

# **ARTS AND SCIENCES RESOURCES:**

**Resume (samples):** Pages 2-6

**Interviewing Information:** Pages 7-10

\*In addition, Career Services has books for all majors on resume and cover letter writing, interviewing and job searching.

**Jayne Jones**  
26 Manor Road  
Gwynedd Valley, PA 19437  
215-123-4567  
[jones.j@gmc.edu](mailto:jones.j@gmc.edu)

**OBJECTIVE:** To secure a challenging marketing position at Company XYZ utilizing my skills in product planning, buying, and analysis.

**EDUCATION**

Gwynedd-Mercy College  
**Bachelor of Science Degree**  
Major: Criminal Justice Minor: History  
GPA: 3.5

Gwynedd Valley, PA  
May 2007

**EXPERIENCE**

Smithville Youth Group  
**Group Leader**

Smithville, PA  
July 2005-Present

- Developed, coordinated, and facilitated educational and recreational activities for a group of 50 culturally diverse children.
- Trained in diversity issues, conflict resolution, and successful activity planning.
- Coordinated programs to foster community spirit and awareness.

Eden Toys  
**Market Research Analyst**

Elizabeth, NJ  
Summer 2003-2005

- Reviewed and approved samples for toy line.
- Determined materials and color selections for toy construction.
- Collaborated with engineering and design departments to design, manufacture and implement cost effective product lines.

Gwynedd-Mercy College  
**Student Campus Security Officer**

Gwynedd Valley, PA  
Spring 2004

- Patrolled campus dorms to ensure student and community safety.
- Received training in crisis communication.
- Learned proper procedures for handling campus events.

**ACTIVITIES**

- Student Government, Vice President  
Fall 2005
- Habitat for Humanity, Volunteer  
Summer 2005, 2006
- Women's Lacrosse Team  
Fall 2005-Present

**SKILLS**

- Microsoft Office
- Adobe PhotoShop
- Able to converse in Spanish.

**JASON KEEFER**  
8482 Marley Drive  
Pittsburgh, PA 15244  
(412) 123-4567  
[keefe@abc.def](mailto:keefe@abc.def)

**PROFESSIONAL SUMMARY:** Intelligent, articulate, and conscientious individual with strong desire to pursue a career in finance. Self-starter with skills in communication, analysis, and organization.

## **RELEVANT PROFESSIONAL SKILLS**

### ***Organization and Leadership***

- Organized/maintained a 350 client database for financial consultant in brokerage firm
- Coordinated and supervised a successful community service campaign involving 40+ volunteers over a one year period
- Managed and maintained \$500,000 of product inventory

### ***Analysis***

- Initiated analysis and complete reorganization of client files, resulting in easier access to records and improved service to clients
- Developed and implemented marketing strategies, materials, and correspondence resulting in 12% increase in client base
- Conducted research and made recommendations aimed at improving departmental efficiency
- Skilled in development of spreadsheet applications through Lotus 1, 2, 3 and Excel

### ***Communication***

- Demonstrated ability to effectively handle difficult customer service inquiries
- Converted customer inquiries into sales on a regular basis
- Awarded numerous certificates for excellence in public speaking, debate, and persuasion

## **WORK HISTORY**

Del. Driver/Cust. Service Rep. Regents Supply Corp.	2006-present
Finance Department Intern Glatfelter Insurance	Summer 2005
Financial Services Intern Smith Barney	Fall 2003
Driver Pizza Hut	2000-2002
Package Handler RPS	1995-2000

## **EDUCATION**

<b>Bachelor of Science, Business Administration</b> Gwynedd-Mercy College	May 2003
--	----------

## LEE BIO

[bio@gmc.edu](mailto:bio@gmc.edu)

5555 Hamilton Ave. Philadelphia, PA 19104  
(988) 555-5555

---

### EDUCATION

Gwynedd-Mercy College; Gwynedd Valley, PA

**College of Arts and Sciences May 2007**

Bachelor of Arts in Biology

Coursework: Cellular Biology/Biochemistry, Biological Basis of Psychiatric Disorders (current)

### SKILLS

Laboratory: Primer Design, PCR, Restriction Enzyme Digestion, Agarose Gel Electrophoresis, ELISA, ELISPOT, Lymphoproliferation Assay, Flow Cytometry, Intramuscular Immunizations, Retro-Orbital Bleeds, Tissue Harvest

Computer: Microsoft Office (Word, Excel, PowerPoint, Access); Peoplesoft; Internet proficiency; talent for organizing spreadsheet data; skilled at organizing large amounts of data for presentations and group meetings

### RESEARCH EXPERIENCE

**Research Laboratory Technician**; Philadelphia, PA

*Department of Pathology, University of Pennsylvania School of Medicine; 2006-2008*

- Assisted in DNA vaccine research against infectious diseases such as HIV and West Nile Virus
- Worked in team setting and was responsible for training new employees and undergraduate students
- Designed DNA vaccine adjuvant currently in Phase I human clinical trials with the NIH
- Awarded 2nd place in the field of Vaccines at the UPENN Center for AIDS Research 6th Annual Retreat

**Laboratory Assistant Philadelphia, PA**

*Department of Otorhinolaryngology, University of Pennsylvania School of Medicine; 2005*

- Performed image capturing of Purkinje neurons in postmortem tissue of Alzheimer patients
- Participated in animal research section of laboratory by assisting in immunizations and tissue harvest
- Organized and filtered large amount of data generated from experiments for publication

**Clinical Research Assistant Philadelphia, PA**

*Violence Intervention Project, Children's Hospital of Philadelphia; 2004*

- Assisted in health surveillance program that refers violently injured youth to community organizations
- Conducted follow-up interviews with patients from 3 major Philadelphia hospitals
- Created and organized precise database using MS Excel and Access

### OTHER EXPERIENCE

**Hospital Volunteer Philadelphia, PA**

*Children's Hospital of Philadelphia; 2008-Present*

- Interact with patients in their rooms at bedside and at the activity center
- Provide sensitivity and positive reinforcement to hospitalized children and their family

**Mentoring Program Coordinator Kensington, PA**

*Inner-City Missions 2005-2007*

- Coordinated weekly tutoring and mentoring program
- Developed activities incorporating multiple learning styles

## TOM JONES

42 Landing Drive; Gwynedd Valley, PA 19446  
215-111-2233; [jones.tom@gmail.com](mailto:jones.tom@gmail.com)

### Website and Graphic Designer/Online Content Producer/Front-End Web Developer

- Solid Computer Graphics Experience
- Excellent customer service skills

*A highly creative, energetic, and growth-oriented website/content professional dedicated to taking a leadership role in helping to expand organizational growth and profits through website -development.*

## CORE STRENGTHS

### Technical Skills

Adobe Photoshop; Illustrator; Dreamweaver; Flash; Acrobat; HTML; CSS; PHP; Javascript; jQuery; AJAX.

### Organizational Leadership

Productivity and efficiency enhancement; long and short-term planning/forecasting; accounts receivable; personnel training and development.

## PROFESSIONAL EXPERIENCE

Internet Web Designer, Inc.

Lansdale, PA

**Director, Web Production**

Oct. 2007-Present

### Key Accomplishments:

- Acquired new clients and projects including website designs and redesigns of companies in several industries, such as the medical and educational fields.
- Directed the activities of a 7-person team charged with finding clients.
- Created and designed company from scratch including, formulating an entire business plan.
- Coordinated the improvement or creation of client's websites.

### Responsibilities:

- Develop and parse data feeds in XML related to ecommerce solutions.
- Direct open source development projects, including Site Sprout, a CMS/WYSIWYG editor hybrid.
- Design and code custom content management solutions based in PHP and MySQL.

Horizon, LLC.

Ambler, PA

**Front-End Web Developer**

March 2008-Present

### Key Accomplishments:

- Created and coded marketing email blasts to be sent to previous buyers.
- Improved techniques for mass-marketing emails to customers.

### Responsibilities:

- Manage day-to-day operations and maintenance for both of company's websites.
- Analyze web analytics data from both Coremetrics and Google Analytics platforms.
- Design monthly site advertisements as directed by company's purchasing department.

## OTHER EXPERIENCE

- Summer Adventure Recreational; **Assistant Director** Summer, 2006-2007
- Devereux Foundation; **Residential Counselor/Staff Supervisor** Fall 2005

## EDUCATION

**B.S. Computer Information Technology**; Gwynedd-Mercy College

May 2005

## JAMES JONES

555-55 Ambler, PA 19446 (215) 555-5555 [jones.j@gmc.edu](mailto:jones.j@gmc.edu)

### WORK EXPERIENCE

TV LAND/NICK AT NIGHT, New York, New York

**MTVN Summer Associate Program - Production and Development Associate** - Summer 2007

- Formulated departmental competitive report on shows, news, and trends that correlate and/or compete with network
- Filled in for Assistant to VP of Production and Development - keeping phone log, sending and receiving packages with Airborne Express, faxing, and answering phone lines
- Observed and participating in departmental, staff, and pitch meetings
- Assisted in compiling, screening, and selecting footage for hotmixes and independent producers

MIRAMAX FILMS, New York, New York

**Development Intern** - Summer 2006

- Compiled database of writers and directors in developing projects
- Tracked NY theatre festivals, productions, and playwrights for Creative Executives in daily reports
- Filled in for Assistant to SVP of Production and Development - updated travel arrangements, checked expense reports, updated calendars, answered several phone lines, kept phone sheet, arranged and confirmed meetings
- Researched literary material and provided script coverage for Creative Executives

NICKELODEON, New York, New York

**On-Air Promotions Intern** - Summer 2006

- Assisted in edit sessions for "Teen Nick Spins the Bottle" and "Nick Video Picks"
- Purchased props and assisted on set at "V-Pick Live," Nick Jr. promotional pilots, and promotional shoots
- Compiled, screened, and prepped promotional footage for producers

LEE DANIELS ENTERTAINMENT, New York, New York

**Freelance Script Reader** - Spring 2006

- Composed script coverage and evaluated acquired scripts for changes and rewrites
- Attended weekly development meetings and recommended writers and scripts for development

MINI MACE PRO PICTURES, Philadelphia, Pennsylvania

**Production Intern** - Fall 2005

- Screened footage, dubbed tapes, and assisted in editing promotional videos
- Conducted web research and assisted with converting web images to film

### EDUCATION

Gwynedd-Mercy College, Gwynedd Valley, PA

**Bachelor of Arts in English**, *summa cum laude*, GPA 3.8/4.0, May 2007

*Minors: Women Studies Activities: Minorities in Media Club*

*Honors: Dean's List Honors Program Peer Advisor*

### ADDITIONAL INFORMATION

- Proficient in Microsoft Office applications for both Mac and PC and familiar with Final Draft
- Former guest columnist in *The Atlanta Journal-Constitution*
- Named Horizons New South Festival Young Playwright 2004 & 2005

# INTERVIEWING

## General Interview Questions

The next step is to think about questions that the interviewer might ask you and possible answers for those questions. Some questions may include:

- Why are you interested in this position and/or organization?
- Why did you choose the college you attended? Are you happy with that choice?
- What was your major and why did you choose it?
- What kind of grades did you have in college?
- Did other things you did in college take time away from your studies?
- What is your career objective now?
- What is your most significant accomplishment?
- Give me an example of how you handle working under pressure.
- Have you ever worked long hours?
- What is the toughest decision you have ever made?
- What is the hardest work you have ever done?
- Tell me about your leadership experience.
- Why do you want a career in this field?
- What will you do if we decide not to hire you?
- What is your major strength/weakness?
- What type of career opportunities do you expect?
- Where do you see yourself three years from now?
- How would you describe your personality?
- How do you plan on reaching your career goals?

### More questions and how to answer them:

- **Tell me about yourself.** A common opener, this is an invitation to “sell yourself”. Develop a brief summation of your background leading into your interest and desire to work for the organization as well as your qualifications for the position.
- **What do you know about our organization?** Let your answer show that you have taken the time to do some research, but don’t be a know-it-all. “In my job search, I’ve investigated a number of companies and yours interests me for these reasons...”
- **Why do you want to work for us?** Your homework should include learning enough about the company to answer this question in regard to their interests. Indicate that you share a mutual feeling for the things they hold in high regard when this is the case.
- **What can you do for us that someone else can’t?** Toot your own horn and be confident when answering this question. Use your experience as ammunition to create a favorable impression.
- **What do you find most/least attractive about this position?** State three or four attractive factors; don’t dwell on least attractive factors too long.
- **Why should we hire you?** Talk about your experience/classes/internships, etc. and talk about what you can do for the company.
- **What do you look for in a job?** Keep your answer oriented toward opportunities at the organization rather than your own personal security.
- **What is your definition of the position for which you are being interviewed?** If you are unsure, ask the interviewer – he or she may answer the question for you. If you do attempt an answer, make sure you are very clear on what the position entails.
- **How long would it take you to make a meaningful contribution to our company?** Be realistic. Don’t promise the world too soon. Let them know that you would be ready to pull

your own weight from the first day, and that you would be ready and willing to learn anything to help make a contribution as soon as possible.

- **How long would you stay with us?** Say you are interested in a career with the company as long as they continue to provide you the opportunity to meet your career objectives.
- **In your last position, what factors did you like the most/least?** Be positive. Describe more features that you liked than you didn't like. Don't cite personality problems...you want them to think you are easy to get along with.
- **Why are you leaving (did you leave) your last position?** Be brief and to the point. If you were laid off or terminated, say so. Otherwise, indicate that the move was your own decision, the result of your actions. Do not mention personality conflicts.
- **What do you feel this position should pay?** Salary is a delicate topic. In your homework, try to find out if there is a salary range attached to the position. Based upon the reasonable range that you identified in your preparation, say: "I know that the standard range for this type of position is \$(fill in 5 the blank) to \$(fill in the blank) and naturally I'd prefer to be at the high end." You will have made it clear that you have done your homework and, while stating your preference for a high salary, you have not drawn any lines in the sand. You can also try to get the interviewer to give the first answer. This puts you in a better position for negotiation. For more on this topic go to the "Salary Negotiation" section of this packet.
- **What are your long-range goals?** Relate your goals to the company. "In a firm like yours, I would like to..."
- **How successful do you think you have been?** Present a positive and confident picture of yourself. Be careful, however, not to overstate your case. It may cause the interviewer to wonder if you are trying to fool him/her or yourself.

## Potential Questions to Ask of Interviewers

Do your homework. Don't ask questions which you could have easily researched before the interview. However, prepare several questions in order to convey interest, maturity, and a grasp of the profession. Consider which of the following questions could be tailored to your prospective employer(s). Adapt content and style as appropriate.

- What are the company's strengths and weaknesses compared to its competition?
- How important does upper management consider the function of this department/position?
- What is the organization's plan for the next five years, and how does this department fit in?
- Could you explain your organizational structure?
- How will my leadership responsibilities and performance be measured? By whom?
- What are the day-to-day responsibilities of this job?
- Do you provide any training for new hires?
- Could you describe your company's management style and the type of employee who fits well with it?
- What are some of the skills and abilities necessary for someone to succeed in this job?
- What is the company's policy on providing seminars, workshops, and training so employees can keep up their skills or acquire new ones?
- What particular computer equipment and software do you use?
- What kind of work can I expect to be doing the first year?
- What percentage of routine, detailed work will I encounter?
- How much opportunity is there to see the end result of my efforts?
- Who will review my performance? How often?
- How much guidance or assistance is made available to individuals in developing career goals?
- How much opportunity will I have for decision-making in my first assignment?
- Can you describe an ideal employee?

- What is your organization's policy on transfers to other cities?
- Do you encourage graduate study outside of work time? If so, does your organization offer incentives? (tuition reimbursement, for example)
- Why do you enjoy working for your firm?
- What makes your firm different from its competitors?
- How would you describe your corporation's personality and management style?

## **Behavioral Interviewing**

Behavioral-based interviewing is a style commonly used by interviewers. According to Katherine Hansen of Quintessential Careers, “The premise behind behavioral interviewing is that the most accurate predictor of future performance is past performance in similar situations... Employers use the behavioral interview technique to evaluate a candidate’s experiences and behaviors so they can determine the applicant’s potential for success.” Behavioral-based questions typically start out with “Tell me about a time when you...” or “Describe a situation where you...” Behavioral-based questions are often related to skills such as innovation and creativity, teamwork, decision-making, critical thinking, conflict management, leadership, flexibility, communication and motivation.

**Preparation is the key to successfully answering behavioral-based questions.** Try using the following strategies to help you organize your past experiences (also known as “stories”) as potential answers.

- Make a list of skills or experiences which are relevant to the position being sought. Use materials from the employer and the job (job description, company reports, research, etc.).
- Think about situations that reflect those skills. Come up with 5-6 stories from college, class projects, jobs, internships, volunteer activities, and hobbies. One or two should focus on situations that did not go as planned or were difficult but turned out to be a learning experience.
- Practice telling your stories to others such as friends and family, or a career counselor.
- Make sure your stories are concise, well-told, and interesting. They should create word pictures of what you have done or learned that relates to the job for which you are interviewing.
- Don’t hesitate to market your accomplishments; this is not the time to be too modest!

### **Examples of Behavioral Interview Questions include:**

Tell me about a time when you .....

- Worked effectively under pressure
- Handled a difficult situation with a co-worker
- Were creative in solving a problem
- Had to make an important decision with limited facts
- Were tolerant of an opinion that was different from yours
- Had to deal with an irate customer
- Were unable to complete a project on time

7

### **STAR Interviewing Technique:**

One strategy for preparing for behavioral interviews is the STAR technique, as outlined below, adapted from “How to Interview Like you Mean it,” produced by Mr. Donald Asher.

## **S**ituation or **T**ask

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

## **A**ction You Took

Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. Don't tell what you might do, tell what you did.

## **R**esults you Achieved

What happened? How did the event end? What did you accomplish? What did you learn?

### **Example:**

**Situation or Task (ST):** Advertising revenue was falling off for my college newspaper, *The Beacon*, and large numbers of long-term advertisers were not renewing contracts.

**Action (A):** I designed a new promotional packet to go with the rate sheet and compared the benefits of *The Beacon* circulation with other ad media in the area. I also set up a special training session for the account executives with a School of Business Administration professor who discussed competitive selling strategies.

**Result (R):** We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent [quantity is always good] over the same period last year.