

**University of Pennsylvania**  
UNIVERSITY  
OF PENNSYLVANIA

# Career Services

Your Guide To...  
Resumes, Cover Letters,  
Portfolios,  
Interviewing Skills



# CAREER CENTER

We offer the following services:

- Walk-in Service  
Monday 2:00 p.m. – 4:00 p.m.  
Tuesday 11:00 a.m. – 1:00 p.m.
- Career Services EXPRESS  
Wednesday 11:00 a.m. – 1:00 p.m. (Natali)
- Career Counseling/Planning
- Job Shadow Experience
- Cooperative Education (Co-op)  
*Paid, career-related experience*
- Resume Critiquing
- Interview Preparation
- On-campus Recruiting
- Job Fairs
- Job Search Assistance  
*Full-time, internship, summer, Co-op*
- Career Resource Library
- College Central Web site  
[www.collegecentral.com/cup](http://www.collegecentral.com/cup)  
Just go to the Web site and click on “students and alumni” and then register.

*Career Services  
230 Eberly Hall  
Phone: 724-938-4413  
Fax: 724-938-5770  
Email: [careers@cup.edu](mailto:careers@cup.edu)*

For more information check out the Career Services Web site  
at: **[www.cup.edu/careers](http://www.cup.edu/careers)**

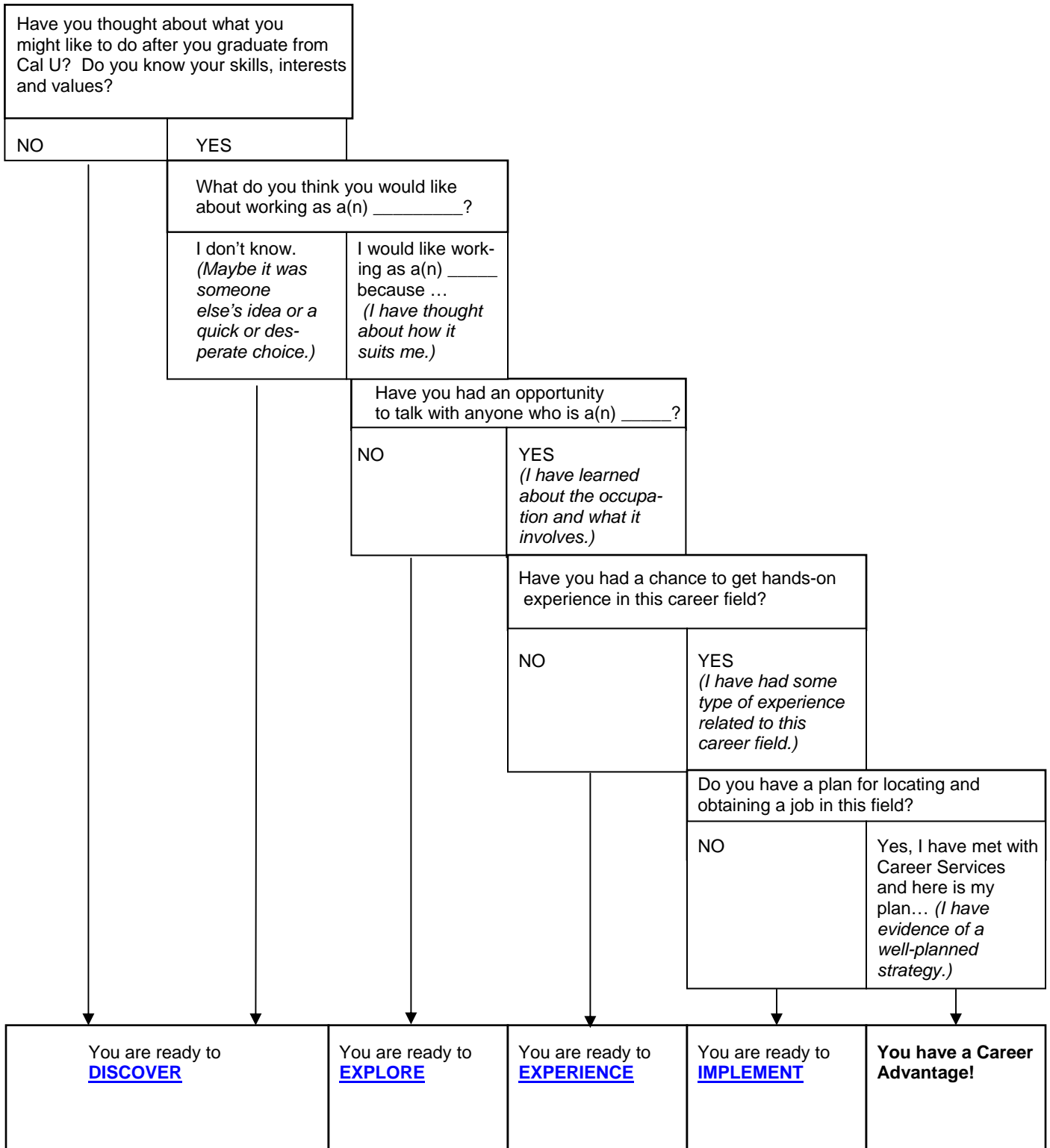
# CAREER SERVICES

## Table of Contents

<i>Career Advantage Program</i>	p. 4
<i>Information on Resume Writing and Sample Resumes</i>	p. 9
<i>Information on Cover/Thank-you Letters and Sample Letters</i>	p.17
<i>Choosing References</i>	p. 22
<i>Job Search Strategies</i>	p. 23
<i>Networking</i>	p. 24
<i>Tips for Job Fairs</i>	p. 26
<i>Preparing for the Interview</i>	p. 27
<i>The Portfolio</i>	p. 32
<i>Co-op Information</i>	p. 34
<i>College Central Network Registration</i>	p.35

## Do Your Students Have a Career Advantage?

Ask your advisees the following questions and follow the path to find out! Visit the Career Services web site at [www.cup.edu/careers](http://www.cup.edu/careers) and click on "Career Advantage Program" under the Quick Links for more information.



## DISCOVER (Freshman Year)

*Discover your interests, abilities, and work-related values.*

Because these are likely to change during your lifetime, it is important that you learn HOW to do self-assessment so that you can reassess your interests, abilities and values as they change.

**Question and reflect on your likes, dislikes, and any choices regarding career options or major you have made. This way, you learn more about yourself:**

What kinds of things do you enjoy doing?

What are your hobbies/interests?

What did you like (or dislike) about a past job (full-time, part-time or summer)?

What do you think you would like about being a \_\_\_\_\_ or majoring in \_\_\_\_\_?

What makes you well-suited to being a \_\_\_\_\_?

If there are certain careers you would not like, what is it about those careers that you think you would not like?

*(Analyzing your “dislikes” may help you to see what might be appealing instead.)*

**IF YOU CAN ANSWER THESE QUESTIONS, YOU ARE READY TO MOVE ON TO [STEP 2 - EXPLORE!](#)**

**IF YOU CANNOT ANSWER THESE QUESTIONS, THINK ABOUT WHICH OF THE ACTION STEPS TO THE RIGHT YOU CAN TAKE...**

### Action Steps:

- Complete a career assessment such as the following:
  - Strong Interest Inventory (learn more about your career interests). The Strong Interest Inventory is available online and is administered in First Year Seminar or in Career Services (call (724) 938-4413 to set up an appointment).
  - [eDISCOVER](#) (learn more about your career interests, personal abilities and work-related values). eDISCOVER is available online. Get a User ID and instructions from Career Services by calling (724) 938-4413.
- Meet with a career counselor in Career Services to talk about your interests, abilities and values as they apply to the world of work. Call (724) 938-4413 to make an appointment.
- Register for XCP194 - Career Planning, a one-credit course to help students explore career interests and goals. Offered in the spring semester.
- Sign up for a Career Advantage workshop in Career Services (workshop dates are listed at [www.cup.edu/careers](http://www.cup.edu/careers) under “Students/Career Advantage Program.”)
- Become familiar with the skills employers seek (see Career Advantage checklist or eDISCOVER).
- Attend the Student Organization Fair in September or February to explore opportunities to get involved in campus activities and The Cal U Experience. Think about activities in which you would like to get involved.
- Register with the California University Experience (CUE) transcript online at <http://sai.cup.edu/cue> or by contacting the CUE Transcript Office in Student Development & Services at (724) 938-4515.
- Begin and file your Career Advantage Plan in Career Services, 230 EST or online at [www.cup.edu/careers](http://www.cup.edu/careers) under “Students/Career Advantage Program.”

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## EXPLORE (Freshman and Sophomore Year)

*Learn information about careers that interest you.*

You will explore career options over and over again in your life, so it is important to learn HOW to do this.

**Actively explore the world of work by reading about careers and talking to people in those careers. This way, you learn about what those careers are actually like and can make informed choices regarding majors and career options.**

Have you had an opportunity to read about these careers?

Have you had an opportunity to talk with anyone who is working in the jobs/careers that interest me (informational interview)?

Have you had an opportunity to observe (job shadow) people in these careers?

Did you look at a variety of occupations before deciding that you want to be a(n) \_\_\_\_\_?

*Doing informational interviews and job shadowing can:*

- *help to make an occupation "come alive."*
- *give you current information about the career field.*
- *help make future job interviews seem less threatening.*
- *help you to make contacts that will be valuable in the future.*

*Talking with people in a variety of occupations may help you to learn more about occupations you never knew about, and may expand your career options.*

**IF YOU CAN ANSWER THESE QUESTIONS, YOU ARE READY TO MOVE ON TO [STEP 3 - EXPERIENCE!](#)**

**IF YOU CANNOT ANSWER THESE QUESTIONS, THINK ABOUT WHICH OF THE ACTION STEPS TO THE RIGHT YOU CAN TAKE...**

### Action Steps:

- Talk with alumni and other professionals working in careers that interest you. This is called an "Informational Interview." Use the Cal U Career Network, a database of Cal U alumni who are willing to talk with you about their careers (located on the Career Services/College Central Network web site at [www.collegecentral.com/cup](http://www.collegecentral.com/cup)), and your network of family and friends to identify professionals with whom you could speak.
- Observe a professional at work! Meet with a career counselor to assist you in setting up a "Job Shadowing" experience. Contact Career Services at (724) 938-4413 to make an appointment.
- Research careers using web sites such as "What Can I Do with My Major" located online at [www.cup.edu/careers](http://www.cup.edu/careers) under "Quick Links" and under "Students/Job Search and Career Planning web sites", and using resources in the Career Resource Center in EST 200.
- Volunteer or get involved in student activities and organizations to explore career options and to enhance your skills.
- Register with the California University Experience (CUE) transcript or update your CUE transcript online at <http://sai.cup.edu/cue> or contact Student Development & Services at (724) 938-4515.
- Develop a resume using "The Red Book" resume guide on the Career Services web site at [www.cup.edu/careers](http://www.cup.edu/careers) (under "Quick Links"), or purchase a hard copy in Career Services.
- Update your Career Advantage Plan online at [www.cup.edu/careers](http://www.cup.edu/careers) under "Students/Career Advantage Program" or in Career Services, 230 EST.

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## EXPERIENCE (Sophomore and Junior Year)

*Test out careers by gaining hands-on experience.*

Learning HOW to find opportunities for gaining experience is a skill that will help you throughout your life.

<p><b>Become an active learner to develop the skills needed to be successful in your life and career. Seek opportunities to gain experience and develop skills through your classes, through hands-on experience, and through extracurricular activities and organizations.</b></p> <p>Have you had a chance to get any experience in the career field(s) that interest you; for example, a part-time job, internship, Cooperative Education, service-learning or volunteer work?</p> <p><i>Doing internships, Cooperative Education, service-learning, career-related volunteer work or part-time jobs are ideal ways to gain experience before graduation.</i></p> <p><i>Employers generally favor students who have had experience related to the field for which they are applying.</i></p> <p><i>No matter what your major is, career-related experience can give you an "edge" over students who do not have experience in their area of interest.</i></p> <p><b>IF YOU CAN ANSWER THESE QUESTIONS, YOU ARE READY TO MOVE ON TO <a href="#">STEP 4 - IMPLEMENT!</a></b></p> <p><b>IF YOU CANNOT ANSWER THESE QUESTIONS, THINK ABOUT WHICH OF THE ACTION STEPS TO THE RIGHT YOU CAN TAKE...</b></p>	<p style="text-align: center;"><b>Action Steps:</b></p> <ul style="list-style-type: none"><li>▪ "Test-drive" career opportunities and gain career-related experience through <a href="#">the Cooperative Education program (Co-op)</a>, <a href="#">internships</a>, service-learning, career-related summer jobs and volunteer work.</li><li>▪ Visit the College Central Network at <a href="http://www.collegecentral.com/cup">www.collegecentral.com/cup</a> to upload your resume and search the online postings for Co-op positions, internships, and other career-related jobs.</li><li>▪ Meet with prospective Co-op and internship employers in your career field through job and career fairs (e.g. WestPACS and @pgh.café), on-campus interviews and information sessions.</li><li>▪ Get involved! Take on leadership positions in student activities, organizations and volunteer groups that can help you to develop your skills and interests (e.g. Emerging Leaders, Student Government, Peer Mentor program, departmental clubs, CUTV).</li><li>▪ Begin or update your California University Experience (CUE) Transcript online at <a href="http://sai.cup.edu/cue">http://sai.cup.edu/cue</a> or contact the CUE Transcript Office in Student Development &amp; Services at (724) 938-4515.</li><li>▪ Enroll in "Seven Habits of Highly Effective People." Contact Lifelong Learning at (724) 938-5840 to enroll.</li><li>▪ Target electives to increase marketability; consider a minor related to your interests.</li><li>▪ Update your Career Advantage Plan online at <a href="http://www.cup.edu/careers">www.cup.edu/careers</a> under "Students/Career Advantage Program" or in Career Services, 230 EST.</li></ul>
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## IMPLEMENT (Junior and Senior Year)

*Learn how to pursue your career goals.*

Learning HOW to conduct a job search or explore opportunities for further education are skills that will benefit you throughout your life.

**Learn effective job search strategies and how to implement them. Conduct an active, not a passive, job search. Determine if further education is needed to prepare you for your intended career field. Identify possible graduate or professional schools and plan a strategy for applying to them.**

Do you have a plan for locating and obtaining a job in this field?

Do you know the most effective job search strategies?

Do you know how to develop and utilize your personal and professional network in your job search?

Do you know how to effectively articulate your skills and experience on my resume, at a job fair, and in a job interview?

*It is important to start planning for the job search early in your senior year (even earlier for the graduate school process).*

**CONGRATULATIONS! IF YOU HAVE SUCCESSFULLY ANSWERED ALL OF THE QUESTIONS LISTED THROUGHOUT THE HANDOUT, YOU HAVE A CAREER ADVANTAGE!**

### Action Steps:

- Meet with a career counselor in Career Services to develop job search strategies and to "fine-tune" your resume, cover letter, portfolio and interviewing skills. Call (724) 938-4413 to set up an appointment.
- Visit the College Central Network at [www.collegecentral.com/cup](http://www.collegecentral.com/cup) to upload or update your resume and search the online job postings.
- Sharpen your interviewing skills by participating in a mock interview in Career Services.
- Develop networking relationships through Career Services, faculty, extracurricular activities and family. Use the Cal U Career Network (alumni mentor network) at [www.collegecentral.com/cup](http://www.collegecentral.com/cup) to identify alumni who have offered to network with you.
- Participate in on-campus interviews, employer information sessions, job and career fairs (e.g. WestPACS, PERC, and Cal U's On-Campus Teacher Recruitment Fair), use the Career Resource Center in EST 200, and visit job search web sites to target and research potential employers. Links to all of these are located at [www.cup.edu/careers](http://www.cup.edu/careers) under "Students."
- Discuss applying for graduate school with your faculty advisor or career counselor. Take the GRE, GMAT, LSAT or the appropriate required graduate admission test for your chosen field of study.
- Update your California University Experience (CUE) Transcript online at <http://sai.cup.edu/cue> or contact the CUE Transcript Office in Student Development & Services at (724) 938-4515.
- Update your Career Advantage Plan online at [www.cup.edu/careers](http://www.cup.edu/careers) under "Students/Career Advantage Program" or in Career Services.

# RESUMES

## What is the Purpose of a Resume?

- A resume is a concise, organized outline summarizing your education, work experience, and professional skills and qualifications.
- Your resume is your personal marketing tool. It allows you to establish contact with an employer; and if effective, will help you in obtaining an interview.
- The resume serves as a screening device for an employer. Remember that an employer will only spend about 30 seconds reviewing your resume. It is important to realize that resumes do not get you hired, but they can play a part in ruling you out.
- Your resume can serve as an important step in your interview preparation because it requires you to focus on your skills and accomplishments and the ability to organize them clearly. The resume may also serve as the framework for the interview; so be prepared to talk about anything on your resume.
- In preparing your resume, know yourself. Resume preparation begins with a thorough self-analysis. You will need to know your skills, accomplishments, abilities, interests, and career goals, that relate to the job for which you are applying.
- Take inventory of your past experiences (paid and volunteer) and competencies that you developed or strengthened as a result.
- **NOTHING IS WRITTEN IN STONE WHEN IT COMES TO RESUMES!** Consult your career counselor about length of resume and what information to include.

### DO:

- Be specific and results-oriented; tailor it to each job
- Use action verbs
- See whether it passes a 30-second scanning test
- Laser print it on quality paper
- Proofread it carefully

### DON'T:

- Misspell anything
- Use a resume template
- Forget to include your telephone number and e-mail address
- Use the same resume for every job application
- Forget to highlight your selling points

# Scannable and Electronic Resumes

## What is A Scannable Resume?

A scannable resume is a paper resume that is likely to be electronically scanned by the employer and submitted into their database. However, there are many disadvantages to scannable resumes. Important data can be lost due to the quality of the text, formatting, and even the condition of the paper. Resumes have to be slightly modified to help the scanner read the resume correctly.

## Tips For A Scanner-friendly Resume

- Remove all graphics including art, shading, lines, and bullets
- Make sure your name is on the first line by itself
- Remove all tabs and spacebar indents. Align all text to the left
- Use common fonts such as, Times, Times New Roman, Arial, or Helvetica
- Keep all point sizes between 10 and 14
- Use standard line spacing
- Remove all italic, underlining, and bold
- Use 8 1/2" x 11" white paper printed on one side only
- Avoid stapling or folding resume. Send it flat in a large envelope
- Avoid two-column format
- Remove all parentheses; replace parentheses in telephone numbers with a hyphen

## What is an eResume?

An alternative to the scannable resume is an eResume. An eResume is exactly like your regular resume except that it is sent via email. You can send an eResume by attaching the document to an email or by using the ASCII format.

## Steps to Attaching a Resume

- After logging on to your email account, begin composing a message and follow these steps to attach your resume (Some steps may be different depending on the program you are using):
  1. Click on "Attach Files" or "Insert" link
  2. Select your file
  3. After selecting your file click the "Attach Files" or "Insert" button
  4. Click "Send"

## Steps to Sending an eResume

- Use ASCII (American Standard Code for Informational Interchange) format:
  1. Open current document in Word
  2. Make sure to change all font size to at least 12 point
  3. Remove all bullets, underlines and graphics
  4. Left justify the document and click "Save As"
  5. At the bottom of the box that will appear select the "Plain Text" or "Text Only" format
  6. You can now copy and paste into your email message; all PC's, Macs, or Unix-based mainframes will be able to read your email

# ACTION WORD LIST

## Examples of Action Words that Describe your Functional Skills

Abstracted	Composed	Estimated	Interviewed	Perceived	Shaped
Achieved	Computed	Evaluated	Introduced	Perfected	Skilled
Acquired	Conceived	Examined	Invented	Performed	Solicited
Acted	Conducted	Exceeded	Inventoried	Persuaded	Solved
Adapted	Conserved	Excelled	Investigated	Planned	Specialized
Addressed	Consulted	Expanded		Practiced	Spoke
Administered	Contracted	Expedited	Judged	Predicted	Stimulated
Advertised	Contributed	Experimented		Prepared	Strategize
Advised	Converted	Explained	Kept	Presented	Streamlined
Advocated	Cooperated	Explored		Prioritized	Strengthened
Aided	Coordinated	Expressed	Launched	Produced	Stressed
Allocated	Copied	Extracted	Learned	Programmed	Studied
Analyzed	Correlated		Lectured	Projected	Substantiated
Answered	Counseled	Facilitated	Led	Promoted	Succeeded
Anticipated	Created	Fashioned	Lifted	Proposed	Summarized
Applied	Critiqued	Financed	Listened	Protected	Synthesized
Appraised	Cultivated	Fixed	Located	Proved	Supervised
Approved		Followed	Logged	Provided	Supported
Arranged	Dealt	Formulated		Publicized	Surveyed
Ascertained	Debated	Fostered	Maintained	Published	Sustained
Assembled	Decided	Founded	Managed	Purchased	Symbolized
Assessed	Defined		Manipulated		
Assisted	Delegated	Gained	Mapped	Queried	Tabulated
Attained	Delivered	Gathered	Mastered	Questioned	Talked
Audited	Demonstrated	Gave	Maximized		Taught
Augmented	Designed	Generated	Mediated	Raised	Theorized
Authored	Detected	Governed	Memorized	Ran	Trained
	Determined	Guided	Mentored	Ranked	Translated
Bolstered	Developed		Met	Rationalized	
Briefed	Devised	Handled	Minimized	Read	Upgraded
Brought	Diagnosed	Headed	Modeled	Reasoned	Utilized
Budgeted	Directed	Helped	Modifies	Received	
Built	Discovered		Monitored	Recorded	Validated
	Dispatched	Identified	Motivated	Reduced	Verified
Calculated	Displayed	Illustrated		Referred	Visualized
Cared	Dissected	Imagined	Narrated	Related	
Charged	Documented	Implemented	Negotiated	Relied	Won
Chartered	Drafted	Improved		Reported	Wrote
Checked	Drove	Improvised	Observed	Researched	
Clarified		Inaugurated	Obtained	Responded	
Classified	Edited	Increased	Offered	Restored	
Coached	Eliminated	Indexed	Operated	Revamped	
Collaborated	Empathized	Indicated	Ordered	Reviewed	
Collected	Enabled	Influenced	Organized		
Comforted	Enforced	Initiated	Originated	Scanned	
Communicated	Enlightened	Inspected	Overcame	Scheduled	
Compared	Enlisted	Instituted	Oversaw	Schemed	
Completed	Ensured	Integrated		Screened	
Compiled	Established	Interpreted	Participated	Set goals	

### Keywords For Interpersonal Traits

Communication Skills	Follow-up	Leadership	Public Speaking
Customer-oriented	Industrious	Multitasking	Results Oriented
Detail-minded	Innovative	Open-minded	Team Player

## Example of an Internship Resume

**Brad D. Hughes**  
RD # 2 Rose Drive  
Belle Vernon, PA 51269  
724-852-9632  
hug5678@cup.edu

**OBJECTIVE:** To obtain an internship/Co-op position in the Park Service area.

**EDUCATION:** California University of Pennsylvania, California, PA  
**Bachelor of Arts in Park and Recreational Management, May 2010**  
QPA in major: 3.24

**RELEVANT COURSES:** Site Planning and Design                      Recreation Industry Mgt.  
Field Mapping    Map Principals  
Survey of Travel and Tourism                      Land Use Analysis  
Oral Communication Management  
Developing and Managing Leisure Enterprises

**EMPLOYMENT:** **Tire Supply Company, Charleroi, PA**                      May 2006 – Present  
*Auto Parts Technician*  
• Provide prompt and friendly customer service  
• Handle cash and charge sales  
• Purchase merchandise for resale  
• Experience in computer inventory control

**Self-employed, Belle Vernon, PA**                      Summers 2002—Present  
*Lawn Maintenance*  
• Responsible for the landscape of 5 properties per week

**ABC Construction Company, Charleroi, PA**                      March 2001 – August 2003  
*Construction Laborer*  
• Worked, as needed, in evenings and on weekends  
• Performed new home construction and remodeling

**COMMUNITY SERVICE:** **Benner's Valley**                      Summer 2000  
*Volunteer*  
• Assisted with the 8<sup>th</sup> Annual Fishing Rodeo for the handicapped

**AFFILIATIONS:** Pennsylvania Parks and Recreation Society  
California University Parks and Recreation Society  
California University Student Government

**HOBBIES:** Camping, hunting, fishing, horseback riding, dirt-bike riding, jet skiing, rafting, hiking

## ANNIE M. BANKS

199 Liberty Street  
California, PA 15419  
(724) 938-1000  
anniebanks@hotmail.com

### OBJECTIVE

To obtain a position as a graduate nurse in a critical care area.

### EDUCATION

#### **Associate Degree of Science in Nursing, May 2008**

Community College of Allegheny County at California University of Pennsylvania  
GPA: 3.5/ Dean's List

### CLINICAL EDUCATION EXPERIENCE

#### **Mon Valley Hospital-Monongahela, PA**

- Clinical rotation on Medical-surgical units
- Clinical rotation on psychiatric unit

#### **West Penn Hospital-Pittsburgh, PA**

- Clinical rotation on pediatric unit

#### **Mercy Hospital- Pittsburgh, PA**

- Clinical rotation on Oncology Unit
- Clinical rotation on Trauma Unit

#### **Canonsburg Hospital-Canonsburg, PA**

- Clinical rotation in critical care units
- Observational experiences in ER, Dialysis Unit

#### **Uniontown Hospital-Uniontown, PA**

- Clinical rotation in labor and delivery, post partum, nursery
- Mentorship during final 5 weeks of the program on a medical surgical unit 24 hours per week clinical experience with an assigned mentor

### EMPLOYMENT EXPERIENCE

#### **Health Aide**

Albert Gallatin Home Health Care- Uniontown, PA

**May 2004– Present**

- Schedule care of patients; assess patient conditions; care for simple wounds; topical medication administration; ensure patient safety in the home and baths

### VOLUNTEER EXPERIENCE

#### **Senior Towers, California, PA**

**June 2003– June 2004**

- Assigned to two different residents weekly; sat with the residents, assisted them in preparing meals; cleaning their apartment; and also shopped for living necessities; observed various life experiences the residents had gone through

#### **Senior Shelter, Washington, PA**

**(Seasonal)**

- Volunteered in the soup kitchen of the shelter; during the holiday season; and prepared and served meals to the residents

### PROFESSIONAL AFFILIATIONS AND ACTIVITIES

- Vice President of Nursing Class of 2006
- National Student Nurse Association– SNAP
- Special Olympics—volunteered to coordinate skiing activities

**JENNIFER R. SCOTT**

52 Kellner Avenue  
California, PA 15419

724- 938- 4488  
Email: sco8262@cup.edu

**OBJECTIVE**

Management Trainee: Financial Services Industry

**SUMMARY OF SKILLS**

- Strong computer and supervisory skills
- Work experience in professional offices
- Developed outstanding interpersonal skills and customer service relations

**EDUCATION**

**California University of PA- California, PA**  
**Bachelor of Science in Business Administration** December 2007  
Major: Finance/ QPA 3.2

- Awarded Economics and Finance Club of Pittsburgh annual scholarship
- Scored in 99<sup>th</sup> percentile for all business majors on the National ETS Business Exam

**INTERNSHIP**

**Genesis Solutions, Inc., Pittsburgh, PA** May 2006- August 2006  
**Junior Consultant**

- Worked directly with the controller to develop quarterly financial statements
- Assisted the lead project manager on various consulting projects
- Redesigned company's homepage
- Contributed to the designs and implementation of documented material

**EXPERIENCE**

**Genesis Solutions, Inc., Pittsburgh, PA** August 2005- Present  
**Assistant Project Manager**

- Served as liaison between application developers and project manager team
- Monitored progress of the development team
- Conducted market research for new data migration products
- Assisted technical writer in compiling user documentation for data mining software

**Houlihan's, Monroeville, PA** February 2003- June 2004  
**Assistant Bar Manager**

- Supervised employees during shift and accounted for end of shift totals
- Trained new employees

**COMPUTER SKILLS**

**Operating Systems**

- Windows 3.x, 95, 98
- Windows NT 4.0
- Mac OS

**Software**

- MS Office
- Lotus Suite
- Front Page Editor

**HONORS/ ACTIVITIES**

- Vice President of the Economic and Finance Club of California University of PA for two consecutive years
- Dean's List

**Greg Martel**

863 Myers Lane  
Ligonier, PA 15658  
724-238-8153  
mar9168@cup.edu

**Objective:** To obtain a job in pharmaceutical research.

**Summary of Professional Qualifications**

- Enthusiastic, motivated, and determined to grow in responsibility and skill
- Capable of organizing and delegating tasks, especially in regard to research
- Experienced in analyzing and interpreting data found through lab work

**Education**

**Master of Science, Biology**  
California University of PA- California, PA  
**December 2008, GPA: 3.3 (Dean's List)**

**Bachelor of Science, Business Administration/Marketing**  
California University of PA- California, PA  
**May 2003, GPA: 3.4 (Dean's List)**

**Technical Skills**

- Microsoft Word
- Excel
- Power Point
- Access
- Publisher
- SPSS

**Relevant Experience**

**Clyde Industries, Greensburg, PA**

**Lab Technician** 1/2006 - Present

- Provide and implement strategies for experiments
- Analyze data and document procedures
- Contribute information for articles submitted to scientific journals

**Research Assistant Intern** 5/2005 - 8/2005

- Provided for the care and upkeep of labs
- Prepared specimens and instruments for experiments
- Processed and analyzed statistical data
- Designed questionnaires for surveys and experiments

**Sales Representative**

**Ronal Pharmaceuticals, Johnstown, PA** 6/2003 - 5/2005

- Coordinated various travel routes to ensure timely distribution of supplies to medical centers and hospitals
- Acted as liaison for doctors and suppliers
- Maintained current knowledge of drugs by attending workshops and other information sessions
- Developed congenial relationships with clients

**Additional Work Experience**

• **Bartender**  
*Olive Garden, Greensburg, PA* 9/2003 - 12/2004

• **Clerk**  
*The Market Place, Greensburg, PA* 6/2002 - 8/2003

**Christopher J. March**

238 West Caster St.  
California, PA 15419  
(724) 938-0000  
Email: marc1718@cup.edu

**RECRUITING/ SALES/ MARKETING/ CLIENT RELATIONS/ ADMISSIONS**

**PERSONAL PROFILE**

Strong training in business combined with real-world sales, marketing, management, and recruiting experience.

**DEMONSTRATED QUALIFICATIONS**

**Recruiting/ Sales:**

- Skilled in prospecting new clients and making effective sales presentations
- Able to establish and maintain optimum client relations
- Built a marketing department from scratch
- Designed marketing strategies, as well as new policies and procedures
- Hired and trained staff

**Communications:**

- Excellent verbal and written communication skills
- Established rapport while providing motivation and functioning as a liaison
- Capable of marketing ideas through presentations
- Proficient using word processing software, database management, graph and spreadsheet development, and the Internet

**EDUCATION**

*California University of Pennsylvania, California, PA*  
**Master of Arts Degree, Major: Communication**  
August 2008 QPA 3.75/4.00

**Bachelor of Science Degree, Major: Business Administration**  
May 2006 QPA 3.60/4.00

- Earned 100% of undergraduate and graduate expenses through scholarships and a graduate assistantship
- Honors: Four year letter winner of NCAA Division II Basketball; team co-captain for two years; nominated Academic All-American for basketball

**EXPERIENCE**

**CAMBELL CONSULTATIONS, Pittsburgh, PA** June 2003-Present  
**Executive Recruiter, Construction Division**

- Recruit senior level executives in the construction industry on a national basis
- Source and qualify candidates and prepare resumes detailing their experiences and background
- Present candidates to clients, coordinate entire interview process, assist candidates with resignation and placement at the client's company; placed over 90% of clients
- Develop and maintain new relationships with companies in the construction industry

**ALLIANCE PUBLISHING, Harrisburg, PA** June 2002-2005  
**Marketing Director**

- Established marketing department to sell company's services
- Supervised five marketing and administrative staff
- Represented authors, promoted manuscripts to publishers and negotiated contracts
- Developed advertisements, forecasts, and customer relations

**Haley Carter**  
168 Bellevue Drive  
Greensburg, PA 15601  
724- 836- 9124  
E-mail: carter@yahoo.com

**Education**

**Master of Arts, Elementary Education**  
December 2009  
California University of PA, California, PA  
**State Certification K-8; GPA: 3.6**

**Bachelor of Arts, Psychology**  
May 2007  
Saint Vincent College, Latrobe, PA  
**GPA: 3.5**

**Summary of Skills**

- Able to create and implement lesson plans using interactive and individualized teaching strategies
- Over five years of experience working with children at the elementary level through teaching and volunteer activities
- Proficient in Microsoft Word, Excel, & Power Point

**Teaching Experience**

**Student Teacher**

Latrobe Elementary School, Latrobe, PA Fall 2008

- Developed and implemented social studies lessons for fourth grade classroom
- Planned outings and in-class discussion to better relate information to students
- Provided 4 examinations to ascertain the level to which students were learning material
- Created activity detailing various countries and cultures that were embodied within through the use of overheads, television and VCRs, and computers

**Teacher's Aide**

Cathedral, Greensburg, PA Spring 2007

- Assisted with mathematics lessons for 20 third graders
- Devised games and activities to better explain mathematics problems
- Graded tests and assignments

**Management Experience**

**Bar Manager**

Ruby Tuesday's, Greensburg, PA July-Dec 2007

- Provided for orderly operations of bar and servers
- Maintained steady flow of products
- Created congenial atmosphere among customers and co-workers
- Handled complaints and disputes that might arise during shifts

**Volunteer Work**

- **Special Olympics, YMCA, Greensburg, PA**
- **Collected Toys for Christmas, Salvation Army, Latrobe, PA**

**Honors and Professional Affiliations**

- Attended Microsoft Workshop April 2007
- Pennsylvania State Education Association 2004-2007
- Dean's List, Saint Vincent College 2002-2006
- Alpha Lambda Delta, Saint Vincent College 2002-2006

## Evan Hollak

802 Baccard Ave.  
Charleroi, PA 15022

724-483-1626  
hol2140@cup.edu

### OBJECTIVE

Seeking an Elementary Education Teaching Position with additional interest in supervising extracurricular activities.

### EDUCATION

**Bachelor of Science- Elementary** May 2008  
California University of PA- California, PA  
**Cumulative GPA:** 3.64 **Dean's List:** Four Semesters  
**Certifications:** Pennsylvania State Certification Grades K-6, May 2005, CPR, First Aid

### COMPUTER SKILLS

- Capable of developing web pages
- Microsoft Works
- Microsoft Word
- Word Perfect
- Power Point
- Excel

### TEACHING EXPERIENCE

**Student Teaching Experience:**  
*Brownsville Elementary Center, Brownsville, PA* Spring 2007

- Taught 45 fourth grade students in Mathematics
- Organized a culminating show for parents, including students' sculptures and poetry
- Provided tutoring on an individual and group basis, as needed, offering students tutoring after school hours
- Effectively established and maintained organization within the classroom by reinforcing classroom procedures
- Created individual and group examinations to prompt learning on an individual basis as well as encouraging team work

**Field Experience:**  
*California Area Middle School, California, PA* April 2006

- Instructed 38 sixth and seventh graders in the computer labs
- Provided individual tutoring with IBM and Macintosh computers as needed
- Collaborated with teachers to implement computer programs to enhance and complement lessons

**English Tutor:**  
*California Area Middle School, California, PA* March 2006

- Assisted 18 seventh grade students with additional instruction in regard to basic grammatical structures
- Provided additional help as needed after school as well as during eighth period study hall
- Worked in conjunction with teachers to determine effectiveness

Evan Hollak (Page 2)

### VOLUNTEER WORK

#### Washington County Head Start Program

Washington, PA- July 2004

- Volunteered 400 hours to promote literacy in communities at all levels
- Designed "Parent Advisory" workshop to assist parents in understanding how to nourish a child's curiosity

#### Big Brothers & Big Sisters

Mt. Pleasant, PA- May 2003

- Counseled children ages 7-12
- Developed *Storytelling Festival* activities
- Role model for two children, ages 8 and 10

#### Special Olympics

Belle Vernon, PA-2000-2002

- Participated as coach/referee for various races and activities
- Provided counseling and support as needed for children, ranging in age from 9-15

### PROFESSIONAL DEVELOPMENT

**Math Works Convention, Johnstown, PA** August 2007  
***The Importance of Fairytales*** March 2007  
***Ways to Discipline a Child*, Kelly Reilly, Bedford, PA** January 2007  
***The Effective Teacher*, Jeremy Mathews, Pittsburgh, PA** September 2006  
**MonValley Storytelling Workshop, Monessen, PA** May 2006

### PUBLICATIONS

*California Times*, "The Significance of Maintaining the Child's Interest" January 2005

### PROFESSIONAL AFFILIATIONS

**Member of Council for Exceptional Children** March 2007  
**Association for Supervision and Curriculum Development** January 2007  
**Pennsylvania State Education Association, Student Membership** August 2006

### ADDITIONAL WORK EXPERIENCE

**Sales Associate** 8/05-5/07  
Bon Ton Department Store, Uniontown Mall, Uniontown, PA  
**Cashier/Clerk** Summer 2006  
Brewer's Ice Creamery, New Stanton, PA  
**Clerical Assistant** 9/06-12/06  
Advisement and Testing, California University of PA, California, PA

### HONORS

**National Collegiate Education Award** 2007  
**Presidential Scholar**, California University of PA April 2007  
**Dean's List**, California University of PA 2002-2007

18 Brideway Ave.  
724- 938- 4129  
California, PA 15419  
nig8600@cup.edu

## Cameron Nigel

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## Scannable Resume

**OBJECTIVE** Seeking full-time position as a physical therapist assistant.

**EDUCATION** **Associate of Science Degree, Physical Therapist Assistant**  
California University of PA, California, PA  
May 2008  
GPA 3.42-**Dean's List 2005-2007**

**PROFESSIONAL EXPERIENCE** **Physical Therapist Assistant**  
Morgan Hospital, Pittsburgh, PA  
July 2007-Present

- Supervise patients' exercise and physical activity
- Administer various therapeutic devices, such as heating and cooling units
- Monitor patients' progress
- Assist in patients' initial examination to ascertain problematic areas
- Listen to patient concerns and complaints

**Intern**  
Morgan Hospital, Pittsburgh, PA  
January 2007-May 2007

- Administered heating and cooling units
- Assisted therapist in various tasks, such as evaluation of patient needs and concentrations
- Aided patients with exercise

**VOLUNTEER WORK** **Assistant Coach**  
Mount Pleasant Area Little League, Mount Pleasant, PA  
Spring 2005-2006

- Supported team throughout season
- Spent additional time with those who wished to practice or develop skills
- Assisted in judgments and various decisions throughout games and seasons
- Transported many team members to away games

**HONORS/ACTIVITIES**

- Big Ten Conference, 2006
- Captain of the Basketball Team, California University of PA, 2006
- Member of Delta Sigma Phi, 2005-2006
- Leadership Scholarship, California University of PA, 2005-2006

**REFERENCES** Available upon request

**Kiersten Rogers**  
1863 Weldon St.  
California, PA 15419  
(724) 938-0100  
Email: rog8682@cup.edu

### Strengths:

Solid academic background combined with competitive work experience; methodical and highly organized; thorough and precise with attention to detail; highly motivated.

### Relevant Skills:

Computer Programming, Conceptual Design, PC Support, Technical Support, Systems Analyst, System Conversion, Information Technology, Communications Analyst.

### Education:

California University of PA, California, PA  
**Bachelor of Science in Applied Computer Science**, May 2008  
GPA: 3.48  
Self-supported over 80 percent of college tuition and related expenses.

### Co-op Experience:

Integrated Technology Group, Inc., Schumburg, IL- May 2008  
**Consultant Relations Representative:** Acted as a liaison between the corporation and the consultant community; researched and distributed data on IBM hardware, software, service offerings, and education; coordinated consultant teleconferences; maintained consultant database.

Gancom, Inc., Harrisburg, PA- September 2007  
**Systems Operationalist:** Assessed and maintained computerized systems within company framework; responsible for installation of new programs into mainframe; assisted in training new employees on updated programs.

### Additional Experience:

California University of PA, California, PA- August 2004-May 2007  
**Resident Advisor:** Assisted students as both a peer counselor and a resource person; educated and enforced the college regulations and policies; established a community atmosphere.

### Computer Skills:

Mac Write II, Write Now, WordPerfect, Microsoft Word, PageMaker, Adobe Illustrator

### Honors/Activities:

Dean's List Recipient (September 2000-May 2004), American Marketing Association, Who's Who Among American College Students, Orientation Committee

# COVER LETTERS

## Developing Cover Letters (Letter of Application)

- A cover letter should always accompany your resume
- Each cover letter should be written individually to focus your skills, experiences, abilities, and career interests toward the position and employer you are applying
- Since it is an example of your writing skills you must make sure that it is perfect in terms of spelling, punctuation, grammar, etc.
- Confine to one page and about 3-5 paragraphs
- Make sure that your letter is on the same color and weight paper that your resume and reference sheet are on
- Do not forget to sign the letter and note Enclosure in the bottom of the left margin if your resume is enclosed
- Have someone proofread your cover letter and resume

# THANK-YOU LETTERS/NOTES

A thank-you letter or note should be sent within 24 hours following an interview with an employer. Remember to do the following:

1. Thank the interviewer for meeting you
2. Emphasize your interest in the position
3. Review your background and briefly explain how your experience will be beneficial to the position
4. Stress your accomplishments
5. State that you will contact the interviewer at a later time to determine if additional information or another interview is needed

## Tips & Tactics

- When writing a thank-you note, use white or off-white paper or a note card with blank space inside
- Refer to the day when the interview took place and mention the position that you interviewed
- Be simple and brief
- Express appreciation for the interviewer's time
- Show enthusiasm for the position
- Don't address the person by his/her first name. Don't close with "your friend, talk to you soon," etc.
- You can either type or handwrite thank-you notes
- Send a thank you to the exact person(s) who interviewed you
- Restate some of the topics that were discussed in the interview
- Remind the interviewer of a few of your qualities that apply to the position
- Reaffirm that you would be the best person for the position and explain why
- Most commonly used closing: Sincerely

### Sample Cover Letter

250 University Avenue  
California, PA 15419

August 9, 2007

Ms. Stephanie Crane  
President  
Crane's Music Company  
123 Treble Clef Way  
Anytown, PA 11111

Dear Ms. Crane:

**Paragraph #1:** Grab the reader's attention...State your reason for writing the letter, indicate the position for which you are applying, and indicate how you learned of the opening (Career Services, newspaper ad or internet, referral, etc.)

**Paragraph #2:** Tell why you are interested in the position and what you can do for the employer. Briefly describe your strongest qualifications (academic background, work experience, etc.) that match the position requirements. As much as possible, provide specific examples of achievements or skills that are relevant to the position. Use key words from the job description to create a match between you and the job you're applying for.

**Paragraph #3:** Request or initiate an action. Indicate that you will contact the reader within a specific time period to discuss interview possibilities. Or list your phone number and e-mail address where you can be contacted. Thank the reader for his or her time and consideration of your application.

Sincerely,

(Pen written signature)

Joe Jobhunter

Enclosure

### RESPONSE TO ADVERTISEMENT

R.D. 1, Box #872  
Altoona, PA 16602  
January 13, 2007

Ms. Jessica Freston  
Project Supervisor  
Norse Electronics  
705 Hagen Drive  
California, PA 15419

Dear Ms. Freston:

I am writing in response to your advertisement in Sunday's *Pittsburgh Post Gazette* for a position as an entry-level computer programmer.

I recently received my Bachelor's Degree in Applied Computer Science from California University of Pennsylvania. I received both educational and on-the-job training, which I feel have provided me with an excellent foundation for my career. As an intern for Telec Corporation in 2005, I learned basic strategies and structures for the world of computer programming.

I am proficient in several programming languages, such as: COBOL, C, FORTRAN, ADA, Basic, and Pascal. Additionally, I have had considerable experience in systems analysis working at Wright Industries, while assisting in designing and installing new systems implemented by our clients.

I believe I would be a promising candidate for this position, and look forward to hearing from you. I will contact you within the next week, or if you like, I may be reached at (814) 534- 2388 or at kador@yahoo.com.

Sincerely,

*Terra Kasor*  
Terra Kasor

enclosure

## RESPONSE TO ADVERTISEMENT

109 Lakewell Avenue  
Greensburg, PA 15601  
July 5, 2007

Dr. Shannon Welder  
Superintendent  
Salem School District  
851 Castle Drive  
Greensburg, PA 15601

Dear Dr. Welder:

Your recent advertisement in Friday's edition of the *Tribune Review* for a kindergarten teacher prompted my immediate response. I am extremely interested in an opportunity to teach at the elementary level and would welcome the chance to teach for your school district.

I am very excited about and dedicated to the teaching profession. I recently graduated from California University of Pennsylvania with a Bachelor of Science in Early Childhood and Elementary Education. My student teaching experience, as well as the time I spent as a teacher's aide at Clementine Pre-School, has taught me about the numerous joys and surprises that can arise when teaching so many diverse personalities. My experience has been focused in the primary development of children, especially ages ranging from four to twelve. I am confident that my skills and creativity will enhance my teaching strategies and instruction, allowing various ways for the students to experience a lesson.

It is my teaching philosophy that students must be active participants, gaining knowledge from hands-on interaction. In order for this atmosphere to be developed, the classroom must be a place where the students feel free to explore their own creativity, intellect, and social ability, while maintaining a regiment of structure. I believe that it is due to these components that so many children reach their learning potential.

I believe that these skills and attributes qualify me for your consideration, and I hope to discuss them further in an interview. I can be reached at (724) 939- 3287 or at por2343@cup.edu. I look forward to hearing from you.

Sincerely,  
*Elizabeth Porter*  
Elizabeth Porter

enclosure

## FOR INTERNSHIP

1354 Unity Avenue  
California, PA 15419  
December 15, 2007

Mr. Timothy Morgan  
Project Coordinator  
94.3 DARE FM  
1100 Main Street New York, NY 11720

Dear Mr. Morgan:

Currently, I am a junior at California University of Pennsylvania majoring in Communication Studies with an emphasis in Broadcasting. I am seeking a communications internship with your company to better enhance my skills and gain additional first-hand knowledge of the industry, while implementing the skills and techniques I have already attained.

I am an extremely motivated individual and have a variety of skills that I believe would be highly beneficial to your facility. I have considerable experience with technical equipment and radio broadcasting, which I have learned through my coursework and previous internships with smaller radio stations. In the past year, I completed two internships in the Pittsburgh area with 101.8 FM and 88.2 AM.

In addition, I started my own radio show, entitled *Let's Talk*, on California's campus. Although the show airs at 9:00 a.m. on the college campus, I received excellent ratings due to my ability to listen and respond to each person's problems. I feel that it would be a great advantage for me to be exposed to a larger radio station, which would groom my performance as well as advance my knowledge.

I look forward to discussing my skills and abilities more fully in an interview. I can be reached at 724- 938- 4587 or at Reynolds@yahoo.com. Thank you for your consideration.

Sincerely,  
*Brittany Reynolds*  
Brittany Reynolds

## REFERRAL

863 Myers Lane  
Ligonier, PA 15658  
May 19, 2007

Mr. Joel Terser, Director  
Human Resources  
Caster Explorations  
Monroeville, PA 16037

Dear Mr. Terser:

Recently I received a tour of Caster Explorations where I spoke with a colleague of yours, Cassandra Vimtoch, who referred me to you concerning a job opportunity as a lab technician opening the fall of 2005.

I have considerable experience in the field of Biology, especially pertaining to research. My knowledge has been mainly acquired through my education, internship and work experience. I have extensive experience in regard to lab procedures, the formulation of experiments, and various statistical processes, especially utilizing SPSS, which has given me a foundation for several other programs.

My two years at Clyde Industries, where I worked as an intern and lab technician, have been invaluable, giving me extensive first-hand knowledge. In addition, I have attained a broad knowledge of drugs and medications through my work as a sales representative at Ronal Pharmaceuticals, where I attended workshops and other types of information sessions which have increased my exposure to current items sold on the market or that were under research. I was also privileged to meet a large network of individuals that provided me with substantial understanding of the reactions that various drugs had on individuals.

I believe my education, work experience, technical and research skills would be of benefit to Caster Explorations. I look forward to meeting with you for an interview. I can be reached at (724) 238-8153 or mar9168@cup.edu.

Sincerely,

*Greg Martel*  
Greg Martel

enclosure

## Sample Thank-you Letter

209 Baxter Road  
Virginia Beach, VA 23456  
January 7, 2007

Dr. Julia Edmonds, Director  
Atlantic Engineering Systems, Inc.  
1220 Warrick Avenue  
Newport News, VA 23607

Dear Dr. Edmonds:

I wanted to thank you for giving me the opportunity to discuss my qualifications in our interview last week for the Associate Engineer position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for the position and my interest in this position and in working for AES were strengthened as a result of our interview. I believe that my education, as well as my cooperative education experiences, will satisfy your job requirements.

I want to reiterate my strong interest in this position and in working with you and your staff. I believe that you are providing the type of opportunity that I am looking for. If I can provide you with any further information, please feel free to contact me at (804) 649-3333 or at bryan432@hotmail.com.

Sincerely,

*Amber Bryan*  
Amber Bryan

## Sample of Handwritten Thank-you Note

*August 2, 2007*

*Dear Mr. Strathmore,*

*Thank you for meeting with me today to discuss the Interior Design Position available within your company. After speaking with you, I am positive that I could make an immediate and significant contribution to Philip's Design.*

*Your strong conviction that the interior of a building should reflect its original architectural design is a belief that I have practiced from the start of my career. I look forward to hearing from you in the future.*

*Sincerely,*

*Racheal M. Levin-Russel*

*724-345-9870*

## Sample Reference Page

**Jonathan M. Carter**

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2000 Longview Road, Lansdale, PA 19000      carter@netcarrier.com

### References

Mr. Rich Holmes, Principal  
Hillview Elementary School  
555 Maine Avenue  
Lansdale, PA 19000  
(724) 458-7500  
holmes235@hillview.edu

Mr. Tom Lile, Sales Manager  
Bon Ton Department Store  
466 Market Street  
Grove City, PA 19221  
(724) 733-3289  
tomlile@yahoo.com

Dr. Mary Arnold, Professor  
English Department  
California University of PA  
250 University Avenue  
California, PA 15419  
(724) 255-8560  
arnold50@netcarrier.com

# Choosing References and Developing a Reference Sheet

## **Choosing/Contacting References**

- References may be from academic experiences, employment, volunteer or community activities, and professionals in your field
- Before listing someone as a reference, ask for his or her permission to do so. You might approach a potential reference with a tactful request similar to the following: “Do you feel you know me well enough to act as a positive reference?”
- Choose 3-5 people to be references for you

## **Preparing Your References**

- Phone or ask to meet in person to provide information about yourself; show up promptly and prepare; bring a copy of your resume for them to refer
- Provide information on how long you have known them and in what capacities and a list of achievements you demonstrated while working with them
- Provide examples of your relevant job skills; don't assume your references will remember every detail about you
- Ask the person, what address and phone number you should use (Never assume!)

## **Maintaining Positive Contact**

- Thank your references for their time and for serving as your reference and keep in contact with them throughout your job search
- Don't forget to send a thank-you note or call your references when you receive a job to let them know their work has paid off
- Once you get a job, do not lose contact with your references; staying in touch can prevent stress in rebuilding references
- View reference relationships as a career long process

## **Preparing a Reference Sheet**

- Mail a reference sheet with your resume only if it is requested; if the employer does not ask for it during the application process, take it with you to the interview
- Place your name at the top of the reference sheet
- Include a heading titled “References” or “Professional References”
- Include the reference's name, professional title, address, and phone number
- Print the reference sheet on the same color and type of paper as your resume

# Job Search Strategies

RESOURCE/STRATEGY	HOW TO USE	PROS	CONS
Cal U Career Services Office	Meet with a career counselor to talk about your job search. Have your resume and cover letter reviewed. Do a mock interview. Get career-related experience through Cooperative Education. Register with the College Central Network and upload your resume. Visit our web site at <a href="http://www.cup.edu/careers">www.cup.edu/careers</a> often.	Learn about a variety of resources and events to assist you in your job search.	
Networking/Informational Interviewing/Shadowing (through alumni, professional associations, etc.)	Talk to everyone you know to develop a list of possible contacts. Use CAL U Career Network to identify Cal U alumni contacts. Join a professional association. Follow through on all leads. Ask for information about the job/company and to circulate your resume.	May learn of unadvertised openings. May result in an interview. Often results in a closer match of your interests to a job. At least 40-50% of jobs are found this way.	A contact in itself is not enough to get you a job. You may exhaust all leads without landing a job immediately. Time consuming.
On-Campus Recruiting	Review the list of employers recruiting on campus at <a href="http://www.cup.edu/careers">www.cup.edu/careers</a> . Submit your resume before the deadline. Thoroughly research the employer before your interview.	Meet face-to-face with recruiters on campus. One of the primary ways in which companies recruit for technical and business positions.	May be less effective for non-technical/non-business candidates.
Job Fairs	Check for upcoming job fairs at <a href="http://www.cup.edu/careers">www.cup.edu/careers</a> . Register before the deadline (if applicable). Research employers before the fair, dress professionally, and bring lots of copies of your resume. Follow up with a phone call or e-mail.	Meet face-to-face with many employers at once. May have on-the-spot screening interview. Many job fairs for technical, business and education candidates.	Competition is intense. May be less effective for non-technical/non-business/non-education candidates.
Internet (job postings, company web sites, etc.)	Search online job postings and company web sites. Submit your resume online and post on job boards.	Actual job openings. Many employers use. Free or low-cost access. Worldwide geographic reach.	Only 10% of technical, finance and healthcare positions are found this way; 4% overall. Competition is growing as use of the web increases.
Targeted Mailings	Research the employer and tailor your resume and cover letter to the job and needs of the employer. Try to find out who is in charge of the area in which you want to work and address your letter to that person. Follow up with a phone call or e-mail.	Better approach than mass mailing. Investment of time and effort should merit stronger response from employers, especially when candidate follows up with contacts.	Requires a significant investment of time in researching companies and tailoring resumes and cover letters, as well as following up with contacts.
Employment Agencies	Respond to employment agency ads in newspapers. Search for agencies that specialize in your field of interest. Follow up with your agency contact frequently.	Especially helpful for technical candidates or those with marketable experience.	May be less helpful for non-technical and inexperienced candidates. Be wary if you have to pay a fee.
Want Ads	Mail your resume with a cover letter tailored to the job qualifications as early as possible to beat the competition.	Actual job openings. Involves minimal investment of time.	Only 7% of jobs are found this way. Your resume will compete with large number of others.

# Network Your Way to a Job

## Networking Defined

A network is an interconnected group of supporters who serve as resources for your job search and ultimately for your career. Some great network contacts might include people you meet at business and social meetings who provide you with career information and advice. Students often hesitate to network because they feel awkward asking for help, but it should be an integral part of any job search. Though you might feel nervous when approaching a potential contact, networking is a skill that develops with practice, so don't give up. Most people love to talk about themselves and their jobs and are willing to give realistic and free advice.

## Eight Keys to Networking

1. **Be Prepared.** First, define what information you need and what you are trying to accomplish by networking. Remember, your purpose in networking is to get to know people who can provide information regarding careers and leads. Some of the many benefits of networking include increased visibility within your field, propelling your professional development, finding suitable mentors, increasing your chances of promotion and perhaps finding your next job. Second, know yourself- your education, experience and skills. Practice a concise, one-minute presentation of yourself so that people will know the kinds of areas in which you are interested. Your networking meeting should include the following elements: introduction, self-overview, Q&A, obtaining referrals and closing.
2. **Be Targeted.** Identify your network. For some, "I don't have a network. I don't know anyone," may be your first reaction. You can start by listing everyone you know who are potential prospects: family, friends, faculty, neighbors, classmates, alumni, bosses, and co-workers. Attend meetings of organizations in your field of interest and get involved. You never know where you are going to meet someone who could lead you to your next job.
3. **Be Professional.** Ask your networking prospects for advice-not for a job. Your networking meetings should be a source of career information, advice and contacts. Start off the encounter with a firm handshake, eye contact, and a warm smile. Focus on asking for one thing at a time. Your contacts expect you to represent yourself with your best foot forward.
4. **Be Patient.** Heena Noorani, research analyst with New York-based Thomson Financial, recommends avoiding the feeling of discouragement if networking does not provide immediate results or instant answers. She advises, "Be prepared for a slowdown after you get started. Stay politely persistent with your leads and build momentum. Networking is like gardening: You do not plant the seed, and then quickly harvest. Networking requires cultivation that takes time and effort for the process to pay off."
5. **Be Focused on Quality-Not Quantity.** In large group settings, circulate and meet people, but don't try to talk to everyone. It's better to have a few meaningful conversations than 50 hasty introductions. Don't cling to people you already know; you're unlikely to build new contacts that way. If you are at a reception, be sure to wear a nametag and collect or exchange business cards so you can later contact the people you meet.
6. **Be Referral-Centered.** The person you are networking with may not have a job opening, but he or she may know someone who is hiring. The key is to exchange information and then expand your network by obtaining additional referrals each time you meet someone new. Be sure to mention that person who referred you.
7. **Be Proactive.** Stay organized and track your networking meetings. Keep a list of your contacts and update it frequently with the names of any leads given to you. Send a thank-you note. Ask if you can follow-up the conversation with a phone call, or even better, with a more in-depth meeting in the near future.
8. **Be Dedicated to Networking.** Most importantly, networking should be ongoing. You will want to stay in touch with contacts over the long haul- not just when you need something. Make networking part of your long-term career plan.

## Questions to Ask During Networking Meetings

- What do you like most/least about your work?
- Can you describe a typical workday or week?
- What type of education and experience do you need to remain successful in this field?
- What are the future career opportunities in this field?
- What are the challenges in balancing work and personal life?
- Why do people enter/leave this field or company?
- What advice would you give to someone trying to break into this field?
- With whom would you recommend I speak? When I call, may I use your name?

## Dos & Don'ts of Networking

- Do keep one hand free from a briefcase or purse so you can shake hands when necessary.
- Do bring copies of your resume.
- Don't tell them your life story; you are dealing with busy people, so get right to the point.
- Don't be shy or afraid to ask for what you need.
- Don't pass up opportunities to network.

Written by Thomas J. Denham, director of the Sienna College Career Center in Loudonville, N.Y.

# Networking Leads

1. Every alumna or alumnus of your school.
2. Every former employer.
3. Every branch, subsidiary, parent, and affiliate of every former employer.
4. Every former co-worker.
5. Every competitor to every former employer.
6. Every supplier or vendor to every former employer.
7. Every customer or client of every former employer.
8. Every venture or business partner to every former employer.
9. Every consultant to your former employer.
10. Every famous person in your target industry.
11. Every writer at every newspaper or journal that covers your field.
12. Every friend you ever had.
13. Every friend your friends ever had.
14. Every spouse your friends ever had.
15. Every acquaintance you ever had.
16. Every parent or close relative your friends ever had.
17. Your parents, grandparents, siblings, aunts, uncles...
18. Every friend your parents, grandparents, siblings, aunts, uncles etc, ever had.
19. Every employer or business associate of any kind of your parents, etc.
20. All the alumni of all your other Alma Maters.
21. Every professor or teacher you ever had, or who ever worked anywhere you went to school.
22. Every leader and member or your church, synagogue, or temple.
23. Every teacher or professor of your kids, siblings, friends, parents, etc.
24. Every leader and member of every social, academic, or professional club you know of.
25. Every career center officer and career counselor at every school you ever attended.
26. Every neighbor you ever had.
27. Every doctor you ever had.
28. Every accountant and financial advisor you ever had.
29. Every attorney and ever insurance agent you ever had.
30. Every hairdresser of barber you ever had.
31. Every dry cleaner you ever had.
32. Every masseuse or masseur you ever had.
33. Every personal trainer you ever had.
34. Every coach and member of very sports team you were ever on.
35. Every gym manager or membership director you've ever met.
36. Every real estate broker you ever had.
37. Every auto mechanic you ever had.
38. Every veterinarian you ever had.
39. Every yenta you ever had.
40. Every wedding planner or photographer you ever had.
41. Every funeral director known by anyone you know
42. Every doorman or doorwoman in every building in the financial district.
43. Every clerk in every corner store.
44. Every cabdriver of every cab you ride in while looking for work.
45. Every bartender at every club you shouldn't be hanging out in.
46. Everybody you know by first name.
47. Every psychic you ever consulted, or thought you consulted.
48. Every drill sergeant or fellow soldier or sailor you served with.
49. Everybody you ever helped out in this life.
50. Start over and talk to them all again.

# TEN TIPS FOR SUCCESS AT A JOB FAIR

A job fair is a great way to meet prospective employers and to find out where you want to start your professional career. At a job fair, each employer will have a booth or table where literature on the organization will be available. You'll have a chance to meet recruiters, ask questions about their organizations, and tell them about your qualifications. Here are ten tips to help you make the most of the time you spend at the job.

1. **FIND OUT WHAT COMPANIES WILL BE ATTENDING, AND RESEARCH COMPANIES OR SCHOOL DISTRICTS YOU ARE INTERESTED IN BEFORE THE FAIR.** Information about companies attending job fairs sponsored by Career Services is located on the web site ([www.cup.edu/careers](http://www.cup.edu/careers)) under the "Job Fair" information link.
2. **DON'T BE AFRAID TO INTRODUCE YOURSELF AND ASK QUESTIONS.** Employers are eager to meet and talk with you, so don't hesitate to make the first move. Here's a sample introduction: "Hi, I'm Maryann Jones. I am majoring in Communications and will graduate in May. I am interested in finding out more about the account representative position with your company."
3. **TELL THEM A LITTLE BIT ABOUT YOURSELF.** Let them know your strengths. Talk about your favorite classes, your activities, and relevant jobs you've held.
4. **BE SURE TO TAKE ALONG LOTS OF RESUMES.** Your resume will remind employers of your interests and qualifications.
5. **DRESS APPROPRIATELY.** Most job fairs require professional dress (suit). If you're not sure what the dress code is for a specific job fair, ask your Career Counselor. You will never get a second chance to make a good first impression!
6. **TRY TO MEET WITH A VARIETY OF EMPLOYERS.** Don't just focus on one or two favorites.
7. **DON'T EXPECT A JOB OFFER ON THE SPOT.** Keep in mind that the job fair is just a first step. If an employer is interested in you, he or she will arrange a more in-depth interview at a later date.
8. **SAVE SALARY QUESTIONS FOR LATER.** The job fair is not the place to bring up questions regarding salary, benefits, and vacation. Some employers may choose to tell you about some of these areas, but it's generally not wise to introduce them yourself.
9. **EXPRESS INTEREST AND ENTHUSIASM.** If an organization interests you, don't be afraid to say so.
10. **FOLLOW-UP.** Send letters or e-mails to those employers that you would like to pursue further. Don't forget to thank them for taking the time to introduce you to their organization.

# PREPARING FOR THE INTERVIEW

Anticipate the types of questions that may be asked. Think through your answers to these possible questions and also what questions you would like to ask.

Have a good understanding of the job description. Research the job and the company or school district. Think about how your qualifications, experience, and accomplishments match the job.

The day before, plan your wardrobe and travel route to alleviate any additional stress. Go to where you will be interviewing to see how long it will take you and make sure that you have good directions.

Begin to “psych” yourself up. Believe that you are the best candidate for the position and the competition does not scare you. A major part of successful interviewing is having a positive mental attitude.

Practice good communication skills. It is imperative that you use good communication skills during the interview. Practice with a friend, with a career counselor, or by doing a mock interview. Work on the following communication skills:

- Presenting yourself in a positive and confident manner
- Offering a firm handshake
- Speaking clearly and effectively
- Listening attentively and maintaining eye contact
- Avoiding the use of unnecessary verbal and non-verbal distractions

Dress professionally for the interview. Remember you don't get a second chance to make a first impression. Your appearance should be neat and clean, pressed and polished. Conservative business attire is appropriate for most settings. Do not wear perfume or cologne - someone may be allergic. Keep the pierced body parts and tattoos covered up if possible.

## **Women**

- A well-coordinated suit. Navy, gray, tans, or any other conservative color; no slacks or mini-skirts
- A long-sleeve blouse (white, cream, or pastel)
- Neutral or skin-toned hosiery
- Moderate matching shoes with a medium heel
- Subdued sparse natural makeup and no perfume
- Neat and professional hairstyle
- Sparse jewelry
- Manicured nails with light or clear nail polish
- A leather portfolio or slim briefcase

## **Men**

- A traditional conservative suit (navy, gray, brown or any other conservative color)
- A white long-sleeve shirt with a conservative tie
- Neat and professional hairstyle, clean shave, or trimmed facial hair
- Professional dress shoes with black socks
- A watch and one ring (if you are so inclined), leave the earring(s) at home
- Trimmed and clean nails
- A leather portfolio or slim briefcase

# INTERVIEWING TIPS

- When greeting an interviewer use his or her full name preceded by Mr./Ms./Mrs./Dr. Be sure to get the right pronunciation of the interviewer's name prior to arriving
- Bring with you extra copies of your resume, transcript, references, examples of previous work/projects, and a pen
- Dress conservatively and avoid extremes. This is not a way to express your individuality. You can demonstrate your uniqueness through conversation
- Sit comfortably without slouching and look alert and enthusiastic (don't fidget)
- Be prepared with carefully thought-out questions about the job to ask when the interviewer prompts you for questions
- Be professional and focused, yet friendly and personable
- Feel free to ask for clarification before answering questions
- Take time to formulate your answers before you speak
- Try to get the interviewer to describe the position early in the interview so you can relate your experiences and skills to the job
- Avoid simple "yes" and "no" answers
- Keep your answers between 30 seconds and 2 minutes. Avoid long rambling responses.
- Do not speak negatively of past employers
- Send a thank-you letter within 24 hours of the interview

## Don't

- Use first names (unless asked)
- Chew gum
- Smoke (even if invited)
- Ask about benefits and salary or vacation
- Lie

## Do

- Have a positive attitude
- Maintain eye contact
- Appear full of energy and enthusiastic
- Smile
- Act friendly to everyone you meet
- Use humor when appropriate
- Give the interviewer a firm handshake
- Relax
- Be concise, but give thorough answers
- Arrive early

## A Few Words About Salary

- Always wait for the employer to address the issue of the salary-usually when an offer is extended
- If asked for your salary requirements, state a range that you would be willing to negotiate within
- Don't ever state a specific amount
- Do your research! Check out websites, such as [www.collegegrad.com](http://www.collegegrad.com) to find out the current salaries for the position you are applying for

# Questions Asked by Employers

## Personal

- Tell me about yourself.
- What are your hobbies?
- What are your major strengths/weaknesses?
- Define success. Failure.
- Who are your role models?
- Where do you want to be five years from now? Ten years?
- Who or what has had the most influence on your life?
- What are some of your personal goals?
- What can you offer us?
- Describe your ideal job.
- Have you had difficulty getting along with a former co-worker and how did you handle it?

## Education

- Why did you choose your major?
- Why did you choose to attend your college or university?
- Which class did you enjoy the most and why? The least?
- What campus activities did you participate in?
- What do you consider your most memorable college experience and why?
- Do you think that you received a good education? Why?
- If you could start over again, what would you change about your education.
- How has your education prepared you to work with us?

## Experience

- Have you ever done volunteer work? What kind?
- Please describe some of your past leadership roles and your accomplishments in them.
- What job-related skills have you developed?
- Have you ever quit a job? Why?
- How would a former employer describe your work?
- Tell me about the worst job you ever had and why.

## Career Goals

- Do you prefer to work in a group or alone?
- How do you feel about working overtime?
- What type of people do you enjoy working with?
- Describe your ideal work environment.
- What other types of positions are you considering?
- For you, what are some of the pros and cons of working on a team project?
- Do you prefer large or small organizations? Why?
- Why do you want to work with our organization?

## Don't Forget to Ask Questions!

- What are the major responsibilities of this position?
- Can you tell me how this position became open?
- What qualifications would you expect the successful candidate to possess?
- Can you describe your organizational structure?
- Would it be possible to meet the people who work in the department?
- Do you have a training program?
- How would you describe the supervisory style of the manager?
- What do people like most about working here? Least?
- What is the best/worst thing about this position?

# Behavioral Interviewing

## What is behavioral interviewing?

- Behavioral interviewing is a technique used by employers in which the questions asked assist the employer in making predictions about a potential employee's future success based on past behaviors. (What you did do, not what you would do.)
- In behavioral interviews, you are asked to give specific examples of when you demonstrated particular behaviors or skills. You must describe in detail a specific event, project, or experience and tell how you dealt with it and what the outcome was.
- The interview is structured with open-ended questions.

## How do you prepare for behavioral interviewing?

- Research the organization and the position to try to determine what skills are necessary for the job. Prepare yourself for questions that are geared toward those skills.
- Identify examples of events where you demonstrated the skills sought by the organization. (Coursework, work experience, leadership, teamwork, initiative, customer service, etc.)

## How do you answer behavioral questions?

- Keep your answers specific and detailed. Use the three step process: 1.) Situation 2.) Action 3.) Outcome. Describe a specific situation, the action(s) you took and what the outcome was.
- Make sure you understand the question. Ask for clarification if necessary.
- Keep all of your responses positive.
- Don't be afraid to take a few minutes to think about the question. The interviewer understands that you don't know what will be asked of you.
- Never lie or make up a story.

## Examples of behavioral interview questions:

- Give me an example of a time when you had to be relatively quick in coming to a decision.
- Give me an example of an important goal you had to set and tell me about your progress in reaching that goal.
- Describe the most creative work-related project that you have completed.
- Give me an example of a time when you had to show good leadership.
- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a situation in the past year in which you had to deal with a very upset customer or co-worker.
- Describe some times when you were not satisfied with your work. What did you do about it?
- How do you determine priorities in scheduling your time? Give examples.

# Informational Interviewing/Shadowing

Informational interviewing and shadowing are excellent ways to gain knowledge about a career area while networking in your field of interest. Most people are very receptive to doing informational interviews or having you shadow them on the job as long as you DO NOT ask them for a job.

To find people working in an area that interests you, ask your family, your friends, your co-workers, your professors-anyone you know. Career Services may also be able to help you by searching CAL U Career Network, a database of Cal U graduates who have volunteered to help current students and alumni by providing them with career information about their chosen fields.

Informational interviews should only last 20-30 minutes, and can take place wherever you and your interviewee choose to meet, or via phone or e-mail. Shadowing can last anywhere from a few hours to a few days and usually takes place at the place of employment. Make sure you look professional, are well prepared, and write a thank-you note afterward. Make sure you take notes, or audiotape the interview (be sure to ask the interviewee first.) Doing informational interviews or shadowing several people in the same career area is a good idea, as you will be able to obtain a more accurate picture of work in that field.

## Sample Questions

- Describe your typical workday. What kind of tasks do you do, how do you spend your time?
- What kind of educational background is necessary for working in your field?
- Tell me your career history-how did you get to where you are today?
- What is the current job outlook for careers in your field?
- What is the typical entry-level salary range for jobs in this field?
- What do you like the most about your job?
- What do you like the least about your job?
- What is your work schedule like?
- What is the typical amount of job security in this field?
- What skills do you recommend I learn before beginning to work in this field?
- Are computer skills valuable to have for working in this field? What software packages should I know?
- Is there anyone else you would recommend I speak to about working in this field?
- May I have a brief tour of your facilities?

# The Portfolio

## The Purpose of a Portfolio

Sometimes a resume alone is not enough because it cannot tell the whole story of you and your qualifications. This is where the portfolio comes in! A portfolio can help a job seeker or career changer to present his or her talents and accomplishments in a convincing manner- especially during an interview. In a competitive job market, effectively showcasing and providing evidence of skills that relate to a specific job are critical. A portfolio can give you “an edge” over your competition!

### A Professional Portfolio is:

- A collection of items that demonstrates your skills, strengths, and accomplishments developed through work, academics, volunteer activities, sports, hobbies, etc.
- Evidence of how you perform/excel on the job or in the classroom
- A reflection of you as a professional person

### What to Include:

- Evidence of skills, capabilities generated from coursework/fieldwork
- Evidence of independent learning
- Evidence of professional contribution (i.e. membership of committees)
- Be sure to customize your portfolio to the requirements of each specific job for which you are interviewing (change your samples if necessary!)

### Samples:

- A copy of your resume
- An official copy of your transcript(s)
- A fact sheet, in list form, that displays your skills and what you like to do
- Samples of items you produced during class or an internship/Co-op
- Certificates, awards and honors, special certifications for special training
- A program from an event you planned or in which you participated as part of a class project or campus organization
- A list of conferences and workshops you have attended and a description of each
- Some samples of your writing that you are proud
- Documentation of technical/computer skills that would be of benefit to the employer
- Letters of commendation or thanks from previous employers, campus organization advisors, or leaders of volunteer projects in which you have been involved
- Newspaper articles that address some achievement
- Internship or Co-op summary report.
- Evidence of professional memberships (PSEA, AMA, etc.)

### If You are Seeking a Teaching Position You May Want to Add:

- Student teaching evaluation materials
- Sample lesson plans
- A videotape of your teaching
- Sample syllabi
- Pictures of bulletin boards you designed
- Teaching tools you have created
- Information about field trips or other events you organized
- Pictures of you working with students
- Statement of teaching philosophy

### Appearance:

- Keep in mind that your portfolio displays you to an employer; therefore, it must present you in a professional manner
- Use a professional portfolio or binder and add a supply of plastic page covers to add materials wherever you need
- Other structures, such as CD's, websites, pamphlets/brochures, may also be included
- You will need to place similar information together
- Note, for those entering business fields, you should have a list of 3-5 references. For education majors, you should have 3 letters of recommendation placed in the same area, not scattered throughout
- You may want to create a table of contents and label the different sections for ease in finding information in the portfolio

# Using the Portfolio in an Interview

## **Do:**

- Place portfolio in view of interviewer
- Use it to provide concrete evidence in responding to a question
- Place most important examples in the beginning of the portfolio

## **Don't:**

- Open your portfolio immediately at the beginning of the interview
- Be surprised if the recruiter is not familiar with portfolios
- Go page by page through the entire portfolio

## **Interviewer Questions that Set-up use of Your Portfolio**

- What are your five-year goals? or What are your future plans?  
*(See the work philosophy and professional goals section of portfolio.)*
- How confident are you on the computer?  
*(See the work/service samples with projects that are computer-generated, demonstrating the software and skills they want to see such as spread sheets, word processing and data base projects or any specialty software.)*
- What do you do for recreation?  
*(Show them your activities or community service sections.)*
- What was your most difficult class?  
*(Show them a work sample from your class.)*
- Have you ever...?  
*(Fill in the blank and show the person a work or service sample.)*
- What certifications do you hold?  
*(See the certifications, diplomas, and degrees section.)*
- Have you ever worked as part of a team?  
*(Show them the work/service samples section or classroom projects that apply.)*

# Cooperative Education (Co-op)

## What is Co-op?

Co-op is a program provided by the Career Services Office, which enables students in all majors (undergraduate and graduate) to gain paid, career-related experience. The program seeks to relate classroom learning with application in a professional work environment.

## Advantages to Students Who Participate

- Sample/try-out a career
- Confirm or fine tune what your career interests are
- Earn money for college expenses; all Co-ops are paid
- Apply what you have learned in your academic courses
- Gain work experience which will benefit you when looking for full-time employment after graduation
- Develop professional contacts in your career field
- Make informed career plans and decisions

## Eligibility

- Completion of 30 credits (Associate's-15; Master's-6)
- Overall quality grade point average-2.0 (Master's-3.0)
- Agreement to complete a Co-op experience (Summer, fall, spring, full-time, part-time)

## Three Ways to Fit Co-op Into an Academic Program

1. Work part-time while still enrolled full time in classes
2. Work full time with no classes scheduled for the semester
3. Work full time or part-time in the summer

## Where Can I Work?

- Students can work either locally or nationwide
- Co-op advertises positions, throughout the U.S. and abroad
- The Co-op coordinator also assists students in developing Co-op sites in any location

## For more information contact:

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**Carole Kolowitz**, *Cooperative Education Secretary*  
724-938-4413  
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## **www.collegecentral.com/cup**

### **STUDENT & ALUMNI REGISTRATION INSTRUCTIONS**

All Students and Alumni are eligible to use the **College Central Network** online job board after completing the following registration process through a site that has been specially designed for the **California University of Pennsylvania** career center. Follow these simple steps:

- Go to your school's Career Center URL: **www.collegecentral.com/cup**
- Click the **Student** or **Alumni** Icon; then **Register Now**.
- Enter **California University of Pennsylvania** (if it's not already pre-filled), create your own **unique ID** and a **Password** that you will remember; Confirm your **password**.
- Click "**Continue Registration**"

Now you will be asked to complete the **REGISTRATION** form to search for Jobs. You may upload a **RESUME** at a later date.

#### **REGISTRATION ENTRY**

- Enter all demographic information. Fields with an (\*) asterisk are required...(Name, Current Address, Phone). Answer questions about where you want to work and the kinds of jobs that interest you. Employers will search this information, as well as the degrees you are obtaining. Be as thorough and complete as possible.

#### **RESUME ENTRY**

- From your homepage, click **Upload a Resume**. *You should have a resume completed on disk at this time to upload.* Browse the file, select it, then click **Upload your resume**.

#### **JOB SEARCH**

- From your homepage, click **Search for Jobs Posted to My School**, enter criteria specific to the type of job you are looking for on the search form, click **Begin Search**... You may also **Search for Jobs in CCN's Jobs Central**, our national job database.

*When conducting a job search using CCN, be aware that by selecting several search criteria, such as Degree, Area of Interest, FT/PT jobs, etc., you are narrowing your search. It is a good idea to conduct a focused search, but you may also want to try searching different criteria. To view all jobs posted, leave all the search fields blank.*

#### **MENTOR SEARCH**

- From your homepage, click **Search for Mentors**, then enter the password: **vulcan**. Enter criteria specific to the type of job you are looking for on the search form, click **Begin Search**. To view a list of all mentors, leave the search form blank and just click on "Begin Search".

## **Congratulations! You now know how to navigate through College Central Network.**

From now on you can visit your school's page: **www.collegecentral.com/cup** at anytime, Twenty-four hours a day, Seven days a week, Three hundred and sixty-five days a year.

# Notes:

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