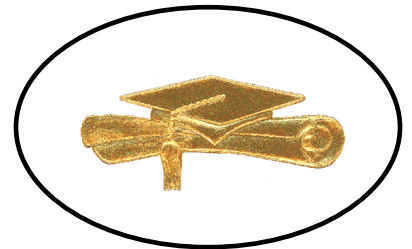


Have a great summer!



Junior to Senior Transition

August 2009



**KALAMAZOO COLLEGE
CENTER FOR CAREER &
PROFESSIONAL
DEVELOPMENT**

PHONE: 269.337.7183 FAX: 269.337.7182
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Greetings to all the rising seniors, Class of 2010!

In years past the Center for Career & Professional Development has received feedback from recent graduates about what they wish they would have known during and after their departure from “K”. In an attempt to reconcile this we have put together a transitional guide as a means to help you through the initial process of entering the “real world”.

We have sought to include information on all sorts of practical aspects of post-graduation life. While this is not an exhaustive list, we hope it sends you looking in the right direction. Many of the topics covered in this brief handbook are covered more extensively on our website at <http://reason.kzoo.edu/ccd/>. There you will find downloadable documents as well as updated new information whenever you need it.

The CCPD considers their services open to all students and alumni. Please do not hesitate to contact or visit the center, even after graduation, to get information, advice or to schedule an appointment with a professional staff member.

We wish you all the best for your futures, and we will be here along the way to help you out.

Sincerely,
The Career Advisors:

Morgan Locsei, '09 Dana Schmitt, '10

Matt Remsen, '10 Robert Parkins, '11 Salvatore LoGrasso, '11

FINANCIAL RESOURCES

WITH ONLY ABOUT A YEAR LEFT TO GO AT K, YOU MAY BE WORRIED ABOUT HOW TO PAY FOR IT? CHECK OUT THE FOLLOWING LINKS FOR HELPFUL FINANCIAL ADVICE AND RESOURCES:

Visit www.kzoo.edu/finaid and check out the following links:

- Values and Goals Questionnaire (PDF)
- Credit card budget presentation (PowerPoint)
- Off-Campus Living Budget Worksheet for Upperclassmen (Excel Spreadsheet)
- Managing Your Loans (Several links)
- Graduate School Planning (Several links)
- Tax Information (Several links)

Other helpful websites:

- National Foundation for Credit Counseling: www.nfcc.org
- NFCC Debt Advice: www.debtadvice.org
- Practical Money Skills for Students: www.practicalmoneyskills.com
- Mapping Your Future:
 - www.mapping-your-future.org/features/dmbudget.html

- This most likely will take more money on your front end, but, if you prove yourself valuable, you might very well find an offer from your company and/or use your networking to make connections with other strong employers.

• Check out: <http://www.aiesec.org/>

Types of Exchanges:

- **Management** – internships related to administration, finance, accounting, marketing, project management and HR.
- **Development** – usually with NGOs, internships usually relate to wide variety of issues in community development.
- **Technical** – internships related to management and development in web, software, networks, and databases, plus some engineering.
- **Education** – internships related to promotion, curriculum development, teaching, and counseling in education sector.



- Duration: 2 to 18 months; Matching takes 3-7 months
- Salary covers living costs
- Application fee varies by country; Airfare not included

SOME GREAT RESOURCES:

< www.transitionsabroad.com >

< <http://www.aipt.org/Programs/Individuals/> > Can help you obtain overseas work permits

< <http://www.payaway.co.uk/workabroad.shtml> > Fun jobs abroad

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By 60S @ <http://stephen60.wordpress.com>

RESUMES

Chances are, you have some sort of resume somewhere on your computer. Whether it's stellar or not so stellar, at some point you will be creating a new one. The brief tips here will help you get started on that process so that each and every version of your resume is the best it can be.

Sections of a Resume

Traditionally there are four or five sections in a resume: heading, objective (optional) education, experience, and activities. However, there are other sections that may be included based on the professional area you are targeting.

The Heading Section

Your resume starts with your identifying information: your name, address, phone number, and e-mail addresses. Make sure the heading contains only professional information that portrays a positive impression. Different heading styles can be used; see the CCPD's website for examples.

The Objective Section

This is an optional section. The advantage to using this section is that it lets the reader know "up front" what it is you are looking for and that you have skills that will benefit the organization. It is perfectly appropriate to have several resumes, each with different objectives

FINDING WORK ABROAD

Overseas Job Search:

- **Start the hunt at home** – if you are able to find a job abroad while still in the states you will simplify the legalities of work permits, etc. The major difficulty is that you will most likely have to pack your bags for interviews and possibly eat the traveling costs. Lead time for finding work abroad is usually a few months longer than normal so start looking 5-12 months in advance!
- **Hook an American Organization with Operations Abroad.** It is usually easier to transfer to an overseas position after some time within a U.S. multinational company than to convince a foreign employer to hire you, particularly in a country with a well-educated applicant pool. Especially if relatively fluent in a second language, this can be one of your best options for both finding work abroad *and* working for a company that shares your professional interests. Many companies will have you work in the US for a year or so to learn the industry and company culture you might be able to transfer abroad (ask about this in interviews).
- **Explore Work with a Foreign Company in the US.** (Such as a British band or Chilean importer).
- **Consider teaching English to get your foot in the door.** Countries, such as Japan, are constantly looking for English teachers and might even offer you a position without an interview. Once this position is accepted, it is easy to obtain a work visa.
- **An internship might be your best bet.** One of the BEST ways is to set up an internship where you'd like to live. Once abroad and working it is easier to find and obtain work more closely to your field of interest at the completion of your contract.

Phone Etiquette

- Have an appropriate, professional voice mail message
- Before making a professional phone call, make sure that you have good cell phone reception
- Do not try making a professional phone call in between classes or when you only have fifteen minutes. Have enough time to devote to the conversation that you would not have to cut the conversation short
- Choose an appropriate location for a phone call; pick somewhere that is quiet, where your friends will not come bother you and that you will not be distracted
- Be prepared
- Always self-identify when answering or making a phone call. Even though many people have caller ID, still say your name so that the recipient clearly knows to whom they are talking.

Dining Etiquette

- Be on time, and remember to turn off your cell phone. It is always embarrassing when your phone goes off during a meal
- Be careful what you order! Choose something simple that is easy to eat. Do not eat with your hands
- Remember what your mother taught you! Don't chew with your mouth open or talk with your mouth full!
- Take small bites so that you can answer questions more quickly when you are asked
- In a professional setting, you will either split the tab, or the person who invited you to dine will pay the bill

The Education Section

This section contains crucial information that should be easily found within your resume. It should include:

- colleges/universities attended, leading with the one which has granted/will grant your degree
- degree type, major and minor fields of study

Optional additions include:

- merit-based academic honors and awards
- special academic opportunities, like study abroad programs
- your GPA and/or major GPA
- relevant coursework

Generally it is not necessary to list your high school diploma, unless there is some affiliation between the organization to which you are applying and your high school.

The Experience Section

This section should describe your accomplishments with any experience you have had. This category could include, but is not limited to:

- summer jobs
- internships
- externships
- campus jobs
- volunteer work
- course projects
- SIP
- ICRP

In some cases, one general heading titled "Experience" will be appropriate. In other cases, breaking down your experiences into sub-sections will be most effective. Essentially, categories are created so the most relevant information is read first.

Quick Tips...

- Include the name of the organization, location (city and state), dates of involvement if applicable, your title, and two or three phrases describing what you did
- Avoid personal pronouns
- Use active language rather than passive language. Phrases such as “responsibilities included,” “duties included,” or other phrases place emphasis on the job rather than you

The Activities Section

Employers are frequently interested in knowing what you have done outside of your work experiences. The activities section is used for this purpose, but it should be kept simple. It is sufficient to state the name of the organization, positions held (if any), your accomplishments, and the time frame (optional).

Alternative titles for this section include "Leadership," "Service," "Volunteer Work," or "Campus Involvement."

The Additional (Optional) Section

This is the place to put interesting miscellaneous information that employers may find intriguing but that does not fit anywhere else. Some examples of these sections are:

- Special Skills or Certifications
- Theatrical Productions/Roles
- Interests

Please note that this section is generally most useful if you have limited experience and therefore want to give an employer a better idea of who you are as a person.

Professional Etiquette

This section will help you present yourself professionally in a variety of communication styles.



Professional - conforming to the standards of skill, competence, or character normally expected of a properly qualified and experienced person in a work environment

Clothing

- Always dress more conservatively than you think is necessary
- See the interview section for more details about proper professional clothing

Email Etiquette

- Have a professional greeting
- Do NOT use smiley faces or other emoticons
- Avoid using exclamation marks
- PROOFREAD
- ALWAYS have an appropriate subject heading
- Remember to actually *attach* attachments and check with the recipient first to make sure they can accept attachments and are aware that you are sending them something

QUESTIONS TO ASK THE INTERVIEWER(S)

It is generally good to come with a few questions for the interviewer about the company culture, history or philosophy. Make sure that it is not a question that you could answer through your own research.

Asking questions about salary and benefits is not advised in the first interview. Wait until you have moved farther through the process to address those issues.

FOLLOWING THROUGH AFTER THE INTERVIEW

There are three ways to do this, and all are suggested – write a thank-you note, send a special letter, and make a phone call.

THANK-YOU NOTES

Less than half the people who go on job interviews will actually write a thank-you note to a hiring manager. This is a professional gesture that you should complete, but remember to be as brief as possible when you do. The body of the note should include: thanking them for their time, expressing interest in and enthusiasm toward the organization and position, highlighting experiences or accomplishments that exhibit your qualifications, and asking for another meeting to be scheduled.

Write the note within 24 hours, so there is no time to forget you. Before you send it, however, have someone else proofread it. Mistakes can negate the positive impression you leave with a thank-you note.

References

It is not necessary to include references on your resume, nor is it necessary to include the statement “References available upon request.” However, you will want to have them available, especially at an interview. Please see the *References & Recommendations FAQ* on the CCPD website or pick one up in the office for more information.

Cover Letter Basics

The cover letter is a very important part of the first impression you give a prospective employer. On the next page you will find a detailed explanation of each paragraph in a cover letter. Remember that there really is no true template for a cover letter because each one you write should be unique. Also, see the ‘Services’ section of the CCPD’s website for more detailed information.

Ultimately there are five questions that employers look to have answered as they read a cover letter. Therefore, it is important that you provide answers for each question. You will notice that the answers fit well into the paragraphs described on the next page. The questions include:

1. What is the purpose of this letter?

Introductory Paragraph

2. Why are you interested in this field?

Introductory Paragraph

3. Why are you interested in us, in particular?

Introductory Paragraph

4. Why should we be interested in you?

Middle Paragraph

5. Where do you propose we go from here?

Final Paragraph

Introductory Paragraph (1 paragraph)	<ul style="list-style-type: none">● Identify yourself● Clearly state why you are writing● State how you learned of the organization and job opening● Express your interest in the organization and job● Identify any connection(s) you have with the organization
Middle Paragraph(s) (1-2 paragraphs in length)	<ul style="list-style-type: none">● Expand on the information in your resume● Highlight qualifications that are relevant to the position● Refer to the job description, if applying to a specific position● Make it obvious that you have researched the organization● Explain how you are a good fit for the position and/or organization (possibly start a second paragraph)
Final Paragraph (1 paragraph)	<ul style="list-style-type: none">● Re-emphasize your interest in the position● Express your interest in an interview● State that you will follow-up with a phone call● Thank the reader for their time

It is best to be prepared to answer questions and ask intelligent and thoughtful questions as well. The top 20 questions asked in interviews are below. Know how you would respond to these questions before the interview.

TOP 20 INTERVIEW QUESTIONS

20. How do *you* define competition?
19. How will you balance work and life?
18. Where else have you applied?
17. Describe a complex project you've worked on.
16. Describe your character.
15. Describe the approach you took to your own college experience.
14. What is your most significant achievement?
13. What is your greatest disappointment?
12. Describe a situation you faced involving conflict and tell me how you resolved it.
11. How do you deal with criticism?
10. Why are you interested in us?
9. What are the key issues in the field of ___ today?
8. Why do you want to be a _____?
7. Why did you major in _____?
6. What is the source of your motivation?
5. So, I only know you on paper. Take a few minutes and tell me about yourself.
4. Where do you see yourself fifteen years?
3. What is one of your weaknesses?
2. Describe ways in which you are creative.
1. What are the five most compelling reasons we should offer you the job?

- Turn off cell phones before you arrive.
- Have fresh breath.
- Be courteous to everyone you meet. You are making impressions on all those you encounter.
- Greet your interviewer(s) professionally.
- Be aware of your body language, as actions speak louder than words. Pay attention to behaviors such as slouching, excessive hand movement, rolling of the eyes, eye contact, facial expression, etc.
- Sell yourself
- Keep your responses well organized and thorough.
- Become a storyteller. Use examples from a *diverse* range of your experiences.
- Show that you can do the job, or that you can learn quickly. Stress your achievements as they relate to the job description.
- Be positive about past experiences – even if they were negative.
- Focus on them, not on you. Explain what you can do for them rather than what they can do for you.
- Stay positive – even in your response to negative or confrontational questions. Attempts to excuse, or rationalize something you wish to be different are usually interpreted by the interviewer as a sign that you have trouble taking responsibility for your actions. Instead, spend 95 percent of your time shifting the focus to positive outcomes.
- Give yourself permission to be who you really are – let them see your real character.
- Be honest.

ASKING AND RESPONDING TO QUESTIONS AT THE INTERVIEW

THE ART OF NETWORKING

When beginning to search for a professional opportunity, it is best to begin by talking with those closest to you. This in and of itself is networking, the most powerful tool to securing an interview and a skill very important for college graduates. **Seventy-five percent** of all job openings in the United States are not advertised (The Job Hunting Handbook, Dahlstrom & Company 2007), so it is of the utmost importance to begin talking to people who might be able to connect you with others or provide priceless information about your field of interest.

When beginning the process of networking, it is recommended that you start by identifying a company or industry of interest to you. Then it is encouraged that you create a list of “hot,” “warm,” and “cold” contacts with whom you can begin to converse. A “hot” contact is someone you know very well (friends, relatives, and neighbors); a “warm” contact is someone that is in your extended network (parents’ coworkers or acquaintances); and a “cold” contact is someone you do not know, but who works with a company or organization of interest. Just remember that your network is larger than you think!

MAKING THE FIRST CONTACT

Here are some suggestions for what to include in a letter inquiring to talk to an individual:

1st Paragraph: ANSWER THE READER’S QUESTION –

- ❑ Who are you?
- ❑ Why are you writing?
- ❑ How do you know me? (if we know people in common, let me know this)
- ❑ What do you expect from me? (ADVICE – not an offer for an job, etc.)

2nd Paragraph:

- ❑ IF this is a personal contact (usually determined if through a personal referral or if you have an “allegiance” in common such

as an alumni or previous member of sports team, etc.) go into greater detail in this section.

- ❑ IF this is a distant contact (you found someone interesting on the web, s/he is a faculty member in a research program you are targeting, s/he works with an organization that may not have a posted position) be VERY brief in this section.

TOPICS TO DISCUSS:

- ❑ How your interest in the field developed
- ❑ What pursuits have you taken to develop knowledge/skills for the field
- ❑ How you hope to supplement current knowledge/skills
- ❑ Mention other areas in which you are also interested (demonstrate flexibility)
- ❑ **** STEPS YOU ARE TAKING TO PURSUE CURRENT OPPORTUNITY ****
(other than writing this person; you ARE doing your homework)

Final Paragraph:

- ❑ Express your sincere appreciation
- ❑ IF this is a personal contact, indicate that YOU will follow-up by PHONE (or by email if you have to) to find out how s/he may be able to help (don't expect them to contact you, but be sure to leave your contact information, in the event they prefer to contact you first).
- ❑ IF this is a distant contact, you have to decide if it would be appropriate to impose yourself of her/him by taking the next follow-up steps (and, if so, most appropriate would be by email).

INFORMATIONAL INTERVIEW

Once you contact someone, it is common to try to set up an informational interview. During the informational interview you are able to learn about first-hand experiences and gather information based upon the questions you ask. Although this type of interview is much different than a traditional job interview, many of the same suggestions apply:

DRESSING FOR THE INTERVIEW

MEN
<ul style="list-style-type: none"> ▪ A suit in dark blue, dark gray, or black with a long-sleeved white shirt with a tie ▪ Dark socks over the calves with dark, shined shoes ▪ Jewelry should be minimized ▪ Fingernails should be clean ▪ Facial hair should be clean shaven and hair out of eyes ▪ Colognes should be used sparingly
WOMEN
<ul style="list-style-type: none"> ▪ For the first interview, a business suit in dark colors ▪ For additional interviews, a conservative dress is appropriate ▪ If wearing a skirt or dress, hemline should be close to the knee and blouses kept modest ▪ Nylons should be worn at all times, regardless of weather conditions ▪ Shoe heel height should be moderate and comfortable; shoes should be freshly polished ▪ Jewelry should be minimal ▪ Nails should be well-manicured and polished in clear, light, or French manicure ▪ Make-up should be lightly applied ▪ Hair should be out of eyes if down, or pulled back ▪ Perfumes should be used sparingly

REPRESENTING YOURSELF IN THE INTERVIEW

Below you will find some more helpful hints for representing yourself well on that important day:

- **Be on time.**
- **Fill out all applications neatly and completely.** Write “negotiable” in the salary section.

THE ART OF INTERVIEWING

PREPARING FOR AN INTERVIEW

- **Do your homework - on the company**
The more you know, the better off you are.
- **Do your homework - on the position.**
Think about the questions you would like to ask related to the position, and write them down.
- **Do your homework - on yourself.**
Review your professional experience including dates, positions, duties/responsibilities, and accomplishments. Know your strengths and weaknesses. Be prepared to include examples of accomplishments that *illustrate* your beliefs, knowledge, and experiences. It is important to diversify your answers to illuminate all of your many attributes.

Additionally, you should bring the following to every interview:

- Extra copies of your resume
- A copy of your cover letter/application
- An unofficial transcript
- A prime writing sample
- A writing pad and pen
- Contact information for your three to five primary references
- Dress professionally, as if it were a job interview
- Bring a general resume targeting the field of interest
- Always be punctual
- Show enthusiasm and interest in the field
- Know the company you are visiting, and who you are meeting with that day
- Send a thank-you note or email within 24 hours

Additionally, it is appropriate to request a business card for future reference, and remain in touch with the contact to keep him/her posted on your progress. Establishing and maintaining a network will be vital during job searches in years to come.

FOLLOW-UP:

- ❑ If calling, announce yourself, indicate you're following-up on your request for assistance, and **ASK IF THIS IS A GOOD TIME TO TALK**
- ❑ Regardless of how you follow-up, always be **BRIEF** until the person has offered to help.
- ❑ **BE READY FOR AN INTERVIEW!** Occasionally, the person will do an impromptu interview – either because s/he has an opening.
- ❑ If your contact was through a personal referral, **ALWAYS** drop the referrer a line to share the outcome – if the lead didn't go anywhere, ask for other referrals.
- ❑ Anyone who helps out should get a quick “thank you” note (by email is fine)

ONCE YOU HAVE AN INTERNSHIP/etc. or ALTERNATE PLAN mail a more formal thank you note to **ALL** those who helped, either directly or indirectly. These are your future network contacts!!!

Finding an Internship or Job that is Right for You

Trying to identify an internship or job can be a very overwhelming experience. It is important to remember that your liberal arts background will serve you well in the professional world, as you have many skills and abilities to draw upon. In order to make the internship or job search less daunting, we have provided some helpful steps to find the internship or job of your dreams!

Determine your targets...

The first step is to figure out the fields of interest and types of positions you will pursue. Are you interested in an alternative, short-term program? Would you prefer to work for a large or a small company? Start with your wish list: What internships or jobs have you always dreamed of doing? This could be your Plan A. Then begin to think in terms of Plan B, so you have other options to search for as well.

Applying with a smaller organization:

To find a job with a smaller organization, you will need to be much more proactive in applying and create dialogue. About 85% of open positions are *not* advertised so

- Send your resume and cover letter
- Explain your interest in the company and willingness to work where ever they need help
(Create an opportunity!)

Though more difficult on the front end, the interviewing process will most likely be less vigorous.

Applying with a larger organization

To apply to a larger company the first step is generally easier than applying with smaller organizations in that it typically just involves submitting a cover letter, resume, and possibly your transcript and

references. However, many of these positions require upwards of five interviews and a lot of traveling before receiving an offer – be patient!

When?

- Many competitive jobs with larger organizations are filled during fall quarter while others are not due until winter or spring.
- Most smaller businesses like positions filled as soon as possible. Therefore, plan on a three month turn around time.
- Larger business opportunities should start being pursued, *at least* during winter!

Set your geographic range...

It is important to have an idea of where you would like to be for an internship or job. Therefore, define the region(s) you are willing to move to in order to obtain a position. It can be difficult to find positions or be taken seriously if you are not in the region you wish to find an internship or job.

Know your search tools and techniques...

There are various ways to learn about an opening for an internship or job:

- Send a letter to inquire about openings
- Call a hiring manager directly
- Answer help-wanted advertisements in newspapers
- Use the Internet and visit sites like Monster.com, CareerBuilder.com, a particular company's website or Google.com
- Register with an employment agency
- Contact friends and family to network
- Visit K-Connect to learn about job postings

Start the paperwork...

You will need a resume, cover letters, references, and maybe some writing samples or a presentation portfolio. See the Resume and Cover

Letter sections of this guide for tips or the 'Services' section of the CCD's website.

Create a contact list...

This is not as difficult as many think. It's actually fairly straight-forward to put together a list of organization names, contact people, and phone numbers which you will use for networking and job seeking. Include all possible employers, but understand that you'll need to determine who has job openings at any given point in time.

Send a cover letter and resume to all of your contacts. Ask for possible references or ideas from each of your closest contacts. This is the BEST way to start networking, get your name out there, and start getting your foot in the door!

Do your homework

Before you can persuade a prospective employer that you fit their needs, you need to know *their* needs. That means you need to learn as much as you can about what they do and how they do it. Consult various sources: the Internet (especially Vault.com, which you can get to from the CCPD's website), organization brochures, contacts who work in the same organization or field, and newspaper or magazine articles.

Get organized

You'll need to set up a system for tracking contacts you make and receive during a search. Without one, you may be unprepared to respond to an employer's interest.

Fine tune your interviewing skills

Everyone needs to prepare for interviews. Even if you have been successful in interviewing for other opportunities, this is a different type of interview. Practice, practice, practice!

Initiate contact

Begin the cyclical process of writing, phoning, and visiting your contacts. You do not have to contact everyone on your list at first-- develop a strategy for initiating "waves" of contacts.

Follow-up...then follow-up some more

Always write "thank you" notes after a contact is made, especially personal visits and telephone contacts with valuable dialogue. You can also reaffirm your interest, check your status, and generally keep your "application" in the eye, ear, and mind of employers.

The Alternative Route:

If you are looking for a fun, international, or more experiential opportunity consider these short-term options:

- Au Pair abroad
- Teach English
- Use your favorite activity: snowboard coach, dance teacher...
- Teach for America, Peacecorps, City Year...

Resources for Jobs and Internships:

- K-Connect (found on the CCPD home page at www.kzoo.edu/ccd)
- www.careers.org/topic/01-90-internships-and-fellowships.html
- www.internshipprograms.com
- www.internweb.com
- www.internjobs.com
- www.internabroad.com/search.cfm

- www.eco.org
- <http://msn.careerbuilder.com/>
- <http://www.campuscareercenter.com/index.asp>
- <http://www.monstertrak.com/index.html>
- www.backdoorjobs.com/
- www.aiesec.org/
- www.irishjobs.ie (jobs in Ireland)
- www.collegegrad.com/internships/
- <http://www.princetonreview.com/cte/search/careerSearch.asp>
- <http://www.aftercollege.com/jobseekers/internships/>
- <http://www.preferredjobs.com/internships/internsearch.asp>
- <http://www.internsearch.com/>
- <http://www.rsinternships.com/>
- <http://www.back2college.com/library/intern.htm>
- <http://vault.com/index.jsp>
- <http://www.journalismjobs.com/>
- Use other school's career websites! (Schools such as Denison University, the University of Michigan, Duke University, and Washington University have great career development websites!)
- GOOGLE!!!
- Career Fairs
- Your contacts