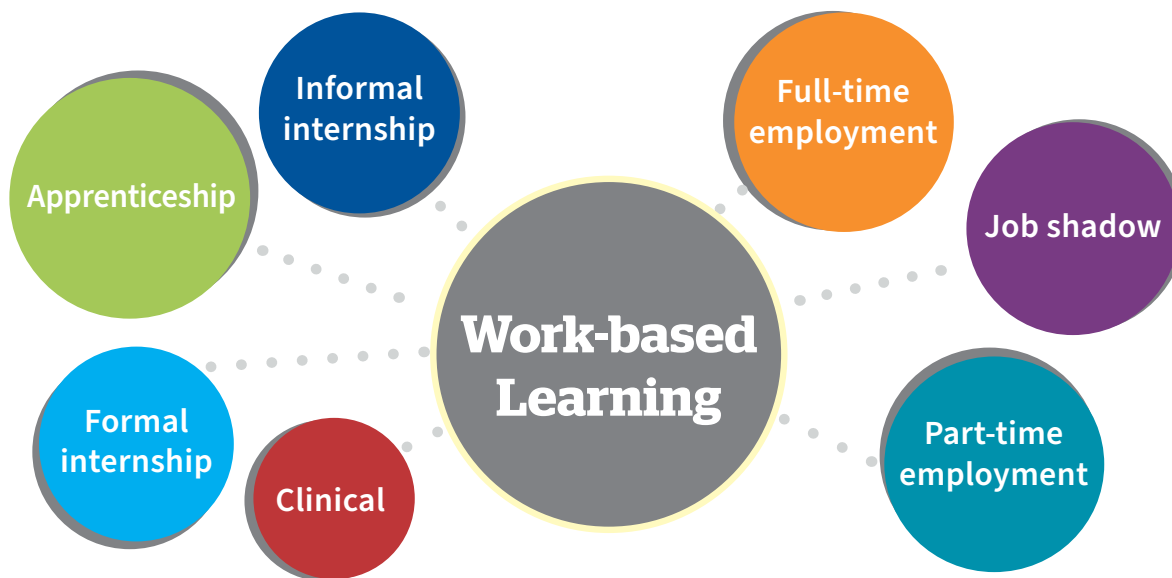
What are the features and benefits of using Big Interview?

With Big Interview, you get to practice tough interviewing questions and get feedback on how you can improve. You can choose from dozens of interview sets and different industries, learn all the best interviewing techniques and record and save your practice interviews to review later and get feedback from others. It also offers a résumé building tool and training on how to network, negotiate and more.

To access Big Interview, go to **Mypima** → **Student Tab** → **Student Resources** → **MyCareerLink**.

JOB INTERVIEW PREPARATION CHECKLIST:

- ✓ Get coached by an expert
- ✓ Learn what questions to expect
- ✓ Practice responding to general behavioral and technical questions
- ✓ Craft responses to WOW interviewers
- ✓ Interview with confidence
- ✓ NAIL your interview



Work-based Learning Options

Work-based learning: Work-based learning provides you with real-life work experiences to develop your employability skills and apply your academic and technical skills.

Full-time employment: A full-time position (typically consisting of 40 hours per week), can be exempt (salary) or nonexempt (hourly). Full-time positions come with benefits that can include medical/dental insurance, 401k, paid time off, etc.

Part-time employment: Part-time positions are typically nonexempt hourly roles that are less than 30 hours per week and may or may not include benefits such as medical/dental insurance, 401k, paid time off, etc.

Informal Internship: An informal internship is a professional learning experience with a company that offers meaningful, practical work related to your program of study or career interest. It provides opportunities to learn more about careers and develop new skills. Internships may or may not be paid and typically last 12 to 16 weeks. These types of internships do not offer credit.

Apprenticeship: An apprenticeship is a structured system of job training designed to prepare you for specific jobs. It is employer-driven and combines on-the-job skills training under the supervision of experienced workers and job-related classroom instruction. Apprentices are employees of the sponsoring company or organization.

Formal Internship: A formal internship is designed to give you supervised practical application of your studied field or theory. They

are typically taken as a credit course, overseen by a faculty member, and may or may not be paid positions.

Clinical: Clinicals typically are offered in healthcare fields, where you observe a qualified practitioner in your area of study. Similar to a job shadow, a clinical often is required as part of a degree path and may be eligible for college credit.

Job Shadow: Job shadowing allows you to get an insight into the working life of the profession. It is unpaid, but provides valuable insight into the career path you have chosen. This hands-on approach is a great way to determine if you can see yourself in a similar role.

Benefits of Work-based Learning:

- Connect what you've learned in the classroom to real-world scenarios.
- Network with potential employers.
- Gain professional experience for your résumé and hands-on experience in your chosen field.
- Develop professional skills and competencies.
- Depending on the type of internship, you can earn college credit.

Tip: For work-based learning opportunities, search MyCareerLink or contact the Employer Engagement and Career Services department at careerservices@pima.edu.

Let's get Résumé-ready!

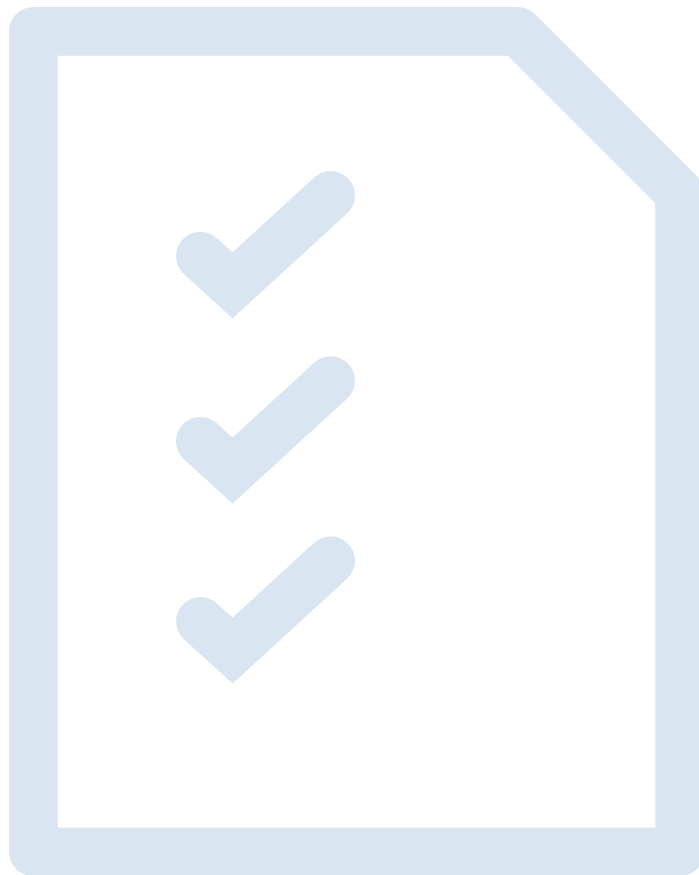
Fun Fact: Typically, employers spend less than 30 seconds reviewing your résumé before making the decision to consider you for an interview. Make sure yours has the right information to catch their eye!

Your résumé should make you stand out among the other applicants so you're invited for an interview. Recruiters and hiring managers are not only looking at your skills and experience, but also what you have achieved and the results you've gotten. This is why focusing on your achievements and contributions when writing your résumé is so important.

Did you know? There are different types of résumés depending on the industry you want to work in.

The following pages will show you different types of résumés, how to craft your résumé and tips for making sure your résumé is career ready.

Need additional help? Email careerservices@pima.edu.





GETTING STARTED WITH YOUR RÉSUMÉ

Let's start with some brainstorming!

First, before you begin, write down all of your experiences. If you have a current job or internship, begin there and work backward. If you are a recent graduate or don't have extensive work experience, consider including unpaid experiences like volunteer work, projects or student organizations/clubs you are a part of.

Helpful hint: Generally, your résumé should go back no more than 10 years.

Next, include the details for each experience by answering these questions:

- What role did you have?
- What were your most important tasks?
- How did you know if you were successful in your role?
- How did your work make a difference?
- What skills did you apply in your role that you developed in school?

Then, go through your experiences and answer these questions to show the impact you made:

- What was a task you were given?
- How did you complete the task?
- What was the result?

When you can, use numbers to show the results you achieved.

Here's an example of how to SHOW the impact you made:

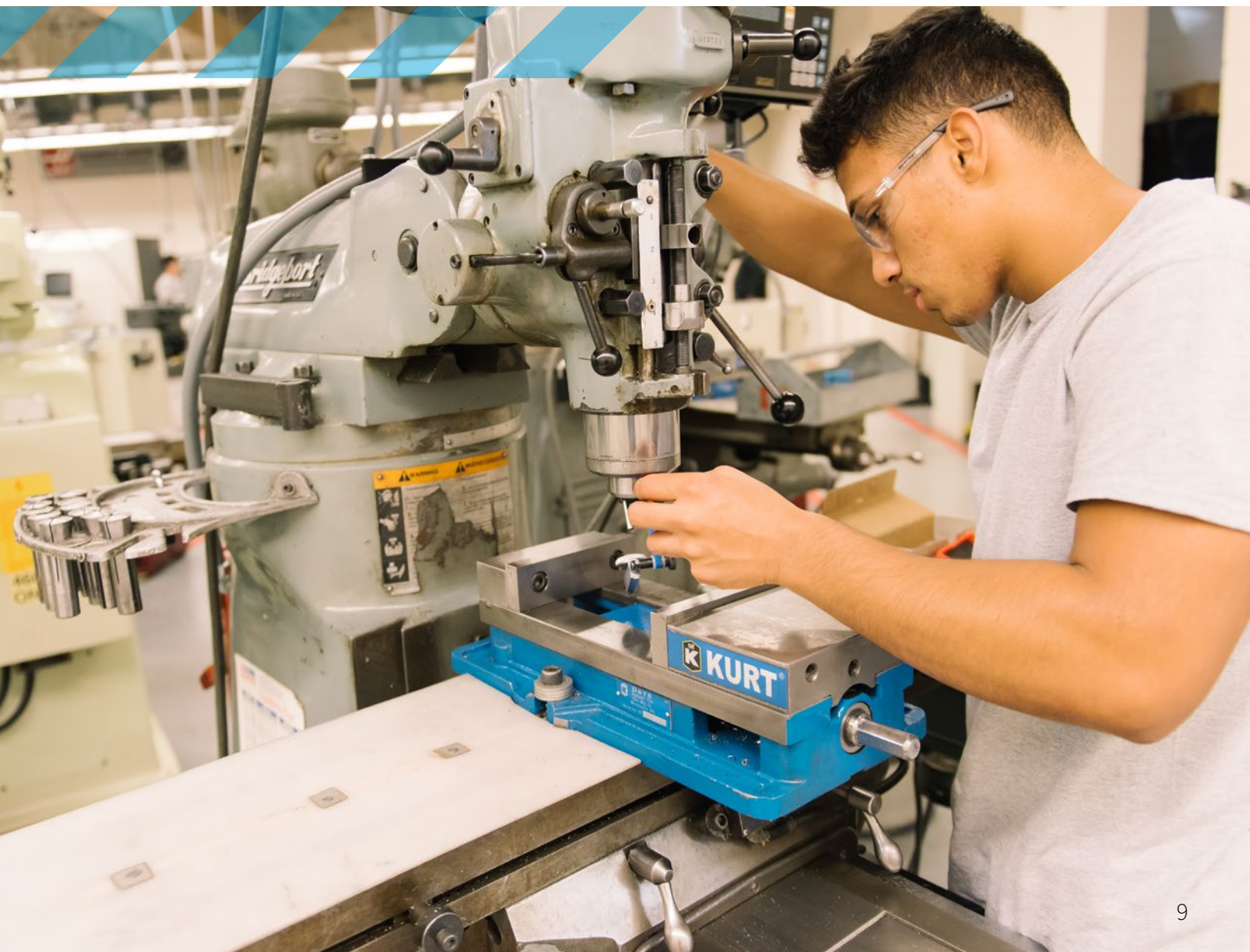
- **Experience:** Marketing Coordinator, Tucson Medical Center
- **Task:** Helped the team raise money for the hospital
- **How was the task completed:** Used marketing skills to create a campaign across social media channels
- **Result:** Raised \$1,500

Finally, combine all of this information into a succinct bullet point:

- Created a social media campaign to support funding of the hospital which raised \$1,500.

Expert Tip: Action verbs are a great way to highlight your achievements. These verbs can help you promote yourself more effectively in the skills or experience section of your résumé and assist in making a strong impression on a potential employer:

Communication/ Collaboration Skills	Research Skills	Interpersonal/ Helping Skills	Leadership Skills	Organizational Skills	Design/ Creative Skills	Teaching Skills	Analytical/ Problem- Solving Skills
Collaborated	Calculated	Advocated	Administered	Budgeted	Created	Adapted	Analyzed
Communicated	Experimented	Coached	Delegated	Distributed	Developed	Clarified	Assessed
Edited	Measured	Diagnosed	Eliminated	Established	Initiated	Cultivated	Audited
Participated	Organized	Guided	Led	Executed	Introduced	Enabled	Forecasted
Partnered	Surveyed	Motivated	Managed	Implemented	Produced	Facilitated	Improved
Translated	Tested	Represented	Oversaw	Maintained		Instructed	Optimized
Wrote		Supported	Recommended	Prepared		Persuaded	Reduced
		Volunteered		Resolved		Simulated	





Résumé Checklist

RÉSUMÉ STRUCTURE, CONTENT AND CONTACT INFORMATION

- ✓ Include your first and last name.
- ✓ Include your phone number and professional email address
- ✓ You only need to include your city, state and zip code as part of your contact information. You do not need to include your full address, unless it is required (like on federal résumés).
- ✓ Include the URL to your LinkedIn profile (Don't have a LinkedIn? That is OK. Later in this guide we will walk you through creating one).
- ✓ For fields where a portfolio is required, include a Web link.

Expert tip: Create a new email account for your job search if your email address isn't professional.

FORMATTING AND APPEARANCE

- ✓ Consistency is key!
- ✓ Stick to one page or two pages if you have significant work experience.
- ✓ Use an easy-to-read font, such as Calibri or Arial, in 10.5- to 12-point size.
- ✓ Organize your résumé by sections and include headlines: Education, Experience, Community Leadership, Skills, etc.
- ✓ Organize headings in order of importance to show your most relevant experience.
- ✓ Be consistent with spacing, alignment and punctuation. Whatever style you pick, stick with it.
- ✓ Emphasize titles/organizations with bold or italics.
- ✓ Save your résumé as a PDF to keep your formatting correct.



EDUCATION

- ✓ Include the formal name of the institution, and the city and state where it is located, the full name of your degree, and majors/minors, as well as graduation month and year. If you still are in school, put “expected graduation” then the month and year.
- ✓ “expected graduation” then the month and year.
- ✓ Include courses that focus on your knowledge and skills.
- ✓ GPA is optional. If it isn’t 3.5 or higher, do not include it.
- ✓ Include affiliations, memberships, training and certifications you have completed.
- ✓ Remove high school information.

Top Recruiter Tip: Do not include a picture on your résumé.

EMPLOYMENT AND VOLUNTEER EXPERIENCE

- ✓ List employer name/organization and your title. List city and state where employed.
- ✓ For dates, show month and year.
- ✓ List experiences starting with most recent.
- ✓ Create strong bullet points by describing your experience using action verbs.
- ✓ When possible, show your achievements with numbers and percentages. Focus on your results.
- ✓ You should have three to five bullet points for each experience.
- ✓ Highlight skills in which you are proficient. Technical (hard) skills such as proficiency in a programming language and transferable (soft) skills like communication draw attention to your strengths.



CONTENT, PUNCTUATION AND GRAMMAR

- ✓ Use spell check!
- ✓ Ensure your writing is concise, clear and tailored to keywords used in the job description. Have someone review it before considering it finished.
- ✓ Remove references from your résumé.

OPTIONAL ADDITION: ADDING A SUMMARY

A summary is a strong opening statement at the top of your résumé that calls out top skills and clues the reader into core strengths they will see throughout your résumé. It is tailored to the position you are seeking and is often utilized by someone who possesses more experience. **As this is the first thing a recruiter will read**, ensure that strengths listed in the summary are your top skills in which you are significantly proficient. Example: Innovative leader and psychology student with two years of experience supporting campus program development. Recognized by peers for ability to motivate teams.

MATCHING YOUR RÉSUMÉ TO A SPECIFIC JOB

Now that you've created a résumé, let's look at how to make sure your résumé matches the position you are applying for.

First, read the qualifications and description of the position and write down or highlight any significant keywords or skills. These may be words or phrases that seem unique to the job or reoccur throughout the posting. Then, use these keywords or phrases throughout your résumé.

Pro Tip: The skills and job responsibilities employers list at the beginning of job descriptions are most important to them, so pay close attention to those and ensure you have those keywords on your résumé and those skills demonstrated (where applicable). Mirror the employer's priorities when organizing your résumé — the first items they listed should be some of the first items you mention.

Next, the summary section will be at the top of your résumé, so it is one of the first things a hiring manager sees. If you have one, use it to showcase your most relevant skills and accomplishments based on the keywords you highlighted.

Example: If you were applying for a social media marketing position that is seeking someone who will take initiative on projects, has at least two years of experience and is proficient in web marketing and SEO, your summary might read like this: Self-motivated social media marketing specialist with over three years of experience in web marketing and social media campaign management. Developed SEO strategies for clients that increased organic traffic, including a 25% boost for a local restaurant group.

Finally, consider adding a “summary of qualifications” or “skills” section to your résumé, where you can list the skills and qualifications that align with the position. In the examples listed on the following pages, you can see what these look like.

Did you know? Stating your objective isn't necessary anymore. It is assumed your objective is to get the position you are applying for.



Résumé Examples

The following pages include sample résumés and helpful hints for several different types of résumés.

TECHNICAL (APPLIED TECH) RÉSUMÉ

SUSIE DANIELS

abc@yahoo.com • 520-333-3333

SKILLS AND QUALIFICATIONS:

- **D1.1 AWS Structural Certification in SMAW**
- Proficient with Oxy/Acetylene, Stick, TIG, MIG, FCAW, SMAW, GMAW welding operations
- Experience with plasma, oxyacetylene and track torch cutting
- Introduced to pipe welding SMAW
- Introduction to basic programming and operation of robotic welding arm and automated plasma cutting machine
- Adept at using hand and power tools: band saws, chop saws, hydraulic saws, pneumatic tools, and all tools needed for fabrication
- Basic understanding of metallurgy and effects of heat on steel
- Ability to set up a destructive weld test
- Ability to read and understand blueprints and create blueprints using CAD programs
- Clear understanding of safety manuals and safe welding practices
- Capable of working under physically and mentally demanding situations
- Successful in completing work independently or as a team

EDUCATION:

Pima Community College, Tucson, AZ

Associate of Applied Science in Welding and Fabrication

Expected: August 2021

Major Coursework: Basic Arc and Oxy/Acetylene Welding; Arc Welding; Pipe Welding; Gas Metal Arc Welding; Tungsten Inert Gas Welding; Layout and Fabrication; Applied Metallurgy; Blueprint Reading and Estimating; Computer-Aided Design; Technical Drafting; Technical Math; Technical Writing, Speech

D1.1 AWS SMAW Certification

January 2019

Certificates: **SMAW, GMAW/FCAW, GTAW, Advanced Fabrication**

May 2019

Pilot self-paced class: **Programming of robotic welding arm and automated plasma cutting machine.**

Participation for self-paced course is based on selection by faculty and welding laboratory staff based on work ethic and grades.

January – May 2016

WORK EXPERIENCE:

Line Cook, The Eatery

July 2020 – present

Responsible for preparation and organization of station, following recipes, producing orders in a timely manner while maintaining high standards of cleanliness, and working under time restraints to produce high quality food. Extremely team-oriented work environment.

Dishwasher, Prep Cook and Line Cook

June 2013 – June 2015

It's Greek to Me/Tucson Tamale Company

Preparing food for dinner service, washing dishes, cleaning and detailing kitchen, responsible for line cook duties.

HEALTHCARE RÉSUMÉ

Your Name

[Your email](#), 555-555-5555

Your LinkedIn Profile

EDUCATION & CERTIFICATIONS:

Practical Nursing Certificate	Pima Community College	Tucson, AZ	12/2018
CNA#xxx	AZ State Board of Nursing	Phoenix, AZ	03/2019
FCC#xxx	AZ Dept. of Public Safety	Phoenix, AZ	07/2020 expires
BLS Provider	American Heart Association	Tucson, AZ	04/2019 expires

SUMMARY OF NURSING QUALIFICATIONS:

- 13 years of healthcare experience
- 6 years of Nursing Assistant experience
- IV Management
- Catheter insertion and care
- Medication Administration
- Wound dressing
- Immunizations
- Tracheostomy suction and care
- Assessment/diagnosing
- Nasogastric tube insertion
- Electronic medical records
- Injections (intradermal, intramuscular)

Practical Nurse Practicum (Clinical Rotation)

10/2017 to 11/2018

- Mountain View Care Center – Foley catheterization, vitals, injections, glucose finger-stick checks, medication administration, standard and contact precaution procedures
- Cornerstone Hospital - prepared IV med bags and tubing, pulled medications from Pyxis, assisted with wound care, documented progress notes on condition of wounds and patients
- Oro Valley Hospital – assisted on pre-op, post-op, telemetry, and medical surgical floors; started IV lines for pre-op, started IV meds, placed ECG's, started nebulizer treatments
- Northwest Medical Women's Center – assisted in labor and delivery, post-partum, surgery, and NICU; inserted nasogastric tube, hung IV med bags, monitored fetal heartrate, fundal checks, insertion and D/C of Foley catheters, infant vital checks, new born assessments, infant heal sticks
- El Rio Health Pediatrics - immunizations for all ages, nebulizer treatments, strep A rapid test, patient teaching, head to toes

Corizon Health Care

Tucson, AZ

05/2017 to present

Certified Nursing Assistant:

- Provide assistance to patients with ADLs to up to 40 patients per shift in their living environment, clinical setting, or infirmary setting
- Check vital signs; finger stick blood sugars for patients with diabetes
- Perform safety checks every 30 minutes per request from corrections; document and report patient observations to nurses

Catalina Post-Acute and Rehabilitation

Tucson, AZ

10/2014 to 02/2016

Certified Nursing Assistant:

- Assisted up to 35 patients per shift with Activities of Daily Living; different levels of acuity from minimal and stand-by care, all the way to total care
- Took vital signs and continuously monitored as indicated or ordered; performed tracheostomy care; turned and positioned patients, feeding assistance, ostomy care, catheter care, and rectal tubes

MICHELLE ADAMS

1234 Any Street, Boston, MA 02201 ■ Cell: (123) 456-7890 ■ madams@email.com

CYBER SECURITY SPECIALIST

Certified Information Systems Security Professional (CISSP) with six years of experience and expertise in designing, implementing, and troubleshooting network infrastructure and security. Proven record of evaluating system vulnerability in order to recommend security improvements as well as improve efficiency while aligning business processes with network design and infrastructure. Superior capacity to solve complex problems involving a wide variety of information systems, work independently on large-scale projects, and thrive under pressure in fast-paced environments while directing multiple projects from concept to implementation.

Core Competencies include:

- System Architecture Design
- Configuration Management
- Linux Administration
- Information Assurance
- Hardware Installation
- Project Management
- Vulnerability Evaluation
- System Troubleshooting
- Technical Writing

CLEARANCE AND CERTIFICATIONS

CURRENT TS/SCI CLEARANCE (Prior Full-Scope Polygraph) PR Date: Dec 2009

Certified Information Systems Security Professional (CISSP)

CompTIA Security + Certification

Microsoft Certified Systems Engineer (MCSE)

Microsoft Certified Professional + Internet (MCP + Internet)

PROFESSIONAL EXPERIENCE

CACI, Andover, MA

2010 – Present

IT Security Specialist

- Manage system information security architecture, design, installation, operational planning, and risk remediation activities on more than 15 servers/systems worldwide for various government clients, ensuring all systems installed according to schedule.
- Conduct risk assessments and collaborate with clients to provide recommendations regarding critical infrastructure and network security operations enhancements.
- Develop Continuity of Operations (COOP) and Disaster Recovery (DR) operations and conduct evaluation of COOP and DR during annual incident response training.
- Provide up to ten on-site server maintenance visits on a monthly basis, troubleshooting various technical problems and performing operating system administration with Linux-based computer systems.
- Ensure information assurance by transmitting secure data between classified systems; perform ethical hacking, malware reverse engineering, penetration testing, and Certification and Accreditation (C&A) within Security Operations Center (SOC) environment.
- Draft technical manuals, installation manuals, installation progress updates, and incident response plans in order to enhance system security documentation; create required system compliance reports and information requests.

ENTRY-LEVEL/EARLY IN CAREER RÉSUMÉ

Becca Abel

Tucson, AZ · (520) 555-0100

Rabe1@email.com · www.linkedin.com/in/yourURLhere

EDUCATION

GRADUATION: JUNE 2020

ASSOCIATES DEGREE IN BUSINESS, PIMA COMMUNITY COLLEGE

- Member of university's Business Club
- Relevant Coursework: Advanced Financial Accounting and Reporting, Accounting Systems, Income Tax, Management in Business

SKILLS

- Compliance
- Project Management
- Cashflow planning and management
- QuickBooks Certified
- Exceptional oral and written communication

ACADEMIC PROJECTS

- **Business Solutions Project:** Researched and wrote an in-depth report on the needs of businesses in the Tucson area. Consulted with several local and non-local news outlets, organizations, and businesses, and then analyzed stories and gathered further research to produce a thorough and conclusive report. The report I wrote was shared with the Tucson Chamber of Commerce to drive informed conversations on the Tucson economy.

EXPERIENCE

MAY 2020 TO PRESENT

TEAM LEADER

TARGET, TUCSON, ARIZONA

Led a team of 5 employees to consistently provide a best in class experience for Target guests. Through fostering a strong environment of teamwork, hard work, and accountability, my team consistently exceeded store sales and merchandising goals. Won employee of the month for 3 consecutive months, and my team one highest performing team for our region in 2020. Accurately forecasted service benchmarks, worked one on one with team members to coach them to meet and exceed metrics, followed store guidelines on visual requirements of materials, and worked closely with store management to implement changes and updates.

NOVEMBER 2019-MAY 2020

BUSINESS INTERNSHIP

TEP, TUCSON, ARIZONA

As a Business Intern at Tucson Electric Power, I worked closely with the senior program manager to manage large scale projects internally at the organization. Learned project management methods hands on, and was tasked to conduct project management status update meetings with key stakeholders. Handled all email communication and documentation in Asana software.

FEDERAL RÉSUMÉ

Fun Fact: Résumés for federal jobs don't follow the typical résumé length and format rules. They can be up to five pages long and don't use any special formatting.

FIRST AND LAST NAME

ADDRESS
TOWN, STATE AND ZIP CODE
EMAIL ADDRESS
PHONE NUMBER

Citizenship: (Yes or No, Work Visa)

Special Hiring Authority: (Veteran preference or Person with Disability - Schedule A)

Federal Experience: (Yes or No and Indicate Military, Federal or State Gov)

Clearance: (Indicate what level and if it's still active)

OBJECTIVE: To obtain a full time position in public service with (Indicate the federal Agency and sub Agency) as a (Indicate the position including announcement Number if there is one)

SKILLS SUMMARY: (Has 3 elements: An introductory paragraph, list of skills directly related to the position, and your skills you have acquired throughout your career, that you want to highlight)

(1st Element: The introductory paragraph - Must be specific and highly detailed for each job series and position you're applying to. You need to outline all the specific skills you have that are directly related to the position you are seeking including Key Words identified in the positions description.)

Focused and highly motivated management professional, with 12 + years of extensive experience in Strategic Workforce Planning, EEO, OHR and Diversity Mgt. Utilizing my background in Disability, Accommodations, Business Operations, Project Management, and Statistical Analysis to develop comprehensive programs based on the employment needs and mission of the agency. Deploying metric based solutions and maximizing our ROI. I'm an innovative and energetic team player, relationship builder, and highly effective communicator.

(2nd Element: List of skills directly related to the position and the Key Words you identified - Back up your skill summary with specific examples from you career or education. Identify specific accomplishments, length of time, highlight numerical results and awards derived from those duties and skills. This is the most critical area of the resume. You are relating an activity in your career to that of the position you are applying and showcasing your accomplishments.)

- Develop and create a Strategic Workforce Planning program to ensure were accurately utilizing all available resources. **Good Example**
- Expert in Diversity Mgt, and Employee Relations assisting managers and staff in identifying and solving EEO Policy questions on Accommodations, for the past 9 yrs. **Better Example**

- Performed labor market Statistical analysis and employment projections locally and nationally to determine our recruitment strategy to ensure we were recruiting from a diverse population. **Good Example**
- Coordinated with our OHR and EEO managers to develop programs to improve our diversity in the workplace. We performed detailed analysis of the current workforce, and developed a strategy to ensure we targeted a broader workforce. This had an immediate impact on our community relations and a 20% increase in local sales. **Better Example**
- Diversity manager for the past 7 yrs I was responsible for a staff of 20 employees. I coordinated with our OHR to develop and measure our recruiting efficiency, to determine our cost per employee hired and accurate ROI. We identified various key elements related to recruiting and performed a statistical analysis on how we could reduce our cost per hire. This led to a yearly savings of 15% on our recruiting expenses. **Best Example**

ACCOMPLISHMENTS

(This is where you can identify any areas of your career you feel an employer will get a better understanding of who you are and your additional activities, to included honors received by organizations, exceeding specific goals on projects, etc)

- 2011 Supervised and developed the Specialty Hiring Program NonCompetitive Direct Hiring program at HHS and the OPDIVs
- 2008 Liaised with union and management on contract negotiations and labor dispute settlements with global manufacturer. Avoiding the loss of 200+ jobs and saving the company 1.3 million dollars.
- 2006 The Minority Entrepreneur Network - Assisted 5 minority startup companies in researching, forecasting, and drafting their business plans and applications for SBL's and Angel investing.
- 2005 Restructured vendor contracts for a gross savings resulting in \$375K per quarter.

COMPUTER SOFTWARE

(List all software and applications you are experienced in and at what level. Please indicate a formal training and where you received that training)

ADDITIONAL TRAINING

(List any formal or informal training including accreditations and amount of hours in the specific field)

- As Diversity manager I trained a staff of 100+ internal and external personnel on diversity rules and regulations. This led to a 70% reduction in violations and improved the overall atmosphere at ABC Co. **Best Example**

(3rd Element: Acquired skills - These are skills you want every employer to know you possess and feel they are what defines you as a model employee. Remember you **MUST** quantify and qualify every statement you make.)

- Analyze, develop, test and incorporated IT business solutions to enhance business process control and tracking. **Good Example**
- Supervised, motivated, mentored and lead by example, using experience backed judgment, strong work ethic, and impeccable integrity, derived from my 12yrs as a Department Manager at ABC Co. **Better Example**
- Developed and implemented a supply inventory program, which tracked our use of production and office materials. This provided us detailed reports of our available inventory at all times. Allowing us to make more informed purchasing decisions. Resulting in ABC Co. to save 500,000 per year. **Best Example**

EMPLOYMENT HISTORY

Name of Employer
Position & Title
GS level or Salary and Years of Service

(This section should be identical to skill summary. Write up a brief description of duties, and identify your major roles and responsibilities. Describe in detail each position you held for at least the last 10 years and quantify and qualify each statement).

TIP: Describe each duty like you are teaching it to someone for the first time. We are not allowed to assume you can or can't do anything.

Ex: Cashier: A cashier can perform numerous duties, if you only list cashier we can only interpret that as someone we collected and distributed money).

As Diversity Manager I analyze develop and manage programs and projects related to the successful deployment of our department's initiatives. My duties included ensuring we provided an inclusive work environment, free from discrimination and ensuring we met all federal and state regulations. This was accomplished by collecting, analyzing human capital data and statistics from various sources to get an accurate analysis of the programs and work environment we provided our employees.

- I have attended various seminars on EEO compliance and diversity **Good Example**
- Extensive EEO Compliance Training: Laws & Discrimination, Diversity in the Workplace, Workplace Relationships, EEO Complaints and Resolutions: (80+ hrs of training) **Better Example**
- Extensive Project Management Training specializing in large scale projects and developing the project plans and schedule. All training was done at PMI Institute 2002 thru 2011 (120 hrs) **Best Example**

EDUCATION

MBA - Business Management, xxxxxxxx University, city, state: year graduated and (GPA 3.93)

BA - Business Management, xxxxxxxx University, city, state: year graduated and (GPA 3.87)

*Graduated Cum laude *Dean's List: (5 times)

HONORS AND AWARDS

(Any formal awards you would like to share)

VOLUNTEER WORK & COMMUNITY INVOLVEMENT

(Depending on the type of work volunteering can count the same as formal on the job experience if related to the position)

(2010 - current) I hold Diversity workshops at the ABC community center in Washington DC, 6 times each month. I provide employers with information on developing an inclusive and diverse workforce.

PROFESSIONAL ASSOCIATIONS

AAPD - American Association of Peoples with Disabilities

HAVA - Honored American Veterans Afid

NRA - National Rehabilitation Association

PMI - Project Management Institute

Wounded Warriors Project - Warriors to Work

REFERENCES: (List at least 3 references including their contact information)

Important notes about federal résumés according to USA Jobs:

Federal jobs often require that you have experience in a particular type of work for a certain period of time. To be considered for the job, you must show how your skills and experiences **meet the qualifications and requirements listed in the job announcement.**

Include dates, hours, level of experience and examples for each work experience. For each work experience you list, make sure you include:

- Start and end dates (including the month and year)
- The number of hours you worked per week
- The level and amount of experience—for instance, saying whether you served as a project manager or a team member helps to illustrate your level of experience
- Examples of relevant experiences and accomplishments that prove you can perform the tasks at the level required for the job as stated in the job announcement. Your experience needs to address every required qualification.

EXAMPLE:

Program Analyst GS-343-11

January 2009 - Present

40 Hours/Week

\$63,000/Year

- ✓ Experience/Accomplishment
- ✓ Include volunteer work and roles in community organizations.
- ✓ Don't limit yourself to only including paid work experience. Include relevant volunteer work or community organization roles that demonstrate your ability to do the job.
- ✓ Use numbers, percentages or dollars to highlight your accomplishments—you can find this information in things like your performance reviews, previous job descriptions, awards and letters of recommendation.

When explaining your accomplishments:

- ✓ Include examples of how you saved money, earned money or managed money.
- ✓ Include examples of how you saved or managed time.

Examples

- Improved efficiency of document processing by 25% over the previous year
- Wrote 25 news releases in a three-week period under daily deadlines
- Managed a student organization budget of more than \$7,000
- Wrote prospect letter that has brought in more than \$25,000 in donations to date

These statements show in concrete terms what you accomplished.

Top Tip: Go to usajobs.gov for help on creating this type of résumé. The site has a specific résumé building tool that will help you create your résumé and ensure that it is formatted correctly.



Cover Letters

Cover letters – love them or hate them, they are an important piece of your application. Not sure where to start on writing a great cover letter? This section should help with that!

Tip: Cover letters need to be customized to the position you are applying for. Take the time to create a specialized letter each time you apply!

COVER LETTER WORKSHEET

To get started, make sure you have the job description of the position you are applying for. You will craft your cover letter from the job description. Using the job description as a reference, use the worksheet below to help you.

THE JOB DESCRIPTION	HOW I MATCH
List three traits sought in a candidate (e.g., <i>Strong presentation skills</i>)	List three phrases describing your personality (e.g., <i>Confident public speaker</i>)
1.	1.
2.	2.
3.	3.
List three job duties/responsibilities (e.g., <i>Source newsworthy items from media outlets</i>)	List an achievement related to each duty (e.g., <i>Curated hundreds of news clippings weekly</i>)
1.	1.
2.	2.
3.	3.
List three facts about the organization (e.g., <i>Leading aircraft manufacturing firm</i>)	List why you find that fact appealing (e.g., <i>Firm uses tech to prototype new planes</i>)
1.	1.
2.	2.
3.	3.

COVER LETTER TIPS

- Include your contact information at the top (name, email address, phone number). You do not need to include your physical address.
- If you do not have a contact to address your letter to, use Dear Hiring Manager, Dear Human Resources or Dear Hiring Committee.
- The first paragraph introduces you and your interest in the position. It entices the employer to read further.
- The next paragraph details what you can offer the employer based on the job description. It highlights your experience, knowledge and skills.
- The final paragraph closes your letter by briefly restating your interest in the position/organization and thanks the employer for their consideration.
- A cover letter highlights your writing skills. Make sure to proofread and spell check.

COVER LETTER TEMPLATE

Month Day, YYYY

Contact's Name (if unknown, put recruiter/hiring manager/etc.)

Contact's Title (Note: omit this if its unknown)

Organization Name

Salutation Dear Mr./Ms./Dr. Last name: [or Dear First name Last name] Note: If name unknown, write Dear Recruiter/Hiring Manager/Internship Coordinator or something similar.

Opening paragraph: Start by highlighting something interesting about yourself, like how a course inspired you or an internship confirmed a career path. Avoid introducing yourself by name or filling in blanks (“I am a _____ major applying for _____ position with _____ company.”). Write with enthusiasm and demonstrate you recognize what this organization is trying to accomplish. Tell the reader what appeals to you about that position/firm. Include contacts you’ve had with the firm, like if you met a representative at an information session or were referred by a friend/alum. Refer back to the cover letter worksheet and share pieces from section 1 and 3 to catch the attention of the reader.

Middle paragraph(s): Convey your story or the context around/themes running through your experiences. Highlight key accomplishments and how they support your candidacy. Use examples to demonstrate the value you can add to the organization. Point out commonalities between your experiences and the work environment. Respond to the stated mission, purpose/goals of the organization and why you want to support their work. Demonstrate a connection between your skillset and the needs of the organization. Refer back to the cover letter worksheet (section 2) and share the ways your achievements match the job duties/responsibilities.

Last paragraph: Express appreciation for being considered. Include your phone number and email address here if it’s not already in the header. Reiterate your interest in the organization/role and the opportunity to further discuss your qualifications.

Closing: Sincerely, your name

Fun Fact: LinkedIn is the largest online professional network with over 500 million members. Over 80% of recruiters say they rely on LinkedIn for recruiting.

LinkedIn is an extension of your résumé - and a chance to show what makes you unique. You can share more about your professional background and let your personality shine through. Once you complete your LinkedIn profile, consider adding it to your résumé so recruiters and hiring managers can learn more about you.

IMPORTANT PARTS OF YOUR LINKEDIN PROFILE:

Headline: Think of this as your slogan. It's the one-liner you want a recruiter, hiring manager or future co-worker to know about you. For example: "Honor Society student seeking advertising position" or "Software Developer building game-changing consumer products."

Summary: This is arguably the most important part of your LinkedIn. It is where you will stand out; it colors in and adds a story element to your experience, education and goals.

Summary

- ✓ What are you passionate about?
- ✓ What are your best assets that you bring to your employer?
- ✓ What are one or two fun facts about you?
- ✓ Describe what motivates you, what you've done and are skilled at and what makes you unique. Be clear and confident. Ensure you use keywords and phrases that recruiters might search for when looking for a candidate in your desired field.

Photo: According to LinkedIn, profiles get 14x more views if they have a picture. It makes the whole experience real - for you and for other members and employers. Find (or take) a high-quality photo of you alone, professionally dressed, facing forward.

Education: You will want to complete this section to showcase your studies, but it will also provide you access to networking groups on LinkedIn such as specialty degree groups, alumni groups and more.

Experience: Share your responsibilities, contributions and accomplishments. Providing clear examples will support your credibility. Feel free to elaborate on your experiences more than you did on your résumé. This is your chance to showcase yourself, in your words.

Create your own unique URL: Don't forget to create your own URL to your LinkedIn profile for easy access.

Fun Fact: According to a LinkedIn survey, if you have volunteer activities, be sure to include them under “Volunteer Experience & Causes.” 41% of LinkedIn recruiters say they consider it on par with full-time paid work experience. And 20% of hiring managers in the U.S. say they’ve hired someone because of volunteer experience. It reveals things you are passionate about outside of work.

Once you complete your LinkedIn profile, it is time to start making connections. Start with your instructors and people you have worked with professionally. As you continue through school and your career, continue to make it a best practice to add people you meet and grow your network.

How to use LinkedIn effectively:

- Start adding your LinkedIn to your résumé when you apply for positions.
- Research companies on LinkedIn before you apply to them. You will also be able to see other people who currently work there and if you have mutual connections. If you do, bonus! Reach out and ask them to introduce you.
- Think of your LinkedIn as a living document—update it as you achieve new goals or skills, volunteer, complete new projects or finish school.





Networking 101

Networking starts with your 30-second elevator speech, a must have when networking and talking with potential employers! Think of it as a 30-second introduction of yourself that you can use in networking settings, like a career fair. Try creating your own by answering the following questions and putting it all together:

- What is your name and major?
- Why did you choose your major/area of study?
- What top skills are you proud of?
- What are your career goals?
- If you are meeting with a recruiter or someone from a company, end your elevator speech with a question about their company.

NETWORKING TIPS:

- Put together a list of dream jobs.
- Put together a list of companies where you would like to work. Identify which of those companies have opportunities you would be interested in.
- Make LinkedIn your new best networking friend. LinkedIn allows you to connect and interact with people at your target companies or in your target roles. Look for people you may know at those companies and ask for an introduction. If you don't know anyone, send a message letting them know you are starting your career search and would love to learn more about how they got into their role.
- Attend meet ups, webinars, meetings and conferences related to your desired industry. You can do a quick internet search for these types of events. Another great place to look is by searching LinkedIn.
- Go to virtual and in-person career fairs.

Interview Tips

Top Tip: Use Big Interview to practice and fine tune your interview skills!

BEFORE YOUR INTERVIEW

- Research the company along with its history, values and mission.
- Prepare questions to ask at the end of your interview.
- Do a mock interview (use Big Interview).
- If the interview will be in-person, map out your drive and know how long it will take you to get there. You should always be ready to start your interview at least 15 minutes early.
- If it is an in-person interview, bring printed copies of your résumé for each person on the interview committee. If the interview is virtual, have one copy of your résumé printed so you can refer to it during the interview.
- Have your elevator speech ready (Review the Networking 101 section of this guide for tips on how to create one).
- Dress to impress. Take time to layout your outfit, iron it and ensure it is ready to go. If you are unsure of how to dress, ask your recruiter what the dress code is.

DURING YOUR INTERVIEW

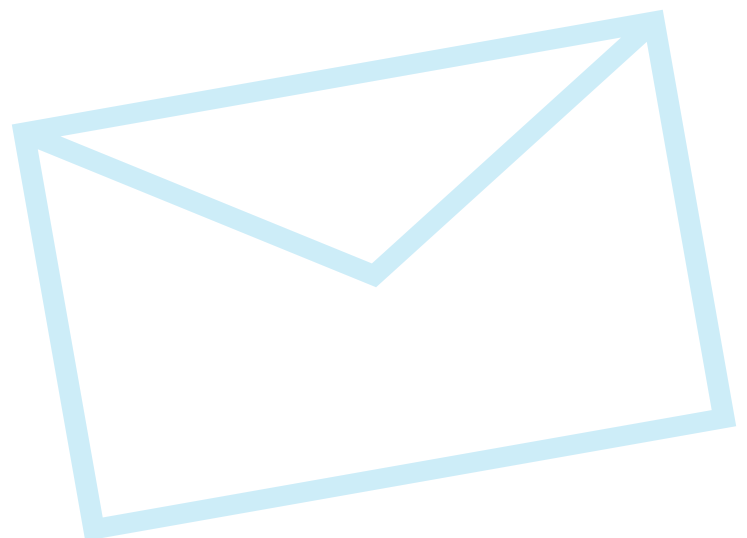
Be prepared to answer behavioral questions. These questions will prompt you to speak about past situations that demonstrate the skills and competencies the employer wants in the “ideal” candidate. Behavioral questions often start with “describe a time,” or “tell me about a time.” Use the STAR Approach when you answer these questions:

Situation: challenges, problems, concerns, issues and conflicts

Tasks: your responsibilities, role and who was involved in the situation

Actions: what you did and the skills you used

Results: outcomes, accomplishments, what you contributed, learned and how you were effective





Other things to remember during your interview:

- Make eye contact with the interviewers.
- Refrain from fidgeting.
- Appear confident, maintain good posture, answer the questions directly and smile.
- Ask questions when it's your turn. Having your list of questions ready shows you have put thought into the position and company. If you are not sure what to ask, read the tips from a recruiter section on the next page.
- If you can't answer an interview question, it is OK to say "I need a moment to think about that." It's better to give a thoughtful answer than to say something that will show the interviewer that you're stumped.

AFTER THE INTERVIEW

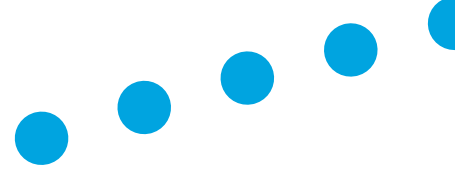
Be sure to send a thank you letter once you finish your interview. A thank you letter reminds the employer of your candidacy and allows you to reiterate your interest in the position.

Remember:

- Keep it short- no more than two paragraphs.
- Remind them of the qualifications that make you a good fit for the position.
- Mention the date of your interview and something you discussed or enjoyed learning about during your interview.

Your timing is important:

- Say thank you within 24 hours after every interview.
- You can use mail or email, but because hiring timelines move fast, it is recommended that you send an email.



TIPS FROM A RECRUITER:

Q: When a hiring manager says “tell me about yourself,” how should I answer?

A: I always tell my candidates to have their elevator pitch ready for this question. You want to briefly share your current role (or major), how your current or previous roles have prepared you for this position, a major accomplishment you had in your current or previous role (or during school), and how that experience will help you excel in the role you are interviewing for. Don’t share personal experiences or go off tangent. You are setting the stage for the interview with this question.

Q: What should I say if I am asked “what is your biggest weakness?” I never know what the right answer is.

A: There is no right or wrong answer, per say. And everyone has a weakness. Avoid the cliché answers “I work too hard,” “I am a perfectionist” etc. Instead, consider something you’ve been given feedback on. Share what it was, the feedback you received and how you implemented it then and continue to do so going forward. An honest answer with actionable ways you’ve worked to improve is what they want to hear. Show you can take feedback and are coachable.

Q: Why do they ask “why do I want to work here?” It seems obvious to me.

A: They are testing you to see if you did your research, if you understand the company mission and if you are in this for the long haul. Be prepared with facts about the company that align with things that are important to you. Reiterate the mission or what the company stands for and share that you see yourself building a career in this company for those reasons. Spend time on their website so you are ready to answer this if it comes up.

Q: Is it bad if I don’t have any questions for the hiring manager at the end of the interview?

A: The interview is a two way street. They spent a lot of time asking you questions and you also need to ask questions to determine if it’s going to be a good fit for you. There is nothing worse than starting a new job, having it not be what you expected and realizing you wish you would have asked more questions. At the end of the interview, always have a couple questions prepared. Unsure of what to ask? Questions like “what does a day in the life of someone in this position look like?” or “how do you measure success in this role?” or “what do you love most about your position and working at this company?” are good places to start.

Social Media Do's and Don'ts

Social media, including sites like Twitter, LinkedIn, Instagram and Facebook, can help you find a job and connect with people who can assist you with growing your career. However, it works both ways. Social media, when used the wrong way, can backfire and jeopardize a job offer.

SOCIAL MEDIA: WHY IS IT IMPORTANT?

According to Flex Jobs, even if you aren't an avid social media user, you should consider having a social media profile when you're searching for a job. It helps demonstrate technology aptitude and understanding the internet (both of which are important skills to have.) In addition, having a social media profile:

- Helps you build your personal career brand.
- Lets you network and connect in ways you can't in person (especially if virtual is your only option). Sourcing or "headhunters" mine social media sites looking for people who would be a match for open positions at their company.
- Gives you a chance to research and interact with companies you want to work for.

Tip: When thinking about social media, pretend you are the employer that sees your profile and ask yourself, what would they think of this?

HERE ARE SOME IMPORTANT TIPS TO KEEP IT PROFESSIONAL:

- Clean up your existing accounts. Review your existing social media accounts with a fine-toothed comb to make sure they are employer-appropriate.
- Google yourself. This is a good way to get a baseline idea on what a potential employer is going to find if they search for you. Delete anything questionable. Anything you see an employer will be able to see.
- Set your privacy settings accordingly. Make sure you are careful about what you choose to share, and you utilize privacy settings on anything you don't want someone to see.

Did you know: According to a survey by Business News, 70% of employers use social media to screen applicants.



HOW TO UTILIZE SOCIAL NETWORKS IN A JOB SEARCH

LinkedIn:

LinkedIn was made for professional networking and job searching. Refer to the LinkedIn section in this guide for ways to use it in the process.

Facebook:

Facebook is much more of a “personal network,” so be careful in how you choose to use it. Many people will make their personal Facebook private and create a separate Facebook to brand themselves from a career perspective. Professions like education, design, consulting and business, etc. all are known for having Facebook accounts that they use to share their knowledge and work in their career areas.

If you choose to use Facebook, make sure you are active on it. You want it to show how great and well-rounded you are in your career area, so make sure there are regular updates and information being shared.

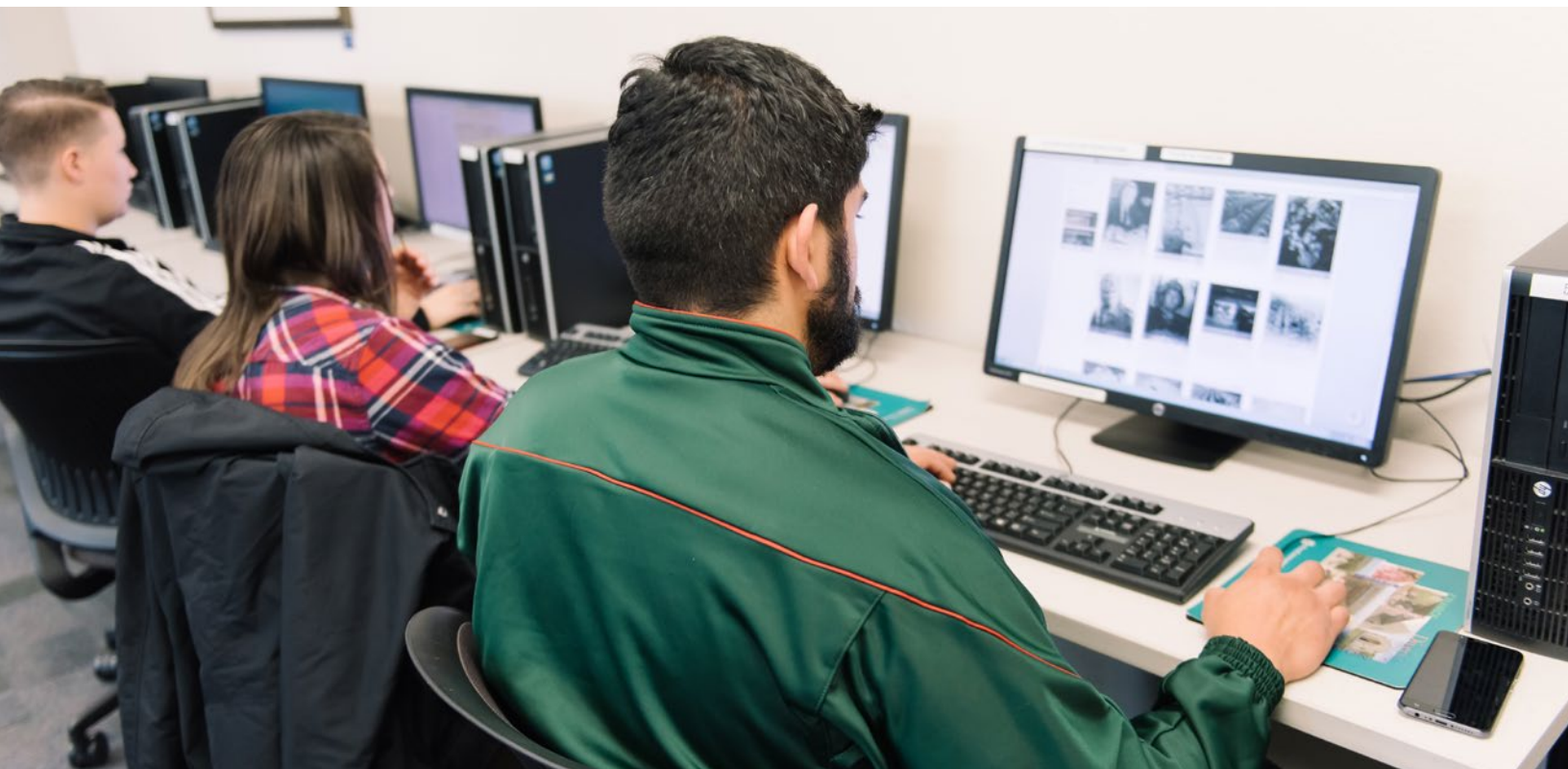
Twitter:

Twitter is a great way to demonstrate your expertise in your field. When you use it to post updates and connect with others using their Twitter handles in your posts, you can expand your network and make sure people know about you. Consider following Twitter handles from different recruiters, businesses and conferences and re-share their content.

Instagram:

Instagram, similar to Facebook, was created to be more of a personal sharing platform. Similar to what we mentioned about Facebook, you can create a professional profile where you focus on connecting with specific organizations and individuals related to your field of study/career.

Another great thing you can do on Instagram is to search and follow hashtags. Examples of hashtags to search and follow would be #jobs, #jobsearch, #remotework, etc. You can also look for hashtags that are more specific to your area of interest/work. Don't forget to hashtag your content too.



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Pima Community College is an equal opportunity, affirmative action employer and educational institution committed to excellence through diversity. Upon request, reasonable accommodations will be made for individuals with disabilities to support access to all programs and services. Every effort will be made to provide reasonable accommodations in a timely manner. For student, public and employee accommodation requests and for information related to the ADA compliance process, please contact ADAhelp@pima.edu, 520-206-6688, or West Campus Room C130, 2202 W. Anklam Road, Tucson, AZ 85709-0095.

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/// Keep striving.