

2023 - 2024

Career Guide



UNIVERSITY CAREER SERVICES

Division of Student Life *and* Enrollment

EAST TENNESSEE STATE UNIVERSITY

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Carrier Center, 2nd Level, Culp Student Center

Employment Opportunities and Resources:
etsu.joinhandshake.com

Contents

Welcome	3
Career Exploration and Resources	
University Career Services	4
Career Readiness.....	5
Your College-to-Career Pathway	9
Experiential Learning.....	10
Career Resources	
Handshake.....	11
Focus2Career (Focus2).....	12
16 Personalities	13
“What Can I Do With This Major”	13
US Government Resources	13
Creating Effective Documents	
Résumé Definition.....	15
Résumé Development Tips.....	15
Résumé Suggestions and Recommendations	16
Résumé Example (One-Page).....	17
Résumé Example (Two-Pages).....	18
Curriculum Vitae (CV) Definition.....	20
Curriculum Vitae (CV) Example (Higher Education Use)	21
Finding Examples - Cover Letters, References Pages, and More.....	23
Employment Search	
Planning an Employment Search.....	24
Career Fair Tips.....	25
Virtual Career Fair Tips	26
Developing Your “Elevator Pitch” for Better Introductions	27
Networking – Conducting Informational Interviews	28
Professional Networking with LinkedIn.....	30
LinkedIn	30
Interviewing	
Interview Types	31
Interview Q&A.....	32
Behavior-Based Interviewing	33
Questions You Might Ask (when prompted).....	33
Mock Interview - Suggestions for Success	34
How to Power through Interviews.....	35
Professional Attire for Interviews.....	36
Considering Graduate School or Professional Programs	37

Welcome

University Career Services is happy to have you join us at East Tennessee State University. Wherever you are in your academic journey, University Career Services is here to assist you.

Our mission within University Career Services is to empower students, alumni, and stakeholders by educating them through flexible services and resources to enhance their quality of life. The services and resources offered within this career guide are intended to provide guidance along your college to career pathway.

We highly encourage you to engage with us early and often, whether you are searching for part-time jobs, writing/updating your résumé, post-graduation job search or preparing for an interview. Wherever you may find yourself within the college to career pathway, the University Career Services staff is available to assist you with your goals.

Familiarize yourself with the tools and resources outlined in the upcoming pages along with reviewing the Career Readiness Competencies that have been identified as essential skills employers expect from new college graduates. University Career Services encourages you to seek experiences on/off campus such as internships, undergraduate research, student employment, and campus leadership roles that will position yourself for a successful post-graduation career launch.

University Career Services looks forward to helping you reach success however you define it. Visit our **Career Studio** for walk-in assistance. Create or update your professional media image in our **Photo Studio**. Take the opportunity to learn more about us on the following pages and at www.etsu.edu/careers.

God Speed and Go Bucs!
University Career Services

Career Exploration and Resources

University Career Services



Our Mission: Empower students, alumni, and stakeholders by educating them through flexible services and resources to enhance their quality of life.

Our Vision: Build a culture of career readiness that is essential to the ETSU experience and empower students to live the lives they design.

All students are encouraged to work with Career Services each year at ETSU. Whether exploring majors, internships, part-time or full-time jobs, graduate school or other experiences, we will help you prepare for the next step in your journey. ETSU students and alumni access Handshake at etsu.joinhandshake.com. Also Find Us on [Facebook](#) [Twitter](#) [LinkedIn](#) [Instagram](#) and [Pinterest](#).

Career Services

Career Advisement & Development	Experiential Learning & Internships
Résumé, CV, & Cover Letter Reviews	Interview Skills Development & Practice
Personal Statement Reviews	Career Advisement
Programs, Expos, Career Fairs, and Special Events	Networking
Classroom Presentations & Workshops	Employer Visits & On-Campus Interviews

We suggest:


Assessing skills, interests, and abilities- an important first step in choosing an appropriate major and identifying careers that may be a good fit. **Exploring** majors and career options- this can start online and should involve thoughtful conversations with people working in their field of interest.


Experimenting with career options through experiential learning. **Developing** a plan and **Preparing** for a job or graduate school search by creating a compelling personal statement and effective written materials; practicing interviews with a career coach and researching organizations of interest. **Conducting** a job or graduate school search using online resources and engaging in networking.

[Return to Contents](#)

Career Readiness

Employers are looking for new ETSU graduates to be Career Ready — Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management. The National Association of Colleges and Employers (NACE) has identified eight key competencies for career readiness. Listed below are the competencies with further explanation. Through your student employment, leadership or internship experience, you will develop skills in these key areas that will prepare you for your transition into the workplace.

Teamwork	
Build and maintain collaborative relationships to work effectively towards common goals, while appreciating diverse viewpoints and shared responsibilities.	
	<ul style="list-style-type: none">✓ Be accountable for individual and team responsibilities and deliverables.✓ Employ personal strengths, knowledge, and talents to complement those of others.✓ Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.✓ Collaborate with others to achieve common goals.
Sample Behaviors →	

Professionalism	
Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.	
	<ul style="list-style-type: none">✓ Maintain a positive personal brand in alignment with organization and personal career values.✓ Act equitably with integrity and accountability to self, others, and the organization.✓ Demonstrate dependability (e.g., report consistently for work or meetings).✓ Prioritize and complete tasks to accomplish organizational goals.
Sample Behaviors →	

Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.



Sample Behaviors 

- ✓ Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- ✓ Understand the importance of and demonstrate verbal, written, and non-verbal/body language, abilities.
- ✓ Communicate in a clear and organized manner so that others can effectively understand.
- ✓ Promptly inform relevant others when needing guidance with assigned tasks.

Career & Self-Development

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.



Sample Behaviors 

- ✓ Identify areas for continual growth while pursuing and applying feedback.
- ✓ Voluntarily participate in further education, training, or other events to support one's career.
- ✓ Develop plans and goals for one's future career.
- ✓ Voluntarily participate in further education, training, or other events to support one's career.

Critical Thinking

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



Sample Behaviors →

- ✓ Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- ✓ Effectively communicate actions and rationale, recognizing the diverse perspectives and lived experiences of stakeholders.
- ✓ Make decisions and solve problems using sound, inclusive reasoning and judgment.
- ✓ Proactively anticipate needs and prioritize action steps.

Equity & Inclusion

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



Sample Behaviors →

- ✓ Seek global cross-cultural interactions and experiences that enhance one's understanding of people from different demographic groups and that leads to personal growth.
- ✓ Identify resources and eliminate barriers resulting from individual and systemic racism, inequities, and biases.
- ✓ Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- ✓ Demonstrate flexibility by adapting to diverse environments.

Leadership

Recognize and capitalize on personal and team strengths to achieve organizational goals.



Sample Behaviors →

- ✓ Inspire, persuade, and motivate self and others under a shared vision.
- ✓ Use innovative thinking to go beyond traditional methods.
- ✓ Plan, initiate, manage, complete, and evaluate projects.
- ✓ Seek out and leverage diverse resources and feedback from others to inform direction.

Technology

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.



Sample Behaviors →

- ✓ Navigate change and be open to learning new technologies.
- ✓ Use technology to improve efficiency and productivity of their work.
- ✓ Identify appropriate technology for completing specific tasks.
- ✓ Manage technology to integrate information to support relevant, effective, and timely decision-making.
- ✓ Quickly adapt to new or unfamiliar technologies.
- ✓ Manipulate information, construct ideas, and use technology to achieve strategic goals.

Adapted from National Association of College and Employers (NACE)

College-to-Career Pathway

The path from college to a rewarding career starts the day you enter ETSU. Even if you don't know where you'll end up yet, following your pathway ensures you're headed in the right direction.

Freshman Year

Do **all** of these:

- [Activate your Handshake account](#), ETSU's online career database, and discover the types of employers interested in hiring ETSU graduates.
- [Join an ETSU student organization](#) related to a personal or career interest.
- [Declare your major](#), if you didn't choose one when you entered ETSU.
- Write a list of job-relevant knowledge, skills and abilities you gained this year.
- Use [NAVIGATE \(Get the App\)](#) and find **University Career Services** for scheduling appointments.

Do **at least two** of these:

- [Take the Focus2 career assessment](#) and discuss the results with a UCS staff member. (Access code: **bucs**)
- [Visit a UCS job fair](#) and get a feel for what it's like.
- Interview a faculty member or senior student about your major or one you might be interested in.
- Meet with a program advisor to learn what you should do now to be ready to apply to graduate or professional school when you graduate. (If that's your plan.)
- [Visit O*Net online](#) and read about familiar occupations and unfamiliar occupations.

Sophomore Year

Do **all** of these:

- [Create a Résumé](#) and [upload it to Handshake](#).
- Join a committee in an [ETSU student organization](#) and keep a list of things you help accomplish.
- Write a list of job-relevant knowledge, skills and abilities you gained this year.

Do **at least two** of these:

- [Attend a UCS job fair](#) and ask at least two employers what their company or organization does.
- [Plan a study-away-from-campus experience](#) for your junior year (working with your advisor).
- Participate in job shadowing, career treks, site visits, or service-learning.

Junior Year

Do **all** of these:

- Update your Résumé in Handshake.
- Plan an internship, clinical placement, teaching residency, or similar experience for your senior year.
- Assume a leadership role in an ETSU or community organization related to your post-graduation goals. Keep a list of things you help the organization accomplish.
- Write a list of job-relevant knowledge, skills and abilities you gained this year.

Do **at least two** of these:

- Write your post-graduation goals and send them to your faculty mentor and your academic advisor.
- Meet with your faculty mentor, academic advisor or a UCS staff member to discuss your goals.
- Ask your advisor when to apply to graduate or professional school. (If that's your plan.)
- [Attend a UCS job fair](#) and apply for internships.

Senior Year

Do **all** of these:

- Complete an internship, clinical placement, teaching residency, or similar experience.
- [Update your Résumé in Handshake](#) and, if requested have [UCS Staff](#) review it.
- Create/Update your [LinkedIn](#) profile if needed.
- Use [Handshake](#) to identify jobs to apply for (if that's your plan).
- Write a list of job-relevant **K**nowledge, **S**kills and **A**bilities you gained this year.

Do **at least two** of these:

- [Visit UCS](#) to develop a search strategy for the job you want.
- Attend [Career Fairs](#) and submit your Résumé to at least five employers.
- Attend Career Preparation [Workshops](#).
- Practice your interviewing skills.
- Apply to graduate or professional school (when your advisor indicated if that's your plan).

[Return to Contents](#)



Experiential Learning

Experiential learning is a method of educating through first-hand experience. Skills, knowledge, and experience are acquired outside of the traditional academic classroom setting, and may include internships, studies abroad, field trips, field research, and service-learning projects.

The purpose of Experiential Learning (EL) is to provide learning and training opportunities for students, outside the classroom, as they work toward graduation and transition to the labor market. These experiences provide unique opportunities for partnerships between organizations and East Tennessee State University. Internships enable you to take your career plan for a test drive. You'll gain valuable understanding of your degree field and be better able to grasp how your coursework is preparing you to enter your chosen career.

Examples of Experiential Learning

Experiential learning is a method of educating students through hands-on experience. Skills, knowledge, and experience are acquired outside of the traditional academic classroom setting or lab, and may include internships, job shadowing, career treks/site visits, and service-learning.

Internships provide learning and training opportunities for students, outside the classroom and laboratory, to gain job skills and experiences in their major or minor field of study as they work toward graduation and transition to the labor market. Applying for an internship uses the same process as applying for a job. Students accept the placement offer and gain either academic credit or an ELCP Certificate for their completed experience. Internship experiences provide unique opportunities for networking contacts for the student and partnerships between organizations and East Tennessee State University.

Job Shadowing is a type of on-the-job job training in which a student follows and observes a trained and experienced employee. Job shadowing allows a student to gain comprehensive knowledge about what an employee who holds that specific job does every day. Job shadowing allows the observer to see and understand the nuances of that specific job. The job shadowing student is able to observe how the employee does the job, the key deliverables expected from the job, and the employees with whom the job interacts.

Career Treks/Site Visits are unique opportunities to tour employers offices with a small group of peers and gain insider knowledge about the industry directly from the professionals within the organization. It is an opportunity to experience the culture at different companies and organizations. Along with the tour, these visits typically consist of an overview of the company/organization, and an opportunity to network. These visits take students into the heart of industries, exposing them to real-world careers. Students have the opportunity to travel to explore and gain insight into their career fields of interest. These unique, immersive experiences provide a behind the scenes look for students to engage with an organization and learn about career paths.

Service-learning is a form of experiential education in which students engage in activities that address human and community needs together with structured opportunities intentionally designed to promote student learning and development, hands-on learning opportunities. ETSU's Service Learning courses are structured to make service an integral part of our student's education by providing hands-on learning opportunities, expanding student's knowledge of social issues, fostering a sense of civic responsibility and social justice, and creating an expectation of service as an intentional part of the collegiate experience.

Incorporating Experiential Learning

Experiential Learning Opportunities add to your Résumé and to hands-on experience in your field. At ETSU, Elective Internships are connected to academic credit. Employers value and seek out graduates who have participated in experiential learning. Source: What is Experiential Learning? - Definition, Theories & Examples. (2015, July 30). Retrieved from <https://study.com/academy/lesson/what-is-experiential-learning-definition-theories-examples.html>.

[Return to Contents](#)

Career Resources

Handshake



Handshake is our Employment Opportunities and Career Events System for ETSU Students and Alumni. More than 750,000+ employers hire using Handshake. It is where employers discover our students, new graduates, and alumni. Featured at 1,400 Higher Education Institutions, Handshake helps with discovering the best places to work and intern, according to your peers. Handshake also has reviews about the internships you want.

What Can I Do with Handshake?

- Request appointments with University Career Services Staff
- Explore Employment Opportunities
- Post Résumés, CV's, and career related documents
- View Upcoming Career Fairs & Events

Begin Now for a Better Future!

ETSU students and alumni access Handshake at etsu.joinhandshake.com. Handshake is the place to upload your current résumés or a CV along with any career documents. You can decide to make uploaded items visible to employers if desired. Be sure to fill out your profile. It can be done easily with one click after uploading your résumé. Your profile also helps when you apply to opportunities.

Focus2Career (Focus2)



About Focus2

Decisions about majors and careers arise from a process of exploration, which moves at different speeds for everyone. Focus2 guides you through a reliable, intuitive career and education decision-making model to help you choose majors offered at ETSU, explore occupations, and make informed career decisions. This innovative design engages you in the career planning process by helping you plan and achieve career success throughout your life.

Focus 2 assesses your involvement in the career planning process and introduces activities that support career and education decision-making. Using Focus2, evaluate your results from the Five Valid and Reliable Assessments shown below:

Work Interests (Holland Code)	Personality	Leisure Interests	Values	Skills
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Focus2 includes:

Self-Assessments	Reliable and valid research-based assessments. Your assessment results are matched to occupations and supporting majors and are matched directly to ETSU's majors.
Career Exploration	Exploratory tools include "What Can I Do with A Major In..." helpful in considering ETSU programs, Search by Job Family, Industry and more.
"Take Action" Plan	Create a road map of your academic and career development activities.
Career Portfolio	Summarizes Self Assessment results with your preferred choices of majors and occupations, and includes personalized comments/rankings, goals and achievements. Focus2 Self Assessments can be updated anytime. Combine and save your assessment results as a PDF Portfolio.
Career Exploration & Decision Making	Your assessment results are matched to career options and supporting majors/programs.

Create your Focus2Career (Focus2) account at www.etsu.edu/careers by clicking the **Focus2** link and using access code **bucs** on our registration form. Please complete all assessments and combine your results into a Portfolio (PDF). This can help you in a student career exploration appointment with University Career Services requested in **NAVIGATE** or **Handshake** or by calling our office at 423-439-4450. Additionally, you can update your responses, plan, and succeed using Focus2 anytime from www.focus2career.com/Login.cfm.

16 Personalities

“Get a “freakishly accurate” description of who you are and why you do things the way you do”

www.16personalities.com

This free personality assessment is linked on our website at www.etsu.edu/students/careers/links.



“What Can I Do With This Major”

Learn about the typical career areas and the types of employers that hire people with each major, and strategies to make you a more marketable candidate. Access is **Free** from our subscription link located on our website at www.etsu.edu/students/careers/links.php (Note: We must use this webpage link each use to allow access).



US Government Resources



Occupational Outlook Handbook - Occupation Finder

This resource shares a Summary, What They Do, Work Environment, How to Become One, Pay, Job Outlook, State & Area Data, Similar Occupations, and More Information. Visit: www.bls.gov/ooh

Position Profiles for Review - O*NET Online

Review detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more! Search by Keyword or O*NET-SOC Code. Visit: www.onetonline.org to review occupational profiles based on position titles from the US Department of Labor. Conduct an "Occupational Quick Search" and discover valuable information.

CareerOneStop - Video Collection

Learn about careers, industries, skills and abilities, or work options and education levels. Sponsored by the US Department of Labor at www.careeronestop.org/Videos/video-library

LinkedIn Learning



LinkedIn Learning at ETSU

LinkedIn Learning is a leading online learning platform that helps anyone learn business, software, technology, and creative skills to achieve personal and professional goals. Whether you want to brush up on Excel, improve your presentation skills, learn how to use Photoshop or become a networking whiz, LinkedIn Learning can help you get there. The online learning site offers thousands of online videos taught by industry experts. Courses range from beginner to advanced and cover a vast array of business, software and creative skills—from professional certificates to personal hobbies.

Frequently Asked Questions

Can I download courses and content to view when I'm not connected to the internet?

Yes, downloading of LinkedIn Learning courses and videos is available on mobile devices. Simply download the LinkedIn Learning app to your device. Log in to the app with your ETSU credentials. Find the course / video you wish to download. Click the Download button on the left side of the screen. You can now watch the video without a connection.

Am I required to have a LinkedIn Profile to use this service?

You do not need a LinkedIn account to use LinkedIn Learning, but it can be beneficial to you. Additionally, there are some aspects of the LinkedIn Learning platform that will require you to use or link a LinkedIn profile. We take your privacy seriously, so only your basic profile information (e.g. name, job title, skills, photo) will be shared. ETSU administrators will not see your private LinkedIn activity.

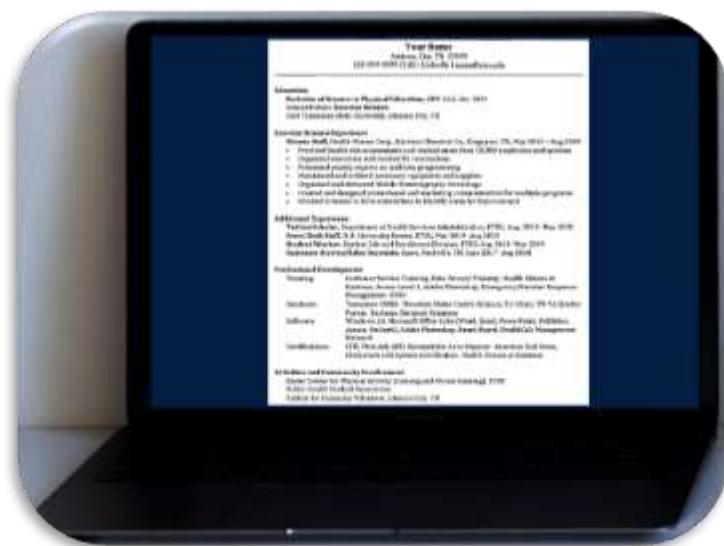
How do I connect my LinkedIn Learning Certificates of Completion to my LinkedIn Profile?

Please visit this quick tutorial on linking certificates to your profile:
www.linkedin.com/help/learning/answer/71929

For all other questions and help troubleshooting issues after you sign in, contact LinkedIn Learning Customer Support at: Phone: [888-335-9632](tel:888-335-9632) | Web: www.linkedin.com/help/learning/ask

LinkedIn Learning Available: Add **LinkedIn** Badges and download Certificates after completing career related training from LinkedIn Learning at ETSU using www.etsu.edu/linkedin-learning

Creating Effective Documents



Résumé Definition

A résumé is often used when applying for a position in industry, non-profit, and public sectors. Many employers prefer a one-page résumé addressing position description needs for entry-level candidates. The length is commonly one or two pages. Styles are Chronological (reverse chronological ordering with most recent items listed first), Functional, and Combination (a blending of the two styles). Our shared examples below are combination style.

Résumé Development Tips

Résumés are best when they share transferrable skills and accomplishments that are meaningful to the type of position currently sought or career path desired in the future. We suggest reviewing currently valued needs of employers from a review of their job descriptions posted to online job search engines. Sources like www.indeed.com and www.glassdoor.com along with any others you select are helpful. We also suggest using the O*NET Occupation Quick Search at www.onetonline.org to review requirements.

- Please note that it is best to avoid verbatim use of O*NET. Instead, consider rephrasing high valued content that shares your experiences and focuses on employer desired details.
- If space is available at the bottom of the document, a résumé can share professional references names and contact information. As a preferred alternative, we suggest placing professional references details in a references page to minimize résumé length.

Your résumé will need updating before each use to address employer needs. After years of professional/industry experience, many alumni begin their résumé with experience near the top and place their education near the end.

Résumé Suggestions and Recommendations

Building a Résumé	
Building from Templates	Edit and update your résumé using these general suggestions.
Name	Top of the page? (Optionally Bolded) and below font size 20 as a goal.
Phone #, Email, Address	At minimum of font size 10.
Email Address	Is it professional (and reflects positively for employment)
Résumé Length	One page (preferred), two pages (if needed), and under three pages
Overall Appearance	Does the document appear organized and easy to review
Margins	At least ½" (minimal) or 1" (standard) margins
Body	Uses font sizes 10-12 for details shared in text areas
Formatting	Consistent using 1 or 2 font types, bullet points, and heading styles
Headings/Sections	Evenly spaced? (Single spacing preferred to limit additional pages)
Experiences	Most recent experiences are shown first, based on ending dates
Style	We suggest avoiding "I" use in paragraphs, and promote the use of bullet comments for abilities statements in experience sections.
Design	Uses bolding/italics, images, and color sparingly.
Errors	No spelling, punctuation, or grammar errors.
Content	No personal or unnecessary information (i.e. marital status, age, religion).
Résumé Recommendations & Resource Links	
OBJECTIVE or SUMMARY (optional)	
If included, it should clearly state what you are seeking and what you can contribute. Alternatively, this can be removed if the information is shared in a cover letter you will include with your résumé.	
DEGREE	
Your Degree Title and Graduation month/year information should be accurate. (Check the ETSU Catalog).	
HEADINGS/SECTIONS	
Consider using Education, Research, Project Experience, Additional Experience, Professional Development* (listing skills, certifications, software, training, etc.), and Community Involvement. Often Education or Experience will be placed near the top. * Teachers can use "Professional Abilities" (as a Professional Development alternative title).	
Grade Point Average (GPA)	
This can be included with your degree as an option. We encourage listing a GPA when it is 3.00 or higher.	
EXPERIENCES	
Relate valued accomplishments and/or "transferable skills/abilities". Avoid using "Duties included..." or bulk listing nonrelated responsibilities.	
SUPPORTING DETAILS	
For bulleted phrases in Experience sections, use past tense action verbs when the position is concluded. Present tense action verbs can be used for current positions. Avoid "I" statements. Enhancement of bullet comments may include quantification to relate more value.	
<ul style="list-style-type: none"> Increased survey completion rate by 14% in four months by applying follow-up procedures. ← (example) 	
KEYWORDS	
The résumé should use keywords found in current Job descriptions or from O*NET position profiles. Resources to help are O*NET Position Profiles and Job Search Engines from University Career Services .	
HYPERLINKS	
As an option, showcase your linked content with "LinkedIn" or a hyperlinked "Portfolio", "Code Library", "Work Samples", or "Gallery" since these can add value. Place the link with your contact information near your email.	

Résumé Example (One-Page)

Student Name

526 Maple Ave., Abingdon, VA 24210
423-555-5555 (Cell) | csample@etsu.edu
[LinkedIn Address \(optional\)](#)

Education

Bachelor of Arts in History, GPA 3.?, Dec 2024

Minor: **English**

East Tennessee State University (ETSU), Johnson City, TN

Selected Courses: Modern Europe, American History, Appalachian History

History Experience

Summer Intern, Natchez Trace State Park, Nashville, TN, May 2022– Aug 2023

- Provided historical tours for park visitors as a summer park interpreter
- Assisted Park Rangers with duties including maintenance and hazard prevention
- Created PowerPoint presentations for evening campfire presentations

Additional Experience

Sales Associate, Belk, Johnson City, TN, May 2022- Present

- Assisted customers using extensive product knowledge
- Resolved service-related concerns
- Recognized as “Employee of the Month” on three occasions
- Assisted the manager in training new staff in sales duties

Work Study Student, National Alumni Association, ETSU, Aug 2020- May 2021

- Maintained confidentiality of records for donors and alumni
- Assisted in events planning for alumni chapters
- Prepared brochures and assisted with email newsletter

Professional Development

Software: Windows 11, Microsoft Office, Twitter, Tumblr (Blog), Facebook, Minitab (statistical package), Point of Sale Systems, D2L (Desire2Learn), Banner (University Content Management System), Zoom, Microsoft Teams

Presentations: Leadership Styles Examined – U. S. History, ETSU, 2023

Training: Team Workshops each six months, Diversity, Safety, Theft Prevention – Belk, Confidentiality, Records Researching for Digital Updating, Banner System Training - ETSU

Activities and Community Involvement

Basler Center for Physical Activity (Running, Fitness), ETSU, 2022 – Present

Fundraiser/Volunteer, Coalition for Kids, Johnson City, TN, 2022

Résumé Example (Two-Pages)

Student Name

526 Maple Ave., Abingdon, VA 24210
423-555-5555 (Cell) | csample@etsu.edu
[LinkedIn Address \(optional\)](#)

Licensure

Certified Teacher, Middle Grades (4-8), State of Tennessee Jun 20??

Education

Master of Arts in Teaching May 20??

Concentration: **Teacher Education** (Middle Grades Education 4-8)
East Tennessee State University (ETSU), Johnson City, TN
Accreditation: Council for Accreditation of Educator Preparation

Bachelor of Science in Psychology, GPA 3.7 May 20??

Minor: **Sociology**
East Tennessee State University, Johnson City, TN

Teaching Experience

Student Teacher Residency I & II, Middle School Aug 20?? - May 20??

- Observed, planned, taught and assessed...
- Developed...
- Enhanced...
- Interacted with...
- Established...

Substitute Teacher, County Board of Education Aug 20?? – Dec 20??

- Followed...
- Communicated with...
- Managed...
- Provided oversight...
- Managed...
- Completed...

Additional Experience

Title of Position, Name of Organization, City, TN Mo. 20?? – Mo. 20??

- Trained...
- Awarded...

Additional Experience (Continued)

Title of Position, Name of Organization, City, TN Mo. 20?? – Mo. 20??
• Trained...
• Organized...

Title of Position, Name of Organization, City, TN Mo. 20?? – Mo. 20??
• Updated...
• Managed...

Title of Position, Name of Organization, City, TN Mo. 20?? – Mo. 20??
• Supervised...
• Instructed...

Title of Position, Name of Organization, City, TN Mo. 20?? – Mo. 20??
• Developed...
• Communicated...

Professional Skills, Training, and Abilities

Software: Windows 11, Microsoft Office, Facebook, Twitter, LinkedIn, Instagram, Zoom
Conferences: Title, Location, TN (20??), Title, Location, VA (20??)
Certifications: CPR, First Aid, AED – American Heart Association
Training: Diversity, Sexual Harassment Reporting - ETSU

Community Involvement and Activities

Student Teaching Organization, ETSU
Boys and Girls Club Volunteer, City, TN
Camp Volunteer, Name of Camp, City, TN
Basler Center for Physical Activity (fitness/wellness), ETSU

Curriculum Vitae (CV) Definition

In the **United States**, a Curriculum Vitae (CV) often includes a summary of your educational and academic background including teaching and research experience, publications, presentations, awards, honors, affiliations and additional details. It can be used at the master's or doctoral level of education when Thesis/ Dissertation/Research/or Laboratory work needs to be shared.

A CV is commonly used when applying for academic, higher education, scientific, physician, advanced medical, or research positions. It is also applicable when applying for fellowships or grants. It should be clear: well organized and logical. Concise: Relevant and necessary. It should be complete and includes everything you need to support your professional qualifications for the position you want. It should be consistent, so don't mix multiple styles or many types of fonts. It should be current with your most recent information listed first in sections (also known as Reverse Chronological Ordering). Contact Information: Full Name, Mailing Address, Email address, and Phone number.

The first section is often titled Education or Academic Preparation. List all information in order of most recent first based on ending dates (reverse chronological ordering within sections). Avoid sharing of the duration of degree programs. Instead, list completion dates. For your current degree, it is fine to list an expected completion date. Additional sections can include Thesis/Dissertation, Honors and Awards, Scholarships, Professional Experience (Employment), Publications and Presentations, Extracurricular and Volunteer work (Community Involvement) Field Experience, Professional Interests, Certifications or Licensure, Professional Affiliations and Activities, Research, and Additional Related Qualifications.

A CV may go back to undergraduate research, academic and professional experience but seldomly addresses anything precollegiate. If listing research, include the advisor/director/principle investigator. Always list co-authors and include specific citations. Before selecting a format, research recommended practices at the University where you are applying. For best results, research the document types used in your profession online. Additionally, consult advisors from your professional organizations. We suggest locating a good CV example to follow from a trusted resource like an instructor in your field or from your web researched examples.

Curriculum Vitae (CV) Example (Higher Education Use)

Student Name

526 Maple Ave., Abingdon, VA 24210
423-555-5555 (Cell) | csample@etsu.edu
[LinkedIn Address \(optional\)](#)

Academic Preparation

Ph.D. in Education, School of Education, University of California, Riverside, 2007
Concentrations: Special Education, Educational Psychology
Dissertation: A Methodological Study of the Self-Concepts of Fourth Grade Gifted Children
Advisor: Dr. Donald MacMillan

M.A. in Education, Faculty in Education, Claremont Graduate School, 1999
Concentrations: Educational Psychology, Language Development and Reading
Thesis: Interpersonal Communication Skills of Language Impaired Children
Advisor: Dr. Harley Davidson

Special Education Specialist Credential, University of Redlands, CA, 1997
Multiple-Subjects Credential, California State University Long Beach, CA, 1996

B.A. in Psychology, California State University, Long Beach, CA, 1995
Concentrations: Learning Theory, Psycholinguistics

A.A. in Liberal Studies, Crafton Hills College, Yucaipa, CA 1993

Research Skills

Utilized SPSS and SAS statistical programs extensively
Completed survey and evaluation of research techniques

Languages

Fluent in English and French
Can read some German and Spanish

Professional Experience

Supervisor of Teacher Education, 2001-Present
School of Education, University of California, Riverside

- Supervising student teachers and interns who are working on multiple-subjects and special education teaching credentials

Instructor, Summer Sessions, 2000-2001

School of Education, University of California, Riverside
Course: The Exceptional Child

Professional Experience (continued)

Teaching Assistant, Spring 1999

Faculty in Education, Claremont Graduate School

Courses: Tests and Measurement, Casework in Special Education

Research Assistant, Fall 1998

Faculty in Education, Claremont Graduate School

- Assisted Dr. James Kleagle on the Inland Valleys Special Education Project
- Collected and analyzed survey data, using the SPSS program

Public School Teacher, 1996-1998

Long Beach Unified School District, Long Beach, CA

Peer Counselor, 1995-1996

Developmental Disabilities Immersion Program

California State University, Long Beach, CA

Publications

Thomas, W.I. (1998), Effects of Standardized Achievement Testing on Self-Concepts of Middle School Children. *Clearing House*, 23(1), 986-989.

Thomas W.I. and S.I. Freud (1997), Fetal Alcohol Syndrome: A Case Study. *The Exceptional Child*, 53(1), 17-20.

Research Submitted and In Preparation

Interaction of Verbal and Nonverbal Communications Among Fourth Graders

The Great Debate: A Qualitative Analysis of Reading Instruction

Papers Presented at Conferences

Sociometric Keys to Learning. Presented at the 20th International Conference on Learning Disabilities, San Diego, CA, 2000

Critical Thinking and Reading. Presented at the 57th Annual Conference of the California State Federation Council for Exceptional Children, San Luis Obispo, CA, 1999

Current Research Interests

A survey questionnaire and follow-up interview study of parents of GATE students to assess the need for parent support groups

Grants Received

California State Teacher Grant (CTIP) A Motivational Field Trip for GATE Students, 2007

Professional Memberships

American Educational Research Association
Pacific Coast Consortium on Innovation in Teaching
Society for Gifted and Talented Children

Professional Service

Vice President, Pacific Coast Consortium on Innovation in Teaching, 2000
Chair, University Relations Committee, Society for Gifted and Talented Children, 1999-2000

Honors and Awards

Outstanding Dissertation Award, University of California, Riverside, 2000
Victress Bower Scholarship Award, Riverside, CA, 1998

References (optional to include within the CV – could use a separate document for references)

Name, Title
Address
City, State zip
Phone: 555-555-5555, E-mail:

Name, Title
Address
City, State zip
Phone: 555-555-5555, E-mail:

Name, Title
Address
City, State zip
Phone: 555-555-5555, E-mail:

This is a modified example found on the Internet in 2008 with formatting changes to enhance this updated style. Many sections were changed to create this basic example of a CV.

Finding Examples - Cover Letters, References Pages, and More

Locate downloadable .docx versions from www.etsu.edu/students/careers/resumletter.php

[Return to Contents](#)

Employment Search

Planning an Employment Search



UNIVERSITY CAREER SERVICES

Division of Student Life and Enrollment

EAST TENNESSEE STATE UNIVERSITY

etsu.joinhandshake.com | www.etsu.edu/careers

Let's Start at The Beginning: First, you have to know what you want...

What do you want out of your degree?	Where are some cities you'd like to live in?
How far do you want to go in your career?	Know where you'd like to work?
Know anyone in your field of interest?	Are you willing to move for the right job?
What salary can you live on?	Talk with Career Services Staff for Help?

Next, do some research and keep your options open. You'd be surprised who you can ask...

Family	Professors	Students	Friends of Family	Alumni
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If you want to do what they are doing, ask them how they got there! Be careful not to burn bridges since you never know who has information you will need. Consider saying "Please", and make sure to ask a lot of questions. They know what it's like to actually work in that office or department. Do they know of any open positions? They often know who to talk with and where to send your information.

Actively reinforce learning and get answers to your questions. In searching for employment, you can never have enough friends or contacts. So, prepare in advance when possible, explain with details, and give examples to improve communications and interactions.

Career Fair Tips



Career Fairs and how to prepare for them! Know who's going to be there and who you want. Know their history, mission, and products/services (it's all on their website).

Résumé: Have someone go over your Résumé with you! Have many copies.

Questions: Have one or two questions ready to ask the employers; they remember questions!
Use REAL questions that you actually need answered based on your research.
Put them on a card/sheet of paper so you can refer to them easily

Location, Location, Location!

Is there a map? If so, use it!

When you meet a recruiter, introduce yourself.

Share your name, major, organizations, accomplishments, and what you're seeking.

Give them a Résumé that looks professional. Ask Your Questions that you prepared for this!

Get their business card if available then repeat this process with additional employers.

Be considerate and brief since there's many contacts you need to meet!

Professional Clothes:

Think: interview! (NO jeans, torn clothes, etc.). Can't afford what you need? WE CAN HELP!
With, Bucky's Career Closet (www.etsu.edu/attire).

Friendly Faces:

Avoid making a poor impression from lack of preparation.

Electronics:

Don't just show up; make an entrance! If you "happen upon it," MOVE ON. Attend the fair prepared or not at all! If you're worried, contact University Career Services! We can help prepare you to impress and amaze! Believe in yourself! You have a lot to offer; be proud of yourself and where you are!

Step One: PREPARE! We really can't stress this enough!

Step Two: Show them what you're made of! Show them that they came to the right place.

Step Three: Believe in yourself! They are here to see you.

[Return to Contents](#)

Virtual Career Fair Tips

Attending a virtual career fair found on Handshake will give you an edge in landing that next job or internship. Employers who attend the fair want to hire students at ETSU.

Preparing for a Virtual Fair

The first step in preparing for virtual fairs is to make sure your Handshake profile is complete and up to date. Your Handshake profile helps you get personalized recommendations for upcoming virtual events. Plus, recruiters use profile fields to find students to invite to their sessions. Don't let an incomplete or out-of-date profile keep you from getting discovered by recruiters.

Check that the basics are accurate, locations and roles that interest you, so recruiters know which jobs and internships are a good fit for you. Add your courses, skills, and any previous work experience.

Find out and research which employers are attending. View the virtual fair details page to see the full list of employers who are hosting sessions. From there, you can click through to each employer's Handshake page to learn more about them and read reviews from other students. Be sure to sign up early for sessions with the employers you like so you're guaranteed a spot.

Check out organization's websites and search online for recent news articles and other relevant information. This will help you think of questions to ask.

Prepare a few talking points. The employers that you meet with want to learn more about you! So, think of an "elevator pitch" about yourself—a short overview about your background, studies, and career goals. Practice with a friend or family member.

On the Day of the Virtual Fair

Dress professionally. Even though you won't be meeting employers in person, you'll want to ditch the sweats for the career fair. Dressing up a bit will make a good first impression with recruiters and employees. Plus, wearing your favorite professional outfit will help boost your confidence.

Find a quiet spot and a neutral background. Try to limit potential distractions for yourself and for the recruiters. Plan where you will be sitting during the event ahead of time—make sure it's quiet and there is a plain background behind you. Keep the recruiter's eye focused on you.

During Virtual Sessions

Arrive on time. It's very important to show up at your selected session start time. Maintain eye contact and practice active listening. Consider smiling and nodding occasionally as you would during an in-person conversation. Limit any distractions around you. Ask questions. Bring a list of prepared questions for each session. Have a pen and paper with you so you can jot down new questions that you think of during the conversation.

The Day After the Fair

View and apply. Keep the momentum going from your meetings with employers. If you're not ready to apply yet, save the jobs you like on Handshake, so you'll get notifications to apply before the deadlines. Source: <https://learn.joinhandshake.com/students/attending-a-virtual-career-fair-here-are-10-tips-you-need-to-know>

[Return to Contents](#)

Developing Your “Elevator Pitch” for Better Introductions

What is an "Elevator Pitch"?

An Elevator Pitch is a short, carefully planned, and well-practiced summary of your professional life- past, present, and future. It's meant to leave an impression as quickly and succinctly as possible- 30 seconds for networking, longer for an interview. It should be relevant to the person you're pitching to. Elevator Pitches are great for that dreaded "tell me about yourself" question in interviews, networking events, or everyday run-ins with people you'd like to connect with. You never know when opportunity will come knocking, so a stellar elevator pitch is a must!

Creating Your Pitch

Answer these simple questions to create your elevator pitch (Please answer all questions with full sentences to complete your elevator pitch).

Who are you? Example: My name is Johanna Smith; I'm interested in pursuing a career in the broadcasting industry.

What have you done so far/What do you like about what you do?

List experience from internships/ jobs/ projects (if you don't have this type of experience, list coursework)

Example: I love being able to fully immerse myself in a story- going to lengths to interview people involved, and then write and produce something that others can connect with and learn from. Especially sports stories that I've done on our campus radio station WETS-HD4, The Edge.

How do your current skills and experiences relate to where you want to be?

What are you looking for/ Next Steps?

(Think of ways to make this more memorable to employers)

Example: I am looking to combine my attention to detail, interpersonal skills and my knowledge of professional sports into a reporting internship for a local news outlet this summer.

Fill in the Blank

Hi, My Name is _____; I'm interested in pursuing a career in _____. Through my past work, I've discovered that I'm passionate about _____.

I am looking to use my _____ and my experience/ knowledge of _____ into a Job/Internship at _____.

Optional Question at the end - Can you tell me how someone with my experience may fit into your organization?

Networking – Conducting Informational Interviews (Career Conversations)

Networking is learning about job opportunities through conversations with other people. If you talk with people who share information about your chosen career field, work preferences, or area you want to live, you are already networking. If you learn some basic principles of networking and apply them to your conversations, it is even more effective.

In fact, networking is the best way to conduct a job search. Studies show that about 80% of jobs are found through networking. People like to be helpful, and usually enjoy talking about themselves, their jobs and contacts. And you may be able to help them in some way - if not now, perhaps in the future.

Remember, you are asking for information when you network, not a job. Employment opportunities come from meeting with people in the career field you want to pursue. Additional benefits include exploring career options, learning about a career field, industry, or organization, and getting to know people in your chosen field or industry.

How Does Networking Lead to Jobs? There are two dimensions of the job market--the open job market and the hidden job market. The open job market consists of advertised jobs that are open to the public. The hidden job market consists of opportunities that are not advertised. Networking will help you uncover job opportunities whether or not they have been advertised. If your skills match the needs of an employer you meet, there is also a possibility that a position will be created for you.

How Do You Begin? Before you contact anyone, think about why you are contacting them and what you want to say. Are you looking for information about different careers so you can choose your career path? Or, are you looking for people working in a specific company or career field to find job opportunities? When you have a clear idea of your purpose, you will be able to develop an effective message about who you are and what you want to accomplish. Then, clearly tell everyone you network with what information you are looking for and how they can help you. Start by writing your “elevator speech (elevator pitch),” intended to provide information quickly to anyone who will need to make a referral for you. This introduction will include your name, why you are in a job search, a few key experiences or skills you offer, and what you are seeking. Then ask the question: “Do you know of anyone in this line of work I could talk with to learn more about opportunities?” If the person you are talking with provides some names, ask them how to get in touch and request permission to use them as a referral when you contact the people they have recommended.

Networking – One Step at a Time

If your purpose is to network for a job, you need to know what you want to do, or at least have a strong sense of your career objective. You also need a Résumé that demonstrates the qualifications and skills you have in relation to that career objective. For assistance in determining your career direction or writing a Résumé, contact University Career Services.

First, make a personal list of individuals you will contact. Start with people you know. Potential contacts to begin networking include: Family, Faculty/Staff at ETSU, Classmates, Friends, Neighbors, Current/Past Employers, Internship Supervisors, Alumni, Handshake System Contacts, and Members of Professional Associations.

Take the time to include as many people as you can. Anyone you know can be a networking contact. Keep in mind that some of your contacts may be able to help you directly, while others may be able to refer you to someone else who can help. As you talk with more people, you will discover more opportunities.

You can reach your contacts by phone, email, letter, or in person depending on your relationship with them. As you begin, your goal is to get referrals to people in your chosen career field, organizations you want to learn more about, or geographic areas where you want to live.

Second, Follow up with Your Referrals. Just as you decided how to connect with your primary contacts, you need to determine the best way to get in touch with the people they named as referrals. Again, it depends on the nature of your relationship. The goal here is to schedule an information interview in person, or by phone if time and distance preclude a personal meeting. For new contacts you do not know, a letter of introduction may be best. Be sure to emphasize that you are looking for information and advice—not asking for a job. Again, jobs come to your attention as a result of networking.

Third, Initiate Information Interviews. Once you set an appointment for an “information interview,” you need to prepare. Organize your questions in advance, so you can facilitate the meeting in a professional way.

The same rules apply for informational interviews as for job interviews. Wear professional clothes, bring copies of your Résumé and arrange work samples or other marketing material in a presentation folder and on a flash drive. During your conversation, maintain good posture and eye contact. Take notes, listen carefully and show your enthusiasm for the career you are discussing.

While this may seem stressful, an information interview is much more relaxed than a formal job interview. You will set up this meeting and will be asking most of the questions. Just remember to use only the time requested and thank your contact for their time and information. Follow up with a thank-you note. Handwritten notes are good, but by email is also acceptable. As with all job search correspondence make sure that your note is free of grammatical and spelling errors.

Sample Questions for Information Interviews:

About the person - Why did you choose this profession? What skills and personal qualities have helped you most in your career? How would you describe your typical day? What do you like most about your job? Least? What are your main responsibilities? What takes most of your time? Who do you work most closely with and who do you report to? How did you get to where you are today?

About their organization (Do some research to prepare good questions) - It was interesting to learn from your website how well you are doing in the US market. What has contributed the most to that success? I noted that your leading competitors are A and B corporations. What makes your organization different? How would you describe the culture of your organization? What are the characteristics of your most successful employees? What direction do you see the company taking in the years ahead?

About their Career Field (Again, research is important here). Some of the more pressing issues facing this field today appear to be A, B and C. What do you see as the most important? What needs to occur to meet that challenge? What are your predictions about the changes that will take place in this field in the next five years? Which professional associations do you recommend? What is your advice for someone trying to get started?

About Career Opportunities - What advice can you give me about the types of positions that are realistic for me to pursue? What is the best way to find these opportunities? What type of educational background, experience, skills, and personal qualities are important?

About Next Steps - What publications or web sites do you recommend for finding career opportunities? Do you know of any organizations that are expanding? Do you know someone there I should contact? Are there any other professional associates you suggest that I contact? May I use your name as a referral?

Stay in Touch with the People Who Take Time to Help You.

Write down and follow through on any promises you made to any of your contacts. Provide feedback on your progress and let your contacts know when you start your new job. They invested time and thought in providing you with information and want to know how everything worked out. Networking is about building relationships, so stay in touch. At some time in the future, you may be able to assist the same people that helped you.

[Return to Contents](#)

Professional Networking with LinkedIn



LinkedIn

LinkedIn connects the world's professionals to make them more productive and successful. With more than 675+ million members worldwide, including executives from every Fortune 500 company, LinkedIn is the world's largest professional network.

The company has a diversified business model with revenue coming from Talent Solutions, Marketing Solutions, and Premium Subscriptions products. Headquartered in Silicon Valley, LinkedIn has offices across the globe. Source: www.linkedin.com

Microsoft Corp. (Nasdaq: MSFT) and LinkedIn Corporation (NYSE: LNKD) shared that they entered into a definitive agreement under which Microsoft acquired LinkedIn. Reference: <https://news.microsoft.com/2016/06/13/microsoft-to-acquire-linkedin>

Please consider reviewing: **How to use LinkedIn as a College Student** at www.bestcolleges.com/blog/how-to-use-linkedin-in-college

We also recommend updating skills with **LinkedIn Learning** at www.etsu.edu/linkedin-learning

Interviewing

Interview Types

Employers use a variety of Interview techniques and settings. Be aware of which type of interview you'll be having and how to respond accordingly. The following are common interview types and suggestions on how to be successful in each situation.

Screening Interview - Screening interviews may be conducted in person, over the phone, by web conferencing, or by recorded questions requiring submission of video responses. They help employers determine if you meet the minimum qualifications for a job. These interviews are usually handled by a representative from the HR department and tend to follow a set format and logical procedure. TIP: Emphasize succinctly and directly that you possess the desired skills / abilities for the position. For phone interviews, keep your portfolio close at hand for easy access and reference. For video interviews, rehearse in advance with a career counselor to come across naturally.

One-on-One Interview - This is the most common interview format and is usually conducted onsite by the hiring supervisor. The interviewer focuses on questions to assess your skills, knowledge, and abilities as they relate to the job. TIP: In addition to selling your key strengths, ask what problems the supervisor is currently facing and then suggest strategies that he or she could implement to resolve the issues.

Panel Interview - This group interview is usually conducted by three or more people who generally ask you questions that correspond to their areas of interest or expertise. TIP: Remember to direct your answers to the person who asks the question but maintain eye contact with the other members of the group as well. Following the interview, be sure to send a thank you note to each of the participants.

Peer Group Interview - This type of group interview will introduce you to your potential co-workers. They will probably not have the ultimate authority as to whether or not to hire you. Rather, they will be evaluating you and making recommendations as to whether or not you will "fit." TIP: Focus on being agreeable and approachable rather than someone with all of the answers.

Luncheon Interview - The purpose of the lunch interview is to assess how well you can handle yourself in social situations. You will probably be dining with your potential boss and co-workers, as well as HR professionals. TIP: Make your meal selection carefully. Select light, healthy, and easy things to eat. Steer clear of spaghetti and other potentially messy foods that are not easy to eat gracefully. Do not order alcohol even if others do.

Second Interview - Second interviews are similar to first Interviews except they are usually longer, involve more people, and are often held at company headquarters. You may have a combination of individual, panel, and peer group interviews throughout the process. The focus of the second Interview is to ensure you have the necessary skills and that you will blend well with the organization's culture. TIP: Switch your focus from emphasizing your specific strengths to promoting yourself as a well-balanced package. Listen carefully to the interviewers to determine any underlying concerns and attempt to dispel them. Prove that you've researched the company and emphasize that you will work as a dedicated member of the organization. Source: NACE - Job Choices Magazine.

[Return to Contents](#)

Interview Q&A - Common Questions and Suggestions for How to Respond

Tell me a little bit about yourself. This is an open-ended question usually asked to help "break the ice." The key thing to remember is to keep your response related to the job. Be specific and don't ramble. Your answer should be about two minutes in length.

Why are you interested in working for this organization?

This will show the employer that you have done your homework. Be specific and state how what you have learned about the organization through your research relates to your career goals.

Why have you chosen this particular field?

This allows you to demonstrate your enthusiasm and dedication to your field.

Describe your best/worst boss.

Be positive. Speak about your best boss if possible. If pressed to speak about your worst boss, try to put a positive spin on it. For instance, 'I had a supervisor, who was often very vague. However, because of this, I learned the value of good communication.

What is your major strength/weakness?

Your major strength should be easy but be sure it is directly related to the position. As for your major weakness, again, put a positive spin on it. For instance, I tend to be nervous around my supervisors, although I've gained more confidence in that area since my last job where my supervisor encouraged me to ask questions.

Give me an example of a problem you encountered either in school or at work and explain how you solved it. Be logical. State the problem and then illustrate the step-by-step procedure you used to correct it.

Where do you see yourself in three years?

Tell the interviewer that you hope to be with the company in whatever capacity you can make the greatest contribution, based on the skills and experiences you've gained over the course of the preceding three years.

Describe an experience in which you worked as a part of a team.

Being able to both contribute to and lead a team are very important qualities. Give this question serious consideration and develop answers for both situations.

If you could be an animal, which would it be and why?

This is not a trick question. You may be asked questions that seem ridiculous or out of place. The interviewer is trying to see if you can think on your feet.

What was the last book or publication you read?

This is intended to see if you remain current in your field and/or read for self-improvement. Think of (and read) a book or publication that relates to your field or contributes to your personal growth.

Do you have any questions for me?

This is a question you can always anticipate. As a result of your research, you should have several good job and/or company specific questions to ask. It shows you are prepared.

Source: NACE, Job Choices Magazine, Tanya Misner Letourneau

[Return to Contents](#)

Behavior-Based Interviewing

Based on the premise that an applicant's past behavior will predict how they will respond in similar situations in the future, behavior-based interviewing (BBI) focuses on determining how you, the interviewee have actively applied your skills. The recruiter is looking for proof that you can demonstrate the desired capabilities in the real world. Typically, campus recruiters ask general questions about previous jobs or activities, future goals, grades, classes, and the like. Although such questions are part of the behavior-based interview, most of the recruiter's questions will be designed to elicit detailed descriptions from you on how you handled yourself in certain situations.

BBI challenges you to recall (in detail) what you did, thought, and felt in key situations. This allows the recruiter to see the whole picture - your thought process, decision-making skills, and emotional state - as well as the results of your actions. It is a very effective interviewing technique.

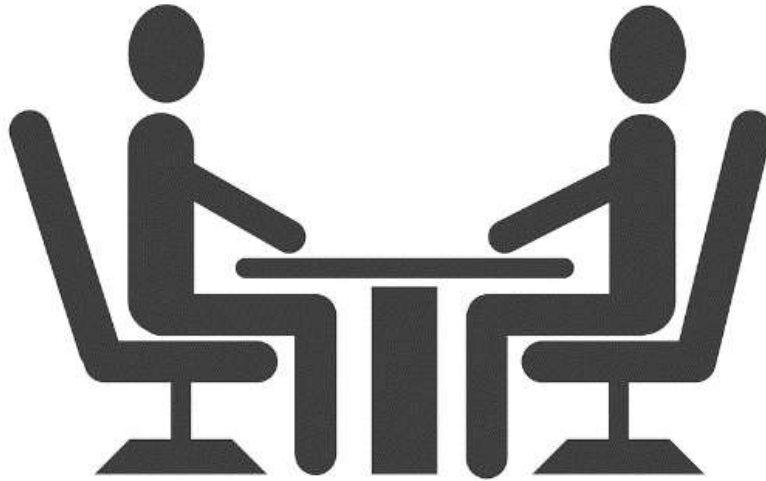
How should you handle the BBI? You will be expected to give detailed, but focused descriptions of actual circumstances. Expect to think- often in painstaking detail – under pressure. Take your time in formulating your response. The interviewer will understand and allow you to gather your thoughts. In your response, be thorough, yet direct. Describe an overview of the situation, the action you took, and the results.

The best way to prepare for the BBI is to familiarize yourself with the types of questions you may be asked. Below are some questions commonly asked in the behavioral-based interview: Describe a creative/innovative idea that you produced that led to a significant contribution to the success of an activity or project. Think of a situation when you distrusted a co-worker/supervisor, resulting in tension between you. What steps did you take to improve the relationship? What was the most complex assignment you have had? What was your role? Provide an example of how you acquired a technical skill and converted it to a practical application. By providing examples, demonstrate that you can adapt to a wide variety of people, situations, and/or environments. Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result? What are three effective leadership qualities you think are important? How have you demonstrated these qualities in your past/current situation? Give me a specific example of a time when you did not meet a deadline. How did you handle the subsequent situation?

Questions You Might Ask (when prompted)

Would you describe an average day on the job? What is the history of this position? Why is it vacant? What aspects of the job would you like to see improved? What are the key challenges and/or problems facing the person in this position? How would you describe the ideal candidate? When, how, and by whom would I be evaluated? What are the performance criteria? With whom would I be working? Who would be my supervisor? Who would I supervise? What is the department's environment/culture like? What is the next step in the hiring process? Will there be additional interviews? When will you make the hiring decision? May I call you? When is a goodtime? Source: NACE Job Choices Magazine, Tanya Misner Letourneau

Mock Interview - Suggestions for Success



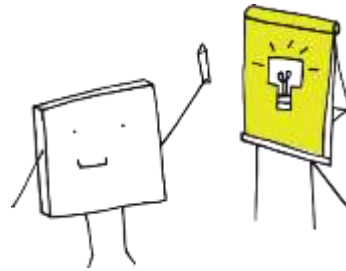
Concerning interviewing, two to three minutes for most replies seems to be enough to answer questions. If the interviewer(s) want more information, they will ask for specific details.

Prepare for the following types of questions:

- Q&A (Direct Basic Questions)
- *Behavioral” Questions (past experience referenced)
- Competency Questions about your major and your profession

*For *Behavioral” interview questions, please review the STAR method for composing answers. This represents Situation, Task, Action, and Results in your response. If the behavioral interview answer ends in a negative place, consider adding a reflection/wisdom statement like “If I were to face that again, I would communicate early and often to reduce any potential misunderstanding” or something that makes sense to resolving the negative outcome.

Please consider scheduling a mock interview using etsu.joinhandshake.com to make your request with University Career Services at ETSU.



How to Power through Interviews

Prepare for different interviews including phone, virtual, group, and one-on-one interviews. Respond to common and behavioral interview questions. Make a good impression through promptness, your greeting and introduction, and body language. Appropriately follow-up after your interview.

Before your interview:

Research the company through their website. Make a list of questions to ask towards the end
Have a few copies of your Résumé.

Most common types:

By phone: Walk around and Smile like they were right in front of you!

Online: Test all equipment and adjust settings before you begin. Place your camera at eye level and remember to direct your interaction to the camera.

Group: Use your questions and answers to try and stand out! **One-on-One:** Ask, what are their goals/struggles? - Show you care! Prepare for various interviews including phone, group, and one-on-one interviews. Use your Elevator Pitch! (A two-minute brief and practiced introduction)
Name, major, student organizations/accomplishments/volunteer activities, goal

Common Questions: (typical questions that let the interviewer know you better)

Can you work weekends? What do you do to relax after work? Tell me about your strengths/weaknesses.

Behavioral Questions: These help the interviewer understand how you might act in certain situations. How do you stay positive under stress?

Describe a problem you've faced and share how you solved it. Tell me about a time when you had to motivate a coworker

Make a good impression through promptness, your greeting and introduction, and body language

Show up 10-15 minutes early for onsite interviews! Be 3-5 minutes early for online interviews.

Use the time to relax and think about your questions and talking points. Get your greeting down:

Hello, smile, good eye-contact, watch your body language, and don't fidget. Be their mirror! Remain positive and use appropriate body language.

When sending a follow-up email...

Be quick. Don't go into detail, just thanks and looking forward to hearing something soon.

Be professional. Consider using "Dear Valerie Jones:" not "Hey Val,"

"Thank you again, Joe Smith," or "With appreciation, Joe Smith" not "Love, Joe"

Anything you forgot to ask?

Now's the time! Appropriately follow-up after your interview

Prepare beforehand - Don't show up empty-handed! Smile and be polite. A friendly face can take you far! Ask and answer questions carefully. Don't rush through your answer, take your time! Don't forget to send them a thank you - Your quick follow-up can go a long way!

Professional Attire for Interviews

Think: Professional Interview!

NO jeans or torn clothes.

You don't get a second chance to make a first impression.



Can't Afford What You Need? - ETSU Can Help!

Bucky's Career Closet

Hours are posted online.

University Career Services

www.etsu.edu/attire

University Career Services in partnership with ETSU and Bucky's Pantry Board present:

Bucky's Career Closet

Visit us in the D. P. Culp Student Center (2nd Level), Carrier Center, in the Career Studio

ETSU students in need of professional interview clothing can set an appointment to come to the closet and get one complete, interview-ready outfit per semester to keep free of charge. ETSU takes great pride in preparing students with career readiness. Bucky's Career Closet represents an additional step to ensure that all students have an opportunity to translate their preparation to success in the workplace. Bucky's Career Closet is available by **NAVIGATE** appointment or drop-in to our Career Studio Monday through Friday, 9:00am – 3:00pm during Fall and Spring semesters. During Summer and Winter our drop-in service is unavailable.

To Donate Attire

We are always seeking donations from faculty, staff, and our community to help support students in need of professional attire. Visit **www.etsu.edu/attire** or call us at **423-439-4450**.

We accept the following items for all genders in new or gently used condition on hangers:

- Suits in navy, grey or black including conservative patterns
- Skirt suits and dress suits in conservative colors and patterns
- Professional blouses and shirts (button down, collared dress shirts, or polo's)
- Conservative scarves, Dress belts and shoes, and Khaki slacks
- Separates (blazers, skirts, dresses, and pants) in conservative styles and colors
- Conservative ties and bowties

[Amazon WishList](#)

Bucky's Career Closet: **careers@etsu.edu**, Subject: Bucky's Career Closet or call **423-439-4450**

[Return to Contents](#)

Considering Graduate School or Professional Programs

If you are deciding on graduate school attendance, identifying institutions, and organizing the application process, this quick review can help. The process can be intimidating to think of applying to graduate school, but that shouldn't stop you from seriously considering whether graduate school is right for you! Finding graduate programs, getting financial support, finding the right fit are all important.

Here is a Process to Consider:

- Network with other people to learn more about programs and Universities
- Research graduate departments
- Select the Universities you will apply to
- Write a strong graduation essay
- Earn financial support as a graduate assistant

So, to begin... Do you really need to go? Will graduate school help you fulfill your career goals? Consider networking to find information from someone who has been there. Is someone you know already there? Can you find a graduate student for a focused conversation?

How about your application? Do you need a few essays prepared? Do you have to take an exam (GRE, GMAT, LSAT, MCAT)? Do they ask for a work example?

Which graduate program is right for you? Each University will have a wide range of programs. Look carefully at the requirements, are you qualified to apply? When do you need to have your application submitted? Check out the classes and required hours. Does it look interesting? How long will the program take? It is best to have a few programs saved. Make a list of the ones that look interesting. Who offers what you want? Now is the time to narrow down your options. Will the program get you to where you want to be? Where will you be living? How much will it all cost?

We suggest having a list of three to five programs you want and make sure to note what each requires in the application! Additionally, check all application deadlines!

About Essay Requirements

How do you spell "accomplished?" You will have to write something eventually...

Like any other paper, have multiple people read over your work to check for errors! One quick look-over is not enough! Include relevant information. If possible, make each essay unique! Don't be afraid to get a little personal to share your motivation. If you want to become a counselor because your dad's life was changed by one, tell them that!

Financial Considerations

How am I supposed to pay for this? Check out the various financial support options and know what they mean. It is important to note that there's a difference between a GA and a TA! You'll have to apply...repeatedly, but it is worth it! Discover what might apply to your program. To summarize, network to see what might fit. research different departments, narrow down your search, check out the different Graduate Assistant and Teaching Assistant positions available to you, and APPLY!