

# **BUSINESS RESOURCES:**

**Resume (samples):** Pages 2-5

**Interviewing Information:** Pages 6-7

**Links and Resources:** Pages 8-9

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

## **SUE STUDENT**

987 Main Avenue; Lansdale, PA 19446  
(216) 555-1212; sue\_student1@email.com

### **OBJECTIVE**

Seeking a position in marketing where the utilization of leadership skills and creativity are significant

### **EDUCATION**

**Bachelors of Business Administration, Marketing**, May 2006  
Gwynedd-Mercy College, Gwynedd Valley, PA 19446

### **PROJECTS**

- **Goodyear**: analyzed focus group data on marketing to 18-30 year olds and proposed new methods of reaching various segments within that market
- **My Only One**: researched and analyzed possible target markets for a phone service company; submitted research and proposals on possible target market to help increase service and company awareness within that market
- **Cleveland Metro Law Fair**: ran advertising campaigns throughout the state of Ohio with radio spots, college newspaper ads, banners, and flyers to increase attendance at the annual law fair
- **Ametek Lamb**: analyzed current website design and structure; submitted a proposal on better utilization of web-based tools in order to increase company awareness, sales, current customer relations, and traffic.

### **PROFESSIONAL EXPERIENCE**

URS Corporation. Cleveland, OH, 2006-Present, **Marketing Intern**

Assisted marketing manager in the development of proposals for various engineering projects

- Compiled all relevant company and project information, resulting in the increase of clients

FirstChoice Medical Staffing. Cleveland, OH, 2005-2005, **Intern**

Helped recruiter coordinate and plan events to increase employment of nurses.

- Designed flyers, postcards, and digital newsletters for external marketing, resulting in an increase of employees

Nordstrom. Beachwood, OH, 2005-2005, **Intern**

Learned the inner workings of running a department store through shadowing different departments

- Worked with visual merchandising in setting up all store displays, resulting in an increase of customer attention and attraction
- Went through a Manager-in-Training program, resulting in the understanding of managing a group of individuals and providing great customer service
- Focused on personal selling, resulting in a development of personal clients and one-on-one customer service

Arby's Classic Ventures, Inc. Mayfield Heights, OH, 1998-2004, **Shift Manager**

Led a crew in serving customers in a restaurant setting, nightly deposits, and daily activity reports,

- Dealt with customer questions and complaints, resulting in better customer service
- Made decisions regarding restaurant operations, resulting in an increase of customer satisfaction

### **LEADERSHIP EXPERIENCE**

American Marketing Association, **President 2005-2006. Executive Vice-President 2004**

- Community Service Sponsorships: Case Elementary, Cleveland Food Bank, AIDS walk, Breast Cancer walk, West Side Catholic Center, Achievement Centers for Children
- Fundraising and event planning for numerous activities: career fair, speaker sessions, and company tours

### **SKILLS**

Bilingual in English and Russian; Proficient in Microsoft Office: Word, PowerPoint, Publisher, and Excel

**Janie Jones**  
14696 Richwood Drive  
Mentor, OH 44060  
(440) 257-9686  
jjjones@yahoo.com

## **OBJECTIVE**

Seeking a challenging full-time in the field of Sports Management

## **EDUCATION**

Gwynedd-Mercy College, Gwynedd Valley, PA

**Bachelor of Science in Business Administration, *Sports Management***, May 2005

## **SUMMARY OF SKILLS**

- Proficient in MS Office, Photoshop, SPSS, MS Publisher & HTML
- Excellent interpersonal skills
- Over 5+ years in Management
- Exemplary written/verbal communication skills
- Proven leadership skills

## **WORK EXPERIENCE**

CLEVELAND BROWNS, Cleveland, Ohio (2/06 – Present)

### **Senior Marketing Representative.**

Responsible for new business development for Cleveland Browns Foundation in national & international markets.

GUND ARENA, Cleveland, Ohio (6/04 – 2/06)

**Marketing Representative.** Responsible for account management and development of strategic marketing plan for clients. Coordinated inside sales marketing plan through direct mail and trade shows. Responsible for management & training of sales staff.

CLEVELAND STATE UNIVERSITY, Cleveland, Ohio (9/02 – 5/04)

**Business Manager, Athletic Department.** Responsible for accounts payables & assisted with receivables. Responsible for administration of department budget reports and coordination of quarterly financial meetings.

DICK'S, Mentor, Ohio (2/99 – 8/02)

**Assistant Store Manager.** Responsible for daily cash deposits, hiring and training of support personnel, and retail sales.

## **PROFESSIONAL DEVELOPMENT**

- Member, Sports Management Association, 2003 - Present
- Member, National Association of Marketing Professionals, 2005 - Present
- Member, Women In Sports Careers Foundation, 2003 – Present

**References Available Upon Request**

**CAMERON D. JONES**  
3700 Spruce Street, Box 100; Philadelphia, PA 19104  
(215) 417-0000; [cameron.j@gmc.edu](mailto:cameron.j@gmc.edu)

**OBJECTIVE**

Summer internship in asset management

**EDUCATION**

**Gwynedd-Mercy College**, Gwynedd Valley, PA *May 2010*

**Candidate for Bachelor of Science in Business Administration**

Concentrations in Finance & Accounting

- *Coursework:* International Finance Corporate Finance Theory & Structure in Financial Markets  
Financial Accounting Cost Accounting Introduction to the Computer as an Analysis Tool
- *Activities:* Member of AIESEC, a business club focusing on the global workforce
- Member of Lambda Chi Alpha Fraternity

**WORK EXPERIENCE**

**Brockman Agency**, Philadelphia, PA *Summer 2008 Junior Account Executive*

- Selected as summer intern for large international insurance brokerage
- Created databases detailing insurance premiums by region
- Corresponded with clients and associates worldwide regarding policy information
- Edited outgoing memos related to specific accounts

**Davis Market Research Company**, Calabasas, CA *Summer 2007 Market Research Interviewer*

- Conducted interviews with general public to gain information on political opinions and consumer demand necessary for clients' specific projects

**Private Tutor**, Westlake Village, CA *September 2003 - June 2006*

- Tutored high school students in math, science, and French

**VOLUNTEER SERVICE PROJECT**

**Friends of the Wissahickon**, Philadelphia, PA *Summer 2006 Environmental Project Team Member*

- Participated in team project to improve Wissahickon Forest
- Created ecology management plan to maintain state park, which was later implemented

**ADDITIONAL INFORMATION**

- Proficient with Excel, PowerPoint, Access, Word, Virtual Basic, and Jump; familiar with Bloomberg

- Proficient in French

- Lived in Taiwan and Singapore, dual citizen of France and United States

Extensive travel to France, Kenya, Mauritius, Greece, Malaysia, Thailand, New Zealand, and Mexico

- Summer exchange student in Paris, France (2006)

- Completed Outward Bound Course for wilderness survival/backpacking - group leader in Montana (2005)

**BRIAN WALTERS**  
3700 Spruce Street, Philadelphia, PA 19104-6024  
(215) 417-0000; [walters.b@gmc.edu](mailto:walters.b@gmc.edu)

## **EDUCATION**

**Gwynedd-Mercy College**, Gwynedd Valley, PA  
Bachelor of Science in Business Administration, May 2009  
Concentrations in Marketing and Finance

## **RELATED EXPERIENCE**

**University of Pittsburgh Medical Center**, Pittsburgh, PA - Summer 2008  
*Corporate Real Estate Department*

- Conducted NPV analysis of building being held and evaluated option scenarios resulting in recommendation to sell structure. Developed basis and suggestions for departmental operating procedures to be used in evaluation of UPMC Health System real estate holdings.

**Oxford Development Company**, Pittsburgh, PA - Summer 2007  
*Finance Department*

- Reviewed loan agreements and debt summary worksheets for Chief Financial Officer. Revised and updated software program to be used by property managers for yearly budgeting. Began company-wide implementation of program by training property managers to use software for budgets.

**Bayer Corporation**, Pittsburgh, PA - Summer 2006  
*Strategic Planning and Business Analysis - Fibers, Additives, and Rubber Division*

- Conducted extensive Internet and library market research for comprehensive database to be used by Bayer's chemical sales departments. Collaborated with special project team to implement initial phases of a cross-divisional project designed to identify untapped business opportunities.

## **ADDITIONAL EXPERIENCE**

**Pennsylvania Governor's School for International Studies**, Pittsburgh, PA - Summer 2008  
*Business and Economics Resident Teaching Assistant*

- Served as advisor to business and economics students during five-week summer program and coordinated stock market simulation. Acted as Mexico ICONS (International Communications and Negotiations Simulation) coordinator guiding team of 10 students.

**Fisher Hassenfeld College House**, Gwynedd-Mercy College, Gwynedd Valley, PA- 2007 - Present  
*Resident Advisor*

Mentor and plan social and educational programs and activities for 17 first-year students.

## **ACTIVITIES**

- Chairman, Senior Gift Drive, Class of 2009
- Admissions Office High School Outreach Program
- Committee on Safety and Security
- Eagle Scout Award with Silver Palm
- Interests include public speaking, music, and historic building preservation

# **INTERVIEW QUESTIONS**

- 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?
  - Interviewer picked up a paperweight and said "sell me this."
    - If you were to introduce a new product into a foreign market, what are some of the factors you would first study in that country?
    - You need more shelf space in a store, how do you convince the store manager to give it to you?
    - Explain relational databases as if I were not computer literate.
    - Describe telecommunications protocols.
    - You mess up a depreciation/amortization number in your model, i.e. too low / too high. Walk through your income statement, balance sheet, CF and describe the net effect of your mistake.
    - What are the major challenges in computer security?
    - Did you ever have a leader you despised?
    - Describe a time when you used data to prove a point?
    - What is the biggest risk that you ever took?
    - If you could have any job in the world, what would it be?
    - What motivates you?
    - Why do you want to work for us and not for our competitor?
    - Give me an example of how you are a risk taker?
    - Why should we hire "you" over everyone else we spoke to today?
    - Why are tennis balls fuzzy?
    - You have very good grades. However, you don't you have a 4.0. Given the fact that there are students around with stronger academic credentials, why should we consider you?
    - Give me an example of a time your ethics were tested and how you responded and reacted.
    - Give a one sentence positioning statement of yourself.
    - If you could be one person in the world, who would it be?
    - What problems do you see in your school? How would you go about correcting them?
    - Tell me about a disastrous team experience that you had.
    - Use 12 equal sided sticks to construct 6 equal size squares?
    - What is the one question you don't want us to ask you?

## **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

## **QUESTIONS TO ASK INTERVIEWERS**

- What areas need the immediate attention of the person you hire?
- What are the major responsibilities of this position?
- What are the company's sales and profits projections?
- Whom do you identify as your major competitors?
- What are your plans for new products or services?
- How would you define your management philosophy?
- What are you looking for in the person who will fill this job?
- Describe a typical day.
- What kind of training would I receive?
- Where can I expect to go from this position?
- What activities could I engage in now that might help me on the job if I'm hired?
- How long have you been with the company?
- How centralized is the organizational structure?
- What do you like most about your job and the company?
- Whom could I speak with who has the position now or who has been promoted from the position recently?
- What are the avenues for advancement?
- What is the turnover rate?

*\*Make sure to check out the “Interviewing Packet” in the Interviewing section of the Career Services website at [www.gmc.edu/careerservices](http://www.gmc.edu/careerservices).*

## **BUSINESS AND COMPUTER INFORMATION SCIENCES**

### **Accounting**

College Central Network [www.collegecentral.com/gmc](http://www.collegecentral.com/gmc)  
Occupational Outlook Handbook [www.bls.gov/oco](http://www.bls.gov/oco)  
Accounting Jobs [www.accountingjobs.com](http://www.accountingjobs.com)  
Amer. Institute of Certified Public Accountants <http://www.aswa.org/wanted.html>  
National Association of Black Accountants <http://www.nabainc.org>  
CPA Firms [www.cpafrms.com](http://www.cpafrms.com)  
PICPA [www.picpa.org](http://www.picpa.org)  
Information on Accounting Careers Accounting Career Bank  
<http://www.beckerconviser.com> [www.accounting.com](http://www.accounting.com) <http://online.onetcenter.org>  
American Society of Women Accountants [www.aicpa.org/members/aicpafoundation.htm](http://www.aicpa.org/members/aicpafoundation.htm)  
CPA Directory & Job Postings <http://www.cpadirectory.com>  
CPA Zone <http://www.cpazone.com>

### **Business Administration**

Business week online [www.businessweek.com](http://www.businessweek.com)  
Commerce Net [www.commerce.net](http://www.commerce.net)  
American Management Association <http://www.amanet.org/index.htm>  
Black Business Association [www.bbala.org](http://www.bbala.org)  
American Business Women's Association. <http://www.abwahq.org>  
American Small Business Assoc [www.asbaonline.org](http://www.asbaonline.org)  
Marketing/Management Jobs Ad. Federation <http://www.marketingjobs.com>  
Public Relations Society of America American [www.prsa.org](http://www.prsa.org) [www.aaf.org](http://www.aaf.org)  
Society for Human Resources Mgt.. [www.shrm.org](http://www.shrm.org)  
American Marketing Association [www.marketingpower.com](http://www.marketingpower.com)  
National Management Assoc <http://nma1.org/>

### **Finance**

Banking, accounting, and finance positions [www.careerbank.com](http://www.careerbank.com)  
Banking and financial jobs [www.bankjobs.com](http://www.bankjobs.com)  
Business Positions [www.jobsinthemoney.com](http://www.jobsinthemoney.com)  
Message Board on Business [bankingforums.co.uk](http://bankingforums.co.uk)  
Entrepreneur Information [www.entrepreneur.com](http://www.entrepreneur.com)  
Information on Consulting Careers <http://www.careers-in-business.com/consulting/mc.htm>  
National Foundation for Women Business Owners <http://www.nawbo.org/>

### **International Business**

Careers in World Affairs [http://www.fpa.org/jobs\\_contact2423/jobs\\_contact.htm](http://www.fpa.org/jobs_contact2423/jobs_contact.htm)  
Volunteer Opportunities Peace Corps Jobs in Africa  
<http://www.volunteer.org.nz/> [www.peacecorps.gov](http://www.peacecorps.gov) [www.africajobs.net](http://www.africajobs.net)  
Internships Abroad Information and Jobs [www.internabroad.com](http://www.internabroad.com) [www.globalroutes.org](http://www.globalroutes.org)

### **Marketing**

Marketing Jobs [www.marketingjobs.com](http://www.marketingjobs.com)  
Jobs in Sales and Business [www.acareerinsales.com](http://www.acareerinsales.com)  
American Management Assoc. [www.amanet.org](http://www.amanet.org)  
American Marketing Association [www.marketingpower.com/](http://www.marketingpower.com/)

### **Human Resources**

Society for HR Management [www.shrm.org](http://www.shrm.org)  
Human Resources: [www.hr.com](http://www.hr.com)

HR GUIDE [www.hr-guide.com/](http://www.hr-guide.com/)  
HR VILLAGE [www.hrvillage.com](http://www.hrvillage.com)  
HR JOBS [www.jobs4hr.com/](http://www.jobs4hr.com/)  
Human Resource Jobs <http://hr.jobs.com/>

**Public Relations**

Public Relations Society of America [www.prsa.org](http://www.prsa.org)  
PR Jobs [www.prweekjobs.com](http://www.prweekjobs.com)  
Work in PR [www.workinpr.com](http://www.workinpr.com)  
PR Crossing [www.prcrossing.com](http://www.prcrossing.com)