A CAREER SERVICES GUIDE TO
BUSINESS SUCCESS

FIU Business
Career Management Services

VOLUME 1
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INTRODUCTION TO
FIU CAREER MANAGEMENT SERVICES (CMS)
Career Management Services (CMS) provides a variety of services to FIU students within the College of Business at any level (Undergraduate, Graduate, Doctoral, and Alumni).

Please note that students and alumni who have only minors in Business are not eligible for our services, but can create an account with our partners at the university’s centralized Career Services Office.

The following is a brief overview of resources and services we provide. To learn more, please visit our website at http://cms.fiu.edu, stop by CBC 121 (MMC-Modesto Maidique Campus), call our department’s main line at 305-348-7396 or e-mail us at cms@fiu.edu.

WHAT IS FIU CMS?

How Career Management Services Can Help You!

CMS Services & Resources

Résumé and cover letter critiques, career development workshops, career panels, mock interviews, one-on-one career development counseling appointments, self-assessment tools, career research tools, employer information sessions, career fairs, employment on-campus interviews, access to various career software databases, and employer networking opportunities.

CMS Job & Internship Database

To log in to your Business Career Link Account, please visit: http://cms.fiu.edu. You will click on either “Students” or “Alumni.” Current students will use their FIU My Accounts login information and Alumni will use their Panther-ID number as the Username and Password to log in to Business Career Link.

CMS Career Advisor

Each student is assigned a career advisor by major or program, who will assist you with your individual questions and provide advice regarding your career path. You may reach your career advisor via e-mail, phone, walk-in or schedule a one-on-one personalized appointment. If your career advisor is not available, you may meet with any career advisor in our office.
SCHEDULE AN INDIVIDUAL APPOINTMENT
Log in to Business Career Link, view the “Home” screen, look for the “Shortcuts” tab (top right-hand corner), and click on “Request a Counseling Appointment”. From this point, proceed with following the filter instructions to create an appointment and click the box next to the name of your assigned career advisor. If the name of your assigned career advisor does not appear, perhaps your advisor’s availability is not coinciding with your preferred time/date selection. If this is the case, please change your requested time/date or simply choose an alternative career advisor’s name. All of our career advisors are trained and qualified to meet with any undergraduate, graduate or alum for career advising. Our goal is to provide excellent customer service and to provide you with the most convenient time possible.

CMS WORKSHOPS
We offer many workshops that will benefit you. To RSVP please visit: http://cms.fiu.edu. You will need to log in to your Business Career Link Account, click on [Events], click on [workshop], and lastly click on [RSVP] to select the session you would like to attend. Please view the description of each workshop to get an idea of the topics discussed. Sample of topics include:

- Résumé Development
- Write Winning Cover Letters & More
- Matching Values to Careers
- Matching Skills to Careers
- Job Search Strategies
- How to Sell Yourself in a Job Interview
- Optimizing your LinkedIn Job Search
- Salary Negotiation
- Guide to CMS & Résumé Writing
- How to Stand Out at Career Fair
- Ace Your Banking Interview
- Internships & Why You Should Do One
- The Path to Securing a Job Abroad
- Government Employment
- Business Etiquette 101
- Surviving & Thriving at Networking Events
- Small Group Job Search Workshop
- Exploring an MBA or Law Degree Option
- Conducting Yourself in a Business Setting
- Preparing for the Federal Statewide Conference
CMS EMPLOYER LED INFORMATION SESSIONS
Many employers visit campus to recruit FIU students for jobs and internships in their companies. The best way to learn about opportunities these organizations offer and to network with decision makers is to attend an Employer Information Session. To RSVP please visit: http://cms.fiu.edu. You will need to log in to your Business Career Link Account, click on [Events], click on [Information Sessions], and lastly click on [RSVP] to select the session you would like to attend.

NEED HELP LEARNING HOW TO USE BUSINESS CAREER LINK?
If you need assistance navigating Business Career Link, we are happy to answer questions in person, via email or on the phone. The contact information for our office is:

Career Management Services
CBC 121
305-348-7396
cms@fiu.edu

CMS WALK-IN HOURS
During the academic year, we hold daily and some evening walk-in hours. Please visit our website for our walk-in schedule:  http://cms.fiu.edu
DIRECTIONS TO CMS OFFICE
Modesto Maidique Campus was formerly known as University Park, South Campus, and Tamiami Campus. The address for GPS purposes is: 11200 S.W. 8th Street, Miami FL 33199. We are located on the first floor of the College of Business Complex (CBC), in suite 121.

- Enter the campus at S.W. 112th Avenue
- Once you enter the campus, turn right at the first stop sign
- Take the first left into parking Lot 9 (closest to our building)
- If you cannot find a parking in Lot 9, please proceed to the large parking garage (PGP)
- You are required to have an FIU decal to parking to any space other than meter parking

FIU CAMPUS MAP
For a detailed campus map please visit: http://www.fiu.edu/docs/campus_maps.htm
The 5 Step Career Development Model is the theoretical foundation we use with our students and clients at CMS. When you are determining your career path and applying to jobs, there are 5 important steps to consider.

1. **ASSESSMENT**: Assess fit and focus
2. **EXPLORATION**: Explore and research options
3. **PREPARATION**: Create a strategic plan and prepare for academic goals, employment, interim career or internship
4. **IMPLEMENTATION**: Execute the plan and conduct a search
5. **DECISION-MAKING**: Evaluate options and make informed decisions

**WHO IT’S FOR**
The 5 Step Career Development Model is for all FIU students who want to develop the career competencies that can be applied for lifelong career development. It addresses the full range of career needs, provides a clear road map, and equips students, regardless of level or field, with the knowledge and skills they need to manage their education and professional careers. It helps students connect their undergraduate major or graduate degree to future career interests and opportunities, prepares them to translate the meaning of their degree to employers, and guides them in making informed decisions in preparation for the workforce. The 5 Step model also equips alumni with the tools they need to manage transitions at any stage of their career. This model is included in all areas in the Career Management Services office. The timeline below is based on the 5 Step Career Development Model. Career decision-making is a process, and while activities are suggested over your four years as an undergraduate, and two years as a graduate student, you can also set your own pace in pursuing career development and use the timeline accordingly as a guide.
CREATE A PRELIMINARY RÉSUMÉ and have it critiqued by a Career Advisor.

LOG IN TO YOUR BUSINESS CAREER LINK ACCOUNT. Complete your personal and academic profiles.

EXPLORE THE TOOLS AND RESOURCES AVAILABLE with Career Management Services.

TAKE A SELF-ASSESSMENT. Discover how your skills, values and interests relate to the professional job market. This is a self-exploration phase.

SEEK ASSISTANCE FROM A CAREER ADVISOR to determine if your major is best suited for your intended career path.

DEVELOP A PLAN to acquire and master the overall skills which employers seek. This includes communication, interpersonal, teamwork and leadership skills.

ATTEND CAREER MANAGEMENT SERVICES WORKSHOPS.

BECOME INVOLVED IN EXTRA-CURRICULAR ACTIVITIES for personal and professional development.

GOOGLE YOURSELF and clean up your social media presence.

UPDATE YOUR RÉSUMÉ and have it critiqued by a Career Advisor.

UPDATE YOUR PERSONAL AND ACADEMIC PROFILES in Business Career Link.

START BUILDING YOUR NETWORK by attending information sessions and conducting informational interviews.

BEGIN DEVELOPING A COVER LETTER to enhance your résumé.

ATTEND CAREER MANAGEMENT SERVICES workshops.

EXPLORE CAREERS and fields of interest.

DEVELOP CAREER-RELATED SKILLS (computer, writing, languages, etc.).

DEVELOP YOUR LEADERSHIP AND INTERPERSONAL SKILLS through relevant experiences (student organizations, internships, community service, etc.).

IDENTIFY POTENTIAL INTERNSHIP OPPORTUNITIES for your junior year.

EXPLORE STUDY ABROAD PROGRAMS which will enhance your major/degree.

PRACTICE YOUR INTERVIEW SKILLS with InterviewStream and participate in mock interviews.

TIMELINES

FRESHMEN YEAR

SOPHOMORE YEAR

13 BUSINESS SUCCESS
UPDATE YOUR RÉSUMÉ and have it critiqued by a Career Advisor.

UPDATE YOUR ACADEMIC AND PERSONAL PROFILES IN BUSINESS CAREER LINK.

PRACTICE YOUR INTERVIEW SKILLS with InterviewStream and participate in mock interviews.

DECIDE ON WHICH INDUSTRIES/INTERNSHIPS you would like to pursue.

SEARCH FOR AND APPLY FOR INTERNSHIPS.

ATTEND CAREER MANAGEMENT SERVICES WORKSHOPS.

CONTINUE TO DEVELOP YOUR LEADERSHIP AND INTERPERSONAL SKILLS through relevant experiences (student organizations, internships, community service, internships etc.).

DEVELOP RELATIONSHIPS with faculty and employers to use as references.

ATTEND EMPLOYER INFORMATION SESSIONS AND CAREER FAIRS.

CONDUCT INFORMATIONAL INTERVIEWS with professionals from your field of interest and build your job search network.

IF INTERESTED, EXPLORE GRADUATE SCHOOL OPTIONS.

UPDATE YOUR RÉSUMÉ and have it critiqued by a Career Advisor.

ATTEND EMPLOYER INFORMATION SESSIONS AND CAREER FAIRS.

SEARCH FOR AND APPLY FOR POSITIONS IN BUSINESS CAREER LINK, company websites and other recommended resources.

UPDATE YOUR PERSONAL AND ACADEMIC PROFILES in Business Career Link.

REVISIT YOUR SKILLS, VALUES AND INTERESTS in order to be clear about what you have to offer employers.

RESEARCH EMPLOYERS so you can interview competently and make informed decisions.

CONTINUE DEVELOPING THE SKILLS that will increase your employability.

PRACTICE YOUR INTERVIEWING SKILLS with InterviewStream and participate in mock interviews.

ATTEND CAREER MANAGEMENT SERVICES WORKSHOPS.

ORGANIZE JOB SEARCH STRATEGIES for obtaining full-time employment.

SUBMIT GRADUATE SCHOOL APPLICATIONS (if pursuing graduate school)

COMPLETE YOUR CAREER MANAGEMENT SERVICES EXIT SURVEY in your final semester before graduation.
ATTEND A PROFESSIONAL DEVELOPMENT SEMINAR in order to learn about the tools and resources available with Career Management Services.

SCHEDULE AN IN-PERSON, PHONE OR SKYPE APPOINTMENT WITH AN ADVISOR.

GOOGLE YOURSELF and clean up your social media presence.

UPDATE YOUR PERSONAL AND ACADEMIC PROFILES in Business Career Link.

PREPARE YOUR RÉSUMÉ, have it critiqued, revise and upload it (Business Career Link permits you to maintain 10 documents uploaded at all times - be sure to name each one properly).

ATTEND CAREER MANAGEMENT SERVICES WORKSHOPS.

TAKE A SELF-ASSESSMENT TEST to determine what your skills, values and interests are, how they relate to one another and which functional areas may be a good fit for you.

INCREASE YOUR KNOWLEDGE and explore your options by researching and evaluating the professional job market.

NARROW YOUR FOCUS and set goals by naming your target industries and the specific companies within those industries for which you have an interest in working. Determine the necessary training, experience, knowledge and education needed.

FURTHER NARROW YOUR FOCUS by examining job descriptions to ascertain the specific job titles and relevant key words.

DEVELOP AND IMPLEMENT A CAREER PLAN AND JOB SEARCH STRATEGY.

ATTEND COMPANY INFORMATION SESSIONS AND CAREER FAIRS.

JOIN PROFESSIONAL ORGANIZATIONS (like NSH MBA, NB MBA or NAW MBA) and actively participate in their events and conferences.

MARKET YOURSELF and build a contact network by conducting informational interviews with professionals (including faculty) from your field of interest.

PRACTICE YOUR INTERVIEWING SKILLS with InterviewStream and participate in mock interviews.

SEARCH FOR AND APPLY TO POSITIONS IN BUSINESS CAREER LINK, company websites and other recommended resources.

CREATE A LINKEDIN PROFILE.

IDENTIFY INTERNSHIP OPPORTUNITIES.

NETWORK, NETWORK, NETWORK!
CAREER EXPLORATION RESOURCES

In order to be able to download information from the following exploration websites, you must link to the sites from http://cms.fiu.edu.

Some of the websites are password protected and some require personal registration. Some passwords change each academic school year. Contact the CMS office if you cannot log in.

CAREERLEADER
Self-Assessment Tool (Online)

This is an interactive, online program, currently being used by over 170 top business and MBA programs in the US and around the world.

For access, contact the Career Management Services office.

CAREERSHIFT

The CareerShift search tool is a job hunting web service that returns results from every career site and job board. You can save and organize all the relevant jobs that meet your search criteria, whether you search by job title, company name, keywords, or location.

WETFEET
Explore Career Choices Online

This resource profiles companies, careers, industries and cities. It has a vast library of career advice articles providing you a unique perspective to assist you in finding the right career, industry, company and job.

VAULT
Online Career Resource Library

This is a password protected site, exclusively for the use of Business students, alumni, faculty and staff. The site has guides with information about industries, careers and employers, as well as articles on the most important career topics such as work/life balance, industry advice and job search topics.
GOINGLOBAL
International Career Guide, excellent source for International Students (Online)

Visit this site for international job and internship listings, career guides and employer directories. This research tool contains more than 10,000 resources for finding employment in the USA and abroad.

INTERVIEWSTREAM
Mock Interview Tool (Online)

Take interviewing to the next level by using this interactive video-based practice tool. If you have a webcam and microphone, you can conduct a mock interview from your own home. Your interview is videotaped so that you can immediately see how you did at the end of the session, and share with your career advisor.
Internships and research opportunities give you the ability to apply academic concepts in practice and to explore possible future careers. The experiential learning and skills acquired from internships and/or research experience on a résumé make you more marketable. Benefits of internships include developing transferable skills such as: communication, critical thinking, teamwork, change management, information technology, leadership, self-managed learning, interpersonal diversity, ethics, social responsibility, and technical knowledge.

OTHER INTERNSHIP PROGRAMS AND RESOURCES
Internships may be offered at companies, government agencies, nonprofit organizations, other universities and advocacy groups. Here are some helpful links to find opportunities:
- Internship Postings on Business Career Link: https://business-fiu-csm.symplicity.com/students
- Federal Government Internships: www.usajobs.gov
- Nonprofit Internships and Information: http://www.idealist.org
- GoinGlobal: great resource for international jobs and internships, found on Business Career Link home page, along with other sites like CareerShift.

Do not automatically restrict your search to the Miami area or your hometown — a summer job away from FIU and from home can be fun and enlightening. Some companies will help you find housing. Some will offer housing at a local college. If you need to find a place to live for the summer in another city, check out various online housing listings.

COMMUNITY SERVICE/VOLUNTEERING
Similar to internships and jobs, volunteering can provide you with opportunities to gain or enhance skills that employers find relevant and essential in the workplace. Skills such as communication, leadership, teamwork and even networking can be utilized while serving your community. Volunteering can also be a medium which students can explore possible career paths. If you are attracted to the idea of combining technical skills while contributing to society, consider career fields such as non-profit consulting, corporate social responsibly, public policy and governance, and international development to name a few.

Besides developing professional competencies, volunteering can be personally enriching, promoting civic responsibility and developing confidence. Companies today are beginning to realize the importance of giving back and are looking for employees who are well-rounded and committed to service.
FIU has excellent resources to help you navigate the job search process. Three important resources are:

1. Business Career Link, FIU’s On- and Off-Campus Recruiting and Career Management System, which allows companies and organizations to post available job and internship positions
2. Career Fairs, where students can meet employers, learn more about opportunities with their organizations, and in many cases apply for available positions
3. Networking Opportunities/Events

We understand that searching for a job or internship can seem like a daunting task; however, Career Management Services has excellent resources to help you. To alleviate the pain of job searching, Business Career Link has done much of the hard work for you. Business Career Link is an online database where employers post jobs and internships tailored to FIU Business students. Simply go to https://business-fiu-csm.symplicity.com/ and log in as a student. Once you are in the Business Career Link, hover your mouse over the jobs tab on the top banner and select “Business Jobs”. You will then be taken to the job pages where you can browse, search, and apply for jobs and internships. After you conduct a few searches on Business Career Link, the database will begin recommending jobs for you based on your activity. This takes a lot of the searching out of your job search.

In addition to looking for jobs and internships directly on Business Career Link, students can also use the Events tab to learn when employers will be conducting information sessions on campus. These events are the perfect venue to network with potential employers and learn about their company, available jobs and internships, and career paths. Employers are coming to campus looking for great students like you; let yourself shine by attending events held by Career Management Services.

**SEARCH TIPS:**
- Start Early
- Meet with a Career Advisor
- Make a Plan
- Master Business Career Link
Career Fairs are a great way to connect with potential employers. Many professional groups hold public career fairs which are advertised through various mediums, such as their website, e-mail and social media. Career Fairs are a tremendous opportunity for students to meet a wide variety of employers and be exposed to many job and internship opportunities. Keep in mind that career fairs should be just one small part of your entire job search process; however, if you are well-prepared, they can be a successful part. The following are some useful tips to help make the most of your career fair experience.

KEYS TO CAREER FAIR SUCCESS

RESEARCH: Have a plan of attack for the fair. Research the companies and organizations you are interested in and see if any new companies have registered when you arrive at the fair. Take time to survey the layout of the fair and determine where your “ideal” employers are located.

ATTIRE: Conservative, dark business attire is essential. Know what the expected attire of your profession is and dress accordingly. It is always better to be overdressed than underdressed.

RÉSUMÉS: Bring more than you think you will need — at least two for each organization.

BE PROACTIVE: You may only have three minutes to market yourself, so be sure to make the most of your time. Start with the basics: approach the company representative in a friendly manner, make eye contact, offer a firm handshake and show enthusiasm. Recite your elevator pitch and prepare some questions just as you would for any employment interview. The most common question you will face is something along the lines of “What are you here for today?” Obtain a business card or contact information from representatives of organizations that interest you in order to follow up after the fair. A great follow-up question for you to ask is, “What do I need to do to obtain a second interview with your firm?”

FOLLOW-UP: There are two main methods of follow-up. Some suggest calling the recruiter within a day or two of the fair and leaving a voicemail message thanking the recruiter again for his/her time. Another tactic would be to write a thank-you note/e-mail and send it the next day to the address on the recruiter’s business card. The content of the note should include thanking the recruiter for his/her time and restating your interest and qualifications for the position.
QUESTIONS TO ASK EMPLOYERS AT A CAREER FAIR

Your questions should be natural. Before asking questions, introduce yourself and establish rapport with the company representatives. Listen carefully to their answers. Be courteous and be sure to thank them before closing the conversation. Try not to ask questions that could easily be answered by the company’s website (e.g., What does your company do?). Do not read from this list. These are intended as examples of kinds of questions you could ask.

1. Where do FIU graduates typically work in your company?
2. Did you go to FIU? (If yes) What did you major in?
3. What do you do at your company?
4. How long have you worked there?
5. Does your company hire on a continual basis or only at certain times of year?
6. How long does your hiring process take?
7. What are the most important qualifications your company looks for in an employee?
8. Are there particular personality traits you look for?
9. What are your company’s major goals in the next few years?
10. What kinds of courses do you suggest in order to be a successful candidate?
11. Is there a GPA cut-off for your recruiting process?
12. What kinds of entry-level positions exist within your organization that would be open to someone with my background?
13. As an entry-level employee, what kind of career advancement opportunities would be open to me in two to five years from now?
14. How many years do entry-level employees typically work for your company? What is your retention rate?
15. Do you expect employees to relocate?
16. What is the training process like at your company?
17. Are there any mentoring opportunities for new professionals?
18. Do you offer internships?
19. Do you hire from your intern pool?
NETWORKING

NETWORKING DEFINED
A professional network is a resource that can be defined as people you know who can provide leads, support and advice about your career and the job market. They can help you tap the vast majority of jobs that are never advertised. For this reason, networking needs to be an integral part of your job or internship search. The benefits of networking include learning more about career options, increasing your visibility within your field, propelling your professional development, finding suitable mentors, increasing your chances of promotion and perhaps finding your next job or internship. Though initially you may feel uncomfortable about the notion of networking, it is a skill that can be learned and mastered by following the practical guidelines below.

Start by networking with people you know such as family, friends, faculty, students, community members, service professionals (doctors, dentists), alumni and neighbors. Talk to them about what you want to do. Ask whether they know of any companies or organizations doing the types of things that interest you. Can they connect you with anyone in a related area of work or study who you could speak with in order to gain more information? Networking etiquette requires that you do not ask for a job or internship. The focus of networking is to meet many people in your field and find out more about the jobs they do.

Through networking, you are able to learn firsthand about the type of company you want to work for and the type of work that you really want to do. The art of informational interviewing is in knowing how to balance your ultimate agenda with the unique opportunity to learn firsthand about the demands of your field. Always approach the experience as asking for advice rather than looking for work. Be courteous and professional at all times. Never abuse your privilege by asking for a job or an internship. Execute your informational interviews skillfully, and a job or an internship may follow.

STEP 1: IDENTIFY YOUR NETWORK
Begin by listing everyone you know who is a potential prospect and who you can contact.
- Family
- Friends
- School contacts
- Community associates
- Work contacts
- Professional association members, industry reception attendees, career fair representatives
STEP 2: PREPARE AND PRACTICE YOUR ELEVATOR PITCH

Prepare a brief introductory script, also known as an “elevator pitch.” This should be a one-minute summary of your interests, goals and your needs right now. Practice by sharing your “pitch” with as many people in the above list as you can. Once you are comfortable with your “pitch”, start asking if they know of anyone who you should contact. You can then start contacting these people by phone or e-mail.

An elevator pitch will sound something like: “I am in my junior year at FIU and I have a particular interest in Finance and Communications. I hope to ultimately work in investor relations. Right now I am trying to learn more about the actual experience of people working in this area. Could you spare some time to speak with me about the current trends and opportunities in this field?” Or...“Do you know anyone I could speak with in order to find out more about the field?” If you have found the contact person through another person, your elevator pitch may be: “My name is Juan Rivera. I will be graduating from FIU College of Business in May. I received your name from your firm’s recruiting representative, Martha Davies, who suggested that I contact you directly. I am studying finance and would like to learn more about investor relations. Martha thought that since you are working in this field, you may be able to tell me a bit about it. She also thought that you might be able to give me some names of other people or companies that I could approach for a possible informational interview (or summer internship).”

STEP 3: ARRANGE AN INFORMATIONAL INTERVIEW

This networking elevator pitch then forms the basis of an e-mail that you may write to someone with whom you would like to have an informational interview. The first networking e-mail may be like a mini cover letter. Use an e-mail subject line that will be clear and that will encourage your reader to open the e-mail — you might write something like: “Question from an FIU Student.” If you prefer, you can try to call the person directly to set up an informational interview at a later date. If the person is receptive, remember to accommodate their schedule when deciding on a time to speak.

Prepare for your informational interviews just as you would for an actual job interview. Polish your presentation and listening skills, and conduct preliminary research on the individual and organization. You should outline an agenda that includes well-thought-out questions.

Your networking meeting should include the following elements: introduction, self-overview, Q & A, obtaining referrals and closing. Your networking meeting should not include asking for a position or for your résumé to be passed on. Asking someone to pass along your résumé is the same as asking for their endorsement, and asking for a job is presumptuous. Focus on gathering information and building a relationship.
Begin your interview with questions that demonstrate your genuine interest in the other person such as, “Could you describe some of the projects (or issues) that you work on?” or “What might a typical work week look like for you?” Then proceed with more general questions such as, “What are the employment prospects in this field?” or “Are you active in any professional organizations, and if so, which ones would you recommend?” If appropriate, venture into a series of questions that place the individual in an advice-giving role, such as, “What should the most important consideration be in my first job?” Be sure to ask for referrals to other professionals. You could also ask their opinion about your résumé.

Always remember to send a thank you e-mail or letter to every person who grants you time and to every individual who refers you to someone.

You may wonder what motivates professionals to grant informational interviews. The reasons vary. Generally, most people enjoy sharing information about themselves and their jobs and, particularly, giving advice. Some may simply believe in encouraging newcomers to enter their profession and others may be scoping out prospects for anticipated vacancies. It is common for professionals to exchange favors and information, so do not hesitate to call upon people. Also, they may be aware that one day the tables may be turned and you could become a helpful resource in their networking.

Keep track of your networking meetings and be proactive with follow-up. Keep a list of your contacts and update it frequently with the names of any leads given to you.

In a group networking setting, circulate and meet people, but do not try to speak with everyone. It is better to have a few meaningful conversations than to have 50 hasty introductions. If you are at a reception, be sure to wear a nametag and to collect or exchange business cards so you can later contact the people you meet. Send a thank-you note, e-mail or LinkedIn invitation, if appropriate.

Be dedicated to networking. Most importantly, remember that networking should be ongoing. You will want to stay in touch with contacts over the long haul — not just when you need something. Make networking part of your long-term career plan.
CMS hosts several employer partners on campus during the fall and spring semesters. The companies and their representatives may participate in panel discussions or dedicated company presentations. In some cases, the individuals presenting may be recent alumni or students who have had the opportunity to participate in management training programs or internship programs at the company.

The sessions are a great way to learn more about the company and its culture, the nature of their internship program (if applicable), and what skills the company is specifically looking for during their recruiting season. These sessions are an excellent way to meet and network directly with the representatives. You want to prepare for each session by reviewing the history and other details about the company, looking at their careers page, and reviewing their company page on LinkedIn.

When networking with the company representatives, it’s important to always be polite and ask thoughtful, but specific questions about their company. The representative may not be directly responsible for hiring, but may be part of the hiring process. They may be directly asked about the event, or the students who attended the event, so the key is to treat the interaction just like a professional networking session.

To find out more about Company Information Sessions log in to Business Career Link and search for information sessions in the events tab. You will see all details associated with company visits under this section.
Social media, which includes LinkedIn, Twitter, Facebook, Google+, Instagram, Pinterest, blogs and more, can link you to new and old connections, and serve as a platform on which to build your professional brand. Be thoughtful about how you use the various social media platforms, and what level of privacy settings you will institute.

For example, you may decide to keep Facebook for personal use only, and set strict privacy settings (though realizing that inappropriate content may be visible to potential employers and limiting that information online); then, you may work to build a consistent professional brand across the other networks, or through a blog, to establish yourself as knowledgeable in your particular area of expertise.

In particular, LinkedIn is commonly used when making and maintaining professional connections. LinkedIn is a business-oriented, professional networking site. LinkedIn allows you to maintain a list of contacts, or “connections” of people you know in the professional world. It also allows you to post your professional background and experience, upload résumés and other pertinent career information, and allow other users to search your profile. It allows you to join groups of other like-minded individuals, people who may share an industry interest or involvement. LinkedIn is an excellent resource to connect and be introduced to people in your field, research companies, find and post jobs: http://www.linkedin.com.

SOCIAL MEDIA CHECKLIST:
√ Google your name (what do you see?)
√ Attend LinkedIn workshops
√ Create a LinkedIn Profile
√ Take a LinkedIn photo (in business attire) for your profile
√ Make personal social media sites private
PROFESSIONAL ASSOCIATIONS

Professional Associations can be an excellent resource for job seekers. Through their various activities and services (meetings, conferences, publications, websites, etc.), professional associations provide information about career fields, job opportunities, and employers in the professions they serve. They can be particularly helpful if you need to create a long-distance network to help you conduct a long-distance job search.

To students (for whom time and money may be in short supply), the websites of professional associations offer easy, inexpensive, accessible (24 hours a day, 7 days a week) access to:

- Information about career options and industry/professional trends in various fields
- Professional contacts: their members form a network of people who are often willing to assist others in career exploration
- Job listings
- Student organizations:
  » Association of Latino Professionals in Finance and Accounting (ALPFA)
  » Alpha Kappa Psi XI Sigma Chapter
  » American Marketing Association
  » Association for Information Systems
  » Beta Alpha Psi
  » Beta Gamma Sigma
  » Delta Sigma Pi
  » Enactus
  » FBLA-PBL
  » Financial Management Association International
  » Health Executive Student Organization (HESO)
  » International Business Honor Society
  » Phoenician Investment Fund (PIF)
  » Real Estate Student Association

To learn about professional organizations in your field or in other fields you wish to explore, ask your career advisor or faculty members.
RÉSUMÉ AND COVER LETTER GUIDELINES

RÉSUMÉ GUIDELINES

PRESENTATION CHECKLIST

✓ Do not use a Microsoft Word résumé template. None of them scan well.
✓ Use a laser printer.
✓ It is safe to use a conservative font, such as Arial or Times New Roman.
✓ Font size should be 10-12 points.
✓ Use 8.5” x 11” paper, printed on one side only.
✓ Use high quality résumé paper.

FORMAT

✓ Stick to one page; use two pages if you have an advanced degree or extensive experience (10+ years).
✓ Make the page easy to scan and graphically pleasing: leave sufficient white space.
✓ Select a format that suits your qualifications. Do not automatically follow someone else’s, which may not suit what you have to say.
✓ Avoid underlining; you may use bullets to emphasize your credentials.
✓ Use boldface sparingly for headings and employer information

CONTENT

✓ Put your name, address, and phone number at the top of the page. If you have a second page, repeat your name at the top.
✓ Choose topic headings that invite your readers’ interest, e.g., Experience, Leadership, Skills, Activities, and Honors rather than “employment” or “other.”
✓ Include marketable and/or relevant data only; for example, include classes that have been most important in your education and are most relevant to the type of work you seek; do not provide an extensive list of courses.
✓ Highlight skills, accomplishments, capabilities, and work experience. Give evidence of your personal impact: show not only that you completed tasks but that you contributed to organizational goals.
✓ Cite numbers to convey size and/or scale of project, budget, and staff supervised.
✓ Give examples that demonstrate desirable personality traits such as leadership, interpersonal facility, teamwork, and initiative.
✓ Minimize personal information and omit unrelated memberships, age, marital and health status, and information that is repetitive, implicit (e.g., high school graduation for a college graduate), or out-of-date. If you are a US citizen or hold a permanent resident visa, include this if readers might have reason to think otherwise.
✓ Generally, it is a good idea to exclude data relevant to salary expectations, religious or political affiliations, and geographic descriptions.
✓ References are usually omitted. Employers assume that “references are available upon request,” so leave this phrase off.
STYLE

✓ Proofread to eliminate all spelling, punctuation, and grammatical errors.
✓ Use action verbs and strong adjectives (See “Action Verbs”).
✓ Write in the present tense for current positions or projects and in the past tense for previous positions and completed projects.
✓ Avoid repeating words or phrases.
✓ Leave out unnecessary words, sentences, and phrases such as “Duties included / Hired to / Project involved.”
✓ Avoid stilted or confusing language. Ask yourself, “Would I talk like that?”
✓ Do not use the first person, I, or any pronouns.
✓ Be consistent and use the same grammatical style throughout.
✓ Avoid self-flattering terms such as “highly skilled, outstanding, or excellent.” Describe your accomplishments effectively and let readers decide for themselves that you are well-qualified.
✓ Be honest and accurate, but not overly modest.
✓ Convey through the style and content of your résumé an understanding of your audience’s needs, priorities, hiring criteria, and vocabulary.

FINAL EDIT

✓ Ask a counselor, friend, or someone unfamiliar with your background to review your résumé for clarity and effectiveness.
✓ Tailor your résumé to the specific qualifications of the job for which you are applying and/or to the specific employer.
✓ Include all-important information, such as dates of graduation, major, GPA, etc.
✓ Proofread one more time to ensure correct spelling and punctuation.
THE TOP 10 PITFALLS IN RÉSUMÉ WRITING

1. **Too long.** Restrict your résumé to one page. Typographical, grammatical, or spelling errors. Have at least two people proofread your résumé.

2. **Hard to read.** Keep it simple with clean lines and white space.

3. **Too verbose.** Say as much as possible with as few words as possible; avoid use of jargon.

4. **Not enough information.** Give dates describing related work experience; be specific about skills, accomplishments, activities, interests, and memberships.

5. **Irrelevant information.** Customize each résumé to each position you seek (when possible). Of course, include education and work experience, but emphasize relevant experience, skills, accomplishments and activities. Do not include marital status, age, sex, children, height, weight, wwww health, church membership, etc.

6. **Obviously generic.** Tweak each résumé according to the job description. The employer needs to feel that you are interested in that particular position with his or her company.

7. **Too fancy.** Of course, use good quality bond paper, but avoid exotic types, colored paper, photographs, binders, and graphics. Electronic résumés should include appropriate industry keywords and use a font size between 10-12 points. Use italics and boldface sparingly.

8. **Too static.** Make your résumé as dynamic as possible. Begin every statement with an action verb. Use active verbs to describe what you have accomplished in past jobs. Take advantage of your rich vocabulary and avoid repeating words, especially the first word in a section.

9. **Too modest.** The résumé showcases your qualifications in competition with the other applicants.

10. **Put your best foot forward without misrepresentation, falsification, or arrogance.**
ONLINE RÉSUMÉS
Though scanning technology and practices vary and are constantly changing, some companies still scan résumés and/or use keywords to identify candidates from their database. You want to fill your résumé with as many of these words as possible. Companies that pick up many résumés at career fairs may use scanning technology, though you should always check with the employer requirements regarding format. The essential keywords are specified by each employer for each position. You can only make reasonable assumptions about what a specific employer will ask for. Keep a log of keywords that apply to your occupation and industry.

WRITING ABOUT YOUR SKILLS — PROBLEM ACTION RESULTS (PAR) STATEMENTS

PAR statements in your résumé make it easy for employers to recognize your achievements. They provide a writing formula that stresses your skills and achievements. This is a way of writing out your skills on a résumé to maximize their impact. Present the skill as a concrete action that has been done. Do not use the words “took part in,” or “gained experience in,” or “assisted in.”

Quantify the results by stating the amount of dollars saved, the number of clients served, the percentage increase in productivity or improvement in efficiency.

Using the action verbs listed on the following page, describe your experience in terms of demonstrated skills and accomplishments in the following format:

Describe the project, context, task, job:
• What activity did you do?
• What were the results, outcomes, benefits?
• Quantify, if possible.
### Action Verbs

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<th>Communication/People Skills</th>
<th>Research Skills</th>
<th>Technical Skills</th>
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### Accomplishments

- Achieved
- Completed
- Expanded
- Exceeded
- Improved
- Pioneered
- Reduced
- Resolved
- Restored
- Spearheaded
- Succeeded
- Surpassed
- Transformed
- Won
JANE DOE
123 Main Street APT. 7 / Miami, FL 33199
Doe.j@gmail.com / (305) 123-4567

EDUCATION
Florida International University, Miami, FL
Bachelor of Business Administration May 2011
Dual Concentration: Marketing and Entrepreneurship
GPA 3.6, Dean’s List, Marketing Club

WORK EXPERIENCE
Florida International University Department of Career Services, Miami, FL
Marketing Assistant Jan. 2010 – Present
- Design marketing materials such as flyers, event posters, emails and online newsletters using MS Publisher
- Produce electronic multimedia displays utilizing MS PowerPoint to market events across campus
- Assist in event coordination including working with printing vendors

Samsonite, Davie, FL
Retail Marketing Assistant Jan. - June 2009
- Coordinated Customer Relations Management Program initiative
- Contributed on the production of the holiday catalog, including photo-shoots, content and layout
- Received and responded to donation requests
- Conducted research for possible cross promotions and partner marketing
- Researched competitor best-practices prior to the introduction of new product lines
- Designed a store level Product Knowledge Guide and several product description sheets
- Acted as liaison between store managers and corporate office for individual marketing requests
- Created and administered surveys to over 180 stored to solve store related issues
- Monitored development of inventory management and forecasting program

Stacy’s Pita Chip Company, Fort Lauderdale, FL
Gourmet Account Manager Jan. – Aug. 2008
- Managed 50+ gourmet retail accounts including: corporate, restaurant, and specialty store
- Represented and promoted the company and its product lines at the Fancy Food Trade Show
- Assisted customer service department with fulfilling donation requests
- Utilized Excel and QuickBooks to create reports to track budget and performance goals for the VP of Sales
- Documented and resolved buyer and consumer issues and concerns
- Entered sales orders, created invoices, and received payments in QuickBooks

Miami Lakes Beauty Salon and Supplies Miami Lakes, FL
Retail Associate 2003-2005; June - Aug. 2007
- Collaborated with promotions representative to revamp entire L’Oreal stock and display
- Created attractive product displays to increase product awareness
- Handled the needs of a 10 person salon staff while also assisting retail customers
- Trained new employees, managed merchandise orders and handled opening/closing of store

OTHER EXPERIENCES
- Teachers Apprentice Program, teaching sixth grade students American Sign Language Spring 2008
John Jose
11200 SW 8 St., Miami, FL 33174 | john.jose@fiu.edu | 789-111-9999

EDUCATION
Florida International University (FIU) Miami, FL
Bachelor of Business Administration December 2013
Double Major: International Business & Marketing GPA: 3.7/4.00 Dean’s List

PROFESSIONAL EXPERIENCE
M Lilly and Company, LLC Miami, FL
Pharmaceutical Sales Representative Intern May 2013 - July 2013
- Recognized as the Most Valuable Player (MVP) for the 2013 Eli Lilly Internship Class
- Reestablished and managed over 40 accounts in three territories throughout Miami Dade County over a ten week period
- Analyzed and identifying customers issues and trends, providing tailored solutions in order to increase market share
- Prepared for daily sales calls and sold Diabetes products to medical professionals and office staff maximizing opportunity

United Technologies Corporation - Aerospace Systems Miramar, FL
Intern October 2012 - May 2013
- Prepared the 2012 - 2013 salary trend analysis for over 250 employees forecasting increase in wages
- Audited over 250 performance feedback evaluations providing feedback to upper management
- Updated various company policy’s dealing with overtime, overtime distribution, attendance policy, and FMLA

INROADS Intern Stratford, CT
May 2012 - August 2012
- Validated accuracy of data in the Contract Data Requirements List (CDRL), Project Management Console (PMC) and Primavera database and consolidate the information to understand the overall progress of CMHP work completions
- Presented current status and path to completion to program management on the consolidation of data from various databases
- Developed working relationship by communicating with interns and program staff to ensure timely reporting and accuracy of data

Yo Trust Bank Community Bank Coral Gables, FL
Financial Service Associate July 2011 – May 2012
- Assisted customers with opening new accounts, processing CD’s, bonds and IRA’s while increasing the banks’ deposits by 5%
- Developed existing relationships through profiling and uncovering additional needs, while maintaining accounts
- Evaluated clients financial needs and recommended products, effectively increasing individual monthly sales goals by 20%

United Technologies Corporation - Sikorsky Aircraft Corporation Stratford, CT
Human Resources Intern April 2011 - July 2011
- Recruited and contacted all applicants for interviews and conducted phone screens for the College Applicant Program
- Prepared and gathered information for all new hires, transfers, and compiled termination paperwork

VOLUNTEER EXPERIENCE
Over 500 hours in Volunteer Experience
- Relay for Life Team Captain, raising over $1000.00 for relay for life 2007 - 2012
- Special Olympics Bowling/Basketball/Golf 2009 - 2011

LEADERSHIP/ACTIVITIES
- Future Business Leaders of America – Phi Beta Lambda President (2009 - 2010) Palm Beach State
- Student Government Association (S.G.A.) Various positions (2009 - Present) Various Locations
- Florida Junior Community College S.G.A. District One Coordinator (2010 - 2011) Five Institutions
- FIU Sales Team Board Member (2012 - 2013) FIU
- Residential Life Assistant Residential Life Assistant (2012 - 2013) FIU
- Proctor and Gamble/Unilever CDB Conference Selected Participant (2012 – 2013)

AWARDS/HONORS
- First Place Client Services Future Business Leaders of America – Phi Beta Lambda 2012
- NASCAR HACU/ FIU College of Business Scholarship Recipient 2009/2012

SKILLS
- Computer Skills: Microsoft Office Software (Word/Excel/Access/PowertPoint), Primaavera
- Languages: Fluent in English and Spanish
Julia D. Doe
11200 SW 8 Street
Miami, FL 33199
juliaddee@gmail.com
(954) 123-4567

EDUCATION:
Florida International University Miami, FL
Bachelor of Business Administration in Marketing May 2015
GPA: 3.3

RELEVANT COURSES:
Fundamental Concepts of Accounting Management Information Systems
Financial Accounting Management and Organization
Managerial Accounting Marketing Management

LEADERSHIP EXPERIENCE:
BIZ Organization - President-Elect August 2014 – Present
• Brought innovative ideas; such as new recruitment, fundraising and communication strategies.
  Included some of the following: excel workshops, toast masters, new social media outlets, and
  stock market competitions.
• Planned and hosted career fairs, mock interviews, and weekly presentations from various firms
  with the help of the Executive Board.
• Created a new committee focused in establishing relations and finding job/internship with new
  firms.
• Produced an orientation video that increased membership and retention in BIZ.

WORK EXPERIENCE:
Sports Authority Miami, FL
Sales Associate May 2012 – December 2013
• Assisted customers during peak times by effectively providing products with quality customer
  service.
• Ensured satisfaction of customers, managers, and corporate representatives by surpassing daily
  objectives.
• Advised and sold products to customers by understanding their needs through appropriate
  questions.

COMMUNITY SERVICE:
• Relay for Life run and walk for cancer March 2012-March 2013

HONORS AND AWARDS:
• National Association of Black Accountants certificate of appreciation for outstanding service and
  dedication
• Dean’s List Spring 2014

COMPUTER SKILLS:
• Proficient in Microsoft Office: Excel, Publisher, PowerPoint, and Word

LANGUAGES
• Spanish, Creole, and French
WHAT IS A COVER LETTER?
The purpose of a cover letter is to convince an employer that your skills and background make you a candidate worth interviewing. While a résumé summarizes your experience, a cover letter persuasively relates that experience to a particular job.

A good cover letter will make you a more attractive candidate by demonstrating:
- Knowledge about the job, the company, the industry
- Effort in your job search and enthusiasm for the job
- Professionalism and detail orientation
- Writing skills
- Organized thinking
- Understanding about yourself

Many employers pay great attention to cover letters; increase your chances by sending a well-written cover letter with every application.

ANATOMY OF A COVER LETTER
A cover letter generally consists of three or four paragraphs; very experienced candidates applying for senior positions may write more.

PREPARE
- Review the job description in detail
- List each type of experience and skill the employer is seeking
- Outline how your qualifications answer each of the employers needs
- Choose the best two or three qualifications to describe in your letter
- Research the employer to decide what about the organization or its products appeals to you
- Outline how your interests, values and goals match those of the employer

SALUTATION
- Address your letter to a specific person whenever possible
- Be sure of the correct spelling and appropriate title (Dr., Miss, Mrs., Ms., etc.)
- Acceptable alternatives include “Dear Hiring Manager” or “Dear Search Committee” or “Dear Sir or Madam.”

FIRST PARAGRAPH
- Explain clearly and succinctly why you are writing
- State the full name of the position and how you learned about it, including the name of the person, publication or website, and the date of the listing
SECOND/THIRD PARAGRAPH
- Write these paragraphs using the outline you prepared, tailoring your letter to the job
- Explain how your qualifications match the job description by highlighting relevant experience and briefly describing accomplishments that demonstrate your capabilities
- Explain why this job and this organization appeal to you and fit into your career goals
- Demonstrate that you have researched the organization by referring to specific products, services, philosophy or mission in your explanation of why you are a good match

LAST PARAGRAPH
- Stress your enthusiasm for the position and your interest in meeting for an interview
- State how and when you can be best contacted
- Thank the individual and end with an appropriate ending

Ensure your cover letter has no grammatical errors or mistakes. Spell checkers do not catch every type of error, so proofread your letter very carefully after spell check.
Your Name
Address
Email
Phone Number

Date
Name of Hiring Manager
Title
Company
Address 1
Address 2

Re: ________________________________________________________________

Dear Mr. or Ms. _____ / Sir or Madam / Hiring Manager:

This letter is in response to the POSITION NAME, POSTED ON ________, I am extremely interested in this position and am confident that my academic and professional background would be a great fit. That said, enclosed please find my résumé detailing my nine (9) years of experience analyzing, developing, and implementing exceptional multi-media sales strategies. My work history expresses innovation and a proven ability to generate new and ongoing advertising business. As a Sales Planner for the ABC Company, I analyzed media schedules and directed all sales planning for five (5) account executives totaling $100 million in annual revenue. As part of the Sales Planning Division at (Name of Company), I evaluated competing revenue proposals, and helped implement the final corporate sales strategy, generating over $200 million annually. Currently, as a Marketing Strategist for XYZ in South Florida, I coordinate multiple media channels, including newspaper, magazine, inserts, direct mail, online and television campaigns that exceed client expectations for driving business. I know my proven creativity, analytical insight and professionalism would be invaluable to increasing sales for COMPANY NAME.

Specific highlights of my accomplishments and qualifications include:

· Extensive experience analyzing and implementing sales strategies in name of industry
· Proven ability to recapture lost revenue through maximizing sales inventory efficiency
· Skilled in analyzing competitor offerings and countering with better business strategies

I am certain that my skills, experience and achievements will be critical to COMPANY NAME and that I will thrive as its POSITION NAME. As such, I will follow up with you next week to further discuss what I can contribute to your company’s success. I look forward to hearing from you soon.

Thank you for your time and consideration.

Respectfully,
Name
INTERVIEWING
Preparing for your first interview can be nerve-racking. Good preparation will help you control the nervousness and maximize your chances of a successful outcome. One way to accomplish this is by looking at the results from surveys of employers to discover the top characteristics they look for in job candidates. Take a look at the Top 10 Personal Characteristics and start taking a personal inventory to see how you measure up in these categories. Think of one or two examples when you have proven yourself in these areas in the past and be thoughtful about how these characteristics would be valuable in the workplace environment that you are hoping to get in to. Do thorough company research including reading annual reports, current newspaper articles, and trade journals. Look at the company website to find out their mission statement, long-term goals, recent press releases, and to view corporate photos. Do not limit your research only to company-controlled information.

**HOW EMPLOYERS VIEW CANDIDATES, TOP 10 PERSONAL CHARACTERISTICS**

<table>
<thead>
<tr>
<th>Skill/Quality</th>
<th>Weighted average rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to work in a team structure</td>
<td>4.60</td>
</tr>
<tr>
<td>Ability to verbally communicate with persons inside and outside the organization</td>
<td>4.59</td>
</tr>
<tr>
<td>Ability to make decisions and solve problems</td>
<td>4.49</td>
</tr>
<tr>
<td>Ability to obtain and process information</td>
<td>4.46</td>
</tr>
<tr>
<td>Ability to plan, organize and prioritize work</td>
<td>4.45</td>
</tr>
<tr>
<td>Ability to analyze quantitative data</td>
<td>4.23</td>
</tr>
<tr>
<td>Technical knowledge related to the job</td>
<td>4.23</td>
</tr>
<tr>
<td>Proficiency with computer software programs</td>
<td>4.04</td>
</tr>
<tr>
<td>Ability to create and/or edit written reports</td>
<td>3.65</td>
</tr>
<tr>
<td>Ability to sell or influence others</td>
<td>3.51</td>
</tr>
</tbody>
</table>

*5-point scale, where:  
1 = Not important  
2 = Not very important  
3 = Somewhat important  
4 = Very important  
5 = Extremely important.

Source: Job Outlook 2012 National Association of Colleges and Employer
The interview process can be intimidating if you do not know what to expect. To make it easier on you, keep in mind that most interviews fit a general pattern. The typical interview will last 30-45 minutes, although some may be longer. A typical structure is as follows:

*Five minutes:* greeting and small talk

*Fifteen minutes:* a mutual discussion of your background and credentials as they relate to the needs of the employer

*Five minutes:* you have an opportunity to ask questions

*Five minutes:* wrap-up/discuss next steps in the process

As you can see, there is not a lot of time to state your case. When you do respond to questions or ask your own, your statements should be concise and organized, but do not be too brief. This could be your last chance to market yourself to the employer!

**THE GREETING, FIRST IMPRESSIONS AND SMALL TALK**

It is a good idea to arrive 10 to 15 minutes before your scheduled time. You can use the time to relax, organize your thoughts, and even wipe your sweaty palms with a handkerchief, if necessary. The recruiter begins to evaluate you the minute you are identified and continues to evaluate you in every way. For example, he or she is analyzing the way you shake hands upon being introduced. Be firm; it shows confidence. Do not be afraid to extend your hand first. This shows assertiveness.

**TIPS TO ENSURE YOUR FIRST IMPRESSION IS A POSITIVE ONE:**

Appearance counts. When you look good, you feel good. Make sure you look groomed and professional. Your clothes and accessories should be neat, conservative and neutral. Your clothes are your packaging and should not take attention away from the product.
Nonverbal communication sometimes conveys a stronger message than verbal communication. According to one UCLA study, 93 percent of a person’s communication effectiveness is determined by nonverbal communication. Eye contact and smiles can indicate a confident and upbeat attitude. Have a firm (but not too strong) handshake and moderate your voice to sound calm and assertive.

During the ‘settling in’ stage of the interview you may engage in brief ‘small talk’. This is a good opportunity to demonstrate your social and interpersonal skills as well as your excitement about the position for which you are interviewing. The words you choose will say something about you, as well as your knowledge of the industry. It is important to use “their” words and talk “their” talk.

**STRATEGY FOR DISCUSSING YOUR CREDENTIALS**

The main part of the interview starts when the recruiter begins discussing the organization and asking some questions regarding your past experience related to the position for which you are interviewing. Many times recruiters will ask why you chose the major you did or what your career goals are. These questions are designed to determine your goal direction. Employers seek people who have direction and motivation. It is a good idea to think about what the recruiter is trying to find out about you when they ask certain questions. For example, if you are asked to discuss a time when you had a conflict with a colleague, keep in mind that the recruiter is looking for someone who is confident about his or her own beliefs, but open to other people’s ideas as well. Most of the time, he or she is looking for collaboration and compromise. Always listen carefully to the question, ask for clarification if necessary, and make sure you answer the question completely. Give a specific example and walk through the situation, step by step. A good storytelling technique is a huge plus when interviewing because it keeps the recruiter interested. So give only the essential background information and get to the point! Your interview preparation should include identifying examples of situations from your experiences on your résumé where you have demonstrated the behaviors a given company seeks. Briefly explain a particular situation that relates to the question, not a general one. Describe the situation, tell what you did specifically, and the positive result or outcome. Your answer should contain these four steps (Situation, Task, Action, Result or “STAR”) for optimum success. See Section 5.E: STAR Method for more information.

**EXPECT THE UNEXPECTED**

During the interview, do not be surprised if you are asked some unusual questions. Many times questions are asked simply to see how you react. For example, surprise questions could range from, “Tell me a joke” to “What time period would you like to have lived in?” These are not the kind of questions for which you can prepare so do not spend time worrying about them in advance. Stay cool, think, and give an honest answer. The employer will evaluate your reaction time and the response you give, but again, there is no way to anticipate questions like these. While these questions are not always used, they are intended to force you to react under some stress and pressure. During the interview, be prepared to
deal with aspects of your background that could be construed as negative, i.e., low grade point average, no participation in outside activities, no related work experience. It is up to you to convince the recruiter that although these points appear negative, positive attributes can be found in them. A low GPA could stem from having to fully support yourself through college; you might have no related work experience, but plenty of experience that shows you to be a skilled and potentially valuable employee.

**IT’S YOUR TURN TO ASK QUESTIONS**
When the recruiter asks, “Do you have any questions for me?” it is important to have a few ready. At this point you are able to ask strategic questions that will elicit positive responses from the employer. The questions should bring out your interest in and knowledge of the organization. Show the recruiter that you have done your homework.

**WRAP UP**
The conclusion of the interview usually lasts five minutes and is very important. During this time the recruiter is assessing your overall performance. It is important to remain enthusiastic and courteous. Once you take the cue that the interview is over, stand up, shake the recruiter’s hand, and thank him or her for considering you. The interview process is not over until you send a thank you note to the interviewer.
SAMPLE QUESTIONS ASKED BY EMPLOYERS

• Tell me about yourself.
• What are your greatest strengths and weaknesses?
• What have you done that shows initiative and willingness to work?
• How do you react to criticism?
• How would your best friend describe you?
• Describe your ideal job.
• Define success. Define failure.
• What can you offer us?
• Who are your role models? Why?
• What kind of people do you enjoy working with?
• What motivates you in a job?
• Describe a time when you were in a difficult situation and tell me what you did.
• What types of people are difficult for you to work with?
• What frustrates you? (makes you angry?)
• How do you spend your spare time? What are your hobbies?
• Have you ever spoken in front of a group of people? How large?
• Tell me about a leadership role you have had. What makes a good leader?
• Where do you want to be in five years? Ten years?
• Can you summarize your educational background for me?
• Why did you decide to attend school at FIU?
• What part of your education did you find the most rewarding?
• Do you have any other questions?
Behavioral Interviewing is based on the premise that the most accurate predictor of future performance is past performance in a similar situation. It focuses on experiences, behaviors, knowledge, skills and abilities that are job related. Employers predetermine which skills are necessary for the particular job and then ask very pointed questions to determine if the candidate possesses those skills. For example, if leadership is necessary for a position, you may be asked to talk about an experience in which you were a leader as well as what you think makes a good leader.

EXAMPLES OF BEHAVIORAL QUESTIONS

Behavioral questions can be difficult if you are not prepared. Always try to be conscious about what the recruiter is trying to find out about you. Setting up a mock interview with Career Services is an excellent way to practice. Here are some examples:

- Tell me about an accomplishment of which you are especially proud.
- What kind of work experience has been the most valuable to you and why?
- Tell me about a time when you had to deal with someone whose personality was different from yours.
- Describe a time when it was especially important to make a good impression on a customer/teacher/etc. How did you go about doing so?
- Describe a time when you saw a problem and took action to correct it rather than waiting for someone else to do so.
- Tell me about your most successful presentation and what made it so.
- Tell me about a meeting where you provided technical expertise. How did you ensure that everyone understood?
- Tell me about a time when there was a conflict in a job/lab/class project. How did you handle it?
- Describe a time when you took a risk that you later regretted.
- Describe a time when you took a risk and were glad you did.
- Who or what has had the greatest influence in the development of your career interest?
- What were the biggest challenges/problems you encountered in college? How did you handle them?
• Talk about a time when you had trouble getting along with a professor/co-worker/supervisor. How did you handle it?
• What was the toughest academic decision you have had to make? How did you make that decision?
• How are you conducting your job search and how will you go about making your decision?
• What types of situations put you under pressure and how do you handle them?
• What is the most important lesson you have learned in or out of school?
• Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
• Describe an instance when you had to think on your feet to extricate yourself from a difficult situation.
• Give me a specific example of a time when you used judgment and logic in solving a problem.
• By providing examples, convince me that you can adapt to a wide variety of people, situations and environments.
• Describe an experience when you were faced with problems or stresses that tested your coping skills.
• Give me an example of a time in which you had to be relatively quick in coming to a decision.
• Tell me about a time in which you had to use your written communication skills in order to get an important point across.
• Give me an example of an important goal that you had set in the past and tell me about your success in reaching it.
• Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).
STAR METHOD

**SITUATION:** Give an example of a situation you were involved in that resulted in a positive outcome. Give the interviewer enough context about the situation so that they can understand what you are about to tell them, but don’t get too bogged down in details.

**TASK:** Describe what you had to accomplish.

**ACTION:** Talk about the various actions involved in the situation’s task. Mention tools and techniques and clearly identify your contributions.

**RESULTS:** What results directly followed because of your actions?

Before the interview process, identify two or three of your top selling points and determine how you will convey these points (with demonstrated STAR stories) during the interview. It is helpful to frame your answer as a story that you can tell. Typically, the interviewer will pick apart the story to try to get at the specific behavior(s). The interviewer will sometimes ask you open-ended questions to allow you to choose which examples you wish to use. When a part of your story relates to a skill or experience the interviewer wishes to explore further, he/she will then ask you very specific follow-up questions regarding your behavior. These can include “What were you thinking at that point?” or “Tell me more about your meeting with that person.” or “Lead me through your decision making process.”

Whenever you can, quantify your results. Numbers and percentages illustrate your level of contribution and responsibility. For example: “I was a shift supervisor” could be enhanced by saying “.... as Shift Supervisor, I trained and evaluated four employees.” Be prepared to provide examples of when results did not turn out as you planned. What did you do then? What did you learn? Your résumé will serve as a good guide when answering these questions. Refresh your memory regarding your achievements in the past couple of years. Use examples from past internships, classes, activities, team involvements, community service, and work experience.
EXAMPLE OF A STAR ANSWER

SITUATION:
During my internship at _____ last summer, I was responsible for managing various events.

TASK:
I noticed that attendance at these events had dropped by 30% over the past three years and wanted to do something to improve these numbers.

ACTION:
I designed a new promotional packet to go out to the local community businesses. I also included a rating sheet to collect feedback on our events and organized internal round table discussions to raise awareness of the issue with our employees.

RESULT:
We used some of the wonderful ideas we received from the community, made our internal systems more efficient and visible, and raised attendance by 18% the first year.
SAMPLE QUESTIONS TO ASK AN INTERVIEWER

THE POSITION:
• Would you describe the duties of the position for me, please?
• Can you tell me about the primary people with whom I would be dealing? Is this a newly created position? If not, how long did the previous person hold it? Was the previous person promoted?
• What skills do you see as most important in order to be successful in this position?
• To whom would I be reporting?
• How and when would my performance be evaluated?
• Is regular travel a part of this position?
• Can you tell me about the people who would be reporting to me?

CAREER PATHS:
• Can you tell me about the career path this position offers?
• What is the growth potential in this position? Where does this role fit in the growth strategy of the company?
• Is it your usual policy to promote from within?
• How are promotions or transfers determined within the company?
• Does advancement to upper management usually require an advanced degree?

EDUCATION & TRAINING:
• What additional training might be necessary for this position?
• Is training done in a classroom/group session or is it handled on an individual basis?
• Are there training programs available to me so that I can learn and grow professionally?
• What type of on-the-job training programs do you offer?
• Does the firm support further college education for its employees?
ASSESSMENT QUESTIONS FOR INTERVIEWER:

- What kind of personal attributes and qualifications does your company value?
- What characteristics are important for this position?
- What is the most significant challenge facing your staff now?
- What have been some of the best results produced by people in this position?
- What are your projections for this department/position for the next year? (Specify type of projections, e.g., sales, production, products, profits)
- What do you see ahead for your company in the next five years?
- What are your plans for expanding the (sales, audit, research, etc.) department?
- How do you rate your competition?

GENERAL QUESTIONS FOR INTERVIEWER:

- Are there any questions about my qualifications (résumé) I can answer?
- What are the backgrounds of the leading individuals in my area of interest?
- Are there any other assignments not specifically mentioned in the position description?
- Can you tell me a little about your own experience with the company?
- Is the company planning any new market lines?
- When do you expect to make a hiring decision for this position?
- Could you describe the hiring process?
- Is there anything that we have discussed today that would give you concern regarding my candidacy?
Telephone interviews have one advantage over the other types of interviews — you can have your preparation materials in front of you as the interview is taking place. Prepare for a phone interview just as you would for a regular interview. Compile a list of your strengths and weaknesses, as well as a list of answers to typical interview questions.

**PRIOR TO THE INTERVIEW**

Keep your résumé in clear view, on the top of your desk, or tape it to the wall near the phone, so it’s at your fingertips when you need to answer questions.

Have a “cheat sheet” of compelling story topics that highlight your accomplishments.

Have company information summarized including specific critical points describing the employer and the company’s products.

Highlight the key attributes on the job description and your résumé where there is alignment.

Have a short list of questions about the job and the organization.

Have a pen and paper handy for note taking.

Consider dressing as you would if you were going to an actual interview rather than in casual clothing or your pajamas. Dressing up will allow you to feel more professional and help you exude confidence.

Clear the room — evict the roommates and the pets. Turn off the stereo and other distractions.

Close the door. Place a sign “Interview in progress — please do not disturb. Thanks.”

If you are caught by surprise at a busy time, you may request another time to speak.
Employers use telephone interviews as a time-effective way of identifying and recruiting candidates for employment. Consider reserving a CMS interview room to conduct your telephone interview.

One of the keys to success is to be able to quickly identify what type of interview you are going to be participating in.

A. “INFORMATION GATHERING INTERVIEWS”
An employer may call in order to assess your interest in the company. This often occurs if you are referred to him or her through a personal contact, referral, or someone you met at a career fair. This kind of call should be treated as seriously as an in-depth interview. It is a good way for you, as the potential employee, to see if you are a good fit with the company and its objectives.

B. “SCREENING CALL”
Many companies use telephone calls as a screening mechanism in order to narrow the pool of applicants who will be invited for in-person interviews. These are quick and the person calling you may be someone from Human Resources. Some organizations may use video calls (Skype) rather than the telephone.

C. “IN-DEPTH TELEPHONE INTERVIEW”
In this case, the telephone is being used as a way to minimize the expenses involved in traveling for the interviewer and/or the interviewee. Depending on the type of organization that you are interviewing with, you may be interviewed by a hiring committee, where you will be broadcast over a speakerphone. Increasingly companies are using video calls (Skype) for this type of long-distance interview.

**DURING THE PHONE INTERVIEW**

Do not smoke, chew gum, eat, or drink.

Do keep a glass of water handy, in case your mouth gets dry.

Smile. This may sound strange but smiling will project a positive image to the listener and will change the tone of your voice.

Speak slowly and enunciate clearly.

Use the person’s title (Mr. or Ms.) and their last name. Only use a first name if they ask you to.

Do not interrupt the interviewer.

Take your time — it’s perfectly acceptable to take a moment or two to collect your thoughts.
Give succinct answers.

Use lots of positive words to show enthusiasm (i.e. “That sounds great,” “I am very excited about the opportunity,” etc.)

Never say anything negative.

Be able to tell a brief example/story of your experiences.

BEFORE YOU HANG UP

Thank the interviewer for the opportunity.

Get the correct spelling of your interviewer’s name.

Get contact information for follow-up questions.

Ask about the hiring timeline, “When are you looking to have a decision made?”

AFTER THE INTERVIEW

Take notes about what you were asked and how you answered.

Follow up with a thank you note that reiterates your interest in the job.

ON-SITE INTERVIEWS

After on-campus interviews, leading candidates are usually invited to interview at the employer’s facility. The company will work directly with you to schedule the interview at a mutually convenient time. You may receive an e-mail or phone call to work out the particular details of the interview process.

In some cases, the company may also schedule several candidates for the same day, so there may not be much flexibility around the dates or times. Remember to respond promptly if you are genuinely interested in working for the company, and decline politely if you are not interested. Don’t go through the interview process just for the sake of taking the trip; it’s considered incredibly impolite and may have repercussions during your job or internship search.
In most cases, the company will handle the specific trip details (flights, hotels, transportation from and to the airport) but make sure to document the name, e-mail, and phone number of the representative assisting you with the travel arrangements. Expenses are handled differently at each company, so be sure to politely ask what is the reimbursement process (if any). Some firms may offer you an on-site interview, but will not pay for your travel and expenses unless you are selected for the position, so it is important to understand what you will be expected to pay for, and what the company will cover.

You will want to prepare for the interview and make sure to bring extra copies of your résumé, any paperwork that may have been sent to the company before your visit, and a notebook and pen. You’ll also want to have your reference information prepared as well as any other pertinent information you need in case you are asked to fill out an application.

Your role during the interview is to respond to the questions and have a series of pertinent questions to ask. You should be flexible and ready to possibly meet individuals who are not part of the formal interview process. It is also extremely important to be courteous and polite to each individual regardless of their position in the firm. People will notice your behavior and actions, and they may possibly make comments to the hiring managers. Remember the interview process is a two way street; you are evaluating the company as a possible place to work and the company is evaluating you as a potential addition to the organization.

Make sure to keep a record of the individuals you meet with ensuring that you have their names, titles, e-mail address, and telephone number. You will want to also make a quick note of any interesting interactions with the individuals that you can possibly reference when you are sending brief thank you e-mails. Thank you e-mails should be sent no later than 24 hours after the interview process.

Finally, remember to thank the individuals who interviewed you, and try to get an understanding of the next steps in the process. If you truly like the job and feel the company is the right fit, you should share that with your lead interviewer or recruiter. You could say something like “I just want to thank you for the opportunity to interview; I’m truly excited about the chance to work with your firm and this opportunity. What are the next steps in the process?” The lead interviewer or recruiter should have an idea of the next steps. Make a note of the process, but don’t get worried if the company goes a few days over their proposed timeframe. There may be more steps, projects, or other things may have been prioritized; however, they should get back to you within a reasonable time frame.
VIDEO INTERVIEWS

Video interviews are becoming more commonplace in the workplace. As hiring becomes more global, both for employers and candidates, video interviewing is a way to expedite the interview process.

Hiring managers and recruiters can conduct first round interviews more quickly, save on transportation costs, and get the interview process started much faster using video conferencing than they can schedule in-person interviews.

THE UPSIDES OF VIDEO INTERVIEWS

• You can arrange a convenient time to conduct the interview after ensuring your set-up works.
• You can do the interview from home without anyone spotting your suited up, spruced up appearance and quizzing you about your intentions.
• You don’t have to factor travel time, stresses, and costs into the process.

THE PITFALLS OF VIDEO INTERVIEWS

Some of these can be ironed out by planning ahead and making other arrangements, but they could include:

• A broadband connection that isn’t good enough.
• A webcam that doesn’t work.
• Your house being too noisy.
• You just don’t like the idea and find it difficult to come across in a relaxed, natural way.

Preparation for a video interview is the same as an onsite interview. Be conscious of the space around you, as well as background noise, which can affect the quality of the video.
What am I going to wear? We get asked this question nearly every day during the recruiting season and the answer is always “It depends.” To help yourself answer this question, use common sense. Start by asking yourself, “What kind of company will I be interviewing with?” If it is a Fortune 500 company, obviously you should wear a traditional suit. But maybe you will be seeing a funky, upbeat software company and you heard the recruiter showed up for interviews last year in a tie-dye shirt, sandals and beads. Use your own discretion, but we suggest you dress the way you would if you were giving an important presentation at the company or attending a business meeting. Feel free to schedule an appointment or come to walk-in hours and speak with a career services professional if you’re unsure.

MEN

Suits — A traditional suit is preferred to a blazer. The color should either be a dark blue or gray in either a solid or invisible plaid with a pressed long-sleeved (even in summer!) white dress shirt. If you buy or borrow one, a conservative sports coat and dress slacks are best.

Shirts — White shirts are always your first choice. Solid blue is an acceptable alternative. If you don’t own either, you should really go buy one. Get plain or button down collar. Choose cotton material. Polyesters and nylon are out.

Grooming — Avoid heavy cologne or aftershave.

Socks — Dark, neat and preferably over the calf. White athletic socks are a big “no no” unless you are interviewing to be a summer camp counselor at a sports camp.

Shoes — Clean and polished black or dark brown shoes are best. (Avoid shoes with a worn down heel.)

Ties — Conservative silk ties are best. Be sure the tie coordinates with the suit, is solid or has small neat patterns. Be sure the knot is neat and centered on your neck. The bottom of the tie should just reach your belt.

Belts — Depending on the color of your shoes, wear a black or brown belt, one inch wide, no large buckles.

Hair — Clean, well-groomed and professional looking. Remember, the choice to cut your hair is yours, but the choice to hire you is the interviewer’s. Be sure beards and mustaches are neat and trimmed.
ACCESSORIES — No flashy cuff links, rings or gold chains. Wedding or college ring is fine. No earrings. Not even one small one. No visible body piercing.

Tattoos – Cover any visible tattoos.

WOMEN

Suits — A solid navy, grey or black suit with a solid or light colored blouse is recommended for most positions. Avoid brown, green or pastel suits. Business dresses are acceptable in fields that are less formal and less conservative. Avoid frilly collars and cuffs.

Shirts — A light colored blouse is ideal. No low cut, tight or shiny/colorful shirts.

Makeup — Natural looking and conservative. Avoid bright colors. Use a neutral or clear nail polish on clean and manicured nails. Avoid heavy perfumes.

Hosiery — Light, natural color, plain style (no patterns).

Shoes — Should be conservative and compliment the color and style of the interview suit. Low to medium heels are ideal. No evening stilettos. Basic pumps, toes should be closed, no strappy shoes, and avoid multi-colored trim.

Skirts — Should be no shorter than knee length

Hair — Should be freshly cleaned and neatly styled. Long hair should be worn as conservatively as possible.

Accessories — One conservative, non-dangling earring per ear, one or two rings per hand. No dangling or distracting bracelets. Avoid purses of any size — carry a portfolio or briefcase instead. No visible body piercing beyond earrings.
DINING ETIQUETTE FOR INTERVIEWS

If you are lucky, one round of the interview process will take place over some sort of a meal setting. This could be the most daunting meal of your career. Mental preparation is key! As a rule of thumb, when you face a full battalion of knives, forks, and spoons, start with the flatware the furthest from the plate first. If you are unsure which fork to use for your salad course, choose the one with the slightly smaller prongs. As soon as you are seated, put your napkin on your lap. Sometimes, at very formal restaurants, the waiter may do this for you. When you use your napkin, gently dab at your lips. It is meant to catch food from falling into your lap and it should gently dust the crumbs from your lips. When you are finished, place your knife and fork so they lie horizontally across your plate, and place your napkin next to your plate. Do not refold it. Do not leave it on the chair when you get up to exit the restaurant.

DINING TIPS

- If you are not sure what to order, follow your host’s lead.
- If the recruiter is not first in line to order, ask him/her, “What do you recommend?”
- A chicken breast or vegetable plate is always safe.
- Stick to soft drinks, tea, coffee, and water. Avoid beer, wine, and mixed drinks.
- Cut one bite (meat, fruit, or vegetables) at a time.
- With dinner rolls, break off and butter one small piece of bread at a time; avoid making a sandwich.
- Never make slurping or undesirable sounds with your mouth.
- When sharing a sauce with others, spoon some of it on to your plate; don’t dip your food into it.
- If you need to leave the table temporarily, place your napkin on your seat.
- Keep your elbows off the table.
- Drink from the glass to your right.
- Eat at the same pace as your host or hostess.
- If you are a non-smoker and your host asks for a table in the smoking section, grin and bear it.
- Be prepared to be conversational.
- Skim the menu quickly; order a medium priced entrée that will be the least messy to eat.
- Relax and keep the conversation focused on business-related or casual topics.
- Say “please” and “thank you” to the waiter.
- Don’t talk about personal relationships, recent parties, politics, sports, or religion.
• Don’t eat the garnish.
• Don’t discuss dietary restrictions; downplay your food preferences.
• Don’t drink alcohol if you are under age 21; don’t have more than one drink if you are 21 or over and the recruiter insists.
• Don’t argue over the check or offer to pay the tip; the host who invited you must take care of both.
• Don’t eat as if this is your last meal. On the other hand, don’t dine on half a lettuce leaf. You’ll make the best impression by eating like a human — not like a wolf or a bird.

NEGOTIATING SALARY AND BENEFITS

Before you start negotiating your salary, be sure that you have done enough research to know what you can realistically expect. Be aware that you will be offered a salary based on what you are worth — not on what you want or what others are getting for similar jobs. Each person is unique, and “the going rate” is little more than a guideline. Salaries can vary depending on where the job is located. Employee benefits at most large companies are generally worth another thirty percent or more on top of your salary.

The normal benefits include paid vacation (usually two weeks for the first year), health insurance, tuition assistance for courses taken after work, contributions toward your pension, and an opportunity to buy stock in the company with the company making a contribution toward the purchase. If the company grows, and its stock rises accordingly, this last benefit can become a nice nest egg. In addition, some companies may also include life insurance and/or relocation expenses in their benefit packages.

It is also possible to work for a company and receive no benefits whatsoever. This is typically the case if you sign on as a consultant or as a contract worker. Your salary should be larger in this case because it is up to you to pay for health insurance and to provide for your retirement. Small companies may not have the cash flow to offer large benefits. They may make up for this by giving stock options (the chance to buy the stock later at an earlier and lower price), or a new startup company may pay partly in stock or give an outright gift of stock. Obviously, the value depends on the success of the company. Research salaries for the industry and position you seek by visiting:

http://www.glassdoor.com
http://www.payscale.com
http://www.salary.com
http://www.rileyguide.com salguides.html
http://jobstar.org/tools/salary
http://www.bls.gov/oes/home.htm
http://www.salaryexpert.com
THE ART OF NEGOTIATING
Once you have been offered a job, you have the opportunity to discuss with the employer the terms of your employment. Negotiating with your potential employer can make your job one that best meets your own needs as well as those of your employer.

To ensure successful negotiations, it is important to understand the basic components. The definition of negotiation as it relates to employment is: a series of communications either oral or in writing that reach a satisfying conclusion for all concerned parties, most often between the new employee and the hiring organization. Negotiation is a planned series of events that requires strategy, presentation and patience. Preparation is probably the single most important part of successful negotiations. Any good trial attorney will tell you the key to presenting a good case in the courtroom is the hours of preparation that happen beforehand. The same is true for negotiating; a good case will literally present itself.
RESOURCES & TOOLS
INTERNATIONAL STUDENT RESOURCES

Career Management Services is committed to helping international students understand the legal and cultural intricacies of working in the United States. Below are some of the challenges faced by most international students seeking employment in the United States.

We recommend you start your career development process as early as possible. Start by meeting with the CMS staff, researching the tools and resources available and attending workshops and events. This will help you gain more knowledge on the job search process in the U.S.

CHALLENGES: REALITIES OF US RECRUITING
- Corporate policies limit “sponsorship” of non-US citizens/Permanent Residents
- Many recruiters are unaware or unfamiliar with visas and employment options
- Your goal is to know more about visas than many recruiters

CHALLENGES: LANGUAGE/CULTURAL BARRIERS
- Verbal/communication language skills are critical
- Self-promotion
- “Sell” yourself – Your impact: (I/My) role
- Learn to be ASSERTIVE (but not AGGRESSIVE)
- Confidence – eye contact, strong hand shake to everyone you meet
- Develop “networking” skills

TIME CONSTRAINTS: TWO SEARCHES
- Most students want a US-based internship
- Students should also implement a home country or region search, in order to secure an internship
- If working in the US is a goal, it is often easier to leverage your current résumé/skills rather than trying to change careers with no experience in a field

MESSAGE FROM US COMPANIES
- Get Focused (know what you want and why)
  » Know the value you add versus US citizens/residents, otherwise you have no case
- Get Connected (network)
  » Get in somehow…front door/back door/side door…any door!
- Take Action
  » Know how to describe, in 30 seconds, the impact of what you can offer to meet company needs (“elevator speech”)
INTERNATIONAL STUDENT WORKSHOPS
International Students are REQUIRED to view the ISSS online workshops in their entirety before applying for any employment opportunities. Please pay attention to application deadlines, as applicable. To obtain more information, view the International Student web page at http://isss.fiu.edu.

INTERNATIONAL STUDENTS RESOURCE GUIDE

DATABASES/DIRECTORIES:
• www.h1base.com – H1 Base Inc. Research & Data Management Group continually researches, develops, updates and maintains the most accurate online databases of US companies who sponsor H-1B Visas (subscription required)
• www.h1visajobs.com – Contains thousands of American firms all over the US that offered H-1B jobs to international students; advice for international students and career professionals (subscription required)
• www.mbajobs.net – International MBA job database
• www.nextsteppartners.com/index.php - Next Step Partners provides coaching and career development services

WEB RESOURCES:
• http://uscis.gov/ - U.S. Citizenship and Immigration Services
• www.intlcareers.org - International Careers Consortium (ICC) provides information and books to answer common employer questions regarding hiring international students
• www.nafsa.org – NAFSA: Association of International Educators provides resources for international educators
• http://www.aipt.org – Association of International Practical Training (AIPT) is an international exchange organization and J-1 visa sponsor
• http://www.state.gov/p/io/empl/11079.htm - U.N. and other International Organizations
• http://www.careerforum.net/ – Career site for Japanese-English bilinguals
• http://www.foreignmba.com – Links to articles and a listing of web resources for international MBAs
• http://www.internationalstudent.com/ – International Student and Study Abroad resource center
ADDITIONAL RESOURCES FOR THE INTERNATIONAL/GLOBAL JOB SEARCH

WEBSITES:

- http://www.gwu.edu/gelman/guides/social/country.html - GWU Gelman library resources of country information
- http://www.prospects.ac.uk – The UK’s Graduate Careers website
- http://www.eurograduate.com/ - European job opportunities
- http://www.eurojobs.com/ - European job opportunities
- http://www.europages.com/ - the European business directory
- http://www.jobpilot.com/ - International job search
- http://international.monster.com – Monster Board International – international job search
- http://www.exp.ie – Irish Job Vacancies Page
- http://www.jobsite.co.uk – Vacancies in the U.K. and worldwide
- http://www.latinmba.com/ - Latin America-related jobs for MBA students and alumni
- http://www.ciee.org/ - Council on International Educational Exchange has job resources for international students as well as Americans who want to work abroad
- http://www.nshmba.com – National Society of Hispanic MBAs
STUDENT POLICIES

1. Students interested in employment opportunities for either internships and/or permanent employment, in addition to career advising, must be registered with the CMS Business Career Link Database. If you would like to attend additional FIU Career events, you must also be familiar with the procedures established by the centralized Career Services office located in the Graham Center.

2. The CMS office reserves the right to counsel a student regarding his/her résumé prior to posting it in the database or having it sent to an employer for interview consideration. The CMS office needs to make sure students from the College of Business are projecting themselves in a positive light, as they are competing with students from other highly ranked business schools throughout the United States. Students who fail to correct their résumé are subject to not having their résumé posted in the database and/or sent to employers from the CMS office for interview consideration.

3. Students must meet the minimum qualifications as determined by employers in order to have their résumé submitted to an employer by the CMS office.

4. Employers have a right to ask a student if they are authorized to work full-time in the United States for other than practical training purposes. Students not meeting a citizenship requirement, as required by employers, are subject to not having their résumé submitted to an employer for interview consideration. Students who believe there are individual circumstances (based on what an employer is seeking in candidates) that warrant their résumé being submitted to an employer, must first meet with an advisor in person to discuss their situation. International students holding an F-1 visa are not allowed to obtain an internship unless they have been a full-time student in the U.S. for at least two consecutive semesters. International students are not allowed to work as an intern for an employer during spring or fall semesters unless the internship is for credit and is a required part of their degree curriculum.

5. Students who have questions regarding Curricular Practical Training (CPT) and/or Optional Practical Training (OPT) should contact the FIU Office of International Student & Scholar Services at 305-348-2421.

6. Students who register for a company information session and/or an on-campus interview and fail to attend without notifying the CMS office in advance are subject to losing all CMS privileges and the right to any services provided by CMS, to include elimination from participating in future employer interviews.

7. Students who are scheduled for an interview and fail to appear are immediately placed on probation and their information is blocked in the career services database. He/she must write an apology email to the recruiter and have it reviewed and approved by a staff member in person before sending. Failure to do so will result in the loss of career services privileges. A second offense will result in the loss of all future use of CMS.
ONGOING CAREER MANAGEMENT

As you move throughout your career, make a conscious effort to continually build on the skill set and knowledge that you have. This is what is meant by “career management”—adding and managing the experience and skills you acquire to make you an even more competitive player in the future.

CMS recommends you create a Situations Book. In this book, write down and keep track of various examples of situations, challenges, accomplishments and projects on which you have worked. In your Situations Book, write a brief synopsis of the many incidences that you encounter. Include information such as:

- Description of the incident.
- What task/action you took to resolve it?
- What were the results of the incident?
- What team projects did you work on? What specific contributions did you make?

You can refer to this book whenever you interview for future positions. You will easily be able to prepare for the interview by reviewing examples of situations you’ve experienced throughout your career. Because we forget many situations that take place in the workplace, a Situations Book will serve as your very own personal resource to keep track of many personal examples you can use when interviewing.

In your Situations Book, you can create section headings that include but are not limited to:

- Accomplishments
- Stressful Situations
- Project Management/Multi-tasking
- Times You Failed (along with what you learned)
- Leadership and Team Projects
- Disagreements with Co-workers/Managers
- Management Challenges
- Consulting Projects, etc.

Always be aware of additional skills that you acquire and levels of experience that you gain.

*Most of all, have fun! Life is already stressful enough. Your job does not have* to be.
CHECKLIST:
STRATEGIES FOR CONTINUED SUCCESS IN CAREER MANAGEMENT

1ST STEP - Register with the CMS office, http://cms.fiu.edu

I. ASSESSMENT
O CareerLeader Discussion

II. EXPLORATION
O Do your website homework. Review websites/links/jobs (Do more than just setting up search agents)
O Actively participate in Career Management Programming such as: Career Workshops, Mock Interviews and Coaching
O Build in time for shadowing, internships and other career explorations

III. FOCUS & GOAL SETTING
O Commit to your plan in writing!
O Create your networking list…Name dropping works…

__________________  __________________
__________________  __________________
__________________  __________________

IV. SELF-MARKETING & JOB SEARCH
O Finalize your résumé/letter of introduction (Get appropriate feedback on these documents BEFORE you begin your campaign)
O Devote time and attention to this important work.
O Select your interviewing wardrobe – beyond clothing- consider pen, portfolio and stationery.

V. CAREER MANAGEMENT
O Build in time for re-assessment of your Strategy. If the first six months are not yielding the results you are looking for, re-assess and re-design.
O Say “thank you” often and sincerely.
O Include an “Ah Ha” moment from that you want to include in your personal strategy.