Student User's Guide

Get Started by visiting portal.tstc.edu

• *(If have this guide electronically), you can click on the above link and it will take you directly to hireTSTC Student Login page. At this point you will log into the hireTSTC System (next step).

• *(If do not have this guide electronically), you will type into the address bar portal.tstc.edu and log in to the portal with your WebAdvisor username & password.
• Click on the Industry Jobs icon on the homepage.

Log Into hireTSTC System Using Your Username and Password

• Your hireTSTC username is the same as your WebAdvisor username.
• Your password is your WebAdvisor password (usually the last six digits of your student ID).

If you change your WebAdvisor password, go to selfservice.tstc.edu. This will link your new password to hireTSTC and all other TSTC logins.

Update Your Profile

• Put your cursor over “My Account” and select “My Profile.”
• You will see sections containing Personal Information, Demographic Information, Skills and Additional Information.
• Each section will have an [Edit] link. Click on this link to edit fields within the section.
• Carefully complete all of the fields in each section and click on “Save.” Required fields are marked with an asterisk (*).

The more detailed you fill out your profile, the better employers can match you with their jobs and the better we can assist you.

Upload Your Documents

• Put your cursor over “My Account” and select “My Documents.”
• Click on the “Add” link.
• Document Name: LastName_Resume (or document you are uploading)
• Click the “Choose File” button to find your document.
• Select the correct document.
• Click the “Save” button.

When uploading more than one document, make sure your most generic résumé is your default. Your default résumé is the document that employers can view when accessing our system.

Resource Library

• Located on the far left column, this section provides various tools for your professional transition and development.
• Here you will find career-related articles/blogs, videos, Money-Back Guarantee, cover letter samples, career preparation/job search process, résumé samples, interviewing,
hireTSTC instructions and the general overview of what Career Services can do for you.

If you have any questions about using hireTSTC, please contact your local TSTC Career Services Office:
Waco/Hutto: 254-867-3335 | West Texas: 325-235-7338

Search for Jobs
- Hover over “Job Search” and select “Job Search.”
- Fill in the search criteria to narrow down your job search or just click the “Search” (without entering any search criteria) to view all current jobs.
- Click on the Job ID to see the specifics of the position and how to apply.

Report a Hire or Update Employment Information
- Select “Report a Hire” from the left-side dashboard.
  - If the results do not return the position that was filled, click on the “Other” tab. Enter the job title and organization name.
  - Select “Save.”
  - Complete all required and/or applicable information below.
  - Click “Finish” at the bottom to submit the placement information to our office.
If you have any questions about using hireTSTC, please contact your local TSTC Career Services Office:
Waco/Hutto: 254-867-3335 | West Texas: 325-734-3612
 Stephens TO HELP YOU CREATE AN EFFECTIVE RESUME, REFERENCE PAGE & COVER LETTER

Career Services would like to help you create a Great Resume, Reference Page and Cover Letter. You will need to start by working on listing all of your information & qualifications so you will be ready to begin your resume.

What is a Resume for?

A resume is the most important tool you have to sell yourself to future employers. It outlines your skills and experiences so an employer can see, at a glance, what you could bring to the organization. It has one purpose, to get your foot in the door. It has to be created to make a lasting impression on that particular employer.

Employers tell us they receive 50-100 applicants for every position. They have to find a way to cull through this mass of resumes. So appearance and proper grammar, spelling, & format are very important. You could be the best person for the job, but if you don't survive their culling strategies, the employer will never know it. So, the first thing a resume has to do is bypass the "trash pile" of resumes. So, remember appearance is very important.

Then your next hurdle will be to prepare a resume that someone wants to read, that has the qualifications they are asking for. So, the more carefully you prepare your resume now, the more likely someone is to read it later.

Another VERY important point to make is to be completely honest on your resume. You MUST tell the truth. It is very easy for employers to verify the facts that you include on your resume. Most employers will dismiss employees, even years later, if they find you have been dishonest on your resume and applications. Also, remember your resume and everything with it becomes a part of your permanent personnel file.

How do you create a resume that someone wants to read and that will capture a perspective employer's attention?

First, it has to be an effective resume focusing on a specific job and, when possible, meets the employer's stated requirements that they had in the job posting. This means, if you have the skills listed in the job posting be sure and include them in the Summary of Qualifications because this is what the employers will be looking for.
Second, your resume needs to be more than a list of education and work experience. You must also recognize what skills, interests, and life experiences are needed to succeed in the occupation—and highlight these on the resume. This is the reason you will be taking the time to work on this list of your knowledge, skills, and abilities as well as your education and work experience. It may be a good idea to start researching the positions available for your degree so you can see what responsibilities are required for someone in your field. As you are looking through job postings for your career field, when you look at each requirement, write that requirement down and determine how you can meet that requirement. Don’t forget your interpersonal skills; being responsible, dependable, have initiative, etc. These all are qualities that employers are looking for also.

When you are creating your resume, you should try to put yourself in the employer’s position. Remember, they may be asking themselves “why should I speak with this person? What can they bring to the company? How is he/she different from all the other applicants?” Then you are going to have to create the resume to stand out above 50 or more resumes.

**HOW TO START WRITING**
The hardest part about writing a resume is starting to write the resume. First, you need to think about what image you want to project, and what your past experiences, training, and work history can bring to that image. If you worked in a fast food restaurant, don’t sell yourself short, feeling you lacked qualities. If you were a team leader, dependable, responsible, had great customer service; think what it took to be each of these. Try to take a positive attitude about what you have to offer.

You will also need to create a “Summary of Qualifications” section to put at the top of your resume. But, you need to make sure it is precise and not a bunch of gibberish. Basically, it is a beginning summary of who you are and what you do. Be sure and review the skills the job posting has recommended and if you have them, include them in this section.

**TAKE INVENTORY**
Before you begin your resume, take inventory of what you can offer the company. Take out several pieces of paper (*I have supplied for you*). Title each with the following headings and then brainstorm and make notes about anything in each title that would benefit you in your career.

- Work Experience
- Education
- Skills & Abilities
- Activities
- Honors & Awards
• Values

Work Experience: For every job you have had, make a list of everything that you have accomplished or completed that made you a good employee. Just as important, make lists of tasks that you had to complete that you didn’t like, so you will be able to identify them. You will list your work experience in reverse chronological order.

Education: For your education list, list the schools you have attended, educational qualifications, any relevant education or training you've received that relates to the job—don’t forget your internships & clinical. If you have/or will complete a college degree or certificate, it is no longer necessary to add your high school information. If you have more than one degree, you will list your education in reverse chronological order.

Skills & Abilities: As you go through each skill & ability, write down what it took to be successful at the skills you have listed.

Activities: List your hobbies, clubs or groups you belong to, sports, church and school activities, organized groups, community involvement, and volunteer activities. Be sure and list any leadership positions you held and the responsibilities that you had.

Honors and Awards: List scholarships, special recognitions and academic achievements.

Values: Identifying your values is very important when you are deciding which position to take. Your values determine what is important for you to do, or to not do, in your life. You have to know what really matters to you. You also need to identify what values you need to avoid on the job. Consider what you would not do or not give up in order to work somewhere. Are you a very strong family person? Then you probably wouldn’t want a job that takes you away from home for a week at a time.

After you complete your lists, go through them and ask yourself;

• Are there things on this list that I feel a sense of pride or accomplishment about?
• Will any of these qualities and traits be something a prospective employer is looking for?
• TIP #1: All of these lists should be reviewed again before you go on a job interview. The employer will ask questions about your skills and if you have reviewed these lists, you will remember what you should talk about.
• TIP #2: Add all of this information to your Career Portfolio
Start Focusing

Now that you have gone through and created your lists, go back and think about which items pertain to your job postings. Cross out anything that doesn’t relate. Remember, the purpose of a resume is to get your foot into the door. It is not meant to be a full recollection of your life history. Employers are looking for one-two page resume—NO MORE. If you have a long history of jobs, you may want to only provide recent jobs that are related to your present job search. Usually you will only list jobs for the last five years, no more. You can talk about older jobs at the interview.

From your revised list, start creating clear and concise statements that explain what you have done. You should research and review examples of resumes on the internet in order to get an idea of how you should write these statements. Remember—CLEAR & CONCISE & TO THE POINT—not wordy (there is a difference). Make sure that every word in every statement means something and contributes to the quality of the statement. Include action verbs at the beginning of each statement. Words such as: Performed, reviewed, and prepared... look on the resume examples for additional actions verbs or research the internet for “action verbs”.

Each sentence should include keywords from the job posting, words that the employer listed as job skills that he/she wants. These are words that they will be looking for. Another tool for culling through too many applications is to search for those keywords. If you don’t have them, your resume could end up in the trash. Again, remember to never include a keyword or phrase of a skill that you do not have, the employer will find out eventually.

Now, you are through with the hardest part of creating the resume. I know this seems like a lot of work, but remember the first sentence when I asked “What is a resume?” It was “A resume is the most important tool you have to sell yourself to future employers.” It is your marketing tool to receive the position you want. So, I feel like this time was worth it.

FINISHING UP YOUR RESUME

After you go through and complete the inventory of all your education, work history and skills that should be included in your resume, the only thing left to do is to review the Resume & Cover Letter examples, then complete your resumes.

RESUMES
There are three basic types of resume:
• Chronological  ○ Present information in a timeline approach. Usually, the most recent work or educational experience is listed first, followed by the next most recent.
  ○ Is best to be used if you have work experience that supports your desired position. It highlights the positions you have held and the companies for which you have worked.

• Functional  ○ Group work experience and skills by skill area or job function. Use functional resumes to point out your skills over your specific employment history.
  ○ You can show the work experience and skills that is most important to your career objectives. It can minimize employment gaps.  ○ May work best for first time job seekers, those reentering the workforce after a long break from employment, or those changing careers.

• Combination (what is normally used)  ○ Merge the chronological and functional styles. It presents the knowledge, skills and abilities gained from work in a reverse-chronological order.
  ○ Highlights your skills and experience.
  ○ Best used if you have a varied employment history and are changing careers.

I have given you a couple of formats of basic resumes that I prefer you use, so please try to complete it in one of these formats.

REFERENCE PAGE

The new recommendations are that you don’t include your references on the resume. Some employers are not interested in the references but some are. We recommend that you complete a separate reference page. This will allow you to ask the employer if he is interested in reviewing it, if he is, you will have it available for him to review.

You should copy the header that you have on your resume to the Reference Page document. This will allow the Reference Page to look like a continuation of the resume.

Once you have this header, skip 2 – 3 lines and add a category title of “REFERENCES” (all caps). List three to five individuals that if called could give you a good recommendation. Add the contact information, so the employer can contact them. I have given you an example of the Reference Page to show you how it should look.
COVER LETTERS

A cover letter is a letter that is sent along with your resume to a prospective employer to introduce you and your resume to the employer. The cover letter should:

- Identify the position you are wanting
- Indicate why you are interested in that position
- State your MAIN (not all of them) qualifications
- Refer the reader to the enclosed resume (ex: “For additional skills, please review the attached resume”).
- Specify how you will contact them or how they can contact you in order to set up an interview for this position.

Please look through the format that I have given you for a cover letter in order to understand what is required. Pay attention to the proper business letter rules.
# Employment History - Jobs & Responsibilities

Beginning with the most recent, list jobs held now and in the past. Include Military & volunteer work.

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<td>Catering</td>
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<td>Loan Coordinator</td>
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<tr>
<td>Tractor</td>
<td>Demolition</td>
<td>Teller</td>
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<tr>
<td>Auto Mechanic</td>
<td>Drywall Finishing</td>
<td>Bussing</td>
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<td>Roustabout</td>
<td>Fabrication</td>
<td>Cook</td>
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<td>Brick Laying</td>
<td>Sanitation</td>
<td>Dietary</td>
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<td>Acoustics</td>
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<td>Sewing</td>
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<td>Electrical Engineer</td>
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<td>Mechanical Engineer</td>
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<td>Civil Engineer</td>
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<td>Stylist</td>
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<td>Cosmetologist</td>
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<td>Mo/Yrs of Experience</td>
<td>Mo/Yrs of Experience</td>
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<td>Real Estate</td>
<td>Legal Office</td>
<td>Criminal Justice</td>
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<td></td>
<td>Radio</td>
<td>Newspaper</td>
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<td></td>
<td>Newspaper</td>
<td>Greenhouse/Nursery</td>
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<td></td>
<td>Landscape Design</td>
<td>Grounds Maint.</td>
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<td></td>
<td>Pool Management</td>
<td>Floral Design</td>
<td></td>
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<td></td>
<td>Feed Mill</td>
<td>Farm &amp; Ranch</td>
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<tr>
<td>Job Title</td>
<td>Skill 1</td>
<td>Skill 2</td>
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<tr>
<td>Nail Technician</td>
<td>Pressing</td>
<td>Meat Cutting</td>
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<tr>
<td>Outside Sales</td>
<td>Security</td>
<td>Print Press</td>
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<td>Retail Sales</td>
<td>Tax Preparation</td>
<td>Flooring</td>
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<tr>
<td>Product Demos</td>
<td>Programming</td>
<td>Fiberglass</td>
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<tr>
<td>Advertising</td>
<td>Insurance</td>
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</table>

List other skills and/or special qualifications that you have which are not listed above:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Bilingual?  Yes  NO  What Language?
How'd the Other Guys Say It?

A quick look at what others have written might give you the jump start you need for writing about your own accomplishments. These type of statements could put you one step ahead of the other candidate. The following achievement statements were taken from several different resumes (notice that you don’t add a period at the end because these are not complete sentences):

- Restructured entire Service Department, resulting in more efficient outreach programs
- Initiated procedures to increase employee productivity while reducing stress levels
- Successfully explained and demonstrated technical products in lay terminology to prospective buyers
- Negotiated the sale of $100,000 worth of unprofitable inventory
- Created sales and marketing programs that increased shopping center profits by 33 percent
- Won more than 80 percent of cases, delivering persuasive arguments as legal representative for corporate clients in administrative law hearings
- Increased MediSave’s stock value five-fold in nine months by repositioning the product and company
- Convinced more than 400 commuters to carpool, reducing the number of vehicles on the road by 225 per year
- Managed a national and international sales force of 32 manufacturers’ representative companies for Teckel Press, a publisher
- Exceeded delivery performance by 10 percent, taking it from 85 percent to a record 95 percent in an industry where the norm is 75 percent
- Managed the sales and full Profit & Loss for 20 stores in Northern California region
- Handled daily news coverage of the San Francisco 49ers and Oakland A’s, which involved extensive travel
- Authored two published pieces on international touring, which demystified the hard-ships and emphasized the rewards of independent travel
- Reconciled differences among personnel, creating a more cohesive team spirit
GUIDELINES AND ADDITIONAL TIPS

• Professional look and feel, good visual appeal, white space for readability

• Email address in heading: Take the hyperlink off (right click & click on “Remove Hyperlink”)

• Page Length: 1 to 2 pages

• Margins: 1 inch – top, bottom, left and right sides  (do not make the margins real small in order to get it all on one page)

• Font: Tahoma, Arial, Times New Roman, or Verdana

• Name: 18 point font

• Body Font Size: 10 to 12 points

• Font Styles: bold, italics, & capitalization to highlight key areas

• Paper Color: white, light gray or ivory

• Proofread and Spell Check & have someone else proofread it • Place your name and page # on all subsequent pages of your resume

• Format:
  • Line up the paragraphs. Don’t have the first line indented and the second and third go all the way to the border of the page. Not too much white space, but not so much information that it looks overwhelming to try to read it. This is the reason for the 1 inch margins.
  • Make it look professional
  • Use bullets to show your skills, they will be easier to read
  • Don’t place periods at the end of statements – remember these are not complete sentences

  • DON’T USE TEMPLATE: These look like templates because they leave spaces where you don’t need them and are often times distorted when they are sent over the internet. Also many employers say they indicate laziness on the part of the individual.

• Job Objectives:
  • Employers would prefer that the Job Objective category is no longer on the resume.
  • Instead, they would prefer to see a “Summary of Qualifications” section that outlines what your main qualifications are and how you meet their requirements.
• Review the job posting and consider how you fit each requirement they ask for
• Make the Summary of Qualifications a summary of how you qualify for the job

• Body:
  • Don’t use “I”, “I was”, “I did”, etc. sentences. Begin sentence with an action verb that explains what you can do or responsibilities you completed.
  • Be thorough but not too wordy. I have read some resumes where the true skills get lost in the words.
  • Don’t abbreviate, ex: TSTC-write out Texas State Technical College - some people may not know what the abbreviations stand for.
  • Don’t write all the reasons why you want the job-at this stage the employer is concerned with what you can do for the company.
  • Remember that if the job requires a certain amount of education and skills, most of the people that apply for the job will have the same education and skills. So don’t just write that you are the best person for the job because you have a degree. Think of other qualities that you have above and beyond other applicants. Think of projects you have completed that were successful. And then add these qualifications to the resume.
  • Your letter and resume will have to stand out above all other applicants. Remember that the employer is probably going through 50-100 applications and if yours doesn’t stand out-it will probably be one of the ones that he throws in the trash. Remember to make your letter be something that intrigues the employer and be better than 49-99 other applicants. Because employers have so many to look through, the resume needs to say the most it can, with the least amount of words.

• References:
  • Many employers now say don’t put references in your resume unless requested by the job announcement or employer. Most of the time employers have a specific reason to use references-usually to verify employment or qualifications.
  • Have a list of references prepared in the event they ask for them. It is a good idea to have 3-4 available. You can use family members, friends, coworkers, teachers, supervisors, managers, and former employers. You should create a “Reference Page” that you can give to the employer if they ask for references.
  • **It is very important that you ask the individuals you plan on using for a reference (before-hand) if you are going to use them. You don’t want the employer calling them and your reference seems surprised that you have used them as a reference. Just call and ask if they feel they could give you a positive reference.
  • Tell your potential references what kind of work you’re looking for. Possibly provide them with a copy of your resume and take time to talk it over with them.
  • Verify their contact information. Ask them if they would prefer to be contacted by phone, email, or mail.
• **Including High School Information:**
  • If your education includes a college degree, it is **not** necessary to include information about high school.

• **Adding to Your Resume as You Progress in School/Life – Keep it Updated:**
  • Remember to add to the resume as you continue your education so that by the time you graduate you will have a great looking resume. Continue looking at examples with the thought of how yours will need to look to overpower all the other resumes and cover letters that the employer will get.
  • Again, realize that for almost every job there are 50-100 candidates and your resume will need to grab the employer's attention. Take the time to search the internet for more samples.

• **How to Make Sense of All the Advice You Get:**
  • Almost everyone you talk to about your resume will give you some type of different opinion-so how do you handle this without getting totally confused. The bottom line is that you must produce a resume that makes **YOU** proud. **Your** name is right there on top; it represents **you**, and it will affect your chance of getting an interview. Read through all of the information, listen to what everyone has to say, and then decide what you want to do. Just don't forget to proofread and have someone else also proofread.
Microsoft Office Editing Tips

Before start resume
Home Tab: Styles Option, choose “No Spacing” (default is to have Normal, which double spaces) **very important

Margins
Page Layout Tab: Click Margins, Click Narrow, (or custom your own margins)

Borders
Page Layout Tab: Highlight document, Click Page Borders, Box, Style, Width, Click OK

Bold/Italicize/Underline
Home Tab: Highlight text, Click Bold/Italicize/Underline

NAME: go to Font option, choose Bold, 18 pt font and click on “All Caps”. Directly above paragraph, choose center option. TYPE YOUR NAME.
AFTER TYPE YOUR NAME, hit enter, take bold off, change font to 12 pt font & backspace until over to Left margin. Hold shift, hit – (dash) above the P, three times. Let go of the shift key and hit enter. This should put a line underneath your name. Now you can type your phone number, address, email address, city & state.

When you type your email address, it will more than likely, turn it into a hyperlink. You need to remove this hyperlink.

Hyperlink Removal
Insert Tab: Highlight email address, Right Click Hyperlink, Click Remove Hyperlink, Click OK

SUMMARY OF QUALIFICATIONS: Before we work on bullets, we are going to type the heading “Summary of Qualifications”. Click on Bold, Take all caps off, if they are on. Click Center, now type “Summary....

Bullets
• Home Tab:
• Highlight text,
• Click Bullet (or arrow down to chose different style)

Columns
Page Layout Tab: Make list, highlight text, Right Click Columns, Click number of columns
We love Texas State Technical College
We love Texas State Technical College
We love Texas State Technical College
We love Texas State Technical College
Lines and Shapes

Insert Tab: Shapes, Lines, Click a line, Click to insert it in document, Click again, Drag line

Undo/Save

Over Tool Bar: Click right or left Circle Arrows to Undo what you did. Click Save when you want to Save work

Google it

Don't know...Google it!
Just ask a question! i.e. How do I put a line in a Word Document?

Save Document to Flash Drive

File, Save As: You will have to locate your jump drive and and make sure you save it to it.
Phone Number (10 or 12 pt. font)            Street Address
your.name@youremail.com (take hyperlink off-right click, remove hyperlink)   City, State Zip Code
2 lines in between & bold and capitalize your category title  line up against right margin

SUMMARY OF QUALIFICATIONS
• Review the job posting; add skills that you have that are listed in the posting
• This would be a great place to put that you are/will be a recent graduate of Texas State Technical College
• Talk about one of your recent accomplishments related to work or school
• Are you bilingual? Today, knowing a second language is a valuable quality. Don’t forget to list what language(s) you’re fluent in (don’t have to list English)
• List any special memberships or honors related to work or school
• Make sure to list 3 to 5 qualifications that make you stand out as a qualified candidate

1 line in between, bold and capitalize your category title
SKILLS
• List skills related to the field of work you’re interested in
• Stick to using keywords rather than long sentences
• Include names of key classes you took related to your major/program
• Don’t include general education courses
• Include the names of software or equipment you’ve used
• You can list certifications here as well
• Try to include current terms related to the job

1 line in between, bold and capitalize your category title, bold your degree & program

EDUCATION
Your Degree, Your Program                          Year of Graduation
Name of College, City, State

1 line in between & bold and capitalize your category title and bold your job title & list 3 – 4 responsibilities

WORK HISTORY
Your Most Recent Position                          Year to Year/or Present
Company Name, City, State
• List 3-4 notable accomplishments for the job you performed in your position or for the company as a whole
• Use gerunds (-ing words) at the beginning of each description to give the feeling of “doing” something
• Include any committee memberships to show that you’re a team player and like to get involved in activities outside your job description

1 line in between & bold your previous job title & list 3 – 4 responsibilities

Your Previous Position                          Year to Year
Company Name, City, State
• Give specific examples of the job you performed by showing, not telling
• Don’t assume employers know exactly what you did by giving them one-word descriptions
• List 3 to 4 examples of the work you performed for each position you held

Line up your dates
If you have a second page, copy your name from the first page and add "page 2". But, don’t just have a few sentences on the second page.

ACTIVITIES AND HONORS

- List the name of the activity/membership and position you held even if it’s just “Member”
- If you have run out of room, try incorporating these in other related areas in your resume (Work History, Education, Summary)

Other useful tips:

NEVER, NEVER, NEVER use a resume template (Microsoft Word or any other). When you try to upload and send this resume over the internet, it often becomes distorted and the format will change completely, sometimes unreadable. The template also does not look professional because it often leaves too many blank spaces and other distortions.

Instead, open a blank Microsoft Word document or an OpenOffice Document and start from scratch. Some people cannot open a LibreOffice document, so I would stay away from those.

Use 10 to 12 pitch size font; use a serif font (Times New Roman, Tahoma, Arial, or Verdana); don’t use more than 2 different kinds of fonts;

Keep the resume to one page, but if you have several years’ experience that are the same skills the employer is looking for, it is okay to use 2 pages (but definitely no more than 2);

Print your resume on quality bond/resume paper;

Be sure and review the requirements of the job posting and make the resume (especially the Summary of Qualifications) specific to each job you apply for; and

DON’T FORGET TO SPELLCHECK AND PROOFREAD
DON'T PUT YOUR NAME IN THE HEADER – IT HAS A GRAYED OUT LOOK WHEN YOU DO THIS

NAME (centered, 18 point font)
(Remaining document, use 10 – 12 pt. font)
Address • City, State zip code • E-mail address • (123) 456-7890
(Make sure all information is accurate. Use a personal email address that you check often)

2 lines in between, bold & capitalize your category title

SUMMARY OF QUALIFICATIONS
1 line in between, summarize how you qualify for the job position (usually list 4-6)
• This is the top ¼ of your resume which is the first thing recruiters see and read. This section will spark their interest. (The rest of your resume will back this section up.)
• Purpose of this section is to summarize your resume; your relevant key accomplishments, results, actions, and benefits.
• Try to address each requirement of the job opening in this section. Use the language in the job opening to describe your skills and accomplishments.
• Focus on your strong selling points, your value, your achievements, your industry, and your career goals.
• Include language proficiencies or security clearances if relevant
• Include education if relevant or recent graduate
• Keep bullets to 1.5 lines max, use only 5-8 bullets

1 line in between, bold & capitalize your category title

TECHNICAL SKILLS

1 line in between, bold your title
Certifications, Platforms, and Tools
• List all that are relevant to your current job search
• Always have two or more bullets
• Include Technical Skills if you are going into an IT/technical position, if not include your technical skills at the end of your resume.

1 line in between, bold & capitalize your category title

EDUCATION AND TRAINING

Degree (be sure and use your official degree title) Year
College/Institution - City, State
3.7 GPA

1 line in between, bold your title

PROFESSIONAL EXPERIENCE

1 line in between, bold your title
Job Title (most current position) date on same line as job title Mo/Year - Present
Company - City, State
• First bullet is a quick overview of your responsibilities and duties
• Achievement focused statements, qualify, qualify, quality and measure your achievements, use #, $, %
• List in order of importance to job, or biggest achievement first
• Show how you can solve problems or how company benefited from you
• Focus on transferable skills and the job you are applying to
• List any awards
• Use numbers ($450,000) instead of words or percentages if number is small

Line up your dates
Job Title
- Use this format for a different title/job at the same company
- Make sure to customize your work experience bullets to the job you are applying to. List experience in reverse chronological order

Job Title
Company – City, State
- Use if you have worked at another company
- Put all work experience in reverse chronological order (most recent job first)
- List your responsibilities focusing on skills that could be transferred to this new company

Include your contact information on every page of resume, just in case the pages get separated. 2 lines in between, bold your category title

Line up your dates
REFERENCES

Full Name
Job Title
Company
Business Phone Number
Personal Phone Number (if appropriate)
Email Address

Full Name
Job Title
Company
Business Phone Number
Personal Phone Number (if appropriate)
Email Address

Full Name
Job Title
Company
Business Phone Number
Personal Phone Number (if appropriate)
Email Address
Go into Word and start a new document. Click the HOME tab and above Styles, choose No Spacing (this will give you a single spaced document).

**COVER LETTER INSTRUCTIONS WITH FORMAT**

Go to Page Layout/Page Setup/Margins option and make sure your margins are 2" at the top and bottom and 1 ¾" on the left and right margins. If it is a longer letter, you can have 1" on the left, right and top margins.

_2-inch top margin_

Return address, but don’t put name, name goes at the bottom of the letter only.

Address
City, State, Zip (Hit enter 4 times)

Single space the paragraph & double space in between the paragraphs. Don’t let paragraphs run more that 6-7 lines.

August 20, 2010 (hit enter twice)

Contact Person, Title
Company Name
Address
City, State, Zip (hit enter twice)

Salutation: (Dear Mr. Ms._________________ :) (Hit enter twice)

This paragraph is your introduction; tell how you know about the position, whether through an ad (indicated periodical, date, and ad number if appropriate), personal referral (by whom), or other referring organization (name the agency or organization). Then tell what job you are requesting and why you are the best candidate for the position. Say something about yourself that will capture the interest of the reader. Good writing is important because they will be judging your ability to communicate. (Hit enter twice)

The second paragraph should show your qualifications, two or three top skills and how they will benefit the company. Remember, this isn’t just about you but how you will be a great asset to the company. Use examples from the Summary of Qualifications section of your resume to help you build this paragraph. Be sure to restate any qualifiers from the ad in relation to your own experience and/or qualifications. Make it brief but impressive. (Hit enter twice)

The third paragraph should “close the sale”. State something relevant about the company so that they know you’ve done your research. Give your reader specific action like asking them to schedule an interview, giving you a call, or you calling them. If you say you will follow up with a phone call, then do so. Also, indicate that your resume is attached. (Hit enter twice)

Sincerely, (hit enter 4 times)

Sign your name here (written signature)

Your Typed First and Last Name – Be Sure to Sign the Cover Letter (hit enter twice)

AD: ct
Enc: Resume (Indicates an enclosure)

When a typist rather than the writer types a letter, an identification line is used. When you are enclosing another document with the letter, you would add an enclosure line. If you are sending a copy to someone else, you would also add a copy line.
Interview Questions

1. Tell me about yourself.
Your interviewer is not looking for a 10-minute dissertation here. Instead, offer a razor sharp sentence or two that sets the stage for further discussion and sets you apart from your competitors. Give them "your synopsis about you", specifically a one-sentence description of who you are, your biggest strength and the major benefit that a company will derive from this strength. Tell a story to give the interviewer a visual of what you are saying.

For example: Do NOT say, “I’m 22 years old, I have 3 brothers and sisters, I’m married and have a child on the way, I was on the high school track team, I’m a great cook and sign up for all the cook off’s I can.” They do not care. ‘Tell me about yourself’ means, how can YOU help ME!

For example: Do say, “I am about to graduate with a certificate in Diesel Technology from TSTC. As long as I can remember, I always loved being on the farm with my grandfather. He taught me how to drive the farm tractor and I’ve been hooked ever since. I am very mechanically inclined which has helped me be able to enjoy my classes instead of think of them as work. I excelled in my brakes classes and I see that is one of the positions that you are hiring for at this time.”

2. If I were to ask your instructors or coworkers to describe you, what would they say?
Think of an instructor or coworker you have had good experiences with and is easy to get along with. Give an example of a project you worked on and were praised by the instructor or show that you enjoy being a team player and working on projects with other coworkers.

For example: Do NOT say, “Oh gosh, I don’t know. I guess I’m a hard worker. I’ve really never thought about it.”

For example: Do say, “In my Wind Energy SCADA class we were assigned into teams. My instructor made me the leader of my team because he said the other students have told him that I explain things well. I was very proud of that because I like helping people and being a team player.”

For example: Do say, “I think my manager at Sonic would say I work well under pressure. She always complimented me when I would have 8 or 9 orders turned in all at the same time and I never panicked. I just prioritized and looked ahead to see what needed to be done on all the orders to get them out as fast as I could.”

3. What is your greatest strength?
This is one of the easier interview questions you’ll be asked. When you are asked questions about your strengths, it’s important to discuss attributes that will qualify you for the job. The best way to respond is to describe the skills and experience that directly correlate with the job you are applying for.

For example: Do NOT say, “Hmmm. I don’t know. I’m good at some things. I think I’m a good listener.”

For example: Do say, “When I’m working on a project, I don’t want just to meet deadlines. Rather, I prefer to complete the project well ahead of schedule.” Or “I have exceeded my sales goals every quarter and I’ve earned a bonus each year since I started with my current employer.” Or “My time management skills are excellent and I’m organized, efficient, and take pride in excelling at my work.” Or “I pride myself on my customer service skills and my ability to resolve what could be difficult situations.” AND BACK IT UP WITH A STORY!

4. What is your greatest weakness?
The point at which your interviewer asks you to share your greatest weakness is the portion of a job interview that you dread most, and for good reason: Lame answers like "I'm a perfectionist" or "I care too much" are well-worn clichés, but how can you intelligently answer that question? When you're asked what your greatest weakness is, try to turn a negative into a positive.
For example: Do NOT say, “I have a bad temper.” “I hate it when supervisors micromanage me.” “I have trouble getting up in the morning.”

For example: Do say, “Sometimes when I am working on a task I feel a sense of urgency to get projects completed or want to triple-check every item in a spreadsheet but I feel it also makes me a candidate for the position who will make sure that the project is done on time and your work will be close to perfect.

5. How do you handle stress and pressure?
It’s a good idea to give examples of how you have handled stress to your interviewer. That way, they get a clear picture how well you can work in stressful situations.

For example: Do NOT say, “I can get so mad and sometimes I just blow.” (The interviewer now thinks you are unstable and will not hire you.) “I just walk off when something or someone messes with me.” (The interviewer now thinks you are not a team player and/or you don’t have the guts to stand up for yourself when a problem arises. Either way, you lose.) “Well.” (Saying “Well” nothing more, nothing less is a cop out and sounds silly.)

For example: Do say, “I’m a music lover, and when possible, I get my iPod and put in my ear phones, listen to some music and breath.” “I do my best to prioritize tasks according to urgency and importance to prevent getting stressed.” “I exercise daily and lift weights. It’s great because it relieves stress and helps me get my mind off of things. Staying healthy helps me in all areas of my life.” “Sometimes I’ll call a friend or a relative and just talk out the problem. Just saying it out loud and getting a different perspective helps.” “If I have a problem with a person or a situation I will sit down and write down the pros and cons of the situation. If I can figure out a way to handle it on my own, I will do that, but if the problem needs to be addressed with the person, I will do that as well.”

6. Describe a difficult work situation / project and how you overcame it.
Give concrete examples of difficult situations that actually happened at work or in one of your classes or labs. Then discuss what you did to solve the problem. Keep your answers positive and be specific. Itemize what you did and how you did it. Try to stay away from personal issues.

For example: Do NOT say, “Hmmm... I can’t think of anything. I’ve never really had a problem like that.”

For example: Do say, “When I was in my engineering lab class we had to take apart an engine and put it back together. It was a team project and four of us were on a team. We each had our own part and we had to do to get the project to work. One of our team members had to drop the class and without notice we were down to three people and the project was due in two days. We all got together and figured out exactly had done and still needed to do and divided his work among the three of us. We had to work more quickly and longer hours to make sure it all got done, but it did, and we got an A on the project.”

7. How do you evaluate success?
Give an example of work and personal and show that there must be a nice balance between both.

For example: Do NOT say, “If I am making a lot of money.”

For example: Do say, “I evaluate success in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that this company is recognized for not only rewarding success, but giving employee’s opportunity to grow as well. After work, I enjoy playing softball, so success on the field is catching the winning pop-up.

8. What are your goals for the future?
Don't discuss your goals for returning to school or having a family, they are not relevant and could knock you out of contention for the job. Rather, you want to connect your answer to the job you are applying for.
For example: Do NOT say, “In five or so years I’d like to be married and have a family. I want a big house and a boat. I may take some classes at the University in town.” Or “I see myself doing your job!”

For example: Do say, “My long-term goals involve growing with a company where I can continue to learn, take on additional responsibilities, and contribute as much of value as I can.” Or “I see myself as a top performing employee in a well-established organization, like this one. I plan on enhancing my skills and continuing my involvement in (related) professional associations.” Or “Once I gain additional experience, I would like to move on from a technical position to management.”

9. Why do you want this job?
Frame your answer around the job. Tie your skills, work ethic, and experience back to the job that you want. This is also a good time for you to add in something the company does (Habitat for Humanity, charity work, interesting company fact, etc.) that you would like to be a part of.

For example: Do NOT say, “Because it’s a great starting place for me and I can learn how to do things, then move on to something else.”

For example: Do say, “This is not only a fine opportunity, but this company is a place where I feel my skills can make a difference. It contains the challenge to keep me on my toes. That’s the kind of job I like to anticipate every morning.” Or “I understand that this is a company on the way up. Your website says the launch of several new products is imminent. I want to be a part of this business as it grows.”

10. Why should we hire you?
The best way to respond is to give concrete examples of why your skills and accomplishments make you the best candidate for the job. Take a few moments to compare the job description with your abilities, as well as mentioning what you have accomplished in your other positions. Be positive and reiterate your interest in the company and the position.

For example: Do NOT say, “Because I need and want a job.” Or “I'm a hard worker and really want to work for this company.”

For example: Do say, “From our conversations, it sounds as if you're looking for someone to come in and take charge immediately. It also sounds like you have had difficulty finding a person who can work late when needed and on weekends. With the skills I have learned at TSTC, I have I can do the work accurately and efficiently which will save your company money. My instructors and fellow students would tell you I am a team player who has a positive attitude and outlook. I have the ability to stay focused in stressful situations and can be counted on when the going gets tough. I'm confident I would be a great addition to your team.”

11. Do you have any questions for me?
Remember, your answer is always, YES! Think of a well prepared question that has to do specifically with the job you are interviewing for. This is NOT the time to ask about salary or the company benefit package. Also, do not ask a question that the answer can be easily found on the company’s website.

For example: Do NOT say, “No.” (Not only is this the wrong answer, but it’s also a missed opportunity to find out information about the company.)

For example: Do say, “Yes, I do. I was wondering, what is a typical career path for someone with my skills and experiences?” Or “Yes, I do. From what you’ve been asking during the interview, it sounds like you have a problem with customer satisfaction. Can you tell me a little more about the current situation and what the first challenges would be for the new person?”