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UNIVERSITY

# *Career Development Guide*



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

### Become a Leader

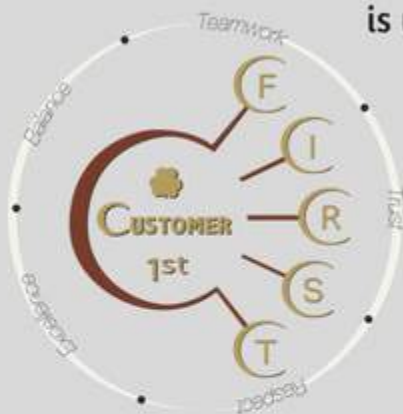
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- 2• Demonstrated leadership in educational, athletic, professional or social activities
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- 6• A wide breadth of skills

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## About this Guide

### Career is a Lifelong Adventure

It is our intention to provide information, samples and worksheets throughout this guide to help you with your own career adventure. Consider this a journey with no real ending, only many interesting stops along the way. Although this guide cannot cover everything related to career planning, we have tried to touch on many of the common questions and steps we all share.

Career planning is a deliberate process of examining yourself, your goals and the world around you. It is a continuous process of decision-making, in which we engage throughout our lives. You are in charge of your career plan and how it develops. A career is the culmination of one's life of work; including what we study, where and what we do for work, our passions, the circumstances of our lives and even what we do for fun.

There are several leading theories of career development and each looks at the planning process through a different lens, however, there are similarities across theories. The model, to the right, is a graphic depiction of the universal, life-long process of career planning. We move through the stages fluidly, often repeating the process as our life changes and our desires evolve.

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



*Good luck on your career planning journey!*

For assistance call or visit:

#### Career and Student Employment Services

1401 Ellsworth Hall  
(269) 387-2745  
[wmich.edu/career](http://wmich.edu/career)

#### Business Majors: The Zhang Career Center

3020 Schneider Hall  
(269) 387-2711  
[wmich.edu/business/career](http://wmich.edu/business/career)

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### Content Disclaimer

Every attempt has been made to be accurate and complete; however, we apologize for any errors or omissions.

Resumes included in this guide are samples; they are not intended to be duplicated. The names are not real; however, the resumes are based on students at Western Michigan University.

Employment practices change quickly. In order to stay current, check your industry standards and speak with a career development specialist or other career experts on campus for the most up-to-date advice and tips.

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## Career Events

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

### Fall Events

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

### Spring Events

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




## Now hiring!

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

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Applications also accepted at  
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**community. home. independence.**

## Workshops and Presentations

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

### Presentation topics can include:

- Effective resumes
- Networking
- Interviewing
- and much more

Please contact our offices to schedule your presentation.



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### Career and Student Employment Services

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[wmich.edu/business/career](http://wmich.edu/business/career)

## Career Assessment

### This is not a test!

In what type of environment would I like to work.....

How do I like to work with people.....

What are my strengths and skills .....



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

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

### Assessment Tools




#### FOCUS 2

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

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

To take this *FREE* assessment, go to [wmich.edu/career](http://wmich.edu/career), and click on the Students tab on the left. Scroll to and click on FOCUS 2 and follow further instructions.

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

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1401 Ellsworth Hall  
(269) 387-2745  
[wmich.edu/career](http://wmich.edu/career)

#### Business Majors: The Zhang Career Center

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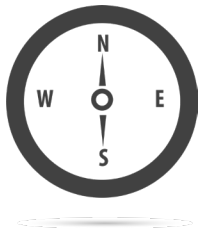
## MYERS-BRIGGS TYPE INDICATOR (MBTI)

### How does your personality fit into your career options?

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

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

CliftonStrengths®



## CLIFTONSTRENGTHS FOR STUDENTS

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

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



## STRONG INTEREST INVENTORY

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

Do you have so many interests that you don't know where to start? Maybe you're wondering what future occupations will match up with things you already like. If so, this assessment might be a great option for you. The Strong Interest Inventory is a 30-minute online assessment measuring your areas of interest in a variety of occupations. This assessment is built on years of solid research and the 6 scales of occupational career personality types, (Realistic, Investigative, Artistic, Social, Enterprising and Conventional). Learn how your interest patterns match up with professionals who feel successful and like their work.

Abbott is a Global Healthcare company and we're committed to helping you live your best possible life through the power of health. For more than 125 years, we've brought new products and technologies to the world in nutrition, diagnostics, medical devices and branded generic pharmaceuticals. Abbott Nutrition is the largest division at Abbott and is behind some of the world's most trusted names in pediatric, therapeutic, and healthy living nutritional product brands such as:

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



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- Structural Designers
- Graphic Designers
- Estimators
- Finance /Accounting
- Sales Representatives
- Customer Service Representatives



## Explore Careers and Get Experience

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

### Internship

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

Internship FAQs: [wmich.edu/career/students/internships](http://wmich.edu/career/students/internships)

### Externships

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

### Part-time Job

**On-Campus** - Consider working in academics, the Library, Dining Services or program offices throughout campus. Campus contacts can serve as references for internships and professional employment after graduation. Work Study options may also be available based on your financial aid package.

**Off-Campus** - Many local retail stores, restaurants and non-profit organizations seek student employees each year. In addition to references, you will build skills to use in future positions.

### Service Learning

Service learning is a mutually beneficial endeavor in which course learning objectives are met by addressing community-identified needs-- putting academics into practice. Service learning always includes critical reflection of the work, interactions and learning regarding the service. It is a collaboration among community partners, students and professors/instructors/staff.

[wmich.edu/servicelearning](http://wmich.edu/servicelearning)

### Student Organization Leadership

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

[wmich.edu/studentengagement/rso](http://wmich.edu/studentengagement/rso)

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

Valerie Penn  
Republic Airline

## Explore Careers through Informational Interviews

Informational interviews are a process for gathering career information from reliable “inside” sources. They are a way to gain first-hand knowledge about a career by speaking with someone who is in your position of interest or who is familiar with the industry.

### Who can you ask?

You can ask anyone you know to help you connect with someone knowledgeable about the career in which you are interested. Family, friends, fellow students, faculty, WMU alumni and co-workers are great resources and they can be experts themselves. If not, they may know someone who is and can make an introduction for you.

Social media sites such as LinkedIn and Twitter are another source for making connections. LinkedIn groups will help you find alumni who are working in the industry and may be willing to talk with you (in person, by phone or through email) and share their perspective.

## Your own cubicle? Or your own business.

### CHOOSE WISELY.

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

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- *Think about the connection as a way to build a relationship and expand your network*
- *Informational interviews are not about asking for a job or a job lead; the point is to learn something*
- *The person you have made a connection with is doing you a favor – follow their lead on whether meetings should take place in person, by phone or by email. It is about what is convenient for them*
- *Do your homework before the meeting – try to learn more about the person you are meeting*
- *Set the agenda and know what you want to ask*
- *Be respectful and do not overstay your welcome; ask the person how much time they have*
- *Always send a thank you note or email to the person who made the connection for you, as well as the person who granted the informational interview. These people are now part of your network*

## Explore Careers through Informational Interviews (con't.)

### Sample Questions

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

#### About the Interviewee

- How did you get into this field/position?
- What is a typical day like for you?
- What professional organizations, books, journals or writers have had the greatest influence on your work?

#### Job/Occupation

- What is the preferred degree or major for entry into this field?
- Are there any entrance requirements?
- What are the most rewarding and least rewarding aspects of the job/occupation?
- What qualities and skills do you feel a person in this field should have/demonstrate?
- What is the average starting salary for an entry level position at your organization?
- What is the advancement potential for your position?
- What type of personality is the team looking for?
- What are the big challenges the position faces?

#### About the Industry

- What are the typical issues faced in the work/ industry? What are the best ways to learn more about the industry?
- If you could improve one thing in the industry, your workplace, or your department, what would it be?

#### Going Forward

- Who would you recommend I talk with to further my knowledge?
- Can I tell him/her that you referred me?
- Would you look over my resume and let me know what you would recommend me adding, changing or improving?
- What places would you recommend I observe, volunteer or intern? Why?
- What organizations would you recommend joining?
- What certifications do you recommend earning?

Adapted from: careerMomentum, Kalamazoo, MI

## More Resources

### What Can I Do with a Major In...?

The websites below, will help you explore career options with your major.

You will learn more about:

- Connecting your major to a career
- Sample job titles and career paths based on your major
- Industries and the types of employers who will hire you for your skillset
- Professional associations you may join as a student and/or a professional
- Tips and tricks for getting hired
- Industry-specific websites, occupational information and job postings

**All majors, go to:** [wmich.edu/career/students/explore](http://wmich.edu/career/students/explore)

**For business-specific majors, go to:** [wmich.edu/business/career/major-career](http://wmich.edu/business/career/major-career)

**O\*NET OnLine** has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more. [onetonline.org](http://onetonline.org)

**Occupational Outlook Handbook:** The OOH can help you find career information on duties, education and training, pay, and outlook for hundreds of occupations. [bls.gov/ooh](http://bls.gov/ooh)



## Explore Careers through Networking

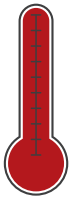
Networking is about getting to know people and you are doing this every day as you chat with someone in line at the store or meet someone at a school event, or when you are visiting with a family friend.

Building your network is a valuable job search resource. To be successful at networking you must learn to form mutually beneficial relationships with others. Someday, you may be contacted as a networking connection for someone else. The number one way to secure employment in today's competitive market is through networking. The National Association of Colleges and Employers (NACE) estimates that 75–80% of available positions are never advertised but are filled through word-of-mouth or networking.

*"Who belongs in my network?"*

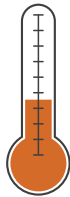
**Everyone!**

There are three different types of contacts and while you may begin with those contacts closest to you, eventually you will include all three types of contacts in your network.



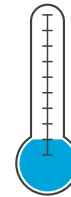
### Hot contact:

A person you know well and with whom you have a direct connection



### Warm contact:

A person with whom you have a connection, but you may not know them personally



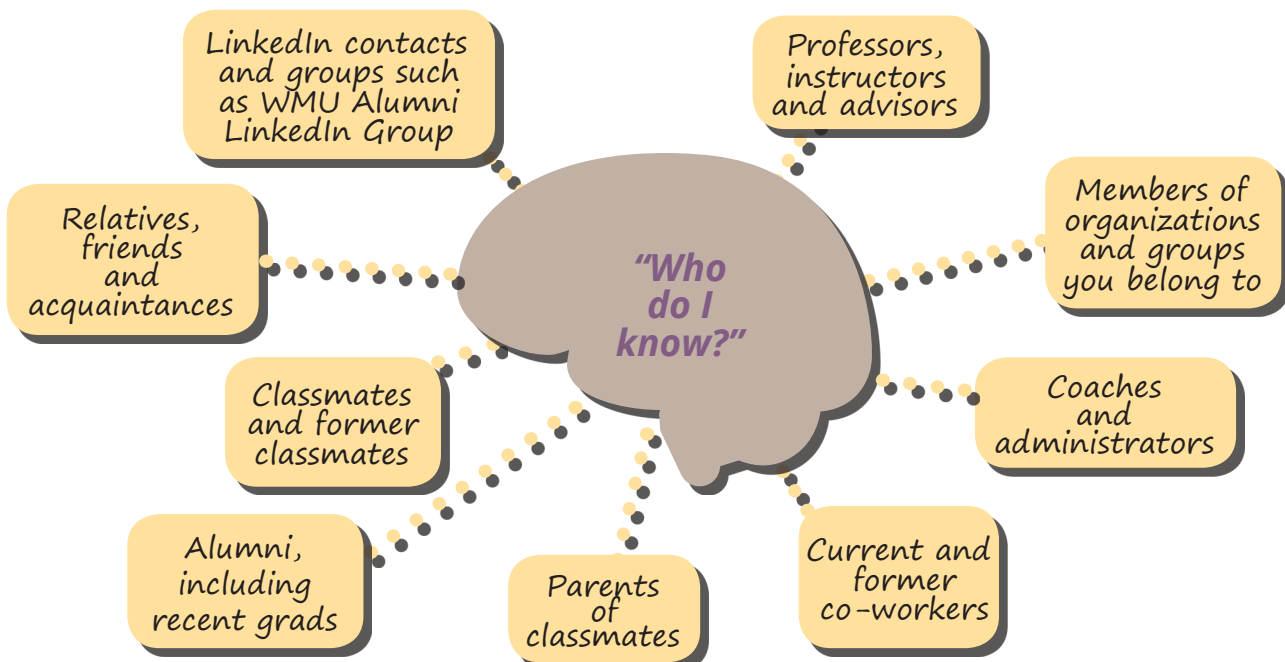
### Cold contact:

A person with whom you have no connection

### Brainstorm for Contacts

Networking means developing a broad list of contacts. Initially, you will utilize your existing resources for contacts to spread the word that you are looking for a job.

For college students and new grads, the best networking contacts are:



## Explore Careers through Networking (con't.)

### Tips and Tools for Networking

#### Professional Appearance and Presentation:

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

#### Prepare Questions:

Networking is a conversation between two people, so it is best to have questions in mind when speaking with someone about their career. See the list of questions in "Explore Careers through Informational Interviews" to get started (page 9).

#### Follow Up:

Follow up with every person you meet. A short note telling someone that you enjoyed meeting them will solidify your initial impression and help them remember you.

#### Stay Connected:

Networking will be an ongoing part of how you manage your career, so stay in touch with your contacts. When someone helps you, make sure you thank them.

#### Organization and Tracking:

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



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or scan QR code above for more info

## Introduce Yourself

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

A key aspect of networking is introducing yourself to others. A personal commercial (also known as an elevator speech, personal introduction, 30-second commercial) is a quick, effective way to make an impressive introduction. You will use your personal commercial throughout your professional life, including when introducing yourself to a potential employer at a job fair, an interview, or a chance meeting. It is also used as the foundation for responses to the popular interview question:

*“Tell me about yourself.”*

#### Personal Commercial Examples

##### Example #1

“ Hello, I am Alexandra Hill and I will be completing my bachelor’s degree in finance from Western Michigan University in August. I understand that you are searching for a new investment advisor and I believe I have qualities that would benefit your company’s goal to increase your client base while continuing to provide sound investment advice. Last year, I was part of a new course where the students managed \$500,000 for the Western Annual Fund and it was really exciting to see the portfolio grow. I pride myself on being detail-oriented, analytical and driven. Would you like a copy of my resume?”



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

##### Example #2

“ Good morning, my name is Nirag Vashi and I am a secondary education student at Western Michigan University with a focus in science. I grew up in a family of educators and know that being a high school science teacher is my calling. My passion for helping others has been evident in my involvement with Kalamazoo Public Schools and as a camp counselor for the last three years. Through these experiences, I have learned to interact with a diverse group of people, which has increased my ability to relate to others. I have also had the opportunity to create lessons for campers that focused on life skills like teamwork, communication and time management. Having been a teacher yourself, what advice could you give me that would prepare me to be a successful educator?”



## Introduce Yourself (con't.)

### Personal Commercial Template

Whether you are meeting people through networking or introducing yourself to a potential employer for the first time, having a self-marketing commercial that defines who you are, what you want, and how you would benefit an employer will help you stand out.

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



### GREETING:

Hello, my name is

I am a  studying

at



### GOAL:

I am looking for a  at



### INTEREST/PASSION:

I am interested in



### STRENGTHS:

I have many skills to contribute including  and



### BRIEF EXAMPLE OF EXPERIENCE:

Previously, I worked at

where I



### QUESTION:

*Ask a question to keep the conversation going see page 56 for questions to ask*

## Professional Etiquette



### Meeting Etiquette

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



### Interview Etiquette

- Follow up on each job application with a phone call or email.
- Honestly report your GPA, dates of employment, work experience, etc.
- Always send thank you notes after interviews (see page 35).
- When offered a job or internship, it is better to ask for more time to consider than to accept the offer and decline it later.
- Once you have accepted a job offer, stop interviewing with other organizations.
- If you are interviewing with multiple organizations, inform all parties when you get a job offer.
- Do not forward communications (verbal or written) without consent.



### Telephone Etiquette

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



## Professional Etiquette (con't.)



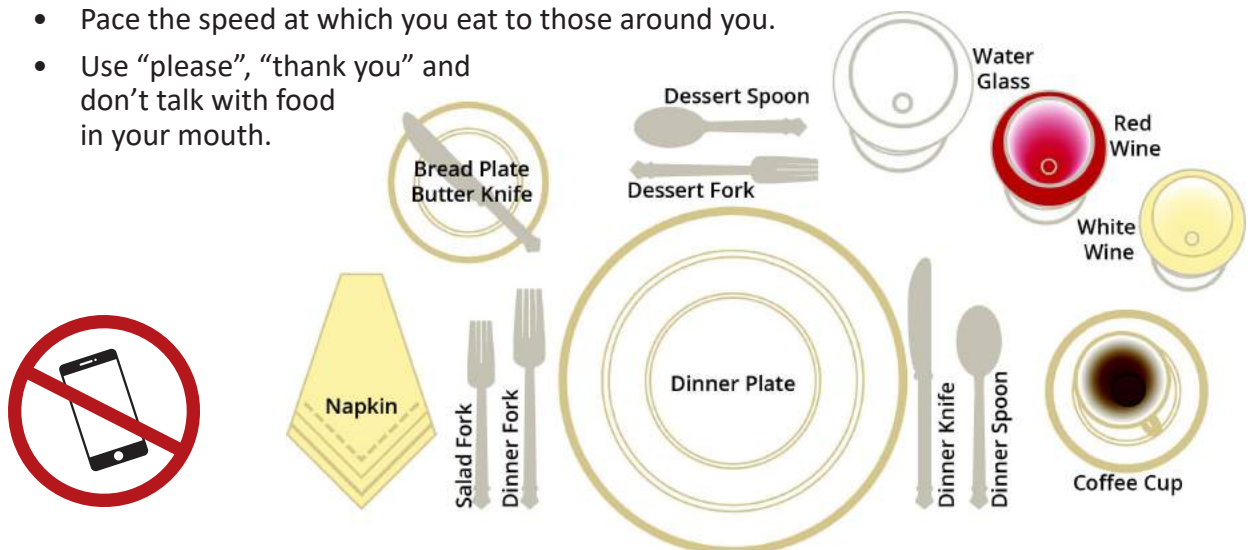
### Email and Social Media Etiquette

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



### Dining Etiquette

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



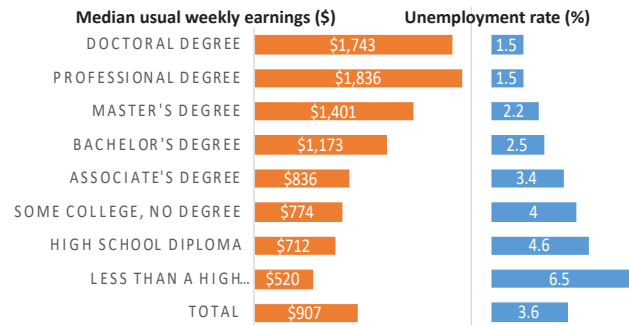
## Is Graduate School Right for You?

There is a wealth of information available to convince you of the value and importance of graduate school. Only you can decide if it is right for you and when. Graduate level education allows you to focus in on a passion, or an area of study, that you touched on in your undergraduate work. It can provide you with a deeper understanding of a field, help you develop more powerful professional relationships and increase your marketability in certain fields. The Bureau of Labor Statistics indicates that over a lifetime, professionals with a master's degree or a doctoral degree earn more and have a lower level of unemployment than the general population.

Graduate school requires significant resources:

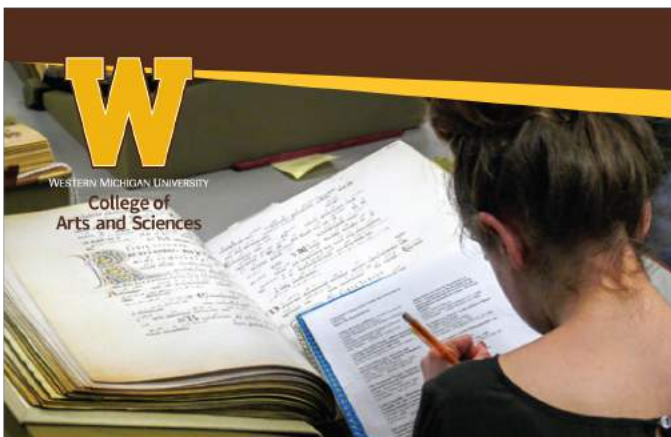
**time, money, energy and patience**, to name a few. If you decide to seek a graduate degree, consider how it will help you in your specific industry or profession. Talk with people, ask your professors, visit with an academic advisor and shop around for the best fit for you.

### Unemployment rates and earnings by educational attainment, 2017



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

Source: Current Population Survey, U.S. Department of Labor, U.S. Bureau of Labor Statistics



*Uncertain about what to do after graduation?*

## Consider Graduate Study in the College of Arts and Sciences

### Graduate Degrees that Make a Difference

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

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

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

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



### Median Salaries\*

Undergraduate:  
\$30,000 - \$35,000

Graduate:  
\$47,500 - \$52,500

\*Source: Career Outcomes for WMU Graduates Post Graduation Activity Report 2016-17

Visit: [wmich.edu/arts-sciences/graduate](http://wmich.edu/arts-sciences/graduate)

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

2318 Friedmann Hall Kalamazoo, MI 49008-5309 | Phone: 269-387-4366

Also find us on:



## Is Graduate School Right for You? (con't.)

### Suggested Tasks Specific to Graduate School Preparation

- **Form a list of prospective schools**  
Talk to faculty/staff in your field for suggestions on the appropriate number of schools to which you should apply.
- **Take the Graduate Record Examinations (GRE) test or the Graduate Management Admission Test (GMAT)**  
It is important to take a practice GRE test or GMAT (these are online for free or you can purchase study books). GRE test and GMAT preparation courses are also available. Make sure you check to see if your program requires a subject test.
- **Write your statement of purpose (also called “personal statement”)**  
This is usually 1-2 pages long and is an opportunity for you to discuss in more detail how you are distinctive from other applicants.  
It often includes why you are interested in the field, previous relevant academic/professional/ personal experiences, career goals and your personal characteristics/strengths that would be an asset to the program. Check to see if your program has specific questions for you to answer.
- **Contact the professors of interest at your prospective schools**  
This early networking shows interest in the program and professor and helps to make you distinctive when the graduate college is looking through piles of applicants.
- **Request official transcripts from your undergraduate/graduate institution to be sent to your prospective schools**  
Most require that is sent *directly* to them. There will be a small cost per transcript.
- **Polish your curriculum vitae (CV ) or resume**  
Check to see what your school/program prefers. Remember that these are different documents. See page 32 on how to write a CV.
- **Request letters of recommendation from your professional contacts**  
Usually 2-3 recommenders are required. Check to see if your school/program has specifications for their qualifications (i.e. faculty).  
Be sure to provide your recommenders with a copy of your statement of purpose and CV/ resume.
- **Double check the application requirements**  
Some schools/programs require other materials such as a writing sample, personal essays or portfolio.
- **Keep a record of all of your sent materials**
- **Fill out the FAFSA online and look into private loans, grants and fellowships**
- **Look to see if there are graduate assistant positions**  
This is a great opportunity to gain experience in your field and get paid while completing your program.

## Are You Career Ready?

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

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

### Critical Thinking/Problem Solving:

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

### Professionalism/Work Ethic:

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

### Oral/Written Communications:

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

### Information Technology:

Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.

### Teamwork/Collaboration:

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

### Global/Intercultural Fluency:

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

### Career Management:

Identify and articulate one's skills, strengths, knowledge and experiences relevant to the position desired and career goals and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities and understands how to self-advocate for opportunities in the workplace.

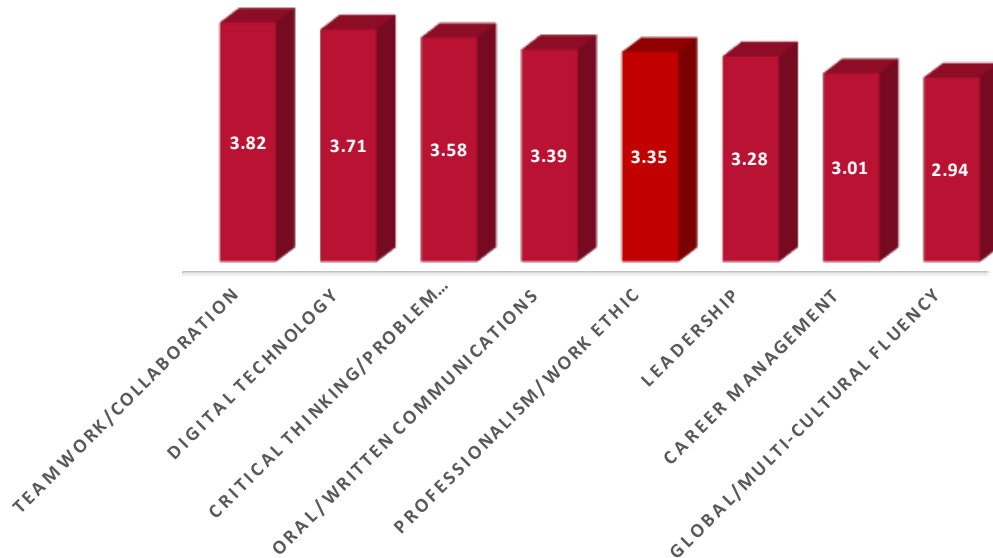
### Leadership:

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

## NACE Job Outlook 2017

**EIGHT CAREER READINESS COMPETENCIES \***

WEIGHTED AVERAGE RATING\*



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

**Business students contact:****Danielle Field, Program Manager**

danielle.field@wmich.edu

wmich.edu/business/academics/spurs



**Student  
Professional  
Readiness  
Series**

*Spurring success from college to career!*

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

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





## Skills Employers Want in College Graduates

Defined By NACE 2018

**L** EADERSHIP  
73%

**C** OMMUNICATION  
80%

**T** EAMWORK  
83%

**P** ROBLEM  
SOLVING  
83%

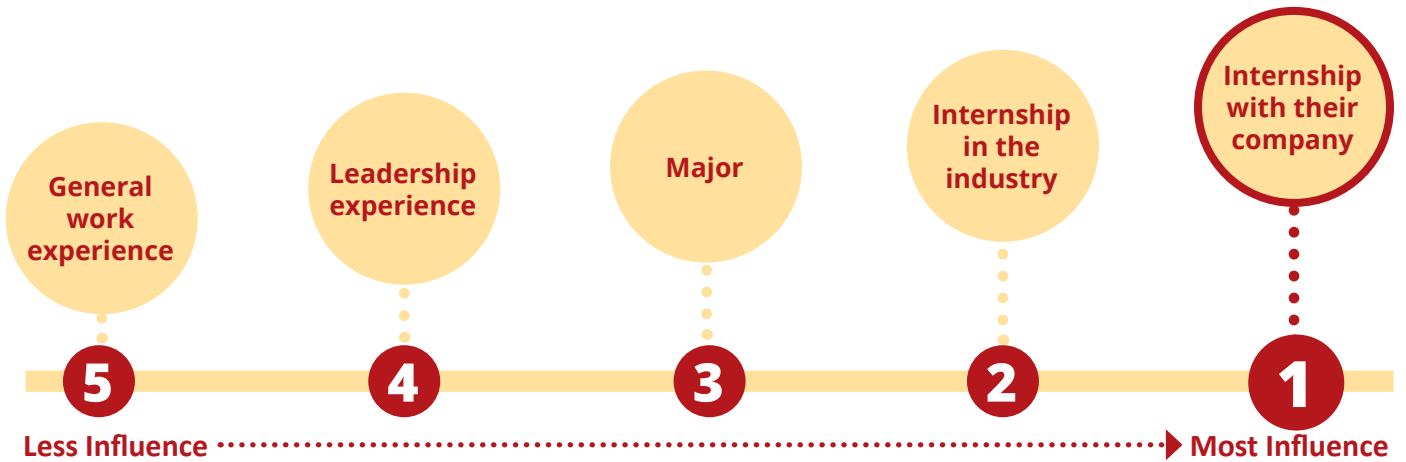
**W** ORK  
ETHIC  
68%

*Get inside  
the mind of a  
recruiter or  
employer!*

*Here is what they want to  
see on your resume!*

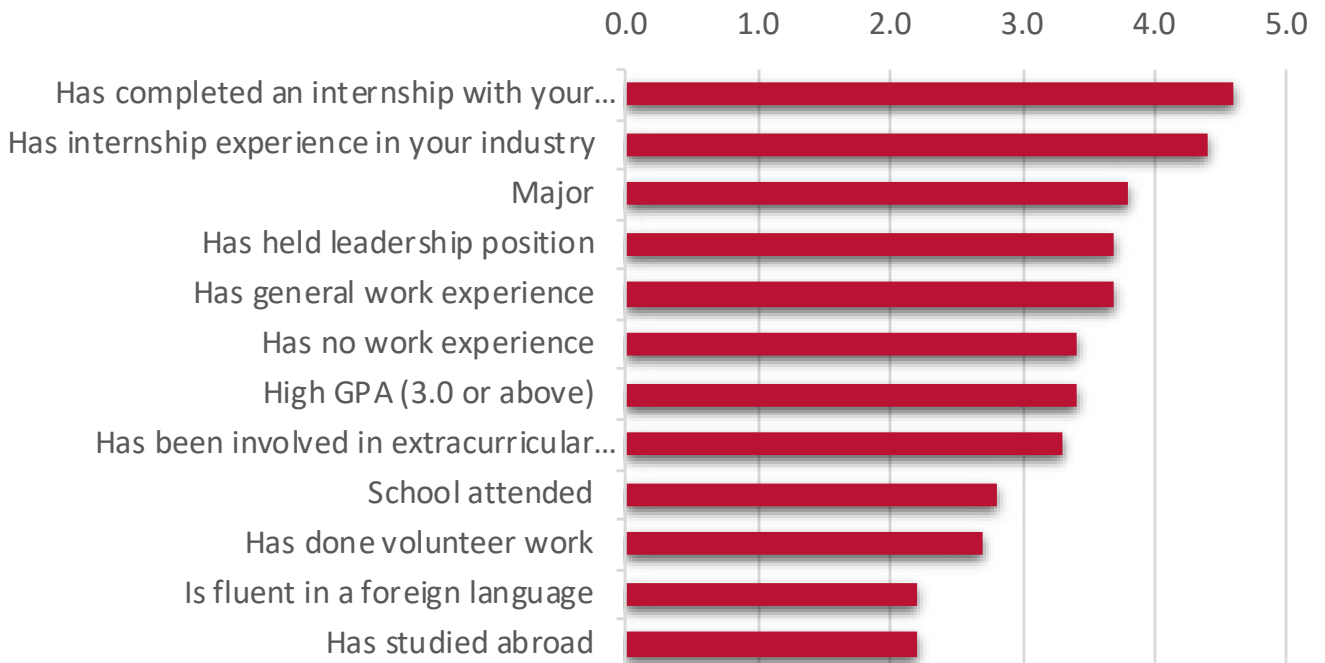
Attribute	% of Respondents
Problem-solving skills	82.90%
Ability to work in a team	82.90%
Communication skills (written)	80.30%
Leadership	72.60%
Strong work ethic	68.40%
Analytical/quantitative skills	67.50%
Communication skills (verbal)	67.50%
Initiative	67.50%
Detail-oriented	64.10%
Flexibility/adaptability	60.70%
Technical skills	59.80%
Interpersonal skills(relates well to others)	54.70%
Computer skills	48.70%
Organizational ability	48.70%
Strategic planning skills	39.30%
Creativity	29.10%
Friendly/outgoing personality	27.40%
Tactfulness	22.20%
Entrepreneurial skills/risk-taker	19.70%
Fluency in a foreign language	4.30%

## Top Five Attributes that Influence an Employer's Decision to Hire



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

### 2018 Average Influence of Attributes\*



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

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

# Standard Chronological Resume Format

One page is common although it varies by major and extent of experience.  
Print on resume paper for Career Fairs.

Suitable for Anyone

A summary or profile, as well as an objective, can be used to catch the reader's attention and give clarity to the kind of employment you are seeking. An objective that is customized to the job and employer is recommended.

## NAME

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

## OBJECTIVE, SUMMARY or PROFILE

Be specific and avoid cliché statements that lack substance. Inform the reader of what industry, field, or position you are interested in. Indicate what you can offer the employer related to the position you are applying for; skills, experiences, or personal characteristics that support your job objective - Not what the employer can offer you or what you want out of the job.

## EDUCATION

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

## RELEVANT COURSEWORK or ACADEMIC PROJECTS

- Course Name: Brief summary of skills gained, projects completed, research conducted, results and outcomes of case study experiences, presentations delivered, etc. The employer is interested in what you gained from this course so avoid inserting the course description or number here. Coursework should be applicable to the job.
- Project Team: Describe purpose of project, your role on the team, materials or methods used, outcomes, presentations, etc. Your teamwork and leadership skills can be highlighted here as well as content or consulting skills.

**Include:**  
Degree expected, graduation date, school name & location, major(s) & minor(s).

**Recommended:**  
GPA, if 3.0 or higher. Omit all high school data.

**Optional:**  
Academic honors (e.g., Lee Honors College), study abroad, WMU Signature, etc.

Adding a *Relevant Coursework* or *Academic Projects* section to your resume is a good way to highlight your skills and industry knowledge, especially when lacking related work experiences. This is an optional section that can be replaced with relevant work experience or leadership experience.

## EXPERIENCE

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

- Using action verbs, describe the scope of your responsibility. Avoid using, 'Responsibilities included...'
- Use verb phrases rather than full sentences; provide concise statements without unnecessary words.
- Identify what you did, why you did it and how/how well you did it; do not use "I" or "we" language in resume.
- Begin with an action followed by a purpose, or a problem resulting in action, concluding with the result, e.g., 'Provided high level of customer service by thoroughly answering product questions, ensuring satisfaction and return business' or 'Contributed to organizational stability by generating over \$10,000 in new revenues.'
- Provide examples of skills developed or enhanced, e.g., 'Gained valuable organizational skills by transforming a disorganized, inefficient filing system into an operation for easy retrieval and storage.'
- Provide quantitative information when possible: how many, how much, how often, etc. Quantitative information begins to create a picture for the reader .e.g., 'Supervised \_\_\_\_\_ cashiers,' 'Managed a cash drawer of up to \$\_\_\_\_\_',
- Describe the work environment or atmosphere, e.g., 'Excelled in fast-paced team-oriented work environment' or 'Worked

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

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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

## HONORS and ACTIVITIES

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

This section is optional and alternative headings include the following:  
Academic Achievements,  
Awards, Computer Skills,  
Volunteer Activities,  
Organizations, Professional Memberships, Travel, etc.

Be sure to include level of skill, type of involvement and/or dates of involvement.

List jobs in reverse chronological order; most recent experience is first.

If currently employed, describe in present tense.

If no longer employed in position, use past tense.

Section can be titled:  
Related Experience,  
Professional Experience,  
Work Experience,  
Internship Experience,  
Employment History,  
etc.

In most cases, it is best to have 3-5 bullet points that describe each job.

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

## Objectives, Summaries, Profiles and Branding Statements

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

### Objective

Objectives work best when you have minimal experience in the field (i.e. student or recent graduate), or your career goals are not obvious from your experience and education. Objective statements should be brief (2-3 lines), simple and specific. A recruiter is interested in what you can bring to the company.

*Some people do not use these at all - it is a personal choice.  
Don't use personal pronouns (I, me) and do not talk about your needs or desires. Focus on what you have to offer the employer.*

### Be specific and align with employer needs

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

### Consider the following two resume objectives...

Which tells the hiring manager more?

or

**A** "Seeking a position allowing me to utilize my knowledge and expertise in different areas."

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

### Branding Statement

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

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

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

*Energetic health services recruiter with the contacts, finesse with people and persistence to attract top talent.*

## Objectives, Summaries, Profiles and Branding Statements (con't.)

### Summary

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

*Four years of editing and writing experience for college and high school newspapers. Interned as an assistant account executive with copywriting responsibilities at a local advertising agency. Sold advertising space, managed advertising sales, promotion, production and circulation. Winner of the 2013 Western Michigan University Lawrence, Clara and Evelyn E. Burke Journalism Scholarship.*

### Profile

Profiles are best used for experienced candidates and graduate students. Profiles are opening statements packed with skills, personal attributes and often bullet several accomplishments and qualifications.

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

- *Redesigned an outpatient clinic that resulted in a 15% increase in productivity*
- *Led a project team to evaluate space utilization in a pharmacy that managed over 3,000 medications*
- *Utilized data, focus groups and process improvement teams to lead space utilization and process improvement initiatives with 12 food service employees*

MANY  
**MAJORS,**  
MANY  
**OPPORTUNITIES**

EXPLORE • DISCOVER • CONNECT

*Auto-Owners*  
INSURANCE

LIFE • HOME • CAR • BUSINESS

[www.auto-owners.com/career-center](http://www.auto-owners.com/career-center)



## Accomplishment Statements

### Identify Keywords and Phrases

- Analyze job postings for position-specific keywords
- Highlight the skills, personal qualities and knowledge required for the desired industry
- Use **O\*Net** [www.onetonline.org](http://www.onetonline.org) to identify additional competencies that employers desire

### Reflect on Experiences

- Brainstorm all the ways in which you have gained knowledge, skills and abilities desired by employers
- Remember that you don't need to get paid to gain from an experience. Think of all the skills you have acquired from work, volunteer activities and coursework

### Focus on Accomplishments

Think about your accomplishments using the **STAR** method:

#### **"S/T" – SITUATION/TASK**

- On what was the situation/task you were working? What factors contributed to a particular challenge, e.g., budget cuts, tight deadlines, new goals from management, etc.?

#### **"A" – ACTION**

- What steps did you take to address the challenge or solve the problem?

#### **"R" – RESULT**

- What was the outcome of your actions? Did the employer use your solution? Did you save time or money?

### Effective accomplishment statements:

- Specific examples of something you are proud of because you contributed to the employer's or team's success
- Start with an action verb and include results
- Tell the reader what you did, how you did it, or how well you did it
- Highlight actions that you performed using your strengths

### Examples of accomplishment statements:

- Spearheaded three-year strategic plan and annual fund development program to ensure long-term financial stability; secured \$10,000 grant from W.K. Kellogg Foundation for its launch
- Designed and created brochures and guidelines that were adapted by the organization to increase volunteer recruitment
- Collected and analyzed data and created comparative charts to assist units of local government in reviewing and revising a comprehensive plan for next decade
- Demonstrated knowledge of current products and pricing in order to assist customers and guarantee return business
- Trained six peer mentors to provide resume assistance to student externs

## Desirable Skills in the Workplace

When writing your resume, focus on the transferable skills you used to complete your work. This is particularly helpful when your responsibilities are not directly related to your future career.

Start your skill statement with an action verb and tell the reader **what** you did, **how** you did it and **why** you did it.

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

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

#### Example:

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

#### Technical/Job Specific Skills

- computer skills
- job or industry-specific knowledge & skills
- academic knowledge that prepared you for the career

Accurately **maintained termination files** of temporary employees in a **database** using attention to detail and accuracy.

#### Communication & Human Relation Skills

- leadership
- customer service
- listening
- rapport building
- public speaking
- conflict management
- writing
- coaching/training
- teamwork/team building

Utilized **professionalism and excellent communication skills** when interacting with customers on a daily basis.

#### Critical Thinking

- goal setting
- creativity
- data collection and analysis
- problem solving
- sound judgement
- time management
- organizational skills
- priority setting
- project management
- decision making

Managed multiple projects simultaneously using **time management and organization**.

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

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

## Use Your Words

### Keywords

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

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

### Action Verbs

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

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

#### COMMUNICATION

addressed	communicated	corresponded	edited	interacted	moderated	publicized	responded
advertised	composed	debated	encouraged	interpreted	motivated	reconciled	solicited
arbitrated	conferred	defined	enlisted	interviewed	negotiated	recruited	suggested
articulated	consulted	described	explained	involved	observed	referred	summarized
clarified	contacted	directed	expressed	listened	outlined	reinforced	synthesized
collaborated	conveyed	discussed	formulated	marketed	presented	reported	translated
		drafted	incorporated	mediated	proposed	resolved	wrote

#### CREATIVE THINKING & CREATIVITY

acted	composed	designed	displayed	evaluated	improved	introduced	revised
adapted	conceptualized	developed	drew	fashioned	initiated	invented	revitalized
began	created	directed	established	formulated	instituted	modified	shaped
combined	customized			illustrated	integrated	predicted	

#### FINANCIAL DATA

administered	appraised	budgeted	corrected	measured	programmed	researched
adjusted	assessed	calculated	determined	planned	projected	retrieved
allocated	audited	computed	developed	prepared	reconciled	
analyzed	balanced	conserved	estimated	processed	reduced	

## Use Your Words (con't.)

### HELPING & CUSTOMER SERVICE

adapted	assisted	contributed	facilitated	listened	provided	responded	supported
advocated	cared for	cooperated	familiarized	monitored	reconciled	retained	trained
aided	coached	counseled	guided	motivated	rehabilitated	scheduled	valued
answered	collaborated	demonstrated	helped	organized	represented	served	volunteered
arranged	communicated	encouraged	improved	prioritized	resolved		

### LEADERSHIP & MANAGEMENT

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

### ORGANIZATION & DETAILS

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

### RESEARCH & TECHNICAL

adapted	compared	determined	extracted	invented	printed	simulated
analyzed	computed	developed	formulated	investigated	programmed	solved
applied	conducted	devised	gathered	located	regulated	specialized
assembled	conserved	diagnosed	identified	maintained	repaired	standardized
authored	constructed	engineered	implemented	measured	replaced	studied
built	converted	evaluated	inspected	modified	researched	summarized
calculated	critiqued	examined	integrated	operated	restored	surveyed
clarified	designed	experimented	interpreted	organized	reviewed	systematized
collected	detected	explored	interviewed		searched	tested

### TEACHING

adapted	conducted	encouraged	guided	motivated	taught
advised	coordinated	evaluated	individualized	persuaded	tested
clarified	critiqued	explained	informed	set goals	trained
coached	developed	facilitated	instilled	simulated	transmitted
communicated	enabled	focused	instructed	stimulated	tutored

# Resume Before and After

Jane Smith

1234 Western Drive (123)-456-7891, your.email@wmich.edu

## Experience: Peer Educator

Jan 2016 – Present The Career Center, Kalamazoo Michigan

- Create flyers for career programs
- Speak with employers about career programs
- Worked with peer mentors

## Assistant Manager/Customer Service

April 2015 – Current Maggie Moos Ice Cream Treatery,

Rochester Hills, MI

- Train new employees
- Help customers with orders
- Responsibilities include: opening, closing, cleaning store, counting money, etc.

## Education: Western Michigan University, Haworth College of

Business, Kalamazoo MI, Gpa 2.90

2015 -2019

- Major: Sales and Business marketing
- Minor: Communications, General Business
- POhi Sigma Pi National Honor Fraternity, watching movies, spending time with family, music, swimming.

## References: References available upon request

JANE SMITH  
your.email@wmich.edu - (123)456-7891  
1234 Western Dr. - Kalamazoo, MI 49009

## Objective

Seeking a sales internship for the summer of 2019 to apply to my relationship building, follow up skills and sales support experience to contribute to the success of a motivated sales team.

## Education

Bachelor of Business Administration

Western Michigan University, Haworth College of Business

Major: Sales and Business Marketing

Minor: Communications, General Business

Kalamazoo, MI

Graduation: April 2019

GPA: 3.6/4.0

## Sales and Business Marketing Experience

Enterprise Rent-a-Car

Extern

Farmington Hills, MI

May 2018

- Participated in The Business Externship Program, a collegiate level job shadow in the Haworth College of Business at Western Michigan University
- Shadowed a sales manager during three sales calls and observed up-selling, negotiations, and superior customer service
- Learned the importance of relationship building and communication in prospecting and maintaining a client base

Access Medical, LLC

Sales and Business Marketing Intern

Kalamazoo, MI

May - August 2017

- Developed a sales and marketing plan initiative for 2014-15 using organization and project planning skills
- Designed a system enabling company to track unbilled revenue and receive revenue more quickly
- Participated in the accounts receivable process by making collections and procession invoices
- Established relationships with vendors to expedite payment of invoices.

## Work Experience

The Zhang Career Center, Haworth College of Business

Peer Educator

Kalamazoo, MI

January 2016-Present

- Design and distribute promotional flyers using Adobe In-Design and Adobe Photoshop
- Correspond with employers regarding program logistics which requires persistence and clear communication
- Developed and implemented a survey to determine initial interest in a peer mentor program
- Trained six peer mentors to provide resume assistance to student externs

Maggie Moo's Ice Cream and Treatery

Assistant Manager/Customer Service

April 2015 – Present

- Promoted to Assistant Manager as the result of a strong work ethic and ability to work with others
- Train new employees in store closing activities, product awareness, and cash register management
- Demonstrated knowledge of current products and pricing in order to assist customers and guarantee return business
- Utilize customer service skills when serving approximately 100 customers daily while tending to their needs and concerns

## Honors/Activities

Member, Business Externship Program Advisory Committee

Phi Sigma Pi National Honor Fraternity

May 2017 - Present

January 2016 – Present

## CV or Resume?

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

### Resumes

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

### Curricula Vitarum (CVs)

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

## What goes in to a CV

### 1) Who are you?

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

### 2) What have you done?

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

### 3) Incorporating skills

How many languages do you speak? What about computer programs?

### 4) You're the best!

Have others recognized you for the work you've done? Do you have any awards or honors that you've received for teaching? How about for service or work? Have you applied for and received any grants or scholarships? Those go here!.

### 5) Texts and talks

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

### 6) I'm in the club!

Are you a member of any professional organizations, guilds or clubs? These can also be CV worthy!

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

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

Resources: <https://theinterviewguys.com/cv-curriculum-vitae>



## Reference List Guidelines

Select three to five people who can provide support for your abilities, accomplishments, potential and performance. Possible references include:

- Who?** {
- past or present employers
  - faculty members
  - student organization advisors
  - supervisors of volunteer or service learning experience

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

### How?

- Include name, professional title, organization, complete address, phone number and email
- References are usually contacted by telephone and do not need write letters, unless asked
- List references in alphabetical order by last name. Repeat the same heading used on your resume, in the same font style, to present a uniform appearance throughout your application materials
- Consider adding a line identifying the reference's relationship to you, e.g., "Relationship: former supervisor"

### Example:

**Present Address:**  
Street address  
City, State zipcode

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

**Permanent Address:**  
Street address  
City, State zipcode

#### REFERENCES

Dr. Roger Caman, Ph.D.  
Associate Professor, Mathematics Department  
Street address  
Western Michigan University  
City, State zipcode  
phone number  
email@wmich.edu

Ms. Gina Drake  
Director, Volunteer Services – American Red Cross  
Street address  
City, State zipcode  
phone number  
email@gmail.com

Mr. Scott Vogel  
Supervisor, Information Systems – Ralston Foods  
Street address  
City, State zipcode

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



## COLLEGE OF EDUCATION AND HUMAN DEVELOPMENT

[wmich.edu/education/academics](http://wmich.edu/education/academics)

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## Thank You Notes

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

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

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

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

1. Send a thank-you e-mail or letter within 24 hours of your interview. Consider the company culture. Because recruiters travel extensively, e-mail may be the best route. A follow-up business letter sent through the post office is a nice touch.
2. Take time to take notes. Immediately following each interview, write down the information discussed while it's still fresh in your mind. If you are meeting with multiple people, find time to note each specific conversation. When you write your thank-you note(s), use this information to remind the interviewer of an idea or discussion that came up during your interview.
3. Who receives a thank-you note? Anyone who interviews you gets a note. The notes may only vary by a sentence or two—make sure you reference specific conversations.
4. Ask each interviewer for his or her business card. You'll walk away with important information. You'll have the recruiter's full name, spelled correctly, e-mail address, street address, and other contact information.

*Thank you notes should also be sent for informational interviews, job shadows and any other career development opportunities where you interact with employers, alumni, etc.*

### Structure of a Thank You letter

#### Introductory Paragraph

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

#### Middle Paragraph

- After an interview, re-emphasize your strongest qualifications by drawing attention to your skills, experience, or commitment to the position/organization
- After an informational interview, recall something you learned or gained
- Mention something specific you discussed with the individual

#### Concluding Paragraph

- Thank the employer for meeting with you
- Express your enthusiasm for the position/organization/experience
- Indicate which day you interviewed with the individual – they see many applicants
- Indicate the position you applied for – recruiters recruit for more than one position
- Provide your phone number and e-mail address

## E-mail Thank You Format

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

Dear Ms. Lis:

Thank you for the opportunity to interview for the Sales Management Trainee position with Enterprise Rent-A-Car on Monday, May 13, at Western Michigan University. Learning more about the position and company solidified my interest in becoming a part of the Enterprise team.

Knowing that Enterprise is ranked by Fortune magazine as “Top Five Best Real World Experiences in the US” is what initially drew me to your company. My interest in the company increased when I learned of your personal experience at Enterprise – it is great to hear about a company that invests in quality employees, such as you and promotes talent from within. I am confident my experience as the executive director of a student-run non-profit organization would assist me as I learn to run my own Enterprise branch. My ability to build rapport with customers using active listening and assertive communication will be a great benefit to the company when building a client base that guarantees return business.

I truly look forward to hearing from you about the opportunity to become a part of Enterprise Rent-A-Car. Should you have additional questions in the meantime, please feel free to contact me at (123)-456-7891 or your.email@wmich.edu. Thank you again for meeting with me and sharing your Enterprise story.

Sincerely,

Taliah R. Acevedo

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

Make certain that your contact information is complete and current

## Written Thank You Format

1234 Westnedge Ave.  
Kalamazoo, MI 49001

Monday, June 3, 2019

Ms. Devin Blake, Senior University Recruiter  
Stryker Corporation  
1234 Airview Blvd.  
Kalamazoo, MI 49002

Dear Ms. Blake:

Thank you for the opportunity to interview for the human resources internship last Friday on Western's campus. I enjoyed our conversation and learning more about Stryker. In particular, I was excited about the way that Stryker capitalizes on their employees' strengths. I was also impressed with the number of WMU alumni employed there, including you!

After learning more about the internship and the corporation specifically, I am confident that my education and work experience is an excellent fit for the requirements we discussed. My ability to effectively work in teams and develop and maintain positive and professional relationships with others, has been proven in my previous experiences. My interest in working for Stryker was strengthened as a result of the interview and I know I can make a significant contribution to your company.

Again, thank you for the interview and consideration. I am eager to have an opportunity to join the staff at Stryker Corporation and look forward to hearing from you soon. The best way to reach me is by email, youreemail@wmich.edu

Sincerely,

*Deymien Barrett*

Deymien Barrett

- When using letter format, print the letter and matching envelope on business stationary
- Use 1-inch side margins and make sure the body of the letter is centered within the page

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

Dear Ms. McVay,

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

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

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

Sincerely,

Ashley Ingalls





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**GENTEX**  
CORPORATION

## Handshake

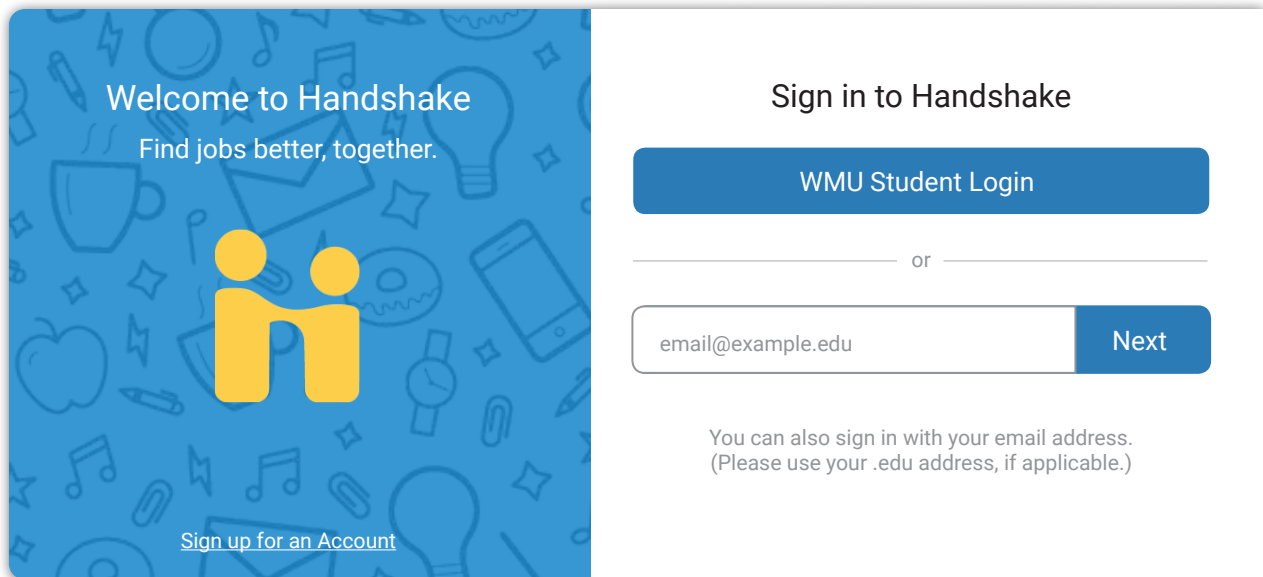
If you are an enrolled WMU student, your **Handshake** account should have been created automatically. To activate and create your profile follow these easy steps:

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


Once your account has been set up, you can:

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

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



The image shows a screenshot of the Handshake website. On the left, a blue banner with white text says "Welcome to Handshake" and "Find jobs better, together." Below this is a yellow LinkedIn-style logo. At the bottom of the banner, it says "Sign up for an Account". On the right, a white box titled "Sign in to Handshake" contains a blue button labeled "WMU Student Login". Below this is a horizontal line with "or" in the center. Underneath is a text input field containing "email@example.edu" and a blue button labeled "Next". Below the input field, it says "You can also sign in with your email address. (Please use your .edu address, if applicable.)"

 Handshake 2018

[Need Help?](#)



Download on the  
**App Store**

**Download the iOS App!**

Discover jobs on the go and respond to employers the moment they message you.

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

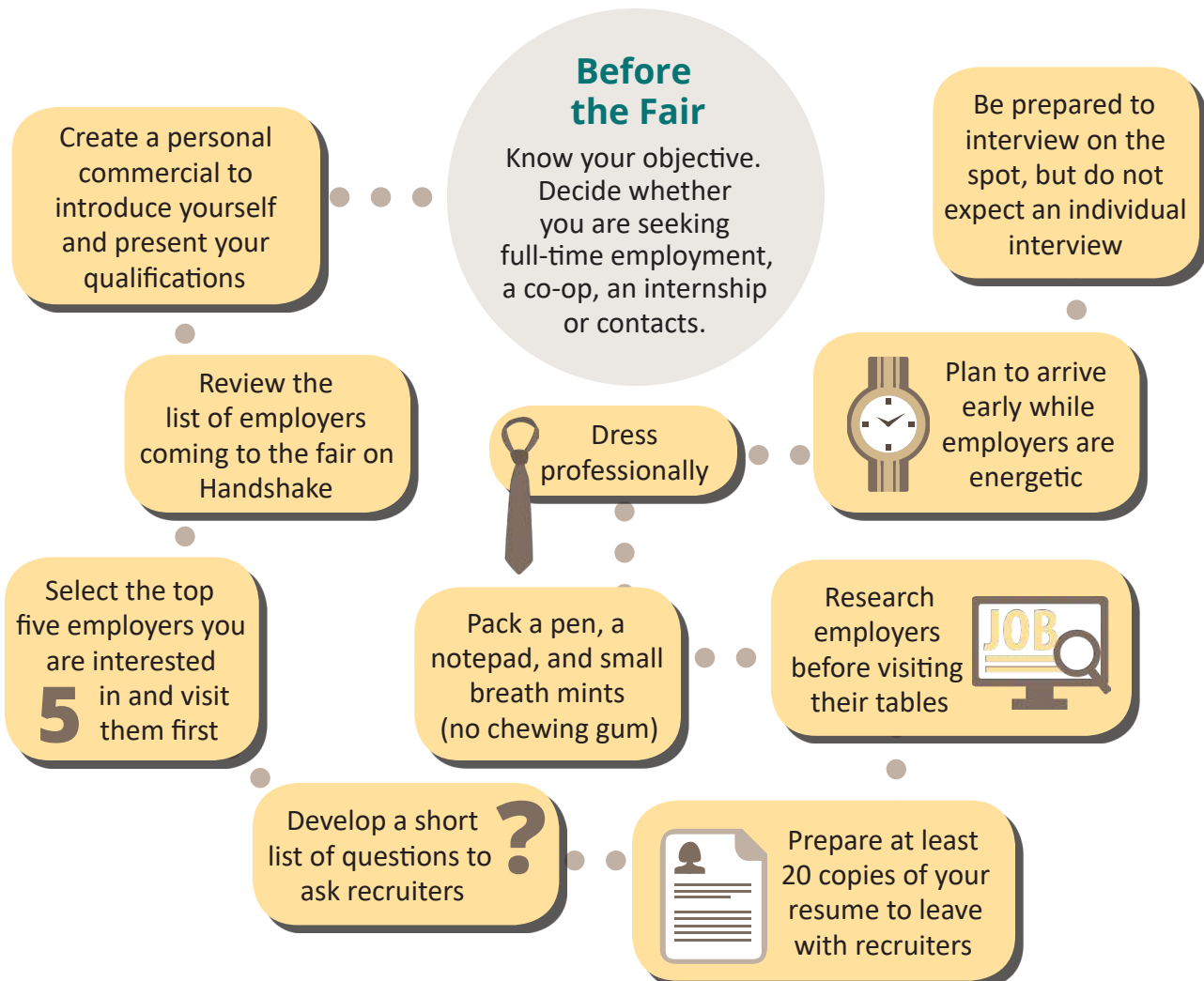


## Make the Most of Career Fairs

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

### Benefits of Attending a Career Fair


- Employers indicate that career fairs and on-campus interviewing are among the top five ways they find new hires.
- Learn about the variety of positions available to a student or college graduate.
- Talk to someone working in your field of interest.
- Gain networking and interviewing experience.
- Learn about internship and/or employment opportunities.
- Establish employment contacts and obtain referrals for job leads.
- Obtain employment, but not a job offer on that day .




## During the Fair

Immediately after speaking with employers that interest you, document what you have learned to follow up appropriately. Behave professionally, even in elevators, corridors, parking lots and restrooms as **you never know who is observing you!**

If you come with a friend, separate at the door and approach each employer by yourself


Be organized – carry copies of your resume in a professional portfolio 

Wait until the employer asks for your resume 


Avoid taking “freebies” until after your conversation

Maintain professional space and behavior when approaching the employer’s table

Thank the recruiter by name and ask the preferred way for you to follow up

Use good eye contact, a strong handshake, and body language that projects confidence 

Collect business cards and organizational literature 

Ask open-ended questions; avoid obvious questions or questions about salary/benefits 

Speak naturally – avoid presenting your personal commercial like a speech

## After the Fair

- Send a thank you letter or email if you have a high level of interest, but not necessarily to everyone you met.
- Follow up with a cover letter and resume to employers and be sure to mention you met their representative at WMU.
- File away the literature you have collected as it can be helpful later in writing cover letters or preparing for interviews.
- Improve your resume if you learned something that better reflects your qualifications or focus.
- Maintain contact with employers – perseverance pays off.



## Applicant Tracking Systems

Applicant Tracking Systems (ATS), or candidate management systems, are used to post job openings on an employer's website or job board, screen resumes, and generate interview requests to potential candidates by email. Most employers that recruit at WMU use a type of applicant tracking system. It is common in business, engineering, government, healthcare and even education.

### Most Employers Use Applicant Tracking Systems

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

- Research the company so you know the keywords, phrases and terms this organization uses. Make sure your answers include the language of this organization.
- Have all your documents ready so you can complete your application in one sitting.
- Give yourself enough time and privacy to read the questions carefully in order to complete the fields correctly.
- If given an area to add comments at the end of your application, do so. Don't leave it blank .
- Follow the instructions on the website and upload the documents requested. Be sure to submit exactly what is asked for (no more, no less) in the correct format; failure to follow instructions could cost you an interview.
- Write down the date and time you completed the application, including the login information you used so you can return to your application or follow up with the employer.
- After you've completed the online application, you can also contact the HR department or a representative of the company to ensure they know you have applied and that you are passionate about working there.

*"Always come prepared."*

Alyssa Boucher  
Quicken Loans

## WMU BUSINESS CONNECTION

The WMU Business Connection office serves as a "one-stop shop" for companies that want to engage with the university in various ways to help grow their business.

### RECRUIT

- Research Collaborations
- Access to Student Talent
- Grant Programs for Businesses
- Faculty Consultancies

### RESEARCH

### RESOURCES

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- Expertise Identification
- And Much More



Business Connection

www.wmich.edu/businessconnection



www.wmich.edu/BusinessConnection



twitter.com/WMUBizConnect

Lisa Garcia, Director

269-387-6004

lisa.garcia@wmich.edu

## Writing a Strong Cover Letter

Your cover letter introduces you to a prospective employer. It may be an email or in hard copy. Either way it creates your first impression and demonstrates your communication skill. While a cover letter may not always be required, it is a great way to explain to an employer why you are a good fit for the position.

### Cover Letter Content

#### Introductory Paragraph

- Catch the employer’s attention quickly by leading with a strong statement.
- Clearly express why you are writing.
- State how you learned of the organization and job opening.
- Express your interest in the organization and job.
- Identify any connection(s) you may have with the organization.

#### Middle (1-3 Paragraphs)

- Expand on the information in your resume.
- Identify one or two of your strongest qualifications and clearly explain how these skills apply to the job, for which you are applying.
- Refer to the job description, if applying to a specific position.
- Demonstrate that you have researched the organization.
- Explain how you are a good fit for the position and/or organization.

#### Concluding Paragraph

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

### Cover Letter Strategies

#### Address your cover letter to a specific person

Figure out who this person is and their title. If you cannot find the contact information, address the letter with “Dear Hiring Manager.”

#### Write your cover letter in the traditional business format

Customize each letter to the position by analyzing the job description and highlighting the experience, skills and education that the employer is seeking.

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

#### Demonstrate your industry and company knowledge through the use of industry-specific keywords

See the example on page 29.

#### Use a professional email account and be sure to title your attached resume using your name

i.e. Last Name\_Resume or First.Last\_Resume

#### Proofread, proofread and proofread!

Errors are unprofessional. Have someone else read your letter before you send it.

#### Use matching paper and fonts for the cover letter and resume if you are mailing or hand delivering

This shows continuity and professionalism.

## Customizing Your Cover Letter

### Internship Information

**Internship Name:** Access Medical Sales and Marketing Internship (Monroe Brown Foundation)

**Organization:** Access Medical, LLC

**Contact:** Bob Brown      **Email:** brown@accessmedicaldirect.com      **Phone:** 269.276.0068

P.O. Box 50986, Kalamazoo, MI 49005

**Website:** accessmedicaldirect.com

**General job functions the organization is usually hiring:** Marketing/HR

**Brief Description of Internship:** Access Medical is looking for an energetic intern candidate who is interested in learning the operations of a durable medical equipment company with a focus on sales and marketing.

**Required Experiences:** Must be self-motivated with a strong work ethic.

#### Qualifications:

**Schools:** Western Michigan University, Kalamazoo College, University of Michigan, Michigan State University

**Grade Level:** Four year college 3rd year, Four year college 4th year or more, Graduate School

**About Company:** Access Medical is a home Medical Equipment provider serving the greater Kalamazoo community. Our staff is trained and knowledgeable in a wide variety of home medical equipment and supplies, which allows us to meet our patient's needs. Access Medical strives to make a difference in peoples' lives and in the greater Kalamazoo community.

### Customized Cover Letter

Jane Smith  
1234 Western Dr.  
Kalamazoo, MI 49009

March 15, 2016

Bob Brown  
Professional Title  
Access Medical, LLC  
P.O. Box 50986  
Kalamazoo, MI 49005

Dear Mr. Brown:

I am a sales and business marketing major at Western Michigan University, and I learned of the internship at Access Medical through Jane Baker at the WMU Business Internship Panel. Based upon the qualifications listed in Handshake, I am writing to express my interest in the position. Access Medical's commitment to meeting the needs of patients and caregivers, along with my interest in sales, marketing and helping others, make a great combination that will benefit your company.

I pride myself on being a self-motivated individual in all areas of my life, especially when learning new things. For example, in order to learn more about my major, I was selected to be a part of the Business Externship Program, a collegiate level job shadow opportunity. I spent several days at Enterprise Rent-A-Car, learning the role of their sales managers and taking part in several client meetings and calls. I also pride myself on having a strong work ethic. This quality helped me receive two promotions to lead positions in my work at a local ice cream shop. I would utilize these qualities at Access Medical in order to learn the operations of a durable medical equipment company, and dedicate myself to the sales and marketing of your products.

I am confident that my professional and educational background, complemented by my strong work ethic and self-motivation, would be great assets to Access Medical. Although the attached resume outlines my accomplishments, a personal interview would be the only way to fully illustrate why I am an excellent fit for the position. Thank you for your time and consideration.

Sincerely,

*Jane Smith*

Jane Smith

## The Importance of Grammar

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

*"What could poor grammar and spelling mistakes say about me?"*

**Remember: it's all in the details**

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

*"This applicant may not be entirely truthful or qualified."*

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

*"This applicant is not very motivated to work for us."*

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

*"This applicant will probably overlook things like this in the future."*

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

### Tips for Good Grammar:

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

**Western Michigan University Writing Center**

1343 Ellsworth Hall  
(269) 387-4615

[wmich.edu/writingcenter](http://wmich.edu/writingcenter)

For Business Students:

**Haworth College of Business Communication Center**

3445 Schneider Hall  
(269) 387-6414

[wmich.edu/business/academics/communication](http://wmich.edu/business/academics/communication)



# Business Professional and Interview Attire

“... Business suits are still in when it comes to interviewing... Even though many companies have relaxed the internal company dress code, interviews still follow the conservative standard. **This is not a time to attempt to set a new trend...**”



## Matching two piece suit

- black, navy or dark grey
- slacks or skirt (knee-length)

## Long-sleeve shirt or blouse

- solid color
- white or pale hue
- pressed
- modest neckline

## Neck tie

- conservative hue/pattern
- reaches belt buckle

## Hosiery or socks

- skin tone, neutral
- no runs
- match to trouser

## Polished dress shoes

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

## Purse/briefcase/portfolio

- if needed, keep it small
- No backpacks



## Professional Personal Grooming



**Hair**  
clean, groomed  
out of eyes



**Facial Hair**  
none or  
closely trimmed



**Nails**  
clean and manicured  
neutral polish



**Tatoos/Facial Piercings**  
covered or removed



**Cosmetics**  
natural and  
complimentary



**Fragrance**  
little to none



**Jewelry**  
minimal and small



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

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

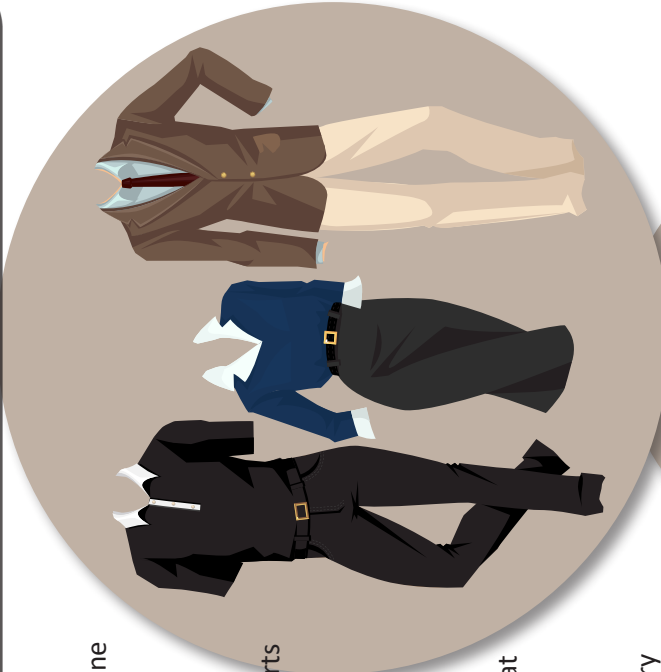
# Business Casual Attire

“Business casual is not a casual look. It’s a look meant for business purposes.

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

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

— Robert van Tongeren, Restart Your Style



## Slacks or skirt

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

## Shirt or blouse

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

## Jacket or sweater

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

## Shoes or boots

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

## Tie (optional)

- can be more colorful

## Workplace Dress Codes

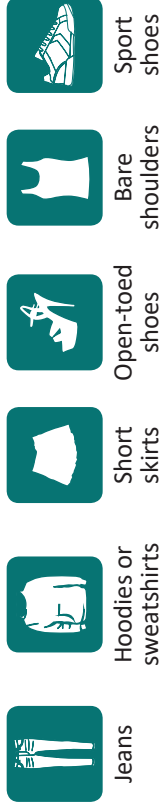
Generally speaking, employers have a right to establish employee dress and grooming guidelines during work hours if they are reasonable and serve a legitimate business purpose. Such purposes include:

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

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

Source: [www.hrc.org/resources/workplace-dress-codes-and-transgender-employees](http://www.hrc.org/resources/workplace-dress-codes-and-transgender-employees)

## Don’t make these professional wardrobe mistakes:



Source: [collegegrad.com/jobsearch/competitive-interview-prep/dressing-for-interview-success](http://collegegrad.com/jobsearch/competitive-interview-prep/dressing-for-interview-success)

## Prepare for your Interviews

Different employers interview in different ways. You may interview face-to-face with one person or several people (alone or in a group), over the phone or via Webcam (video online interviews). A first interview with a human resources representative is often used to pre-screen candidates to determine if they are qualified for the position. A second interview often takes place with a hiring manager and sometimes coworkers or supervisors for the position. This interview may include the same questions asked during pre-screening or more in-depth questions to define your fit for the position. You may also be asked to participate in a simulation or case study that allows you to demonstrate your problem-solving skills, or to make a presentation about yourself or a topic relevant to the job.

### Before the Interview

- Review the job description for clues about the questions you might be asked.
- Be prepared to demonstrate examples of your strengths, weaknesses, skills, and personal qualities as they relate to the position.
- Research the employer to better understand the culture and how you might fit in.
- Practice answering interview questions (see page 49 for information on **Big Interview**).
- Prepare your professional interview attire, copies of your resume, and references.
- Obtain details about the interview including location, directions, parking, and the names/job titles of interviewers.

Position applying for: \_\_\_\_\_

Company name: \_\_\_\_\_

Interview location address: \_\_\_\_\_

Contact person: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Company Research

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

- Industry, products, and services
- Company mission, values, and goals (company culture)
- Client base (who does the company sell to or provide services to)
- Company size and locations
- Recent history of expansions and/or mergers (including downsizing or restructuring)
- Year founded
- Major competitors

## Prepare for your Interviews (con't.)

### Position Analysis

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

### Bring a few good questions

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

### Behavioral Questions

Past performance predicts future performance. Behavioral questions probe for specific examples (brief stories) about your experiences.

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

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

**Situation** – Describe the situation.

**Task** – Describe task associated with the situation.

**Action** – Describe what you did.

- What steps or actions did you take?

**Result** – Describe the result, reason or outcome for your task.

- How did it turn out?
- What did you learn?

*Be careful not to slip into storytelling mode. Most of your response should be spent discussing your action and the result, not setting up the story background. Analyze the job description to determine key skills and personality attributes that the job will require.*



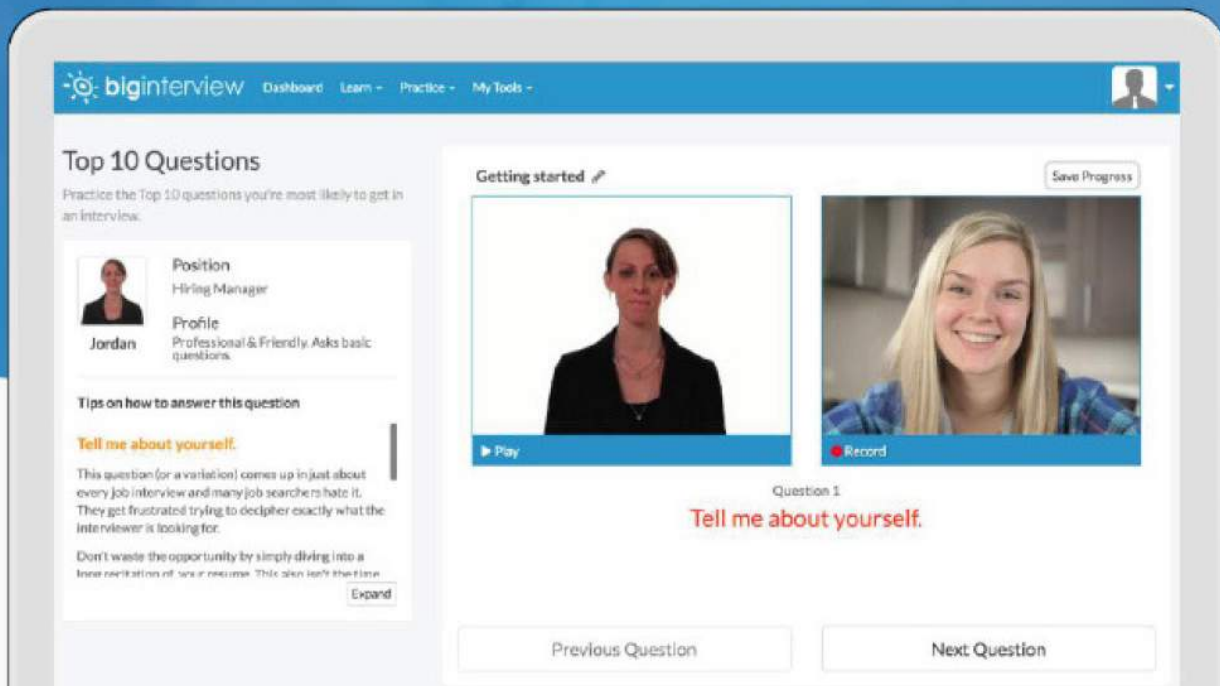
**Quicken Loans®**

QLCareers.com



## Simple Software for Better Interview Skills

Big Interview gives you both “FAST TRACK” and “MASTERY TRACK” systems of lessons and virtual interview practice - to get you ready...fast. Big Interview also teaches you how to get inside the head of any interviewer and prove that you’re the candidate they’re looking for.



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

STEP 1: Go to [wmich.biginterview.com](http://wmich.biginterview.com) and click "Register".

STEP 2: Complete registration process

STEP 3: You'll then receive a confirmation email at your WMU email address. Click "Verify" in the email, and you'll be able to start using Big Interview.



### Learn

Find out exactly what interviewers are looking for and learn how to anticipate and properly answer the toughest questions.



### Practice

Once your answers are planned and refined, use our Practice tool to make your delivery confident and natural.



### Analyze

Use our built-in feedback tools to get objective analysis on your progress from mentors, professors, coaches, or friends.

Big Interview is available to alumni as well! Contact:

Career and Student Employment Services (269) 387-2475 or the Zhang Career Center (269) 387-2711 for registration information.



## The STAR Method

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

### **S**ituation

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

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

### **T**ask

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

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

### **A**ction

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

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

### **R**esult

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

#### **Employer Question:**

*"Tell us about a time when you influenced the outcome of a project by taking a leadership role."*

#### **SITUATION EXAMPLE:**

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

#### **TASK EXAMPLE:**

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

#### **ACTION EXAMPLE:**

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

#### **RESULT EXAMPLE:**

"After our one-on-one conversation, the group agreed to redistribute the tasks of the project. Once this was done, everyone fell into their roles nicely. We finished the project ahead of schedule and received exceptional feedback from our professor."



## The STAR Method (con't)

### Example using the STAR technique:

#### Employer Question:

*"Tell me about a time when you took on a task that was not assigned to you."*

**SITUATION/TASK:** *Last month I noticed that the employee bulletin board where I work had outdated notices posted. Employees had stopped reading it and began missing important announcements.*

**ACTION:** *I worked with two of my coworkers and set up a calendar and recruited everyone in the office to sign up for a month to keep the board cleared of old announcements and posted with current event and benefit information. We then sent an email to all employees letting them know what kinds of updated information they could find there.*

**RESULT:** *Because of the up-to-date information, communication within the office improved and we saw an increase in productivity.*

### Examples of Behavioral Questions

#### ADAPTABILITY/FLEXIBILITY

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

Describe your personal qualities that helped you in being flexible while working with different types of people.

#### INNOVATION/CREATIVITY

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

Describe your thought process and how this may have differed from your peers.

#### COMMUNICATION

1. "Give me a specific example of when you had to handle an irate customer."
2. "Tell me about a time in which you had to use your written communication skills in order to get a point across."

Describe a miscommunication you had with someone and how you corrected or resolved the issue.

## The STAR Method (con't)

### DECISION MAKING

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

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

### INITIATIVE

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

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

### ORGANIZATION/TIME-MANAGEMENT

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

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

### STRENGTHS/WEAKNESSES

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

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

### TEAMWORK

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

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

## Negative and Illegal Interview Questions

### Negatively Phrased or Pressure Questions

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

### Illegal Questions

Most interviewers are knowledgeable and highly trained in the skill of interviewing. On occasion, however, illegal or inappropriate questions may be asked naively or in an effort to build personal rapport with you. Interviewers should not ask about your origin/ethnicity, race, age, weight, marital status, disability, religion, gender, or sexual orientation, unless it is required to fulfill the job.

### Answering Negative and Illegal Questions

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

#### Examples of negatively phrased questions:

**“What do you like least about your job?”**

*My current job requires that I enter our vendor address, phone, and contact name changes into the vendor database. When talking on the phone with vendors, I used to jot down changes in my planner. At the end of the week, I had two or three hours of straight data entry to do. It was hard to discipline myself to keep it caught up. So, instead, when a vendor calls, I ask them if they would wait for just a moment while I pull up their record. I input changes while we are talking instead of saving them. I no longer dread the data entry because I feel on top of it.*

**“So, you have no experience with SAP?”**

*In my internship, the inventory system was set up using XYZ. I was responsible for entering price and quantity data that was used in calculating net sales each month. The calculations were used for decision making and effective management of inventory control. My information management skills are strong and, with some training, I am confident I can learn this system quickly.*

## Negative and Illegal Interview Questions (con't.)

### Examples of illegal questions:

**“How old are you?”**

**“You look young; has that ever been a problem for you?”**

*“I prepare for my meetings and follow through on my commitments, which has helped me build good working relationships with my co-workers and supervisors. I think my dependability and maturity helps me to perform as well as people with more experience.”*

**“Where were you born?”**

**“Where are you from? “**

**“Do you have U.S. Citizenship?”**

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

**“Are you married?”**

**“Is your partner willing to relocate?”**

*“I am excited about the opportunity to begin my career in the Chicago area. Yes, we are available to relocate to Chicago, and I can begin employment on or shortly after June 15th. Does that work?”*

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If you are looking to help others and work in a fast-paced, inclusive environment, you'll find yourself at home here. We're eager to review candidates of all backgrounds and levels of experience.



## During the Interview

### Creating the Right Image:

- Arrive 10-15 minutes early
- Turn off your cell phone or leave it in the car
- If needed, use mints – not chewing gum
- Be courteous and friendly to **everyone** you meet
- Shake hands firmly
- Maintain eye contact
- Wait for an invitation to be seated
- Listen actively
- Speak in a clear, moderate voice
- Do not criticize past employers or coworkers (always be positive)
- Demonstrate enthusiasm and interest
- Ask for business cards

### Questions About Your Strengths/Goals:

You can prepare for this type of question by doing a self-assessment of your values, interests, skills and personality characteristics, and by researching the employer.

- What have you learned from some of your previous jobs?
- Why did you choose your major/WMU?
- Where do you see yourself in five years?
- What would be your ideal position?
- How can you contribute to our organization?
- How do you interact best with your supervisors?
- How much independence or flexibility do you like?
- How do you define success?
- What are your expectations of your future employer?
- What interests you about this position and our organization?
- How have your educational and work experiences prepared you for this position?

#### NO CELL PHONES!

- Turn your cell phone off and put it away
- Give your interviewer your full attention



### Questions About Your Weaknesses:

Employers want to learn about your strengths and weaknesses. The goal is to describe weaknesses as things you are aware of and working on. Show the interviewer you are a positive, proactive person, who learns from mistakes and takes responsibility for your own learning and errors.

- Using a strength of yours, describe the strategies you use to avoid “overusing” your strength to the point of it becoming a “weakness”.
- Describe the undesirable outcome you experienced (without blaming others) and end your story with a summary of what you learned from the experience or what you would do differently next time.
- Describe a limitation or least favorite part of the job. Make sure this is not something that is critical to perform competently in the job for which you are applying.
- Cite a weakness that you are working to correct and provide concrete examples of what you are doing to fix the problem, the progress you have made, and how these improvements will help the employer.
- Cite a learning objective. After reviewing the job description, you may discover that part of the job requires more skill and experience than you now have. Rather than assuming the potential employer will not notice this weakness, develop a strategy to compensate for it.

### Asking Questions:

- Your questions are a good indicator of your true interest and commitment to the position and the company.
- Refer to the prepared list of questions based on your research (see Interview Preparation Worksheet, page 47) and ask at least one question about the information given to you during the interview.
- Don't ask questions to which you can easily find answers.
- The interviewer may ask if you have any additional questions. If you have no other questions, don't try to make one up; instead, reiterate your fit for the position and the organization.

### Questions you can ask:

*What orientation and training program is provided for new hires?*

*What are the major projects the person in the position will be working on in the first six months?*

*I read that you are planning a warehouse expansion. How will the expansion affect the work of the materials handling department?*

*What is the evaluation process for this internship?*

*I don't have additional questions right now, and I'd like you to know that I think this position is a good fit for my skills and my desire to work for XYZ Company. Is there anything else you'd like me to know today that I have not asked about?*

*What are the next steps in the process?*

### Closing the Interview:

- Leave a final positive impression of yourself.
- Make eye contact, shake hands and thank the interviewer(s).
- **Indicate that you would like the job.**
- Ask for business cards from the people you met, if unavailable, write down their names .
- Call human resources to confirm spelling and get addresses/emails.
- Make some notes to yourself immediately after the interview about each interviewer's comments. This will help you write thank you notes and reflect on your impression of the organization .
- Write down the interview questions that were difficult for you to answer. Try to determine why the employer was asking the question and what attributes or experience they were looking for .
- Send thank you notes to all interviewers within 24 hours, expressing appreciation and enthusiasm, reemphasizing your fit for the position and commenting on something you learned about the organization .
- If you accept another offer, call other employers where you interviewed and withdraw your application.

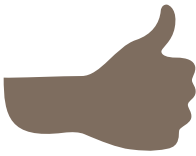
*Ms. Smith, it's been a pleasure interviewing with you, and I look forward to hearing from you next week.*

*Thank you for meeting with me today to discuss the ABC position with XYZ Company. I am very interested in this position.*

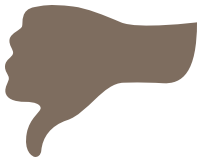


## Accepting and Declining Offers

### Accepting an Offer



- Accept offers in good faith.
- Confirm and accept the job, verify logistics such as starting date and completion of paperwork.
- Express excitement for the new position and appreciation for the opportunity.
- Thank and notify all other employers for which you are a candidate, that you have accepted a position.



### Declining an Offer

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

### Email Example

Dear Mr. Sandusky:

This letter is to confirm my acceptance of your employment offer on March 8, and to tell you how delighted I am to be joining Keys Regional Industries' St. Joseph location. The duties are exactly what I have prepared to perform and have hoped to do. I feel confident that I can make a significant contribution to the company, and am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:00 a.m. on April 30 and will have completed the medical examination and drug testing by the start date. All employment and benefits forms for the new employee orientation will be filled out by then, as well.

I look forward to working with you and your team. Your confidence in me is appreciated and I am very happy to be joining the staff.

Sincerely,  
Mohan Khan

### Phone Script

Good Morning \_\_\_\_\_. This is \_\_\_\_\_ from Western Michigan University. I interviewed with you last Thursday for an internship. I am calling to thank you for offering me the position. It was really considerate of you to discuss the details with me and give me time to consider your offer.

After carefully weighing all the factors, my decision is that I will not accept the position with your company. While grateful for the offer, I have been offered a position in (a geographic location), which is a better fit for me personally.

Thank you for the courtesy and the opportunity. It was a pleasure meeting you and your staff and learning more about the company.

## Negotiating Job Offers

Negotiation begins after you have been offered the job. Preparation is key when you reach this stage. Below are some tips to help you prepare for the opportunity to negotiate. Don't accept an offer without negotiating at least one aspect of the position; it will show that you have confidence and respect in your new position.

### DOs and DON'Ts

1. When completing a job application, don't give a specific figure for "desired salary" - instead, you can use one of the following: **Open, Competitive or Negotiable.**
2. Do your research on the job market and the cost of living in the community where the job is located. Try the Internet resources listed below.
3. Be aware of your strengths and achievements and know how they bring value to this position and this employer.
4. Prepare your rationale for your negotiation; cost of moving, purchase of a vehicle, etc. Have a goal in mind when you begin your negotiations.
5. Don't inflate your current earnings just to get a higher salary offer, it is not worth lying.
6. Look at the entire compensation package. Don't focus just on salary; consider other benefits and how they add to the quality of your life.
7. Try to negotiate things you value; another vacation day, a gym membership, flexible work hours, etc.
8. Don't enter salary negotiations as part of an ego trip or part of a game.
9. Get the job and salary offer in writing or email to confirm a phone or face to face discussion.
10. Don't continue to interview after accepting a job. Likewise, don't accept multiple job offers thinking you can accept the one with the highest salary and just withdraw from the others. This behavior is not ethical and will eventually catch up with you.

### Internet Salary and Cost of Living Calculators

Salary Negotiation and Job Offer Tutorial: [quintcareers.com/job-offer-tutorials](http://quintcareers.com/job-offer-tutorials)

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

Salary Wizard: [swz.salary.com](http://swz.salary.com)

Salary Center: [monster.salary.com](http://monster.salary.com)

For New College Graduates (NACELink): [nacweb.org/research/salary\\_survey](http://nacweb.org/research/salary_survey)

Council for Community and Economic Research, Cost of Living Index : [coli.org](http://coli.org)

Start Smart Salary negotiation Workshops: [wageproject.org/files/wage.php](http://wageproject.org/files/wage.php)

## Applying to Government Internships and Jobs

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

### Best Practices:

- Consider using this website: [gogovernment.org/](http://gogovernment.org/). to get the overview of working in the federal government, including benefits, tips on how to find the right fit for your skills/interests, the ability to browse opportunities by agency or field, and great application tips.
- Narrow down your search. Select a GS grade level in order to make an easy match between your skills and the position. Refine your search by work schedule or type, (internship options vs full-time work) and location.
- Create an account on **USAJOBS** to save job searches, apply to jobs, search and upload/manage five customized resumes.
- Apply to positions for which you are qualified. You must meet the minimum requirements of the internship/job, so only apply if you meet them all.
- Complete the applications in full. This means write out full sentences, use proper grammar, write multi-page, narrative resumes customized to the position, include your references and writing samples per the job posting. Anything not completed will prevent you from moving forward in the process. Consider keeping everything you need for applying in a Word document and allowing at least two people to check for errors in advance.

#### Federal Grade levels (GS):

##### **GS-3 or GS-4:**

Typically internships or student jobs

##### **GS-5 to GS-7:**

Most entry-level positions

##### **GS-8 to GS-12:**

Mid-level positions

##### **GS-13 to GS-15:**

Top-level supervisory positions

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

Lindsay Cekola  
Imperial Beverage

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

## The Academic Job Search

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

### Required professional documents

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

### Define your search

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

### Track your applications

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

### Sources for Academic Positions

Chronicle of Higher Education: [chroniclevitae.com](http://chroniclevitae.com)

Higher Ed Jobs: [higheredjobs.com](http://higheredjobs.com)

Academic 360: [academic360.com](http://academic360.com)

Education Week: [edweek.org](http://edweek.org)

Academic Position Network: [apnjobs.com/index.html](http://apnjobs.com/index.html)

Academic Careers Online: [academiccareers.com](http://academiccareers.com)

Compilations of U.S. college and university sites: [talk.collegeconfidential.com/alphabetical-list-colleges](http://talk.collegeconfidential.com/alphabetical-list-colleges)  
Conferences, Newsletters and Scholarly Journals

## Timeline for the Academic Job Search

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

### Summer

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

### Fall

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

### Spring

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

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

## Graduate Job Search Beyond Academia

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

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



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

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

### Resume vs. Curriculum Vitae (CV)

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

### Consider some of these career options:

- Higher education administration - teaching/writing/learning centers, research and public affairs, student and academic affairs
- Consulting or independent work
- Foundations and nonprofits
- Publishing –academic, textbooks, and non-academic
- Cultural and historical organizations – museums and institutes
- U.S. federal government
- Professional research
- International development
- Entrepreneurship



# Playing Fair: Your Rights and Responsibilities as a Job Seeker

*by the NACE Principles for Professional Practice Committee*

Choosing and attaining meaningful post-graduation employment is an important challenge for college students. To aid this process, your career center and employers develop connections and programs, such as on-campus recruiting, resume referral services, and job fairs, in which you and your fellow students are active participants. In order for this process to be successful, everyone involved must work together.

**NACE's Principles for Professional Practice** provides guidelines for that process in order to guarantee:

- that students can openly, freely, and objectively select employment opportunities, making these choices based on their assessment of the best use of their abilities, their personal goals, and other pertinent facts,
- a recruitment process that is fair and equitable to students and employers alike,
- support for informed and responsible decision making by students

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

### 1. Confidentiality

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

### 2. Freedom of choice

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

### 3. Access to all services and events

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

### 4. Access to career information

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

### 5. Testing information

Career staffs should inform you of the availability of testing, the purpose of the tests, and the disclosure policies regarding test results.

# Playing Fair: Your Rights and Responsibilities as a Job Seeker (con't.)

## ...And From Employers

### 1. Confidentiality

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

### 2. Accurate information

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

### 3. Freedom from undue pressure

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

### 4. Timely communication

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

### 5. Fair treatment

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

### 6. Testing information

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

### 7. Nondiscrimination

Employers are expected to avoid discrimination in their recruitment activities and to follow equal employment opportunity and affirmative action principles.



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## Playing Fair: (con't)

### What's Your Part in This?

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

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

#### 2. Be honest

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

#### 3. Interview genuinely

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

#### 4. Adhere to schedules

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

#### 5. Don't keep employers hanging

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

#### 6. Accept a job offer in good faith

When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer.



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## Playing Fair: (con't)

### 7. Withdraw from recruiting when your job search is completed

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

### 8. Claim fair reimbursement

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

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

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

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## Career Management

Career management is a lifelong task. The career planning you do is an investment in your own well being. The more you check in on your career and plan future goals, the more you will come to enjoy your work. The hallmarks of career management include building and maintaining your professional networks, continuing to stay educated and competent in your field and managing your resume, references and other employment documents.

You may want to employ a career coach, a life coach or other professionals at various stages of your career management to ensure you are doing all you can to position yourself professionally. Consider asking people you respect to mentor you through the stages of your career. Most people have more than one mentor. Offer yourself as a mentor too; you will be able to help others and reflect on your own decisions.

### Career management in a few key steps:

1. Maintain and update your resume or CV every six months. You will be amazed at what can change and at what you have accomplished.
2. Volunteer in your community; choose projects or programs you care about that fit your values and skills. Choose organizations that will introduce you to people you may otherwise not meet.
3. Talk to your support system about your career plans, check in with mentors and those whose opinion you value.
4. Read about your profession, new developments and leaders in your field.
5. Join professional organizations that are specific to your industry. Network with others in your field, attend conferences and workshops and share best practices.
6. Remain open to new ways in which to work and meet other people. Engaging in your hobbies and interests may provide opportunities that you never anticipated.



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## Your First Job

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

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

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

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

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

## Build a Professional Network

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

1.  **Research**  
 If you know you are about to speak with a potential employer, have something relevant to talk about. Build your knowledge of the organization you would like to work for before you make that critical first impression.
2.  **Attend Career Events**  
 Whether a social event is organized by your college or the community where you live, you can use this as an excellent opportunity for connecting with influential people.
3.  **Connect via Social Media**  
 Use social networking platforms to connect with influential people online. Participate in online conversations on social media websites like LinkedIn, Facebook and Twitter. Get in touch with employers, industry experts, recruiters, passionate people, and others.
4.  **Meet as Many People as You Can**  
 While you are studying in college, you should never hesitate to meet with as many people as possible. Introduce yourself to faculty, staff and other students. You never know who you will meet by regularly interacting with a wide variety of people.
5.  **Never Lead with your Need**  
 A proper conversation never revolves around one person. You may need an internship or a job, but that need will not qualify you for one. A professional exchange of appropriate information, however, can lead to new opportunities. Remember step #1?
6.  **Listen**  
 If you want to expand your network and benefit from it too, you need to become an active listener. Listening is a great skill, which you can use to attract a lot of people. So, do not just speak. Let other people share their point of view.
7.  **Follow Up**  
 Before you finish networking, remember to ask for that individual's contact information. Try to follow up with your new contacts within 48 hours via email.

## Social Media Management Across Platforms



### Protect Yourself

Keep your privacy settings up on personal accounts. If your name on social media is your real one, be aware that you are searchable and ensure that the content you post will be used to form a picture of your character. Recruiters will look to find inappropriate video content, language, situations and complaints. Ensure that you are positive in your posts about classes, work, coworkers, etc. You may opt to use an alias or disable your personal accounts when job searching.

### Connect with Others

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

### Check out Opportunities

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

### Network for your Future

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

*“Always make sure to do your research about the company before your interview and come prepared to ask questions.”*

Lisa Garcia

WMU Business Connect

## Connect Professionally through Social Media



### Facebook

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

### Instagram

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

### LinkedIn

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

### Twitter

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



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# Building a Great Student Profile

Showcase your experience and professional interests on LinkedIn!



# 1

## Write an informative profile headline.

Your headline is a short, memorable professional slogan. For example, "Honors student seeking marketing position." Check out the profiles of students and recent alumni you admire for ideas.

# 2

## Pick an appropriate photo.

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



# 3

## Show off your education.

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

# 4

## Develop a professional Summary.

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

# 5

## Fill "Skills & Expertise" with keywords.

This section is the place to include keywords and phrases that recruiters search for. Find relevant ones in job listings that appeal to you and profiles of people who have the kinds of roles you want.



# 6

## Update your status regularly.

Posting updates helps you stay on your network's radar and build your professional image. Mention your projects, professional books or articles, or events you're attending. Many recruiters read your feed!



# 7

## Show your connectedness.

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



# 8

## Collect diverse recommendations.

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

# 9

## Claim your unique LinkedIn URL.

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



# 10

## Share your work.

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



## Get a Great Profile.

Get going at [www.linkedin.com](http://www.linkedin.com)



## Generational Differences in the Workplace

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



### *Do's*

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

"Everyone you meet knows something you don't."

Bill Nye

### *Don'ts*

- Stereotype (e.g., judging your colleagues' capabilities by what they wear) or ridicule or make derogatory remarks like "dinosaur," "bureaucrat," "slacker" or "kid."
- Assume every member of any given generation thinks or behaves exactly alike.

## Generational Differences in the Workplace (con't.)

### Working with Baby Boomers (1943-1960)

**Motto:** Anything is possible.

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

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

**Tips:**

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

### Working with Generation Y (1982-2002)

**Motto:** Technology Rules!

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

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

**Tips:**

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

### Working with Generation X (1961-1981)

**Motto:** Work-Life Balance

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

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

**Tips:**

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

### Generation Z (2003-2023)

*No one knows!*

**Predictions:**

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

**ALEX HARRISON**

1234 Howard St., Kalamazoo, MI 49006 [alex.e.harrison@wmich.edu](mailto:alex.e.harrison@wmich.edu), (269) 123-4567

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

**Education****Bachelor of Arts in English**

Western Michigan University, Kalamazoo, MI  
Minor: Dance and Theater

**WMU Signature: Civic Engagement**

**Expected Graduated: April 2020**

3.59/4.00 GPA

**Charles University, Prague, Czech Republic**

Study Abroad in Historic English Literature

*July-August 2017*

4.00/4.00 GPA

**Training and Certifications****Coursera Conflict Resolution Course**

*January 2016-March 2016*

- Strengthened ability to listen and deploy appropriate communication tactics for positive resolution.
- Created conflict management plans during case studies and role-playing exercises.

**Experience****Community Organizer**

Building Blocks, Kalamazoo, MI

*May 2018-present*

- Facilitate neighborhood dialogues within economically and racially diverse communities regarding home improvements, street improvements and overall beautification.
- Address needs by connecting neighbors to resources including funding options, training classes, and home centers.
- Recognize that home improvement work is a catalyst for greater neighborhood teambuilding.
- Use conflict management skills to mediate neighbors' contrasting priorities.

**Leader - International Student Program**

Western Michigan University, Kalamazoo, MI

*Summer 2016*

- Headed registration for incoming Western Michigan University international students.
- Instructed international students on the rules and regulations of WMU's campus to ensure their safety and comfort.
- Planned enthusiastic tours, providing emotional support, resources and advice.

**Communication Intern**

Chamber of Commerce, Kalamazoo, MI

*September 2015-April 2016*

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

**Jaime L. Park**

[jaime.l.park@wmich.edu](mailto:jaime.l.park@wmich.edu) (269) 555-1234

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

**EDUCATION****Bachelor of Arts in Organizational Communication and Sociology**

Western Michigan University, Kalamazoo, MI

April 2016

GPA: 3.5/4.0

- Vice President of PFO, Public Relations Student Organization

**RELEVANT COURSEWORK**

Professional Training and Development

Communication and Community Engagement

Leadership Communication

Public Speaking

Group Problem Solving

Global Media Literacy

**COMPUTER SKILLS**

Publisher, Photoshop, InDesign, Illustrator, Microsoft Office

**WORK EXPERIENCE**

Cashier, Costco Wholesale, Oshtemo, MI

August 2014-Present

- Consistently lead the front end in membership upgrades as a part time employee.
- Solicited executive memberships, excellent member service, and quality products.
- Strengthened teamwork skills by assisting other cashiers with membership upgrades.

**Outside Marketer**

- Set up onsite canvases and promoted "best valued memberships" for store's pre-opening.
- Marketed executive memberships and American Express credit cards.

Cart Crew, Costco Wholesale, Bloomfield Hills, MI

May 2013-August 2014

- Maintained neat image for warehouse by assisting members with exiting products while clearing parking lot of shopping carts.
- Trained new seasonal employees in performing excellent customer service outside of warehouse.

**RELEVANT COMMUNITY RELATIONS EXPERIENCE**

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

**VOLUNTEER WORK**

Lunch Buddy, El Sol Elementary School, Kalamazoo, MI

Tutored student with academic work and assisted with existing social issues.

October 2015-Present

Camp Volunteer, Greg Jennings Foundation, Kalamazoo, MI

Coordinated camp activities and led by example in the importance of volunteer work.

June 2015

# Public History

## Marcus Reed

marcus.h.reed@wmich.edu | (269) 123-4567

### Profile

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

### Education

**Bachelor of Art in Public History (minor: French)**  
Western Michigan University  
Kalamazoo, MI  
April 2018  
GPA: 3.8

### Centre de Linguistique Appliquée

Université de Franche-Comté  
Program: French Immersion Studies  
Paris, France  
January-May 2016

### Experience

**Tour Guide**  
The Freedom Trail Foundation  
Boston, MA  
May 2018-Present

- Provide guests with an immersive, historic walking tour of downtown Boston
- Responsible for a wide variety of guests from all age ranges and from all areas of the world
- Rely on a large knowledge base to create stories tailored to the guests for the most comprehensive and engaging experience possible

### Curator, Senior Thesis

Western Michigan University, Lee Honors College  
Kalamazoo, MI  
February-April 2018

- Developed a small exhibition on the curatorial and conservation choices made when creating a museum exhibition
- Selected objects and researched topics to include in the exhibition, then created section panels and object labels
- Created a video detailing the repair and wet cleaning processes
- Designed a hands-on component to engage visitors

### Lee Honors College Archivist

Western Michigan University  
Kalamazoo, MI  
June 2014-December 2017

- Collaborated with the Dean on the 50th Anniversary Celebration of the Lee Honors College
- Managed the synthesis and categorization of the college's 50 years of archived materials
- Collected research for the production of a monograph on the history of the Lee Honors College

### Honors and Professional Memberships

Dean's List, Western Michigan University  
Honors in History, Western Michigan University  
New England Museum Association  
Costume Society of America and the Angel's Project  
Phi Alpha Theta History Honors Society

All semesters Awarded: 2017  
Member since: 2017  
Member since: 2016  
Member since: 2015

# Bio Med

## Mary Chen

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

### OBJECTIVE

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

### EDUCATION

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

### RELEVANT COURSEWORK AND LEADERSHIP EXPERIENCE

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

### RELEVANT SKILLS

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

### WORK EXPERIENCE

**Meijer, Produce Clerk, Kalamazoo, MI**  
Aug 2016-Present

- Demonstrated exceptional knowledge of merchandise when addressing customer needs.
- Accurately recorded inventory for up to 1500-piece deliveries every night.
- Collaborated with coworkers to ensure customer satisfaction and repeat business.

### Pizza Hut, Team Member/Server, Plainwell, MI

Sep 2015-July 2016

- Followed strict health and safety standards while preparing food items.
- Demonstrated superior time management skills when delivering multiple customer orders.
- Consistently operated and balanced cash drawer, as well as a 'driver bank'.

### The Craft and Antique Mall, Cashier/Sales Representative, Rockford, MI

June 2012-Aug 2015

- Developed store layout and merchandising plans to incorporate products from over 100 vendors.
- Managed financial transactions and handled payments for purchases, layaways, and booth rentals.

**ALYSSA SCHULTZ**

alyssa.b.schultz@wmich.edu

(616) 778-9900

**OBJECTIVE**

Seeking a laboratory internship in a research or quality control environment, where experience in data collection, analysis, and project management skills can be used to conduct laboratory analyses.

**EDUCATION**

Western Michigan University (WMU)

**Bachelor of Science in Chemistry**

Minors: Biology, Spanish

American Chemical Society Certification

Kalamazoo, MI

Expected: December 2018

GPA: 3.68/4.00

August 2018

**RELATED CAREER EXPERIENCE****WMU Department of Chemistry**, Kalamazoo, MI

May 2017 – Present

**Research Associate**

- Focus on nanoscale energy and electron transfer in synthesized monolayer.
- Protect clusters of gold in an electroanalytical chemistry lab.
- Organize laboratory notebook for four teams.
- Presented research findings to an audience of 30 students and three chemistry professors.

**WMU Department of Chemistry**, Kalamazoo, MI

September 2016 – April 2017

**Teacher Assistant**

- Graded papers for undergraduate organic and inorganic chemistry classes.

**OTHER CAREER EXPERIENCE**

Craftsman Chop Co., Portage, MI

**Server**

- Provided excellent customer service to make guests feel valued, accurately recorded guest orders, communicated efficiently to kitchen staff, and supported team members.

January 2014 – August 2016

**LABORATORY SKILLS:** Differential Pulse Voltammetry

Gas &amp; Liquid Chromatography

Ultracentrifugation

Microsoft Office Suite including Access

UV/Vis Analysis

Square Wave Voltammetry

Cyclic Voltammetry

**AWARDS**

WMU Dean's List

Department Award for Chemistry and Calculus

Frederick W. Stanley Jr. Memorial Chemistry Scholarship

2014 – Present

2015

2014

**MEMBERSHIPS**Order of Omega Greek Honors Fraternity, **Treasurer**WMU Chemistry Club, **President**

Honors Student Association

Borgess Health Alliance, Volunteer

WMU Intramural Soccer

2014 – Present

2014 – Present

2014 – Present

2017, 2018

2014, 2015

**Peter Jacobs**

269-123-4567

peter.t.jacobs@wmich.edu

**Objective**

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

**Education**

Western Michigan University

Bachelor of Science in Aviation Flight Sciences

Graduated 4-year program in 3 years with a 3.25 cumulative GPA

Kalamazoo MI

June 2018

**Flight Experience**

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

Commercial Single-Engine Training – Cirrus SR-20

05/18 to 06/18

Commercial Multi-Engine Training – PA-44 Seminole

05/17 to 05/18

Spin Endorsement Training – 8KCAB Super Decathlon

10/17 to 03/18

Instrument Training – Cirrus SR-20

09/16 to 05/17

Private Pilot Training – Cirrus SR-20

09/15 to 07/16

**Flight Experience**

Total Time: 253

Instrument: 85

Complex: 68

Flight Time: 205

Actual Instrument: 5

Cross Country: 48

Pilot in Command: 68

Night: 29

Multi-Engine: 68

**Certification & Ratings**

Private Pilot, CMEL, CSEL

Instrument Rating – 3768282

FCC Restricted Radiotelephone Operators Permit – RR00116021

FAA First Class Medical Certificate – GX-0860679

US Passport: Current, Unrestricted

CPR/AED Certified

**Additional**

Spin Endorsed, Altitude Physiology/Hypoxia Awareness Training, basic first aid

**Systems**

IPad, EFIS, Universal, FMS, TCAS, WAAS, Avidyne Entegra 9, Avidyne P9.3

Synthetic vision, DFC100 Autopilot, Skywatch 497, Garmin GTX327

transponder, Garmin 430, Garmin GTN 650, and the Aspen Evolution 1000

**Work Experience****Belle Tire, Tire & Glass Technician, Kalamazoo MI**

11/16 to Present

- Assess and repair vehicles, operate according to company safety standards, and provide high customer satisfaction based on recorded survey data.

- Train new technicians on operational procedures and customer expectations.

**Precision Roofing Inc., Roofer, Kalamazoo MI**

05/14 to 10/16

- Roofing, general carpentry, gutter installation, and clean up.

- Provided safe and timely performance, worked efficiently with team, and helped problem-solve when issues arose.

# Aviation Maintenance

**Tara J. Collan**

134 Maple Ave, Kalamazoo, MI 49006 · (231) 213-2331 · tara.j.collan@wmich.edu

## OBJECTIVE

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

## EDUCATION

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

## WORK EXPERIENCE

**WMU College of Aviation, Battle Creek, MI**

September 2017-Present

- Research and order required parts based off of serial numbers and or equivalent dynamometer Test Cell
- Fabricate sheet metal, wire boxes, and conduit for required needs
- Route, crimp, and solder electrical wires and connections

## Overhauling O-200

Western Michigan University College of Aviation, Battle Creek, MI

January-August 2017

- Disassembled, organized, and followed Maintenance Manual/Overhaul Manual
- Cleaned and inspected through the use of NDT equipment and precision measure equipment

## Jusko's Greenhouse, Holland, MI

Sales and Maintenance Associate

Summers, 2014-2016

- Interacted with customers in a professional manner. Located merchandise, and handled financial transactions
- Assessed, repaired, and maintained equipment
- Operated heavy equipment to ship and receive goods

## SKILLS

- General repair troubleshooting and maintenance of equipment/systems on WMU aircraft
- Basic welding, riveting, fabrication, drafting

## VOLUNTEER EXPERIENCE

Habitat for Humanity, Humans Society, PAI Camp, Junior Counselor, Adopt-A-Highway

Over 300 hours since 2015

## PROFESSIONAL AFFILIATIONS

*Trusted with chapter funding, organizational skills, professionalism, and leadership*

- Alpha Eta Rho (AHRP) WMU Chapter Fall 2014-Present
- Association for Women in Aviation Maintenance (AWAM) WMU Chapter Fall 2014-Present
- Skills USA WMU Chapter (Treasurer) Fall 2015-Present

# Aviation Administration

**Margaret Jennings**

(262) 876-5432 · margaret.c.jennings@wmich.edu

Aviation administration student able to effectively communicate knowledge of flight operations, adapt to changing conditions, plan and carry out programs, and work in high pressure/fast paced environments. Administrative computer skills include MS Office Suite and Adobe. Officially licensed FAA private pilot.

## EDUCATION

**Bachelor of Science, Western Michigan University**  
Aviation Management Technology

Expected: August 2019  
Minor: General Business

## Private Pilot Certification

Spring City Aviation, Inc., Waukesha, WI

August 2014

## FLIGHT EXPERIENCE

**Aviation Student Council, Kalamazoo MI**

September 2014-Present

- Effectively represent the student body regarding matters of improvement within the College of Aviation through the use of surveys and comment boxes.
- Co-facilitate meetings between faculty and student council for the benefit of the College and students.

## WMU Precision Flight Team, Kalamazoo MI

Competitor

September 2016-March 2018

Attended the National Intercollegiate Flying Association's (NIFA) Regional Competition and attained the NIFA Regional Champion Title.

## WORK EXPERIENCE

**WMU College of Aviation, Battle Creek MI**

Student Ambassador

September 2016-Present

Maintain excellent working relations with the public and WMU by leading tours to prospective students, their parents, and alumni of the University

## WMU Facilities Management, Kalamazoo MI

Fire Safety Technician

January 2015-April 2015

- Operated and serviced fire equipment and systems while complying with National Fire Protection Agency standards
- Acquired effective mechanical troubleshooting skills for "in the field" jobs

## Pick N Save, Pawtucket WI (Seasonal)

Bakery/Deli Clerk/Cashier

June 2011-August 2014

- Assumed managerial duties when opening and closing the department.
- Recorded inventory, production, and sales, effectively negotiating any discrepancies
- Motivated coworkers to accomplish department and store goals and successfully trained new employees



**Andrew Warner**

andrew.c.warner@wmich.edu  
(269) 456-7890

**Objective**

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

**Education**

**Western Michigan University, Kalamazoo, MI**  
Bachelor of Business Administration

Current GPA: **3.87**  
Expected Graduation: **Spring 2019**

Major: Computer Information Systems

**Professional Experience****BEP Peer Educator**

Zhang Career Center at Western Michigan University, Kalamazoo, MI

April 2016 - Present

- Worked with peers in one on one situations to better prepare them for their career aim.
- Utilized time management and communication skills to handle a set list of various tasks and deadlines.
- Ensured student readiness for the Business Externship Program in various situations unique to each student.

**Composer for Walled Lake Central Winter Guard (JV)**

Walled Lake Central High School, Walled Lake, MI

November 2015 – April 2016

- Learned teaching and coaching skills in a competing program.
- Learned time management while writing the music on a tight production schedule.
- Communicate effectively for unforeseen eventualities that change the timeline.

**Volunteer Experience****Bronco Bash, Driver**

Western Michigan University, Kalamazoo, MI

September 2015

- Drove supplies to company's tents, drove chairs and tables around campus to set up for the event.
- Communicated effectively with team members to divide workload and maximize efficiency.

**Haworth College of Business Career Fair Employer Shuttle Driver**

Western Michigan University, Kalamazoo, MI

November 2015

- Shuttled employers and their equipment from East Campus to West Campus.
- Communicated with task force to ensure that the shuttles were running in an efficient order.

**Cleaning Military Gravesites**

Fort Custer Military Base, Augusta, MI

November 2015

- Scrubbed and cleaned the gravestones of lost military personnel and their families.

**Skillset**

Proficient in Microsoft Office Suite: Microsoft Word, Excel, Access and Adobe Photoshop.

*Charles Blanthey*

Cell: (269) 123-4567 Email: Charles.blanthey@wmich.edu  
LinkedIn: www.linkedin.com/in/charles

**EDUCATION:**

Western Michigan University Expected Graduation: May 2017  
Kalamazoo, MI  
Haworth College of Business and Lee Honors College  
Bachelor of Business Administration GPA: 3.83  
Major: Human Resource Management, Psychology Minor: General Business

**WORK EXPERIENCE:****Zhang Career Center Peer Educator**

Haworth College of Business, Western Michigan University

May 2015-Present

- Currently planning and marketing two, semi-annual developmental events, an internship panel and a major exploration event called the Major Match-Up
- Developed and implemented training for Handshake, an applicant tracking system used throughout multiple college campuses, for all of the Zhang Career Center student staff
- Analyzed data and commented on trends to provide feedback to employers regarding externship responses

**Human Resources Assistant**

Zonite Inc.

October 2015-Dec 2015

- Prepared and created employee personal files to include onboarding documents such as employee agreement, performance improvement plans, written warnings, etc.
- Partnered with the lead to help complete a site Affirmative Action Plan with the company

**First-Year Seminar Intern**

First-Year Externship Department, Western Michigan University

Jan 2015-Dec 2015

- Promoted from First-Year Seminar Co-Instructor to the First-Year Seminar Intern
- Interviewed and hired 75 plus student instructors for First-Year Seminar sections
- Organized and conducted training events for over 140 staff members

**Success Seminar Facilitator**

Center for Academic Success Programs, Western Michigan University

Sep 2014-April 2015

- Prepared and presented over 12 success seminars (with topics ranging from note-taking strategies to learning styles) to a range of undergraduate students

**PROFESSIONAL DEVELOPMENT:**

Business Externship Program

April 2014-April 2015

- Visited Stryker and Haworth to experience their human resource departments and understand the variety of business tracks within human resources

**VOLUNTEER EXPERIENCE:**

Drive Safe Kalamazoo

Sep 2013-Present

Business Externship Program Peer Mentor

Jan 2014

Fall Welcome Ambassador

Aug 2014

**ACTIVITIES:**

Designated Lead Conference Committee, Speaker Acquisition Chair

Jan 2015-Present

Student Leadership Advisory Board, Vice-President of Outreach

Jan 2014-Present

Omicron Sigma Lambda, Communication and Public Relations Chair

Sep 2014-Present

Society for Excellence in Human Resources

Sep 2015-Present

Dean's Leadership Scholar Program

Sep 2013-April 2015

**ACHIEVEMENTS:**

Recipient of the Dean's Gold Star Scholarship

Sep 2013-Present

Dean's List, Haworth College of Business

Sep 2013-Dec 2015

Traillblazer Finalist, Haworth College of Business

April 2015, April 2016

# Advertising & Promotion

## Lauren Dunn

Lauren.Dunn@wmich.edu (269) 123-4567

### EDUCATION

**Bachelor of Business Administration**, Haworth College of Business  
Western Michigan University  
Expected Graduation: April 2016  
GPA: 4.0

Major: Advertising and Promotion

Double Minor: Management and General Business

Santo Domingo, Dominican Republic  
Spring 2015

**Universidad Iberoamericana**; Western Michigan University  
Study Abroad Course: Business and Culture in the Dominican Republic

Paderborn, Germany  
Spring 2014

**Universität Paderborn**; Western Michigan University  
Study Abroad Courses: German Business and Culture; Global Negotiation

### PROFESSIONAL EXPERIENCE

VML

#### Client Engagement Intern

- Aid in the creation of content briefs and PowerPoint decks to send out to team members
- Audit sites in order to track that advertising components are appearing correctly
- Update and adjust timing, schedules, and blueprints for clients across multiple brands

Kalamazoo, MI

September 2015 - Present

The Career Center - Haworth College of Business  
**Student Assistant**

- Post job positions to the school database and send promotional emails to students
- Manage interview schedules and career events using effective organization skills
- Communicate proactively and professionally with students, employers, and a team of 15

Kalamazoo, MI

August 2014 - Present

Leo Burnett Detroit

#### Analytics and Planning Intern

- Planned and moderated a focus group of 6 people to gain insights about Millennial consumer's interests
- Conducted research on competitors' sites to produce suggested objectives for a website re-launch strategy
- Assisted in updating multiple data dashboards in Excel and constructed data presentations in PowerPoint
- Worked with a team to deliver social media analytics and conduct social listening studies for 2 brands

Troy, MI

June 2015 - August 2015

### HONORS & MEMBERSHIPS

Alpha Delta Sigma Honor Society, **Member**  
Haworth College of Business Trailblazer Award, **Recipient**  
Outstanding Advertising & Promotion Student Award, **Recipient**  
Washington Media Scholars Foundation Scholarship, **Recipient**  
Student Leadership Advisory Board, **AdClub Representative**  
WMU AdClub, AAP Affiliate, **Social Media Coordinator**  
Western Michigan University Dean's List, **Recipient**  
AdCraft Foundation Scholarship, **Recipient**  
Advertising and Promotion Advisory Board Scholarship, **Recipient**

### COMMUNITY OUTREACH & ACTIVITIES

Major Match-Up, **Volunteer Speaker**  
Big Brothers Big Sisters, **Volunteer**  
Marketing Principles, **Tutor**  
HCOB Business Externship Program, **Peer Mentor**  
HCOB Business Externship Program, **Extern**

Fall 2015

Fall 2015

Fall 2014

Fall 2013 - Fall 2014

Summer 2013

# Integrated Supply Management

## Shelly Fortino

Shelly.fortino@wmich.edu (269) 123-4567

### EDUCATION

Western Michigan University, Haworth College of Business  
Bachelor of Business Administration  
Graduation Date: April 2017

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

Haworth College of Business Dean's List

Fall 2013, Spring 2014, Spring 2015

Spring 2016

2013, 2014, 2015

2013 - 2017

Awards: Haworth College of Business Trailblazer

Western Michigan University Integrated Supply Management Scholarship

National Defense Transportation Association Scholarship

Western Michigan University Presidential Silver Scholarship

### MAJOR RELATED COURSE WORK

IME 1420 - Engineering Drawing with AutoCad 2016 and Inventor

MGMT 3810 - Improving Supply Systems with Lean Six Sigma

EDMM 3280 - Quality Assurance and Control

MGMT 3210 - Managing ERP Systems with SAP

MGMT 4640 - Production Management and Control

CS 2640 - Business Reporting and Analysis with Access, Excel, and Web Query

### PROFESSIONAL EXPERIENCE

Management 3810 - Lean Six Sigma Individual Project - Tooling Spend Analysis

Spring 2016

Three Rivers, MI

- Individual project working towards Lean Six Sigma Green Belt Certification while enrolled in 16 credit hours
- Analyzed tooling spending for company and suggested new supplier paths to increase cost savings
- Input 200 new tooling items into the company's database

#### Direct Purchasing Intern

Allison Transmission

Summer 2015

Indianapolis, IN

- Created multiple RFQ Documents to send to current and potential suppliers
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Input new information into SAP regarding gasket sheet utilization
- Communicated with suppliers about quotes, parts and packaging to ensure deadlines would be met
- Worked cross functionally with the engineering and supplier quality departments to complete various projects

#### Business Externship Program

Integrated Supply Management - Coyote Logistics, Eaton Corporation, PepsiCo

Summer 2014

### WORK EXPERIENCE

#### Peer Educator

Career Center at the Haworth College of Business

March 2015 - Present

Kalamazoo, MI

- Create and updated student and employer database so information is easily accessible
- Validate logistics of business events at WMU to ensure events run as efficiently as possible
- Collaborate closely with students to enhance their resumes as they prepare for career fair and other events

#### Peer Mentor - Business Externship Program

Career Center at the Haworth College of Business

November 2014 - May 2015

Kalamazoo, MI

- Planned meetings and events for students and other mentors
- Followed up with students about their experiences with the program
- Increased participation in the program by 40% by presenting in classrooms and organizing informational events for students

### ACTIVITIES

Western Michigan University Campus Band

Spring 2016

2015 - Present

2014 - 2015

2014 - 2015

2014 - 2015

Fall 2014 - Spring 2015

2013, 2014

Vice President of Professional Development - Student Leadership Advisory Board

Vocalists at WMU - Co-Ed Aepella Group

Treasurer - Kappa Kappa Psi, National Honorary Band Fraternity

Iota Chas President - Kappa Kappa Psi, National Honorary Band Fraternity

Western Michigan University Bronco Marching Band

### TECHNICAL PROFICIENCIES

Microsoft Office Suite • Microsoft Expression Web • SAP • Minitab • AutoCad2016 • Fathom

## Susan P. Sullivan

Susan.sullivan@wmich.edu • (269) 123-4567 • Skype: 268 1234567

### Objective

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

### Education

**Western Michigan University, Haworth College of Business, Kalamazoo, MI** Bachelor of Business Administration  
Major: Marketing  
Minor: Event Planning, General Business  
Anticipated Graduation: **April 2017**  
GPA: 3.71

**CEIBA, Consortium Institute of Management and Business Analysis, Paderno del Grappa, Italy**  
International Marketing, Global Economics  
Summer 2015

### Work Experience

**The Career Center, Haworth College of Business, Western Michigan University, Kalamazoo, MI** **July 2015 - Present**  
*Employer Relations/Event Planning Intern*

- Lead intern managing Marketing, Food/Sales Marketing Career Night and ISM Career Night, garnering **\$29,000** in total sales and receiving an attendance of **400** students, while assisting with Business Career Day as well
  - Create marketing campaigns and promotional materials, design logistics outlines, coordinate catering details, and closely monitor sales daily
  - Develop and maintain relationships with over **85** employers and industry professionals through effective verbal and viral communication
  - Assist with implementing new Handshake software and introducing it to students and employers, registering over **200** new companies and staff members
  - Proficient in designing marketing materials and communication in Microsoft Word, Excel, PowerPoint, and Publisher
- Student Assistant, Career Center, Haworth College of Business** **September 2014 - May 2015**
- Displayed strong work ethic and the willingness to learn and grow as a student and as an employee; promoted to Employer Relations/Event Planning Intern in April 2015
  - Successfully assisted faculty to provide outstanding customer satisfaction while maintaining a positive, patient attitude and ability to implement deductive reasoning
  - Aided over **200** students in locating internship and employment opportunities through Handshake and interviewing
  - Strengthened teamwork skills and abilities by working with other students assistants to complete projects and assignments

**CEIBA, Paderno del Grappa, Italy** **Summer 2015**

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

### Externships

C.H. Robinson, Kosch Catering, Heritage Community of Kalamazoo  
Quicken Loans, The Fetzer Center  
Summer 2014  
Summer 2015

### Volunteer Experience

Business Externship Program Peer Mentor  
Drive Safe Kalamazoo  
Everyone Cares Camp  
December 2014 - Present  
2013 - Present  
Summer 2012, 2013 & 2014

### Activities

Bronco Skating, Western Michigan's Synchronized Ice Skating Team, Member, Secretary  
Bronco Skating, Red Mango Fundraiser Coordinator  
August 2013 - Present  
October 2014

### Achievements

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

## Tucker R. Franklin

269-743-8319 | tuckerfranklin@wmich.edu | [www.linkedin.com/in/TuckerFranklin](http://www.linkedin.com/in/TuckerFranklin) | Skype: 269 1234567

### Objective

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

### Education

Western Michigan University-Haworth College of Business  
Bachelor of Business Administration  
Major: Sales and Business Marketing  
GPA: 3.9/4.0  
Kalamazoo, MI  
Graduation Date: April 2018  
Minors: Finance and Management  
Dean's List 2014-Present

### Professional Experience

**Data Entry Manager**  
*Proos Fabrication and Manufacturing Inc.*  
August 2015-Present  
Grand Rapids, Michigan

- Manage and coordinate job functions effectively for over **30** employees
- Direct effective ways to track production and enhance efficiency saving over **\$5000** in unneeded product costs
- Maintain Honors status while still working **30** hours a week

### Sales Extern

*WMU Business Externship Program*  
Selected to represent Western Michigan University at **PepsiCo, Optio Data, Total Quality Logistics, and Coyote Logistics**  
Collaborated and shadowed leading account executives to gain further knowledge on selling tactics of each industry  
Competed in sales negotiation competition against fellow externs  
May 2015

### State Ranger

*Manistegon State Park*  
Managed and maintained over **1,000** acres of land in a timely fashion  
Demonstrated quick and responsive customer satisfaction through negotiation and problem resolution  
Significantly improved time management skills by working **40** hours a week and still maintaining **7** credit hours of schooling  
June 2013-August 2015  
Muskegon, Michigan

### Professional Affiliations

April 2015-Present

### Sales and Business Marketing Association

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

### Student Leadership Advisory Board

December 2015-Present

- Student Leader*
- Collaborate with top performing students in the planning and implementation of student activities within the Haworth College of Business

### Delta Sigma Pi

January 2016-Present

### Pledge President

- Achieved **100%** retention rate among peers through vigorous and time-consuming pledge process
- Assisted Vice President of Pledge Education to align the expectations of the Fraternity with all Neophytes
- Directed and strategized fundraising, professional, community service, and social events to be conducted with Neophytes

### Honors and Awards

- Alpha Lambda Delta Honor Society**  
Invited into Honor Society after achieving top **10<sup>th</sup>** percentile GPA in first year at Western Michigan University  
Inducted February 2015-Present
- Golden Key International Honor Society**  
Selected for attaining top **15<sup>th</sup>** percent GPA at Western Michigan University  
Inducted October 2015-Present
- Drive Safe Kalamazoo**  
Volunteered time to be dispatched around Kalamazoo to give students judgment free rides home on the weekends  
January 2015-Present
- Volunteered and achieved highest donation rate by over **200%** of other volunteers
  - Negotiated and achieved highest donation rate by over **200%** of other volunteers

# Master of Business Administration

## Jimmy Buffet

### Commercial Leasing Specialist with Stryker Flex Financial

1234 S. Margaritaville Blvd., Kalamazoo, MI 49008  
jim.buffet@comcast.net

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

### WORK EXPERIENCE

#### Documentation Specialist, Stryker Flex Financial

Stryker – Kalamazoo, MI – July 2013 to Present

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

#### Operations Loan Analyst (Team Leader), Consumer Loan Closing and Processing

PNC BANK – Kalamazoo, MI – May 2011 to July 2013

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

#### Assistant Branch Manager

First Community Federal Credit Union – Kalamazoo, MI – December 2008 to July 2010

- Underwrote consumer loans; arranged and managed loan closings.
- Trusted with lending approval authority.
- Identified member’s financial needs and offered informed solutions.
- Responsible for growing brand in terms of shares, loans, membership and other financial relationships.
- Oversaw and motivated a staff of 5-7 people.
- Conducted a survey and wrote a report identifying desired avenues of communication with membership.
- Researched and provided analysis of the benefit of a credit union call center.

### EDUCATION

#### Bachelor of Arts in Economics and Business

Kalamazoo College – Kalamazoo, MI  
September 2003 to June 2017

#### College Prep

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

### SKILLS

Commercial Leasing, Operations Management, Financial Sales, Consumer Lending, Customer Service, Business Analysis, Process Improvement, Leading through Change

### LINKS

- <http://www.sicomm.org>
- <http://www.forbes.com/colleges/kalamazoo-college/>
- <http://kzoo.edu>
- <http://www.pnc.com>
- <http://www.stryker.com>

### AWARDS

#### Flex of the Week – Stryker

May 2014

Volunteered to travel to Chicago and set-up our Flex Financial Road Show

#### PNC Achievement Award

March 2012

For leadership demonstrated during implementation of new operating model

#### PNC Employee of the Month

September 2010

For scorecard excellence

#### Kalamazoo College Dean’s List

June 2007

Three-time recipient during four-year tenure for academic excellence

## Education

### KELLY M. FORTUNE

1234 Howard St., Kalamazoo, MI 49006  
 Phone: (269) 123-4567 Email: kelly.m.fortune@wmich.edu

#### OBJECTIVE

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

#### EDUCATION

*Bachelor of Science in Education*

Western Michigan University, Kalamazoo, MI

Major: Career and Technical Education Minor: English

December 2018

GPA 3.70

#### Certifications:

*Michigan Provisional Secondary Certificate (Highly Qualified)*

6-12 Family and Consumer Science (KH); 6-12 English (BA)

First Aid, American Red Cross

Child, Infant and Adult CPR, American Red Cross

2015

2015

#### RELATED EXPERIENCE

Intern Teacher

Portage North Middle School, Portage Public Schools, Portage, MI

January-June 2018

- Created an assimilation classroom environment to actively engage 6-8 grade students with hands-on learning in the areas of parenting, consumer education, and essential living skills.

- Facilitated communication and dealt with sensitive subject matter including abuse, addictions, health/nutrition education, and teenage pregnancy.

- Taught two parenting classes involving the development and implementation of lesson plans, student assessment and effective classroom management to create a healthy learning environment.

#### OTHER EXPERIENCE

Community Health Educator/Teen Programming Assistant

Prevention Works, Kalamazoo MI

August 2016-Present

- Serve as an educational resource through one-on-one consultations, agency visits, telephone calls, community presentations, and various trainings.

- Assist in the development of a ten-week sexual health training and service learning program.

- Supervise teens and young adults (ages 14-22) with organizing and implementing a weekly peer education clinic.

- Create presentations to assist students, peer mentors, and classroom teachers on the importance of healthy lifestyles, including eating, recreation, and values.

- Basic Writing Instructor

January 2014-June 2016

Center for Academic Success Programs, Western Michigan University, Kalamazoo, MI

- Instructed 24 first-year students in a fifteen-week basic writing course.

- Created and facilitated daily lesson plans, academic activities, and formal papers to prepare students for advancement within the English curriculum.

- Worked individually with students to provide appropriate written and oral responses.

#### ACTIVITIES/HONORS

Missing Pieces: Overlooked Topics in Sexuality Education

Volunteer, Portage High School Wrestling Tournament

Professional Writing Development Workshop

#### COMPUTER SKILLS

Microsoft Office, QuidPro, Access

### Davis A. Reynolds

davis.a.reynolds@wmich.edu | (248) 543-4567

#### OBJECTIVE

To obtain an internship with Mattawan Public Schools as an athletic trainer, providing student athletes with assistance in proper condition, training, and health awareness.

#### EDUCATION

*Bachelor of Science in Human Performance and Health Education*

Western Michigan University, Kalamazoo, MI

Major: Exercise Science Minor: Biological Sciences

GPA: 3.58

Expected Graduation: June 2019

#### EXPERIENCE

Bronson Health Facility

Trillerz

Kalamazoo, MI

April-June 2017

- Administered fitness assessments to patrons of all ages to determine baselines.

- Demonstrated use of fitness equipment including cardio and resistance training.

- Personalized workout plans for individuals looking for specific results such as general fitness, weight loss, or improved flexibility.

Department of Athletics-Western Michigan University

Student Athletic Trainer

Kalamazoo, MI

January 2015-March 2017

- Assisted athletic trainer in softball, hockey & synchronized skating, and football.

- Provided for the preventive and rehabilitative taping and support of ankles, knees, elbows, wrists and other joints, muscle groups and body structures as needed by athletes.

- Prepared team emergency kits and ordered supplies.

#### VOLUNTEER EXPERIENCE

- Volunteer, Kalamazoo Habitat for Humanity

- Volunteer, Special Olympics Competition

- Student Leader, Welcome Week Student Orientation Program

- Dynamic People Actively Seeking Health (DASH) Program

- WMU Summer Basketball Camp Counselor

#### CERTIFICATIONS/PROFESSIONAL AFFILIATIONS

- National Athletic Trainers Association

- American Red Cross First Aid

- American Heart Association CPR & AED

2014-Present

April 2015

April 2015

#### ACADEMIC HONORS AND AWARDS

- Don M. Jackson Scholarship

- WMU Dean's List

- Alpha Lambda Delta Honors Society

- Western Michigan University Academic Scholarship

- Harriett Kiser Creed HPER Scholarship

2016-17

2015-18

2016

2017

2015

#### TECHNOLOGY

Microsoft Word, Excel, PowerPoint, Publisher, Adobe Photoshop, Adobe Illustrator



# Dietetics

**LINDSAY DONOVER**  
269.123.4567  
lindsay.donover@wmich.edu

## OBJECTIVE

To contribute classroom and previous dietetics training to an internship with Bronson Methodist Hospital to improve the health of patients and increase efficiency of service.

## EDUCATION

### *Bachelor of Science in Dietetics*

Western Michigan University, Kalamazoo, MI  
*Program Concentration:* Food and Nutrition

Expected Graduation: **June 2019**  
GPA: 3.62

## EXPERIENCE:

### **Dietitian Intern**

#### **St. Mary's Free Bed Hospital**

Educated and advised a wide range of patients with dietary-related disorders on ways to improve eating habits. Calculated patients' nutritional requirements using standard equations based on assessments of blood chemistry, temperature, stress, and mobility. Participated in informational seminars for healthcare professionals about food and nutrition issues.

**January-May 2018**  
**Grand Rapids, MI**

### **Nutrition Specialist Intern**

#### **St. Johns Hospital**

Participated in home visits with full-time nutritionist to evaluate meal plans and health progress of patients. Facilitated the development of training, supervision, and team flyers and other promotional materials. Created brochures promoting healthy food choices and disease prevention for patients. Increased awareness for patients of the link between nutrition and health by offering advice and creating meal/nutritional plans.

**June-August 2017**  
**Bloomfield Hills, MI**

## RELATED EXPERIENCE

### **Sales Representative**

#### **Sprint PCS**

Provided service for new and existing telephone customers seeking to update or purchase new telephone equipment and hardware. Traveled to new phone centers to train new employees and assist in increasing telephone sales.

**March 2014-August 2016**  
**Kalamazoo, MI**

## COMMUNITY INVOLVEMENT/PROFESSIONAL AFFILIATIONS

Academy of Nutrition and Dietetics (fka, American Dietitians Association)

Dean's List, WMU

Student Dietetics Association (WMU)

Coach, Girls of the Run

Healthy Babies, Healthy Start Program (Kalamazoo County)

2016-present  
2016-present  
2014-15  
2014-2017  
2016

## TECHNOLOGY

Microsoft Office Suite



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**PATRICK N. ELLIS**

patrick.n.ellis@emich.edu 210.819.4352

ellis, pp. 2

**Coit Creative Arts Academy, Grand Rapids Public Schools, Grand Rapids, MI****Guest Instructor**, January-April 2015

Assisted with instruction of core content area material in a self-contained classroom for students with severe emotional and behavioral disorders. Created and implemented lessons designed to assist students in self-monitoring and self-regulation of behaviors. Incorporated various behavior management strategies, such as token economy, to maintain a positive learning environment.

**RELATED EXPERIENCE****Old Partridge's, Kalamazoo, MI****HRSA August 2012-Present**

Greet customers and answer questions regarding menus and reservations. Assist with upkeep of restaurant to ensure a welcoming environment for customers. Provide assistance to servers by communicating customer needs in a timely manner. Created a guest survey to assist company with updated information regarding customer satisfaction and marketing trends.

**Dorothy J. McGinnis Reading Center, Western Michigan University, Kalamazoo, MI****Reading Tutor**, July 2015

Worked one-on-one with six second-grade students to increase decoding and fluency skills in reading. Administered multiple assessments, including Retrospective Miscue Analysis, to determine the student's reading level. Included activities such as: echo reading, read aloud, response to reading, and journal writing to increase student's fluency in reading and writing.

**Lansing Area Parents' Respite Center, Lansing, MI****Respite Care Provider**, April-June 2015

Provided care for children and adults with disabilities in their homes, at an after-school program, and at a weekend respite home. Administered medications and g-tube feedings, implemented behavior management, and collected data. Made decisions for care based on assessments and charted data for legal and medical purposes. Facilitated communication through basic American Sign Language, alternative devices, Picture Exchange Communication System (PECS), and interpreting nonverbal signals. Collaborated with families and community services for the well-being of the client while supporting emotional and physical development.

**ADDITIONAL CERTIFICATIONS****Infant, Child and Adult CPR**, October 2018

First Aid, October 2018

**AWARDS****Kappa Delta Pi Education Honor Fraternity**, 2016-present

WMI Dean's List, 2015-Present

Michigan Education Association, 2015-present

Slate Farm Foundation Intern Teaching Scholarship, 2018

Volunteer, Education Career Fair, 2017-18

Volunteer, American Reads Program, 2016

**TECHNOLOGY SKILLS**

Proficient using Microsoft Office, PowerPoint, GradQuick, Access, Prozi and iDesign

Experience using Excel, KidPix

**INTERESTS**

Reading, Running, Hiking, Softball

**SUMMARY**

Seeking a position as a general education teacher at the elementary or middle school level. Skilled in meeting the needs of individual students through differentiated instruction based upon their unique learning styles. Able to participate in extra-curricular activities, including academic and athletic programming.

**EDUCATION****Bachelor of Science in Education**, April 2020

Western Michigan University, Kalamazoo, MI

Major: Elementary Education. Minors: Early Childhood, Mathematics/Science, English

GPA: 3.9 magna cum laude

**Certification:****Michigan Provisional Certificate (Highly Qualified)**

K-5 All Subjects; K-8 All Subjects (self-contained classroom); Early Childhood Specialist (EA)

Highly Qualified: 6-12 English; 6-12 Mathematics

**TEACHING EXPERIENCE****Indian Prairie Elementary, Kalamazoo Public Schools, Kalamazoo, MI****Intern Teacher**, January-April 2019

Instruct and assess 19 Kindergarten students in all core subject areas. Incorporate cooperative learning groups with clearly defined roles to assist students in the development of higher level thinking skills. Modify and accommodate assignments and assessments for students with learning disabilities. Implement research-based classroom management strategies including group contingencies for behavior compliance, a social contract, individual daily behavior charts, "Give Me Five," and a token economy.

**Angling Road Elementary, Portage Public Schools, Portage, MI****Intern Teacher**, August-December 2018

Provided core academic instruction to 3rd grade students both with and without disabilities. Planned instruction using Common Core Standards and the Universal Design for Learning to meet the needs of students. Modified assignments and assessments for students with Individualized Education Plans. Implemented research-based strategies for academic instruction and classroom management to include Power Writing. Worked as a team with school professionals to support all students.

**Galesburg-Augusta Middle School, Galesburg-Augusta Community Schools, Galesburg, MI****Pre-Intern Teacher**, January-April 2017

Observed and assisted with instruction for sixth-grade students identified as having learning disabilities. Developed and implemented hands-on math lessons using cooperative learning groups to increase students' ability to comprehend basic concepts. Utilized individualized daily behavior charts to assist students with making positive choices.

**Spring Valley Elementary School, Kalamazoo Public Schools, Kalamazoo, MI****Pre-Intern Teacher**, September-December 2016

Facilitated instruction using the Four Blocks literacy framework for 23 third grade students. Worked individually with struggling readers using curriculum-based measurement to assess student needs and provide intervention.

# Fashion Merchandising

**JACQUE M. STORY**  
jacque.m.story@wmich.edu  
(269) 987-6543

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

**EDUCATION**  
Western Michigan University, Kalamazoo, MI  
*Bachelor of Science in Fashion Merchandising and Design, April 2019* GPA: 3.6  
Minor: Business Management

**Study Abroad**  
Regents University, London England June-August 2017

**RELEVANT COURSEWORK**  
Apparel Construction I&II Flat Pattern Design I&II Textiles Product Development  
Design Principles Entrepreneurship CAD Visual Merchandising

**EXPERIENCE**  
Henri Bendel Department Store, New York, NY January-April 2018  
Sales Associate  
➤ Prepared and maintained selling reports for sportswear department.  
➤ Communicated daily with customers regarding style choices and clothing trends to enhance customer satisfaction.  
➤ Assisted with creating company documents of customer services and business ethics that aligned with the store's mission and goals.  
➤ Created merchandising fest forms for accuracy and efficiency of store records.

**MODA Fashion Show Designer** September 2017-December 2017  
Family and Consumer Sciences Department, WMU, Kalamazoo, MI  
➤ Designed and constructed outfits for four fashion shows in collaboration with the Susan G. Komen Breast Cancer Foundation fundraiser  
➤ Assisted with set designs, hair and make-up for models, and served on the fundraising and design committees to ensure event success  
➤ Created concept boards and visual merchandising displays for visual presentation

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

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

# Aerospace Engineering

**Jack Tanner**  
(269) 333-4444  
jack.tanner@wmich.edu

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

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

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

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

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

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

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

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

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

**Jaralyn Bradley**

jaralyn.bradley@wmich.edu  
(313) 345-6789

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

**Education:**

Bachelor of Science in Chemical Engineering  
Western Michigan University, Kalamazoo MI

**GPA: 3.30**  
Expected Graduation: April 2021

Spanish Language and Culture Study Abroad- **fluent in Spanish**  
University of Burgos, Spain

Fall 2017

**Work Experience:****Student Ambassador, College of Engineering Advising Office**

Develop relationships with students, manage simultaneous projects, exceptional organization.

**Atherosclerosis Research Laboratory Assistant, WMU Chemical Engineering**

- o Worked with a team to determine the root cause and prevention of atherosclerosis.
- o Improved the purification process of PEIPC through chromatography, monitored by mass spectrometry.
- o Tested and analyzed protein interaction and signaling through western blotting, gel electrophoresis, PCR, and tissue culture work.

**Leadership and Volunteer Experience:****Emerging Leaders & Lead Corp**

Strengthened leadership skills and styles through self-analysis and symposiums.

**Coach, Bronco Connection Center, WMU Department of Alumni Relations**

Trained new hires and worked as an example motivating and assisting coworkers.

**Student Mentoring Program**

Mentored youth in Chicago, as a pen-pal, encouraged continuing education.

**Relay for Life**

Organized the team and fundraisers, while sharing the primary intent of this national event with the local community.

**Mission Trips to Nicaragua and Costa Rica**

Connected with the community and hospital, providing support to local maternity clinic.

**Accolades:**

AICHE Freshman Recognition Award

President's Grant for Study Abroad

Chassis Plans Leadership in Engineering Scholarship Finalist

MI-LSAMP Summer Undergraduate Research Academy Grant

2016-2017

2017

2016

2015

**Memberships & Certificates:**

Member of the American Institute of Chemical Engineers

SACHE Safety Certificate "Chemical Process Safety in the Chemical Process Institute"

2016-Present

2016

**Current Activities:**

- WMU Women in Science Technology Engineering and Mathematics
- Women in Engineering Mentoring Network
- WMU AICHE Club
- WMU Swim and Dive Club

**Ava E. Jenison**

ava.e.jenison@wmich.edu  
231-555-1122

**Employment Objective:**

Enthusiastic, dedicated, and quick learning student seeking an internship for the summer of 2019. Providing construction and civil engineering skills and knowledge in real world environments.

**Education:****Bachelor of Science in Civil Engineering**

Western Michigan University

- College of Engineering and Applied Sciences

- Lee Honors College

Expected Graduation - December 2020

Kalamazoo, MI

GPA: 3.79/4.00

**Work Experience:****Assistant Project Engineer**

Merger National Construction - Detroit, MI

May 2018-Present

- Coordinate communication between Mercer and its clients, architects, and subcontractors.
- Update and create files for past, present, and future projects.
- Prepare documents for meetings, and record minutes and data.

**Recruitment Ambassador**

Western Michigan University - Kalamazoo, MI

January-April 2018

- Assist prospective students with the application and college decision process.
- Plan and administer recruitment events; encourage students to join the University.

**Bait Packager**

Nelson's Sporting Goods - Sultons Bay, MI

May-August 2017

- Counted and packaged bait for distribution and sale.
- Maintained clean facilities to preserve the workroom and stored products.
- Assembled various kinds of packaging, and repackaged assorted products for sale.

**Cable Puller**

Metro Communication Services - Traverse City, MI

July-August 2016

- Installed and tested Cat5e and Cat6 network cabling.
- Assisted in the process of adding new network office hardware and security cameras.

**Community Service and Activities:**

- Society of Women Engineers, WMU Chapter - Volunteer, Member.

- Engineers Without Borders, WMU Chapter - Member.

- American Society of Civil Engineers, WMU Chapter - Member.

- Alpha Lambda Delta, WMU Chapter - Member.

- J.B. McNamara Business Pitch Competition 2017 - 2<sup>nd</sup> Place.

- College of Engineering and Applied Sciences - Innovation Day 2017 - Participant.

**Skills and Certification:**

Microsoft Office Suite

BlueBeam PDF Software

Procore Associates Certificate

Leading Groups of All Ages

Planning Events

Public Speaking

Basic AutoCAD

First Aid Certified

OSHA 10-Hour

# Mechanical Engineering - Undergrad

## Seth McMillan



seth.mcmillan@wmich.edu / (517) 667-8899

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

### Education

**Bachelor of Science in Engineering** Expected Graduation: December 2020  
Western Michigan University (WMU)  
Major: Mechanical Engineering, Minor: Mathematics, Psychology  
GPA: **3.25** / 4.00  
WMU Signature: *Leadership*

### Skills / Academic Progress

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

### Experience

**Student Outreach Ambassador** May 2016 - Present  
*WMU College of Engineering and Applied Sciences*  
Kalamazoo, MI  
• Provide guided tours of engineering facility to inform and motivate prospective students  
• Facilitate academic presentations to students and parents regarding student success  
• Maintain information in various databases to ensure workplace efficiency

### Engineering Peer Mentor

*WMU College of Engineering and Applied Sciences* March 2016 - Present  
Kalamazoo, MI  
• Equip students with academic success strategies to improve individual success  
• Serve as a mentor for academic, co-curricular, and leadership involvement  
• Assist students in science, engineering, and mathematics coursework to advance student achievement

### School-Age Child Care Staff

*Lansing YMCA* September 2013 - August 2015  
Lansing, MI  
• Coordinated school-age curriculum activities to promote YMCA core values into children's lives  
• Developed communication skills with parents and children to create a welcoming environment  
• Prepared a Science and Mathematics curriculum to educate children on basic academic skills

### Involvement and Certifications

- Dean's List, Western Michigan University
- Treasurer, Society of Automotive Engineers student chapter
- Volunteer, Habitat for Humanity and WMU Invisible Need Food Pantry

# Mechanical Engineering - Masters

## Jenna Oliver, M.S.

jenna.m.oliver@wmich.edu  
(312) 555-2345

### CAREER PROFILE

Self-motivated engineer interested in working on multidisciplinary team projects with a focus on noise, vibration and harshness testing to help improve the ride and feel of vehicles.

### EDUCATION

**Master of Science in Mechanical Engineering**, GPA: 3.75 December 2019  
*Western Michigan University*  
Thesis: Detection of Hybrid & Quiet Vehicles by Blind & Visually Impaired Pedestrians  
(Thesis research project supported by General Motors)

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

### PROFESSIONAL EXPERIENCE

#### Graduate Research Assistant

*Western Michigan University* September 2017 to Present

- Manage data collection research projects in partnership with General Motors and Nissan studying the safety of blind pedestrians and hybrid vehicles
- Collaborate on the design of the data acquisition system that records vehicle position and motion, acoustic data, and subject responses
- Analyze subject response and acoustic data
- Deliver final files and documentation for future research on project data

#### Mechanical Intern

*WeBuild Inc. (Architecture/Engineering Firm)* May 2016 to August 2017

- Designed heating and cooling systems for multiple site locations and capacities
- Worked extensively with AutoCAD Building Systems preparing construction documents and utilized building heating and cooling load simulation software
- Assumed leadership role during a company team building retreat; led and motivated a diverse team of 8+ senior staff members to complete the challenge at hand

### SOFTWARE KNOWLEDGE

MATLAB; SPSS; LabVIEW, AutoCAD 2000/2006/Building Systems 2006/MEP 2009; Carrier HAP; Trane TRACE 700; Microsoft Office Suite; Windows 3.1/95/98/2000/ME/NT/XP/Vista/7; Mac OS X

### EQUIPMENT KNOWLEDGE

Sound level meters; microphones; accelerometers; multi-channel signal analyzers; 6,000 lbf hydraulic shaker table; reverberation test chamber; anechoic test chamber

### COMMUNITY INVOLVEMENT

#### Resident Assistant (RA)

*Western Michigan University* August 2013 to April 2016

- Received highest ratings from Hall Directors on every semester performance evaluation
- Created and implemented programs that encouraged growth of community
- Led conflict resolution mediation sessions and responded to crisis situations
- Wrote weekly reports and documented community issues for review by Hall Directors

# W Office of Student Engagement WESTERN MICHIGAN UNIVERSITY



3

THE TOP 3 SKILLS STUDENTS REPORT GAINING THROUGH INVOLVEMENT ARE:

- COMMUNICATION
- TEAMWORK
- LEADERSHIP

0

AMOUNT OF EXPERIENCE NEEDED TO START YOUR LEADERSHIP JOURNEY AT WMU.



96.4%

OF LEADERSHIP RETREAT PARTICIPANTS REPORT THEY ARE MORE CONFIDENT IN THEIR ABILITY TO LEAD OTHERS.

91.8%

OF STUDENT ORGANIZATIONAL LEADERS SHOWED GROWTH IN THEIR LEADERSHIP IDENTITY DEVELOPMENT.



1

A SENSE OF BELONGING IS THE GREATEST IMPACT OF RSO INVOLVEMENT.

# EVERY LEADER STARTS SOMEWHERE.

## AMELIA BROWNING

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

### EDUCATION

**Western Michigan University**  
Bachelor of Science, Engineering

Western Michigan University

Expected Graduation: Spring 2019

Kalamazoo, MI

Current GPA: 3.75

Major: Engineering Design Technology

### EMPLOYMENT

**Western Michigan University Plastics and Processing Lab Assistant**

Support the WMU plastics and polymers classes by grading student assignments and assisting during weekly student lab sessions.

Kalamazoo MI 2018-Present

**General Motors - Vehicle Engineering Intern**

Create 3D engineering models for the next generation overhead door panels which will eventually become standard on most GM vehicles in the next few years. (2017)

Warren MI, Summer, 2016-2017

Utilize Autodesk Mold Flow software to advise designers and engineers on part development questions and production issues. (2017)

Assisted vehicle engineers with a preliminary redesign of interior body panel attachments. Attended weekly design reviews with engineers and suppliers to ensure that the parts being developed meet all necessary requirements and standards. (2016)

The purpose of this new attachment design was to decrease the likelihood of a component detachment when side airbags were deployed making a vehicle crash much safer for the occupants.

Developed the 3D engineering models of the fuse door panel for the 2018 Buick Enclave. (2016)

**Metal Technologies Incorporated: Gray Iron Foundry-Engineering Co-Op**

Worked with the engineering department on day to day tasks and larger projects by meeting deadlines based on shifting priorities.

Performed statistical analytics focusing on correlations between iron chemistry, desired product properties, physical defects, and tooling life.

Assisted the engineering department with gating and mold design, microstructure analysis, updating CAD designs, PFMEA analysis, reports, and presentations.

**Michigan Department of Transportation-Road Surveyor**

Carried out region operations with incident management, sign mapping, data collection, and reporting.

Portage MI, Summer 2015

**Blue Wave Products-Product Designer (Freelance)**

Contracted to work with artists, marketing teams, and product developers to create production drawings and 3D engineering models for the purpose of producing new lines of pool products such as lounge chairs, toys, and slides.

Kalamazoo MI, 2015-As Needed

### AFFILIATIONS

**Society of Plastics and Engineers-SPE (Automotive Division)**

The Automotive Division of SPE is dedicated to recognizing and communicating technical accomplishments in all phases of new automotive plastics and plastic-based composite applications.

**Kalamazoo Promise Mentoring Program-Western Michigan University**

The Kalamazoo Promise Mentors are a group of successful college students who provide first generation college students with support and guidance through their first years of college.

2015-Present

**Entrepreneurship Club-Western Michigan University**

Event planning, internal organization, member recruitment, event promotion, and treasurer.

2015-2016

### TECHNICAL SKILLS

- Computer Aided Design:
- AutoCAD, Autodesk Inventor, Solid Works, Creo, and Catia.
- Siemens NX 9, Lifecycle Visualization, Finite Element Analysis, and Team Center.
- Autodesk Mold Flow Simulation.



## Whitney Williams

432556 Mtango Hills Ave.  
Naperville, IL 60514  
630.222.2222 whitney.williams@wmich.edu

### Education

**Bachelor of Arts, December 2018**  
College of Fine Arts, Western Michigan University  
Major: Dance

**Hair:** Brown      **Eyes:** Brown

**Height:** 5'3"

**Weight:** 125

**GPA:** 4.0  
Kalamazoo, MI

### Performances

- *Aleluia*
- *Red Salvation*
- *El Otro Lado*
- Kennedy Center Performance of *The End*
- *The 40's*
- *How Long Brethren?* (Helen Tamiris)
- *In My Mind*
- Kennedy Center Performance of *Suite Ois*
- *Suite Ois*
- *Juvenescel*

- Soloist, Ensemble
- Ensemble
- Duet, Ensemble
- Ensemble
- Trio, Ensemble
- Ensemble
- Duet, Ensemble
- Ensemble
- Ensemble
- Ensemble

- Robert Battie
- Tony Calucci
- Carolyn Pawlik
- David Curwen
- Lou Conte
- Staged by: Cianna McIntyre
- Mark Gomez
- George Faison
- George Faison
- Derrick Evans

### Dance Companies

- Western Dance Project
- Center Stage Dance Company

- David Curwen
- Jan Forster, Mary Dow, Melissa Patch, Nicole Scagowski

### Teaching Experience

- Education for the Arts
- Shayma's Dance Kraze
- Center For Dance

- Modern
- Hip Hop

- Kalamazoo, MI
- Plainwell, MI
- Westmont, IL

### Training, Awards, and Scholarships

- Dalton Exceptional Dance Major
- Partners in Dance Scholarship
- Outstanding Dance Major Scholarship
- Wendy Cornish Scholarship
- Lou Conte
- Urban Jam
- The Edge
- Dance For Life Summer Workshop
- International Dance Challenge
- Dance America: Finalist
- Broadway Dance Center
- Chicago Human Rhythm Project
- River North Workshop
- Co. Dance: Finalist

- 2016-2017
- 2015-2016
- 2015-2017
- 2015-2016
- 2016-2017
- February 2017, The Edge Scholarship
- July 2016
- July 2015
- April 2018, Center Stage Award
- July 2015; 16, Dancer of the Year
- July 2014
- June 2015-2013
- August 2013
- July 2013, Dancer of the Year

### Special Skills

Acting, Singing, Musical Counting, Choreography, Back Stage and Crew Work, Lighting/Design, Aerobics, Basic Spanish, Gymnastics, CPR Training.

## Joshua E. Ruiz

269.387.7788 | joshua.e.ruiz@wmich.edu

### EDUCATION

**Bachelor of Fine Arts in Graphic Design**  
Western Michigan University, Kalamazoo, MI  
Frostic School of Art

Expected graduation April 2020  
**3.5 GPA**

Minors: Photography and Imaging

**Associate of Arts in Visual Communication**  
Kalamazoo Community College, Battle Creek, MI

May 2016  
**3.8 GPA**

### ARTISTIC EXHIBITIONS

*Structure for Chaos, Cosmo's Cucina*, Kalamazoo, MI 2018  
*Kalamazoo by Night, Water Street Coffee Joint*, Kalamazoo, MI 2017

### SOFTWARE AND DESIGN SKILLS

Adobe InDesign      Dreamweaver  
Apple/Works      Adobe Illustrator      Black & White Film Processing  
Adobe Photoshop      QuarkXPress      Photo Maitting

### DESIGN EXPERIENCE

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

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

- **Art Lab Monitor**, Frostic School of Art, WMU, Kalamazoo, MI      September 2015 – April 2016
- ✓ Assisted students with techniques, trained on use of software and tools, troubleshoot problems, mixed chemicals for color and black and white processing, maintained safety and cleanliness of the darkroom.

### AFFILIATIONS and ACCOMPLISHMENTS

American Institute for Graphic Artists (AIGA), member      2015 – present  
Art Star Award Recipient, nominated by faculty      2017  
Walter Enz Memorial Scholarship      2015



## Interdisciplinary Health Services

**Nancy Kathryn Wilmore**  
1234 Haven Street, Kalamazoo, MI 49006  
(269) 123-4567 | nancy.k.wilmore@wmich.edu

### PROFILE

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

### EDUCATION

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

### HEALTHCARE EXPERIENCE

**Community Support Program**  
Living Options

- Administer patient medication in a timely manner to clients 26-70 years of age. Help determine when to provide CPR, First Aid, or AED.
- Document patient vital signs (blood pressure, blood sugar level, administration of insulin injections, and check weight) recording information ensuring patient confidentiality in accordance with HIPAA regulations.
- Serve as primary contact between physician, patient, supervisor, and on-duty medical assistant; inform of any required patient medication changes or updates with patient mental health.
- Interact with the family, members and coworkers, while working towards the recovery of the patient.

### Relief Aid

Progressive Alternatives  
Kalamazoo, MI

- Administered patient medication in a timely manner to clients 40-80 years of age.
- Enthusiastically cared for 5 to 6 patients during assigned shift, recognizing and supporting patient needs, concerns, and problems.
- Ensured that the facility was organized, neat, and clean.

### Medical Records Analyst

Lakeland Health Care System  
Saint Joseph, MI

- Organized and prepared hospital records and entered them into the Chartmaxx database.
- Analyzed patient medical records and charts for doctors' offices. Gained firm understanding of healthcare laws and practices, including HIPAA laws.

### VOLUNTEER EXPERIENCE

- Port Huron Hospital Foundation - *Children's Benefit*, Port Huron, MI December 2016/2017
- Habitat for Humanity - *Co-Leader*, Kalamazoo, MI June 2015
- Voices Against Sexual Assault Seminar on Human Trafficking October 2015

### **Maria Alexander**

maria.alexander@wmich.edu 1234 Philip Street Kalamazoo, MI 49008 (269) 123-4567

### **OBJECTIVE**

Seeking a Bilingual/EL (Spanish) Social Worker position at Lincoln Elementary School District #156 in San Antonio, Texas. Offering strong communication skills in English and Spanish, with experience in individual, family and group programming for migrant and seasonal farmworker populations.

### **EDUCATION**

**Bachelor of Social Work**  
Western Michigan University, Kalamazoo, MI April 2019  
GPA: 3.76  
Major: Social Work Minor: Interdisciplinary Health Services  
Associate of Arts in Liberal Arts May 2014  
Southwestern Michigan College, Dowagiac, MI

### **RELATED EXPERIENCE**

**Social Work Intern** September 2017-May 2018  
Kalamazoo, MI  
**Catholic Family Services-Caring Network**  

- Collect client demographic data at intake and provide detailed program information
- Assist clients by referral to parenting and childbirth preparation programs and housing assistance
- Record and maintain accurate client files while protecting client confidentiality

### **Program Associate**

**Cass County Michigan State University-Extension** September 2014-March 2017  
Cassopolis, MI  

- Provided parenting and nutrition education to families and individuals with limited literacy/limited resources
- Developed and provided Spanish/English programming for migrant in camp and summer school programs
- Represented Cass County MSU-E at Migrant Resource Council, Cass County Youth Committee, and others
- Entered monthly individual and group activity data using Microsoft Excel

### **Community Service and Volunteer Activities**

All-Ann  
Sunday Suppers-St. Thomas Moore Student Parish 2012-present  
Mother Friend Volunteer-Caring Network 2014-2016

### **Honors and Memberships**

WMU-College of Health and Human Services Dean's List and Honor Student All semesters 2014-present  
Member of National Association of Social Workers

# Nursing

## REBECCA KANE

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

### EDUCATION

#### Western Michigan University, Kalamazoo, MI

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

**April 2020**  
GPA: 3.60

#### Kellogg Community College

EMT- Basic Certification

**August 2014**

### Certificates

Red Cross CPR/First Aid/AED  
Red Cross BLS for Healthcare Instructor  
Red Cross Instructor, CPR/First Aid/AED  
EMT Basic

### PROFESSIONAL EXPERIENCE

#### Western Michigan University

##### Ask/WMU Coordinator-Student Ambassador

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

**January 2018-Present**

#### Western Michigan University

##### Nursing Lab Assistant

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

**September 2017-Present**

#### American Red Cross

##### Instructor

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

**June 2016-Present**

### SKILLS

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

### ACTIVITIES & HONOR

Western Student Association  
Student Nurses Association  
Drive Safe Kalamazoo  
Fall Welcome Leader  
Red Cross Club  
Christian Neighbors food pantry volunteer  
Hope Lutheran Church nursery volunteer  
Tutor Time co-founder and coordinator  
Rotary Youth Leadership Academy camp nurse  
Rotary service volunteer, Pretty Lake Camp

# Speech Pathology

## - Jacob Hillary -

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

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

### EDUCATION

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

**April 2019**

#### *Bachelor of Arts with Honors, Communicative Sciences and Disorders*

**Secondary Provisional Teaching Certificate**

**Speech Correction Teaching Major K-12 Endorsement**

**Psychology Teaching Minor Secondary Endorsement**

Michigan State University, East Lansing, MI

**May 2017**  
**May 2017**

#### *Communication Disorders Study Abroad, United Kingdom*

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

**July 2015**

### CLINICAL EXPERIENCE

#### **Starr and Cooper Elementary Schools, Plainwell Community Schools, Plainwell, MI**

**January-March 2018**  
Served 60 clients ages 3 to 11. Administered standardized tests including: Clinical Evaluation of Language Fundamentals (CELF-3), Preschool Language Scale (PLS-4), Expressive One Word Vocabulary Test (EOWVT) and the Goldman-Fristoe Test of Articulation (GFTA-2).

- Diagnosed speech and language disorders, planned and implemented therapy, wrote functional goals, attended IEP meetings, and conducted parent conferences. Gained experience with students from general education, special education, and Head Start.

#### **Spectrum Health, Butterworth Hospital, Grand Rapids, MI**

**September-December 2017**  
Served clients aged 2-94 in Trauma I inpatient adult acute care and outpatient pediatric diagnostics and therapy.

- Administered standardized tests including: Neurobehavioral Cognitive Status Examination (NCSE), Cognitive-Linguistic Quick Test (CLQT), Boston Diagnostic Aphasia Examination (BDAE), and the Goldman-Fristoe Test of Articulation (GFTA-2).
- Performed and analyzed bedside and videofluoroscopy swallow studies.
- Performed and analyzed multi-view studies of children with cleft lip and palate to determine need and type of surgical and behavioral intervention.
- Implemented weekly speech and language therapy for children with cleft lip and palate.

#### **Charles Van Riper Language, Speech, and Hearing Clinic, Kalamazoo, MI**

**September 2016-August 2017**  
Served clients aged 3-86. Participated in diagnostic teams to determine need for speech and language services.

- Administered standardized tests including: Goldman-Fristoe Test of Articulation (GFTA-2), Kahn-Lewis Phonological Analysis (KLPA), Peabody Picture Vocabulary Test (PPVT-III), and the Stuttering Severity Instrument (SSI-4).
- Organized and performed individual and group therapy sessions, created individualized therapy materials, wrote professional therapy reports, participated in weekly meeting with various clinical supervisors, and completed necessary charting and paper work.

### PROFESSIONAL ORGANIZATIONS

Michigan Speech-Language Hearing Association (MSHA)

National Student Speech-Language Hearing Association (NSSLHA)

**2015-Present**  
**2015-Present**

### COMMUNITY SERVICE

Conversational tutor for international Teaching Assistants at Michigan State University  
Classroom aid and chaperone at Heartwood School for students with autism in Lansing, MI

**2016-2017**  
**2016-2018**

**Dr. Sasha J. Barrington**

Phone: (269)123-4567  
sasha.j.barrington@wmich.edu

**PROFESSIONAL SUMMARY**

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

**EDUCATION**

**Doctor of Philosophy, Physics** GPA: 3.52  
Department of Physics, Western Michigan University, Kalamazoo, MI  
Dissertation Topic:  
Dissertation Adviser:

June 2015

**Master of Arts (Physics)** GPA: 3.52

Department of Physics, College of Arts and Sciences, WMU

June 2011

**Bachelor of Science:**

Department of Physics, Faculty of Science, University of Colombo, Sri Lanka

April 2004

**TEACHING EXPERIENCE**

**Visiting Assistant Professor of Physics, Bethel College** January-June 2016

Courses Taught

PHYS 150-01: Introductory Physics I (Studio Physics Format)

Text book: Physics for Scientists and Engineers; Randall D. Knight

PHYS 340-01: Classical Dynamics w/Lab

Text book: Classical Mechanics; John R. Taylor

**Adjunct Physics Instructor, Kalamazoo Community College** August-December 2015

Courses Taught

College Physics I: Lecture and standard Lab

Eight credit/non-calculus course in general college physics intended for 38 diverse students in pre-science. Topics included mechanics, heat, and sound, using mathematical skills of algebra and trigonometry.

Text book: College Physics; Serway & Vuille (10th edition)

**Doctoral Teaching Assistant, Western Michigan University** Fall 2008-July 2015

Courses Taught:

PHYS 1080: Elementary Physics Lab

PHYS 1150: General Physics I Lab

PHYS 1160: General Physics II Lab

PHYS 2060: University Physics I Lab

PHYS 2070: University Physics II Lab

Courses Assisted:

PHYS 1020: Energy and the Environment

Environmental Physics

PHYS 2060: University Physics I

PHYS 2070: University Physics II

**PROFESSIONAL DEVELOPMENT WORKSHOPS FOR TEACHING**

- Member of AAPT, AFT Michigan, WMU Physics Club May 2011-Present
- Presented at Kalamazoo Valley Community College Seminar Days January 2016
- Topic: Seven Principles for Smart Teaching July 2015
- Graduate student teaching intensive and learning approaches, and improve communication for diverse learners. The intensive included:
  - Small group mentoring Guided practice & reflection
  - Foundations of teaching & learning Effective classroom management
  - Methods & strategies for learning Assessment & Evaluation
- Introduction to Google Apps in Education October 2015
- Developing International Students' Writing Skills March 2015
- NFS: Managing Difficult Students & Academic Dishonesty March 2015
- Teaching with Technology Symposium February 2015
- Cool Tools Workshops at Western Michigan University January-April 2015

**TEACHING TOOLS**

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

**AWARDS**

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

**RESEARCH EXPERIENCE****Ion beam analysis:**

Collaborating with Fraunhofer and Vapor Technologies, Inc. 2013-Present  
Ion beam implantation, single crystal alignment for channeling, Rutherford Back Scattering analysis (RBS) for single crystal MgO, analysis of interface between Cr coatings deposited on Si substrate and irradiation of diamond with carbon and proton beam for slicing (Lift-off method).

**Produce resistive stripes in 10  $\mu\text{m}$  lines and an isolated heater in a microfluidic system**  
Lurie Nanofabrication Facility, MI, USA  
June 2014 - October 2015

# Curriculum Vitae

## Electron and ion beam systems:

Western Michigan University  
 May 2009-May 2015  
 Micro beam production, passive beam guiding and characteristic study of electrons and fast highly charged ions through micro and nano-sized insulating capillaries.

## Micro beam production of slow highly charged ions:

University of Normandy, Caen, France  
 May-June 2012  
 Through micro-sized borosilicate glass capillaries at ARIBE (a low energy ion beam) facility.

## CONFERENCE AND RESEARCH PARTICIPATION (25 - CONTRIBUTED ABSTRACTS)

- APS Division of Atomic Molecular and Optical Physics, Madison, WI June 2014
- Professional Skills Workshop for Women Physicists, Madison, WI June 2014
- Int'l. Conference, Accelerators in Research and Industry, San Antonio, TX May 2014
- 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup> Annual Research and Creative Activities Poster Day WMU 2011-2013
- Int'l. Conference on Physics of Highly Charged Ions Heidelberg, Germany Sept. 2012
- GANIL facility at Centre de Recherche sur les Ions ENSICAEN, May 2012
- University of Caen Normandy, France
- Int'l Conference on Photonic Electronic and Atomic Collisions, Belfast, UK July 2011

## PUBLICATIONS

- **S. J. Barrington**, T. Ikeda, B. S. Dassanayake, D. Keerthisinghe and J. A. Tanis, *Electron beam transmission through a micro-size tapered glass capillary: Dependence on incident energy and angular tilt angle*, *Phys. Rev. A* (Submitted December 2015)
- M. Muehle, A. Kayani, M. F. Becker, **S. J. Barrington** and T. Schuelke, Irradiation of single crystal diamond for lift-off processes using proton and carbon beams, Conference Paper May 2015, 9th International Conference on New Diamonds and Nano Carbons, Shizuoka GRANSHIP, Japan
- D. Keerthisinghe, B. S. Dassanayake, **S. J. Barrington**, N. Stolterfoht and J. A. Tanis, *Elastic and inelastic transmission of electrons through insulating polyethylene terephthalate nanocapillaries*, *Phys. Rev. A* **92**, 012703(2015)
- **S. J. Barrington**, T. Ikeda, B. S. Dassanayake, D. Keerthisinghe and J. A. Tanis, *Transmission of electrons through micrometer-sized tapered glass capillaries: Angular and energy dependence*, *Nucl. Ins. Meth. Phys. Res. B* **317**, 101 (2013)
- **S. J. Barrington**, B. S. Dassanayake, D. Keerthisinghe, T. Ikeda and J. A. Tanis, *Dependence of electron transmission on charge deposited in tapered glass macrocapillaries*, *Phys. Scr.* **T 156**, 014057 (2013)
- **S. J. Barrington**, B. S. Dassanayake, D. Keerthisinghe, A. Ayyad and J. A. Tanis, *Angular and time dependence of electron transmission through a macroscale tapered glass capillary*, *J. Phys: Conf. Ser.* **388**, 132004 (2012)
- **S. J. Barrington**, B. S. Dassanayake, D. Keerthisinghe, A. Ayyad and J. A. Tanis, *Broadening in the energy distribution of electron beams transmitted through a micrometer-sized tapered glass capillary*, *J. Phys: Conf. Ser.* **488**, 132006 (2014)
- **S. J. Barrington**, B. S. Dassanayake, D. Keerthisinghe, A. Ayyad and J. A. Tanis, *Electron transmission through a micro-size tapered glass capillary*, *Nucl. Inst. Meth. Phys. Res. B* **269**, 1248 (2011)

## INVITED TALKS

- **S. J. Barrington**, 23<sup>rd</sup> International Conference on the Application on Accelerators in Research and Industry (CAARI 2014), San Antonio, TX, May 25-30, 2014, Program and schedule, Wed-IBA01-111
- **S. J. Barrington**, 22<sup>nd</sup> International Conference on the Application on Accelerators in Research and Industry (CAARI 2012), Fort Worth, TX, August 5-10 2012, Program and schedule, Tue-AP03-4

S. Barrington

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Alice B. Jackson, PhD (abbreviated CV)  
 1234 Howard St. Kalamazoo, MI 49006  
 1269123-4567  
 alice.b.jackson@w.mich.edu and/or webpage

## EDUCATION

Ph.D., Educational Leadership, Higher Education  
 Western Michigan University Kalamazoo, MI 49008  
**Dissertation:** *Enter title and list committee members*  
 M.A., Michigan State University, English Literature  
 B.A., Albion College, Religious Studies

## HONORS AND AWARDS

- All-University Teaching Effectiveness Award, Graduate College and Graduate Studies Council Western Michigan University (2016)
- Graduate Teaching Effectiveness Award, Department of Educational Leadership, Research, and Technology, Western Michigan University (2015 and 2014)
- Rising Star Award recognizing an outstanding doctoral candidate in the College of Education and Human Development, Western Michigan University (2013).

## ACADEMIC EXPERIENCE

- Western Michigan University, Adjunct Professor, Doctoral Associate, Student Affairs, Graduate Teaching Assistant (2010–2016)
- Wells College, Dean of Students (2006–2010)
- Green Ridge College, Dean of Students and Associate Professor of English (2005–2006)
- Guilford College, Dean for Campus Life (2002–2005), Assistant Dean (1995–1999)

## PUBLICATIONS AND RESEARCH

### Peer Reviewed Journals:

Jackson, A. B. (2012). College and university presidents: Risk managers-in-chief. *UAMJA Journal* (Summer 2012).

Jackson, A. B. (2011). Enterprise risk management in higher education: A review of the literature reveals what we know (and what we don't). *UAMJA Journal* (July 2011).

Jackson, A. B. and Shackelford, A. L. (2011). Responding to and supporting students with disabilities: Risk management considerations. *New Directions for Higher Education, Special Issue, Disability and Higher Education*

Jackson, A. and Shackelford, A. L. (2005). Practical solutions to legal issues: The key role of the SSAO. *Leadership Exchange*. (Summer 2005).

### Books and Book Chapters:

Jackson, A. B. (2015). Lessons from the academy: ERM implementation in the university setting. In B. Stinkins, J. Fraser, & K. Narvaez (Eds.), *Enterprise risk management: Case studies for executives, risk practitioners, and educators*. Hoboken, NJ: John Wiley & Sons.

Jackson, A. E. and Shackelford, A. L. (2007). *The Student Affairs Handbook: Translating Legal Principles into Effective Policies*. IIRP Publications.

### Other Publications:

Jackson, A. B. (2013). Enterprise risk management in higher education: There's still a lot to learn. *Risk Management Today: Lexisnexis* (April/May 2013), 145–149. <http://lexisnexis.com/aubtrbyandcomption/articles/risk-management-today-m29-2013-1.pdf>.

Jackson, A. (2008). Get student input to create effective disciplinary system. *Student Affairs Today*. IIRP Publication.

### Research:

Principal Investigator, Western Michigan University Inequality Diversity, Experiences, & Attitudes Survey (ISRII 15-10-06) (2015–2016).

Principal Investigator, Western Michigan University Title IX Sexual Misconduct and Safety Survey (ISRII 16-03-05), Spring 2016.

### TEACHING

**Graduate:** Assessment and Environments (fall 2013), Assessment and Accountability (fall 2014, 2015, 2016), Higher Education Law (spring 2015, 2016, 2017), Assessment and Accountability for the WMU, Ph.D. program in the Dominican Republic (Summer 2016).

**Undergraduate:** English Composition, First Year Seminar, British Literature, English Literature, Oral Communications, Introduction to Western Civilization, Shakespeare I and II.

### PRESENTATIONS

#### Keynote Presentations:

“Student Well-Being: The Role of the Division of Student Affairs in Creating a Web of Caring.” Keynote presentation and workshop for the Division of Student Affairs at the University of Michigan-Flint (Flint, MI), August 2012.

# Curriculum Vitae

2016), co-chair.

Title IX Director of Compliance Search Committee (2015), co-chair.

Western Michigan University Higher Learning Commission Advisory Council, 2013 – present  
University Strategic Planning Operations Team (USPOT) and Transition Team, Western Michigan University (April 2012 – May 2016).

## CONSULTING

Battle Creek Community Foundation, Enterprise Risk Management integrated with Strategic Planning, December 2015 – present.

Strategic Planning Workshops, School of Social Work, Western Michigan University, September & November, 2015.

Strategic Planning Workshop and consultation regarding mission and goals, School of Public Affairs Administration, Western Michigan University, January 2014.

Intercultural Development Inventory (IDI), administration and feedback facilitation, Center for Global and Intercultural Study, University of Michigan, July 2013.

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Jackson, A. B., CV

“Student Risk Assessment: Where Mental Health and Legal Liability Meet.” Keynote address, Higher Education Case Management Roundtable, The University of Michigan (Ann Arbor, MI), June 2011.

## Invited Conference Presentations:

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

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

“The Intersection of Student Mental Health Issues, Behavioral/Threat Intervention and Student Conduct Protocols and Practices: The Continuing Evolution of Effective Disability Services on College and University Campuses (with Jeff Nolan).” 25th Annual Postsecondary Training Institute (PTI) (Boston, MA) June 2013.

## National and Regional Conferences:

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

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

“Courageous Collaborations: Team-based Approaches to Strategic Planning for Student Success” (with Tom Chambers and Patricia Sheridan), NASPA National Conference (New Orleans, LA) March 2015.

“From Polarization to Adaptation: Developing and Assessing an Intercultural Competence Curriculum for Student Staff” (with Shamus Cointre), NASPA National Conference (New Orleans, LA) March 2015.

“Beyond Diversity: Developing Inclusive Excellence & Intercultural Competence – Two Institutional Models” (with Stephen Hiroshi, University of Wisconsin), NASPA Region IV-East Conference (Madison, WI) November 2012.

“Psychological Disabilities and Case Management: Challenges and Resources in Responding to Students Who Pose a Threat of Harm to Self or Others.” Senior Student Affairs Officers Track, NASPA Region IV-East Conference (Evanston, IL) October 2011.

“Discover, Dream, Design, Deliver: Using Appreciative Inquiry to Design and Implement Strategic Planning and Assessment.” NASPA Assessment and Persistence Conference, Las Vegas, NV) June 2011.



# Government Resume

## Government

ABRAHAM LINCOLN  
 111 President Drive  
 Washington DC 20005 US  
 Mobile: 202 200 2222  
 Email: abraham.lincoln@wmich.edu

The General Schedule (GS) is the predominant pay scale for federal employees, especially employees in professional, technical, administrative or clerical

Country of Citizenship: No  
 Veterans' Preference: GS-02-07, 06/2016-08/2017  
 Highest Grade:

United States of America

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

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

Don't forget to include past salary of GS Level

Work Experience: Department of State (Educational and Cultural Affairs) Washington, DC US

9/20/16 -8/20/18  
 Grade Level: 02  
 Hours per Week: 40

Public Affairs Assistant  
 Supervisor: John Smith (289-222-2222)  
 Okay to contact this Supervisor: Yes

Include the number of hours worked per week

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

Department of State (Educational and Cultural Affairs) Washington, DC US

5/5/15-8/20/16  
 Grade Level: NA  
 Hours Per Week: 20

Intern

Supervisor: John Smith (289-222-2222)  
 Okay to contact this supervisor: Yes

Great way to highlight subject area expertise

- Wrote eight articles about foreign education initiatives in Bureau newsletter and press releases
- Drafted twenty memoranda for the Undersecretary of State

Note: do not use abbreviations, write out Educational and Cultural Affairs not ECA

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

U.S. Consulate (Department of State)  
 Madrid, Spain  
 5/13/15-8/25/15  
 Grade Level: NA  
 Hours per week: 45

Political and Economic Section Intern, NA  
 Supervisor: Jane Doe (209-333-4444)  
 Okay to contact this Supervisor: Yes

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

ABC Afterschool Program  
 Philadelphia PA US

3/14/13-2/1/15  
 Salary: 15 USD per hour  
 Hours per week: 40

Program Coordinator

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

- Developed and monitored program goals and policies resulting in the highest recorded performance in ten years
- Oversaw three mentoring programs in limited resource communities to promote safe and healthy youth development
- Recruited, trained, and managed twenty-five adult mentors and twenty youth
- Created marketing and training materials for use in programs and mentoring initiatives
- Wrote and managed two program grants, hired three outside contractors for grant implementation
- Coordinated minute, weekly presentations on mentoring initiatives
- Communicated daily in Spanish with program participants and their families

Education:

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

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

# Government Resume

**Major:** Economics, Spanish Language (double major)

**WMU Signature:** *Civic Engagement*

**Relevant Coursework, Licenses and Certificates:**

Macro Economics, Micro Economics, Statistics, Public Policy Process

**Language Skills:**

**English**  
Spoken: Advanced  
Written: Advanced  
Read: Advanced

**Spanish**

Spoken: Advanced  
Written: Advanced  
Read: Advanced

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

**References:**

Name: George Washington  
Employer: Western Michigan University  
Title: Professor, Spanish Language  
Phone Number: 208-555-5555  
Email Address: [George.washington@wmich.edu](mailto:George.washington@wmich.edu)  
Reference Type: Personal

Name: James Maddison  
Employer: Department of State  
Title: Director of Foreign Affairs  
Phone Number: 207-444-4444  
Email Address: jmaddison@gmail.com  
Reference Type: Professional

**Additional Information:**

Use this section to highlight relevant class projects, volunteer work, and other leadership roles that may not be on your private sector resume

Be specific in the programs you are proficient in

**Skills:**

- Grant writing experience (awarded "Dream Catchers Award" by Community and Recreation Services, Delaware County Government, December, 2016)
- Regional expertise in Balkan, Post- Soviet, and Western European political issues (Including extensive regional travel)
- Proficient in Microsoft Office Programs (Word, Excel, PowerPoint, Outlook)

**Class Projects:**

Western European Economy: Then and Now April, 2018

- Completed a seventy- five-page capstone paper including depth economic analysis of past and present financial concerns of Western Europe
- Conducted research on historical implications of changes in economic wealth in Western Europe
- Presented research on historical implications of changes in economic wealth in Western Europe

**Leadership and Service Roles:**

Western Michigan University

*Diversity Workshop Facilitator*

10/2015-5/2018

- Developed twelve forums for dialogue between diverse student groups
- Build five partnerships between student groups through cultural programming

Business Society, WMU

9/2016-5/2017

*President*

- Recruited four executive committee members
- Managed a membership base of 40+ students
- Organized club involvement in business related workshops/events

Tucker Recreation Association

11/2014-11/2016

*Basketball Coach*

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

Habitat for Humanity, New Orleans, LA

3/2014

*Volunteer*

- Contributed to rebuilding a home in St. Bernard Parish, New Orleans

**Other Roles at Western Michigan University:**

War News Radio, *Weekend Co-Host*

9/2016-5/2018

Spanish Department, *Representative*

9/2016-5/2017

**Gear Up With Gold.**

**The College of Aviation proudly supports Career and Student Employment Services.**



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Full Uniform and EFB Compensation	✈									
Per Diem ≥ \$2.05/hour	✈									
Daily Min Credit ≥ 4:12 Hours	✈									✈
Incentive Program	✈			✈	✈		✈	✈	✈	✈

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- Year 2 pay increases to \$50 an hour
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## Collaborative WMU Departments

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

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

### The Alpha Program

[wmich.edu/alpha](http://wmich.edu/alpha)  
(269) 387-4426

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

### Centers for Counseling and Psychological Services

[wmich.edu/cecp/ccps](http://wmich.edu/cecp/ccps)  
(269) 387-5100

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

### Counseling Services

[wmich.edu/healthcenter/counseling](http://wmich.edu/healthcenter/counseling)  
(269) 387-3287

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

### The Communication Center

[wmich.edu/business/academics/communication](http://wmich.edu/business/academics/communication)  
(269) 387-6414

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



Consumers is one of our very valuable corporate partners in education. The entire staff supports a variety of co-curricular career readiness initiatives, including a workshop on credit and Mock Career Fairs for our transfer students as they transition. They also recruit our students for internships, fellowships and hiring students for career positions."

Gwendyn Haystack  
Director, Zhang Career Center  
Haworth College of Business, Western Michigan University

ABOVE: We recently welcomed WMU externship students to job shadow for a day at The Groves, our corporate headquarters.





## Collaborative WMU Departments (cont.)

### Disability Services for Students [wmich.edu/disabilityservices](http://wmich.edu/disabilityservices) (269) 387-2116

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

accommodation or adjustment, facilitate learning while maintaining the integrity of course content and outcomes.



### Office of Diversity and Inclusion [wmich.edu/diversity](http://wmich.edu/diversity) (269) 387-6313

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

### Center for Fostering Success [wmich.edu/fosteringSUCCESS](http://wmich.edu/fosteringSUCCESS) (269) 387-8344

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

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



OAKLAWN

### Immigration Services [wmich.edu/immigration](http://wmich.edu/immigration) (269) 387-5865

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

International students must have work authorization from U.S. Homeland Security in advance of their start date.

It is recommended to visit with WMU Immigration Services one full semester in advance to plan ahead for training or work.

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

#### Walk-In Advising

See website for times

- For brief, simple questions
- Travel Signatures

#### Private Appointments

To give you the time and individual service you deserve

- For confidential or complicated issues
- Consultations for Curricular Practical Training

#### OPT Workshops

Strongly encouraged for students wishing to apply for OPT

- Available weekly throughout each semester
- Held in International Admissions and Services office

## Collaborative WMU Departments (cont.)

**Office of Institutional Equity**  
[wmich.edu/equity](http://wmich.edu/equity)  
 (269) 387-6316

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

**Kalamazoo Promise Scholars Program**  
[wmich.edu/kalamazoopromise](http://wmich.edu/kalamazoopromise)  
 (269) 387-6313

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

**Lesbian, Bisexual, Gay and Transgender Student Services**  
[wmich.edu/lgbt](http://wmich.edu/lgbt)  
 (269) 387-2133

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

**Office of Military and Veterans Affairs**  
[wmich.edu/military](http://wmich.edu/military)  
 (269) 387-4444

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



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**Go to: [www.michigan.gov/corrections/](http://www.michigan.gov/corrections/)  
and click MDOC Careers**

MDOC is a MAAA Certified Veteran-Friendly Employer.  
Go to: <https://www.governmentjobs.com/careers/michigan>  
Search by department

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Dedicated to Success**



## Collaborative WMU Departments (cont.)

### Division of Multicultural Affairs

[wmich.edu/multicultural](http://wmich.edu/multicultural)

(269) 387-4420

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

### Student Professional Readiness Series

[wmich.edu/business/academics/spurs](http://wmich.edu/business/academics/spurs)

(269) 387-5131

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

### TRiO Student Success Program

[wmich.edu/triostudentsuccess](http://wmich.edu/triostudentsuccess)

(269) 387-4440

TRiO Student Success Program is a learning community funded by the U.S. Department of Education that helps first-generation, income eligible and students with disabilities complete their baccalaureate degrees. Since 1984, TRiO SSP has been a vibrant part of the Western Michigan University campus community.

### WMU Signature

[wmich.edu/signature](http://wmich.edu/signature)

(269) 387-2128

Western Michigan University recognizes that engagement outside of the classroom can contribute to student learning and development. In response, the University created a framework, WMU Signature, for students to intentionally engage on campus and meaningfully reflect on their experiences. To celebrate students' co-curricular achievements, the University will officially recognize students who have successfully completed their WMU Signature by including a WMU Signature Designation on their academic transcripts and diploma.

### WMU Writing Center

[wmich.edu/writingcenter](http://wmich.edu/writingcenter)

(269) 387-4615

The Western Michigan University writing center is dedicated to creating and fostering a campus culture that values writing as an essential process by which individuals develop scholarly knowledge, critical thinking ability, communication skills and practical wisdom. The Writing Center helps writers at all levels and of all abilities determine strategies for effective communication and make academically responsible choices at any stage in the writing process and in any genre. Our hope is to empower each writer with the skills to better understand their own work and to more deeply engage with other writers' works.

## Employment Advice for Students with Disabilities

As today's workplace continues to grow and evolve with an increase in technology, on-the-job training and software innovations, students with disabilities have the ability to find a workplace that will recognize their value and individualized needs. Under the Americans with Disabilities Act, a workplace must be able to provide "reasonable" accommodations to all employees. What is reasonable accommodation? Under ADA law, the employer makes a reasonable effort to accommodate the employee's individual needs given their disability.

As a student, you are learning the best environments, technological fit and accommodations that make you a successful student. You will apply this knowledge as you enter an internship, grad school or employment. What can you do to ensure you find a work environment that provides the right accommodations?

1. **Research to see if the employer is a disability inclusive employer:** Does the employer support disability initiatives and are they committed to a culture of inclusion? GOOGLE the employer name + diversity and see what you can find.
2. **Have multiple mentors:** One of the best things anyone can do is to engage often with people who have created a satisfying career path for themselves. Use open dialogue with other people of varying abilities who feel satisfied and engaged in their work. Ask them about their career path, interviewing experiences and advocacy for self at work.
3. **Use your resources:** Get to know your campus student resources, professors, and other students. It is often helpful to know of ways to engage in campus work, mentorship, tutoring, leadership and more. You will be able to ask specific questions about accommodations in research labs, for example, if working in one is your goal.
4. **Check out the local (community) resources:** Many organizations that are inclusive and already practicing individualized accommodations want to be connected with area community partners. In Kalamazoo, we have the Kalamazoo Office of Disability Network of Southwest Michigan: [www.dnswm.org](http://www.dnswm.org). The staff are well-versed in ADA-compliance, peer and professional advocacy, offer workshops, a newsletter and more.
5. **Research the building before you interview there:** Where are the restrooms, WiFi, ramps, etc? Be prepared so that once you land an interview, you will know what to expect, have a strategy and focus on answering the questions.

*Be confident and  
always present  
yourself in a  
professional manner.*  
Maria Guizar  
MI Department of  
Corrections

### *"When do I disclose my disability?"*

You do not need to disclose a disability until you have received an offer for internship and/or work offer.

In general, you will want to share with the employer on a need to know basis and when to do so is your choice. Some students with disabilities disclose in the cover letter, some during the interview and others at the time of offer. Best practice includes thoughtful discussion about how their disability has allowed them to think more about teams, workplace safety and technology.

For more information: US Department of Labor: [www.dol.gov/odep/pubs/fact/ydw.htm](http://www.dol.gov/odep/pubs/fact/ydw.htm)

The Job Accommodation Network: [AskJAN.org](http://AskJAN.org)

National Collaborative on Workforce and Disability for Youth: [www.ncwd-youth.info/411-on-disability-disclosure](http://www.ncwd-youth.info/411-on-disability-disclosure)

## Career Resources for International Students

### Transitional Resources

US cultural and employment norms may seem quite different to an international student transitioning to the US. The following resources provide various information on cultural norms, educational requirements, obtaining visas and transition information.

- Foreign born.com: [www.foreignborn.com](http://www.foreignborn.com)
- International Student: [www.internationalstudent.com/resources](http://www.internationalstudent.com/resources)
- National Association for College Admission Counseling: [www.nacacnet.org/](http://www.nacacnet.org/)
- “Crossing customs: International students write on US college life and culture” by Jay Davis and Andrew Garrod! (Book)
- “Succeeding as an international student in the US and Canada” by C. Lipson & A.E. Goodman (Book)

### Visa Information

As you search for jobs or internships, it is important to understand the processes associated with your visa. Employers may have false assumptions about visa limitations, costs, or processes and it is important to be able to provide accurate information to potential employers. The following resources provide visa information.

- US Department of Labor: [www.foreignlaborcert.doleta.gov/howdoi.cfm](http://www.foreignlaborcert.doleta.gov/howdoi.cfm)
- H1 Base Website: [www.h1base.com](http://www.h1base.com)

### Job and Internship Search

A job or internship takes a combination of numerous resources and strategies. Below are lists of potential sponsoring employers, occupational outlooks and job opportunities. Utilize these resources as you build your job search strategy and create target employers list.

- <https://www.h1base.com/>
- <http://www.myvisajobs.com/>
- <http://www.goinglobal.com/>
- <http://www.h1visajobs.com/>
- <https://www.insidehighered.com/advice/2018/05/07/job-advice-international-grad-students-united-states-opinion> <https://www.internationalstudent.com/jobsearch/>
- [https://www.foreignlaborcert.doleta.gov/pdf/h\\_1b\\_temp\\_visa.pdf](https://www.foreignlaborcert.doleta.gov/pdf/h_1b_temp_visa.pdf)
- “Power Ties: The International Student’s Guide to Finding a Job in the United States” by Dan Beaudry “3 Steps to Your Job in the USA: International Student Edition” by S. Steinfield & H. Yinping (Book)
- “The International Advantage: Get Noticed. Get Hired.” by Marcelo C. Barrors


### Education Resources

The following resources are helpful when exploring continuing education options, institutions and processes.

- Education USA: [www.educationusa.state.gov/](http://www.educationusa.state.gov/)
- Institute for International Education: [www.iie.org](http://www.iie.org)
- “International Student Handbook 2013: All new 26th Edition” by The College Board (Book)




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**WMU**  
Signature




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[wmu-signature@wmich.edu](mailto:wmu-signature@wmich.edu) (269) 387-2128

## ADVICE FOR VETERANS

# S

### pend time with civilians and other veterans:

Part of making a successful transition from military life to college life is immersing yourself in this new and different culture. Join the Student Veterans Association (SVA) to create new relationships with students that have served and participate in civilian based student events across campus.

# A

### ssume control of your college path:

Arrive 15 minutes early to every event you are a part of. Don't miss class, take notes and study, study, study...give 100% priority to your studies.

# L

### ook for support:

Every student needs support, regardless of his/her life situation. As a veteran, you have access to multiple means of support ranging from tutoring to advising and counseling services. Visit [wmich.edu/military](http://wmich.edu/military) for a list of supportive resources.

# U

### tilize your resources:

Career Services, Financial Aid, Health Care Options and a host of many other resources are available to you. Take advantage of them while you are here!

# T

### ake time to experience a little more:

Attend sporting events, join a Registered Student Organization (RSO), see Broadway productions at Miller Auditorium, experience Bronco Bash, work out at the student recreational center - get engaged.

# E

### ngage with faculty and employers:

Take every opportunity to attend as many employer related events as possible. Lists of employer-related events can be found at: [wmich.edu/business/career/programs](http://wmich.edu/business/career/programs) or [wmich.edu/career/events](http://wmich.edu/career/events). Also, make it a priority to visit each of your instructors you have during their office hours.

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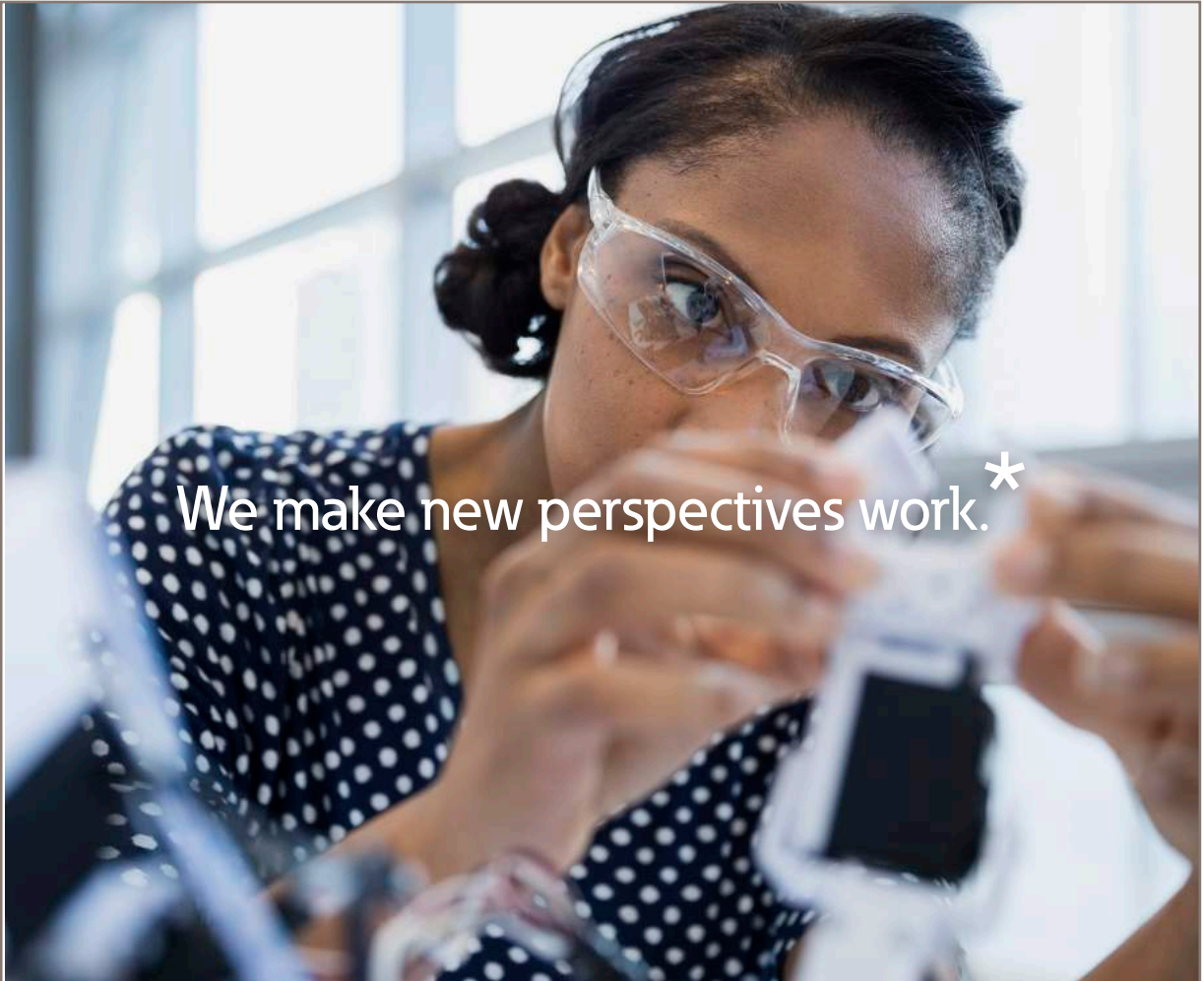
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[wmich.edu/extended/someday](http://wmich.edu/extended/someday)

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- Battle Creek
- Benton Harbor
- Grand Rapids
- Lansing
- Metro Detroit
- Muskegon
- Punta Gorda
- Traverse City
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# W



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