Expectations for Students Who Participate in Recruiting Activities with the School of Informatics and Computing

The School of Informatics and Computing requires all participants in the recruiting program to conduct themselves professionally and act in good faith regarding the application, interview, and employment offer processes. Participation in the recruiting program is a privilege, revocable without written notification. To gain access to SoIC Careers, carefully review each of the following Career Services policies and professionalism standards.

Representation
• Honesty and integrity throughout the recruiting and job search process reflect on my character and on the reputation of the School of Informatics and Computing.
• I must act in a professional manner and be courteous and respectful throughout my job/internship search.
• I must wear professionally appropriate attire to all interviews and Career Services functions and could be turned away from events if I do not. I need to check with Career Services if I am unsure of what to wear.
• I must provide accurate and honest information on all resumes and other materials provided for the purpose of securing employment, including my SoIC Careers profile.
• If I falsify information in a resume, cover letter, application, SoIC Careers profile, or other candidate documentation, my access to SoIC Careers will be limited or revoked, and if I repeat this behavior more than once, I could lose access to all recruiting privileges for the remainder of the semester or year.

Interviews
• I must not apply for positions for which I would not accept an interview offer.
• I must accept or decline all interview offers within the window of time stated in SoIC Careers.
• Career Services does not advocate or condone the use of class time for anything other than class. I must schedule my interviews so that I will not miss class time. In cases where this is not possible, I must speak with my professor about my schedule and ways to make up for any potential loss.
• I must arrive on time or early to all interviews I obtain through the efforts of Career Services, its job posting services, and its other resources. If an emergency prevents me from attending an interview, I must promptly notify both the potential employer and Career Services.
• If I do not show up for a scheduled interview, I must contact Career Services within 24 hours and write a letter of apology to the employer, providing a copy to Career Services, so they can submit it on my behalf. If I fail to do either of these things, my access to SoIC Careers will be suspended.

Employment Offers
• I am aware that some companies conduct criminal background checks and/or drug screenings and that I must contact Career Services if I have any questions or concerns about this.
• I must respond to all employment/internship offers on or before the requested deadline.
• Once I have accepted an offer of employment, I must notify Career Services within 24 hours. I must also withdraw all pending applications, cancel all scheduled interviews, and cease seeking employment or entertaining other offers of employment.
• I will not renege once I have accepted an offer of employment.
• If I continue to interview after accepting employment, Career Services reserves the right to revoke all of my recruiting privileges for at least the remainder of the current academic year.

Communication
• Email is the primary and official form of communication used by Career Services to notify me of important information regarding job postings, job fairs and events, and other career-related resources. I must check my IU email account regularly to remain informed of all such Career Services activities.
• I must respond to all employer communication within 48 hours.
• I must keep all appointments with Career Services. This includes programs and events I register for. If a conflict arises with respect to a scheduled appointment, I must promptly notify Career Services by canceling my appointment or program/event in SoIC Careers.
• I must provide Career Services with my employment status as requested in surveys or otherwise.
• I will accept responsibility for my job search, career, and professional development and will act ethically and with integrity in the job and career search process.

These guidelines are not all-inclusive. They are intended to serve as a framework within which the career planning and recruitment processes should function and as a professional standard to be observed. If you have questions, please contact Career Services.
SoIC Careers

SoIC Careers is a comprehensive online career resource for the School of Informatics and Computing. It includes a database of technology-related job and internship opportunities, most of which are posted by employers looking to specifically recruit Indiana University School of Informatics and Computing students.

What can I do with SoIC Careers?

• Search for open positions and apply for jobs online.
• Research employers and perform geographic and job-category specific searches.
• Request interviews with employers interviewing on-campus.
• Search and RSVP for employer-related events.
• Schedule appointments with career advisors.

How do I access SoIC Careers?

• Every student in the School of Informatics and Computing, as well as any IU Bloomington student with a certified SoIC minor or who has completed at least six credits in informatics or computer science courses, has an SoIC Careers profile.
• Go to bit.ly/soiccareers to access or create a profile.
• Make sure your profile is up-to-date with your current information and current resume.

How do I upload my resume, cover letter, or other document?

• From your SoIC Careers homepage, select “My Documents” in the top menu.
• Select “Add New” and browse for a file. Label the document and select a type (e.g., resume, cover letter, etc.).
• Once your resume is uploaded, it must be approved by a member of the SoIC Career Services staff. It will be listed in the “Pending Documents” tab until it has been approved, and you will receive an automatically generated email once it is approved. NOTE: Resumes are only approved between the hours of 8 a.m. to 5 p.m., Monday through Friday.
• Only the first resume you upload requires approval – subsequent versions of your resume will not need to go through the approval process. You may have up to 10 documents stored in SoIC Careers at any given time.
• If you have more than one resume in the system, you must designate which resume you would like to be the default resume.

How do I search for an open position in SoIC Careers?

• From your SoIC Careers homepage, hover over “Jobs/Internships” and select “Jobs/Internships” from the drop-down menu. You will see a full list of all the on-campus interview and non-on-campus interview positions posted in the SoIC Careers system.
• Select “Advanced Search” to filter the list by position type, work authorization, and on-campus interviews (under “Show Me”)

School of Informatics and Computing Job Search Guide
How do I apply for an open position?

NOTE: You must have at least one resume uploaded and approved before you are able to apply for any open position.

• Follow the instructions under “How do I search for an open position in SoIC Careers,” and select an open position.

• If you qualify for the position, the “Apply” button will be on the right side of the position description under “Want this job?” Click “Apply” and choose the documents you would like to use to apply.

NOTE: Some employers have application instructions in place of, or in addition to, the Apply button under “How to Apply.” Be sure to follow those instructions carefully.

• If you do not qualify for the position, “You do not qualify for this position” will appear in red text when you search for open positions. An explanation for why you do not qualify may appear under “Application Status” on the right side of the position description.

• You can review your submitted applications and application status under the Applications tab on your homepage.

How do I sign up for an on-campus interview?

• From the home page, select “Interviews” from the top menu.

• If you applied for an On-Campus Interview position, your invitation status will be listed as “Pending” until the employer makes candidate selections.

• On the first day of Pre-select Signup, your invitation status will change from Pending to either “Invited” or “Not Invited.”

• If you are invited to interview, you can select the “Schedule Interview” button to review interview times and sign up.

How do I RSVP for events?

• From your SoIC Careers homepage, select “Events” from the top menu.

• Select which type of event you are planning to attend: Information Session, Workshop, etc.

• You can select the specific event from the list of active events, and click the name of the event for more information.

• Click the “RSVP” button to RSVP for the event.

How do I schedule an appointment with a career advisor?

NOTE: Drop-in advising sessions are available throughout the semester at the Career Services Office. Check the SoIC website for the drop-in advising schedule.

• From your SoIC Careers homepage, select “Schedule an Appointment” from the right-side menu.

• From the options on the left, select Type, Date Range, Length, Location, Counselor(s), or Days of the Week and click “Check Availability.”

• Choose an advising time by clicking the name of the career advisor.

• Fill in the required fields (if any) and click “Submit Request.”

• To cancel your appointment, select “Cancel” under the specific Approved Appointment.

• Select the reason for the cancellation from the drop-down menu and click “Submit.”
Career Fair

Career fairs are a great way to connect with potential employers. The School of Informatics and Computing hosts two career fairs each academic year – one during the fall semester and one during the spring semester. By attending the career fair, you can learn more about specific companies and organizations, investigate open positions and career possibilities, and discover the skills and qualifications you need to develop to become a more competitive candidate in the future.

What to Expect:

• Most career fairs are held in one large room with rows of tables that are staffed by representatives from participating organizations and decorated with table displays and company swag.
• Student registration tables are usually located at the entrance to the career fair. You will be asked to wear a name badge to identify yourself, and there is typically a coat room for you to stow your belongings.
• Lists of attending organizations and maps identifying their locations may also be available.
• Be prepared to wait in line at check-in. By attending earlier in the day, you are more likely to be able to meet with your desired employer.
• Depending on the time of day, the career fair is likely to be noisy and crowded. If you lose focus easily, try to attend when classes meet or towards the end of the day when traffic has slowed.

How to Prepare:

• Research: Review the list of organizations that will be attending the fair. This information is available in SoIC Careers and on the SoIC website. Research the employers that are of interest to you by visiting their websites. Come prepared with questions to ask the representatives.
• Strategize: Prepare a strategy for working the fair. Prioritize employers with whom you would like to speak, identify the information that you would like to get from them, and specify the goals you hope to achieve by attending the fair. Don’t speak with your favorite employers first – take time to get used to navigating the fair before you talk with them.
• Resumes: Print an adequate supply of resumes on quality resume paper. Bring at least 15 copies.
• Attire: Plan to dress in professional business attire – a full suit or suit alternative. Jeans, sweatpants, leggings, tennis shoes, flip flops, and other casual attire are not appropriate and will not be allowed in.
• Practice: Practice answering some general interview questions and prepare questions that you would like to ask the employers based on your research and your current career goals.

At the Fair:

• Employers respond positively to a direct approach: make eye contact, offer a firm handshake, and tell them what you are looking for, including two or three possible interest areas.
• Prioritize your time to meet with all of the employers on your list. Be sure to give your resume to each employer, but don’t get frustrated if you are directed to apply on the company website. This is becoming standard procedure in hiring practices.
• If you are interested in interviewing with an employer, ask if they are conducting next-day interviews or will be participating in on-campus interviews during the fall.
• Know your schedule for the next day in case the employer asks you to participate in next-day interviews.
• Write down information on the back of business cards to reference in your thank you notes to employers. Don’t be shy about asking for a business card – employers will not necessarily volunteer to give them out.
After the Fair:

• Be sure to apply for open positions via SoIC Careers. If employers are holding on-campus interviews during the semester, applying through SoIC Careers is the first step in the interview process. You must remember to apply by the resume submission deadline. Some deadlines will be the day of the fair.

• Write a thank you note/email and send it the next day to the address on the employer’s card. Be sure to thank the employer for his or her time and restate your interest in and qualifications for the position.

• If the employer indicated that they would be hosting next-day interviews, make sure you have your phone with you that evening or the next day, and check your voicemail promptly. Return all calls immediately.

• Follow up! Within one week of the fair, make contact with the representatives you spoke to, unless you have already discussed an alternative arrangement, like an interview. Employers may leave the fair with hundreds of resumes, and fewer than 5% of students follow up after the fair. This simple step can give you a significant advantage.

Questions to Ask:

You will have a brief amount of time to ask the representatives questions about the position. Be sure to introduce yourself before jumping into your questions and thank them at the end of the conversation. Do not ask questions that could be easily answered by the company’s website.

Sample questions include:

• (After you describe your academic and work experience) What are typical entry-level positions for someone with my major, skills, and experience?

• What type of previous work experience do you look for in candidates?

• Do you have a formal internship program?

• What skills do you look for in candidates?

• What is the best way to apply to your organization, and how long does the hiring process usually take?

• Will you be on campus to interview?

• What qualities do you think make your company stand out from the competition?

Questions You May Be Asked:

Be sure to prepare responses to typical interview questions:

• What kind of position are you looking for?

• Why are you interested in working in the field you described?

• Why are you interested in this company?

Recruiting Outside of the Career Fair

Keep in mind that not all companies choose to recruit at campus career fairs. Throughout the semester, some companies will choose to participate in information sessions, tech talks, lobby tables, class visits, or student organization events in addition to, or instead of, attending the Career Fair. If a company you are interested in is participating in any of these on-campus sessions, you should plan to attend.

Additionally, both large and small companies are finding candidates through other means such as LinkedIn, social media, hackathons and case competitions, and virtual career fairs. If a company you are interested in is not attending the Career Fair, contact Career Services! We can help you develop a plan for reaching out to that company and learn more about their job and internship opportunities!
Self-Assessment

Before beginning your job search, you need to assess your interests, skills, and values in order to discover which career options may be a best fit for you. **Interests** are what you enjoy doing; **values** are what matters most to you; and **skills** are what you are good at. Once you assess your interests, values, and skills, you will have a greater understanding of the industries, organizations, or job opportunities you will enjoy.

**Consider the Following Questions:**

**Interests**
- What do you love to do?
- What have you liked and not liked throughout your work activities?
- What did you dream of being when you were 10 years old?
- What are some topics you feel very strongly about?

**Values**
- What kind of lifestyle are you seeking?
- What kind of work environment do you prefer?
- What characteristics do you value in your career? For example:
  - Advancement: Opportunities for advancement and promotion.
  - Challenge: Solving difficult, but interesting problems.
  - Creativity: Creating new ideas, objects, or programs.
  - Enjoyment: A high level of personal satisfaction with my work.
  - Expertise: I want to become a subject-level expert in my field.
  - Family/Personal Life: A balance between personal time and work.
  - Job Stability: I want a reasonable assurance of long-term employment.
  - Social Service: Doing work that benefits society.

**Skills**
- What are your greatest skills?
- Which skills do you like to use?
- In what tasks do you excel, and with what tasks do you struggle?

Self-assessment is a long-term project, one that most people will return to again and again over the course of their professional careers. As you gain work experience and your skills grow, your interests and values are likely to shift and evolve as well. If you want help assessing your skills, interests, or values, schedule an appointment with a career advisor.
Your Resume

A well-prepared resume and cover letter are essential to getting a job interview, as is a concise presentation of your abilities, accomplishments, and future capabilities. For a job search, your resume and cover letter must conform to basic, generally accepted standards, and a standard resume is succinct, including only information that is relevant to an employer’s needs. In comparison, an academic or international resume is often a *curriculum vitae* (C.V.), a much longer and more detailed synopsis of your educational and professional history.

Generally speaking, there are major differences between U.S. resumes and resume formats from other countries. These differences do not apply to all countries and do not attempt to account for individual differences.

<table>
<thead>
<tr>
<th>U.S. Resume</th>
<th>International Resume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concise, attractive marketing tool – summarizes jobs, skills, accomplishments, and academic background relevant to employment objective.</td>
<td>Chronologically details academic and formal work experience.</td>
</tr>
<tr>
<td>One to two pages maximum.</td>
<td>Sometimes two or more pages.</td>
</tr>
<tr>
<td>Does not include age, marital status, race, or religion.</td>
<td>Sometimes includes age, marital status, race, and/or religion.</td>
</tr>
<tr>
<td>May or may not include completion of military service depending upon whether it is relevant or makes the person a stronger candidate.</td>
<td>Sometimes includes completion of military service.</td>
</tr>
</tbody>
</table>

Resume Format and Appearance

Your resume should be organized chronologically, with the most recent job history information first. This format emphasizes job titles and organizations, and describes in detail the accomplishments and responsibilities associated with each position.

There is no one correct resume layout to use. The best resume is one that clearly and effectively communicates your experience, skills, achievements, and future potential. Generally, your resume should be attractive and easy to read: use consistent font, spacing, and formatting with a balance of white space. A resume without white space can appear cluttered and chaotic, but a resume with too much white space gives the impression that you have run out of things to add or say. A balance of white space is reader friendly, as it allows the reader to maintain focus or take notes on the resume, if needed.

Resumes should be free of spelling, grammatical, and typographical errors. Be sure to have several people review your resume for errors and omissions. When you print your resume, choose a neutral-toned (white or ivory) letter-sized (8.5’ x 11”) paper that is heavier than standard printer paper.

Resume Length

A resume should be a single page. Employers generally expect one page per ten years of related experience or degree earned. Graduate students or individuals with extensive full-time work experience may have two pages, but the second page must be full (i.e., no half pages).
Common Sections

Several sections of information should be included on your resume:

- Contact Information
- Education
- Experience
- Technical Skills

Optional sections or subsections include:

- Objective
- Relevant Projects or Related Coursework
- Student or Volunteer Activities/Clubs/Organizations
- Honors or Awards
- Publications, Presentations, or Patents
- Language Proficiencies

Aside from contact information, personal information is usually excluded from resumes. Therefore, information that should NOT be added to a resume includes:

- A photograph
- Marital status
- Residency status
- Date of birth
- Social security number
- National origin
- Salary expectations
- Reference list (reference lists are a separate document)

Resume Format

Follow this step-by-step guide to create a draft of your resume.

Contact Information

The heading can be set up in a variety of ways, but your name should be the largest text on your resume. Your contact information must be readable and consistent across all job-search documents (resume, cover letter, and reference list).

The heading should include your:

- Full name
- Address
- City, state, zip code
- Telephone number
- Email address

Optional information includes your website, your LinkedIn page, or your Twitter handle. This information should be included ONLY if they reflect your professional ambitions. Personal websites with unprofessional content (e.g., Facebook) should not be referenced and may need to be removed entirely.

Example:

**JOHN MATICS**  
500 Technology Avenue, Bloomington, IN 47406  
jmatics@indiana.edu | (812) 855-5555
Objective

Objective statements are not typically recommended, but they can be used to inform employers of your career aspirations. These statements should be tailored to each employer and each position, and they should be focused on what you can offer the employer, not on what you want the employer to offer you. Additionally, an objective statement can be considered the thesis statement of your resume – any skills you offer should be supported by the rest of the resume.

Examples:
• Too general: “To gain experience in the field of informatics.”
• Unspecific to position: “Seeking a full-time position in a technology-focused business environment.”
• Specific and employer focused: “Seeking a full-time web-developer position utilizing proven skills with HTML, JavaScript, database implementation, and content development.”

Education

Educational experiences should be listed near the top of your resume, and you should always list your most recent education first. High school information should not be included.

Education information should include:
• Full name of the school, college, or university
• City, state, or country
• Date of graduation (either past or anticipated)
• Degree (written in full)
• Major and cognate or specialization, and/or minor
• GPA and academic honors (Your cumulative GPA should be listed if it is above a 3.0. Your major GPA should be listed if it is significantly higher than the cumulative, but it should be specified as the major GPA so as not to mislead employers.)

Examples:

EDUCATION
Indiana University, Bloomington, IN May 2016
Bachelor of Science in Informatics
Cognate: Business
Minor: Small Business Management & Entrepreneurship
Cumulative GPA: 3.32/4.0, Major GPA: 3.89/4.0

EDUCATION
Indiana University, Bloomington, IN May 2016
Master of Science in Computer Science
Cumulative GPA: 3.97/4.0

University of Hong Kong, Pokfulam, Hong Kong May 2014
Bachelor of Science in Computer Engineering
Cumulative GPA: 3.85/4.0
Experience
In this section, include full-time work, summer jobs, internships, co-ops, and volunteer opportunities that are relevant to the position you are seeking or that highlight transferable skills. Experience information should include:

- Place of employment
- Title of position
- Location of company (city and state or country)
- Dates of employment, including month and year or season
- Responsibilities, qualifications, and accomplishments

Do not include reasons for leaving, salary history, exaggerations of responsibilities, names or phone numbers of supervisors, or jobs you plan to hold in the future.

The responsibilities and qualifications should allow readers of your resume to get an idea of what your work entailed and what you accomplished in that position. This information should be presented in bullet points, each beginning with a strong action verb. Quantify and/or qualify when you can.

Bullet Points
Bullet points should be formatted as such: Action Verb + Skill/Duty + Accomplishment

- Action verb: “Developed…”
- Action verb + skill/duty: “Developed Company A's first website using Java and HTML…”
- Action verb + skill/duty + accomplishment: “Developed Company A's first website using Java and HTML, generating approximately 10,000 potential customer hits weekly.”

Additional Tips
You should provide a frame of reference for employers if the company is not widely known. For example:

- “One of the top five research institutions in India”
- “A $10 million marketing firm”
- “Second largest technology manufacturer in Europe”

If you are an international student, write bullet points that demonstrate that your English and communication skills are up to the employer’s standards and expectations:

- “Translated written and spoken English on a daily basis for two years”
- “Tutored international students in reading, writing, and speaking English”

Example:

**EXPERIENCE**

**Leo R. Dowling International Center, Bloomington, IN**

**International Services Assistant**

- September 2014–May 2015

  • Led guided campus tours to international visitors in order assist with admission and recruitment processes.
  • Translated course documents for Chinese international students to improve communication between students and faculty.
  • Developed and implemented Cultural Coffee Hours to highlight and encourage cross-cultural understanding among 45 different international student groups.
Technical Skills

Employers recruiting from the School of Informatics and Computing want to quickly see the technical skills in which you are proficient. Therefore, you should separate these skills into categories (e.g., languages, platforms, databases, etc.) and then list the specific skill in order of proficiency.

These skills can also include fluency in foreign languages, lab skills, or other areas of competence that are related to the job.

Example:

TECHNICAL SKILLS
Languages: Java, Scheme, C/C++, Python, Visual Basic
Platforms: UNIX, Microsoft Windows, Mac OS, Linux
Databases: SQL, Microsoft Access, Oracle, FoxPro
Web development: JavaScript, Cold Fusion, HTML, XML
Miscellaneous: Microsoft Excel, Adobe Photoshop, Adobe InDesign

Additional Sections

Related Coursework or Projects
A related coursework or projects section is appropriate if the projects and research you have completed are indications of your knowledge and preparation for the job you are seeking. Related coursework can be included under the education section and should be limited to the titles of six to eight higher-level courses. For example, informatics undergrads can list and describe their capstone project in a few short phrases. Classes are often listed for those who have not had much work experience, and it should be considered optional and/or unnecessary if you have significant experience in your field.

Student Leadership or Volunteer Activities/Clubs/Organizations
Employers like to see that you are a well-rounded student with activities and interests outside of your academic coursework. These activities include professional, educational, or organizational involvement, as well as accompanying leadership positions. They are an indication of your leadership, team-oriented, and organizational skills.

Resume Do’s and Don’ts

Do
• Use experience bullet points to focus on your accomplishments, using action verbs to clearly indicate the skills you’ve used and acquired.
• Quantify and describe outcomes and accomplishments (e.g., “Created marketing campaign that increased club membership by 25%”).
• List experiences in reverse chronological order.
• Use a related projects section to help employers understand your project experience – the world of work is all about projects.
• Keep your resume brief enough to fit on one page. Grad students may go beyond on occasion.
• Include a technology skills section.
• Print your resume on high quality bond paper if you’ll be providing the employer with a hard copy.
• Have others look over your resume for content and grammar.
• Be clear and concise – employers only look at resumes for an average of eight seconds.
• When applying online, do upload your resume as a PDF.
Don’t

• Put anything besides the truth in your resume – embellishing or outright falsifying information will never benefit you.
• Use a resume template – they are very restrictive and employers can spot them easily, giving the impression that you didn’t care enough to put more work into your resume.
• Include high school involvement. If you do not have enough activities now, get involved!
• Use the same verb repeatedly in multiple bullet points.
• Include personal pronouns (e.g., I, me, we).
• Include personal information, physical characteristics, or photographs on your resume.
• Include “References available upon request” on your resume. Employers will ask for references if they want them.

Visa Status

Deciding whether to share your visa status and need for sponsorship on your resume is a personal decision. However, you may choose to wait until the interview stage to disclose your status, simply because that gives the employer an opportunity to review your credentials without considering sponsorship requirements – and it may be that they are willing to sponsor you after learning more about you and your abilities.

Sample Action Verbs

Use action words to begin the bullet points that describe your experience and accomplishments. Here are some action words to use:

- accelerated
- accommodated
- accomplished
- accounted for
- achieved
- acquainted
- acquired
- adapted
- added
- adjusted
- addressed
- administered
- advertised
- advocated
- aided
- analyzed
- anticipated
- applied
- appraised
- approved
- assembled
- assisted
- assessed
- attained
- audited
- budgeted
- calculated
- centralized
- changed
- collaborated
- composed
- condensed
- conducted
- constructed
- contracted
- converted
- coordinated
- created
- cultivated
- demonstrated
- decided
- defined
- delegated
- demonstrated
- designed
- developed
- drafted
- earned
- edited
- eliminated
- employed
- enforced
- ensured
- established
- evaluated
- executed
- expanded
- explained
- forecasted
- formed
- founded
- generated
- guided
- hired
- implemented
- improved
- informed
- insured
- interpreted
- interviewed
- launched
- maintained
- managed
- marketed
- minimized
- motivated
- negotiated
- obtained
- operated
- organized
- originated
- oversaw
- performed
- persuaded
- planned
- prepared
- presented
- prevented
- produced
- programmed
- promoted
- provided
- publicized
- published
- received
- recruited
- reorganized
- reported
- researched
- resolved
- reviewed
- revised
- served
- selected
- separated
- set up
- simplified
- solved
- streamlined
- studied
- surveyed
- staffed
- supervised
- taught
- tested
- trained
- updated
- upgraded
- utilized
- used
JOHN MATICS
500 Tech Avenue, Bloomington, IN 47408
jmatics@indiana.edu | (812) 555-5555

EDUCATION
Indiana University, Bloomington, IN
Bachelor of Science in Informatics
Cognate: Business
Minor: Small Business Management & Entrepreneurship
Cumulative GPA: 3.81/4.00

WORK EXPERIENCE
John Deere, Moline, IL
Systems Analyst Intern
Summer 2015
- Acquired navigational and functional overview of SAP and its capabilities.
- Developed SAP solution from conceptualization to full production utilizing ABAP programming.
- Increased awareness of Access and Visual Basic through the analysis and development of a user-friendly tool aiding in the data migration process from legacy system to SAP.
- Gained insight into roles of a business and technical analyst through hands-on experience.
- Enhanced time management skills by both creating and adhering to timeline for project completion.

Eli Lilly and Company, Indianapolis, IN
Information Technology Intern
Summer 2014
- Gathered and documented requirements and technical specifications for development of an internal SharePoint collaboration and knowledge management site which supports Lilly’s Supply Chain Management governance processes.
- Developed site that allowed Lilly to save over $10,000 annually in maintenance and service costs.
- Selected as one of only nine IT interns nationwide.

University Information Technology Services, Indiana University, Bloomington, IN
Technology Center Consultant
September 2013 – May 2014
- Acquired communication skills by helping over 1900 students, faculty, and staff both on the phone and in person.
- Tracked university network problems and solved a wide range of computer-based problems.
- Collaborated with a team of consultants to answer the more difficult questions.
- Built technical knowledge by troubleshooting problems spanning across different operating systems, various types of software, and miscellaneous hardware issues.

TECHNICAL SKILLS
Languages: Java, Visual Basic, Scheme, C/C++
Platforms: UNIX, Microsoft Windows, Mac-OS, DOS
Databases: Structured Query Language, Microsoft Access, FoxPro, Oracle
Web development: Front page, Java Script, Cold Fusion, HTML, XML
Miscellaneous: SharePoint, SharePoint Designer, InfoPath, Microsoft Excel, Adobe Photoshop, Visio, ArgoUML, Xcode

LEADERSHIP EXPERIENCE
Informatics and Computing Student Association, Bloomington, IN
Vice President
September 2014 – May 2015
- Successfully planned and executed major events as well as requested and received a $2000 sponsorship for ICSA.
- Co-led executive meetings and co-planned the strategic development and goals of the association.

Accenture Case Competition, Bloomington, IN
February 2015
- Collaborated with a team of two others to provide a 35-minute presentation on a CRM model.
- Worked approximately 12 hours in two days conducting research to present a specific business solution.

Undergraduate Instructor, I101: Introduction to Informatics, Bloomington, IN
Spring 2015
- Assisted in laboratories and office hours with the teaching of material and helped students struggling with the material.

Peer Tutor, K201: The Computer in Business, Bloomington, IN
Spring 2014
- Increased problem-solving abilities by developing examples and answering questions that reinforce teaching of Microsoft Access and Excel.
JANE SMITH

000-000-0000  student@indiana.edu  www.student.com  111 Student Avenue  Bloomington, IN 47408

EDUCATION
Indiana University - Bloomington, Indiana
Bachelor of Science in Informatics  May 2016
Cognate: Human-Centered Computing, Minor: Telecommunications
Cumulative GPA: 3.96/4.0

Honors and Awards
- Selected as a direct admit student to the School of Informatics and Computing based on excellent academic achievements, strong leadership skills in high school, and a high interest in the Informatics degree track
- Received a John Deere Scholarship based on academic excellence in an underrepresented group pursuing an Informatics major

PROFESSIONAL EXPERIENCE
School of Informatics and Computing - Bloomington, Indiana
Career Services Student Assistant  August 2015 - Present
- Upgraded the paper Career Fair employer evaluation to an iPad-specialized web application

Office of First Year Experience Programs - New Student Orientation - Bloomington, Indiana
Student Coordinator  October 2014 – August 2015
- Assisted with the selection, supervision, training, and evaluation of 30 peer Orientation Leaders
- Designed the 2011 Orientation Team recruitment campaign including brand development in print, web, and new media
- Executed and oversaw Orientation program components including New Student Welcome for 2200 students in 15 sessions,
  Family programming for 2800 family members in 14 sessions, and evening student activities
- Integrated a blog communication platform for the Orientation Leader training class in order to streamline the delivery of course information, job training, and daily placement schedules

Orientation Leader  April 2014 – July 2014
- Assisted in the implementation of 40 Freshman and five Transfer New Student Orientation programs by facilitating small group discussions about transitional topics and student life and presenting to groups of 200 students about resources and opportunities

University Information Technology Services (UITS) - Bloomington, Indiana
User Support and Communication Assistant  November 2013 – May 2014
- Created student-focused communication plans for UITS Support Service areas and generated excitement about UITS activities,
  specifically the IT Ambassador Club, through postings on Oncourse project pages, Facebook, and other electronic media

Perfective Web Designs - Flora, Indiana
Website Designer and Developer  June 2009 – Present
- Served as the project lead for the design and development of 15 custom websites for small businesses and organizations, five of which utilize the WordPress content-management platform, using a combination of graphic design, HTML, CSS, and jQuery skills

STUDENT ACTIVITIES & LEADERSHIP EXPERIENCE
School of Informatics and Computing
Student Ambassador, Students & Technology in Academia, Research & Service (STARS) Team Leader  Fall 2013 - Present
- Represent and promote the School of Informatics and Computing by meeting one-on-one with prospective students, staffing a Sneak Peak day for potential students and their families, and serving as a student blogger, all in order to offer a current student’s perspective as an Informatics major and foster a sense of community among the School
- Serve as a STARS Team Leader with the mission of recruiting and retaining women and underrepresented groups in computing disciplines by implementing programs related to mentoring, professional and leadership development, and civic engagement

Informatics and Computing Student Association (ICSA)
Vice President of Technology & Communication  Fall 2013 - Present
- Administer the technological advancements of ICSA including maintaining the organization’s website, managing all social media outlets, planning two school-wide Game Day events, and overseeing and advising 4 peer directors

University Information Technology Services (UITS) Student IT Ambassadors
President  Fall 2013 – Spring 2015
- Lead initiatives on campus to raise student awareness of the tools and services UITS provides by assisting in the planning and implementation of promotional events and offering productive feedback on these efforts

TECHNICAL SKILLS
Platforms: Microsoft Windows, Mac OS X, UNIX
Creative: Adobe Photoshop, Adobe Flash, Adobe Illustrator, Prezi
Languages: Python
**Sample Resume 3**

**Stephen Charles Hicks**

**interaction design vigilante**

**user experience mercenary**

+1 (123) 456-7890  
student@indiana.edu  
www.myportfolio.com

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**OBJECTIVE**

I fight for the user.

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**EDUCATION**

<table>
<thead>
<tr>
<th>Year</th>
<th>Degree</th>
<th>Institution</th>
</tr>
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<tbody>
<tr>
<td>2012-2014</td>
<td>M.S. in Human-Computer Interaction/Design</td>
<td>Indiana University, Bloomington, IN</td>
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<tr>
<td>2008-2012</td>
<td>B.A. in Journalism</td>
<td>Indiana University, Bloomington, IN</td>
</tr>
<tr>
<td></td>
<td>Minors in Human-Centered Computing and Informatics</td>
<td>Indiana University, Bloomington, IN</td>
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**EXPERIENCE**

**Associate Instructor**

**IU School of Informatics**

Bloomington, IN

**AUGUST 2012 - PRESENT**

- Assist students in the design and critique of their personal resumes
- Provide career advice, interview preparation, and job search resources to students looking for internships or full time employment
- Part of the HCI/D Connect team, a group of interaction design students responsible for the planning and execution of the HCI/D Connect career fair

**Research Assistant**

**IU School of Informatics**

Bloomington, IN

**AUGUST 2012 - PRESENT**

- Designing an interactive timeline as a community outreach experience for the current research agenda on amateur creativity and multimedia

**Associate Instructor**

**H.S. Journalism Institute**

Bloomington, IN

**SUMMER 2011 AND 2012**

- Assisted in a three-week summer journalism program for high school students
- Taught core concepts and skills of multimedia and online journalism, including Final Cut Pro and WordPress

**Lab Assistant**

**IU School of Journalism**

Bloomington, IN

**AUGUST 2009 - AUGUST 2012**

- Maintained and distributed audio/video equipment to School of Journalism students, including digital SLRs, HD video cameras, and sound recorders
- Assisted students in their design and multimedia projects

**videographer**

**Schulte Storage**

Bloomington, IN

**OCTOBER 2010 - DECEMBER 2010**

- Shot and edited a twenty minute public relations video detailing a tour of the company’s manufacturing plant in Bloomington, IN

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**SOFTWARE**

**Adobe Creative Suite**

- InDesign
- Photoshop
- Illustrator
- Dreamweaver
- Flash

**Adobe Production Suite**

- Premiere
- After Effects
- Audition
- InDesign
- Photoshop

**Prototyping Tools**

- Axure
- Balsamiq

**Office Tools**

- MS Office

**Operating Systems**

- Windows
- Mac OSX
- Linux
- Unix/FreeBSD

---

**METHODS/SKILLS**

- User Research
- Sketching/Ideation
- Prototyping
- Wireframing
- Usability Testing

**AFFILIATIONS**

- Society for News Design
- Delta Kappa Epsilon
- Ernie Pyle Scholars
- Krane Scholars
Amelia Livre
alivre@indiana.edu | (812) 555-1234 | 123 Bibliothque Street, Bloomington, IN 47408

Education

*Master of Library Science*  
Indiana University, Bloomington, IN  
*May 2015*

*Bachelor of Arts in Sociology and French*  
*May 2012*  
Minor in Linguistics and Non-Profit Management  
Indiana University, Bloomington, IN  
Studied abroad at Aix-Marseille University, Aix-en-Provence, France  
*August 2010-May 2011*

Library Experience

**User Experience Intern**  
Indiana University Libraries Discovery and Research Services  
Bloomington, IN  
*January 2015-Present*

- Present Google Analytics tips and update Google Analytics manual to enable users to analyze site statistics
- Design exhibit about web interfaces to educate students and faculty about web and library resources
- Analyze online catalog user tests and reference chat transcripts to determine library user patterns
- Write WordPress blog posts to educate readers about user experience relating to department initiatives

**Reference and Circulation Assistant**  
Indiana University School of Public Health Library  
Bloomington, IN  
*August 2013-May 2015*

- Performed reference interviews with students and faculty to retrieve library materials and answer research questions by searching library databases and IU’s online catalog
- Taught students to use library technology, navigate IU’s online catalog, and conduct database searches
- Maintained flow of materials in SirsiDynix Workflows by checking in, discharging, and trapping holds on materials and cataloging course reserves

**Collection Management Assistant**  
Indiana University Libraries African Studies Collection  
Bloomington, IN  
*March 2014-August 2014*

- Maintained relationships with international material exchange partners by compiling and emailing lists offering unneeded English, French, and African language books and journals
- Weeded journals and books duplicated within the collection by searching IU’s online catalog and comparing holdings with other institutions through OCLC WorldCat

**Cataloging, Metadata, and Scanning Assistant**  
Indiana University Liberian Collections  
Bloomington, IN  
*June 2013-August 2013*

- Cataloged, classified, and shelved new reference materials using EndNote to aid Liberia researchers
- Recorded photograph metadata into Image Collections Online to increase accuracy of online resources
- Digitized articles in ScandAllPro and Adobe Acrobat to create electronic resources for researchers

**Library Reorganization and Cataloging Assistant**  
Glenn A. Black Laboratory of Archaeology  
Bloomington, IN  
*Summer 2010, May 2011-September 2012*

- Cataloged all monographs into PastPerfect, a computer catalog, for users to locate materials
- Reorganized and re-shelved over 25,000 library resources into a new user-based system
- Developed and wrote cataloging and library use procedures to aid future catalogers and library users
- Classified and inventoried new acquisitions
Amelia Livre

Public Service Experience

Lead Editor and Graduate Assistant

Indiana University UITS Assistive Technology and Accessibility Center

June 2014-May 2015

• Interviewed, hired, trained and supervised nine graduate and undergraduate student employees in editing electronic books, PowerPoints and other course material for accessibility to blind and low-vision students
• Communicated with 21 blind and low-vision students, their instructors, and staff on eight campuses to deliver high-quality, accessible, cross-curriculum course materials based on student needs
• Performed quality control on edited documents to ensure that they follow accessibility guidelines

Alternate Media Editor

Indiana University UITS Assistive Technology and Accessibility Center

May 2013-May 2014

• Edited English and French language, cross-curriculum course materials to fix file conversion mistakes and describe visual content for blind students to enable reading with screen readers or braille
• Scanned Adobe PDF textbooks into ABBYY Finereader to create editable MS Word documents

English Teaching Assistant

Lycée Ribeauvillé (Ribeauvillé High School), Teaching Assistant Program in France

Ribeauvillé, France

October 2012-April 2013

• Taught lessons and led discussions with small and large groups of 10th-12th grade students about course material covering various Anglophone cultures to increase speaking skills and analytical abilities
• Researched Anglophone culture and concepts used by the school’s four English teachers to lead discussions
• Evaluated and graded students’ speaking abilities and understanding of class concepts during individual or small group meetings

Skills

Cataloging: DDC, LCSH, MARC, OCLC Connexion, PastPerfect, RDA
Citation Management System: EndNote
Content Management Systems: Drupal, Omeka
Document Design: Adobe InDesign and Photoshop; Microsoft Office Suite 2013
Integrated Library System: SirsiDynix Workflows
Languages: French (proficient), German (bibliographic knowledge), Italian (bibliographic knowledge)
Web Development: Adobe Dreamweaver, CSS, HTML
Wireframes and Prototypes: Axure

Professional Development and Leadership

Professional Development Chair

August 2014-May 2015

Association for Information Science & Technology (ASIS&T)-Indiana University Student Chapter

Bloomington, IN

• Collaborated with seven fellow officers and University information technology professionals and to plan workshops and information sessions for graduate students

Secretary

January 2014-December 2014

Indiana University Society of Art Librarianship Students

Bloomington, IN

• Recorded monthly meeting notes and planned networking events with three other officers

Assistant Coordinator

Spring 2014

ASIS&T-Indiana University Student Chapter’s Women in Information Science Symposium

Bloomington, IN

• Created promotional flyers, moderated one session, organized tour, and contacted potential speakers
Sample Resume 5

Sushama Patel
1000 E. Informatics Lane, Bloomington, IN 47406
Email: sushama@indiana.edu • Cell: 812-555-5555 • LinkedIn: linkedin.com/in/sushamapatel

EDUCATION
Indiana University, Bloomington, IN, United States
Master of Science in Computer Science
GPA 3.845/4.0
Bangalore University, Bangalore, India
Bachelor of Engineering in Information Technology
Percentage: 78% (stood 1st in third and final year of engineering)

KEY COURSES

TECHNICAL SKILLS
Languages: C/C++, Python, Java, ASP.NET, SQL
Web Design: HTML5, CSS, JavaScript, XML, PHP
Databases: MYSQL, DB2, SQL Server, Oracle, Microsoft Access, IMS/DB
Operating Systems: Microsoft Windows, OS/390, Unix and DOS
Certifications: DB2 Universal Database V8.1 Fundamentals certification (IBM Certified Database Associate)

WORK EXPERIENCE
Bracdale, Bangalore, India
Project Intern
- Developed web-based system using ASP, JavaScript, and SQL Server to calculate project costs and ensure accurate customer billing by tracking employee time and expense.
- Developed tools to generate various dynamic reports such as monthly timesheets, variance reports, and invoice generation.

Indiana University, Bloomington, IN
Associate Instructor
- Held office hours for 2-4 hours weekly to address student questions regarding coursework and labs.
- Assisted professor in teaching, preparing quizzes, and assessing homework.
- Planned and conducted lab sessions for 35 students weekly to practically apply and complement topics covered in class.

ACADEMIC PROJECTS
- Collaborated with group members to develop an online social network where users can create a profile, add friends, and interact with other users using MySQL and JSP. (Spring 2015)
- Created an e-commerce front end solution for a home appliance retailer, redesigning their website to add an e-commerce function using HTML5, CSS3, and Javascript. (Spring 2015)
- Designed an online DVD rental system to allow clients to rent DVDs, with an administrative component developed to manage movies, cast, and approve or reject DVDs, using PHP, JavaScript, and SQL. (Fall 2014)

HONORS AND AWARDS
- Ranked 1st in third and final year of Engineering
- Ranked 15th at State Board in Secondary School Certificate examination

LEADERSHIP AND INVOLVEMENT
- Coached C and C++ programming languages at training institute KAROX, Pune, India
- Coordinated publicity and public relations initiatives for the Information Technology Club at Bangalore University
Cover Letters

A cover letter (also known as a letter of application) is a formal letter of introduction that accompanies a resume when you are applying for a job. A cover letter should always be sent with a resume unless an employer instructs otherwise, as it is an opportunity for you to send a personalized message to the employer that communicates your interest in the position and describes what you are able to contribute to the company.

Cover Letter Content

Heading
Be sure to include your contact information at the top of the cover letter. Your contact information should match the contact information heading on your resume and list of references, in order to maintain the stylistic impression made by those documents.

The information must include:
- Your return address
- The current date
- The employer’s address
- A salutation to a specific individual (If you do not know a specific individual, do research to find out who that person might be. DO NOT address the letter to “Dear Sir or Madam.”)

*Example:*

**JOHN MATICS**
500 Tech Avenue, Bloomington, IN 47408
jmatics@indiana.edu | (812) 555-5555

August 22, 2015

Ms. Rachel Recruiter
Recruiting Coordinator
Company Awesome
1000 Indianapolis Avenue
Indianapolis, IN 46201

Dear Ms. Recruiter:
Introductory Paragraph
• Explain who you are and why you are sending a resume: “I am writing to apply for…”
• State the specific job title of the position for which you are applying, and mention specifically how you learned about the position or the organization (e.g., SoIC Careers listing, a listserv email, a friend at the company). If you learned about the position from a personal contact, mention that individual by name if they are in good standing with the company and have given you permission to do so – personal referrals carry a lot of weight for employers.
• Indicate some knowledge of and/or interest in the organization to show that you have done some research.

Body Paragraphs (1–2)
• Describe how your skills, education, and/or experience are relevant to the position and how they coincide with the organization’s needs. Be sure to include terms they use in the job description.
• Highlight your strengths and qualifications without repeating your resume. Use specific examples to provide evidence of skills, experiences, and accomplishments that fit with what they are seeking.

Closing Paragraph
• Reiterate your interest in the position and refer them to your enclosed/attached resume.
• State that you would like an interview and indicate follow-up intentions, either actively or passively.
  - Active: “I would like the opportunity to meet with you in person to discuss Position Y, and I will contact you in two weeks to follow-up on my application.”
  - Passive: “I appreciate your consideration and I look forward to hearing from you.”
• Express your appreciation for the employer’s time and consideration.
• Provide your phone number and email address to make it easy for them to contact you.
• If you are sending a hard-copy, be sure to sign the letter after the valediction (e.g., “Sincerely”).
• Always indicate whether there are enclosures included (e.g., resumes, transcripts, etc.) by writing the word “Enclosure” below your name.

Cover Letter Tips
• Use block or modified block business letter format, and keep the wording professional.
• Individualize the letter by incorporating information you have acquired through researching the company.
• Write a different letter for each company/application. Form cover letters are NOT acceptable.
• Do not address the letter to just a title or a department. If you do not have a contact name, investigate the company website and other online resources for contacts and addresses, or call the company and request the name of the person responsible for hiring college graduates in your career area.
• Your cover letter SHOULD NOT be a repetition of the wording on your resume.
• Write multiple drafts. DO NOT write it in one sitting and send it. Come back to it after a while and make sure you are happy with it. Schedule an appointment with a career advisor to have it reviewed.
• Don’t apologize for any shortcomings (e.g., “While I don’t have the required experience…”). The cover letter is for you to promote yourself!
• Proofread your letter to ensure it is error-free, and then have two or three other people edit and proofread the letter before you send it. Grammatical errors and misspellings will hurt you!
• If sending a hard copy, laser print the letter on high-quality paper that matches your resume.
• When sending a resume by email, you may follow the cover letter format to introduce the attached resume, or you may draft a brief email and attach both documents.
JOHN MATICS
500 Tech Avenue, Bloomington, IN 47408
jmatics@indiana.edu | (812) 555-5555

August 22, 2015

Ms. Rachel Recruiter
Recruiting Coordinator
Company Awesome
1000 Indianapolis Avenue
Indianapolis, IN 46201

Dear Ms. Recruiter:

I am delighted to express my interest in Company Awesome’s Business Analyst – Software Design position. As a senior in the School of Informatics and Computing at Indiana University with a major in Informatics and a minor in Business, my educational background has covered the scope of current business models, innovative technologies, and utilizing those models and technologies to serve both individuals and corporations. With Company Awesome’s reputation as a leading company in providing technological solutions for the wealth management industry, I am excited about applying my analytical, communication, and creative skills to this position.

Last summer, I interned at John Deere as a systems analyst intern. In that role, I participated in the development and implementation of a SAP solution from start to finish. In implementing the solution, I collaborated with team members and external stakeholders to ensure that expectations were met. Through this process and its associated challenges, I learned how to effectively problem solve, communicate with the John Deere leadership team, and manage my own time and responsibilities to be a continually productive and efficient team member. These skills will be invaluable to the Business Analyst role and the expectation to deliver quality solutions to stakeholders.

Throughout my time at Indiana University, I have also added to my leadership portfolio through my involvement in the Informatics and Computing Student Association (ICSA) and by serving as an undergraduate instructor and peer tutor for introductory classes. As Vice President of the ICSA, I directed a team of volunteer student leaders in coordinating marquee events throughout the semester, which involved collaboration and communication with both faculty and employer representatives. As an undergraduate instructor and tutor, I successfully explained complex subject matter to peers. Through these experiences, I developed great self-management, communication, and critical thinking skills, which are also crucial to the Business Analyst role.

My well-rounded experience both inside and outside of the classroom makes me an excellent candidate for a position within Company Awesome. My enclosed resume further outlines my educational, work, and leadership experiences. I would appreciate the opportunity to meet with you to discuss the Business Analyst – Software Design position, and I can be reached by phone at (812) 555-5555 or by email at jmatics@indiana.edu. Thank you for your consideration, and I look forward to hearing from you.

Sincerely,

John Matics

Enclosure
Jingxin (Janie) Kim  
1234 Hoosier Lane, Bloomington, IN 47401  
jkim22@indiana.edu • (812) 555-5555  

September 19, 2015  

Mr. William Worker  
Director of Human Resources  
Technology Job Corporation  
1 Paycheck Avenue  
Chicago, IL 60111  

Dear Mr. Worker:  

I recently spoke with Russell Referrer, a friend of mine who held an internship as a Systems Analyst with Technology Job Corporation last summer, and he had only incredible things to say about working with you and for Technology Job Corporation. With this recommendation, I am excited to apply for the International Systems Analyst position in your Chicago office. I am currently a Master’s student at the School of Informatics and Computing at Indiana University, and I am very interested in applying my computer science background to the advancement and progression of Technology Job Corporation’s systems.  

While working for Cisco Systems, Inc. over the past few years, I was able to take advantage of exceptional opportunities to develop dynamic analytic strategies and apply them to Cisco’s hardware and software systems. From the technical perspective, I have gained extensive knowledge of complex decision analysis, optimization, and adaptation of standardized techniques to modify portions of a program. This experience has equipped me to make recommendations regarding implementation of data retrieval methods as well as formulate functional requirements for information systems, which are necessary skills for a Systems Analyst at Technology Job Corporation.  

More importantly, I have developed strong interpersonal and communication skills from working with individuals from a variety of technical and non-technical backgrounds. As a student, I served as the Public Relations officer for the University of Hong Kong Institute of Engineers. In this role, I advertised and marketed student-focused events that welcomed and built community among both Hong Kong native students and international students studying engineering.  

I am confident that my previous experience in technology positions and my international background make me an excellent candidate for the International Systems Analyst Position at Technology Job Corporation. Through this position, I hope to add to my skills and experiences while serving your company. Thank you for your consideration, and I look forward to hearing from you. I can be reached by email at jkim22@indiana.edu or by phone at 812-555-5555.  

Sincerely,  

Janie Kim
References

Reference lists are used by employers to find out more about your academic ability, your work ethic, and your personal characteristics. References are usually previous or current supervisors, professors, athletics coaches, high school teachers, or other advisors who are part of your network. Continue to build relationships with these individuals and keep them informed of what you are doing, so when you ask them to serve as a reference for you, they have a better idea of why you are asking them to serve in this capacity. Before adding people to your list, always ask permission first and provide them with an up-to-date copy of your resume. You need to ensure that they are willing to provide a strong reference for you. It is important for you to select people who know you well enough to paint an accurate picture of who you are and what you are capable of.

The reference sheet should include names, titles, addresses, phone numbers, and emails for each reference. Include the same name and address heading from your resume on your reference sheet so the documents match in style.

During the job search process, you should wait until an employer asks before providing your reference list. Usually, employers will contact references after conducting an initial interview, so references should not be sent with the cover letter and resume. If the employer asks for them, make sure to let your references know to expect a contact and from whom so they aren’t surprised.
Sample Reference List

JOHN MATICS
500 Tech Avenue, Bloomington, IN 47408
jmatics@indiana.edu | (812) 555-5555

REFERENCE LIST

Samuel Supervisor, Software Development Executive Manager
John Deere
One John Deere Place
Moline, IL 61265
Phone: (816) 555-5555
Email: ssupervisor@johndeere.com

Diane Director, Technical Support Director
University Information Technology Services
Indiana University Bloomington
Cyberinfrastructure Building
2709 East Tenth Street
Bloomington, IN 47408
Phone: (813) 555-5555
Email: ddirector@indiana.edu

Dr. Pauline Professor, Associate Professor of Computer Science
Indiana University School of Informatics and Computing
919 East Tenth Street
Bloomington, IN 47407
Phone: (814) 555-5555
Email: pprofessor@indiana.edu
Interviewing

The interview is your opportunity to convince the employer that you are the right person for the job. Your resume gets you the interview, but the interview gets you the job, so it is important for you to be able to articulate your past work experiences and accomplishments, and your future career goals, all while demonstrating your professionalism, communication skills, personality, and confidence. Therefore, you must be comfortable with the idea of marketing yourself to an interviewer.

Interviews are generally conducted over the phone, by video, or in person. Before you arrive for your interview, be sure to carefully review all available information about the company, reread the job posting, and prepare to answer questions about your goals, values, education, and experience.

If you are an international student, you should also be able to explain your visa status during an interview. Your educational background and work history may indicate that you are an international student, and hiring managers will ask the appropriate questions during the recruitment process. You must always be honest about your visa status and about what your employment sponsorship needs may be.

Preparing for the Interview

For a successful interview experience you must demonstrate both self-awareness (an understanding of your own skills, abilities, values, and qualifications), as well as awareness about the employer.

Self-Awareness

Start by taking a personal inventory and assess your skills, education, experience, and personal qualities. By knowing your own values, interests, and skills, you will be able to determine whether a company or organization is a good fit for you. By doing a thorough self-assessment, you should be able to answer the following questions:

• What are my career goals and objectives?
• What are my skills and abilities? How do they relate to the job for which I am interviewing?
• Where do I want to work and what types of positions interest me?
• What are my weaknesses? Am I prepared to address those weaknesses in an interview?
• What variables am I willing to negotiate (e.g., salary, geographic location)?

Employer Awareness

You must research the potential employer in order to be considered a conscientious candidate. The research will help you understand what skills and qualities the employer is looking for, and you will be able to anticipate what kinds of questions may be asked during the interview. Your research should include:

• Type of organization, its function, and its industry
• Structure and size of the organization
• Company history, mission, vision, and goals
• Leading competitors
• Product lines and services
• Geographic locations
• New trends in the field
• Local or national news reports that affect the company
Resources to Find this Information Include:

- Corporate websites and their social media sites (LinkedIn, Twitter, Facebook, etc.)
- www.glassdoor.com
- www.vault.com
- www.jobweb.com
- Blogs
- Newspapers
- Current employees

Interview Format

Most interviews fit a general pattern lasting approximately 30–45 minutes, and a typical structure is as follows:

- **Greeting, introduction, and small talk (5 minutes):** The interviewer will build rapport with you to create a more relaxed atmosphere for the interview.

- **Discussion of your background and credentials (15–30 minutes):** The interviewer will ask you questions about you, your skills, your personal qualities, and your credentials.

- **Candidate questions (5 minutes):** You will have the opportunity to ask questions of the interviewer about the position and the company. Your questions should allow you to clarify information not answered in the interview or through research, and they give the interviewer an opportunity to assess your interest in the position. It is not okay to not have questions!

- **Wrap up (5 minutes):** The interviewer will explain the next steps in the decision-making and hiring process. You have the opportunity to restate your interest in the position, to thank the interviewer for his/her time, and to ask about what the next steps are or when you can expect to hear back from the organization. Be sure to get a business card so you can send a thank you note.

During the discussion of your background and credentials, the interviewer will ask questions about your past experiences, both within the classroom and in professional settings. Types of questions include:

- **Behavioral:** In the past, how have you applied your skills in particular situations? (“Tell me about a time when…”)
- **Situational:** How would you behave in a hypothetical future situation? (“What would you do if…”)
- **Technical:** What is your technical knowledge? (“Design a code that does X…”)
- **Off-the-Wall:** How do you think outside the box? (“If you could be a superhero, what would you want your super power to be?”)

STAR Technique

In preparing for the interview, you should identify examples of situations where you have demonstrated the behaviors a given company seeks. During the interview, focus on a particular situation, not a general one, which relates to the question at hand. Describe the situation, tell what you did specifically, and articulate the positive result or outcome. Organize your response according to the **STAR technique** in order to answer the question effectively.

**S – Situation:** Describe the situation you were in by briefly providing context for your story.

**T – Task:** Explain the task that you needed to accomplish.

**A – Action:** Describe the various actions you took (and why) that led to accomplishing the task.

**R – Result:** Explain the results that followed because of the actions you took. If you would do things differently in the future based on what you learned, tell them that!

**Example:**

- **Situation:** Last year, I served as the vice president for my student organization, and I was responsible for planning a charity fundraiser.
- **Task:** My goal for the event was to raise $3,000 for a specific non-profit.
• **Action:** To maximize efficiency, I organized the volunteers into subcommittees and delegated assignments to each group so that each group was responsible for reaching out to a different demographic of constituents (local businesses, alumni, faculty/staff, etc.).

• **Result:** Due to the targeted approach to fundraising, we raised $3,750 and engaged the entire organization’s membership in participating in the fundraiser.

### Possible Interview Questions

- Tell me about yourself.
- What do you know about us? Why do you want to work for us?
- What technical skills do you have that fit our position?
- What strengths do you offer?
- What is your greatest weakness?
- What idea have you developed and implemented that was particularly creative or innovative?
- Tell me about a team project of which you were particularly proud of your contribution.
- Describe a leadership role you have held, and tell me why you committed your time to it.
- What is your greatest accomplishment?
- What three trends do you see in the future of our industry?
- What characteristics do you think are important for this position?
- Where do you see yourself five years from now? What are your future goals?
- What has been one of your greatest disappointments, and how did you respond to it?
- What challenges are you looking for in a position?
- What work experience has been most valuable to you and why?
- Describe your ideal supervisor.
- What is informatics?

### The Meaning Behind the Question

It is important to know that some employers ask questions that seem very simple. However, the meaning behind the questions may not be simple at all. (Adapted from the book *Money Jobs*.)

<table>
<thead>
<tr>
<th>When Interviewers Ask You...</th>
<th>What They Really Want to Know Is...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe yourself. How does your background qualify you for this job?</td>
<td>Can you take an incredible amount of information, organize it quickly in your head, and present it in a concise and articulate fashion?</td>
</tr>
<tr>
<td>What are your greatest strengths and weaknesses?</td>
<td>Are my perceptions of your strengths and weaknesses the same as yours? How mature are you in dealing with your weaknesses? Can you identify methods for self-improvement?</td>
</tr>
<tr>
<td>Where do you want to be in five years?</td>
<td>What motivates you and what do you want out of life? Is this job merely a stepping stone to something better?</td>
</tr>
<tr>
<td>Why this job? Why this organization?</td>
<td>Have you done your homework? Are you analytical?</td>
</tr>
<tr>
<td>How would your peers describe you?</td>
<td>How do you see yourself? Are you a leader or a follower?</td>
</tr>
<tr>
<td>What makes you think you will succeed in this organization?</td>
<td>Have you accurately identified the skills and expertise needed to succeed? Can you prove you have them?</td>
</tr>
<tr>
<td>Why should we hire you? What do you bring to this job?</td>
<td>How are your promotion and persuasion skills? Are you believable? If you can’t sell yourself, how will you be able to sell our products/company/ideas?</td>
</tr>
</tbody>
</table>
Questions to Ask the Interviewer

- What are the specific duties or specific projects assigned to a person in this position?
- How often are performance reviews given?
- How is job performance evaluated?
- Who would I report to? What kind of supervision would I receive?
- What is the supervisor’s management style?
- What are some short and long-term goals of the organization?
- How would you describe the culture of the organization?
- What kinds of opportunities are available for professional growth?
- What is the skill set that the company is looking for in the person who fills this position?
- What do certain individuals like about working for the organization?
- What is the next step in the hiring process?

Salary should not be discussed during the early stages of the interview process, unless the employer introduces the topic. Before you interview, you should decide what your financial expectations and financial needs are and find out what the general salary range is for a similar position.

Legal and Illegal Questions

According to the U.S. Equal Employment Opportunity Act, certain questions cannot be asked if the answers will disqualify a significantly larger percentage of members of a certain group than others. Before you go into an interview, be aware of what kinds of information you cannot be required to provide. The questions must be job related and necessary to judge an applicant’s competence for the job.

While most individuals will not encounter these questions at larger companies and organizations, you should be prepared with a response should you be asked inappropriate question. Practice your response with a friend or a career advisor. It is your choice whether or not to answer an illegal question. Your response can range from:

- Answer the question directly (it is not illegal for you to answer).
- Answer the perceived underlying question without answering the question directly (if asked “Do you have kids?” you might respond, “If you are concerned about my willingness to travel, I know that travel is an important aspect of this position, and it is something I look forward to.”)
- Ask how the question is relevant to your qualifications for the position.
- State that you do not think the information is relevant to your qualifications for the position.
- State that the question is an illegal question and/or you would prefer not to answer.
- Terminate the interview if you are uncomfortable and illegal questions continue.
<table>
<thead>
<tr>
<th>Illegal Question</th>
<th>Legal Question</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Origin/Citizenship</strong></td>
<td></td>
</tr>
<tr>
<td>Are you a U.S. citizen?</td>
<td>Are you authorized to work in the U.S.?</td>
</tr>
<tr>
<td>What is your “native tongue”?</td>
<td>What languages can you read, speak, or write?</td>
</tr>
<tr>
<td>What is your (or your parents’) nationality,</td>
<td>Will you now or in the future require sponsorship for an employment visa (e.g., H-1B)?</td>
</tr>
<tr>
<td>birthplace, etc.?</td>
<td></td>
</tr>
<tr>
<td>*<em>Age</em> (These questions can be asked after you are</td>
<td></td>
</tr>
<tr>
<td>hired)**</td>
<td></td>
</tr>
<tr>
<td>How old are you?</td>
<td>Are you over the age of 18?</td>
</tr>
<tr>
<td>When did you graduate?</td>
<td></td>
</tr>
<tr>
<td>What is your birthdate?</td>
<td></td>
</tr>
<tr>
<td><strong>Marital/Family Status</strong></td>
<td></td>
</tr>
<tr>
<td>What is your marital status?</td>
<td>Would you be able and willing to travel for this job?</td>
</tr>
<tr>
<td>Do you plan to have a family? When?</td>
<td>Would you be willing and able to work overtime if necessary?</td>
</tr>
<tr>
<td>What are your child-care arrangements?</td>
<td></td>
</tr>
<tr>
<td><strong>Arrest Record</strong></td>
<td></td>
</tr>
<tr>
<td>Have you ever been arrested?</td>
<td>Have you ever been convicted of a crime? (Asking for details is permissible,)</td>
</tr>
<tr>
<td></td>
<td>if the crime could be related to the job.</td>
</tr>
<tr>
<td><strong>Military</strong></td>
<td></td>
</tr>
<tr>
<td>If you have been in the military, were you</td>
<td>In what branch of the Armed Forces did you serve?</td>
</tr>
<tr>
<td>honorably discharged?</td>
<td>What type of training or education did you receive in the military?</td>
</tr>
<tr>
<td><strong>Affiliations and Memberships</strong></td>
<td></td>
</tr>
<tr>
<td>What clubs or social organizations do you belong to?</td>
<td>List any professional or trade groups or other organizations that you belong to</td>
</tr>
<tr>
<td></td>
<td>that you consider relevant to your ability to perform this job.</td>
</tr>
<tr>
<td><strong>Disability</strong></td>
<td></td>
</tr>
<tr>
<td>Do you have any disabilities?</td>
<td>Are you able to perform the essential functions of this job?</td>
</tr>
<tr>
<td>Complete the following medical history.</td>
<td></td>
</tr>
<tr>
<td>How is your family’s health?</td>
<td></td>
</tr>
<tr>
<td>When and how did you lose your eyesight?</td>
<td></td>
</tr>
<tr>
<td><strong>Physical Description</strong></td>
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</tr>
<tr>
<td>How tall are you?</td>
<td>Are you able to lift 50 lbs and carry it 100 yards as part of the job?</td>
</tr>
<tr>
<td>How much do you weigh?</td>
<td></td>
</tr>
</tbody>
</table>

**Tips for a Successful Interview**

- Confirm the time and location of your interview. If you are unfamiliar with where the company is located, check it out ahead of time.
- Arrive 10–15 minutes early.
- Bring copies of your resume, references, and work samples.
- Bring a pen and pad of paper to take notes if needed.
- Greet the interviewer with a firm handshake, make good eye contact, maintain good posture, and smile.
- Be ready to answer common and specific interview questions, and draft a list of questions to ask.
- Avoid talking negatively about former employers or coworkers.
• Don’t be afraid to talk openly and honestly about your full range of strengths and abilities.
• If you are unsure about your English-speaking skills, practice by speaking in class, making presentations, or expanding your circle of native English-speaking friends.
• Frame your cultural background, your international experience, and your multilingual abilities as an asset.
• Ask the interviewer for contact info so you can send a thank you.
• Avoid carrying too much with you. Bring only your keys and a portfolio if you can. Leave your phone behind.

**Dress for Success**

Your appearance during an interview is very important, as you never have a second chance to make a first impression! You should dress according to your own style and budget, but your clothes should be professional looking.

**Women**

• **Suits**: A well-fitted solid color navy, gray, or black pantsuit or skirt is recommended. Business dresses are acceptable in less formal or less conservative fields. A skirt should be knee-length and should cover your thighs when you are seated.
• **Shirts**: A solid or light colored blouse is ideal.
• **Hosiery**: Plain, non-patterned. Choose a light, natural color.
• **Shoes**: Choose low to medium heels, basic pumps with a closed toe. Avoid strappy, multicolored shoes. Color should complement the color of the interview suit.
• **Makeup and nails**: Minimal or natural-looking makeup. Avoid bright colors. Use a neutral or clear nail polish on clean and manicured nails. Nail length should not be excessively long.
• **Hair**: Should be freshly cleaned and neatly styled. If you are worried that your hair will fall in your face/eyes, be sure to pull it back securely and neatly before you interview.
• **Accessories**: Minimize jewelry – avoid dangling earrings; wear no more than one or two rings per hand and a dress watch, no dangling or distracting bracelets. Avoid purses; carry a portfolio or briefcase instead.
• **NOTE**: Be absolutely certain to shower and apply deodorant before the interview. Personal hygiene is important, and body odor is unacceptable. However, perfume should be minimal, not overpowering.

**Men**

• **Suits**: A two-piece, well-fitted matching suit in navy, dark gray, or black is best. Color should be solid, invisible plaid, or subtle weave.
• **Shirts**: A pressed long-sleeved white or light blue dress shirt.
• **Ties**: Choose a good quality silk tie that coordinates with the suit (solid color or understated pattern). Be sure the knot is neat and centered on your neck, and the bottom of the tie should just reach your belt.
• **Shoes**: Clean and polished lace-up or slip-on shoes in black or dark brown.
• **Belt**: Wear a black or brown belt, with no large buckles, that matches your shoes.
• **Socks**: Dark, mid-calf so that no skin is visible when you sit down. Sock color should match your pant color. DO NOT wear white athletic socks.
• **Hair and nails**: Clean, neat, and well groomed. Beards and mustaches should be neat and trimmed. Fingernails should be trimmed short.
• **Accessories**: Avoid flashy cufflinks, rings, gold chains, or earrings. A wedding or college ring is acceptable. Do not carry a backpack; bring a portfolio or briefcase.
• **NOTE**: Be absolutely certain to shower and apply deodorant before the interview. Personal hygiene is important, and body odor is unacceptable. However, cologne should be minimal, not overpowering.
**Video Interviews**

In addition to phone and in-person interviews, a number of employers are utilizing online communication tools, such as Skype or Google Hangout, to conduct “face-to-face” video interviews. Although the medium is different, you should prepare for a video interview in the same way you prepare for an in-person interview – do your research, know the job description, prepare responses to interview questions, and have questions to ask the interviewer.

Follow these other tips to ensure you have a successful video interview.

**Before the Interview**

- **Make sure you have a professional username and picture:** Just as your email address should be professional, your online usernames should be as well. Make sure your username and picture are interview appropriate. Be careful about including personal information such as your birthday or year (e.g., IU_Student1998, Hoosier-Guy122596)
- **Dress professionally:** Treat your video interview like an in-person interview, and dress professionally from head to toe, not just head to waist. Blues, blacks, and grays look best on video and they do not create any distractions. Stripes or plaids can look overly busy on a screen, and flashy jewelry can also look distracting.
- **Test your technology:** Allow plenty of time to test your internet connection, camera, and microphone to ensure they are all working properly. Make sure that your computer is fully charged and plugged in so that the battery does not die in the middle of the interview.
- **Prepare your surroundings:** Find a quiet place to interview, and make sure that your background and surroundings are clear and distraction-free. You, not the piles of laundry behind you, should be the focal point of the video. Check the lighting to ensure that you do not show up as a shadow on video.
- **Place your camera at eye-level:** Keeping your camera at eye level will create a more flattering shot of you.

**During the Interview**

- **Look at the camera:** It is tempting to look at the screen or at yourself during a video call. Looking directly into the camera is the best way to maintain eye contact with the interviewer.
- **Speak clearly:** You do not need to shout, but you should speak clearly and loudly enough to be heard.
- **Be aware of non-verbal cues:** Even over video, non-verbal cues and body language make an impression on interviewers. Be sure to smile and sit up straight – slouching can make you seem disengaged. Avoid the temptation to fidget, look bored, or allow yourself to be distracted. Act as if you are sitting in the interviewer’s office.
- **Stay focused:** Close all other programs on your computer, and avoid typing or clicking during the interview.
- **Have notes:** Although it is important to be familiar with your materials and your talking points, you can have copies of your resume in front of you, and sticky notes or notecards can be to the side of the screen to remind you of important things you want to cover.
- **Address technical problems immediately:** If you are having persistent problems with your connection, you can bring it to the interviewer’s attention and suggest stopping the call and trying to reconnect.
Interview Follow-Up

Thank You Note

Following the interview, always send a thank you letter to the employer. Many candidates overlook this thoughtful step in the job search process.

• Send thank you letters within 24–48 hours of the interview.
• Thank everyone who interviewed you.
• Be professional and make sure there are no typographical errors.
• If sending by mail, use a block or modified block business letter format.
• A handwritten note is a good way to add a personal touch, but not if you have poor handwriting.
• Use the letter to reiterate your interest in the position and mention something specific you learned during the interview.

Example:

September 24, 2013

Mr. Trevor Technology
Senior IT Director
ACME Technologies
1140 Maine Street
TechTown, IN 47520

Dear Mr. Technology:

Thank you for interviewing me for the software developer position yesterday at the School of Informatics and Computing. I enjoyed meeting you and learning more about ACME Technologies.

The position offers an incredible opportunity to learn about the entire software development process in the context of a larger company. I believe that my education at the School of Informatics and Computing as well as my software development internship experiences with Dot, Inc. and IT, Inc. fit ideally with the job requirements outlined. I am very eager to work in your team environment, so I was pleased to learn about the culture of collaboration at ACME Technologies. I know that I could make a significant contribution to the projects that you described.

I would like to reiterate my strong interest in the software developer position and in working with you. Please feel free to call me at (812) 855-5555 or contact me at jmatics@indiana.edu if I can provide you with any additional information.

Thank you again for the interview and for your consideration. I look forward to hearing from you.

Sincerely,

John Matics
The Offer Process

Oftentimes, the key to getting an offer is to understand the stages of an interview process and prepare for each stage appropriately. The following is an example of a typical interview process and what you can expect from each stage.

**First Round Interview**

The first interview is often the shortest in length and depth of questions. Employers are looking for a positive first impression, and for a measure of “fit” with their organization. The employer’s questions are often behavioral in nature, and you should come prepared with several questions to ask the employer.

**Second Round Interview**

This interview is often more in-depth. You may travel on-site to the company and meet with multiple people during the course of the interview. Tours, meals, and networking events may also be included along with a more traditional interview. Some employers will also incorporate a technical component into this stage of the interview process. Before the interview is over, ask for next steps, and be prepared to wait two weeks or more for an answer.

**Receive an Offer**

Employers will often call with an offer rather than email, so be ready for the phone call and make sure to return a missed call immediately. If you receive an offer and you accept immediately over the phone, you are accepting the initial terms of the offer and may not negotiate. You may NOT negotiate after you have accepted an offer. If you would like to negotiate, do so before you provide a final answer to the employer. (See next page for a detailed breakdown of the negotiation process.) If you would like some time to evaluate the offer, which is perfectly acceptable, be sure to express your appreciation and ask for a date by which you need to provide them with your final answer. Be sure to ask for a copy of a formal written offer, so you can evaluate all of the components of the offer, including salary, benefits, 401k, vacation policy, etc. Feel free to schedule an appointment with a career advisor if you’d like to talk through your offer.

As a general rule, employers are expected to give students a reasonable amount of time to make a decision. Exploding offers (offers that require students to accept an offer within a very short time frame, such as 48 hours) are unacceptable, and you should notify Career Services if an employer makes an exploding offer or exerts undue pressure on you to make a quick decision.

**Accept or Decline Offer**

It is customary to call with your final answer, whether positive or negative. Be sure to also follow up with an email to the recruiter, so they have your answer in writing. Once you have accepted an offer verbally or in writing for a full-time position or internship, it is ethically wrong to continue to interview, send letters of application, and conduct other job search activities for opportunities with similar or competing start dates as the accepted offer. If you do continue job or internship searching, you will be in violation of the SoIC Recruiting Expectations and will face consequences.

**Reneging on Job Offers**

Accepting a job offer after you have already accepted an offer with a different employer is defined as “reneging” and is considered dishonest, unprofessional, and unethical. By accepting a job offer verbally or in writing, you are making a formal commitment to the employer. There are no circumstances that would legitimize your reneging on an offer. Reneging on a job offer is unacceptable and not only damages your personal credibility and professional reputation, but also reflects badly on the School of Informatics and Computing. In addition, the employer may decide to discontinue recruiting at the SoIC, thus jeopardizing opportunities for future SoIC students.

*Students who renge on a job offer will be evaluated on a case-by-case basis. Reneging on an offer will likely result in loss of all SoIC Career Services rights.*
The Negotiation Process

Negotiation is very common in the hiring process. It is an opportunity for you to have a dialogue with your employer about the components of your offer. Below is a breakdown of the negotiation process and the important steps you should to take to ensure a successful negotiation.

When do you negotiate?
Timing is very important. You must be sure to begin the negotiation process after you have received an offer from the employer and before you have accepted it. If you attempt to negotiate after providing the employer with a verbal acceptance, you may risk losing your offer.

What do you need to know to negotiate?
Before you negotiate, do your research and come prepared with information to justify what you are asking for. Want to increase your salary? Refer to the School’s hiring statistics and average salaries for our graduates. Know the average salary for employees in that company in similar positions. Be specific and knowledgeable. If you need help finding this information, contact Career Services.

What do you negotiate?
Almost everything is negotiable. Common negotiable aspects of an offer include: salary, start date, moving expenses, early reviews, vacation time, professional development money, performance bonuses, geographic location, parking, stock options, company car, and retention bonuses.

How do you negotiate?
First, you must show appreciation for the offer as it stands. Ask questions and make sure you know all facets of the offer before you begin the negotiation process. When you begin the negotiation process, begin by reiterating your interest in the position and appreciation for the offer and ask for time to make your decision.

Make sure your request is specific and actionable. So, say “I’d like to discuss the salary and the possibility of increasing the starting salary to $60,000,” instead of, “I’d like to make more money than $55,000.”

You must give the employer an appropriate amount of time to answer. If your answer has been requested by Friday, don’t call and begin the negotiation process on Thursday at 3 p.m. Give them enough time to listen to your requests and come up with a counter offer.

What are some common mistakes?
Candidates make mistakes when they start the negotiation process too soon (i.e. before receiving the offer) or negotiate with the wrong person. You should always negotiate with your specific recruiting contact or the person who has been organizing your interview process. Additionally, if you don’t adequately prepare your argument and appear greedy as a result, you risk creating a negative impression of yourself during the process and starting your new career off on the wrong foot.

Five Ingredients for a Successful Negotiation:
1. Express appreciation.
2. Explain reasons for your counter offer such as experience, education, transferable skills, market research, etc.
3. Be realistic in what you ask for and avoid having an inflated notion of your worth.
4. Describe your counter offer – be specific!
5. WAIT – be patient. It will take them some time to respond.
Social Media

Social media usage in career-related and recruiting activities has increased significantly in recent years. At their best, social media sites can keep you informed of trends and news, serve as a place to look for jobs and internships, and allow you to expand your personal and professional network. Although technology and the popularity of social media will continue to change and evolve rapidly, consider the following sites as part of your job search:

**LinkedIn.com**

This professional networking site can be a useful resource for you to establish a professional online identity, learn more about particular companies, participate in industry-related conversations, and make connections with other professionals in your career path.

**Twitter.com**

This microblogging site can also be a great way for you to interact with people of similar professional interests from across the globe. Additionally, companies are increasingly using Twitter to promote jobs and internships, and you can follow companies of interest to find additional opportunities.

**Facebook.com**

Be sure your activities on Facebook won't give prospective employers “red flags” about you as a candidate. Check your photos, videos, and comments for professionalism, and utilize Facebook's privacy settings to limit public viewing of tagged photos, wall posts, and other aspects of your profile (or make your profile entirely unsearchable).

**About.me**

The about.me platform helps students make a beautiful homepage that inspires recruiters to connect with you. This platform has become a favorite amongst college students as it allows individuals to display their personality and skills, both professionally and creatively. Recruiters can discover and connect with students without having to navigate through the other social profiles they may have. From a partnership with about.me, Indiana University students receive a personalized recruitment package that includes:

- **Profile**: a premium “about.me Backstory” profile that includes a digital resume
- **Business Cards**: 50 free business cards linking to your page and resume
- **Signature**: eye-catching email signature linking to your page and resume
- **Intro App**: digital business cards perfect for career fairs, networking events, and interviews

There are a variety of other tools and sites that you can use to develop your personal brand and incorporate into your job search strategy, including blogging (Wordpress.com, Blogger.com) and participating in sharing networks (Slideshare.com). But, like most career-related activities, you should initiate these as part of a larger strategy that emphasizes your personal skills and values.
Using LinkedIn

LinkedIn is a professional networking resource that is increasingly being used by employers and recruiters to find potential candidates. It also is a space for candidates to find employers and build a professional network. LinkedIn is NOT Facebook. The connections you make on LinkedIn should be people who can potentially make introductions for you, or for whom you could make introductions. Be selective about who you add to your professional network.

Complete Your Profile

When building your LinkedIn profile, be sure to make it as complete as possible. Complete profiles garner more views and therefore more opportunities!

- **Headline and Photo**: Your headline should be a concise but descriptive branding statement that shows your current position and goals. The default headline is your current title, but you can customize it to reflect your brand and your aspirations. Unlike Facebook, you only get one photo on LinkedIn. Make sure the photo is a high quality image of just you, professionally dressed.

- **Summary**: It is important to craft your professional summary by including information about your work passions, skills, qualifications, goals, and interests. This is where you can include relevant work experience as well as non-academic involvement. Write your summary in a first-person narrative, and tell your story in a way that gives employers a quick glimpse of who you are and what you care about in your career.

- **Experience**: Add your work history, providing a thorough description of your work responsibilities, tasks performed, and key accomplishments and contributions. Your experience does not need to be paid or full-time – you can include internships, part-time jobs, volunteer work, or extracurriculars. Include strategic key words and phrases that will stand out to recruiters.

- **Skills and Endorsements**: The skills section allows you to highlight the skills you have on your resume and any additional skills you feel you can bring to the table. Your network – those colleagues and friends who are familiar with your work – can “endorse” those skills, vouching for your professional abilities.

- **Projects**: This section give you the opportunity to highlight projects that you are particularly proud of and would like to bring to the attention of an employer. Put the project in context (class project, professional project, voluntary, etc.) and discuss your specific contributions. If you worked in a team, add the team members to the project listing.

Make Connections

When building your network, make connections with people you have met and interacted with – professors, supervisors, coworkers, peers, and others. Be sure to personalize the note when inviting someone to connect with you by reminding them where they met you or why you would like to connect.

Join Groups

You can join groups or associations based on your interests, connections, education, or industry, and these groups give you an opportunity to interact directly with professionals through ongoing group discussions. You will want to join and display membership in different groups on LinkedIn that are relevant to your job search and reflect your network. These groups show up at the bottom of your profile, which shows employers and your other connections that you are interested in engaging in the professional community.
For International Students

Employment in the U.S. is not guaranteed or promised to foreign nationals entering the country on a student visa. However, the first step in a successful job search is to understand the U.S. job hunting process. You may be inclined to proceed as you would if you were conducting a search in your home country, but different cultures have different expectations, and you must become aware of the typical job search strategies, tendencies, and commonalities in the United States.

Common Cultural Barriers to an Effective Job Search

<table>
<thead>
<tr>
<th>Expectation in the United States</th>
<th>Possible Conflicting Cultural Values</th>
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<tbody>
<tr>
<td><strong>Self-Promotion</strong></td>
<td><strong>Assertiveness.</strong></td>
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<tr>
<td></td>
<td>Confidence in openly discussing goals and accomplishments.</td>
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<tr>
<td></td>
<td>Follow-up with employers (telephone inquiries, thank you notes).</td>
</tr>
<tr>
<td><strong>Individual Responsibility in Finding Employment</strong></td>
<td>Unless presented as part of a group activity, citing achieved goals, accomplishments, and skills is viewed as boastful, self-serving, and too individualistic.</td>
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<tr>
<td></td>
<td>Asking employers directly about the status of an application may be viewed as rude.</td>
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<tr>
<td><strong>Directness in Communication</strong></td>
<td>Open and direct responses to questions.</td>
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<td></td>
<td>Eye contact with interviewers, relaxed posture, and appropriate non-verbal behavior.</td>
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<tr>
<td></td>
<td>Discussion of salary and benefits only when initiated by interviewer or at time of job offer.</td>
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<tr>
<td></td>
<td>The candidate asks questions about the job at the end of the interview.</td>
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<tr>
<td><strong>Career Self-Awareness</strong></td>
<td>Demonstration of knowledge of self, career goals, and how they relate to the job.</td>
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<td></td>
<td>Discussion of long-range career plans.</td>
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<td></td>
<td>Ability to be self-directed in one’s career development.</td>
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<tr>
<td>Informality in the Interview Process</td>
<td>Congenial interviewing environment that encourages openness, some joking, and exchange of information.</td>
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<tr>
<td></td>
<td>Professionalism in all written materials is expected.</td>
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<td></td>
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<tr>
<td>Punctuality</td>
<td>Arrive 10–15 minutes before a scheduled interview.</td>
</tr>
<tr>
<td>Effective Letters of Application and Resumes</td>
<td>One-page, error-free, concise, and attractive outline of work experiences, skills, accomplishments, and academic credentials.</td>
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<tr>
<td></td>
<td>Personalized to reflect each individual's qualifications and professional interests; tailored to each job description.</td>
</tr>
<tr>
<td>Individual Equality</td>
<td>Race, sex, and age are legally not supposed to affect the interview process.</td>
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<tr>
<td></td>
<td>Politeness and respect are shown to all employees a candidate meets, from receptionist to CEO.</td>
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<tr>
<td>Preparation and Organization</td>
<td>Obtain as much information as possible about the organization and the job before the interview.</td>
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<td>Demonstrate awareness of the organization in cover letter and during the interview.</td>
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(Edited from *University of Buffalo School of Management Job Search Guide for International Students*)
**Visa Information**

The Office of International Services has partnered with a top immigration law firm to create the IU Immigration Bridge Program to assist students with H-1B visa needs. Although the IU Immigration Bridge program does not guarantee a visa sponsorship, an H-1B visa, or employment, it does improve the situation for students with U.S. work authorization needs being recruited both on and off campus.

NOTE: U.S. Citizen and Immigration Services has a congressionally-mandated limit on available H-1B visas (for FY2016, the limit for advanced degree holders was 20,000 and the limit for general visas was 65,000). Therefore, submitted petitions for a visa are selected by a computer-generated process, or lottery, to meet the cap. All companies have equal standing in this lottery process, so one type of company is not more likely than another to receive or not receive approval in the lottery process.

Below is an overview of visa and employment terms, but be sure to contact Office for International Services: Poplars 221, (812) 855-9086 for more detailed information and assistance.

- **F-1**: The F-1 classification is for those foreign students who have applied for and have obtained a U.S. student visa. This visa is required for any foreign citizen wishing to attend school within the United States. The student must have a valid educational purpose for coming to the United States and must be a full-time student. This student visa can be applied for and issued at a U.S. Embassy or Consulate in the student's home country. This visa is valid as long as the student is enrolled in school and holds student status.

- **Optional Practical Training (OPT)**: OPT is temporary employment authorization that gives F-1 students an opportunity to apply knowledge gained in the classroom to a practical work experience off campus. You may use some or all of the available twelve months of practical training during your course of study or save the full twelve months to use after you complete your studies.

- **Curricular Practical Training (CPT)**: CPT is an employment option available to F-1 students where the practical training employment is considered to be an integral part of the curriculum or academic program. This employment may be an internship, cooperative education job, practicum, or any other work experience that is either required for a degree or for which academic credit is awarded.

- **H-1B**: H-1B is an immigration classification that is used to hire a foreign national professional. In order to qualify for the H-1B visa status, the student must first have a job offer with an employer and have an employer willing to file an H-1B petition on their behalf. H-1B visa status is reserved for specialty occupations requiring at least a bachelor’s degree. The H-1B visa holder can stay in increments of up to three years, with a total stay limited to six years.

(From University of Tennessee Knoxville Job Search Guide for the International Student)

**Frequently Asked Questions**

**When in the hiring process do I reveal that I’m an international student?**

This is a very sensitive question which needs to be assessed on a case-by-case basis. While some employers adhere to very strict policies against hiring foreign nationals, others may prefer to hire U.S. citizens but can be open to hiring international students. Therefore, it should be your goal to get past the initial screening measures to the interview. On the other hand, you should probably broach the subject before the employer has spent a significant amount of time and money trying to recruit you. It is usually recommended that students address the issue of their work status during the screening or first interview. Either way, never lie about your status when asked at any time during the process.

**If a company says that they do not hire international students, should I even apply?**

Maybe. It is recommended that you first target organizations with a history of hiring employees with a work visa. Please note that in SoIC Careers, you will be unable to apply for opportunities for which you do not qualify. It is possible that when an employer says that they don’t hire international students, it means that they haven’t hired international students in the past. You may be the first! In order to convince these prospective employers, it is your responsibility to educate them about the process of hiring a foreign national. Be mindful that they may still not hire you, and this can become frustrating.
How do I find employers that hire international students?

- Seek out companies that have a history of hiring international students. Make connections with other international students and alumni to find out what companies they have worked for.
- Consider both small and large companies for potential employment – do not limit your job opportunities by only looking at one type of company.
- Keep in mind that many jobs with the U.S. federal government, U.S. state and local government entities, and private employers who receive government contracts require the employee to be a U.S. citizen or permanent resident.

What can I do to make myself a more attractive candidate?

- Have your resume and cover letters reviewed by a career advisor, employer, or alumni.
- Become thoroughly familiar with immigration regulations and benefits attached to your visa status.
- Research the employers and positions in which you are interested.
- Participate in a mock interview and adjust your interviewing based on the feedback you receive.
- Practice speaking confidently about your skills, interests, and career goals.
- Improve your English skills by speaking in class, making presentations, and expanding your circle of native English-speaking friends.

Additional Online Resources

www.passportcareer.com
Passport Career provides databases containing country-specific career and employment resources including job search resources, worldwide job/internship listings, and corporate profiles. (Free access to Indiana University School of Informatics and Computing students, contact Career Services for a registration key.)

www.uscis.gov
U.S. Citizenship and Immigration Services provides information about student and work visas, application for citizenship, and immigration laws and regulations.

h1visajobs.com
An online database of American employers for international students.

istudentcity.com
Information for international students from start to finish. Includes online chats with other international students as well as helpful hints for job searching after graduation.

internationalstudent.com
InternationalStudent.com was created by a group of international students living in New York City with the goal of helping other students deal with the American immigration authorities and education system.
Getting Started with SoIC's Passport Career System!

Welcome to SoIC's Passport Career system that will help you to explore opportunities around the world! You may be seeking a job, internship, or simply looking to explore opportunities in other countries. For all of these and other global career interests, SoIC's Passport Career System provides extensive resources, guidance, strategies and tools to help you make your career move to 81 countries, including 50+ cities in the U.S. Here are some tips to getting started with the system:

1. ACCESSING PASSPORT CAREER  First time? Register:
   a. Go to www.PassportCareer.com
   b. Click on Have a Registration Key? on the upper right corner of the homepage
   c. Enter your Registration Key: uniniv44 (all lowercase)
   d. Fill out the brief registration form.
   e. Use your email/password to login in the future.

2. GLOBAL CAREER PLANNING OVERVIEW
   We suggest that you begin by reviewing the guidance and strategies relevant to your interests in My Briefcase. Click on the My Briefcase link on the blue menu bar to explore global options.

3. JOIN AN INTRODUCTORY WEBINAR
   Click on Webinars in the top blue menu bar of any page. Every week, Passport Career offers strategic webinars on global career-related topics. If you're new to Passport Career, the introductory webinar is offered monthly: How to Use Passport Career Strategically. Other webinars include how to write an international resume/CV, career strategies for the UN and other intergovernmental agencies, H1B employment (for international students), global LinkedIn strategies, and many more!

4. CHECK OUT THE DATABASES
   On the blue menu bar at the top of any page you will find a link to the International Jobs/Internships Portal, which is updated daily with millions of jobs and internships in 203 countries, including the U.S. Try sorting your results by date for updated listings! The Get Connected! social network allows you to connect with others around the world. You will also find quick access to the H1B Employer Database for non-Americans seeking jobs in the U.S. (also found in each USA Portfolio's Top Employers section, which includes written strategies).

5. EXPLORE THE COUNTRIES
   You will find the drop down menu for the Country Portfolios and USA Cities at the top right corner of every page. There are 81 countries and 15,000+ pages of content!

6. LEARN ABOUT THE COUNTRY TO “KNOW BEFORE YOU GO” This section is found in each country portfolio and offers key information about relocating to the country, including an overview of the country and topics related to relocating, an overview of the job search situation, visas/work permits, financial information, language resources, and tips for getting started on a job search specific to that country.

7. ENGAGE IN THE COUNTRY'S “STRATEGIC APPROACH”
   This section is found in each country portfolio and covers business culture and networking. If you focus on strategic networking and business culture skills, you have a greater chance at success with your career goals! The business culture covers the five critical areas of country-specific business protocol that you need to master to make a good first impression. The local contacts and networks have specific strategies for each type of network, such as expatriate networks, alumni groups, and associations.

8. RESEARCH THE COUNTRY’S EMPLOYERS, JOBS & INTERNSHIPS UNDER “LOCAL OPPORTUNITIES”
   This section is found in each country portfolio and has extensive resources and strategies broken down by cities, including lists and resources of the best local employers for expats/foreigners seeking jobs in the private sector and nonprofit sector, the international agencies such as the UN, and employers in other industries as well. You will also find resources for internships and lists of the best websites on and offline where you can find local jobs. Volunteer resources and temporary employment agencies are also in this section. In the USA city portfolios, you will find the H1B Employer Database and strategies under Top Employers.

9. PREPARE FOR THE COUNTRY’S CAREER “TOOLS & TECHNIQUES”
   This section provides country-specific business cards and the protocol for use within the local culture. Also, this section covers country-specific guidelines for resumes/CVs and cover letters/emails. The Interview section includes the culturally nuanced questions that may arise. The salary section helps you research what to expect for local compensation and benefits. Convert the currency to any other currency by using the Currency Converter Tool, which is available at the bottom left of the Home page.

10. AVOID THE “ONE-VISIT” TRAP
    In order to be successful with your global career exploration, you need to think of Passport Career as your personal global career assistant that is working continuously to update the content and identify new resources and opportunities. We suggest that you participate in the weekly webinars, and schedule 15-20 minutes each week to review new content, look for new jobs and internships, review updated resources, identify new contacts in the Get Connected! social network, and further explore the rich country-specific content, resources and tools.
Events Calendar 2015–2016

Visit soic-indiana-csm.symplicity.com for additional events and more information.

**Fall 2015**

**Resume and Cover Letter Workshops**
Thurs., Aug. 27, 3–4 p.m.
Fri., Aug. 28, 1–2 p.m.

**Getting Ready for the Career Fair Workshops**
Thurs., Sept. 3, 1–2 p.m.
Fri., Sept. 4, 2–3 p.m.

**Resume Review Blitz with Employers**
Tues., Sept. 8, 12–3 p.m.
Wed., Sept. 9, 10 a.m.–1 p.m.

**FALL CAREER FAIR**
Thurs., Sept. 10, 11 a.m.–4 p.m.

**Next Day Interviews**
Fri., Sept. 11, 8 a.m.–5 p.m.

**Interviewing Workshop**
Thurs., Sept. 17, 2–3 p.m.
Fri., Sept. 18, 1–2 p.m.

**On-Campus Interviews**
Sept. 21–Dec. 9

**Career Services Workshop for ILS Students**
Thurs., Sept. 24, 5:30–6:30 p.m.

**Employment Seeking Strategies for International Students Workshop**
Wed., Sept. 30, 3:30–4:30 p.m.

**Bloomington Tech Partnership Career and Internship Fair**
Wed., Oct. 21, 1–4 p.m.

**Offers and Negotiations Workshop**
Thurs., Oct. 22, 1–2 p.m.

**LinkedIn Workshop**
Thurs., Oct. 29, 1–2 p.m.

**Spring 2016**

**Women in IT Networking Reception**
Tues., Jan. 26, 9:30–11 a.m.

**SPRING CAREER FAIR**
Tues., Jan. 26, 11 a.m.–4 p.m.

**Next Day Interviews**
Wed., Jan. 27, 8 a.m.–4 p.m.

**On-Campus Interviews**
Feb. 1–Apr. 15