



DIVISION OF
STUDENT AFFAIRS

UNIVERSITY CAREER CENTER
& THE PRESIDENT'S PROMISE

TERP GUIDE

INTERNSHIP & JOB SEARCH

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CAREERS FORWARD!**



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and **alumni** with



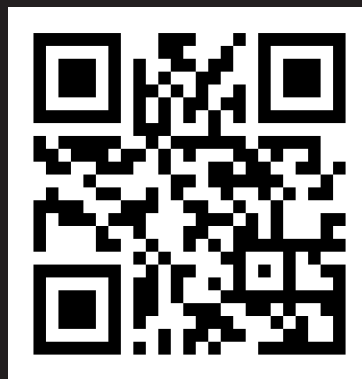
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UCC campus locations

UCC@AGNR - Symons Hall

UCC@ARHU - Francis Scott Key Hall

UCC@CMNS - Symons Hall

UCC@INFO - Hornbake Library

UCC@SPH - School of Public Health Bldg

Table of CONTENTS

TERP GUIDE

UNIVERSITY OF MARYLAND

UNIVERSITY CAREER CENTER & THE PRESIDENT'S PROMISE

WWW.CAREERS.UMD.EDU

GETTING STARTED

Programs & Services	3
Career Decision-Making Process	4
Four-Year Career Plan	5
All About Internships	6

RESUMES & CORRESPONDENCE

Preparing Your Resume	7
Top 10 Pitfalls in Resume Writing	8
Action Verbs	9
Your Resume Checklist Guide	10
Samples of Work Experience	11
Articulating Experiences for Resumes & Interviews	12
Sample Resumes	13-16
Sample Cover Letters	17
Sample Correspondence	18
Sample References	19
Email Correspondence	20

JOB SEARCH STRATEGIES

Go Online, Go Offline	21-22
LinkedIn Profile Basics	23-24
Search Strategies: Jobs & Internships	25
Informational Interviews	26
Elevator Pitch	27
Getting the Most Out of the Career Fair	28

INTERVIEWING

Dress for Success	29
Questions Employers Ask	30
Questions to Ask Employers	31
Behavioral Interview?	31
Handshake.	32
Preparing for Virtual Interviews.	32

JOB OFFERS AND BUDGETING

The Art of Negotiating	33
Budget Worksheet	34

ADDITIONAL SEARCH CONSIDERATIONS

Marketing Your Liberal Arts Degree	35
Federal Employment	36
International Students & The Job Hunt	37
Resources for Students of Color	38
Resources for LGBTIQ+ Students	38
Resources for Students with Disabilities	39
Personal Statement Guidelines	40

EQUAL OPPORTUNITY

Organizations requesting services from the University of Maryland shall be equal opportunity employers in accordance with all applicable state and federal laws. The University does not discriminate on the basis of race, color, creed, sex, sexual orientation, marital status, personal appearance, age, national origin, physical or mental disability, or political affiliation, or on the basis of the exercise of rights secured by the First Amendment of the United States Constitution (VI-1.00 University of Maryland Human Relations Code, 5/6/98). The University of Maryland Career Center's policy of non-discrimination applies to all current and prospective employers participating or seeking to participate in Career Center employment services or educational activities.

UNIVERSITY CAREER CENTER

VISION

Empower all University of Maryland students to realize their full career potential.

MISSION

Provide education, advising, experiential learning, professional connections, and direct access to opportunities that support career readiness. This includes:

- Facilitating self-assessment that enables students to discover how their interests, values and skills relate to career choices
- Teaching students to use career exploration and job search resources
- Coaching students in professional behaviors and how to articulate their potential value to an employer
- Creating events, forums and activities to engage professionals in students' areas of interest
- Cultivating relationships with employers to open channels of opportunity for students
- Partnering with faculty and other campus colleagues to build a seamless network of career support
- Monitoring and reporting on key data relevant to career outcomes and workplace trends
- Instilling a spirit of proactivity in students that encourages their pursuit of career goals



HOURS OF OPERATION

University of Maryland

3100 Hornbake Library, South Wing | College Park, MD 20742

Main Office: M-F | 9:00 a.m. - 5 p.m. | 301.314.7225

Schedule a career advising appointment through Handshake

www.careers.umd.edu

FOLLOW US!



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PROGRAMS & SERVICES

HANDSHAKE & OTHER ONLINE RESOURCES

Handshake is the Center's online career management system! **Claim your profile** at go.umd.edu/handshake and be able to:

- Apply to 1,000+ internships, part-time jobs, and full-time job postings.
- Schedule career advising appointments and sign up for workshops, panels, and employer programs.
- Access virtual resources: Focus2 (self-assessment), Vault (industry guides), Big Interview (virtual interviewing practice), GoingGlobal (career opportunity search), and more!

CAREER COURSES

One effective way to make time for career development is by taking a class. We offer several courses online.

EDCP108i: Academic Transitions to Internships

1 Credit Online

Engages students in the full internship search experience.

PSYC123: The Psychology of Getting Hired

1 Credit | Online

Applies psychological principles and strategies for landing internships/jobs.

UNIV099: Internship Seminar

0 Credit | Online

Complements internships and assures the experience is noted on a student's transcript.

CAREER ASSISTANCE

Schedule a 30-minute appointment with a career advisor or undergraduate Peer Career Educator through **Handshake**. Topics may include:

- Choosing a major.
- Exploring career fields & reaching out to professionals.
- Searching for internships, jobs, and grad programs.
- Preparing for interviews & mock interviews.
- Resume/cover letter reviews.

EMPLOYER HIRING EVENTS

We offer many hiring events during the fall and spring for UMD students and alumni from all academic backgrounds to connect with employers. Some hiring events include:

- Fall and Spring Career & Internship Fairs serving all majors and industries.
- Industry-specific Career & Internship Fairs.
- Meet-ups: smaller industry-specific informal networking events.
- Individual employer information sessions.

WORKSHOPS, PANELS, & OTHER PROGRAMS

We regularly offer workshops, panels, and other programs to educate students on potential career fields and relevant career development topics. All programs are listed on the UCC Event Calendar on our website (careers.umd.edu)

- **Identity-Based Programs**, including the "Working While Black Career Series", "BIPOC CAREER Assistance Hours", and "How to be Career Ready as a BIPOC Student", programs for students with disabilities and intersecting identities, and more.
- **Industry-Specific Programs**, including internship & job search workshops based on industry, "Careers In.." panels, "Career Chats" with UMD alumni, Career Shuttles to local employers, and more.
- **How to...Workshops** for internship and job search strategies, building your network, preparing for interviews (general, scientific, technical), and more.
- **Intern for a Day** to expose students to different careers through one-day job shadowing experiences
- **Doctoral & Postdoc Programming** is offered by a network of career offices, the University Career Center, and the Graduate School. Learn more: go.umd.edu/doctoreercareerinfo



[Careers.umd.edu](https://careers.umd.edu) | [@umdcareercenter](https://twitter.com/umdcareercenter)

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Career Process:

DECISION-MAKING

1. ASSESS YOURSELF

Identify your interests, skills, values, and personality. A good grasp of these attributes allows you to consider appropriate majors, investigate potential career fields, prepare a competitive resume and effectively explain qualifications to employers. Unsure of how to approach this? Start with us!

2. EXPLORE YOUR CAREER OPTIONS

Learn all you can about occupations and career fields that might be a good fit with your interests, natural abilities, personal values and overall personality characteristics. Our Center has several ways of making this easier for you.

5. SEARCH FOR A JOB

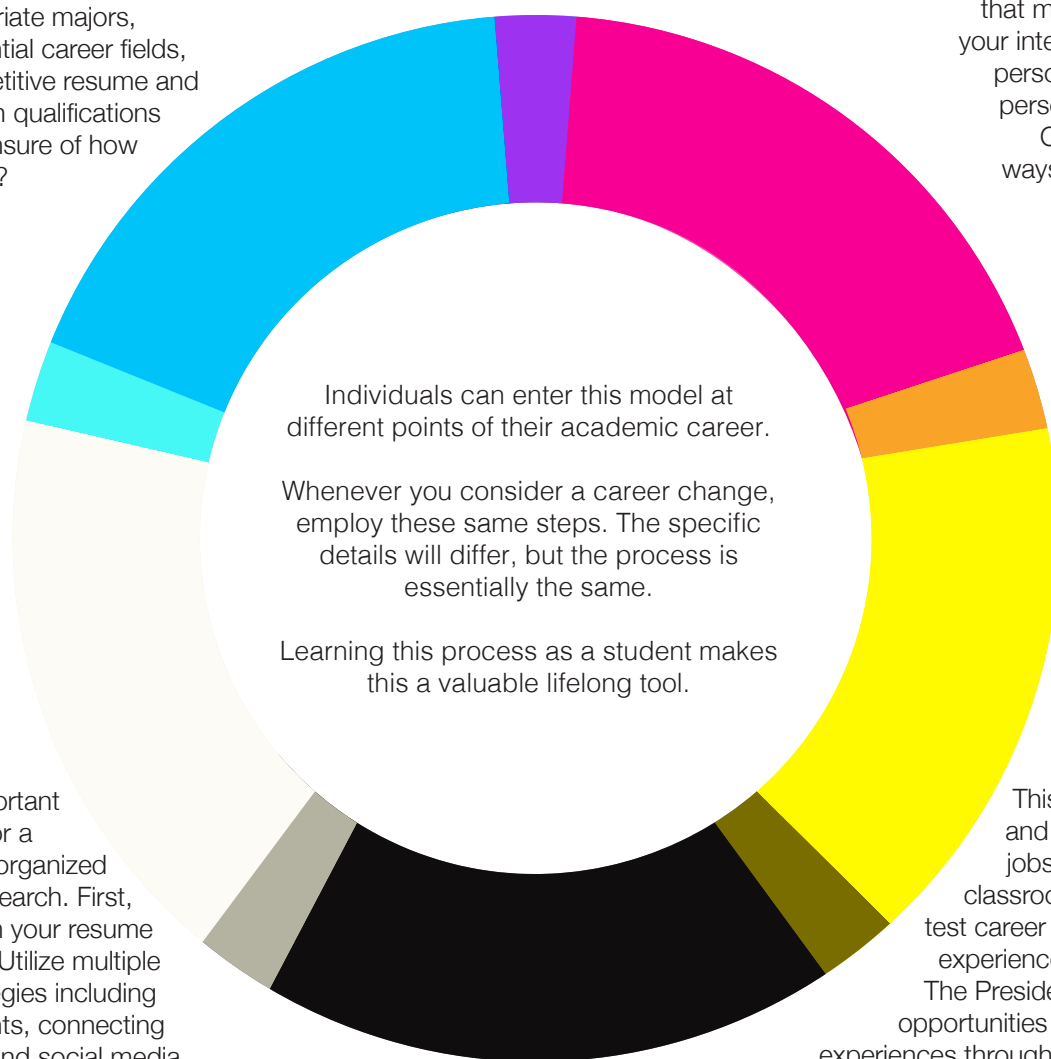
Your Terp Guide emphasizes important considerations for a knowledgeable, organized and successful search. First, create and polish your resume and cover letter. Utilize multiple top search strategies including networking, events, connecting with employers and social media.

3. GAIN EXPERIENCE

This is critical. Internships and well-chosen part-time jobs help apply theoretical classroom learning to real-life, test career goals, gain on-the-job experience and build a network. The President's Promise provides opportunities for integrated learning experiences through internships, research, study abroad, living-learning programs, leadership and service learning, designed to complement academic majors.

4. CONSIDER GRADUATE/ PROFESSIONAL SCHOOL

Graduate school involves personal and financial commitment. Research areas of interest and possible programs to find a good fit for you. Applying involves entrance exams, personal essays, letters of recommendation and more depending on the program. Whether you're just starting to consider graduate school or you're well into the application process, take advantage of our helpful Center resources.





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FOUR - YEAR CAREER PLAN

FIRST-YEAR: AWARENESS

- ☐ Visit the Center in person and follow us online.
- ☐ Complete a personality/career assessment, such as FOCUS 2, to see how your interests relate to your career path.
- ☐ Register for **Handshake** and take advantage of internships, part-time, summer, and/or volunteer opportunities in your career area(s) of interest.
- ☐ Begin planning for The President's Promise opportunities such as research, study abroad, student leadership or volunteerism.



- ☐ Discuss career goals with Center staff.
- ☐ Build your resume by pursuing career and major-related opportunities.
- ☐ Research various career fields and professions of interest, use **Terrapins Connect** for career and job-search advice, and conduct informational interviews.
- ☐ Establish and maintain your professional media presence through such networks as **LinkedIn**, Twitter, and Blogger.
- ☐ Update your **Handshake** account.
- ☐ Attend career and internship fairs, networking events, and employer site visits to learn about professional opportunities.

THIRD YEAR: EXPERIENCE

- ☐ Assess your progress and check in with Center staff as needed.
- ☐ Gain practical experience through internships, study abroad, research, student activities, and volunteer work.
- ☐ Conduct a virtual mock interview to see how well you do and practice your 30-second "commercial/elevator pitch." Interview with employers seeking interns through the
- ☐ On-Campus Interviewing (OCI) Program.
- ☐ Network with employers at information sessions, events, and fairs.



- ☐ Strategize your upcoming job search with Center staff.
- ☐ Attend Center events to strengthen job search skills such as resume writing, interviewing, and networking.
- ☐ Develop targeted resumes and cover letters to support job search activities and have them critiqued at the Center.
- ☐ Utilize Search Agents in **Handshake** to receive alerts and apply for employment.
- ☐ Research prospective employers thoroughly before interviews.

- ☐ Explore your interests through work-related experiences, job shadowing, and speaking with professionals in a variety of occupations.
- ☐ Develop targeted resume(s) and cover letter(s) and have them critiqued at the Center.
- ☐ Register for PSYC123: The Psychology of Getting Hired to learn what influences the hiring process and how to develop your competitive edge.
- ☐ Attend Center fairs, career panels, workshops, and networking events.



SECOND YEAR: EXPLORATION

- ☐ Maintain a good academic record. Employers see grades as an objective measure of your abilities and time management skills.
- ☐ Bring in updated targeted resumes) and cover letter(s) for critiques at the Center.
- ☐ Register for PSYC123: The Psychology of Getting Hired to learn what influences the hiring process and how to develop your competitive edge.
- ☐ (For students looking for that **first** internship) Register for EDCP108i: Academic Transitions to Internships to engage in the full experience of searching for an internship.



- ☐ Update and create Search Agents in **Handshake**.
- ☐ Continue building your professional brand via social media.
- ☐ Update your targeted resume(s) and cover letter(s), and have them critiqued at the Center.
- ☐ Develop relationships with professionals who could serve as references.
- ☐ (For Potential Graduate Student(s) Familiarize yourself with graduate or professional school admissions procedures.

FOURTH YEAR: TRANSITION

- ☐ Present your qualifications to employers attending Career & Internship Fairs.
- ☐ Take advantage of the On-Campus Interviewing (OCI) Program for full-time jobs.
- ☐ Continue to network and conduct informational interviews with employers of interest.
- ☐ (For Potential Grad Students) Have your personal statement critiqued for graduate or professional school applications.

FEARLESSLY MOVING CAREERS FORWARD! 

All About Internships

Internships offer you on-the-job experience—the number one factor employers consider when hiring employees. Internships can be full- or part-time, short- or long-term, paid or unpaid, for or not for credit, or any combination of these. Above all, an internship needs to be a supervised work experience that enhances a student's academic and/or career skills.

INTERNSHIP FAQs

What important steps should I take before seeking an internship?

Self-assess. What skills and strengths do you have to offer an organization? What career field is of most interest to you? Are you open to a part-time, fall or spring semester internship? Where, geographically, do you want to intern, and do you have connections in that location?

When should I begin searching for an internship?

Now! It is best to start searching at least one semester in advance to allow time to research internships, prepare application materials, and practice interviewing skills. This timeline can be changed depending on the field you are pursuing, so do your research!

Do I get paid for my internship?

Some internships are unpaid; however, some pay regular hourly wages or offer a small stipend. Be aware of the U.S. Department of Labor Fair Labor Standards Act which helps determine whether interns must be paid the minimum wage for the services that they provide to “for-profit” private sector employees.

Do you have to be a junior or senior to have an internship?

While many internships are advertised for juniors and seniors, opportunities exist for students of all academic levels.

How do I receive academic credit for an internship?

You need to arrange credit with your department or contact University Career Center staff for assistance.

HELPFUL INTERNSHIP WEBSITES

Handshake: careers.umd.edu/Handshake

Federal Government internships: usajobs.gov

Non-profit internships: idealist.org

All industries: indeed.com, internships.com, Linkedin.com
and industry-specific websites

BRIGHT FUTURES: INTERNSHIP SCHOLARSHIP

Our Center accepts scholarship applications for unpaid summer internships with nonprofit or governmental agencies. For more information on this undergraduate opportunity, visit: go.umd.edu/BrightFutures

INTERNSHIP SEARCH TIMETABLE & CHECKLIST

The internship search can feel overwhelming. This checklist breaks down your search into smaller, more manageable steps. Start checking off as many of these activities as you can and you will be on your way to landing an internship!

Know Yourself & Where You Want to Intern

- ☐ Identify your strengths, skills and interests.
- ☐ Develop a list of fields of interest; research internship trends and associated job boards.
- ☐ Identify the geographic region(s) where you would like to intern.
- ☐ Develop a list of potential employers with internships that interest you.

Prepare for the Search

- ☐ Log on to **Handshake** through careers.umd.edu—you now have access to 500-1,000 internship postings!
- ☐ Attend a how to find an internship or job workshop or visit internships.umd.edu to learn about resources available for finding an internship.
- ☐ Prepare customized resumes and cover letters for each internship opportunity. Use the samples on the careers.umd.edu to get started
- ☐ Use LinkedIn and Terrapins Connect to conduct informational interviews with UMD alumni to gain insight on searching for internships in your field of interest.
- ☐ Talk to everyone you know about your internship search—keep faculty, family, friends, previous teachers and coaches, and alumni updated on your search.
- ☐ Check your wardrobe for proper interview attire and purchase items as necessary.

Start the Search

- ☐ Regularly check **Handshake** on careers.umd.edu for open internships.
- ☐ Attend career and internship fairs on campus to network with employers seeking interns.
- ☐ Maintain a system for keeping track of applications, contacts, interviews, and other activities.
- ☐ Practice your interview skills through mock interviews and /or BigInterview on **Handshake**.
- ☐ Send thank you letters and emails after every interview.
- ☐ Keep in touch with advisors in the University Career Center regarding your internship search and progress.

For more information, visit: internships.umd.edu

Preparing Your Resume

Did you know the average amount of time an employer spends reviewing a resume takes 30 seconds? This means that you have to put in the work to **make it stand out**.

How do you accomplish this? For starters, **clarity** and **brevery** are important qualities for your resume, but the information you provide must also be **RELEVANT**. Tailoring your resume to the job's required skills and experiences is a **MUST**. A well-written resume should include highlights such as relevant coursework, skills, and experience.

SUGGESTED CONTENT

Contact information:

Name (do not use nicknames), Permanent Address (or School/ Local Address), Phone number, your customized LinkedIn URL and Email Address. Be sure that your voicemail message is a neutral greeting, and that you use a professional email address.

Objective (optional):

A brief statement of the type of position for which you wish to be considered. May be stated (1) by job title, (2) by level or type, (3) in terms of the skills you wish to use or develop, or (4) as a combination of all three.

- Job title: To obtain a position as a market researcher.
- Level or type of responsibility: To work in a social service agency, with responsibility for program planning and implementation.
- Skills: A position in the conservation field using skills in lobbying, fund-raising and grant writing.
- Combination: (1) Sales representative with (2) responsibility for identifying and building a client base (3) employing organizational and interpersonal skills.

Don't forget to tailor your objective for each employer that you contact.

Education:

- Begin with the most recent degree (omit high school*)
- Include degree received or anticipated (Bachelor of Arts, Masters of Science, etc.), major (concentration), minor, and certificate program
- Date the degree was granted or is expected.
- University name and location (city, state)
- GPA if it is 3.0 or higher
- Academic honors, scholarships and awards (Dean's List), list semesters achieved
- You may also include a subsection that lists relevant coursework related to the position
- Study abroad experience

Experience:

- List job/position title
- Organization/company name
- Location (city, state)
- Dates (month/year)
- ALWAYS start with action verbs, such as "collaborated, wrote, designed and implemented," to describe job tasks, activities performed, and accomplishments.
- Provide specific examples and quantify accomplishments using statistics and numbers to strengthen your resume.
- Include paid experiences, such as full- and part-time work, internships, summer jobs and assistantships
- Don't forget unpaid internships, extended research projects, extracurricular activities, coursework, or class projects that often lead to valuable knowledge and skills.
- Always use present tense verbs (first-person without using -ing) to describe the job you are in now and past tense verbs to describe previous jobs

Dates should go on the right-hand margin.

Activities:

List activities in or out of school, if not already covered in the experience section. Include activities **RELEVANT** to the position, or where you have developed significant transferable skills, such as leadership and public speaking.

Skills:

- Computer (hardware and software)
- Foreign language proficiency (literate, fluent)

Non-Academic Honors and Awards:

List any awards and honors you may have received.

Professional Affiliations:

List memberships in professional organizations, offices and dates held.

Other Pertinent Information:

Citizenship, special licenses, certificates, clearances.

References:

Do not list references directly on your resume or use the phrase "References available upon request."

*This is relevant to sophomores, juniors, and seniors in college.

Top 10 Pitfalls in Resume Writing

1. **Too long.** Most new graduates should restrict their resumes to one page. If you have trouble condensing, get help from a career services professional.
2. **Typographical, grammatical or spelling errors.** These errors suggest carelessness. Have at least two people proofread your resume. Don't rely on your computer's spell-checkers or grammar-checkers.
3. **Hard to read/Small margins.** A poorly typed or copied resume looks unprofessional. Use a plain typeface, 10.5 to 12-point font. Have margins no smaller than 0.5in. Asterisks, bullets, under lining, boldface type and italics should be used only to make the document easier to read, not fancier. Again, ask a professional's opinion.
4. **Too verbose.** Do not use complete sentences or paragraphs. Say as much as possible with as few words as possible. "A," "an" and "the" can almost always be left out. Your resume should include appropriate industry keywords, but be careful in your use of jargon and avoid slang.
5. **Too sparse.** Give more than the bare essentials, especially when describing related work experience, skills, accomplishments, activities, interests and club memberships that will give employers important information. Each position you seek (when possible). Emphasize only RELEVANT experience, skills, accomplishments and activities. Do not include information that would be illegal or inappropriate if asked about in an interview. This includes: marital status, age, sex, children, race, ethnicity, religion, etc.
6. **Irrelevant Information.** CUSTOMIZE each resume for each position you seek (when possible). Emphasize only RELEVANT, experience, skills, accomplishments, and activities. Do not include information that would be illegal or inappropriate if asked about in an interview. This includes marital status, age, sex, children, race, ethnicity, religion, etc.
7. **Obviously generic.** Too many resumes scream, "I need a job-any job!" The employer needs to feel that you are interested in a particular position and want to work for their specific organization.
8. **Lack of keyword optimization.** Many employers now use ATS (Applicant Tracking Systems). It's important to use keywords from the qualifications section of the posting to help your resume make it through their filters.
9. **Boring.** Make your resume as dynamic as possible. Begin every statement with action verbs, using them to describe what you have accomplished in past jobs. Don't forget to also include language specific to the field in which you are applying. Also, avoid repeating action verbs/words by using an online thesaurus.
10. **Too modest.** The resume showcases your qualifications in competition with other applicants. Put your best foot forward without misrepresentation, falsification or arrogance.

INSIDER INFORMATION

UMD Resources for Research

- **Handshake:** In addition to giving you access to full-time, part-time, and internship positions. **Handshake** provides information about employers and their UMD contacts. These employers want to hire UMD students!
- **Firsthand:** Log in through **Handshake** for employer/industry insights, rankings, and reviews.
- **Terrapins Connect:** Set up an appointment to meet virtually with an alumnus for a career conversation, resume tips, or a mock interview. Free for students/alumni. <https://terrapinsconnect.umd.edu>
- **Career Fairs:** The University Career Center & The President's Promise host a variety of Career & Internship Fairs every year that offer an abundance of opportunities to discuss your qualifications with employer representatives, many of whom are UMD alumni.
- **Special Events & Employer Information Sessions:** Check the calendar at careers.umd.edu for updates on Center events as well as Employer Information Sessions that can not only help you with job search skills, but also give you insider information on what organizations are looking for in new hires.

Gain an edge in your job search by conducting preliminary research on the organizations where you want to work. Investigating an organization's mission, goals, values, and needs is a process necessary in identifying which organizations to focus on and those that are going to be a good fit for you.

Other Online Resources

- **Organization Web Sites:** Most organizations maintain extensive sites that include information regarding their organization's history, mission statement, community involvement, special events, executive bios, or even past annual reports. This information can be found under the Careers, About Us, or Contact Us sections
- **Social Media:** Many organizations maintain a social media presence on sites such as **Facebook, Twitter, Instagram, LinkedIn, etc.** Through these feeds/pages, they provide organization news and occasionally job postings. **LinkedIn** can be helpful to see if any employees are UMD alumni or what positions they held before their current one. Before connecting with organizations on these sites, make sure that your own social media presence is professional.
- **Industry Specific Publications/Journals:** Subscribing to online or print publications in your career field can keep you updated about new practices in your industry.
- **Google:** A simple search can lead you quickly to helpful information or bring up news involving the organization.

Bottom Line: Employers expect you to exhibit knowledge of their organization in your cover letter and during interviews. Finding out as much as you can about an organization will give you a competitive edge and convey your interest in working for them.

Action Verbs

Using action verbs to describe your experiences will infuse your resume with energy. Whenever possible, use verbs that represent functions of the job you are seeking. The categories that follow are a sample representation of the roles and skills that students utilize and employers seek. Remember to use present tense verbs for current activities and past tense verbs for completed activities. Also, try not to use the same verb twice: the thesaurus in your word processing software should provide more than enough possibilities.

Communication

Arbitrate
Arrange
Create
Develop
Direct
Edit
Enlist
Explain
Field
Identify
Influence
Interpret
Lead
Mediate
Merge
Motivate
Negotiate
Obtain
Persuade
Proofread
Read
Reason
Recruit
Resolve
Spell
Write

Creative

Act
Conceptualize
Create
Customize
Design
Develop
Devise
Direct
Fashion
Generate
Illustrate
Integrate
Paint
Perform
Plan
Revitalize
Shape
Synthesize
Visualize
Write

Detail

Arrange
Calculate
Certify
Classify
Collate
Collect
Compare
Compile
Compute
Debug
Dispatch
Enforce
Execute
File
Inspect
Maintain
Organize
Process
Reconcile
Respond
Retrieve
Schedule
Tabulate
Validate

Financial

Administer
Advise
Allocate
Analyze
Appraise
Audit
Budget
Calculate
Compute
Develop
Manage
Monitor
Plan
Prepare
Record
Research
Revise
Solve
Track

Helping

Advise
Aid
Assess
Back
Coach
Comfort
Consult
Counsel
Diagnose
Enable
Encourage
Facilitate
Foster
Guide
Interact
Interview
Mentor
Model
Negotiate
Observe
Promote
Refer
Rehabilitate
Represent
Secure
Stabilize
Support
Tailor
Treat
Tutor
Volunteer

Management

Administer
Analyze
Assign
Authorize
Contract
Control
Coordinate
Delegate
Develop
Direct
Discipline
Enlist
Evaluate
Execute
Institute
Orchestrate
Organize

Plan

Prioritize
Produce
Recommend
Review
Schedule
Supervise

Office Support

Arrange
Balance
Chart
Complete
Coordinate
Dispense
Operate
Order
Organize
Prepare
Process
Schedule
Screen

Research

Analyze
Clarify
Collect
Critique
Decide
Define
Diagnose
Evaluate
Examine
Extrapolate
Gather
Interpret
Interview
Investigate
Isolate
Manage
Measure
Monitor
Organize
Review
Survey
Synthesize
Trace
Write

Teaching

Adapt
Advise
Advocate
Brief
Clarify
Coach
Communicate
Coordinate
Counsel
Demonstrate
Develop
Enable
Encourage
Establish
Explain
Facilitate
Influence
Inform
Initiate
Instruct
Invent
Persuade
Resolve
Stimulate
Train

Technical

Analyze
Chart
Compute
Conduct
Design
Devise
Fabricate
Forecast
Generate
Inspect
Install
Integrate
Modify
Operate
Prepare
Process
Program
Reconfigure
Repair
Restore
Revamp
Upgrade
Write

Other

Achieve
Adapt
Attend
Collaborate
Cooperate
Draft
Enlarge
Formulate
Implement
Improve
Initiate
Lead
Monitor
Preside
Resolve
Secure
Utilize

RESUME CHECKLIST

OVERALL DOCUMENT FORMAT

- ☐ Is the formatting consistent, not too much white space, and appropriate margins used (between .5" and 1.25")?
- ☐ Is the font size between 10-12pt, and used consistently? Is the typeface professional and easy to read?
- ☐ Is the resume free of grammatical and spelling errors?
- ☐ Do you use present tense for current positions and past tense for past experiences?
- ☐ Is the document an appropriate length (one page suggested)?
- ☐ Are content sections listed in order of what is most relevant, with Objective (optional) and Education at the top?
- ☐ Are items within content sections listed in reverse chronological order?
- ☐ Do you use short, concise statements and avoid using personal pronouns (I, me, my)?

CONTACT INFORMATION

- ☐ Does the resume contain the necessary contact information? Did you provide your name, mailing address (permanent and/or local), email address, phone number, LinkedIn URL?

OBJECTIVE (Optional)

- ☐ Does the objective clearly describe the position or type of position you are seeking? Does it include what skills you seek to use/develop?

EDUCATION

- ☐ Does this section begin with University of Maryland academic information? Degree, major/concentration, graduation or anticipated graduation date?
- ☐ Are honors, academic scholarships and awards listed (if applicable)?
- ☐ Are relevant courses, study abroad experience and research included?
- ☐ Is GPA treated appropriately? Included if 3.0 or above, omitted if below 3.0.

EXPERIENCE SECTION(S)

- ☐ Does each experience include position title, organization name, location and date/duration? Student, class and university included if the experience was a course project?
- ☐ Does the resume exclude all outdated experiences? Omitting high school information after your UMD sophomore year?
- ☐ Do your bullet points start with strong action verbs?
- ☐ Do your bullet points identify the knowledge, skills and abilities utilized in that position?
- ☐ Do your bullet points effectively describe what you did, how you accomplished it, why the task was important, and/or what impact your performance had within the organization?
- ☐ Are your experiences described in ways that support your objective and do you use career field specific language?
- ☐ Do you include mention of the skills you possess in the way you describe your experiences (as featured in your skills section)?
- ☐ Have you included keywords that are found in the job description?

ADDITIONAL EXPERIENCE & SKILLS

- ☐ Are relevant non-work experiences, lab skills, extracurricular activities, volunteer work, leadership roles, etc. included in an additional section?
- ☐ Is your "Skills" section limited to technical and language skills relevant to the position that you are seeking?

REFERENCES

- ☐ Does your resume exclude names of references or the phrase: "References available upon request"?

BOTTOM LINE

Overall, are you proud of the way your resume looks and reads? Have you made the key information easy to find and understand? Can you provide a rationale for each piece of information included (in terms of relevance)?

Lastly, the purpose of a resume is to obtain an interview. If you were an employer, would you want to interview the person represented by this resume?

Samples of Work Experience

SPORTS STAFF

- Planned comprehensive sports curriculum for 100 campers
- Provided instruction in sporting techniques through effective verbal communication and physical enactment
- Designed innovative approaches to ensure equal participation of all involved campers

CAMP COUNSELOR

- Supervised a special-needs camper's engagement in daily camp activities
- Developed a specialized agenda and facilitated group activities
- Received "Staff Member of the Session" award three times

UNDERGRADUATE RESEARCH ASSISTANT

- Selected for faculty research project with Undergraduate Director of Government & Politics department
- Assembled comprehensive database of U.S. Supreme Court briefs
- Analyzed approximately 1,500 Supreme Court Amicus Curiae Briefs
- Recruited and scheduled over 20 students for research experiments
- Coded and organized primary research results onto Excel spreadsheets

CUSTOMER SERVICE REPRESENTATIVE

- Directed phone calls and scheduled appointments
- Trained over 10 new student employees
- Communicated with customers to address inquiries, researched accounts and recorded resolutions

RETAIL SERVICES

- Assured customer satisfaction and diffused stressful situations with customers
- Trained new employees on a touch screen computer program for cashiers
- Presented promotional information and made recommendations based on customer needs

TEACHING ASSISTANT

- Facilitated classroom discussions for two sections of 20 students each for Sociology of Gender course
- Graded quizzes and reflective journals
- Met with students daily to answer questions and provide feedback on papers and assignments

TALENT SCOUT ASSISTANT

- Initiated contact with up and coming artists for possible representation
- Helped promote and distribute artists in both physical and digital markets
- Reviewed and edited proofs of social media, advertisements and other marketing projects
- Managed the benefit Youth Concert Series that attracted 200 attendees

SALES ASSOCIATE/VISUALS COORDINATOR

- Aided customers in finding proper sizes, assembling outfits and finalizing purchases
- Represented the brand through personal presentation and positive interactions
- Designed and constructed visual layouts including bust forms, window displays, floor sets and lighting

SERVER

- Selected by management to train new servers on operations and customer service
- Provided quality customer service in a fast-paced environment (at least five tables per hour)

RESIDENT ASSISTANT

- Planned three community development programs per semester for 150 residents
- Referred residents to campus services and programs
- Gained crisis management and conflict mediation skills
- Served as liaison between University residents and Resident Life administrators
- Logged judiciary, maintenance and program evaluation paperwork

STUDENT OFFICE ASSISTANT

- Provided administrative and programmatic support to office events
- Designed print and electronic promotional materials for direct distribution and Twitter posts
- Coordinated AV and room set up for workshops and panels
- Greeted program attendees and processed event registrations
- Responded to phone and email inquiries regarding events and services
- Performed data management including evaluation compilation and report generation

Articulating EXPERIENCES

INTERNSHIP

Marketing Intern

ABC Agency, Washington, DC

May - August 20XX

- Strengthened Microsoft Excel skills by creating more efficient client information database system
- Analyzed company's young adult marketing campaign and created comprehensive report on findings
- Developed interactive presentation to present market research findings to marketing team
- Based on superior performance, invited to serve on management team's Intern Advisory Board

Potential Interview Questions:

- How did your technical skills improve while working at this internship?
- Based on this experience, do you see yourself working in the field after graduation? Why? Why not?

STUDY ABROAD

Education:

Accademia Italiana

Florence, Italy

Program of study: Italian language and Italian cultural studies

September - December 20XX

Related Experience:

English Language Teaching Assistant

Scuola Primaria San Pier Martire, Florence Italy

September - December 20XX

- Instructed English language to Italian students, ages 7-11
- Discussed aspects of United States culture, including American holidays, sports, and school

Potential Interview Questions:

- Interact and communicate in Spanish with 4 roommates in living-learning environment
- Research and discuss Spanish history, culture, literature, art, and ideologies in a cluster of 20 students

LIVING-LEARNING COMMUNITIES

Spanish Immersion Program Scholar

Language House Immersion Program, College Park, MD

May 20XX - Present

- Interact and communicate in Spanish with 4 roommates in living-learning environment
- Research and discuss Spanish history, culture, literature, art, and ideologies in a cluster of 20 students

Potential Interview Questions:

- How does this living experience help you work with people from other backgrounds?
- How do you handle conflicts that may arise with peers who speak other languages or have customs different from your own?

UNDERGRADUATE RESEARCH

Research Assistant/Lab Coordinator

Department of Psychology, College Park, MD

March - May 20XX

- Conducted research in the Interpersonal Relationships Lab, translating basic science principles into therapeutic interventions
- Oversaw lab's daily activities and 14 other undergraduate assistants, and standardized all psychological measures used within the lab
- Surveyed participants in an attachment study and coded data
- Interviewed Research Assistant (RA) applicants for the next semester, evaluated applications, and chose new RAs

Potential Interview Questions:

- What made you interested in working in a research lab?
- What skills have you gained from this research experience that you plan on using if you are offered a job here?

LEADERSHIP

President

TerpThon, College Park, MD

August 20XX - Present

- Coordinate Fall new member campaign; increased membership 15%
- Manage yearly budget of \$8500; prepared proposal for student government funding allocation
- Enhanced organizational skills by coordinating event logistics such as scheduling volunteers, making room reservations, preparing meeting agendas, and overseeing social media marketing efforts

Potential Interview Questions:

- How did you handle personality conflicts with members of your organization?
- How did you assess the success or failure of your events?

SERVICE LEARNING

Volunteer Tutor

Prince George's County Public Schools Adelphi, MD

August 20XX - Present

- Tutor elementary-aged students once a week in math and reading
- Design customized activities and games for students based on individual needs
- Increase communication skills by discussing students' progress with teachers and parents
- Develop peer training program for new college-aged tutors
- Awarded Volunteer Tutor of the Year by peers, teachers, and students, May 20XX

Potential Interview Questions:

- What did you learn about your communication skills while working with parents, students, and teachers?
- How did you measure your level of success while tutoring and after tutoring your student(s)?

Cameron Communication

123 Fake Rd, Baltimore, MD 21210
123-456-7891, fakeemail@umd.edu

EDUCATION

University of Maryland, College Park

May 20XX

Bachelor of Arts in Communication (Public Relations Track)

- Intended Minor: Leadership

Baltimore High School, Baltimore, MD

June 20XX

- Sonya Koveleski Award (May 2018), an award given to the top math student in the senior class
- GPA: 3.75

RELEVANT PROJECTS

Carillon Communities, University of Maryland, College Park

September 20XX-Present

"Design My Maryland" Plan

- Create "Fearless Mission Statement" through iterative design process to gain vision for "Design My Maryland" Plan
- Utilize online portfolio system to showcase communication and leadership skills developed through creation of "Design My Maryland" Plan

COMM200: Critical Thinking and Speaking, University of Maryland, College Park

September 20XX-Present

Fearless Leadership Presentation

- Present 20-minute speech on communication styles of effective leaders to educate fellow students
- Learn critical concepts in persuasive discourse analysis and composition in age of technology

LEADERSHIP EXPERIENCE

Terp & Eagle Science Club, University of Maryland, College Park

September 20XX-Present

Tutor

- Assist 2-5 elementary student with science homework during weekly hour-long study sessions
- Coordinate with teachers to help provide additional lessons to struggling students
- Learn valuable skills in planning, organizing, and management in elementary education

Women's Varsity Lacrosse, Baltimore High School

January 20XX-May 20XX

Senior Captain

- Led team of 25 scholar-athletes to undefeated senior year by encouraging positive team dynamics
- Collaborated with two coaches to plan effective and fun practices daily
- Dedicated 10 hours of lacrosse practice and games with demanding course load
- Won Baltimore High School's Distinguished Athletic Service Award during senior year

Koala Learning Camps, Travis, SD

July 20XX-August 20XX

Counselor

- Taught math to 10 elementary school students at a local summer school a Native American Reservation
- Created mathematics lesson plans to raise comprehension and performance of struggling students
- Designed interactive games to encourage participation among students resistant to learning math

SKILLS

- Technology: Microsoft Word & PowerPoint, Google Drive
- Social Media: Instagram, Facebook, Twitter, Hootsuite

Scan to view more
sample resumes



Alina Science

502 Hunter Lane, College Park, MD 20740 (301)555-3141 ascience@umd.edu

EDUCATION

University of Maryland—College Park, MD
Bachelor of Science, Computer Science

Expected May 20XX

SKILLS

Programming Languages: C#, HTML, CSS, JavaScript, C, Python, Java, OCaml

PROGRAMMING EXPERIENCE

Adele H. Stamp Student Union Technology Services

August 20XX–Present

Student Web Developer

College Park, MD

- Develop and maintain various web applications utilizing C#, HTML, CSS, JavaScript, C and Java for multiple departments throughout a high-volume student union
- Communicate effectively with internal and external customers to execute project objectives, find solutions and maintain functionality of web applications
- Collaborate with team members to effectively staff the department 10 hours per week while balancing a full academic course load

Personal Project

June 20XX–Present

Exercise App

College Park, MD

- Develop app in Java using Android Studio IDE and Git for version control to track workouts and store them in SQL database
- Program GUI using I/O manipulation to create customized exercise plans based on user input

[Name of Class]

Feb–Apr 20XX

Food Website Project

College Park, MD

- Built check-out process for web application using Ruby on Rails and jQuery
- Designed an interactive map feature for users to submit locations, using FireBase and Canvas layer for Google Maps JavaScript API

[Name of Class]

Sep–Dec 20XX

Over-the-sand Vehicle Project

College Park, MD

- Led a team of 3 students to design, build, and test autonomous over-sand vehicle
- Completed designs in 3-D CAD, printed, and constructed the vehicle
- Contributed autonomous code [that did x and y]
- Co-wrote and presented 9-page design report with design drawings

OTHER EXPERIENCE

Managing People and Organizations

May–Jul 20XX

Consulting Case Team Member

College Park, MD

- Completed human resources consulting project with a team of five for a campus department
- Analyzed organizational performance, designed survey and interview protocol
- Analyzed survey results, described numerical and qualitative findings, presented to 12 peers
- Proposed improvements to client in collaboration with team, co-wrote and edited project report

Home Depot

Aug 20XX–Jan 20XX

Shift Manager, Cashier

Hyattsville, MD

- Provided excellent customer service and public relations, worked and communicated with the team to maintain cleanliness and service for customers
- Supervised 5 cashiers per shift and trained 8 new cashiers

**Scan to view more
sample resumes**



Amy Federal
 10 Berry Mill Road, Fairfax, VA 22030
 Email: amy.federal@gmail.com • 000-000-0000

Citizenship: United States
 Highest Federal Civilian Grade Held: N/A

Security Clearance: N/A
 Veteran's Preference: N/A

WORK EXPERIENCE

Systems Analyst and Research Intern, May – August 20XX

University of Maryland Medical Center, 737 W Lombard St #116, Baltimore, MD 21201

Supervisor: Mary Will, (000) 000-0000; Yes, you may contact

Salary: \$18/hour; 20 hours a week

Helped six departments in the Center enter, retrieve and manage data for 1,000+ patients using the hospital's specialized software.

RESEARCH SKILLS: Worked with researchers on patient follow-ups for longitudinal studies. Evaluated project proposals to assess feasibility issues and provided alternatives. Consulted with management, and technicians to determine computing needs and system requirements. Utilized updated systems to locate patients whose next visit was approaching to send them an appointment message.

Resident Assistant, August 20XX – May 20XX

University of Maryland, 2101 Annapolis Hall, College Park, MD 20742

Supervisor: Pat Employer, (000) 000-0000; Yes, you may contact

Salary: unpaid; 10 hours a week

Supervised a floor of 40 residents and created programs and activities designed to meet the needs of residents on the floor. Served 8 hours of on-call duty once a month.

COMMUNICATION SKILLS: Presented information to students about emergency procedures. Communicated resource referrals to students on an individual basis by analyzing their needs and providing contact information to campus support offices. Educated residents on public safety rules and communicated infractions to the appropriate support office. Logged written details related to judiciary, maintenance, and program evaluations into a secure database.

ORGANIZATIONAL SKILLS: Planned over 10 community development programs for 150 residents. Decided on program topics by analyzing residents' needs and knowledge level of campus resources. Recruited guest speakers to present on topic areas and reserved space for each event. Created an advertising campaign for each program by developing fliers, posting to social media, and using word of mouth strategies.

EDUCATION

University of Maryland, College Park, MD, May 20XX

Bachelor of Arts in Psychology

GPA: 3.4/4.00 **Credits Earned:** 132 Semester hours

Relevant Coursework, Licenses and Certifications:

CERTIFICATE: Certificate in Latin American Studies; University Honors Program Citation

STUDY ABROAD: Spent three months in Chile studying Contemporary Chilean Culture and Society

HONORS: Pimannum Honor Society (April 20XX); The National Society of Collegiate scholars (November 20XX)

ADDITIONAL INFORMATION

LEADERSHIP EXPERIENCE

Member, Intramural Soccer, UMD, September 20XX – Present

Member, Cyber Security Club, UMD, August 20XX – Present

Volunteer, Obama Campaign, January – November 20XX

- Canvassed and operated a phone bank for the campaign office in Prince George's County.

SKILLS

Computer: SPSS software, SATA (Data Analysis and Statistical Software), Argo, Python, Social Media tools, Emerald, MS Excel, MS Word, MS PowerPoint, Photoshop

Scan to view more
sample resumes



APRIL SUMMER
2222-22 Rhode Island Avenue, NE
Washington, DC 20002
202.222.2222
asun2000@umd.edu

PROFESSIONAL SUMMARY

- Extensive experience writing within multiple genres, including literary criticism and creative fiction.
- Excellent research skills, including training in archival research methods.
- Strong background in African American history, culture, and literature including over 8 courses dedicated to African American and minority discourse

EDUCATION

Master of Arts, English Language and Literature
University of Maryland, College Park, MD
Expected May 20XX

Thesis

"Mapping the Modern in Pauline Hopkins' *Of One Blood* and *W.E.B. Du Bois's Dark Princess*"

Relevant Coursework

Transnational American Literature
African American Literature of the Nadir
Caribbean Literature
19th Century American Literature

Areas of Interest and Research

- 19th and 20th Century African American Literature
- Relationship between racial and gender perceptions and popular culture
- Literatures of the African Diaspora
- Hemispheric and Transnational Literature
- Domesticity, empire, and nationalism, citizenship and gender in African American Literature
- The African American "romance" novel

Bachelor of Arts, American Studies

The George Washington University, Washington, DC
May 20XX

Thesis:

"The New 'Mulatta': Representations of African American Womanhood in Popular Culture"

Relevant Coursework

Literary Theory
US Cultural Criticism
African American Women's Fiction
Ethnicity and Place in Literature

Academic Honors and Awards

Phi Beta Kappa
Honors for Excellence in Scholarship in American Studies, The George Washington University

Study Abroad

Temple University Rome
September 20XX - December 20XX

SCHOLARLY PRESENTATIONS

"The House that Hopkins Built: Domesticity and Citizenship in Pauline Hopkins' *Contending Forces*," Graduate Conference, SUNY, NY, February 20XX; and Graduate Conference, George Washington University, Washington, DC, March 20XX

Invited respondent to Ivy Wilson's "Black Diaspora and Revolution in 19th Century African American Poetry," University of Maryland, College Park, MD, 20XX

April Summer, page 2 of 2

RELATED WORK EXPERIENCE

English Instructor

Pre-College Program, University of Maryland, College Park, MD
September 20XX - May 20XX

- Instructed and assessed entering freshmen and rising high school seniors in contemporary American fiction, poetry, and non-fiction, rhetoric, writing, and literary analysis.
- Provided additional support in study skills and note taking in college-level classes.

Research Intern

Anacostia Community Museum of African American History, Washington, DC
May 20XX - August 20XX

- Performed archival research on 19th-Century Anacostia organizations and communities for the museum's forthcoming "Across the River" exhibit celebrating Anacostia's local and national achievements.

English Instructor

Freedom School, Philadelphia, PA
May 20XX - August 20XX

- Created daily lesson plans for middle schools students focused on increasing literacy and improving critical thinking skills.
- Provided personalized intern and end of the summer assessments for students noting their academic progress, as well as areas of improvement.

Research Assistant

American Federation of Teachers, Washington, DC
February 20XX - May 20XX

- Compiled research data for the annual AFT publication of Making Standards Matter.
- Designated person for information on teaching standards, classroom procedures, and educational materials.

MEMBERSHIP AND AFFILIATIONS

- University of Maryland African Diaspora Reading Group
- Modern Language Association

ADDITIONAL WORK EXPERIENCE

Marketing and Public Relations Coordinator

University Career Center (UCC), University of Maryland, College Park, MD
August 20XX - Present

- Write and edit monthly press releases, emails and short marketing text for programs and events.
- Create and distribute monthly event calendars.
- Coordinate UCC Maryland Day involvement—plan activities, coordinate logistics, and supervise team of staff members and 10 student employees.

Marketing Analyst

Grande Nast Publishing, New York, NY
February 20XX - August 20XX

- Created and distributed weekly sales reports to editors and marketing coordinators for over 20 magazine titles.
- Collaborated with editors on special marketing projects aimed at evaluating performance of cover designs.

Product Manager

Source Interlink, New York, NY
June 20XX - February 20XX

- Worked as part of a team that coordinated the national launch of Marvel Comic Books in Barnes and Noble, included organizing, distributing, marketing, and displaying 18 individual titles.
- Maintained current publisher accounts including sales analysis, solicitations, new distribution, distribution changes, in store expusitions, and receiving problems.
- Served as liaison between distribution centers, publishers and printers to ensure timely production of all weekly and monthly magazines.

Sample Cover Letters

GUIDE FOR COVER LETTERS

Your Address
City, State ZIP Code
Date

Name
Title
Employer
Street Address
City, State ZIP Code

Dear _____:

First Paragraph: Be enthusiastic and indicate your reason for writing (i.e., the specific position, type of work). Tell how you learned of the opening. (If referred by someone — professor, relative, former employer, etc. — it is a good idea to mention that person's name and that s/he suggested you write.) State reason(s) for your interest in the position and/or the organization.

Second Paragraph: If you recently graduated, explain how your academic background makes you qualified for the position. If you have related experience, point out specific achievements or unique qualifications. DO NOT REPEAT THE SAME INFORMATION FOUND IN THE RESUME. This is a good place to mention ADDITIONAL information not stated in your resume. Tell them why you are particularly interested in their organization. Say something about their website or something you have seen in a publication by the organization.

Third Paragraph (may be combined with second paragraph): Refer to the enclosed resume, which summarizes your qualifications, training and experience.

Final Paragraph: Indicate your desire for a personal interview to further discuss how your background and interests fit the needs of the organization. Recognizing that the reader will be receiving more than just your resume, assume the responsibility for the next step — "I will call your office next week to see if a mutually convenient time can be arranged." (And then do it!) In the interim, restate your contact information (telephone number(s) and email address(es)) and your accessibility to provide any further supportive information (e.g., references, portfolio, writing samples, etc.). Thank the reader for their time and consideration of your qualifications.

Sincerely,

(Sign your name)

Your Name (Typed)
Email and/or phone number

SAMPLE COVER LETTER

123 Elm Street
College Park, MD 20740
April 1, 20XX

Nicole Thomas
Director, Quality Control
Merck & Company, Inc.
410 Georgia Avenue, NW
Washington, DC 20001

Dear Ms. Thomas:

At the University of Maryland Fall Career Fair, I had the opportunity to speak with a recruiter and learn about the entry-level Quality Control position available with Merck & Company, Inc. I will graduate in May with a Bachelor of Science in mathematics, specializing in statistics. My interest in corporate production and plant management has prompted me to contact you about this opportunity.

As you can see from my resume, my production internship with Kraft Foods last summer included valuable experience in both quality control and operations management. I have also taken many related courses, which I'm certain will provide a strong theoretical foundation for employment in this area. These courses include Applied Research Methods, Business Statistics, Collective Bargaining and Operations Management. I have also been active in many business-related campus activities. My self-motivation and independent work ethic, along with my aptitude for statistics, make me a strong candidate for this position.

I am eager to meet with you to further discuss this exciting opportunity. I look forward to hearing from you regarding next steps in the process. Thank you for your time and consideration.

Sincerely,

Jason Vincent

Jason Vincent
JVIN28@umd.edu
240-222-2226

Sample Correspondence

SAMPLE THANK YOU LETTER

3543 Larchwood Drive
Silver Spring, MD 21103
June 14, 20XX

Ms. Leslie A. Jones
Personnel Director
Fielder Associates
2341 18th Street, N.W.
Washington, DC 20003

Conducting research on pronouns prior to using gendered titles such as 'Ms.' and 'Mr.' is essential in order to avoid misgendering someone. Furthermore, if an individual's gender identity is unknown, it is advisable to refrain from using such titles altogether, thereby prioritizing inclusivity and respect.

Dear Ms. Jones:

Thank you for taking the time to meet with me yesterday regarding the Youth Services vacancy at your organization. The interview strengthened my enthusiasm for the position and interest in working for your growing organization.

As I had mentioned, my part-time work and internship experiences in scheduling activities and organizing programs would seem a good background for the position. In addition, I believe my energy and rapport in working with youth would aid in the success of the program.

Please contact me at 301.256.1321 if you need additional information. I look forward to hearing from you.

Sincerely,

Leonard S. Goodyear

Leonard S. Goodyear
LGoodyear1@umd.edu

SAMPLE LETTER OF ACCEPTANCE

000 Third Street
College Park, MD 20740
January 13, 20XX

Ms. Sarah Jones
Director of Marketing
United Widget Corporation
000 Maple Avenue
Orlando, FL 32821

Dear Ms. Jones,

I am happy to accept your offer to join the United Widget Corporation's new product development department at a starting salary of \$65,000 per year.

Thank you for your assistance with my relocation to central Florida; your help will certainly make my transition to southern living quite smooth. As requested, I will keep receipts for reimbursement purposes.

I will report to your office on February 7, 20XX, eager to contribute to the new product development department and UWC.

Sincerely,

Linda Smith

Linda Smith
LindaSmith228@umd.edu

Sample References 101

Find references that will be able to speak to your strengths and accomplishments in the workplace or volunteer setting. Avoid family and friends.

Supply your references with a list of your accomplishments and involvements to help your references fill in the rest of your professional picture.

Ask. Never include someone as a reference without first asking if they are free and able to act as one. Make sure they are relevant references, able to offer a positive recommendation.

Give your references a heads up so that they know to expect a call. Help them prepare by supplying as much information as possible.

Offer your references updates on your application process. Especially make sure to tell them if you received the job. Above all else, send a thank-you note!

Nurture the relationships you have with references. These are strong connections that could be beneficial to your growth any point in your life and career.

SAMPLE REFERENCE SHEET

References

OLIVIA K. SMITH

12345 South Avenue
Philadelphia, PA 19131
215.222.3333
oksmith125@umd.edu

Dr. Alex Cline, Professor, University of Maryland
2130 Skinner Building
College Park, MD 20742
301.314.0000
acline@umd.edu

Ms. Amy Watts, Assistant Director, Orientation Office
University of Maryland
1102 Cole Field House
College Park, MD 20742
301.000.0000
awatts@umd.edu

Mr. Ace Collins, Volunteer Coordinator, Helping Hands
5142 Slate Avenue
College Park, MD 20742
546-000-0000
acecollins@helpinghands.net

CORRESPONDENCE

Email is a powerful tool in the hands of a knowledgeable job-seeker. Use it wisely and you will shine. Use it improperly and you'll brand yourself as immature and unprofessional.

Email is often the preferred method of communication between job-seeker and employer. There are general guidelines that should be followed when emailing cover letters, thank-you notes and replies to various requests for information.

New Message

To John Doe <jdoe@xyzcorp.com>

From Jane Smith <smith.jane@terpmail.umd.edu>

Subject Thank you!

Dear Mrs. Jones:

I just wanted to send a quick note to thank you for yesterday's interview. The position we discussed is exactly what I've been looking for, and I feel that I will be able to make a positive contribution to your organization. I appreciate the opportunity to be considered for employment at XYZ Corporation. Please don't hesitate to contact me if you need further information.

Sincerely,

Jane Smith

Send

EMAIL SUBJECT
Use a meaningful subject header—one that is appropriate to the topic.

TITLES
Address the recipient as Mr., Ms., or Mrs. and always verify the correct spelling of the recipient's name.

If the person uses initials such as J.A. Smith and you are not certain of the individual's gender, then begin the email: "Dear J.A. Smith."

CONTENT

- Be brief. Don't overload the employer with lots of questions in your email.
- Save the emoji for the friends and family.
- Do not use strange fonts, wallpapers or multicolored backgrounds. Stick to standards like Times New Roman, 12-point or Helvetica, 10 point.
- Avoid using slang.

SIGNATURE
Sign using your full name. Make sure any social networks mentioned in your (opinion) signature block have been reviewed, deemed safe for work and useful to your professional brand. Also remove all irrelevant quotes, links and images.

LAST CHANCE
ALWAYS proofread and spell-check before sending. Your emails say far more about you than you might realize. If you are sloppy and careless, a seemingly trivial communication will stick out like a sore thumb.

THANK YOU NOTES
If you've had an interview with a prospective employer, a thank-you note is a good way to express your appreciation. The note can be emailed a day or two after your interview and only needs to be a few sentences long. See the above example.

65%

of recruiters use LinkedIn for social media recruiting

61%

of recruiters say the hiring process will be a combination of virtual and in-person

Instagram has experienced a dramatic increase in usage by

28%

since 2017, which is driven mostly by recruiters under the age of 50.

51%

of recruitment investment budget is focused on social media for the next 12 months

Go Online

Statistic Source: Jobvite Recruiter Nation Report 2021

CONTROL YOUR IMAGE

Review your online representation before promoting yourself online. How do you present yourself on social media? Remove anything questionable that could damage your reputation. Sites like Reppler are a great way to automate the process and receive alerts if anything new pops up.

UTILIZE HANDSHAKE

As a Terp, you can belong to an exclusive career and internship database that only UMD students and alumni can access. Recruiters post to Handshake because they are interested in Maryland talent. Set up search agents that notify you when positions of interest are posted and post your resume for employers to find.

BE ACTIVE ON LINKEDIN

Each month, 187 million users visit LinkedIn. Create a profile that displays both your personality as well as your qualifications. Join groups in fields of professional interest and join in the discussions. Build your network with quality contacts. Optimize your profile for search engines (SEO) so that recruiters can find you through keywords.

USE TWITTER

Employers connect with potential employees and post job opportunities on Twitter. See if your ideal employers have Twitter handles to follow. Engage them via Twitter to learn more. You're checking for good fits as much as recruiters are.

PROMOTE YOURSELF

LinkedIn isn't the only network worth posting on. If you have established social networks already, use them. Let your friends and family know the type of job you're looking for and you might just get a hit. Six degrees of separation is a real thing, especially in the digital age. Just avoid bombarding feeds with your job search woes.

RESEARCH INDUSTRIES & SEARCH JOB POSTINGS

Remember to check the large job databases, but also industry-specific boards that cater to your demographic. Once you've found something promising, research the company. Companies engage with potential hires on Pinterest, YouTube and even infographics to share what it's like to work with them. Envision yourself there. Do you like it?

MAINTAIN ONLINE ETIQUETTE

Your online interactions are a demonstration of your communication skills. Remember to maintain professional language when connecting with employers online. Avoid too many follow up contacts—this can be perceived as creepy or needy. When tweeting, don't try fitting so much into a one post that you must resort to netspeak.

79%

of organizations offer employee referral programs—an eight percentage point increase over the past year

48%

of organizations are seeing higher participation in employee referral programs in 2021

40%

of organizations are making more hires from internal employees since the onset of the pandemic

36%

of recruiters take up to five minutes to decide on whether or not to move forward with a candidate when scanning their resume and cover letter

Statistic Source: Jobvite Recruiter Nation Report 2021

MEET FACE TO FACE

You might have developed virtual friendships with members of industry, special interest, or alumni groups. See if you can take those relationships offline. See if groups are already established and if not, set one up yourself.

ATTEND JOB FAIRS, CONFERENCES AND CLASSES

Go where groups of people in your field assemble. Everyone has a common interest and often their intention is to make connections—conversations flow naturally. Job fairs catering to your major and career interests are best, but you can also attend events that might intersect with your field, such as a medical clinical job fair if you want a staff accountant job.

SET UP INFORMATIONAL INTERVIEWS

Spend 20 minutes with someone in the field to research a position, industry, or company you've targeted and add contacts to your network. They'll be more likely to want to help you and possibly put in a good word on your behalf or hand-deliver your resume. Use Terrapins Connect to identify alumni. Tap your network by asking, "Do you know anyone who works in ___?" and confirming it's okay to contact them. At the end of the interview, ask for more leads so you can meet others.

MASTER STORYTELLING & CASUAL CONVERSATION

Learn how to slip in bits about your job search while discussing general topics of interest. Later, practice relaying more detailed, career-related information about yourself. Share specific skills and talents. In interviews, you'll deliver memorable examples through story and in the gym or coffee shop, you'll engage innumerable eyes and ears to help your job search.

GET INVOLVED

Now is a great time to volunteer for a nonprofit or industry group. You'll get out of the house, feel a sense of accomplishment, and pick up some new skills. While helping out, you could make some valuable new industry contacts that you might never meet otherwise.

NETWORK FROM WITHIN

Taking a job that isn't exactly a perfect fit at your dream company is a great way to gain footing for the position you really want. If you want to work in marketing for Sony Records but you're offered a quality control position, take it. In a few years you may be right where you want to be. Experience within a company you fit well with increases your chance of inside mobility.

NUTURE YOUR NETWORK

Even after you're hired, don't stop adding to your network and nurturing your contacts. 80% of jobs go to someone with a connection to the company. Be that someone. Put forth a positive attitude and memorable conversation, engage new people, and be the total package that Terps are known to be.

LINKEDIN

Profile Basics



Kimar Cole • 3rd

Workers' Rights | Bilingual (EN/SP) | UMD '25



University of Maryland

Worker's Activism

Talks about #workersrights, #fairwage, #marketingdigital
College Park, Maryland, United States • [Contact Info](#)

500+ connections

12 mutual connections: Hillary Moesh, Ariel La, and 10 others

About

I am calm in the face of a dozen microphones, and those who disagree. I invest in the group AND the individual. Before a rally, you may hear 'Eye of the Tiger' blasting on someone's speakers. It may be coming from me.

I began college pursuing a degree in history to better understand how our past shapes our current decisions, and those lessons learned culminate with my search for an organization—aiming to give our nation's workforce a voice—that I can call home. After interviewing workers across the country as an intern with AFGE, I want to change workplace culture for the disenfranchised more than ever.

Specialties: Event planning, policy, social media, grassroots marketing, Spanish.

Recommendations

Received (14)

Given (6)



Jaina Cullum

I help small businesses, corporations, and authors share their unique authentic story with the world!

Kimar was an amazing intern in our HR department, helping us refine our new worker's policies and presenting the changes to various units. Wish we could hire him full time!

LinkedIn search results come from scanning the user's 1st, 2nd and 3rd degree connections for the search query. Recruiters often use trending, industry-specific keywords and phrases in their queries. Incorporating industry-specific keywords and phrases into your profile can increase your visibility. This is called Search Engine Optimization (SEO). As you build your LinkedIn presence, remember that SEO is a major contributor to **LinkedIn** success.

PROFILE & COVER PHOTOS

Capture who you are professionally. Images should be high quality, attention-grabbing, well-lit, and relevant to your work. A cover photo is a great opportunity to reinforce your industry and passion, whereas a profile photo is better as a headshot. Avoid group photos, extreme close ups, and selfies. If you're looking for employment, you can opt-in to the #OpenToWork profile photo ring. Surveyed recruiters reported valuing this new feature.

HEADLINE

Reinforce yourself with a professional and memorable slogan.

Search Engine Optimization (SEO)

Include keywords/phrases describing your skill sets and goals in terms that your industry's recruiters search. Trending topics fluctuate, so research relevant job postings for ideas of terms.

Suggested Formulas

Seeking [industry] position.

ex. "Currently seeking social media position."

[Major/Level] major seeking opportunities in

[location/industry] | Graduating from [University] in [Year].

ex. "English junior major seeking opportunities in Washington, D.C | Graduating from University of Maryland in 2018."

[Industry] | [Valued Skill] | [University] [Year]

ex. "Filmographer | Video Editing for Vloggers | UMD '24"

ABOUT

Support your headline with a personable and professional look into your experience and goals. Only 218 characters automatically display and the rest is hidden until the viewer clicks "See more." So, arrange your summary to display something that peaks the interest first.

Who Am I?

This shows in your words and tone. Rather than saying you are passionate, show your passion through word choice and examples of engagement. Are you witty? A huge comic book fan? Have a theme song? Sprinkling in some of your uniqueness offers recruiters a better idea of who they would be working alongside. However, use this sparingly, not at the expense of your professional image.

What Do I Want to Do?

What are your professional goals? How are you reaching for them? Discuss your experience and expertise, then state exactly what you want to do in your future workplace. It's good to know what you want and this helps recruiters determine if they are the right fit for you.

What Do I Bring to the Table?

Experience, personality and skills. Weave them through your summary and reinforce using keywords popular in your field. Remember to incorporate Search Engine Optimization. By the end of your statement, recruiters should have a feel for who you are, your level of experience, your ideal focus and your future goals. Remember to list skills for each job or experience you highlight on LinkedIn.

RECOMMENDATIONS

Tap into your network for powerful testimonials. Ask for recommendations from those who really know you—such as supervisors, professors, teammates or those you've led—who can highlight what working with you is like and how you contributed to the organization or experience. Personalize your requests and be polite and gracious. Include a few words outlining accomplishments or qualities they might mention and ALWAYS send a thank-you afterward.

EXPERIENCE, PROJECTS, ETC.

Format these as you present them on your hardcopy resume. Include portfolios, photos and videos when they enhance understanding. For Honors & Awards, include 1-2 sentences explaining criterion and how/why you were selected. In the Skills & Endorsements section, choose self-descriptive keywords used by professionals in the industry. For example, in PR/Marketing, "event planning," "social media" and "public speaking" are fitting.

CONNECTING

Build your professional network. To start, sync email contacts to create a list of "Suggested" connections. Connect to those you're comfortable associating with professionally. Great additions include classmates, those you've worked with, professors, and friends and coworkers of your parents.

Etiquette

When requesting to connect, do NOT send the generic message. It offers little to no context and may cause recipients to think you're fishing for superficial connections. If someone hasn't accepted after a few weeks, it's okay to follow up. If that doesn't work, move on to more interested, responsive users.

Groups

Active memberships in relevant groups show your interest in the field, gives you a place to discuss trends, and expand your network.

Asking for an Introduction

Message a contact that can introduce you. Clarify why you're asking in case your contact forwards your message on to the person.

SEARCH STRATEGIES

The search strategies outlined below are some of the most common and useful strategies to implement during a job or internship search. Using multiple strategies will increase your chances of securing an interview.

Strategies	Getting Started	Tools/Resources	Tips
Networking Tap into the hidden job market by gaining industry-specific information and employment leads through personal, academic, professional, and social contacts.	Approach <ul style="list-style-type: none"> • Faculty and advisors within major • Alumni/classmates • Friends, neighbors, or relatives • Co-workers and employers • Internship supervisors Develop an ongoing, give-and-take relationship with your connections.	<ul style="list-style-type: none"> • Informational interviews • Employer Info sessions • Connect with professionals through social media • Attend career fairs and connect with recruiters • Intern/volunteer with organizations to create connections 	Don't know anyone? Meet new people by joining clubs and associations, locate and join online social networking groups, and be open to meeting with others everyday. It is an ongoing process!
Targeted Search Identify what type of organizations are of interest and contact (via email, or in person) the organizations to share your interest and inquire about potential openings, regardless of an advertised position.	Identify a target based on your values (i.e., specific location, industry, existing contact, organizations ranked within an industry, or diverse workforce).	<ul style="list-style-type: none"> • Online/Linkedin Alumni Sorting Tool • Chamber of Commerce • Newspaper • FirstHand: Employer Guides • Handshake: Employer Database 	Many positions are never advertised, so you must network or implement a targeted job search to locate them! This is a commonly used strategy and especially useful for small organizations.
On-Campus Recruiting Employers recruit on campus by advertising openings in Handshake, attending campus fairs, and leading information sessions. Employers also conduct on-campus interviews for positions.	Visit the Center's Handshake database and complete your profile. Review upcoming recruiting events by clicking "Events." Complete a quick interview search on the home page of Handshake by clicking "Campus Interviews I Qualify For" to research upcoming interviews.	Handshake <ul style="list-style-type: none"> • Post your resume • RSVP for employer events • Apply for on-campus interviews 	Completely fill out your Handshake profile and receive targeted emails of networking opportunities related to your career interest. UMD students/alumni have a competitive edge with employers who post on Handshake .
Posted Positions Search and locate advertised openings and follow the instructions to apply for positions.	Develop a list of keywords or job functions that are of interest. A thorough list will assist you in filtering through 1,000's of advertised positions. Establish search alerts, sign up for email alerts, or follow RSS feeds based on your keywords whenever possible.	<ul style="list-style-type: none"> • Aggregate job boards • Niche job boards • Newspaper • Employer's website • Professional associations 	Utilize aggregate job boards (i.e., LinkedIn , Indeed.com , Simplyhired.com) to search many websites at once. Niche job boards will yield field-specific opportunities.
Social Media Utilize any online socially based platform to connect with others, locate opportunities, research organizations, or create self-branding.	Decide on a social media avenue and thoroughly complete your "profile." Post professional and academic achievements and connect with professors, co-workers, alumni, etc. Develop a plan for how often and for what purpose you will utilize social media.	<ul style="list-style-type: none"> • LinkedIn • Twitter • Facebook • Instagram • Portfolio Websites (Behanced, Squarespace, WIX) • Blogging Platforms (Wordpress, Tumblr) 	Remember that social media is primarily for networking and researching. To get a position you will have to take a connection offline, so utilize information gained online as a conversation facilitator.
Employment Agencies Agencies work for employers to locate job seekers with specific skills to fill short term positions.	Identify your skill set and industry references. Also consider your geographical work preferences and contact an agency in that area.	Utilize the Center's free online career assessment tool to identify your skills. Locate an agency in your area using Google .	The initial interview may include tests to assess your skills. Prepare for this interview as you would a traditional interview.

Informational

INTERVIEWS



Informational interviewing is a networking approach which allows you to meet key professionals, gather career information, investigate career options, get advice on job search techniques and get referrals to other professionals.

The art of informational interviewing is in knowing how to balance your hidden agenda (to locate a job) with the unique opportunity to learn firsthand about the demands of your field. Never abuse your privilege by asking for a job, but execute your informational interviews skillfully, and a job may follow.

What motivates professionals to grant informational interviews?

Most people enjoy sharing information about themselves and their jobs and, particularly, love giving advice. If someone from your high school reached out to you for advice on attending the University of Maryland, you would most likely be more than willing to answer questions and give advice. Some may simply believe in encouraging newcomers to their profession and others may be scoping out prospects for anticipated vacancies. It is common for professionals to exchange favors and information, so don't hesitate to call upon people.

How do you set up informational interviews?

You can set up an informational interview through email, phone call, **LinkedIn** or **Terrapins Connect** (see adjacent box). The best way to obtain an informational interview is by being referred to someone, so make sure to ask your network if they know of anyone in your field of interest and research **LinkedIn** to find individuals of interest.

What do I say to someone to ask for an informational interview?

Example message to send through **LinkedIn** or email:

"Dear Andrew, My name is Julie Jones and I received your contact information from Megan Lee in the Career Center. I am currently a senior at the University of Maryland majoring in public relations. I admire your career path in PR and am wondering if you might have time to meet with me or have a quick phone call to answer some questions I have about the field. Thank you in advance!" Julie Jones

Always remember to send a thank-you letter to every person who grants you time and to every individual who refers you to someone.

JOB MARKET QUESTIONS

If you are preparing to enter the job market, you may wish to ask questions such as:

1. What experiences would make an entry-level job seeker competitive?
2. What are the major challenges/problems that your organization is facing and would like solutions for?

TERRAPINS CONNECT

A free, online platform that allows alumni to provide career and professional advice to students and alumni in a safe and secure environment. TerrapinsConnect.umd.edu

Elevator PITCH

Also known as an elevator pitch, this is your prepared 30-second introduction. It is used when networking, attending career fairs or during internship/job interviews. Well-thought-out commercials demonstrate that you are well spoken, qualified and prepared.

NAME

MAJOR AND CLASS YEAR

SKILLS GAINED FROM EXPERIENCE(S)

(i.e. work, volunteer, internship, study abroad or on-campus leadership)

CAREER INTEREST(S)

customized depending on the field the employer/networking contact represents

ENDING QUESTION

to gain more information

"Hi, my name is _____. I'm a (graduate student, junior, etc.) at the University of Maryland majoring in _____. My interest in _____ has developed through _____ (i.e., describe internships, in-class projects, part-time work experiences, etc.)."

Continue by answering the recruiter's questions. Ex. "What type of job are you seeking?" Do NOT answer "Anything" or "It doesn't matter."

End with a question or request: "When do you anticipate accepting applications for your summer internship?"
or "May I contact you if I have additional questions?"

Networking Scenario

"Hi! My name is Mary Land. I'm a senior Psychology major at the University of Maryland. I've completed a broad range of psychology courses, my focus being on interpersonal relationships and cross-cultural psychology. My interests led me to complete a 100-hour internship related to Human Resources, researching discrimination claims, assisting payroll with paperwork and developing questions for employee interviews. The internship strengthened my analytical, problem-solving and communication skills and confirmed that I'm very interested in going into the field post-graduation. Can you tell me more about your Human Resource Department or suggest a colleague I may speak more with?"

Career Fair Scenario

"Hello, I'm Terra Pinn. I'm a junior English major. I'm hoping to work in public relations. I noticed that you posted a PR internship on Handshake. Currently I work as a part-time sales associate at a large department store. I love working in retail. Now I'm hoping to move into the corporate side in a PR role. Would you tell me a little more about your internship?"

Getting the Most Out of the Career Fair

Many employers use career fairs—both on and off campus—to promote their opportunities and to pre-screen applicants. Career fairs come in all shapes and sizes, from small community-sponsored events to giant regional career expositions held at major convention centers.

Most career fairs consist of booths and/or tables staffed by recruiters and other representatives from each organization. For on-campus events, some employers also send alumni representatives who are familiar with campus and its academic programs.

For virtual fairs, employers will use a variety of platforms to host virtual rooms and allow students to engage in video-based conversations or text chats. In person, some employers will decorate a table with brochures and business cards and have a lone representative present. Others may invest in elaborate interactive displays, giveaways and a team of recruiters on hand to engage students based on interest areas.

FASHION AND ACCESSORIES

Generally, the appropriate attire for career fair attendees is more relaxed than what you'd wear to an actual job interview. In most cases, "business casual" is the norm. If you're unsure of the dress code (particularly for off-campus events), it would be wise to err on the overdressed side—you'll make a better impression if you appear professional. Think of it as a dress rehearsal for your real interviews!

Remember to bring copies of your resume (or resumes, if you have several versions tailored to different career choices), a few pens and pencils (have backups—they have a way of disappearing), a folder or portfolio and some sort of note-taking device (paper or pad). Keep track of the recruiters with whom you speak and send follow-up notes to the ones who interest you.

STOP, LOOK AND LISTEN

Keep your eyes and ears open—there's nothing wrong with subtly eavesdropping on the questions asked and answers received by your fellow career fair attendees. You might pick up some valuable information.

In order to maximize your career fair experience, you must be an active participant and not just a browser. If all you do is stroll around, take company literature and load up on the ubiquitous freebies, you really haven't accomplished anything worthwhile (unless you're a collector of key chains, mousepads and pocket flashlights). It is essential to chat with the company representatives and ask meaningful questions.

Create a one-minute elevator pitch as a way to sell yourself to an employer. This is a great way to introduce yourself. The goal is to connect your background to the organization's need. In one

minute or less, you need to introduce yourself, demonstrate your knowledge of the company, express enthusiasm and interest and relate your background to the company's need.

YOU'RE A PROSPECTOR—START DIGGING

The questions you ask at a career fair depend upon your goals. Are you interested in finding out about an internship or full-time job? Then focus your questions on the application and interview process, and ask for specific information about that employer.

FAIR THEE WELL

By all means, try to attend at least one career fair before beginning your formal job interviewing process. For new entrants into the professional career marketplace, this is a good way to make the transition into "self-marketing mode" without the formality and possible intimidation of a one-on-one job interview. It's an opportunity that's too valuable to miss.

CAREER FAIR ETIQUETTE

1. **Don't interrupt the employer reps or your fellow job-seekers.** If someone else is monopolizing the employer's time, try to make eye contact with the rep to let them know that you're interested in speaking. You may be doing a favor by giving the recruiter an out. If all else fails, move to the next table and plan to come back later.
2. **If you have a real interest in an employer, find out the procedures required to secure an interview.** At some career fairs, initial screening interviews may be done on the spot. Other times, the career fair is used to pre-screen applicants for interviews to be conducted later (either on campus or at the employer's site).
3. **Sincerity always wins.** Don't lay it on too thick, but don't be too bland either. Virtually all employers are looking for candidates with good communication skills.
4. **Don't just drop your resume on employers' display tables.** Try to get it into a person's hands and at least say a few words. If the scene is too busy and you can't get a word in edgewise, jot a note on your resume to the effect of, "You were so busy that we didn't get a chance to meet. I'm very interested in talking to you." Look around the display for the recruiter's business card (or at the very least, write down his or her name and get some literature with the company's address) and send a follow-up note and another copy of your resume.
5. **If you know ahead of time that one of your "dream companies" is a career fair participant, do some prior research (at minimum, visit their website).** A little advance preparation goes a long way and can make you stand out among other attendees.

DRESS FOR SUCCESS

FOR THE INTERVIEW

You want to present the most appropriate professional impression for your interviews. When it comes to your appearance, conservatism and conformity are in order in most business and technical job interviews. However, this can vary by industry. When in doubt, it is better to be too conservative than to be too flashy.



Two piece suits
(solid colors, tighter-
woven fabric)



Tailored, collared shirts
or blouses under your
suit jacket



Conservative with
makeup and jewelry



Shoes that are polished
or in good condition



Wrinkled clothing



Ties with wild or
ornate designs



Missing buttons,
crooked ties and lint



Tags and labels on
new clothing

FOR THE JOB

After you ace the interview and accept the job offer, what happens? You start your professional career—and you have to look the part! For recent graduates just entering professional life, additions to wardrobes or complete overhauls, are likely needed. Limited funds, however, can be an obstacle. Image consultants suggest “capsule wardrobing”. By mixing and matching, an eight-piece capsule wardrobe can generate up to 28 ensembles.

- Establish a professional wardrobe budget
- Set aside funds for appropriate accessories
- Purchase a suit jacket that is versatile and can work with a number of other pieces
- Buy fashion basics that you can build on
- Don't overlook the importance of nice briefcase or leather portfolio

OFFICE CASUAL

“Office casual” is becoming the accepted mode of dress at more and more organizations. The rules for casual attire, however, are subject to each organization. The safest fashion rule for new employees to follow is to dress about the same as your most conservatively dressed co-worker. As a new hire, don't try to “push the boundaries” of casual attire.

Fashion Arrests

- Never wear denim jeans or shorts unless the vast majority of others do
- Don't dress too provocatively—you're at work, not a club
- “Casual” doesn't mean “sloppy”—clothes should be free of stains and holes
- Workout wear belongs at the gym.

Play it Safe

- Khaki or black pants are usually a safe bet
- As for formal business attire, buy the best that your budget will allow
- If you will be seeing clients, dress appropriately for their workplace, not yours
- When in doubt, stick with “neutral” colors, such as black, khaki, dark navy, or grey
- Avoid visible body piercings or tattoos until you learn about what the organization's formal (or informal) policies may be.

Questions Employers Ask

PERSONAL

1. Tell me about yourself.
2. What are your hobbies?
3. Why did you choose to interview with our organization?
4. Describe your ideal job.
5. What can you offer us?
6. What do you consider to be your greatest strengths?
7. What are areas of growth for you?
8. Have you ever had any failures? What did you learn?
9. Of which three accomplishments are you most proud?
10. Who are your role models? Why?
11. How does your college education or work experience relate to this job?
12. What motivates you most in a job?
13. Have you had difficulty getting along with a former professor/supervisor/co-worker and how did you handle it?
14. Have you ever spoken to a group of people? How large?
15. Why should we hire you rather than another candidate?
16. What do you know about our organization (products or services)?
17. Where do you want to be in five years? Ten years?
18. Do you plan to return to school for further education?

EDUCATION

19. Why did you choose your major?
20. Why did you choose to attend your college or university?
21. Do you think you received a good education? How?
22. In which campus activities did you participate?
23. Which classes in your major did you like best? Least?
24. Which elective classes did you like best? Least? Why?
25. If you were to start over, what would you change about your education?
26. Do your grades accurately reflect your ability?
27. Were you financially responsible for any portion of your college education?
28. What has been the most influential aspect of your college experience?

EXPERIENCE

29. What job-related skills have you developed?
30. Did you work while going to school? In what positions?
31. What did you learn from these work experiences?
32. What did you enjoy most about your last employment? Least?
33. Have you ever quit a job? Why?
34. Give an example of a situation in which you provided a solution to an employer.
35. Give an example of a time in which you worked under deadline pressure.
36. Have you ever done any volunteer work? What kind?
37. How do you think a former supervisor would describe your work?

CAREER GOALS

38. Do you prefer to work under supervision or on your own?
39. What kind of boss do you prefer?
40. Would you be successful working with a team?
41. Do you prefer large or small organizations? Why?
42. What other types of positions are you considering?
43. How do you feel about working in a structured environment?
44. Are you able to work on several assignments at once?
45. How do you feel about working overtime?
46. How do you feel about travel?
47. How do you feel about the possibility of relocating?
48. Are you willing to work flextime?

Before you begin interviewing, think about these questions and possible responses and discuss them with a career advisor. Conduct mock interviews and be sure you are able to communicate clear, unrehearsed answers to interviewers.

Practice your responses with **BigInterview** conducted using the webcam on your computer. Go to **www.careers.umd.edu** for more info. Access through your Handshake account.

Questions to Ask Employers

POSITION

1. Please describe the duties of the position.
2. What kinds of assignments might I expect the first six months on the job?
3. How is feedback on my job performance given? How often?
4. Is this a new position or am I replacing someone?
5. Can you describe the typical work schedule for the position?
6. What qualities are looking for in the candidate who fills this position?
7. What skills are especially important for someone to be effective in this position?
8. How much of the position requires team/project work versus independent work production?
9. What opportunities might there be to work on special projects?
10. Where does this position fit into the organizational structure?
11. What is the growth potential for someone in this position?
12. How much travel, if any, is required in this position?

COMPANY

13. How would you describe the company's culture?
14. What products (or services) are currently in development?

15. Does the company have plans for expansion?
16. How has the company been impacted by the economy in recent years?
17. Does the company value creativity and individuality?
18. Is the company environmentally conscious? In what ways?
19. In what ways is a career with your company better than one with your competitors?
20. What is the biggest challenge facing the company? The greatest opportunities?
21. What characteristics do the achievers in this company seem to share?
22. Are salary adjustments geared to the cost of living or job performance?
23. Does the company encourage further education?
24. In what ways does the company engage or give back to the local community?
25. Is flextime offered?

ADDITIONAL QUESTIONS

26. What do you like best about your position, the company?
27. What would you describe as the company's values or top priorities?
28. What are the next steps in the interview process? When should I expect to hear from you or should I contact you?

Behavioral Interviews

Today more than ever, each hiring decision is critical. Behavioral interviewing is designed to minimize personal impressions that might cloud the hiring decision. By focusing on the applicant's actions and behaviors, rather than subjective impressions that can sometimes be misleading, interviewers can make more accurate hiring decisions.

How to Prepare for a Behavioral Interview

- ☐ Recall recent situations that show favorable behaviors or actions, especially those involving coursework, work experience, leadership, initiative, planning and customer service.
- ☐ Prepare short descriptions of each situation; be ready to give details if asked.
- ☐ Be sure each story has a beginning, a middle, and an end; i.e., be ready to describe the situation, your action and the outcome or result.
- ☐ Be sure the outcome or result reflects positively on you (even if the result itself was not favorable).
- ☐ Be honest. Don't embellish or omit any part of the story. The interviewer will find out if your story is built on a weak foundation.
- ☐ Be specific. Don't generalize about several events; give a detailed accounting of one event.

USING THE STAR TECHNIQUE TO ANSWER BEHAVIORAL QUESTIONS

Think of 4-6 situations you have been faced with in the past. Vary your examples so they are from all areas of your past (including internships, volunteering, class projects, part-time jobs, school activities, etc.). Describe your stories using the following STAR method. Practice telling the story using the STAR method, but do not memorize them word for word.

S – Situation or (T) Task

Describe a specific situation or task (i.e., "Assigned to a team and team member wasn't pulling their weight.")

A – Action

What action did you take? ("I met with the team member in private and explained the frustration of the rest of the team asked if there was anything I could do to help.")

R – Result

What happened as a result? What was the outcome? ("We finished our project on time and got a B on the assignment.")

Preparing for Virtual Interviews



KNOW THE PLATFORM

Zoom, Google Meet, Microsoft Teams,...The list goes on and on. Before your interview, make sure you've played around with the program enough to know how it works.



AMBIANCE

Dress professionally, silence distractions (i.e. cell phones, pets, roommates, etc.), and avoid situating yourself in front of any noisy backgrounds. Also avoid harsh backlight that will turn you into a silhouette.

BRAND YOURSELF

Just like the email address on your resume or the message on your voicemail—be professional. Be sure the username used for your virtual interview represents you as a mature and polished candidate.



TEST THE CONNECTION

Do you have a readily available power source? Is the wifi signal strong? Do you have access to a phone and strong service? Even if everything is checked beforehand, technology can still fail you. Make sure you have the interviewer's phone number, just in case!

POSITION & POSTURE

Do you look at yourself on the screen, or talk directly into the camera? Does your posture present you as casual, or confident and poised? Be sure to practice your positioning and posture prior to the interview!

Handshake



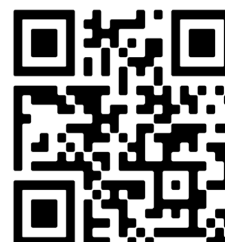
DIVISION OF
STUDENT AFFAIRS
UNIVERSITY CAREER CENTER
& THE PRESIDENT'S PROMISE

Handshake is the University Career Center's online career management system. All currently enrolled students have access to an account. Log in to Handshake with your UID and password and claim your profile at go.umd.edu/handshake

Get expert help. Get Connected. Get hired.

Why you should use Handshake:

- ✓ Schedule career advising appointments
- ✓ Personalized full-time, part-time job & internship recommendations based on your profile and interests
- ✓ Sign up for workshops, panels, career fairs and employer events
- ✓ Message and engage in virtual chats with employers
- ✓ Read real-time reviews & tips from other students
- ✓ Access online resources such as Focus2 (self-assessment), Vault (industry guides), Big Interview (virtual interviewing practice), GoingGlobal, & more



...because it's the #1 way college students find jobs!

go.umd.edu/handshake

The Art of Negotiating

NEGOTIATING A JOB OFFER

An area of the job search that receives too little attention is negotiating. Once you have been offered a job you have an opportunity to discuss the terms of employment. Negotiating doesn't have to be an uncomfortable experience. Rather than a win-lose proposition, negotiating is about each party understanding what's most important to the other and finding common ground.

WHAT'S NEGOTIABLE

For an entry-level position there are limits on what's negotiable. Benefits packages are usually fixed according to a position's classification level. That includes health care and other insurance options, retirement plans, the number of days allotted for vacation and the rate of accrual. The terms aren't usually negotiable. Advancement opportunities may also be structured so that employees must first complete trainings, rotational programs, or a series of benchmarks before being considered for the next level. But the following items may be open for discussion.

Start date. This is usually the most negotiable issue with the exception of training program requirements. Employers understand that you are transitioning into a new life stage and need time to wrap up commitments. Even if there is a mandatory start date for training, it may be possible to arrange unpaid leave time after training concludes.

Support for professional development. This is sometimes included in the hiring package. But if it's not, inquire about it. Membership in professional associations, conference attendance, and certifications related to the job are perquisites an employer may be willing to cover, especially if it's clear how it will enhance performance.

Signing bonus. A signing bonus is one-time money paid to a recent hire to help offset moving expenses, wardrobe, transportation, or other necessities of a new job. Not all employers award them, but it doesn't hurt to ask.

Base salary. This is the most difficult item to negotiate over and the most important for the candidate. Raises are calculated on base salaries, so small increments add up significantly over time. As with signing bonuses, not all employers are willing to negotiate on starting salaries. Those that do will probably not budge more than 5% from the original offer. But if your own estimates suggest a higher offer, you need to consider negotiating. Once hired you will have significantly less latitude to alter your base salary.

HOW TO NEGOTIATE

Negotiating requires a deliberate process and a strategy. Each step needs to be executed with sensitivity to how the employer may respond. The best advice: Don't negotiate without talking to someone. Call the career center and ask for an individual

appointment. If they know you're on a tight timeframe they will often slot you in quickly.

1. **Buy time.** After receiving an offer ask how soon the employer will need a response. Hopefully you will have more than a few days. This will give you a chance to fully evaluate the job and decide if you want to negotiate.
2. **Find out if it's possible to negotiate.** It's a good idea to allow a day to pass before posing this question back to the employer. Why? You'll want the employer to know you've thoroughly reviewed the offer before taking this step. Otherwise it may seem like you're just haggling to get as much as you can. If the employer is open to negotiating, explain that you will respond quickly with some thoughts.
3. **Research the offer.** Find out more about the entry-level salary norms for your field (multiple sources: www.nacweb.org, www.salary.com, www.glassdoor.com). Also find out the cost of living index (www.money.cnn.com/calculator/pf/cost-of-living). The career center may have salary data pertinent to your interest area. Keep in mind that more substantial benefits packages counter-balance a slightly lower salary.
4. **Determine a strategy.** Under what terms would you accept the offer? As stated, which means you would still accept if the employer doesn't budge (and suggests you might not want to negotiate at all)? With some incremental increase (which might be less than you actually ask for)? Know where you stand for every possible response.
5. **Compose a thoughtful counter offer.** In an email, spell out your thinking on why you are asking for a higher salary or other allowance. Share the calculations for how you arrived at the figure and the sources for your reasoning. "Bookend" the note with affirmations of the opportunity; that is, begin the note with words that express how excited you were to get the offer and finish with how great it's going to be joining the team. Frame the negotiation as the only item you need to resolve in order to say "yes." IMPORTANT: send the email before the deadline you were originally given.
6. **Follow up with a phone call.** A few hours later or the next morning. Negotiations are personal and need to be done with lots of sensitivity. Your emailed counter offer gave the employer a chance to understand your priorities and concerns before a conversation occurs. But you will talk through the negotiation.
7. **Conclude with poise and tact.** If the employer agrees to your terms, express excitement and gratitude. If the employer meets you halfway—and that's enough for you to say yes—express excitement and gratitude. If the employer doesn't move far enough or says no, express gratitude and indicate that you still need some time to consider the offer. Follow up the next day with a phone call and politely decline. Again, express gratitude for the offer. [You never know when your paths will cross again.]

As stated above, don't tackle the negotiation process on your own. Get advice from a career professional so that you can make informed, objective decisions.

WHAT'S MY INCOME?

INCOME	Monthly Total
Salary (after taxes/benefits)	\$
Other income (after taxes)	\$
Totally monthly income	\$

Worksheet:

BUDGET

Expenses		Monthly Total
Home	Housing (Rent/Mortgage/Taxes)	\$
	Utilities (Elec./Gas/Water/Sewage)	\$
	Internet/Cable/Streaming Services	\$
	Home Repairs/Maintenance	\$
	Groceries	\$
	Laundry/Cleaning	\$
Transport	Public Transportation	\$
	Car Loan	\$
	Insurance	\$
	Parking/Tolls	\$
	Car Repair	\$
	Gas	\$
Bills	Student Loans	\$
	Credit Cards	\$
	Cell Phone	\$
	Subscriptions	\$
Health	Doctor Appointments/Co-Pay	\$
	Prescriptions	\$
	Gym Membership	\$
	OTC Medication	\$
Entertainment & Personal	Movies/Concerts	\$
	Dining Out (coffee, snacks, etc.)	\$
	Travel/Vacation	\$
	Clothing	\$
	Personal Hygiene	\$
	Gifts	\$
Misc. (charity, pets childcare, church, etc.)		\$
		\$
		\$
		\$
	Your Total Monthly Income	\$
	- Your Total Monthly Expenses	\$
	= Total Savings	\$

RECOMMENDED BUDGET STRATEGY

Personal Debt
(credit card, loan, etc.) 10%-20%

Housing 20%-35%

Food 15%-30%

Transportation 6%-20%

Utilities 4%-7%

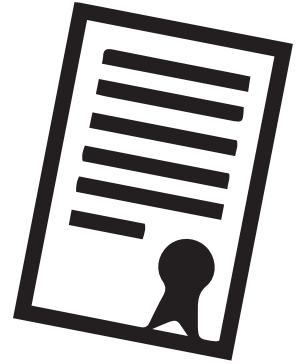
Clothing 3%-10%

Miscellaneous
(travel, entertainment, etc.) 1%-4%

Personal Care 2%-4%

NOTES

Marketing Your Liberal Arts Degree —



As liberal arts graduates enter the job market, their direction may not be as obvious as that of their technically trained counterparts. For the most part, engineering or computer science majors know exactly where to target their efforts. Liberal arts majors are less fortunate in that regard—such a heading cannot be found in the want ads. Yet if they learn to target their aptitudes, they have as good a chance as anyone to find meaningful work.

What you need to do, explains one career advisor, is to find out what you really want to do—regardless of your major. Students often ask, “What can I do with a major in philosophy?” That’s the wrong question. The real questions are, “What fascinates me? How can I connect my interests with a job? What do I really want to be doing in 20 years?”

Once you have answered those questions, look at possibilities for matching your interests with a job. There are more options than you might think. Don’t get stuck on titles. As a liberal arts major, you have to do much more work in terms of researching different job markets and finding out where there is a demand. Conduct in-depth research on any companies that appeal to you, and try to match their needs to your wants. You must be specific, however. It is possible to be too general, too open and too flexible.

To be successful, you should combine your long-term vision with short-term specificity. Present yourself to your potential employer as someone who both understands the broad goals of the company and has the ability to grow and contribute in the long run. But most importantly, show how you can excel in that specific job. Once you’ve taken the time to determine your real interests and have set some long-term goals, map out a plan—long- and short-term—on how to get there.

Your liberal arts education has equipped you to take a broad topic and research it. Use those skills to make the connection between what you want and what companies need. Once you find job descriptions that match your long-term interests, set about shaping your resume and, if need be, getting the additional specific skills, training or certification to get that first job.

Your first job may not match your long-term goal. But it’s the first step. And that, at this point, is the all-important one.

WHAT LIBERAL ARTS GRADUATES ARE DOING

A sampling of the wide range of positions filled by liberal arts graduates:

Accountant	Librarian
Administrative assistant	Management consultant
Advertising account executive	Marketing representative
Air traffic controller	Medical/dental assistant
Artist	Museum coordinator
Auditor	Office administrator
Bank manager	Outpatient therapist
Business systems analyst	Paralegal
Buyer	Photographer
Child support enforcement officer	Probation officer
Claims examiner	Product specialist
Communications specialist	Psychologist
Computer specialist	Public relations specialist
Copywriter	Quality engineer
Counselor	Recreation administrator
Customer service representative	Research analyst
Editor	Restaurant manager
Employee relations specialist	Retail manager
Engineering planner	Sales representative
Financial consultant	Social worker
Graphic designer	Speech pathologist
Hotel manager	Stockbroker
Human resource specialist	Systems analyst
Industrial designer	Tax consultant
Interpreter/translator	Teacher
Journalist	Technical writer
	Transportation specialist
	Underwriter
	Urban planner
	Writer

Federal Employment

There are more than

400+

federal departments
and agencies

USAJOBS.gov
has roughly

23,023

vacancy
announcements
open per day.

85%

of federal government
jobs are outside
of the D.C. area.

Statistical source: usajobs.gov

THE LARGEST EMPLOYER IN THE U.S.

Federal agencies hire thousands of new employees each month. With the University of Maryland's close proximity to Washington D.C., it is an employment option UMD graduates frequently use. See gogovernment.org

GETTING A JOB WITH THE FEDS

Each agency manages its own hiring. The U.S. Office of Personnel Management (OPM) simplified the federal job search by developing [USAJOBS.gov](https://usajobs.gov). The site lists most, but not all, federal jobs.

It is very important to have in hand or save online the full vacancy announcement, the appropriate application forms, the closings/deadline dates for applications, specific duties of the position, whether a written test is required, educational requirements, etc. Then follow the application instructions. Most Federal jobs can be applied for by submitting a federal-style resume using the Resume Builder at USAJOBS. Some applications require special forms available at the agency's website or at [OPM.gov/forms](https://opm.gov/forms) or additional steps. Read the vacancy announcement.

Some federal agencies are independent from the OPM hiring system and are not required to post positions in USAJOBS, although some do. Consult these agencies directly through their websites.

Are there special programs for undergraduates and graduate students, and for recent graduates?

Yes. Pathways provides talented students and recent graduates with greater access to federal jobs and internships, as well as meaningful training, mentoring and career development opportunities. It is comprised of the Internship Program, Recent Graduates Program, and Presidential Management Fellows Program. Visit [USAJOBS.gov/StudentsAndGrads](https://usajobs.gov/StudentsAndGrads) to learn more.

When can I apply?

Applicants may apply for government jobs 9-12+ months before graduating.

WHAT ARE THE SALARIES LIKE?

Commonly, a federal position is ranked according to the level of responsibility and difficulty and assigned a grade based on the General Schedule (GS) classification. The grades range from GS-1 through GS-15, which correspond to salary ranges. Applicants with a bachelor's degree enter at the GS-5 or GS-7 level. Special pay rates exist for high-cost cities and areas, such as the Washington D.C. metropolitan area, and certain occupations.

HOW DO I LOCATE AGENCIES OF INTEREST?

Use the resources below to research and identify agencies of interest based on their mission statement, mission-critical hiring needs, area of work, populations they serve, etc. Create an agency target list by writing down all federal agencies that spark your interest.

- The Partnership for Public Service oversees a survey of the Best Places to Work in the Federal Government
- Even the smaller organizations hire for a variety of positions. You may even have less competition. Review a list of all federal departments and agencies: [USA.gov/federal-agencies](https://usa.gov/federal-agencies)

HOW CAN I NETWORK WITH THE FEDS?

Networking and information gathering are also important for a federal job. Learn about career positions by contacting federal employees and talking with hiring officials. Many agencies attend our annual job fairs or participate in the Center's panels and programs. Do not forget to consider internship (fall/spring terms are less competitive than summer) and part-time job opportunities with the federal government.

Also, consider participating in Federal Semester Program as a way to get experience. federalsemester.umd.edu

International Students & the Job Hunt

Looking for a job is seldom easy for any student. For an international student, the job search process can require additional research and adjustments. Your experience with multiple countries and cultures will broaden your choices.

CLARIFY YOUR GOALS and OPTIONS

Being clear about your job search goals does not have to mean limiting your options! However, both the process and the timeline will be different depending on the geographical region, industry and type of organization you are targeting.

INTERNATIONAL SEARCH

- Access GoinGlobal through your **Handshake** account to look up different country profiles and their requirements for work authorization.
- Tailor your job application documents according to the conventions of the target country. For example, in some countries applicants are expected to provide their date of birth or photo.
- Attend campus events for international students on campus to meet people from your potential countries of interest.
- Use LinkedIn and information from your professors to identify alumni from your program who went on to work in the country of your choice. Reach out to them for advice.
- Stay in touch with faculty, colleagues, friends and family in your home country to stay current on developments in your industry and potential job opportunities. Be prepared to “translate” the experience obtained in the U.S. for contacts who may not be familiar with it.

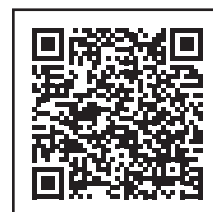
U.S. SEARCH

- Work authorization rules will make the timeline of your search more rigid. Communicate with the International Students and Scholars Services office early to stay on top of requirements for your status. (Please visit ISSS for more information)
- Some employers are legally prohibited from hiring non-citizens. These restrictions have nothing to do with your qualifications. Use GoinGlobal to locate organizations that have hired international applicants in the past.
- Be prepared to articulate to employers the practical steps involved in hiring you. Employers with little experience hiring international candidates may find the process daunting. Show them that it is manageable!
 - I can work full-time in the summer and part-time during the academic year.
 - I am eligible to work in the U.S. for [how long]; all that would be needed from you is an offer letter, the other steps I would complete through my school.

STRATEGIES FOR COMMUNICATION

1. Follow general suggestions for resume formatting and content. International experience may need additional context if you think that the employer may not be familiar with it.
Example: Cipla (top-five pharmaceutical company in India)
2. Do not be afraid to clarify, ask follow-up questions, or correct the employer if they misunderstand you.
Example: Actually, I meant... Let me rephrase that: ...
3. Focus on your individual contributions to give the employer an accurate picture of your skills and background. If talking about yourself excessively is inappropriate in your culture, remember that you are helping the employer understand how your skills and experiences relate to their organization's needs. Highlighting the impact of your work on the team or organization may help you overcome a reluctance to self-promote.
4. Do not apologize for who you are. If you are not a native speaker of English, do not list it as your weakness as a candidate. Language skills are just a part of your overall qualifications. Remember that there is considerable variation among native speakers of English in accents and regional varieties.

If asked by the employer, focus on your experience using communication skills in English, rather than proficiency or non-native status. Use examples of class or client presentations, papers, reports.



Resources for Students of Color

Like other college students seeking employment after graduation, you want to find an opportunity that allows you to contribute and develop your skills in an organization which supports and mentors your career advancement. At the same time you want a workplace environment that recognizes your diversity and values the contribution you can make.

How do you determine if the organization is the right fit and has a welcoming, supportive climate? Research! Begin by determining who works at the organization. Learn what the demographic composition is at all staff levels. Find out if the organization has affinity groups. Check if the organization has received any recognition for diversity-related performance. Know its non-discrimination policies. This information can be acquired through articles, associations and networking with others in the industry or the organization. Attend career-related events targeting diverse students where you can comfortably ask questions.

SOME HELPFUL WEBSITES

- **MarylandDiversity.com** provides employment information focused towards Maryland's diverse population.
- **IMDiversity.com** provides career and self-development articles and an employment database for diverse populations.
- **DiversityInc.com** offers articles with job search questions.
- **DiversityJobs.com** hosts a job search database and provides links to articles related to diversity in the workplace.
- **DiversityEmployers.com** provides jobs and information on organizations committed to recruiting diverse talent.

During the hiring process continue the evaluation. Has the correspondence been informative, supportive and welcoming? If on site, observe the workplace. Does it appear to be a comfortable climate? How does the staff interact with each other? Who is in what position? How have they advanced? Ask why they selected the organization and what has caused them to stay. Connect with racially diverse alumni in the organization, professional associations and University of Maryland affinity alumni groups.

Staff members within the University Career Center & The President's Promise are available to discuss how these and other issues may impact your job search. Go to www.careers.umd.edu for more information and to schedule an appointment via Handshake. Remember when you transition from college to the workplace, it will be different. At the same time you want your new environment to be equitable and offer the same opportunity for success and advancement as any student entering the workforce. For more information on topics in the workplace such as professionalism, imposter syndrome, and microaggressions, please explore our DEI Module in ELMS.

- **BlackEnterprise.com/career** offers career advice to explore opportunities and successfully advance.
- **Hispanic Alliance for Career Enhancement (haceonline.org)** maintains a resume database of Latino professionals in a wide range of disciplines.
- **Employment.NativeAmericanJobs.com/jobs** offers employment resources and job directory of Native American employers and career possibilities.

Resources for LGBTIQ+ Students

As a lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more (LGBTIQ+) student or alumnus(a), you may have additional questions as you transition from college to the working world. While most universities provide a vibrant support network for LGBTIQ+ students, the workplace can be different and you may have to engage in additional career exploration and research to best align your values and goals with a supportive work environment.

In particular, you may have questions about how "out" you want to be on your resume, in your interview, on the job and in work-sponsored social gatherings. You may also have questions about appropriate interview or workplace attire in relation to your gender identity.

As you explore potential workplaces, you may want to research some or all of the following:

- Organizational climate
- Partner benefits
- Employee Resource Groups (ERGs)
- Non-discrimination policies
- Ways to combat and respond to workplace discrimination
- Changing state and national laws and regulations

Staff members within the University Career Center & The President's Promise are available to discuss how these issues may impact your job search and to help you clarify your personal values and career goals. Log into Handshake to schedule an appointment and use your discretion to confidentially discuss any of these issues during your appointment. Career development programming and networking events are offered for LGBT students throughout the school year.

The following resources may also serve as helpful tools as you begin your job search:

outforwork.org (National nonprofit providing career information, resources, events, an internship/job board and extensive online library)

outandequal.org (Nonprofit seeking to end employment discrimination of LGBT employees)

hrc.org (Maintains the "Corporate Equality Index," which is searchable by employer and/or policy)

prideatwork.org (Fosters collaboration between organized labor/unions & the LGBT)

Resources for Students with Accommodations or Disabilities

As a student or alum with a disability or with accommodations, you may have additional questions as you transition to the workplace.

You may even have questions about whether or not you have a disability. If you receive accommodations through campus Accessibility and Disability Services, or had an IEP or a 504 plan in high school, you qualify as a person with a disability under the American with Disabilities Act. But that's not all! The ADA defines disability as any impairment that substantially limits major life activities such as seeing, hearing, speaking, walking, breathing, performing manual tasks, learning, caring for oneself, and working. Most students are unaware that this includes two conditions that are prevalent on our campus: ADHD and mental health issues.

At each stage of the recruitment and hiring process—career preparation, job search, application, interview—you may need to consider how your accommodations or disability will affect your performance. And that just means you got a job. What about succeeding in the job? Will your need for accommodations or disability affect your performance on the job?

Disclosing a disability is an individual decision. You are never required to disclose a disability at any point in the employment process. However, your disability may be visible, or you may want to disclose in order to receive accommodations, or you may feel that your disability is an important part of who you are. Whether you need to disclose, when to disclose and how to disclose can be complicated.

These resources may help:

- **JAN: THE DOs AND DON'Ts of Disclosure**
askjan.org/topics/Disability-Disclosure.cfm
- **VCU Disclosure Decisions to Get the Job**
worksupport.com/documents/disclosure_decisions1.pdf

We encourage students to turn accommodations/disability into an asset. You do this by demonstrating that you have the knowledge, know-how and resources to partner effectively with the employer to put in place the accommodations or work-arounds that you need to succeed. Demonstrating such mastery shows an employer that you are persistent, resilient, a creative problem-solver, and a good communicator, and that the success of the company is your primary interest.

We encourage students to check out and, where appropriate, register for the following special hiring opportunities for students with accommodations or disabilities.

- **Schedule A**
eeoc.gov/eeoc/initiatives/lead/abcs_of_schedule_a.cfm
- **United States Office of Personnel Management (OPM)**
https://www.opm.gov
Job Seekers with Disabilities > Hiring Authorities > Disability Employment
- **Bender/OPM Shared List**
opm.gov/policy-data-oversight/disability-employment/recruiting/
- **Talent Acquisition Portal**
tapability.org
- **Lime Connect**
limeconnect.com
- **Getting Hired**
gettinghired.com
- **Career Opportunities for Students with Disabilities**
cosdonline.org

The University Career Center & The President's Promise employs a dedicated staff person to support students with accommodations or disabilities in the recruitment, hiring, and onboarding process. Please be in touch so that we can assist you. We offer programs and workshops throughout the year and we hope to see you there. Check Handshake for events.

RESOURCES ON ACCOMMODATIONS

Employment with Disabilities Q&A

eeoc.gov/federal/qanda-employment-with-disabilities.cfm?renderforprint=1

A to Z of Disabilities and Accommodations

This series offers many suggestions for accommodations and workarounds for many different disabilities.
askjan.org/links/atoz.htm

Reasonable Accommodation

eeoc.gov/eeoc/internal/reasonable_accommodation.cfm

Personal Statement Guidelines

STEP 1: BRAINSTORMING

Actions:

- Devote time to reflect on the following questions.
- Discuss them with friends or family members.
- Jot down notes. In some cases write sentences.
- Think about the flip side of each question. For example, why are you really committed to the field of biology despite pressure from your parents to become a lawyer or to get a job?

Your answers to some of these questions will form the heart of your personal statement.

1. How did your pre-college education influence your decision to pursue graduate study in your field?
Think about: High school courses, teachers, special programs, student organizations, and community or volunteer work.
2. How has your college experience influenced your decision?
Think about: College courses, professors, academic interests, research, special programs, student organizations, and the decision-making process you went through to choose your major.
3. How has your work experience influenced your decision?
Think about: Internships, externships, part-time jobs, summer jobs, and volunteer or community work.
4. Who has had the most influence on your decision to pursue graduate study? In what ways?
Think about: Parents, relatives, teachers, professors, clergy, friends of the family, college friends, parents of friends, local merchants, supervisors, coaches, doctors, dentists, lawyers, etc.
5. What situation has had the most influence on your decision?
Think about: Family, academic, work or athletic situations. Think about happy, sad, traumatic, moving, or memorable situations.
6. What personally motivates you to pursue graduate study in this field?
Think about: Your personal skills, interests, and values.

STEP 2: WRITING YOUR PERSONAL STATEMENT

Actions:

Incorporate your responses to the above questions. Begin writing your first draft:

1. Develop an outline of your statement prior to writing. It doesn't have to be detailed. It can be three or four main points in the order you want to make them.

2. Accentuate your strengths and what makes you unique
3. Explain your weaknesses in positive ways. For example, refer to them not as weaknesses but as areas for improvement or growth.
4. Paint pictures and tell stories about what makes you special. In this way the admissions readers will remember you. The story can be happy or sad. The more feeling you can inject into your statement, the more you will stand out.
5. Find out the specific orientation and philosophy of the graduate program. Adapt and refine your statement to fit. This will make you stand out from other applicants who recycle the same personal statement with each application.

Suggested Outline

The word count or length of your personal statement will vary from school to school, and is typically double-spaced. Here is a suggested outline. You should adjust the main point of each paragraph and number of paragraphs depending on the desired length of your personal statement and the areas in your background that you choose to emphasize.

- | | |
|-------------|--|
| Paragraph 1 | A personal human-interest story |
| Paragraph 2 | Your academic interests and achievements |
| Paragraph 3 | Your relevant work and/or research experiences |
| Paragraph 4 | Your career interests |
| Paragraph 5 | Why you are interested in this particular school |
| Paragraph 6 | The qualities you will bring to this school |

REFERENCES

Write for Success: Preparing a Successful Professional School Application, Third Edition, October 2005 by Evelyn W. Jackson, PhD and Harold R. Bardo, PhD. NAAHP, National Association of Advisors for the Health Professions, Inc.

"Perfect Personal Statements" by Mark Alan Stewart. Peterson's Guide 2004

PERSONAL STATEMENT CRITIQUES

Contact the University Career Center & The President's Promise and make an appointment with a career counselor to have your personal statement critiqued. For grammar, writing, or spelling help, contact the Writing Center at www.english.umd.edu/academics/writingcenter. Ask a professor if they would review it as well. Having feedback from professionals with different points of view can only make for a stronger personal statement overall.

Adapted with permission from the Office of Career Services at Rutgers University, New Brunswick Campus.

