



WESTERN MICHIGAN UNIVERSITY

Merze Tate College

Career and Student Employment Services

CAREER DEVELOPMENT GUIDE



A career is a lifelong adventure...

Career coaching and so much more...

This is your home base for exploring career options, job searching, interviewing, negotiating and finding internships. All these resources are available to WMU students, employers hiring Broncos, WMU alumni, student-employee supervisors, WMU faculty and staff, and students' families.



WESTERN MICHIGAN UNIVERSITY
Merze Tate College
Career and Employment Services

1401 Ellsworth Hall
(269) 387-2745

» wmich.edu/career



WESTERN MICHIGAN UNIVERSITY
Haworth College of Business
The Zhang Career Center

3020 Schneider Hall
(269) 387-2711

» wmich.edu/business/career

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WHO AM I?

LEARN MORE ABOUT YOURSELF & YOUR CAREER POSSIBILITIES

In what type of environment would I like to work? How do I like to work with people? What are my strengths and skills? If you have questions like this, these tools can help you!

WMU Career and Student Employment Services and the Zhang Career Center in the Haworth College of Business offer several career inventories to help guide you in the process of choosing a major or career.

**WHO AM I?**

Personal Assessment Tools



These are not tests, nor will they predict what career field you should enter. Instead, they will assist in evaluating your strengths, interests, values, skills and personality type within the workplace and allow you to generate satisfying options for your WMU major and career path.

FOCUS 2

Complete the FOCUS assessment to discover your values, interests, skills and personality. Get an interpretation from Career Services or self-select your major options through the assessment site. » [Free at wmich.edu/career](http://wmich.edu/career).

CLIFTONSTRENGTHS for STUDENTS

Strengths will provide you with a customized report describing your Top 5 themes of talent. You'll learn more about how you build relationships, execute work, solve problems and influence others. » [Free by making an appointment at wmich.edu/career or wmich.edu/career/business](http://wmich.edu/career).

MYERS-BRIGGS TYPE INDICATOR (MBTI)

The MBTI will help you identify with one of 16 personality types so you can explore your natural preferences and compatibility with other people. The goal is self-awareness in reference to life and work choices. » [Make an appointment at wmich.edu/career for access and pricing](http://wmich.edu/career).

**WHAT DO I WANT TO DO?**

Career Exploration Resources

Explore the world of work and find comprehensive data to answer the questions you have about potential career fields, what responsibilities a job entails and where to search for internships and jobs.

O*NET ONLINE

Use O*Net to learn more about occupations, like daily tasks and activities, technology skills, education requirements, wages, and job search resources. » onetonline.org

WHAT CAN I DO WITH THIS MAJOR?

Check out the profiles for hundreds of featured majors with information on common career paths, types of employers that hire in the field, and strategies to maximize opportunities. » wmich.edu/career/students

WMU POST-GRADUATION ACTIVITY REPORT

Explore data collected from thousands of WMU alumni to learn what job they landed when they graduated, where they are working, and how much they are earning. See how many Broncos are working full-time in jobs related to their degree and are satisfied with their job. Find out if Bronco grads had an internship while at Western, and if they are continuing their education beyond graduation. » wmich.edu/career/outcomes#report

MAKE CONNECTIONS

GET EXPERIENCE & DEVELOP SKILLS

Internships, externships, part-time jobs, service-learning and participation in a Registered Student Organization (RSO), are great ways to develop professional skills. These opportunities increase your competitive edge for professional positions after graduation.

INTERNSHIP

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

» wmich.edu/career/students/internships

EXTERNSHIP

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

PART-TIME JOB

On-campus: Consider working in academics, the library, dining services or program offices throughout campus. Campus contacts can serve as references for internships and professional employment after graduation.

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

COMMUNITY-ENGAGED LEARNING

Community-engaged learning is a mutually beneficial endeavor where students learn while addressing community-identified needs. Community-engaged learning includes critical reflection of the work and is a collaboration among community partners, students, and staff/faculty.

» wmich.edu/volunteer

STUDENT ORGANIZATIONS

Getting involved in one or more of the Registered Student Organizations (RSOs) on campus is a great way to pursue your personal interests and make new friends. It is also a way to gain leadership experience and enhance classroom learning. The ultimate goal is for you to develop into a well-rounded person and be able to transfer the leadership skills that you acquire in life beyond and outside of WMU.

» experiencewmu.wmich.edu

MAKE CONNECTIONS

TELL ME ABOUT YOURSELF HOW TO INTRODUCE YOURSELF TO AN EMPLOYER

A key aspect of networking is introducing yourself to others. A personal commercial (also known as elevator speech, personal introduction, 30-second commercial) is a quick, effective way to make an impressive introduction. Having a self-marketing introduction that defines who you are, what you want and how you would benefit an employer will help you stand out. It is also used as the foundation for responses to the popular interview question: **“Tell me about yourself.”** Use the following template to create your intro—and be sure to practice a few times (see page 67 for information on **Big Interview**, a resource for strengthening interview skills).

PERSONAL INTRODUCTION TEMPLATE

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

GREETING: Hello, my name is **name**. I am a **year in school** studying **major** at Western Michigan University.

GOAL: I am looking for an/a **internship/full-time position** at **company name**.

INTEREST/PASSION: I am interested in **interests related to the company/industry**.

STRENGTHS: I have many skills to contribute including **strengths** and **skills**.

BRIEF EXAMPLE of EXPERIENCE: Previously, I worked at **company name** where I **achievements and/or responsibilities - use STAR method (pg. 42)**

QUESTION: **Ask a question to keep the conversation going**

EXAMPLE: *Hi, I am Demetrius Samson, and I am working on my bachelor's degree in finance from WMU. I understand that you are searching for an investment advisor intern, and I believe I have the qualities that would contribute to your company's goal to increase the client base while continuing to provide sound investment advice. Last year, I was a part of a new course managing \$500,000 for the Western Annual Fund and it was exciting to see the portfolio grow. I enjoy building relationships and I pride myself on being detail-orientated and driven. May I share a copy of my resume with you?*



MAKE CONNECTIONS

BUILD YOUR NETWORK, MEET PEOPLE

Networking is getting to know people, and you are doing this everyday as you chat with someone in line at the store or meet someone at a school event, or when you are visiting with a family friend. Building your network is a valuable job search resource. To be successful at networking you must learn to form mutually beneficial relationships with others. Someday, you may be contacted as a networking connection for someone else. **In today's competitive market, networking tends to be the primary way to secure employment.**

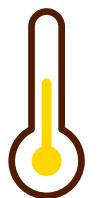
How do I get started?

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



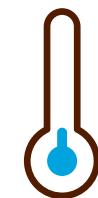
Hot contact

Someone you know well and have a direct connection.



Warm contact

Someone you have a connection with, but you may not know personally.



Cold contact

Someone you do not have a connection with.

Who belongs in my network?

Everyone! Networking means developing a broad list of contacts. Initially, you will utilize your existing resources of contacts to spread the word that you are looking for an internship or a job. For college students and new grads, the best networking contacts are:

- Relatives, friends and acquaintances
- Classmates and former classmates
- Alumni, including recent grads
- Parents of classmates
- LinkedIn contacts and groups
- Professors, instructors and advisors
- Members of organizations and groups you belong to
- Coaches and administrators
- Current and former coworkers



INFORMATIONAL INTERVIEWING AND TIPS

Informational interviews are a process for gathering career information from reliable, "inside" sources. They are a way to gain firsthand knowledge about a career by speaking with someone who is in your position of interest or who is familiar with the industry. Ask the person if you can take a few minutes of their time to learn more about their position and industry, then follow these tips:

- **Always look and act professionally.** Remember to practice your personal introduction and be prepared to use it.
- **Remember that informational interviews are not about asking for a job.** The point is to learn something.
- **Do your homework before the meeting.** Set the agenda and know what you want to ask.
- **Prepare Questions:** Tailor them to the person or organization you are interviewing, examples include:
 - How did you get into this field/position? What is a typical day like for you?
 - What are the typical issues faced in this work/industry? What are the best ways to learn more about the industry?
 - What qualities and skills do you feel a person in this field should have/demonstrate?
 - Would you look over my resume and let me know what you recommend me adding, changing, or improving?
- **Follow Up and Stay Connected:** Follow up with the person and thank them for their time. Reach out periodically so they'll remember you.
- **Organization and Tracking:** Stay organized in a notebook, database file, or contact management app on your phone. It is important to keep track of your contacts and your communication with them.

For more help and samples questions, see wmich.edu/career/students.

MAKE CONNECTIONS

PROFESSIONAL ETIQUETTE

GENERAL MEETING ETIQUETTE

- When speaking, try to avoid filler words such as "um," "you know," "like," etc. Taking quick pauses to think about a response is okay.
- Particularly in formal settings, address others with their titles such as Mrs., Mr., Doctor, or Professor unless given indication to do otherwise.
- Expression and presentation matter. Make sure to say "please" and "thank you," and be courteous.
- Be an active listener; do not be afraid to nod, respond, and/or smile.
- Silencing and staying off mobile devices is a good practice during meetings.
- Dress appropriately for the occasion, organization, or activity.
- It's encouraged to research or ask about what is considered appropriate attire.

IN-PERSON MEETING ETIQUETTE

For interview resources, see pg. 40.

- Be on time. Arrive 10-15 minutes prior to your meeting.
- Have a firm handshake and good posture, this demonstrates confidence.
- Try not to fidget or make unnecessary movement outside of gestures and active listening.
- Keep your hands on your lap or on the table unless you use your hands to gesture or make a point while speaking.

VIRTUAL MEETING ETIQUETTE

- Be sure to have the correct invitation code/link or make an arrangement to receive the information prior to the meeting's start time.
- Find a quiet place without distractions, preferably a private room or office space.
- Most virtual meetings or interviews require the use of a camera. Adjust the platform's background settings for your video or situate yourself in a location where your background is appropriate (bare walls with little art, close doors behind you or use a background filter to blur out distractions or undesired clutter).
- Enter the virtual channel, lobby, or waiting room a few minutes early so that you can adjust and double check your settings.
- Make sure that your name in the virtual meeting is set as your preferred first and last name.

PHONE ETIQUETTE

- Make sure you have a strong enough cell signal to converse without static or interruptions.
- Use a greeting when answering the phone such as: "Good morning, this is Juan Rodriguez." If you're not available to take a professional call, let it go to voicemail and call back when ready.
- Set up your voicemail and use a professional voice message. Following up on voicemails are key to building credibility with others: "You have reached Sarah Smith. I'm unavailable to answer the phone right now, but if you would leave your name and number, I will return your call as soon as possible. Thank you."
- If leaving a voicemail, keep the message brief and to the point. Remember to leave your name and number.

EMAIL AND SOCIAL MEDIA ETIQUETTE

- Employment correspondence is legal and official.
- Use an appropriate email address for all business communication (firstname.lastname@domain.com).
- Treat your emails like any other business communication; watch your spelling, grammar, and verbiage.
- Fill in the subject line and use formal greetings when emailing professionals.
- Avoid ALL CAPITAL LETTERS—it indicates shouting.
- Text speak (ex: thru, u, gl, thx) and excessive exclamation points are not for professional writing.
- Set your social media profile privacy settings to high and keep any information posted online professional. This includes content posted on sites such as: Facebook, X, Snapchat, Instagram, and TikTok.



TIPS FOR DINING ETIQUETTE

» monster.com/career-advice/article/interview-dining-etiquette



Building a Great LinkedIn Profile

Tips to market yourself professionally online.

- Pick an appropriate photo – wear professional clothes and have a neutral background.
- Write an informative profile headline – create a short, memorable professional headline.
- Include your education – your schools, major(s)/minor(s), activities, and accomplishments.
- Develop a professional summary – be concise and confident about your qualifications and goals, identify why your skills matter, and how you can add value.
- Identify and add skills that are relevant and update occasionally. Adding skills offers the easy option for others to endorse you.
- Share YOUR experience – like your resume, go beyond simply listing the tasks for a job directly from the job description. Focus on listing accomplishment statements.
- Grow your network – connect with contacts and join industry and affinity groups that you listed at the bottom of your profile.
- Engage with your feed – share, comment on, and post content that you find genuinely interesting and aligns with your point of view. This contributes to online professional dialogue, as well as boosts your visibility on others' feeds.
- Claim your unique LinkedIn URL – to increase the professional results that appear when people search for you online, set your LinkedIn profile to "public" and create a unique URL. Shorten your LinkedIn URL under "Edit Profile" > "Edit public profile and URL" and keep it simple.
- Share your work. You can also add actual examples of your writing, design work, or other accomplishments on your profile, demonstrating passion and commitment to your industry.

WHAT EMPLOYERS WANT

Read me!

UNDERSTANDING APPLICANT TRACKING SYSTEMS (ATS)

Applicant Tracking Systems (ATS), or candidate management systems, are used by employers to assist in the recruiting process, including **screening resumes** and gathering candidate information. It is common in nearly every industry and understanding the dynamics of ATS can be the difference in your resume getting seen by employers. **We recommend tailoring your resume for each job you apply to!**



Formatting is crucial!

Most of these systems are not very sophisticated and they can't handle certain formatting, which means that employers might not see your resume. To lessen the risk of your resume scrambling in an ATS, avoid formatting that includes templates, tables, text boxes, columns, colors, hyperlinks, icons, pictures, QR Codes, etc.

- It is best to create a simple Word document when you are applying for a position online. Resume templates are often hard to edit, and they can jam in an ATS.
- Use standard, professional sans serif fonts to create your resume, such as Arial or Calibri. Fancier fonts may not be recognized by ATS.
- Only use black font color on your resume as any other color may distort in the ATS.
- Instead of the “columns function,” try using the Tab key to move across the page and create “faux” columns that have the same design, but won’t impact the ATS.
- Be careful with hyperlinks – type out the URL, but don’t create an actual link. Employers will still have access to the information by typing the link in themselves.
- Use the “bullet point function” and choose the traditional black dot symbol – do not use intricate characters or the “insert symbol function” as they may be incompatible with ATS. Make sure to use periods at the end of each bulleted statement, so the ATS recognizes the information as a sentence.
- Be mindful of white space on a resume. Not only is it distracting for a reader, too much white space and gaps between content can confuse the ATS.



Tailor Your Resume to the Job

ATS enables employers to filter resumes based on keywords and phrases that are used in the job description/posting. Mirroring the language and buzzwords found within the job listing is the easiest way to demonstrate that you are a better match than the competition. Caution: be careful about ‘resume keyword stuffing’ or using hidden keywords (entering words and making the text white so it is invisible to human eyes). Recruiters can tell if you are doing this, and it may backfire on you.

- Quantify your achievements if you can by using data when describing your role.
- Don’t forget about soft skills! While including hard or technical skills is extremely important on a resume, the majority of employers think that soft skills are very important, too. Soft skills are also known as people skills or characteristics and are interpersonal abilities that affect how well you can work with others. Examples include communication, teamwork, adaptability, conflict resolution, creativity, patience, etc.

Employer Tip:

“ I always look to see if they are involved in any student organizations on-campus or other organizations in the community and if they have taken on a leadership role within those organization(s). I’m also hoping to see teamwork experience noted in their resume. Whether that be in a student organization, athletic team, or a class project.”

—Lauren from Plante Moran

WHAT EMPLOYERS WANT

ARTIFICIAL INTELLIGENCE (AI) IN THE JOB SEARCH

Artificial Intelligence (AI) plays a transformative role in the modern job search process.

It can benefit both applicants and employers.

EMPLOYERS

Employers leverage AI to streamline hiring processes, reduce biases, evaluate candidate skills, gain market insights, and even facilitate virtual recruiting events and interviews.

Application Materials

Resumes are filtered through Applicant Tracking Systems (ATS) before they are seen by the hiring team. AI-powered ATS software scans resumes for keywords and qualifications that match job descriptions, helping employers to manage large volumes of applications efficiently.

Filtering Algorithms: AI algorithms can analyze candidate resumes and cover letters and compare them with job postings to recommend suitable candidates.

Interviewing and Hiring

Automated Interviews: AI tools like chatbots can automatically schedule interviews, reducing the time and effort needed for communication. Sometimes first-round interviews are powered by AI. Applicants record their responses to interview questions and this software will filter these responses for the best candidates for the specific role. TIP: Practice for interviews like this on Big Interview (see pg. 67).

Online Assessments: Some employers use AI platforms that administer and evaluate assessments to ensure candidates meet job requirements. This can help minimize unconscious bias by focusing on skills and qualifications instead of demographic information.

Virtual Career Fairs and Networking Events: Virtual fairs and events allow employers to meet students like you, when they might otherwise be unable to attend an in-person career fair. AI-powered platforms, like Handshake, facilitate real-time interactions between job seekers and employers during virtual events.

APPLICANTS

Your Job Search

Programs like ChatGPT can suggest job titles and industries that might interest you! Job search platforms like LinkedIn use AI to suggest job listings tailored to your skills, experience, and interests.

Application Materials: There are many different websites that can assist in writing or editing your resume or cover letter. Be careful not to rely on AI to do the work for you! **Employers can tell when your materials are written by AI, so use it sparingly and always edit.**

Interview Prep

Practice for your interview skills with Big Interview, (see pg. 67)! Big Interview uses AI to provide instant feedback with tips on how to improve. The software tracks your body language, vocabulary, and even your eye contact!

Negotiation and Offer

Market Analysis: AI tools like Glassdoor and LinkedIn Salary analyze vast amounts of salary data to provide accurate benchmarks for specific roles, industries, and geographic locations. This can help you understand if the offer is competitive.

Negotiating: Practice negotiating by role playing with an AI assistant or chatbot! They can provide tips on how to improve your skills.



It's important to remember that AI is a tool – you will need to edit, fine tune, and add to any generative content that AI produces to ensure it represents the real you! AI can make mistakes, be sure to fact check!

WHAT EMPLOYERS WANT

USING SOCIAL MEDIA

Protect Yourself: Keep your privacy settings up on personal accounts. Be mindful when following and interacting with people you don't know online. Be cautious before sharing any personal information, responding to any requests that make you uneasy, or meeting a new online connection in-person. When in doubt, ask for a second opinion on something that makes you uncomfortable.

Be Authentic: Make sure your pages accurately represent you. Social media can be like a resume of your character. Many people who connect with you will use social media to get to know you better, including your passions, hobbies, and accounts you follow. Be positive in your posts about classes, work, coworkers, etc. You may consider disabling accounts while job searching.

Image Matters: If you use your real name online, be aware that you are searchable, and your posted content can be used to form an impression of you. Don't post anything that puts you in a bad light or could be used as evidence of unlawful activity. A helpful rule can be to imagine what a parent, employer, or instructor would think about what you're about to post.

Understand the Policies: Many schools and workplaces have social media usage policies. It is important to understand and adhere to the rules of your organization. Depending on your position or involvement within an organization, your behavior and personal image can be seen as a representation of your school or employer and could have unforeseen ramifications.

Connect and Network: Use platforms like LinkedIn to connect with industry recruiters, follow organizations and companies of interest to

you, and have professional conversations. Research and consider joining professional organizations that pertain to industries in which you may work. Share professional accomplishments and credentials, and take advantage of forums, groups, and trainings for professional development opportunities. Use talking points from your personal commercial to share your online personal brand (see "Introduce yourself" on pg. 7).

Social Media Career Cleanup Tips

- Google yourself to see what employers could see.
- Find all of your social media accounts and make them private.
- Delete any inappropriate posts or comments.
- Deactivate any unused accounts.
- Audit your followers and friends list.
- Unfollow any inappropriate accounts.
- Use appropriate handles and profile pictures.

Leveraging Social Media for Your Career

LinkedIn

- Create a profile to showcase your work experience, interests, and achievements.
- Research companies, search for jobs, and find potential mentors.

Instagram

- Showcase your creativity, passions, and day-to-day life.
- Build a visual portfolio that shares a glimpse of your skills and interests.

YouTube

- Find in-depth explanation video, tutorials, and tips on a variety of topics.
- Create your own channel to showcase your interests and expertise.

STANDARD CHRONOLOGICAL RESUME FORMAT

An objective is optional and can be used to catch the reader's attention. It should be customized to match the job for which you are applying. A summary or profile is appropriate for someone with more experience.

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

This section is optional and alternative headings include Academic Achievements, Honors and Awards, Volunteer Activities, Organizations, Professional Memberships, etc. Be sure to include level of skill, type of involvement and/or dates of involvement.

NAME

Phone Number | Email Address
LinkedIn | Personal Portfolio/Website

OBJECTIVE (SUMMARY or PROFILE) OPTIONAL

An objective should focus on the value you can bring an employer, not what you hope to gain from the employer. Let the employer know: 1) what you are seeking [internship, full-time position, etc.]; 2) what skills and characteristics match you to the job description; and 3) how these skills and characteristics will add value to the job and company.

EDUCATION

Bachelor of _____ (Your official WMU degree)

Western Michigan University

Major(s): _____, Minor(s): _____

Expected Graduation: Month Year

Kalamazoo, MI

GPA: ____ /4.00

RELEVANT COURSEWORK or ACADEMIC PROJECTS OPTIONAL

Course Name: Brief summary of skills gained, projects completed, research conducted, results and outcomes of case study experiences, presentations delivered, etc. The employer is interested in what you gained from this course so avoid inserting the course description or number here.

Project Team: Describe purpose of project, your role on the team, materials or methods used, outcomes, presentations, etc. Your teamwork and leadership skills can be highlighted here as well as content or consulting skills.

EXPERIENCE

Position Title

Company Name

- Identify what you did, how you did it, and why you did it.
- Start with a strong action verb and describe the scope of your responsibility. Avoid using Responsibilities included...
- Use verb phrases rather than full sentences; provide concise statements without unnecessary words.
- Avoid the use of personal pronouns such as I, me, and my.**
- Begin with an action followed by a purpose, or a problem resulting in action, concluding with the result, e.g., Provided high level of customer service by thoroughly answering product questions, ensuring satisfaction and return business or Contributed to organizational stability by generating over \$10,000 in new revenues.
- Provide examples of skills developed or enhanced, e.g., Gained valuable organizational skills by transforming a disorganized, inefficient filing system into an operation for easy retrieval and storage.
- Provide quantitative information when possible: how many, how much, how often, etc. Quantitative information begins to create a picture for the reader: e.g., Supervised _____ cashiers, Managed a cash drawer of up to \$_____.
- Describe the work environment or atmosphere, e.g., Excelled in fast-paced team-oriented work environment or Worked independently to meet deadlines.

SKILLS (or TECHNICAL SKILLS)

Use this section to include additional skills the employer seeks and/or technical items like computer skills or languages.

HONORS and ACTIVITIES

Treasurer and Member, Student Organization

WMU Dean's List

Intramural Athletics

Month Year – Month Year
City, State

September 2023 – Present
Fall 2023, Spring 2024
September 2022 – April 2023

Resumes should be one page for those with bachelor's degrees while two pages are appropriate for those with master's degrees. Some majors such as teacher education may be two pages. Use a clear, simple font such as 10-12 pt. Calibri or Arial with .5 to 1" margins.

Include: Degree expected, graduation date, school name and location, major(s) and minor(s). Recommended: GPA if 3.0 or higher. Omit all high school data. Optional: Academic highlights such as study abroad, capstone projects or senior design, etc.

List jobs in reverse chronological order; most recent experience first. If currently employed, describe in present tense. If no longer employed, use past tense. Section can be titled: Related Experience, Professional Experience, Work Experience, Internship Experience, Employment History, etc. In most cases, it is best to have 3-5 bullet points that describe each job.

RESUME BEFORE AND AFTER

Before

JANE SMITH

(123) 456-7890 |jane.smith@wmich.edu

Objective
Energetic, engaging business student seeking a sales internship for the summer of 2025. Offering solid customer service skills, sales support experience, and a positive attitude to enhance the clients experience and build relationships.

Education
Bachelor of Business Administration
Western Michigan University
Major: Sales and Business Marketing
Minor: Leadership and Business Strategy

Related Experience

- May 2022 – Present Enterprise Rent-A-Car Farmington Hills, MI
 - Participated in The Business Internship Program, a collegiate level job shadow in WMU's Farmington Hills College of Business.
 - Shadowed a sales manager during three sales calls and observed up-selling, negotiations, and superior customer service.
 - Learned the importance of relationship building and communication in prospecting and maintaining a client base.
- May-August 2022 Access Medical, LLC
 - Developed a sales and marketing plan initiative for 2023 using organization and project planning skills.
 - Designed a system enabling company to track unbilled revenue and receive revenue more quickly.
 - Participated in the accounts receivable process by making collections and processing invoices.
 - Established relationships with vendors to expedite payment of invoices.
- September 2022-Present The Zhang Career Center, WMU Haworth College of Business, Kalamazoo, MI
 - Peer Educator
 - Created flyers for career programs
 - Spoke with employers about career programs
 - Worked with peer mentors
 - Train new employees
 - Help customers with orders
 - Responsibilities include: opening, closing, cleaning store, counting money, etc.

References: References available upon request

After

Jane Smith

1234 Western Drive (123) 456-7890 |jane.smith@wmich.edu

Experience: Peer Educator
Sept 2023-Present, The Career Center, Kalamazoo Michigan

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

Assistant Manager/Customer Service
May-August 2023, Maggie Moos Ice cream Treatory, Rochester Hills, MI

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

Education:Western Michigan University, Haworth College of Business, Kalamazoo Mi, Gpa 3.63 , 2022-Current

- Major: Sales and Business Marketing
- Minor: Leadership and Business Strategy
- POhi Sigma Pi National Honor Fraternity, watching, movie, spending time with family, music, swimming

- The Zhang Career Center, WMU Haworth College of Business
 - Peer Educator
 - Design and distribute promotional flyers using Adobe In-Design and Photoshop.
 - Exhibit clear communications when corresponding with employers regarding program logistics.
 - Train new employees in store closing process, product awareness, and cash register management.
 - Demonstrate knowledge of current products and pricing to assist customers and promote return business.
 - Utilize customer service skills when serving approximately 100 customers daily.

Honors and Activities
Member, Business Internship Program Advisory Committee

Phi Sigma Pi National Honor Fraternity

Member, Business Internship Program Advisory Committee

Phi Sigma Pi National Honor Fraternity

WHAT EMPLOYERS WANT CV OR RESUME?

Curriculum Vitae (or CVs) are traditionally used for individuals who are looking for employment in academic, research, scholarly or legal positions. Many PhDs, educators and teachers working at the university level (and higher) will use a CV rather than a resume to outline their work history, their published academic papers and their professional accomplishments.

Resumes

- One to two pages at most
- Defines you in professional terms
- Highlights accomplishments specific to position
- As long as needed
- Defines you in scholarly terms
- Summarizes education and all areas of expertise

What goes into a CV?

Who you are. A CV should always include your basic information starting with your name, phone number and email address. If you are looking to submit to other countries, it is important to research the country's standard format.

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

Your skills. How many languages do you speak? What software are you fluent in?

You are the best. Have others recognized you for the work you have done? Do you have any awards or honors that you have received for teaching? For service or work? Have you applied for and received any grants or scholarships?

Publications and talks. Have you authored any papers, articles or books? Have you given talks?

I'm in the club. Are you a member of any professional organizations, guilds or clubs?

And the rest. Study abroad, professional licenses, consulting work, professional development, research and teaching experience.



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

See page 55 for a sample CV.

WHAT EMPLOYERS WANT THE IMPORTANCE OF PROPER GRAMMAR

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

You may be wondering... What could poor grammar and spelling mistakes say about me?

This applicant may not be entirely truthful or qualified.

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

This applicant is not very motivated to work for us.

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

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

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

Tips for Good Grammar:

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

» Let's eat Grandpa.
Let's eat, Grandpa.

*Correct punctuation
can save a person's life.*

WHAT EMPLOYERS WANT

COMPETENCIES EMPLOYERS LOOK FOR

ARE YOU READY?

Based on consultation with employers, the National Association of Colleges and Employers (NACE) established the list below of core competencies that employers expect new graduates to demonstrate. It is important that you work on developing and strengthening these competencies and incorporate them into your resume, cover letter and personal introduction to show employers how valuable you can be.

Career & Self Development

- Proactively develop yourself and your career through continual personal and professional learning, awareness of your strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and outside of your organization.
- Learn about your strengths and areas for development.
- Seek out and apply feedback.
- Develop plans and goals for your future career.
- Advocate for yourself and others, professionally.
- Be curious, participate in opportunities to learn and develop.
- Take on positions that will help you develop professionally.
- Develop relationships with employers, faculty, staff and other students.
- Volunteer, participate in training or other opportunities to support your career.

Communication

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

- Practice and demonstrate verbal, written and non-verbal body language.
- Employ active listening, persuasion and influencing skills.
- Communicate in a clear and organized way that others can understand.
- Communicate taking your audience into consideration.
- Ask appropriate questions to gain specific information from others.

Critical Thinking

- Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.
- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources to fully understand a problem.
- Anticipate needs and prioritize action steps.
- Accurately summarize and interpret data.
- Effectively communicate actions and rationale.
- Multi-task well in a fast-paced environment.

Equity & Inclusion

- Demonstrate the awareness, attitude, knowledge and skills required to equitably engage and include people from different local and global cultures.

- Solicit and use feedback from many perspectives to make inclusive and equity minded decisions.
- Contribute to inclusive and equitable practices that influence change.
- Eliminate barriers resulting from inequities and biases.
- Keep an open mind to diverse ideas and new ways of thinking.
- Demonstrate flexibility by adapting to diverse environments.

Leadership

- Recognize and capitalize on personal and team strengths to achieve organizational goals.
- Inspire, persuade and motivate self and others under a shared vision.
- Seek out diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete and evaluate projects.

Professionalism

- Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.
- Act equitably with integrity and accountability to self, others and the organization.
- Maintain a positive personal brand in alignment with your career values.
- Be present and prepared.
- Demonstrate dependability (show up consistently and on-time for work or meetings).
- Prioritize and complete tasks to accomplish personal and organizational goals.
- Consistently meet or exceed goals and expectations.

- Have an attention to detail, resulting in few if any errors in your work.
- Dedicate yourself to doing a good job in school and work.

Teamwork

- Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.
- Listen carefully to others to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect others; meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Use your personal strengths, knowledge and talents to complement those of others.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.
- Build strong, positive relationships with supervisors team members or coworkers.

Technology

- Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.
- Navigate change and be open to learning new technologies.
- Use technology to improve efficiency and productivity of work.
- Identify appropriate technology for accomplishing specific tasks.
- Manage technology to support relevant, effective and timely decision-making.
- Adapt to new or unfamiliar technologies.



TIPS FOR
SPuRS STUDENTS



» wmich.edu/business/academics/spurs



WHAT EMPLOYERS WANT

SHOW EMPLOYERS YOUR VALUE

OBJECTIVE, SUMMARY, PROFILE AND BRANDING STATEMENTS

These statements should focus on what you can do for the employer, not what you hope to get from them. An objective, summary, profile, or branding statement will help to establish a professional identity while summarizing key qualifications and accomplishments that employers will find valuable. **This section is optional on the resume; it is a personal choice.**



Objective

Objectives work best when you know the job title, you have minimal experience in their field (i.e. student or recent graduate), or your career goals are not obvious from your experience and education. Objective statements should be brief (2-3 lines), simple, and specific. Let the company know:

- What you are seeking (internship, full-time job, etc.)
- What skills/characteristics you have to offer
- How those skills/characteristics will add value to the job and/or the company

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



Summary

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

Four years of editing and writing experience for college and high school newspapers. Interned as an assistant account executive with copywriting responsibilities at local advertising agency. Sold advertising space, managed advertising sales, promotion, production, and circulation. Awarded scholarship from Journalism Education Association.



Profile

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

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

- *Redesigned an outpatient clinic that resulted in a 15% increase in productivity.*
- *Led a project team to evaluate space utilization in a pharmacy that managed over 3,000 medications.*
- *Utilized data, focus groups, and process improvement teams to optimize efficiency and reliability initiatives with 22 food service employees.*



Branding Statement

A personal brand is how others see you. It consists of all the information that exists "out there" relating to you. We all have a personal brand. A branding statement can be crafted to sum up this information in words that you choose, and it should address three things:

- Who is your audience.
- In what way can you help solve problems.
- How do you do this differently than others.

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



WHAT EMPLOYERS WANT

DESCRIBING YOUR EXPERIENCES

WRITING ACCOMPLISHMENT STATEMENTS AS BULLET POINTS

When you write your resume, you communicate how your knowledge, skills, and abilities align with employer needs, and provide specific examples of your accomplishments. These accomplishment statements (or bullet points) are usually included with each work experience you describe.

Keep in mind that you will be highlighting skills from the NACE Career Competencies list (pg. 20), as well as **transferrable skills** you used to complete your work. Transferrable skills can be hard skills, like computer knowledge, or soft skills, like active listening, and *they can be gained from every kind of work experience you've had*, whether it relates to your major or not.

Identify Keywords & Phrases

- Analyze job postings for position-specific keywords (see page 12 for more information on Applicant Tracking Systems).
- Highlight the skills, personal qualities, and knowledge required for the desired industry.
- Use O*Net (onetonline.org) and refer to page 20 of this guide to identify additional competencies that employers desire.

Recall Experiences

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

Record Your Accomplishments

- Think about your accomplishments by recording **what** you did, **how** you did it, and **why** you did it and/or the **impact** you had.
- What is something that you are proud of doing?
- What did you do that connects you to the job or internship you are seeking?
- What action did you take that resolved a problem?



TIP: Bolding quantitative data in the statements helps employers notice the impact you made.

Examples of accomplishment statements

- Designed and created brochures that were adapted by the organization to increase volunteer recruitment.
- Collected and analyzed data from **15** projects and created comparative charts to assist management in revising the company's strategic plan.
- Applied attention to detail while reconciling sales accounts with receipts to enable easy access for accountants.
- Trained **6** peer mentors in resume writing skills to ensure a consistent, high quality, experience for all students.
- Served over **60** customers during a 5-hour shift, completed financial transactions accurately, and engaged in a friendly manner to encourage return visits.

Use this template to write impactful accomplishment statements for your resume.

RECALL – Think of experiences. Consider jobs, volunteering, community service, internships, athletics, music, clubs, etc.

RECORD – Write down the details of an experience you had. Include what you did, how you did it, and why you did it.

REFERENCE – Select skills you used and identify action verbs that align with your experience (pg. 26).

REWRITE – Write an accomplishment statement starting with a strong action verb and highlight skills, ending with a clear result.

WHAT EMPLOYERS WANT USE YOUR WORDS

Keywords are specific words or phrases that job seekers use to search for jobs and employers use to find the right candidates. These are most easily found in the job description under the responsibilities, tasks and recommended skills sections. Keywords can include action verbs, technical skills and desired personal qualities. Try the company mission statement or values for additional ideas.

COMMUNICATION

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

CREATIVE THINKING AND CREATIVITY

acted
adapted
began
combined
composed
conceptualized
created
customized
designed
developed
directed
displayed

FINANCIAL DATA

administered
adjusted
allocated
analyzed
acted
adapted
began
combined
composed
conceptualized
created
customized
designed
developed
directed
displayed

DREW

negotiated
observed
outlined
presented
proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
suggested
summarized
synthesized
translated
wrote

HELPING AND CUSTOMER SERVICE

administered
adjusted
allocated
analyzed
acted
adapted
began
combined
composed
conceptualized
created
customized
designed
developed
directed
displayed

MEASURED

established
evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

ORGANIZED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

PLANNED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

PREPARED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

PROGRAMMED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

REHABILITATED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

REPRESENTED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

RESOLVED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

RESPONDED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

RECOMMENDED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

REPLIED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

RESTORED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

SCHEDULED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

SERVED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

SUPPORTED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

STREAMLINED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

TRAINED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

VALUED

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

Volunteered

evaluated
fashioned
formulated
illustrated
improved
initiated
instituted
integrated
introduced
invented
modified
predicated
revised
revitalized
shaped

prioritized
provided
reconciled
rehabilitated
represented
resolved
responded
retained
scheduled
served
supported
trained
valued
volunteered

LEADERSHIP AND MANAGEMENT

administered
appointed
approved
assigned
attained
authorized
chaired
considered
contracted
controlled
coordinated
decided
delegated
demonstrated
developed
directed
eliminated
enforced
established
executed
generated
developed
directed
eliminated
enforced
established
executed
generated
handled
headed
hired
hosted
improved
implemented
increased
initiated
managed
merged
motivated
overhauled

ORGANIZATION AND DETAILS

approved
arranged
attained
authorized
chaired
considered
contracted
controlled
coordinated
decided
delegated
demonstrated
developed
directed
eliminated
enforced
established
executed
generated
developed
directed
eliminated
enforced
established
executed
generated
handled
headed
hired
hosted
improved
implemented
increased
initiated
managed
merged
motivated
overhauled

RESEARCH AND TECHNICAL

adapted
analyzed
applied
assembled
authored
built
calculated
clarified
collected
compared
computed
conducted
conserved
constructed
converted
critiqued
designed
detected
determined
developed
devised
diagnosed
engineered
evaluated
examined
implemented
experimental
explored
extracted
formulated
gathered
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

printed
programmed
regulated
repaired
replaced
researched
restored
reviewed
searched
simulated
solved
specialized
standardized
studied
summarized
surveyed
systematized
tested

TEACHING

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

WHAT EMPLOYERS WANT

SPuRS EXPERIENCE ON A RESUME

TIPS FOR HAWORTH COLLEGE OF BUSINESS STUDENTS



“Remember, there is not a “right” way to document your experiences on your resume.”

With SPuRS as a graduation requirement, WMU business students have a unique opportunity to communicate and share how their SPuRS experiences have supported their personal and interpersonal skills, connected their chosen field of study to their desired career goals, and further advanced their career readiness competency development.

SPuRS experiences are officially recorded and tracked in ExperienceWMU, but students are encouraged to consider how SPuRS experiences can be included on their resume. There is not a one-size fits all approach to this process – your SPuRS experiences can be listed in your education section, in an honors and awards section, in an extracurricular section, or you can even create your own Career Readiness and Engagement section. **The choice is yours.**

Some possible examples are provided on the next page. Explore these options and then take time to update your resume in a way that best suits you.

EXAMPLES**Education**

Western Michigan University – Haworth College of Business
 Bachelor of Business Administration
 Major: Sales and Business Marketing
 GPA: 3.9
 Lee Honors College
 Active SPuRS Member (foundational level complete)

Kalamazoo, MI
 Expected Graduation: April 2024
 Minor: General Business
 Dean's List 2020-Present

Career Readiness and Engagement
 Student Professional Readiness Series (SPuRS)
Bronze Designation Earned

- Communication and professional networking experience gained through actively engaging in a discussion with a panel of professionals in the Food Marketing industry.
- Applied leadership, teamwork and critical thinking skills in an interactive escape room experience.
- Established professional digital profiles through Handshake, LinkedIn, ExperienceWMU, and maintained a social media presence for Phi Chi Theta.
- Explored interpersonal and personal awareness through participation in Women in Leadership and completing parts 1 and 2 of the Build Your Brand Workbook.

HONORS & AWARDS:

- IHSA Baseball State Champion
- Dean's List – Western Michigan University
- Student Professional Readiness Series – Foundational Level
- Student Professional Readiness Series – Advanced Level (Silver Designation)
- Bloomberg Market Concepts Certified

EDUCATION

Western Michigan University, Haworth College of Business Kalamazoo, MI

Bachelor of Business Administration

Major: Digital Marketing & eCommerce

Gold Level Graduate from the Student Professional Readiness Series (SPuRS)

Graduated: December 2020

WMU Signature: Leadership

Cumulative GPA: 3.0/4.0

Major GPA: 3.5/4.0

SPuRS Experiences and Co-Curricular Engagement

- Attended Major Match-up and participated in WIRED events to explore business majors and business industries; developed personal interest toward Integrated Supply Management.
- Completed the FOCUS assessment and met with a Career Development Specialist to discuss career opportunities and ISM related roles: purchasing, procurement, and quality assurance.
- Participated in the Business Externship Program – visited Coyote Logistics, Eaton Corporation, and PepsiCo, connected with ISM employers.
- Joined the Supply Chain Management Association as an active member.
- Attended ISM Career Night and professionally networked with employers at the career fair; led to on-campus and virtual interviews.
- Seeking a professional internship in Integrated Supply Management for the summer 2022.

WHAT EMPLOYERS WANT

GOVERNMENT RESUME TIPS

There is no such concept as "one size fits all" when preparing a federal resume. Below are a few tips to help you bridge the compatibility differences in most of the common application systems.

- Use white space and line breaks to separate topics and sections.
- Use 10- or 12-point type size.
- Use a margin of at least one inch on all sides.
- Use CAPITAL LETTERS to highlight sections.
- No graphics of any kind, including bullets.
- Use date format mm-yyyy (05-1988).
- No bold, italic, or underlined text.

While all federal resumes typically require the same information, check usajobs.gov to learn the significant character count requirements for the online resume builder to file your application successfully.

Your resume(s) **MUST** contain:

JOB INFORMATION

- Announcement number, title and grades of the job for which you are applying.

PERSONAL INFORMATION

- Full name, mailing address and phone number.
- Social Security Number, country of citizenship.

VETERANS' PREFERENCE

If you served on active duty in the United States military and were separated under honorable conditions, you may be eligible for veterans' preference. » federaljobs.net/veterans

REINSTATEMENT ELIGIBILITY

If requested, former federal employees must attach a SF-50 proof of your career or career-conditional status.

- Highest federal civilian grade held, job series, and dates.

EDUCATION

High School

- Name, city, state and zip code.
- Date of diploma or GED.

Colleges and universities

- Name, city, state and zip code.
- Majors.
- Type and year of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours).
- Send a copy of your college transcript only if the job vacancy announcement requests it.

WORK EXPERIENCE

Use the following for your paid and non-paid work experience. Do not send job descriptions.

- Job title (include series and grade if federal job).
- Duties and accomplishments.
- Employer's name and address.
- Supervisor's name and phone number.
- Starting and ending dates (month and year).
- Hours per week and salary.
- Indicate if your supervisor may be contacted.

OTHER QUALIFICATIONS

- Training courses, certificates and licenses.
- Job-related skills.
- Honors, awards, and special accomplishments.

For more information, visit usajobs.gov or federaljobs.net

THE JOB SEARCH

STUDENTS WITH DISABILITIES

A student has many important things to consider when conducting a job search or submitting applications to graduate programs. As today's landscape at work continues to grow and evolve with changes in technology and on-the-job training, you are learning the best environments, technological fit, and accommodations to be successful. This knowledge will be applied as you enter an internship, full-time job, or graduate school.

As a student, you may have questions about employment laws, programs, and resources, and be curious what steps to take to find an organization that provides the right environment and accommodations for your work needs. To help guide you, state and federal laws, employment programs and job resources are listed below.

1. Research to see if the employer is a disability inclusive employer: Does the employer support disability initiatives and are they committed to a culture of inclusion? GOOGLE the employer name and "diversity" and see what you can find.
2. Have multiple mentors: One of the best things anyone can do is to engage often with people who have created a satisfying career path for themselves. Use open dialogue with other people of varying abilities who feel satisfied and engaged in their work. Ask them about their career path, interviewing experiences and advocacy for self at work.
3. Use your resources: Get to know your campus student resources, professors, and other students. It is often helpful to know of ways to engage in campus work, mentorship, tutoring, leadership and more. You will be able to ask specific questions about accommodations in research labs, for example, if working in one is your goal.
4. Research the building before you interview there: Where are the restrooms, Wi-Fi, ramps, etc.? Be prepared so that once you land an interview, you will know what to expect, have a strategy and focus on answering the questions.

"When do I disclose my disability?"

You do not need to disclose a disability until you have received an offer for internship and/or employment offer.

In general, you will want to share with the employer on a need-to-know basis and when to do so is your choice. Some students with disabilities disclose in the cover letter, some during the interview and others at the time of offer. Best practice includes thoughtful discussion about how their disability has allowed them to think more about teams, workplace safety and technology.

Information and Resources

US Department of Labor
dol.gov/odep/pubs/fact/ydw.htm

National Collaborative on Workforce
and Disability for Youth
ncwd-youth.info/411-on-disability-disclosure

The Job Accommodation Network
AskJAN.org

THE JOB SEARCH

INTERNATIONAL STUDENTS

Navigating cultural and employment norms can be daunting for international students during job searching. This page provides resources to help clarify the social expectations you may encounter in the United States and offers guidance on how to address these challenges.

Job Application, Recruitment, and Selection

In the United States, hiring and onboarding generally involves the following steps:

- Application Submitted (initial screening)
- First Interview
- Assessments (if applicable)
- Second Interview (if applicable)
- References and/or Background Check
- Offer

Additionally, international students seeking employment in the United States must have a social security number and work authorization (OPT/CPT, H-1B visa or other visas. Please refer to the WMU International Student and Scholar Services website and schedule an appointment to learn more.

» wmich.edu/internationaladmissions/immigration

During Interviews

One of the most important questions you can be asked during your job application process is "tell us about yourself." US culture places great emphasis on the individual ("I" vs "we"). Although teamwork and collaboration are critical to a successful job search, employers find value in how your unique perspective, background, and experiences can benefit their team. For more information, see Introduce yourself, pg. 7.

What questions can employers ask?

Employers may ask if you are legally authorized to work in the United States. They may also ask if you will need H-1B sponsorship at the time of hiring or in the future. Due to potential biases and perceptions at the time of the interview, international students should especially be aware of what are considered unlawful questions in the United States and how to formulate a polite response (see "Red flag interview questions," pg. 41).

Other Cultural Norms During Interviews

- Interviews in the US are not always formal; in some cases, interviewers and interviewees interact in more casual, friendly conversation.
- **Assertiveness:** recognize the boundaries of the interview. Take into account how the employer treats you in your interactions. Interviews are a two-way process.
- Eye contact is crucial, no matter the level of authority you are talking to.

Post-Interview

Reflect on the employer, especially if you receive an offer:

- How did you feel during the interview?
- Company culture
- Benefits and fringe benefits (additional benefits other than salary)

Always send a thank you message or letter to employers after an interview (see pg. 44). If you have not heard back, it's okay to follow up with an employer and check the status of your application 7-10 days after your interview.

Additional Education Resources

The following resources are helpful when exploring continuing education options, institutions and processes.

- International Student Resources "Essential Information for Your International Education"
» www.internationalstudent.com/resources
- National Association for College Admission Counseling "College Advice for Students"
» www.nacacnet.org
- Interstride, "Visa & Immigration"
» interstride.com/blog/category/visa-immigration/

THE JOB SEARCH

VETERANS

Being a service member, you gained valuable experience and competencies that make you a great employee in the workforce. Your skill set and knowledge are sought after in the civilian sector across industries. To apply for opportunities, what you learned must be communicated in a way that an employer can understand so they can identify why your background is a match for the role for which you are applying.

Spend time with civilians and other veterans

Part of making a successful transition from military life to college life is immersing yourself in this different culture. Join the Student Veterans Association (SVA) to create new relationships with students that have served and participate in civilian based student events across campus.

Assume control of your college path

Arrive 15 minutes early to every event you are a part of. Don't miss class, take notes and study, study, study...give 100% priority to your studies.

Look for support

Every student needs support, regardless of his/her life situation. As a veteran, you have access to multiple means of support ranging from tutoring to advising and counseling services. Visit wmich.edu/military for a list of supportive resources.

Utilize your resources

Career Services, Financial Aid, Health Care Options and a host of many other resources are available to you. Take advantage of them while you are here!

Take time to experience a little more

Attend sporting events, join a Registered Student Organization (RSO), see Broadway productions at Miller Auditorium, experience Bronco Bash, work out at the student recreational center - get engaged.

Engage with faculty and employers

Make it a priority to visit each of your instructors you have during their office hours. Also, take every opportunity to attend as many employer related events as possible. Job fairs and event listings: wmich.edu/business/career/programs or wmich.edu/career/events

Veteran Resources

U.S. Department of Labor | My Next Move for Veterans
Explore civilian trainings and careers that are a match for your military skills and experience
» mynextmove.org/vets

Michigan Veteran Affairs Agency
Transition assistance, licensing and credentials, entrepreneurship, veteran-friendly employers, and employment assistance
» michigan.gov/mvaa/employment-new-panel-veterans

My Skills Translator
Matches military skills to civilian opportunities
» military.com/veteran-jobs/skills-translator

O*NET
Site that matches military experience with civilian jobs and provides information about credentials, certifications, licensing and training.
» onetonline.org

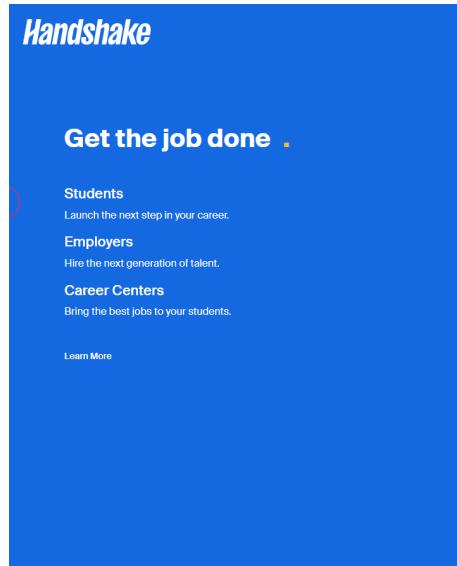
Military.com
Largest free veteran job board with military-friendly employers
» military.com/veteran-jobs

Vet Jobs by Corporate America Supports You
Job site for veterans and military spouses
» vetjobs.org/hot-jobs

THE JOB SEARCH HANDSHAKE

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

1. Visit wmich.joinhandshake.com and select the blue button that says "WMU Login."
2. Use your Bronco NetID and current password to sign in.
3. Follow the prompts to create and activate your profile.



Western Michigan University

WMU Login >

You can also sign in with your email address.
(Please use your .edu address, if applicable.)

Job hunt on the go with
the Handshake app

Download the app on iPhone or Android to be the first
to know about new jobs.



Once your account has been set up, you can:

- Use the "Jobs" tab to search for on-and off-campus employment.
- Use the "Events" tab to view career-related events such as workshops and job fairs.
- Use the "Employers" tab to view employers visits, internships, jobs.
- Use the "Career center" tab to find out which employers hire the most Broncos and track your experiences.



TIP:

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



THE JOB SEARCH MAKING THE MOST OF JOB FAIRS

Take advantage of employers visiting campus

Taking the time to meet with employers when they are on campus is extremely valuable! You can gain insight about how the recruitment process works, learn tips about how to strengthen your cover letter and resume, participate in practice interviews with industry professionals, and learn about different types and sizes of employers and what jobs they offer.

Learning from professionals who hire college students will help you develop and master your skills when speaking with employers, submitting applications and interviewing.

Campus Hiring Options for Students to Attend

Specialty Events – Recruiting representatives host employer-student networking sessions, panels and showcases to provide career path, resume and interview guidance.

Campus visits – Employers and WMU alumni enjoy giving their time and talent to present in classrooms or to host information tables at various locations throughout campus.

Job Fairs – Employers visit campus throughout the year to hire Broncos for internships, part-time and full-time job openings. Here are some benefits of attending a job fair:

- Employers indicate that job fairs and on-campus interviewing are among the top five ways they find new hires.
- Learn about the variety of positions available to a student or college graduate.
- Talk to someone working in your field of interest.
- Gain networking and interviewing experience.
- Learn about internship and/or employment opportunities.
- Establish employment contacts and obtain referrals for job leads.

THE JOB SEARCH

MAKING THE MOST OF JOB FAIRS

The success of a job fair depends on your preparation. Determine your goals and set up a strategy to make the most of limited time. Use this worksheet to get prepared.

Job Fair Name: _____ Date: _____

What is your goal for the job fair?

Internship Job Connections & Networking Practice Skills Other _____

What is your strategy? Measure your readiness!

Before the job fair:

Practice your personal introduction (see pg. 7).

Ready to go I could use some practice I don't think I can do this

Select Top 5 employers you plan to visit.

I have my list I'm doing research I don't know where to find employers

Research employers in Handshake.

I know how to get started What employers hire my major? Where in Handshake?

Develop a short list of questions for employers

My list is ready working on my list I'm not sure what questions are best

Be prepared to interview on the spot.

I feel confident I need practice (Big Interview) My nerves get the best of me

Dress professionally, business casual, or to the best of your closet.

I have an outfit I wonder if I can wear what is in my closet I need to get clothes

Print 20 copies of your resume.

Printed and ready I need my resume reviewed I need to write a resume

Arrive early while employers are energetic.

Bring pen, paper/folder, mints.

During the job fair:

- Behave professionally with assertive confident body language and speech and etiquette.
- Copies of resume and employer research materials are organized in a folder or padfolio.
- Enjoy conversations with employers. Learn about companies that you are interested in. Employers are happy to meet you and want to learn about your interests and experience.

After the job fair:

Send a thank you letter or email if you have a high level of interest.

I did this before How do I know who to send it to? What do I include in the thank you?

Follow up with a cover letter/resume to employers; be sure to mention you met their representative at WMU.

My materials have been reviewed I need to get help writing a cover letter

- File the literature you have collected as it can be helpful later in writing cover letters or preparing for interviews.
- Improve your resume if you learned something that better reflects your qualifications or focus.
- Maintain contact with employers – perseverance pays off.

THE JOB SEARCH

WRITING A STRONG COVER LETTER

The cover letter is an important part of the first impression you create for a prospective employer. As an email or part of an online application, it serves as your introduction when you are not present and is a strong indicator of your communication skills. While a cover letter may not always be required, it is a great way to explain to an employer who you are, what you can offer a company, and why you are a good fit for the position. **Keep in mind that Applicant Tracking Systems are searching for keywords and phrases that match you to the job for which you are applying.** Make sure you use these words and phrases in your cover letter as well as your resume, see pg. 38.

General Cover Letter Content (3-4 paragraphs)

Introduction (1 paragraph)

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

Proof of Qualifications (1-2 paragraphs)

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

Strong Finish (1 paragraph)

- Re-emphasize your interest in the position.
- Express your interest in an interview.
- Thank the reader for their time.

Make sure you...

- Use the same heading on your cover letter as you have on your resume, along with the same font style – this shows continuity and professionalism. Address your cover letter to a specific person. Figure out who this person is and their title.
- If you cannot find the contact information, address your letter with "Dear Hiring Manager" or "Dear Hiring Committee". Avoid the use of "To Whom it May Concern" or "Dear Sir or Madam".
- Write your cover letter in the traditional business format (even if you are sending email).
- Customize each letter to the position by analyzing the job description and highlighting the experience, skills, and education that the employer is seeking.
- Align your skills and experience with the position requirements.
- Demonstrate your industry and company knowledge by using industry-specific keywords (see pg. 26).
- Use a professional email account and be sure to name your attached resume using your name, i.e. Last Name_Resume or First.Last_Resume
- Proofread, proofread, and proofread! Errors are not professional.
- Have someone else read your letter before you send it.

» See page 12 for ATS tips!

THE JOB SEARCH

CUSTOMIZING YOUR COVER LETTER

**TIP:**

If you do not know the contact's name, use "Hiring Manager" in the recipient's address section and "Dear Hiring Manager" in the salutation.

Customized Cover Letter

Jane Smith
1234 Western Dr.
Kalamazoo, MI 49009

November 15, 2024

Bob Brown
Sales Manager
Access Medical, LLC
P.O. Box 50986
Kalamazoo, MI 49005

Dear Bob Brown:
I am a sales and business **marketing major** at Western Michigan University, and I learned of the internship at Access Medical through Jane Baker at WMU Business Career Day. Based upon the qualifications listed on Handshake, I am writing to express my interest in the position. My energetic nature and ability to engage with people would provide Access Medical with an intern who is ready to **meet the needs of patients**, and caregivers, while fostering extended relationships.

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

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

Sincerely,
Jane Smith

Internship Information

Position: Sales and Marketing Intern

Organization: Access Medical, LLC

Contact: Bob Brown, Sales Manager; brownb@accessmedical.com; (555) 333-8888

Website: accessmedicaldirect.com

General job function: Marketing/Human Resources

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

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

Qualifications: Sales or Marketing major preferred. Junior, Senior, or Graduate student preferred.

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

THE JOB SEARCH

REFERENCE LIST GUIDELINES

Employers will often ask you to provide a list of references - these are people who can speak about your abilities, accomplishments, potential, and performance. Here are some tips to keep in mind when organizing your list.

- Provide 3 to 5 people on your Reference List. At the top of your document, repeat the same heading used on your resume, in the same font style, to present a uniform appearance throughout your application materials.
- Possible references include past or present employers, faculty members, student organization advisors, and supervisors of volunteer experiences. Consider adding a line identifying the reference's relationship to you, e.g., "Relationship: former supervisor."
- Always secure permission before including names as references. Remember to send a note of thanks to each one.
- Provide each reference with a copy of your resume and some idea of your employment goals. Keep them updated.
- Include the name, professional title, organization, phone number, and email of each reference.
- References are usually contacted by telephone or email, and they don't need to write a letter of recommendation for you unless specifically asked.

Michael B. Eagerly
Michael.B.Eagerly@wmich.edu
(321) 567-8910

REFERENCES

Mr. Scott Caman
Manager, Information Systems
Ralston Foods
Former Supervisor
Battle Creek, MI
(000) 000-0000
scott.caman@ralston.com

Dr. Roger Drake
Assoc. Professor, Mathematics
Western Michigan University
Former Professor
(000) 000-0000
rdrake@wmich.edu

Ms. Gina Vogel
Director, Volunteer Services
American Red Cross
Former Student Advisor
(000) 000-0000
gina.vogel@gmail.com

THE JOB SEARCH

PREPARE FOR YOUR INTERVIEW

Different employers interview in different ways. You may interview face-to-face with one person or several people (alone or in a group), over the phone or virtually. Some employers are even using AI software for their first-round interviews. A first interview is often used to pre-screen candidates to determine if they are qualified for the position. A second interview often takes place with a hiring manager and sometimes coworkers or supervisors for the position. This interview may include the same questions asked during pre-screening or more in-depth questions to define your fit for the position. You may also be asked to participate in a simulation or case study that allows you to demonstrate your problem-solving skills, or to make a presentation about yourself or a topic relevant to the job. See page 10 for professional etiquette tips.

Before the Interview

- Review the job description for clues about the questions you might be asked.
- Be prepared to demonstrate examples of your strengths, weaknesses, skills, and personal qualities as they relate to the position.
- Research the employer to better understand the culture and how you might fit in.
- Practice answering interview questions (see pg. 67).
- Prepare your professional interview attire, copies of your resume, and references.
- Obtain details about the interview including location, directions, parking, and the names/job titles of interviewers.

Company Research

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

- Industry, products, and services.
- Company mission, values, and goals (company culture).
- Client base (who does the company sell to or provide services to).

Bring a few good questions

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

Behavioral Questions

- Past performance predicts future performance. Behavioral questions probe for specific examples (brief stories) about your experiences. They often start with "Tell me about a time when..." or "Give me an example of when you..." Formula for a strong answer: STAR!
- **Situation** – Describe the situation.
- **Task** – Describe task associated with the situation.
- **Action** – Describe what you did. What steps or actions did you take?
- **Result** – Describe the result, reason or outcome for your task. How did it turn out? What did you learn?
- Be careful not to slip into storytelling mode. Most of your response should be spent discussing your action and the result, not setting up the story background. Analyze the job description to determine key skills and personality attributes that the job will require.
- **If you haven't had the experience or example they are asking for**, be honest and say, "I haven't had that experience, but here is how I think I would handle it," and then describe what you would do in that situation.

» Try this company research worksheet!



Red Flag Interview Questions

Examples of illegal questions...

Questions about Sexual Orientation

- "Are you gay?"
- "Do you have a same-sex partner?"
- "What is your sexual orientation?"

Questions about Marital Status or Family

- "Are you married?"
- "Do you have children?"
- "Do you plan on having children soon?"

Questions about Religion

- "What is your religion?"
- "Do you attend church regularly?"
- "Do you observe religious holidays?"

Questions about Age

- "How old are you?"
- "What year were you born?"
- "When did you graduate from high school?"

Questions about Disability

- "Do you have any disabilities?"
- "Have you ever been on disability leave?"
- "What is your medical history?"

Answering negative and illegal questions...

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

THE JOB SEARCH

THE STAR METHOD

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



S

SITUATION

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

T

TASK

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

A

ACTION

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

R

RESULT

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

SAMPLE EMPLOYER QUESTION

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

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

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

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

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

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

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

“ Tell us about a time when you took on a task that was not assigned to you. **”**

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

ACTION: I worked with two of my coworkers and set up a calendar and recruited everyone in the office to sign up for a month to keep the board

Use these questions to practice:

Adaptability/Flexibility

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

Innovation/Creativity

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

Communication

- "Give me a specific example of when you had to handle an irate customer."
- "Describe a miscommunication you had with someone and how you corrected or resolved the issue."

Decision Making

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

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

cleared of old announcements and posted with current event and benefit information. We then sent an email to all employees letting them know what kinds of updated information they could find there.

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

Initiative

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

Organization and Time Management

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

Strengths and Weaknesses

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

Teamwork

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

THE JOB SEARCH

THANK YOU NOTES

The courtesy of sending a thank you note is a way to stand apart from other candidates and strengthen connections with recruiters. Thank you notes should not only be sent for interviews, but also job shadows and any other career development opportunity where you interact with employers, recruiting teams, etc.

Should I send an email or a physical letter?

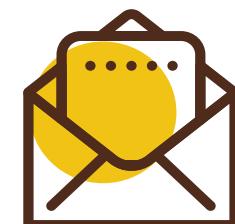
Post-pandemic expectations have emphasized the importance of sending thank-you emails. If you were interviewed by a committee or had multiple interviews on the same day at a company, be sure to send an email to each person involved. If you do not have the email addresses for everyone, it's good practice to thank your primary contact and ask them to forward your message to the rest of the team.

To go above and beyond, consider writing a follow-up, physical letter to each person. When writing the letter, ensure it is handwritten and personalized to leave a lasting impression.

Timeframe and Content

Emails should be sent within 24 to 48 hours of the interview. The content should reflect the tone of your interactions with the company; for instance, a more personable email would be appropriate following a casual interview.

This also applies to physical letters, however, mailed notes should be sent and received within one week of the interview.



CASUAL THANK YOU NOTE FORMAT

Hi Genesa,
It was great speaking with you yesterday about being a possible fit for your team. I appreciate the transparency of the project you are working on and what it is like working at [company name]. It seems like an amazing team and project with huge potential. I am excited about the possibility of working with you. If you have any questions or want to continue our conversation, please reach out at any time.

I look forward to being in touch.

All the best,
Harmony Jones

FORMAL THANK YOU NOTE FORMAT

Dear Maria Smith,
Thank you for taking the time to meet with me today and sharing some of the innovative work you and your team are doing to support your clients.

From our conversation, I understand that the pace is fast, the work is top-notch, and as hard as you work, you all have a great time doing it together. People's passion for their work was tangible and the sense of community was amazing.

I also understand you are looking for a person who can hit the ground running, does not need handholding, and is fun to work with. I am confident I am that person.

If you have any questions or want to continue our conversation, please feel free to reach out at any time.

I look forward to being in touch.

Best,
Andrew Xi

Additional Resources and Examples for Writing a Thank You

Harvard Business Review: "How to Write a Thank You Email After an Interview"
hbr.org/2022/11/how-to-write-a-thank-you-email-after-an-interview

Indeed: "4 Sample Thank-You Emails To Send After an Interview"
indeed.com/career-advice/interviewing/sample-thank-you-letter-after-interview

THE JOB SEARCH

NEGOTIATING OFFERS

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

- When completing a job application, don't give a specific figure for "desired salary"—you can use one of the following: open, competitive or negotiable.
- Do your research on the job market and the cost of living in the community where the job is located.
- Be aware of your strengths and achievements and know how they bring value to this position and this employer.
- Prepare your rationale for your negotiation; cost of moving, purchase of a vehicle, etc. Have a goal in mind when you begin your negotiations.
- Do not inflate your current earnings just to get a higher salary offer, it is not worth lying.
- Look at the entire compensation package. Do not focus just on salary; consider other benefits and how they add to your quality of life.
- Try negotiating things you value; another vacation day, a gym membership, flexible work hours, etc.
- Do not enter salary negotiations as part of an ego trip or part of a game.
- Get the job and salary offer in writing to confirm a verbal offer.
- Do not continue to interview after accepting a job. Do not accept multiple job offers thinking you will accept the one with the highest salary. This behavior is not ethical.

THE JOB SEARCH

ACCEPTING OFFERS



Accept an offer

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



Decline an offer

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

Email example

Dear Mr. Sandusky:

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

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

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

Sincerely,
Mohan Khan

Phone script

Good Morning!

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

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

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

Arts and Sciences

Biochemistry

Veronica Chen

(333) 456-1234

veronica.a.chen@wmich.edu

Seeking a summer 2023 laboratory or research internship to complement coursework and future goal as a virologist. Offering experience handling biological and chemical materials, ability to collaborate effectively with laboratory teams, and a passion for solving problems that impact human health.

EDUCATION

Western Michigan University

Bachelor of Science

Major: Biology, Minor: Chemistry

GPA: 3.59

Expected: August 2025

GPA: 3.4

RELATED EXPERIENCE

Research Intern – Applied Synthetic Biology

Oak Ridge Institute for Science and Education/US Department of Defense

• Performed data analyses using attention to detail and presented research findings for the benefit of non-medical and biological defense.

• Applied biology and wet chemistry skills to conduct bacterial cultivation and enumeration, dilution standards preparation, and analyze samples for presumptive identification.

OTHER WORK EXPERIENCE

Product Clerk

Meijer

July 2021-Present

Kalamazoo, MI

GPA: 3.59

Expected: August 2025

Major: Biology, Minor: Chemistry

EDUCATION

Western Michigan University

Bachelor of Science

Minor: Data Science

RELATED WORK EXPERIENCE

Research Intern – Applied Synthetic Biology

May-August 2024

Silver Spring, MD

• Focus on nanoscale energy and electron transfer in synthesized monolayer.

• Protect clusters of gold in an electroanalytical chemistry lab.

• Organize laboratory notebook for four teams.

• Presented research findings to an audience of 30 students and three chemistry professors.

OTHER WORK EXPERIENCE

Craftsman Chop Co.

Server

July 2022-August 2023

Portage, MI

TECHNICAL SKILLS

Mestrenova, Avogadro, Microsoft Office Suite

ACTIVITIES

Emerging Energies Learning Community

– incorporate business, ethics, and architecture with the application of environmental principles and practices.

• Biology Club (Beta Iota Omicron) – community-oriented, student-led service organization. Initiated

and organized fundraising events and food drives.

EDUCATION

Western Michigan University

Bachelor of Science

Minor: Chemistry

RELATED WORK EXPERIENCE

Research Intern – Applied Synthetic Biology

May-August 2024

Silver Spring, MD

• Focus on nanoscale energy and electron transfer in synthesized monolayer.

• Protect clusters of gold in an electroanalytical chemistry lab.

• Organize laboratory notebook for four teams.

• Presented research findings to an audience of 30 students and three chemistry professors.

OTHER WORK EXPERIENCE

Craftsman Chop Co.

Server

July 2022-August 2023

Portage, MI

GPA: 3.4

Expected: August 2025

TECHNICAL SKILLS

Mestrenova, Avogadro, Microsoft Office Suite

ACTIVITIES

Emerging Energies Learning Community

– incorporate business, ethics, and architecture with the application of environmental principles and practices.

• Biology Club (Beta Iota Omicron) – community-oriented, student-led service organization. Initiated

and organized fundraising events and food drives.

EDUCATION

Western Michigan University

Bachelor of Science

Minor: Chemistry

RELATED WORK EXPERIENCE

Research Intern – Applied Synthetic Biology

May-August 2024

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OTHER WORK EXPERIENCE

Craftsman Chop Co.

Server

July 2022-August 2023

Portage, MI

GPA: 3.4

Expected: August 2025

TECHNICAL SKILLS

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ACTIVITIES

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EDUCATION

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Bachelor of Science

Minor: Chemistry

RELATED WORK EXPERIENCE

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May-August 2024

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July 2022-August 2023

Portage, MI

GPA: 3.4

Expected: August 2025

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Minor: Chemistry

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Server

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Portage, MI

GPA: 3.4

Expected: August 2025

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Minor: Chemistry

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OTHER WORK EXPERIENCE

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Server

July 2022-August 2023

Portage, MI

GPA: 3.4

Expected: August 2025

TECHNICAL SKILLS

Mestrenova, Avogadro, Microsoft Office Suite

ACTIVITIES

Emerging Energies Learning Community

– incorporate business, ethics, and architecture with the application of environmental principles and practices.

• Biology Club (Beta Iota Omicron) – community-oriented, student-led service organization. Initiated

and organized fundraising events and food drives.

CAREER DEVELOPMENT GUIDE

LILY NGUYEN

(333) 456-1234

lily.nguyen@wmich.edu

(987) 222-9900

OBJECTIVE

Seeking a summer 2023 laboratory or research internship in a research or quality control environment, where experience in data collection, analysis, and project management will provide accurate laboratory analyses and presentation of results.

EDUCATION

Western Michigan University

Bachelor of Science

Arts and Sciences

History

Jennifer J. Smalley

(123) 456-7890 | jennifer.j.smalley@wmich.edu | LinkedIn

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

EDUCATION

Bachelor of Science, Western Michigan University
Aviation Management and Operations
Minor: General Business

August 2022

WORK EXPERIENCE

WMU College of Aviation
Student Ambassador

- Maintain excellent working relations with the public and WMU by leading tours for prospective students, alumni of the University, and employer partners.
- Collect and analyze survey data from tour participants to improve visitor experience.

WMU Facilities Management

Fire Safety Technician

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

Pick N Save

Bakery/Deli Clerk Cashier

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

LEADERSHIP EXPERIENCE

American Association of Airport Executives at WMU

Vice President

- Promote national AAAE mission and use project management skills to plan professional development activities for aviation students.
- Exhibit strong communication skills while networking with employers and assisting with campus visits.

Aviation Student Council

Secretary

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

CAREER DEVELOPMENT GUIDE

Michael Day

michael.h.day@wmich.edu | (269) 123-4567

Profile

- Engaged in the conservation of historic objects through coursework, research services, and creating/curating multiple exhibits.
- Effectively interacted with the public on multiple levels as part of the service industry and tourism.
- Strong communicator with active listening, organizational, and leadership skills.

Education

Bachelor of Art in History (minor, French)
Western Michigan University
Lee Honors College

December 2024

Kalamazoo, MI

GPA: 3.8

Paris, France

January-April 2023

Paris, France

January 2023-Present

Boston, MA

May 2024-Present

Boston, MA

The Freedom Trail Foundation

Provide guests with an immersive, historic walking tour of downtown Boston.

- Exhibit a positive attitude while engaging with a variety of guests from all age ranges and from all areas of the world.
- Rely on a large knowledge base to create stories for an informative and fun guest experience.

February-April 2024

Kalamazoo, MI

Curator, Senior Thesis

Western Michigan University, Lee Honors College

Assisted in organizing and maintaining archives, special collections, rare books, and maps.

- Created Power-Point presentations and supported data librarian during workshops.
- Selected objects, researched topics to include in the exhibition, and built exhibit layout.
- Produced a video detailing the repair and wet cleaning processes.

September 2022-April 2024

Kalamazoo, MI

Research Services

Western Michigan University Waldo Library

Assisted in organizing and maintaining archives, special collections, rare books, and maps.

- Created Power-Point presentations and supported data librarian during workshops.
- Collaborated with library staff from multiple departments to benefit guest research initiatives.

Technical Skills

Western Michigan University Waldo Library

Experience with Microsoft Office, Integrated Library System (ILS), content management systems, and Online Computer Library Center (LCLC) cataloging.

Honors and Memberships

Dean's List, Western Michigan University

New England Museum Association, member

Phi Alpha Theta History Honors Society, member

All semesters

2024

2022

CAREER DEVELOPMENT GUIDE

Tika J. Coleman

(123) 456-7890 · tika.j.coleman@wmich.edu

OBJECTIVE

To obtain an internship for the summer of 2025, utilizing strong academic preparation and hands-on experience in aviation maintenance, excellent attention to detail, and the commitment to pursue quality service while upholding safety.

EDUCATION

WESTERN MICHIGAN UNIVERSITY, Kalamazoo, MI

Bachelor of Science in Aviation Technical Operations

Expected April 2026

GPA 3.43

WORK EXPERIENCE

WMU College of Aviation, Battle Creek, MI

Dynamometer, Test Cells

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

Overhauling O-200

Western Michigan University College of Aviation, Battle Creek, MI

Disassembled, organized, and followed Maintenance Manual/Overhaul Manual.

- Cleaned and inspected using NDT equipment and precision measure equipment.
- Assessed, repaired, and maintained equipment using attention to detail.
- Contributed to continuous inventory availability by operating heavy equipment to ship and receive goods.

SKILLS

General repair troubleshooting and maintenance of equipment/systems on WMU aircraft

Basic welding, riveting, fabrication, drafting

VOLUNTEER EXPERIENCE

Habitat for Humanity, Humane Society, PAL Camp Junior Counselor, Adopt-A-Highway

PROFESSIONAL AFFILIATIONS

- Trusted with chapter funding, organizational skills, professionalism, and leadership
- WMU Black Student Union
- Alpha Eta Rho (AHP) WMU Chapter
- Women in Aviation International WMU Chapter

Professional Asian Pilots Association WMU Chapter

Apr 2023-Present

Aviation

Flight Science

Jacob Soga

269-123-4567
jacob.soga@wmich.edu

Objective

To obtain an internship with Delta Airlines for summer 2025. Striving to put forth a strong work ethic and enthusiastic outlook with customers and team members, while ensuring safe and timely operations under all conditions.

Education

Western Michigan University, Kalamazoo MI

Bachelor of Science in Aviation Flight Sciences

Dec 2025

GPA: 3.25

Flight Experience

Commercial Single-Engine Training – Cirrus SR-20

Commercial Multi-Engine Training – PA-44 Seminole

Spin Endorsement Training – 8KCAB Super Decathlon

Instrument Training – Cirrus SR-20

Private Pilot Training – Cirrus SR-20

Commercial Single-Engine Training – Cirrus SR-20

Commercial Multi-Engine Training – PA-44 Seminole

Spin Endorsement Training – 8KCAB Super Decathlon

Instrument Training – Cirrus SR-20

Private Pilot Training – Cirrus SR-20

Commercial Single-Engine Training – Cirrus SR-20

Commercial Multi-Engine Training – PA-44 Seminole

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

Instrument Rating – 3788282

FCC Restricted Radiotelephone Operators Permit – RR00116021

FAA First Class Medical Certificate – GX-0860679

US Passport: Current, Unrestricted

CPR/AED Certified

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

Synthetic vision, DFC100 Autopilot, Skywatch 497, Garmin GTX327

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

CPR/AED Certified

Work Experience

Belle Tire, Tire & Glass Technician, Kalamazoo MI

Nov 2021-Present

- Assess and repair vehicles, operate according to company safety standards, and provide high customer satisfaction based on recorded survey data.
- Train new technicians on operational procedures and customer expectations.

Precision Roofing Inc., Roofer, Kalamazoo MI

May 2020-Oct 2021

- Roofing, general carpentry, gutter installation, and clean up.
- Provided safe and timely performance, worked efficiently with team, and helped problem-solve when issues arose.

Professional Asian Pilots Association WMU Chapter

Apr 2023-Present

Business

Computer Information Systems

Charles Blanthey

(269) 123-4567 • charles.m.blanthey@wmich.edu • www.linkedin.com/in/charles-blanthey

EDUCATION

Western Michigan University **Haworth College of Business**
Bachelor of Business Administration
Major: Personal Financial Planning
 • CFP Board Registered Program
Minors: Leadership & Business Strategy **General Business**
Kalamazoo Valley Community College, Kalamazoo, MI
Associate of Arts, Business Administration

FINANCIAL SERVICES EXPERIENCE

IYMI Capital Management
Health Management Intern
 • Aiding wealth managers in servicing client needs, including responding to inquiries, preparing client reports, and handling administrative tasks related to client accounts.
 • Assisting in portfolio construction and management activities such as asset allocation, risk assessment, and performance monitoring.
 • Utilizing wealth management software and tools to input and analyze client data, track investment performance, and generate reports.
 • Building client relationships by participating in meetings, conference calls, and client events, and providing excellent customer service.

OTHER PROFESSIONAL EXPERIENCE

Shannondale-Mahogany Swim Club
Lifeguard Manager
 • Supervised lifeguard team of 11 and monitored daily pool activities and lifeguard performance.
 • Developed employee schedules every month and assigned daily tasks and pool activities.

ORGANIZATIONAL AFFILIATIONS

Financial Planning Association
Lifeguard/BAC Associate
 • Attended events with a diverse group of members to build industry knowledge.
 • Conduct swimmer instructional lessons with varying aged participants to share optimal swim techniques and promote strength-building.
Delta Sigma Pi, National Co-Business Fraternity
 • Create relationships with like-minded students and business professionals to aid personal development.
Financial Services Club
 • Attended speaker events given by several financial professionals to build industry knowledge.

VOLUNTEER ACTIVITIES

Camp Catch-A-Rainbow
 • Volunteer Counselor for young children who are currently going through cancer treatment or are in remission.

Andrew Warner

andrew.c.warner@wmich.edu

(269) 458-7810

CAREER DEVELOPMENT GUIDE

Business

Computer Information Systems

Andrew Warner

andrew.c.warner@wmich.edu

(269) 458-7810

EDUCATION

Western Michigan University **Haworth University**
Bachelor of Business Administration
Major: Computer Information Systems

Expected Graduation: Spring 2026

Current GPA: 3.87

Professional Experience

BEP Peer Educator
 Zhang Career Center at Western Michigan University, Kalamazoo, MI

Graduation: May 2023

GPA: 3.37/4.00

FINANCIAL SERVICES EXPERIENCE

IYMI Capital Management
Health Management Intern
 • Aiding wealth managers in servicing client needs, including responding to inquiries, preparing client reports, and handling administrative tasks related to client accounts.

• Assisting in portfolio construction and management activities such as asset allocation, risk assessment, and performance monitoring.

• Utilizing wealth management software and tools to input and analyze client data, track investment performance, and generate reports.

• Building client relationships by participating in meetings, conference calls, and client events, and providing excellent customer service.

TECHNICAL SKILLS

Bronco Bash, Driver
 Western Michigan University, Kalamazoo, MI

September 2023 - April 2024

• Programmed: Advanced-C/C++, Python; Java, JavaScript

• Databases: MySQL, MongoDB, DynamoDB

• Libraries and Tools: Flask, Bootstrap, Django, Sass

• Technology: React, .NET, WordPress, Wireshark

VOLUNTEER EXPERIENCE

Haworth College of Business Career Fair Employer Shuttle Driver
 Western Michigan University, Kalamazoo, MI

November 2023

• Shuttled employees and their equipment from East Campus to West Campus.

• Communicated with task force to ensure that the shuttles were running in an efficient order.

CLEANING, MILITARY, GRAVESTONES

Fort Custer Military Base, Augusta, MI
 Fort Custer Military Base, Augusta, MI

November 2021

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

CERTIFICATIONS

Web Development by University of Michigan on Coursera

• Advance Python Course on Udemy

CAREER DEVELOPMENT GUIDE

Business

Marketing

Susan P. Sullivan

susan.p.sullivan@wmich.edu | 269-123-4567 | www.linkedin.com/in/SusanSullivan

EDUCATION

Western Michigan University-Haworth College of Business
Bachelor of Business Administration

Major: Marketing

Minor: General Business

GPA: 3.9 Summa Cum Laude

WORK EXPERIENCE

Zhang Career Center, Kalamazoo MI
Peer Educator

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Collaborated with higher-level staff to market professional development events by presenting information visually and verbally to engage the audience.

• Provided service and mentorship to students by critiquing resumes and supporting student engagement.

CERTIFICATIONS

Anyways Pub and Grill, Bloomingdale IL
Senior Server

August 2022 - April 2024

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Utilized professionalism and excellent communication skills when interacting with over 50 customers daily.

• Impressed and delivered a fulfilling serving experience while customers were dining.

• Handled any guest and internal customer complaints, inquiries, a courteous and efficient manner, and followed through to make sure they were resolved satisfactorily.

PROFESSIONAL DEVELOPMENT

Western Business Network
President

September 2023 - Present

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Coordinate, plan, and delegate with 11 member executive board team to execute successful events.

• Organized and executed MODA x WIN Fashion Show collaboration to showcase women's business casual and professional outfits with 22 attendees.

• Partnered with Unilever University and expanded my knowledge of the education system, cultural differences, and opportunities for the students in the area.

HONORS AND INVOLVEMENT

Digital Marketing Club
Participant

September 2023 - Present

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Participated in the Business Internship Program, an experiential program through the Haworth College of Business at Western Michigan University designed to stimulate career advancements.

• Collaborated with business professionals to discover various career employment options and management approaches in the workplace.

• Developed and strengthened my network of corporate employees and business students.

SERVANT LEADERSHIP

State of Michigan Go-Learn Field Supervisor
Extern

September 2023 - Present

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Evaluated superior verbal and written communication skills to deliver engaging presentations to senior leadership.

• Managed a team of approximately 20 people.

• Crafted, assisted, and implemented 15+ new initiatives to improve student life, such as establishing a Student Social Justice Fund.

• Critiqued hundreds of resumes to help business students find a desired future employment.

• Leveraged superior verbal and written communication skills to deliver engaging presentations to senior leadership.

• Managed a team of approximately 20 people.

• Crafted, assisted, and implemented 15+ new initiatives to improve student life, such as establishing a Student Social Justice Fund.

• Facilitated staffing across all state district and championship events.

• Facilitated staffing across all state district and championship events.

Business

Finance

Business

MBA

James Buffet

james.p.buffet@wmich.edu | (269) 123-4567

OBJECTIVE

Results-driven marketing professional with an MBA specializing in Marketing & Artificial Intelligence, seeking to leverage 4+ years of experience in strategy, marketing, data analysis, and cross-functional collaboration to contribute to United Airlines as a Senior Analyst. Committed to developing and implementing innovative network strategies, crafting compelling narratives, and supporting key initiatives to maximize profitability, schedule utility, and operational feasibility.

EDUCATION

Master of Business Administration
 Western Michigan University, Haworth College of Business

Specialization: Marketing & Artificial Intelligence

• Thurgood Marshall Fellowship Recipient

Aug 2022 - Present

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Collaborated with higher-level staff to market professional development events by presenting information visually and verbally to engage the audience.

• Provided service and mentorship to students by critiquing resumes and supporting student engagement.

WORK EXPERIENCE

Marketing Co-Chair, NGPA | Remote

Nov. 2017 - Present

Kalamazoo, MI

Expected Graduation: April 2024

Kalamazoo, MI

Expected Graduation: April 2025

Zhang Career Center Program Catalog for the 2023-2024 school year.

• Manage a team of four (4) marketing volunteers and administer a budget of \$50,000.

• Led the search and retention of a new social media contractor that more effectively aligned with organizational needs and resulted in a \$20,000 annual savings.

• Leveraged strategic investment, curtailed to propel NGPA's social success. Achieved substantial year-to-date growth: +6.2% in audience +57.9% in engagement, and +1,498% in reach across Facebook, Instagram, and LinkedIn.

• Produced and distributed frequent press releases regarding events, organizational news, etc. as necessary.

• Lead organizational marketing project management by influencing creativity while ensuring on-time and on-budget project

Business Supply Chain

Lauren Dunn

(269) 123-4567 • lauren.m.dunn@wmich.edu • www.linkedin.com/in/lauren-dunn/

EDUCATION:
Western Michigan University
Bachelor of Business Administration
Major: Human Resource Management
Ethics & Sustainability Study Abroad (Danejeeling & Bangalore, India)

EDUCATION:
Western Michigan University; Haworth College of Business | Lee Honors College
Graduation: April 2024
GPA: 4.00
December 2023

EDUCATION:
Western Michigan University; Haworth College of Business | Lee Honors College
Graduation: May 2025
GPA: 3.824
Dean's List Honoree

WORK EXPERIENCE:
Haworth College of Business, Kalamazoo MI
Student Ambassador
• Assist in planning and facilitating recruiting events for incoming freshmen and transfer students.
• Provide personalized tours for incoming students to ensure they have accurate and detailed information when making their college decisions.
• Actively build meaningful connections with prospective students and alumni through events and visits.

December 2022-Present
Kalamazoo MI
Graduation: April 2024
GPA: 4.00
December 2023

Graduation: May 2025
GPA: 3.824
Dean's List Honoree

WORK EXPERIENCE:
Zhang Career Center, Kalamazoo MI
Senior Career Peer Educator
• Create new and innovative programs to engage and build professional skills among students.
• Effectively plan and facilitate the Business Internship Program and the WIRID programs.
• Coach and assist peers with resumes and mock interviews.

December 2022-Present
Zhang Career Center, Kalamazoo MI
Graduation: April 2024
GPA: 4.00
December 2023

Graduation: May 2025
GPA: 3.824
Dean's List Honoree

WORK EXPERIENCE:
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
• Created and implemented a new set of global guidelines in 5 regions surrounding broad-based cash retention.
• Strengthened skills in vendor and project management by assisting and implementing a project that focused on changes to the company stock plan.
• Drafted and audited 180+ MEP letters to notify employees of awards to deliver flawless execution in under 24 hours.

May 2022-August 2023
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
Graduation: April 2024
GPA: 3.55
December 2022

Graduation: May 2025
GPA: 3.55
December 2022

HONORS & PROFESSIONAL AFFILIATIONS:
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

January 2022-Present
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

January 2022-Present
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

EDUCATION:
Delta Sigma Pi
Senior Vice President (2022); Vice President of Pledge Education (2021)

November 2020-Present
Delta Sigma Pi
Senior Vice President (2022); Vice President of Pledge Education (2021)

September 2021-December 2021
Student Recreation Center, Kalamazoo MI
Facility Manager
• Learned how to manage intense situations and pivot quickly to handle various emergencies.
• Developed team management skills by leading six team members through daily operations.
• Acquired the skills to effectively adapt to handle new and enriching challenges each shift.

December 2021-Present
Student Recreation Center, Kalamazoo MI
Facility Manager
• Learned how to manage intense situations and pivot quickly to handle various emergencies.
• Developed team management skills by leading six team members through daily operations.
• Acquired the skills to effectively adapt to handle new and enriching challenges each shift.

TEACHING EXPERIENCE:
Stryker, Kalamazoo MI
IT Training and Development Intern
• Further built out the IT development depot. Identified courses, experiences, and resources to support the development of IT employees against key competencies.
• Helped design a proposal for a three-segment rotational program that will be implemented within the IT function within the next year.
• Named and helped build the "Gold Standard" onboarding and professional development program starting with an extensive Teams and SharePoint Site.

May 2022-August 2022
Stryker, Kalamazoo MI
IT Training and Development Intern
Graduation: April 2022
GPA: 3.55
December 2022

Graduation: May 2025
GPA: 3.55
December 2022

HONORS & PROFESSIONAL AFFILIATIONS:
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

January 2022-Present
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

January 2022-Present
Society of Excellence in Human Resources (SEHR)
VP of Operations (2023-2024)

EDUCATION:
Delta Sigma Pi
Senior Vice President (2022); Vice President of Pledge Education (2021)

November 2020-Present
Delta Sigma Pi
Senior Vice President (2022); Vice President of Pledge Education (2021)

September 2021-December 2021
Student Recreation Center, Kalamazoo MI
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December 2021-Present
Student Recreation Center, Kalamazoo MI
Facility Manager
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• Acquired the skills to effectively adapt to handle new and enriching challenges each shift.

TEACHING EXPERIENCE:
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
• Created and implemented a new set of global guidelines in 5 regions surrounding broad-based cash retention.
• Strengthened skills in vendor and project management by assisting and implementing a project that focused on changes to the company stock plan.
• Drafted and audited 180+ MEP letters to notify employees of awards to deliver flawless execution in under 24 hours.

May 2022-August 2023
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
Graduation: April 2024
GPA: 3.55
December 2022

Graduation: May 2025
GPA: 3.55
December 2022

TEACHING EXPERIENCE:
Zhang Career Center, Kalamazoo MI
Senior Career Peer Educator
• Create new and innovative programs to engage and build professional skills among students.
• Effectively plan and facilitate the Business Internship Program and the WIRID programs.
• Coach and assist peers with resumes and mock interviews.

December 2022-Present
Zhang Career Center, Kalamazoo MI
Graduation: April 2024
GPA: 4.00
December 2023

Graduation: May 2025
GPA: 4.00
December 2023

TEACHING EXPERIENCE:
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
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May 2022-August 2023
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
Graduation: April 2024
GPA: 3.55
December 2022

Graduation: May 2025
GPA: 3.55
December 2022

TEACHING EXPERIENCE:
Zhang Career Center, Kalamazoo MI
Senior Career Peer Educator
• Create new and innovative programs to engage and build professional skills among students.
• Effectively plan and facilitate the Business Internship Program and the WIRID programs.
• Coach and assist peers with resumes and mock interviews.

December 2022-Present
Zhang Career Center, Kalamazoo MI
Graduation: April 2024
GPA: 4.00
December 2023

Graduation: May 2025
GPA: 4.00
December 2023

TEACHING EXPERIENCE:
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
• Created and implemented a new set of global guidelines in 5 regions surrounding broad-based cash retention.
• Strengthened skills in vendor and project management by assisting and implementing a project that focused on changes to the company stock plan.
• Drafted and audited 180+ MEP letters to notify employees of awards to deliver flawless execution in under 24 hours.

May 2022-August 2023
Whirlpool, Benton Harbor
Human Resource Development Intern (Supporting Compensation/COE)
Graduation: April 2024
GPA: 3.55
December 2022

Graduation: May 2025
GPA: 3.55
December 2022

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December 2023

Graduation: May 2025
GPA: 4.

Education and Human Development

Elementary Education

KEMAH SHARMA

kemah.sharma@wmich.edu | (331) 456-7890

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

EDUCATION

Bachelor of Science in Education
Western Michigan University | Minor: Mathematics/Science
Major: Elementary Education | Minors: Mathematics/Science
GPA: 3.30

Certifications:

Michigan Standard Teaching Certificate
Elementary Education (ZG) K-5 All Subjects; K-8 All Subjects (self-contained classroom);
6-12 English (BA); 6-12 Mathematics (EX)
Adult/Child CPR, First Aid

TEACHING EXPERIENCE

Indian Prairie Elementary, Kalamazoo Public Schools
Portage, MI
Intern Teacher
January-June 2024
Instructed and assessed 19 second grade students in all core subject areas.
Incorporated cooperative learning groups with clearly defined roles to assist students in the development of higher-level thinking skills.
Modified and accommodated assignments and assessments for students with learning disabilities.
Implemented research-based management strategies, including group contingencies for behavior compliance, social contracts, and individual daily behavior charts.

Angling Road Elementary, Portage Public Schools

Intern Teacher
Portage, MI
January-June 2024
Provided core academic instruction virtually to third grade students both with and without disabilities.
Planned instruction using Common Core Standards and the Universal Design for Learning to meet the needs of students.
Modified assignments and assessments for students with learning disabilities.
Developed and implemented hands-on math lessons using cooperative learning groups to increase students' ability to comprehend basic concepts.
Utilized individualized daily behavior charts to assist students with making positive choices.

Galesburg-Augusta Middle School, Galesburg-Augusta Community Schools

Pre-Intern Teacher
Galesburg, MI
September-December 2023
Observed and assisted with instruction for sixth-grade students identified as having learning disabilities.
Developed and implemented hands-on math lessons using cooperative learning groups to increase students' ability to comprehend basic concepts.
Utilized individualized daily behavior charts to assist students with making positive choices.

COMMUNITY WORK EXPERIENCE

Community Health Educator/Teen Programming Assistant

North Middle School, Portage Public Schools
Portage, MI
Intern Teacher
January 2023-June 2024
Created an assimilation classroom environment to actively engage 6-8 grade students with hands-on learning in the areas of parenting, consumer education, and essential living skills.

Facilitate communication and guidance with sensitive subject matter including abuse, addictions, health/nutrition education, and teenage pregnancy.
Teach two parenting classes involving the development and implementation of lesson plans, student assessment and effective classroom management to create a healthy learning environment.

Community Health Educator/Volunteer

North Middle, Central Middle and West Middle Schools, Portage Public Schools
Portage, MI
Volunteer
January 2021-December 2022
Visually and created afterschool writing workshop for middle school students to encourage and nurture interest in writing, particularly the science fiction genre.
Developed lessons and activities, provided feedback and positive reinforcement to students, coached students with presenting/reading individual works, and inspired self-confidence and excitement about writing.

OTHER WORK EXPERIENCE

WMU Writing Center

Volunteer
Kalamazoo, MI
November 2021-Present
Assist writers of all levels and abilities with effective communication and development of critical thinking.
Practice patience and empathy during one-on-one appointments with clients and genre specific workshops.

TECHNICAL SKILLS

Microsoft Office, Blackboard Learn, Google Classroom, Google Meet, Zoom, Teams

Spring Valley Elementary School, Kalamazoo Public Schools

Pre-Intern Teacher

Kalamazoo, MI
January-June 2023

- Co-facilitated instruction using the Four Blocks literacy framework for 23rd graders.
- Worked individually with struggling readers using curriculum-based measurement to assess student needs and provide intervention.

OTHER WORK EXPERIENCE

Old Burdick's

Kalamazoo, MI
Host
May 2021-December 2023

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

Dorothy J. McGinnis Reading Center, Western Michigan University

Reading Tutor

Kalamazoo, MI
January-April 2021

- Worked one-on-one in a virtual capacity with six second-grade students to increase decoding and fluency skills in reading.
- Administered multiple assessments, including Retrospective Mispell Analysis, to determine the student's reading level.
- Collaborated with families and community services for the well-being of the client while supporting emotional and physical development.

Lansing Area Parents' Respite Center

Respite Care Provider

Lansing, MI
April-August 2019

- Provided care for children and adults with disabilities in their homes, at an after-school program, and at a weekend respite home.
- Assisted with medication disbursement, implementing behavior management, and collecting data.
- Collaborated with families and community services for the well-being of the client while supporting emotional and physical development.

ACTIVITIES, AWARDS, VOLUNTEERING

Aspiring Educators of Michigan at WMU

Indian Student Association at WMU

Mary Lynn Marquard Elementary Education Scholarship
Volunteer, Family Storytime, Okemos Library
(summers) 2017-2018

TECHNOLOGY SKILLS

- Proficient using Webex; Microsoft Word, PowerPoint, and Access; InDesign.
- Experience using Canvas, Blackboard Learn, and Microsoft Excel.

CAREER DEVELOPMENT GUIDE

Education and Human Development

Elementary Education

Education and Human Development

Exercise Science

Tildy Schaffer

matilda.schaffer@wmich.edu | (987) 777-4321

Seeking to contribute educational knowledge and hands-on experience as an athletic trainer with Grand Rapids Public Schools. Striving to provide assistance to team coaches and players regarding proper conditioning, training, and recovery to enhance health awareness and safety.

Education

Bachelor of Science
Western Michigan University
Major: Exercise Science with concentration in strength and conditioning
Minor: Psychology
Certifications:
American Heart Association CPR/AED
American Red Cross First Aid

Experience

Student Athlete Trainer
WMU Athletics, Department of Athletic Training
Intern
Bronson Athletic Club
August 2025
Kalamazoo, MI
GPA: 3.58

- Administer fitness assessments to patrons of all ages to determine baseline condition and progress.
- Apply safety standards while demonstrating use of fitness equipment including cardio and resistance training to promote proper technique and reduce risk of injury.
- Consult with patrons to personalize workout plans for successful results with general fitness, weight loss, or improved flexibility.

Student Athlete Trainer
WMU Athletics, Department of Athletic Training
Intern
Jimmy John's
September 2022-April 2024
Kalamazoo, MI

- Assisted athletic trainer with women's basketball and track & field athletes during practices and games; used empathy when encouraging and supporting athletes in stressful/painful situations.
- Provided for the preventive and rehabilitative taping and support of ankles, knees, elbows, wrists, and other joints; muscle groups; and body structures as needed by athletes.
- Tracked, ordered, and organized supplies with detail and accuracy, and prepared team emergency kits to ensure safety and care.

Volunteering & Professional Affiliations

Essential Needs Food Pantry, volunteer
Kalamazoo, MI
January-August 2022
2023-Present

National Athletic Trainers' Association, member
2022-Present

Michigan Athletic Trainers' Society, member
2022-Present

Academic Honors

WMU Dean's List
All semesters

Education and Human Development

Fashion Merchandising

LORRAINE BOSTIC

(269) 321-4567 | lorrainegbostic@wmich.edu

Responsible, technical proficient nutrition and dietetics professional seeking a Clinical Dietitian position with Bronson Healthcare. Contributing knowledge and experience to effectively assess patient nutrition needs, develop nutrition care plans, communicate information and results with compassion, and strive for improvement of patient well-being.

EDUCATION

Bachelor of Science Nutrition & Dietetics (ACEND accredited)

Western Michigan University, Kalamazoo, MI

Registered Dietitian Nutritionist Certification

April 2024
GPA: 3.35
January 2025

RELATED EXPERIENCE

Dietitian Intern

Mary Free Bed Rehabilitation Hospital, Grand Rapids, MI

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

OTHER WORK EXPERIENCE

Sales Representative

T-Mobile

- Provided service for new and existing telephone customers seeking to update or purchase new telephone equipment and hardware.
- Collaborated with technical team to identify and resolve customer issues in a timely manner.

PROFESSIONAL AFFILIATIONS/VOLUNTEERING

Academy of Nutrition and Dietetics

Student Dietetic Association (WMU)

Coach, Girls on the Run

Healthy Babies, Healthy Start Program (Kalamazoo County)

TECHNOLOGY

Microsoft Office, familiar with medical terminology and Electronic Medical Records, Canva.

CAREER DEVELOPMENT GUIDE

Education and Human Development

Fashion Merchandising

Alexandra Delano

(808) 321-1234 | alexandra.b.delano@wmich.edu | LinkedIn: Alexandra Delano

OBJECTIVE

Bilingual, aspiring visual merchandiser seeking a full-time position with Urban Outfitters. Recent fashion merchandising graduate eager to offer enthusiastic and passionate approach to create eye-catching displays that increase sales and build on the strong brand image for Urban Outfitters.

EDUCATION

April 2024
Bachelor of Science: Fashion Merchandising
Western Michigan University
Minor: Event Management
GPA: 3.6

EXPERIENCE

June 2023-Current
Francesca's
Stylist
June 2023-Current
Portage, MI
Assisted lead visual merchandiser to interpret brand guidelines for eye-catching visual displays.
Organized and arranged apparel and accessories to create a consistent quality store presentation.
Monitor current trends to provide excellent customer service and style advice to customers.

Brand Associate

January 2021-June 2023
GAP
Lansing, MI

- Consistently met or exceeded monthly sales goals by collaborating with customers and offering personalized style advice.
- Increased new credit card applicants by 12% in the first three months of employment.
- Served as a leader in helping new associates adjust to the GAP culture.
- Managed biweekly shipments in a quick and accurate manner.

SKILLS

Fluent in Spanish
Quick Learner
Microsoft Office Suite
Adobe Illustrator

HONORS/ACTIVITIES

Member and Stylist
WMU Merchandising Opportunities and Design Association (MODA)
Assisted in event planning and model fitting for yearly fashion show
Created a cohesive look for MODA show and selected models to walk the runway
Earned award for "Best Styled Line" in April 2023 fashion show

VOLUNTEER EXPERIENCE

Volunteer Leader, Girl Scouts of America, Lansing, MI
Coordinated, mentored, and trained several scout troops with a positive, can-do spirit.
Summers: 2018-2019
Applied leadership skills to manage weekly meetings and organize yearly summer camps.

CAREER DEVELOPMENT GUIDE

CAREER DEVELOPMENT GUIDE

Education and Human Development

Organizational Change Leadership, Masters

Valaria Tan, page 2

Other Experience

Research Assistant
Western Michigan University
December 2023-June 2024
Kalamazoo, MI
Assisted in event planning and model fitting for yearly fashion show
Created a cohesive look for MODA show and selected models to walk the runway
Earned award for "Best Styled Line" in April 2023 fashion show

Founder and President

International Student Council (ISC)
July 2022-Dec 2022
Kalamazoo, MI
Led 12 executive board members of diverse cultural backgrounds.
Forged partnerships with 30 international student organizations and collaborated with various school departments to address student concerns and improve institutional policies and practices.

Founder and President

Financial Planning Association at Western Michigan University
August 2021-April 2022
Kalamazoo, MI
Organized and facilitated career development and networking events with financial companies to enhance students' understanding of career opportunities and industry knowledge.

Additional Campus Activities

WMU Faculty Senate International Education Council, member
September 2021-April 2023
International Festival
All semesters
Honors
WMU Dean's List
Lee Honors College
Psi Chi National Honor Society
Diether H. Haenicke Scholarship Award
Languages
Malay (native), English (fluent), Mandarin (Intermediate)

Education and Human Development

Nutrition and Dietetics

EDUCATION

LORRAINE BOSTIC

(269) 321-4567 | lorrainegbostic@wmich.edu

Responsible, technical proficient nutrition and dietetics professional seeking a Clinical Dietitian position with Bronson Healthcare. Contributing knowledge and experience to effectively assess patient nutrition needs, develop nutrition care plans, communicate information and results with compassion, and strive for improvement of patient well-being.

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OTHER WORK EXPERIENCE

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PROFESSIONAL AFFILIATIONS/VOLUNTEERING

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Student Dietetic Association (WMU)

Coach, Girls on the Run

Healthy Babies, Healthy Start Program (Kalamazoo County)

TECHNOLOGY

Microsoft Office, familiar with medical terminology and Electronic Medical Records, Canva.

Engineering

Chemical

Gabrielle Brooks-Jackson

gabrielle.brooks-jackson@wmich.edu | (123) 345-5432

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

Education

Bachelor of Science in Engineering
Western Michigan University
Major: Chemical Engineering

Internship Experience

Atherosclerosis Research Laboratory Assistant
Northeastern University/Chemical Engineering

- Collaborated with a team to determine the root cause and prevention of atherosclerosis.
- Improved the purification process of PEIPC through chromatography, monitored by mass spectrometry.
- Tested and analyzed protein interaction and signaling through western blotting, gel electrophoresis, PCR, and tissue culture work.

Other Work Experience

Student Ambassador
WMU College of Engineering Advising Office

- Assist academic advisors with reports and projects as needed to maintain efficient operations and help students with academic planning.
- Greet guests in-person and on the phone in a friendly manner and promptly address their needs.
- Utilize College resources and excellent communication skills to respond quickly and accurately to messages received in the advising office email account.

Inside Crew

Cottage Inn Pizza
Cottage Inn Pizza

- Strictly follow health and safety standards to prepare ingredients and fill customer orders as specified, in a high-stress, high-volume environment.
- Provide customers with a pleasant experience by sharing knowledge of products, patiently answering questions, and resolving issues to encourage return visits.

Leadership & Volunteer Experience

Emerging Leaders for Communities in Schools of Kalamazoo

- Tutored and encouraged students individually and in groups to support academics and personal success.
- Relay for Life
- Applied organizational skills in coordinating the team and fund raisers and assisting with main event tasks.
- Mission Trips to Nicaragua and Costa Rica
- Connected with the people, communities, and hospital, providing support to local maternity clinic.

Activities & Memberships

Society of Women in Engineering, WMU Chapter (Treasurer, 2023-2024)

September 2022-Present

September 2021-Present

Technical Skills

Microsoft Office, MATLAB, lab equipment including mass spectrometer, chromatograph, microplate reader.

Deacon Bell

(789) 654-3210

deacon.bell@wmich.edu

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

Education

Expected: April 2026

Kalamazoo MI
GPA: 3.30

Related Experience

May-August 2024

Boston, MA

Sales Intern

August 2022-Present

Kalamazoo, MI

Other Work Experience

July 2022-Present

Kalamazoo, MI

Leadership & Volunteer Experience

July 2022-Present

Kalamazoo, MI

Activities & Memberships

September 2022-Present

September 2021-Present

Technical Skills

WMU Dean's List (undergrad)

AFFOTC Commendation Award

Honors

September 2021-April 2022

Kalamazoo, MI

Other Work Experience

September 2020

All semesters

Education

Expected: April 2026

Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

Leadership & Volunteer Experience

January 2021-June 2022

Kalamazoo, MI

Activities & Memberships

January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

Affordable

Honors

September 2021-April 2022

Kalamazoo, MI

Education

Expected: April 2026

Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

Activities & Memberships

January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

September 2021-April 2022

Kalamazoo, MI

Education

Expected: April 2026

Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

Activities & Memberships

January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

September 2021-April 2022

Kalamazoo, MI

Education

Expected: April 2026

Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

Activities & Memberships

January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

September 2021-April 2022

Kalamazoo, MI

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Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

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Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

September 2021-April 2022

Kalamazoo, MI

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Expected: April 2026

Kalamazoo, MI

Experience

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Kalamazoo, MI

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January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

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Kalamazoo, MI

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Kalamazoo, MI

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Kalamazoo, MI

Activities & Memberships

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Kalamazoo, MI

Technical Skills

WMU Student Success Center

Afford

Honors

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Kalamazoo, MI

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Kalamazoo, MI

Experience

July 2021-June 2022

Kalamazoo, MI

Activities & Memberships

January 2021-June 2022

Kalamazoo, MI

Technical Skills

WMU Student Success Center

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Engineering

Industrial and
Entrepreneurial

Senna Lance

senna.lance@wmich.edu | (269) xxx-xxxx | LinkedIn

Dedicated industrial engineering student focused on leveraging engineering principles and expertise to enhance people's lives in the community. Proficient in optimizing processes and operations for maximum efficiency. Passionate about creating sustainable solutions that make a positive impact on society. Looking forward to contributing to transformative projects in the healthcare and manufacturing industry.

Education

Bachelor of Science in Engineering

Western Michigan University
Major: Industrial & Entrepreneurial Engineering
Minors: Leadership & Business Strategy, Applied Mathematics

Skills / Academic Progress

- Lean Manufacturing
- Data & Statistical Analysis
- Sales Forecasting
- Process Simulation

Work Experience

Total Industrial Engineering Co-Op 2

DENSO

- Lean Manufacturing implementation and support plant wide to improve efficiency and reduce lead time.
- Develop and design tools, jigs, flow racks to resolve manufacturing problems.
- Support special projects such as productivity, capacity, changeover, area layout improvements as well as defect reduction.
- Develop and prepare presentations to all levels of management on assigned projects, tasks, and deliverables.

Grading Assistant – Quality Assurance and Control

Western Michigan University

- Graded student's homework, tests and provided course assistance throughout semester.

Supply Chain Intern

Parker Hannifin Corporation

- Obtained and updated order acknowledgements, lead times, price adjustments.
- Completed analysis on cost, delivery, and quality for project to improve internal powder coat line.

Furniture Service Employee

Vandenbush & Sons Furniture

- Categorized imported furniture to increase productivity and process efficiency.
- Unpack, assemble, repair, and deliver household furniture to customers.

Achievement & Certifications

Six Sigma Green Belt Certification (2022)

1st Place WMU Innovation Expo Competition (2023)

3rd Place WMU Business Pitch Competition (2021)

Activities & Honors

WMU Institute of Industrial and Systems Engineers (IUSE)

Alpha Pi Mu – Industrial Engineering National Honor Society member

Alpha Lambda Delta – National Honor Society member

Education

Bachelor of Fine Arts in Dance

College of Fine Arts, Western Michigan University

TEACHING EXPERIENCE

Dalton Exceptional Dance Major

Lou Conte

Urban Jamm

The Edge Scholarship

Int'l Dance Challenge, Center Stage Award

Dance America-Finalist, Dancer of the Year

Dance For Life Summer Workshop

Outstanding Dance Major Scholarship

Wendy Cornish Scholarship

Broadway Dance Center

River North Workshop

Co. Dance-Finalist, Dancer of the Year

Chicago Human Rhythm Project

TRAININGS / AWARDS / SCHOLARSHIPS

• Dalton Exceptional Dance Major

• Lou Conte

• Urban Jamm

• The Edge Scholarship

• Int'l Dance Challenge, Center Stage Award

• Dance America-Finalist, Dancer of the Year

• Dance For Life Summer Workshop

• Outstanding Dance Major Scholarship

• Wendy Cornish Scholarship

• Broadway Dance Center

• River North Workshop

• Co. Dance-Finalist, Dancer of the Year

• Chicago Human Rhythm Project

Fine Arts

Dance

Angela Fraze

Chicago, IL | 312.555.2222 | angela.fraze@wmich.edu

EDUCATION

Bachelor of Fine Arts in Dance

College of Fine Arts, Western Michigan University

TEACHING EXPERIENCE

Education for the Arts

Shayna's Dance Krazez

Center For Dance

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CAREER DEVELOPMENT GUIDE

Engineering

Engineering Design
Technology

Timothy Benjamin

timothy.j.benjamin@wmich.edu | (987) 654-3211

EDUCATION

Bachelor of Science

Western Michigan University

Major: Engineering Design Technology

Minor: Entrepreneurship

INTERNSHIP EXPERIENCE

Expected Graduation: April 2025

Kalamazoo, MI

GPA: 3.70

Gray Iron Foundry Engineering Co-Op

Vehicle Engineering Intern

General Motors

Skills / Academic Progress

- Collaborative Teamwork
- Technical Communication
- Continuous Improvement
- Project Management

Work Experience

Total Industrial Engineering Co-Op 2

DENSO

- Lean Manufacturing implementation and support plant wide to improve efficiency and reduce lead time.
- Develop and design tools, jigs, flow racks to resolve manufacturing problems.
- Support special projects such as productivity, capacity, changeover, area layout improvements as well as defect reduction.
- Develop and prepare presentations to all levels of management on assigned projects, tasks, and deliverables.

Grading Assistant – Quality Assurance and Control

Western Michigan University

- Graded student's homework, tests and provided course assistance throughout semester.

Supply Chain Intern

Parker Hannifin Corporation

- Obtained and updated order acknowledgements, lead times, price adjustments.
- Completed analysis on cost, delivery, and quality for project to improve internal powder coat line.

Furniture Service Employee

Vandenbush & Sons Furniture

- Categorized imported furniture to increase productivity and process efficiency.
- Unpack, assemble, repair, and deliver household furniture to customers.

Achievement & Certifications

Six Sigma Green Belt Certification (2022)

1st Place WMU Innovation Expo Competition (2023)

3rd Place WMU Business Pitch Competition (2021)

Activities & Honors

WMU Institute of Industrial and Systems Engineers (IUSE)

Alpha Pi Mu – Industrial Engineering National Honor Society member

Alpha Lambda Delta – National Honor Society member

PERFORMANCES

• Attelua

• Red Salvation

• El Otro Lado

• Kennedy Center: The End

• The 40's

• How Long Brethren?

• In My Mind

• Kennedy Center: Suite Otis

• Suite Otis

• Juvenskool

DANCE COMPANIES

• Western Dance Project

• Center Stage Dance Company

TEACHING EXPERIENCE

• Dalton Exceptional Dance Major

• Lou Conte

• Urban Jamm

• The Edge Scholarship

TRAININGS / AWARDS / SCHOLARSHIPS

• Dalton Exceptional Dance Major

• Lou Conte

• Urban Jamm

• The Edge Scholarship

PERFORMANCES

• Robert Battle

• Tony Caliucci

• Carolyn Pavlik

• David Curwen

• Lou Conte

• Diane McIntyre

• Mark Gomez

• George Faison

• George Faison

• Derrick Evans

EDUCATION

• Soloist, Ensemble

• Ensemble

• Duet, Ensemble

• Ensemble

• Trio, Ensemble

• Ensemble



WESTERN MICHIGAN UNIVERSITY
Merze Tate College
Career and Employment Services

1401 Ellsworth Hall
(269) 387-2745

» wmich.edu/career



WESTERN MICHIGAN UNIVERSITY
Haworth College of Business
The Zhang Career Center

3020 Schneider Hall
(269) 387-2711

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