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

The School of Informatics, Computing, and Engineering 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 SICE Careers, carefully review each of the following Career Services policies and professionalism standards.

**Employment Offers**
- **I will not renege** (back out of my commitment) once I have accepted an offer of employment. I understand that Career Services is here to help me navigate the job and internship search process, and I will speak with a career advisor if I need help making career-related decisions and/or negotiating a job or internship offer or 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.
  - If I continue to interview after accepting employment, Career Services reserves the right to revoke all of my recruiting privileges indefinitely.
- I must respond to all employment/internship offers on or before the requested deadline.
- 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.

**Interviews**
- I must only apply for positions for which I would accept an interview offer.
- I must accept or decline all interview offers within the window of time stated in SICE 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 SICE Careers will be suspended.
- Missing more than one interview will result in the immediate suspension of my SICE Careers account and will require me to meet with the Director of Career Services to discuss whether my privileges can be reinstated. I will also be required to write a letter of apology to the employer.

**Representation**
- Honesty and integrity throughout the recruiting and job search process reflect on my character and on the reputation of the School of Informatics, Computing, and Engineering.
- 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 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 SICE Careers profile.
- If I falsify information in a resume, cover letter, application, SICE Careers profile, or other candidate documentation, my access to SICE Careers will be limited or revoked. If I repeat this behavior more than once, I could lose access to all recruiting privileges indefinitely.

**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 commitment, I must promptly notify Career Services by canceling my appointment or program/event RSVP in SICE 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 act with ethics and 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.
SICE Careers

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

As you use SICE Careers and other online resources, it is crucial that you exercise common sense and caution when reading and responding to position descriptions and employer communication. Always be on the alert for potential fraudulent job postings, and never disclose social security numbers, credit card information, or bank account numbers to unknown employers. If you suspect a position or job offer is fraudulent, contact SICE Career Services (soiccareers@soic.indiana.edu).

What can I do with SICE 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 SICE Careers?

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

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

- From your SICE Careers homepage, select “My Documents” in the side menu, and select “pending” from the sub-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 SICE Career Services staff. It will be listed in “Pending Documents” 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 SICE 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 SICE Careers?

- From your SICE Careers homepage, click “Jobs/Internships” in the side menu 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 SICE Careers system.
- Select “Advanced Search” to filter the list by position type, work authorization, and on-campus interviews (under “Show Me”).
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 SICE Careers,” and select an open position.

• If you qualify for the position, the “Apply” button will be on the right side of the position title. 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, “Not qualified” will appear in an orange bubble 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 “Applications” in the Jobs/Internships module.

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

• From the home page, select “Interviews” from the side 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 SICE Careers homepage, select “Events” from the side menu.

• Select the type of event you are planning to attend: Information Session or Workshop.

• 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 SICE website for the drop-in advising schedule.

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

• From the options on the left, select Type, Date Range, Time Range, Career Advisor, 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.”
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 doing 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 your work.
  - Expertise: Becoming a subject-level expert in your field.
  - Family/Personal Life: A balance between personal time and work.
  - Job Stability: 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.
Building Your Network

Networking isn’t about talking to someone with the aim of passing on your resume or handing out a business card. It’s about building and maintaining professional relationships. Successful networking will build a strong base of contacts who can be a resource when you are looking for a new career opportunity. These individuals can share job-hunting advice or tips, inside information about job openings and hiring processes, or provide recommendations.

Make connections with the people around you during your academic journey including professors and peers. Volunteer, get involved in student groups, attend career events, and join professional organizations to expand your network while you are still in school.

Informational Interviewing

One way to begin building your network is by conducting informational interviews. Informational interviews are brief meetings with people who are established in a particular career field, and the interviews are an opportunity for you to ask their perspective on their job, the company, the future of the field, and how they grew to where they are today. This interview can be conducted either in person or by phone. In either case, ask the individual you are contacting if you may visit with them for a specific period of time for an informational interview.

Note that you are not asking for a job interview, nor are you asking for a job in the future. The object is to obtain information that may be useful for you in making decisions involved in your career planning and in the job search process. People are usually very open to speaking with students who are approaching the job market and are eager to pass on advice. Don’t be shy about reaching out, but keep in mind a few general rules.

General Etiquette

• Know your audience (recruiters, alumni). This will help determine how to tailor your approach.
• Know the appropriate method of communication (email, phone, or online networking).
• Always answer these key questions: Who are you, and what is the purpose of this communication?

Email/Online Messaging Format

• Subject line: Use a subject line that makes a connection. If you don’t include a subject line and the individual does not recognize your name, it is likely that your message will be deleted before it is read.
• Intro: State your name, year, major, and how you received their information.
• Body: This should be the goal of your email.
  o “I’m interested in learning more about ______ industry/company.”
  o “I’m looking for opportunities to network with as many experts in the industry as possible.”
  o “______ recommended I contact you and speak with you briefly to learn more about ______.”
• Set up the phone call/meeting: “I’d love the opportunity to speak with you for 15-20 minutes and learn more about ______. Is there a good time within the next few weeks that I can schedule a call or meeting with you?”
• Closing: Thank them for their time!

After successfully setting up a meeting, have an agenda with specific questions you want to ask. For example:
• How did you get started at this company or in this field?
• What kinds of schooling and/or experiences are necessary to be successful?
• What do you find most rewarding about this work?
• What advice do you have for making the most of my time at IU?
• Is there anyone else that you recommend I should meet with to gain more perspective?
Phone Call/Meeting Format

- **Intro**: State your name, year, major, and how you received their information.
  - “Is this a good time to talk?”

- **Body**: This should be the goal of your call.
  - “What advice would you have for someone in my position?”
  - “Why do you like working in the ______ industry/company?”
  - “I’ve had exposure to ______ through my ______ course OR internship at ______. Do you have any advice regarding other related areas I should learn about?”

- **Closing**: Ask for referrals or about openings with their company. Send them your resume.
  - “Is it okay if keep in touch every few months with you?” (This depends on your level of rapport.)

Things to remember:

- They are doing you a favor, so work around what is convenient for their schedule and remember to remain respectful of their time.
- The informational interview is about getting information about a career and industry, not about getting a job, so do your research on the industry before the interview and set an agenda.
- You are building a professional relationship, so be polite and courteous.
- Send a thank you email 24-48 hours after the informational interview.

Elevator Pitch

An “elevator pitch” is your quick introduction and personal selling statement used when meeting employers or attending networking events. It should be a concise speech that describes who you are, what skills you have, and why you are interested in a position. When delivered verbally, you should be able to give your pitch in 30 seconds or less. A good elevator pitch takes practice and planning but should also feel natural and be adapted to situations and audiences.

At a recruiting event, such as an information session or the Career Fair, an elevator pitch should include:

- An introduction, including your name and degree
- The focus of your search
- Relevant skills and experiences that you have to offer
- What differentiates you from your peers
- A call for response

Some sample elevator pitches are below:

*Hi, my name is Serena Dominguez, and I am a junior Informatics major. In the past year, I’ve strengthened my skills in applying technology solutions through my work in Serve IT with a local nonprofit. I am looking for an internship position that will allow me to work in a client-facing role but also require some technical analytics. The position I saw posted in SICE Careers by your company piqued my interest, and I’d like to know more about what type of experience you require the best way to apply.*

*Hello, I’m Matthew Parker, and I am a first-year student in the computer science master’s degree program. Prior to graduate school, I worked for four years as software development consultant for a large public consulting firm. I was able to combine my love for problem solving with business, and this passion led me to further pursue my education. Can you tell me what skills you look for in a candidate that can really set them apart?*
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.

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.
The Job & Internship Search

SICE Careers

The SICE Careers database should be your first place to search for internships and full-time positions. Employers who list jobs through this database have specifically expressed interest in SICE students. You can apply for as many positions as you like within SICE Careers. For more information about how to utilize the SICE Careers database, go back to page four.

The Career Fair

Attending Career Fairs give you the opportunity to have face-to-face interactions with employers from around the country. Please see the next page for information about Career Fairs.

Recruiting Outside of the Career Fair

Keep in mind that not all companies choose to recruit solely at campus career fairs. Throughout the semester, some companies will choose to host 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!

Additional Resources

Outside of the SICE Careers database, we recommend looking for postings through LinkedIn, Glassdoor, and Indeed; however, note that postings through these organizations are open to the public and therefore are likely to have a large amount of applicants. Due to this large applicant pool, you will most likely submit many more applications than you will receive calls for interviews.

If you are searching for local opportunities in Bloomington, visit the Bloomington Tech Partnership at bloomingtontech.com. There are more than 30 tech companies based in Bloomington from small start-ups to large companies. Start with the Partnership’s Jobs page, but you can also use the site as a resource to research and network with local companies.

Likewise, if you are searching for jobs or internships in Indiana, visit Techpoint, a partner organization that promotes opportunities throughout the state’s growing tech community. At www.techpoint.org, you can find more information about their talent programs including Xtern, Xtern Bootcamp, Indy Tech Fellowship for recent grads, and their jobs board.

If you are using tailored application materials and still not receiving calls, please meet with an SICE Careers advisor to discuss job search strategies.
Career Fair

Career fairs are a great way to connect with potential employers. The School of Informatics, Computing, and Engineering 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, and have your student ID or ID number at hand.

• Depending on the time of day, the career fair is likely to be noisy and crowded. If you lose focus easily, try to attend midday when traffic has slowed.

How to Prepare:

• Research: Review the list of organizations that will be attending the fair. This information is available in SICE Careers. 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. The Career Services office has a small inventory of professional business attire. Contact Career Services to access the professional clothes closet and borrow clothing.

• 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 or spring.

• 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.
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?

After the Fair:
• Be sure to apply for open positions via SICE Careers or the employer’s website. Handing out your resume at the career fair is NOT an application. If employers are holding on-campus interviews during the semester, applying through SICE 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.
• Connect with the employer on LinkedIn and send a message to thank them.
• 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.
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.

**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, and you should avoid using templates. 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 and private information is usually excluded from resumes, due to job discrimination policies designed to protect you. 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 GitHub link. This information should be included ONLY if the site or profile is current and it reflects your professional ambitions. Personal websites with non-professional content (e.g., Facebook) should not be referenced and should have restricted privacy settings.

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 especially if you are seeking a position that is significantly different from your previous work or academic experiences. 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: “To obtain 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  
*Bachelor of Science in Informatics*  
Cognate: Business  
Minor: Small Business Management & Entrepreneurship  
Cumulative GPA: 3.32/4.00, Major GPA: 3.89/4.00  
May 2017

**EDUCATION**

**Indiana University**, Bloomington, IN  
*Master of Science in Computer Science*  
Cumulative GPA: 3.97/4.00  
May 2017

**University of Hong Kong**, Pokfulam, Hong Kong  
*Bachelor of Science in Computer Engineering*  
Cumulative GPA: 3.85/4.00  
May 2015

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”

*Example:*

**EXPERIENCE**

**Leo R. Dowling International Center, Bloomington, IN**  
**International Services Assistant**  
**September 2015–May 2016**

- Led guided campus tours to international visitors in order to 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, Computing, and Engineering 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.

ACADEMIC PROJECTS

Undergraduate Research Opportunities in Computing, Bloomington, IN January 2017-Present
Similarity Search on Sparse High-dimensional Vectors
• Implemented a fast similarity search on mass spectrum data by using Python and locality sensitive hashing, a way of supervised similarity learning in machine learning to perform the operation.

News Search Engine, Bloomington, IN August 2016-December 2016
Full-text Search Engine
• Wrote a Python program to automatically categorize documents by utilizing Bayesian classifiers. Built a web crawler using Scrapy framework and graph traversal algorithms such as Breadth First Search, Depth First Search and Best First Search.
• Implemented an indexer to analyze webpages by breaking text into list of tokens and applying stemmers, applied link analysis algorithms to compute PageRank for search results.
• Developed a font-end web interface by writing a CGI (Common Gateway Interface) program using Python, wrote unit tests and conducted user experience evaluations.

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. Bullet points for current experiences should be in the present tense (e.g., plan, design, analyze), and bullet points for past experiences should be in the past tense (e.g., planned, designed, analyzed).
• 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 six 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. A sample reference list is provided on page 30 of this guide.

**Sample Action Verbs**

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

<table>
<thead>
<tr>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
</tr>
</thead>
<tbody>
<tr>
<td>accelerated</td>
<td>assembled</td>
<td>decided</td>
<td>founded</td>
<td>originated</td>
<td>reviewed</td>
<td></td>
</tr>
<tr>
<td>accommodated</td>
<td>assisted</td>
<td>defined</td>
<td>generated</td>
<td>oversaw</td>
<td>revised</td>
<td></td>
</tr>
<tr>
<td>accomplished</td>
<td>assessed</td>
<td>delegated</td>
<td>guided</td>
<td>performed</td>
<td>served</td>
<td></td>
</tr>
<tr>
<td>accounted for</td>
<td>attained</td>
<td>demonstrated</td>
<td>hired</td>
<td>persuaded</td>
<td>selected</td>
<td></td>
</tr>
<tr>
<td>achieved</td>
<td>audited</td>
<td>designed</td>
<td>implemented</td>
<td>planned</td>
<td>separated</td>
<td></td>
</tr>
<tr>
<td>acquainted</td>
<td>budgeted</td>
<td>developed</td>
<td>improved</td>
<td>prepared</td>
<td>set up</td>
<td></td>
</tr>
<tr>
<td>acquired</td>
<td>calculated</td>
<td>drafted</td>
<td>informed</td>
<td>presented</td>
<td>simplified</td>
<td></td>
</tr>
<tr>
<td>adapted</td>
<td>centralized</td>
<td>earned</td>
<td>insured</td>
<td>prevented</td>
<td>solved</td>
<td></td>
</tr>
<tr>
<td>added</td>
<td>changed</td>
<td>edited</td>
<td>interpreted</td>
<td>produced</td>
<td>streamlined</td>
<td></td>
</tr>
<tr>
<td>adjusted</td>
<td>collaborated</td>
<td>eliminated</td>
<td>interviewed</td>
<td>promoted</td>
<td>studied</td>
<td></td>
</tr>
<tr>
<td>addressed</td>
<td>composed</td>
<td>employed</td>
<td>launched</td>
<td>provided</td>
<td>surveyed</td>
<td></td>
</tr>
<tr>
<td>administered</td>
<td>condensed</td>
<td>enforced</td>
<td>maintained</td>
<td>published</td>
<td>staffed</td>
<td></td>
</tr>
<tr>
<td>advertised</td>
<td>conducted</td>
<td>ensured</td>
<td>managed</td>
<td>received</td>
<td>supervised</td>
<td></td>
</tr>
<tr>
<td>advocated</td>
<td>constructed</td>
<td>established</td>
<td>marketed</td>
<td>recruited</td>
<td>taught</td>
<td></td>
</tr>
<tr>
<td>aided</td>
<td>contracted</td>
<td>evaluated</td>
<td>minimized</td>
<td>reported</td>
<td>tested</td>
<td></td>
</tr>
<tr>
<td>analyzed</td>
<td>converted</td>
<td>executed</td>
<td>motivated</td>
<td>reorganized</td>
<td>trained</td>
<td></td>
</tr>
<tr>
<td>anticipated</td>
<td>coordinated</td>
<td>expanded</td>
<td>negotiated</td>
<td>reported</td>
<td>updated</td>
<td></td>
</tr>
<tr>
<td>applied</td>
<td>created</td>
<td>explained</td>
<td>obtained</td>
<td>researched</td>
<td>upgraded</td>
<td></td>
</tr>
<tr>
<td>appraised</td>
<td>cultivated</td>
<td>forecasted</td>
<td>operated</td>
<td>resolved</td>
<td>utilized</td>
<td></td>
</tr>
<tr>
<td>approved</td>
<td>demonstrated</td>
<td>formed</td>
<td>organized</td>
<td>resolved</td>
<td>used</td>
<td></td>
</tr>
</tbody>
</table>
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  
Summer 2016  
**Systems Analyst Intern**

- 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  
Summer 2015  
**Information Technology Intern**

- 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  
September 2014 – May 2015  
**Technology Center Consultant**

- 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:** SQL, 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  
September 2015 – May 2016  
**Vice President**

- 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 2016  
**Collaborated with a team of two others to provide a 35-minute presentation on a CRM model.**

Undergraduate Instructor, I101: Introduction to Informatics, Bloomington, IN  
Spring 2016  
**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 2015  
**Increased problem-solving abilities by developing examples and answering questions that reinforce teaching of Microsoft Access and Excel.**
# Sample Resume 2

**Elena Martinez**  
812-555-0123  
elena.martinez@indiana.edu

## Education

**Indiana University** – Bloomington, IN  
Bachelor of Science in Computer Science  
Specialization: Intelligent Systems  
Minor: Biology  
Cumulative GPA: 3.42/4.00  
May 2018

## Work Experience

### Indiana University Auditorium, Bloomington, IN  
August 2015 – Present

**Student Manager**
- Communicate and interact with patrons and staff professionally in order to enhance efficiency of patron services and improve atmosphere of auditorium
- Demonstrate flexibility in performing a variety of tasks such as seating, directing curb traffic, serving concessions, and managing sales
- Supervise a core group of ushers in the provision of strong customer service and in the maintenance of auditorium practices

### Crowe Horwath LLP, Indianapolis, IN  
June 2016 – August 2016

**Applied Technology Intern**
- Developed and improved queries using Microsoft SQL Server in order to improve reporting services offered to clients
- Created optimal solutions tailored to clients’ needs through close interaction with team members, financial analysts, and clients
- Managed fellow interns in the organization and execution of both an intern service day and the creation of an intern newsletter

### Indiana University Summer Research Opportunities, Bloomington, IN  

**Research Assistant**
- Developed programs and solution to manage, transfer, and process data for bioinformatics study
- Collaborated with fellow researchers and professors in order to develop dynamic solutions
- Independently researched, implemented, and tested solutions to ensure their future success with potential users

### Camp Gallahue, Morgantown, IN  
June 2014 – August 2014

**Junior Counselor**
- Utilized leadership and organizational skills in collaboration with camp staff to guide, lead, teach, care for, and respond to emergencies for a unit of approximately 30 Girl Scout campers ages 9-10 to ensure that camp ran efficiently on a daily basis

## Leadership Experience

### Computer Science Club, Bloomington, IN  
January 2016 – Present

**Recruitment Chair**
- Design, organize, and lead initiatives for recruiting new members into the organization through creation of new marketing materials and promotion of organizational events on campus
- Increased total membership by 25% by Fall of 2015

### Indiana Collegiate – Emergency Medical Service, Bloomington, IN  
December 2015 – Present

**EMT-B, Webmaster**
- Manage, update and develop website using HTML and CSS in order to maintain consistent and reliable communication with organization members
- Provide first-aid and EMT-B services at various Indiana University events to ensure peace of mind and event functionality while gleaning experience giving basic level care

### Indiana University, Ashton Residence Center Conduct Board, Bloomington, IN  
September 2014 – May 2015

**Chair**
- Developed and utilized communication and interpersonal skills through educating residence community about conduct policies by hearing cases of student misconduct on a weekly basis
- Guided and collaborated with a team of 12 members to analyze evidence and determine sanctions for each case

## Technical Skills
- **Languages**: SQL, Scheme, HTML, CSS, JavaScript, Java, Python, and C#
- **Platforms**: Microsoft Windows, UNIX, Linux and DOS
- **Miscellaneous**: Microsoft Office, Microsoft Visual Studio, Eclipse, Adobe developmental tools
ARJAV BADJATIYA

CONTACT
arjav.example@indiana.edu
arjavbadjaweb.com
812.555.1234

EDUCATION
M.S. in Human Computer Interaction Design Aug '16 - Present
• Indiana University, Bloomington (USA)
B.E. in Computer Science & Engineering Jul '12 - Jun '16
• Shri Vaishnav Institute of Technology and Science, Indore (India)

EXPERIENCE
Graduate Intern for Career Services Aug '17 - Present
• Event Coordinator for HCId Connect 2017 Career Fair at Indiana University, Bloomington.
• Created print and web artifacts for the fair as well as Career Services.
• Organized multiple workshops for 100 UX designers to help them prepare for the career fair.
• Assisted the Director of Career Services for event presentations and employer coordination.

UX Architect Intern at Esri May '17 - Aug '17
• Worked with the ArcGIS Online UX and Dev teams, Creative Lab UX team and UC Research Lab team.
• Redesigned various aspects of ArcGIS Online (release in near future).
• Performed two independent surveys at Esri’s User Conference (San Diego) to understand user experiences and drive future projects.
• Created an introspective design critique toolkit for the designers at Esri’s Creative Lab.

Associate Instructor for HCI/Interaction Design Aug '16 - Present
• Assisted the instructor in class coordination and developing course material for activities at Indiana University, Bloomington.
• Hosted instructive seminar on Sketch software for 120 students.
• Supervised 15 students over the duration of the course.

Technology Lead for Google Student Club Aug '14 - Jul '15
• Student club affiliated to Google Inc. at SVITS, India
• Conducted multiple workshops to empower over 100 students with various technologies and tools.
• Developed material for quizzes, promotions and online events.

SKILLS
Design Methods
User Research
Participatory Design
Comparative Research
Usability Testing
Contextual Inquiry
Experience Analysis
Affinity Diagramming
Evocative Sketching
Storyboarding
Wireframing
Storytelling

Design Tools
Sketch
InDesign
Marvel
iMovie
Visual Studio
SketchUp Pro
Paper

Interests
Fiction
Technology
Tennis
Soccer
Sample Resume 4

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

EDUCATION
Indiana University, Bloomington, IN, United States
Master of Science in Computer Science
GPA 3.845/4.000

Bangalore University, Bangalore, India
Bachelor of Engineering in Information Technology
Percentage: 78% (stood 1st in third and final year of engineering)

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.
- Prepared and trained new interns in standard operating procedures to ensure smooth transition into the project.

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
Social Networking
- 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.

E-Commerce Design
- 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.

DVD Rentals
- 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.

LEADERSHIP AND INVOLVEMENT
Information Technology Club, Bangalore University, Bangalore, India
- Tutored 30 individuals in C and C++ programming languages through a community volunteering program.
- Coordinated publicity and public relations initiatives for 15 student-led events, resulting in a 35% increase in attendance
over the previous year.
# Sample Resume 5

## Amelia Livre

alivre@indiana.edu | (812) 555-1234 | 123 Bibliothèque Street, Bloomington, IN 47408

### Education

**Master of Library Science**

Indiana University, Bloomington, IN

**Bachelor of Arts in Sociology and French**

*Minors in Linguistics and Non-Profit Management*

Indiana University, Bloomington, IN

Studied abroad at Aix-Marseille University, Aix-en-Provence, France

### Library Experience

#### User Experience Intern

**Indiana University Libraries Discovery and Research Services**

Bloomington, IN

January 2017-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 2015-May 2017

- 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 2016-August 2016

- 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 2015-August 2015

- 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 2012, May 2013-September 2014

- 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 cataloguers and library users
- Classified and inventoried new acquisitions
Public Service Experience

Lead Editor and Graduate Assistant
June 2016-May 2017
Indiana University UITS Assistive Technology and Accessibility Center
Bloomington, IN
- 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
May 2015-May 2016
Indiana University UITS Assistive Technology and Accessibility Center
Bloomington, IN
- 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
October 2014-April 2015
Lycée Ribeaupierre (Ribeaupierre High School), Teaching Assistant Program in France
Ribeauvillé, France
- 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 2016-May 2017
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 2016-December 2016
Indiana University Society of Art Librarianship Students
Bloomington, IN
- Recorded monthly meeting notes and planned networking events with three other officers

Assistant Coordinator
Spring 2016
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
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 which 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 whenever possible (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, 2017

Ms. Allison Cregg
Recruiting Coordinator
Company Awesome
1000 Indianapolis Avenue
Indianapolis, IN 46201

Dear Ms. Cregg:
**Introductory Paragraph**
- Explain who you are and why you are sending a resume.
- 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., SICE 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, 2016

Ms. Allison Cregg
Recruiting Coordinator
Company Awesome
1000 Indianapolis Avenue
Indianapolis, IN 46201

Dear Ms. Cregg:

I am delighted to express my interest in Company Awesome’s Business Analyst – Software Design position. As a senior in the School of Informatics, Computing, and Engineering 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, 2016

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

Dear Mr. Worker:

I recently spoke with Jim Santos, 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, Computing, and Engineering 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, Computing, and Engineering
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. Therefore, it is important for you to be able to articulate your past work experiences, accomplishments, and 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.

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?

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.

Although 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><strong>Illegal Question</strong></th>
<th><strong>Legal Question</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Origin/Citizenship</strong></td>
<td><strong>Are you authorized to work in the U.S.?</strong></td>
</tr>
<tr>
<td>Are you a U.S. citizen?</td>
<td></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, birthplace, etc.?</td>
<td>Will you now or in the future require sponsorship for an employment visa (e.g., H-1B)?</td>
</tr>
<tr>
<td><strong>Age</strong> (<em>These questions can be asked after you are hired.</em>)</td>
<td><strong>Are you over the age of 18?</strong></td>
</tr>
<tr>
<td>How old are you?</td>
<td></td>
</tr>
<tr>
<td>When did you graduate?</td>
<td></td>
</tr>
<tr>
<td>What is your birth date?</td>
<td></td>
</tr>
<tr>
<td><strong>Marital/Family Status</strong></td>
<td><strong>Would you be able and willing to travel for this job?</strong></td>
</tr>
<tr>
<td>What is your marital status?</td>
<td>Would you be willing and able to work overtime if necessary?</td>
</tr>
<tr>
<td>Do you plan to have a family? When?</td>
<td></td>
</tr>
<tr>
<td>What are your child-care arrangements?</td>
<td></td>
</tr>
<tr>
<td><strong>Arrest Record</strong></td>
<td><strong>Have you ever been convicted of a crime?</strong></td>
</tr>
<tr>
<td>Have you ever been arrested?</td>
<td>(Asking for details is permissible, if the crime could be related to the job.)</td>
</tr>
<tr>
<td><strong>Military</strong></td>
<td><strong>In what branch of the Armed Forces did you serve?</strong></td>
</tr>
<tr>
<td>If you have been in the military, were you honorably discharged?</td>
<td><strong>What type of training or education did you receive in the military?</strong></td>
</tr>
<tr>
<td><strong>Affiliations and Memberships</strong></td>
<td><strong>List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job.</strong></td>
</tr>
<tr>
<td>What clubs or social organizations do you belong to?</td>
<td></td>
</tr>
<tr>
<td><strong>Disability</strong></td>
<td><strong>Are you able to perform the essential functions of this job?</strong></td>
</tr>
<tr>
<td>Do you have any disabilities?</td>
<td></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>
<td><strong>Are you able to lift 50 lbs and carry it 100 yards as part of the job?</strong></td>
</tr>
<tr>
<td>How tall are you?</td>
<td></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. The Career Services office has a small inventory of professional clothing available for students to borrow. Contact us to access this program and borrow clothing.

**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 professional 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 or 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 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, an increasing 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, HoosierGuy122596)

• **Schedule your interview room:** SICE Career Services has a limited number of rooms available for students to reserve for phone and video interviews. Email soiccareers@soic.indiana.edu with your date, time and company name to check for room availability.

• **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.

• **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.

• **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.

• **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 or email 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.
• Use the letter to reiterate your interest in the position and mention something specific you learned during the interview.
• In this age, an email is an appropriate form of professional communication. If you choose to send 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.

Example:

September 24, 2017

Mr. John McGarry
Senior IT Director
ACME Technologies
1140 Maine Street
TechTown, IN 47520

Dear Mr. McGarry:

Thank you for interviewing me for the software developer position yesterday at the School of Informatics, Computing, and Engineering. 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, Computing, and Engineering 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
Technical Interviewing

You may be asked to participate in a technical interview if the employer would like to evaluate your
technical skills as a part of the job application process. Typically, a phone or first-round interview will
take place as part of the initial screening, and there will not be many technical questions. Advanced
technical questioning will instead take place during the second round of face-to-face interviews.

Candidates should prep the following before an interview:

• Review core algorithms and computer science skills.
• Know what technical skills are on your resume.
• Practice writing code with sample questions and focus on your strongest language.
  o Practice on a white board or paper.
  o Do not use pseudo code. Employers will want to see you use actual code.
  o Write in the language in which you feel the most comfortable. If you feel comfortable with a few languages, use
    the one your interviewer also knows. During the interview, you can ask what your interviewer likes.
• Practice! Schedule an appointment with Career Services specifically for technical interviewing. If time is short,
  practice with a friend.
• If an interviewer asks you if you are familiar with a sorting algorithm, do not say yes unless you can demonstrate it
  on the whiteboard or on paper before her or him.

How to solve any technical interview coding question:

1. Clarify the question
2. Determine inputs and outputs
3. Determine edge cases
4. Determine the brute force solution
5. Optimize your solution BUD
  o Bottle necks?
  o Unnecessary work?
  o Duplicate work?
6. Test your solution
7. Code your solution
8. Walkthrough and explain your solution

Typical technical interviews will cover:

• Object orientation: Do you know what an object is and how to use them?
• Data structures: This consists largely of string manipulations and array problems
• Algorithmic structure: These include linked lists, bit manipulation, sorting, and searching.
• Testing: How would you test a website? A car?
• Databases: Think SQL. What is a relational database?

Interviewers expect you to:

• Be familiar with a language so you can talk about it and solve a coding problem during the interview. You can use
  any language you want as long as you know how to code in it.
• Explain your thought process and how you are solving the problem, i.e. talk it out. Expect to have a conversation
  with the interviewer (especially if it is a phone interview!). Do not remain quiet when trying to solve the problem.
  You should talk through the problems and have a conversation with the interviewer about both the benefits and
  disadvantages of different solutions to the problem.
• Spend as long as you need before moving to the whiteboard, and be very sure of what you are about to write.
  Remember: Until you know your input and your output, you are not ready to write code.
• If you are stuck, start with a simple solution and then upgrade to a more complex solution. A great engineer is
  someone who knows a little about a lot, and a lot about a little: Be comfortable in the computer science industry but
  know that you are not expected to be an expert. Bring the conversation back to what you know as often as you can.
• Go beyond giving the interviewer what he or she asked. A top-tier candidate talks about subtleties in design, data structures, and algorithms. You should also be able to offer a variety of alternatives in different situations.

**How to handle a 30-45 minute technical interview:**
• Short introduction: Be ready to talk about the technical skills with which you are most comfortable. This is not a time to exaggerate, but be confident in sharing your skills.
• Assessment question: Answer these questions the best you can. Remember that it is more important to get the high-level correct answer than to write code perfectly, but perfect code is a plus.
• Test your code: Stand back and make sure that what you wrote is correct. Show the interviewer that the performance and accuracy of your code is important to you.

**What to do when you have seen a question before:**
If you have heard a question before, admit this to your interviewer. Your interviewer is asking you these questions to evaluate your problem-solving skills. If you already know the question, then you are not giving them the opportunity to evaluate you. Additionally, your interviewer may find it highly dishonest if you do not reveal that you know the question and, conversely, the interviewer will view you with high regard and take note that you disclosed this information.

**Additional tips:**
• Realize that the interviewer is not out to trick you!
• Be relaxed, and be calm as you work through the technical problems.
• Be polite and sociable. The interviewers want to know if they can work with you.

**Sample questions:**
• Can you describe your technical contributions to a project on your resume?
• How would you sort a two dimensional array of integers on the 0th element?
• Write a method to replace all the spaces in a string with “%20”.
• How would you test a car?

**Resources for interview prep:**

**Websites**
• [HackerRank](https://www.hackerrank.com) (entry level website)
• [LeetCode](https://leetcode.com) (some of these actual questions could be used in interviews)
• [GeeksforGeeks](http://www.geeksforgeeks.org) (well-developed explanations of complicated topics)
• [Pramp](https://www.pramp.com) (gives practice phone interviews with real people)

**Books**
• [Cracking the Coding Interview](https://www.crackingthecodinginterview.com) by Gayle Laakmann McDowell
• [Introduction to Algorithms](https://wwwintroalgorithms.com) by CLRS by Charles E. Leiserson, Clifford Stein, Ronald Rivest, and Thomas H. Cormen

**Additional Resources**
• [Hangout on Air: Candidate coaching session—tech interviewing](http://www.google.com/about/jobs/lifeatgoogle/hangout-on-air-tech-interviewing.html)
• [Moore, J. Hangout on air: Google recruiters share technical interview tips](http://www.google.com/intl/en/about/jobs/lifeatgoogle/hangouts-on-air-google-recruiters-share-technical-interview-tips.html)
The Offer Process

Oftentimes, the key to getting an offer is understanding the stages of the interview and offer process, and preparing for each stage appropriately. The following is an example of a typical interview and offer 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. 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. Before the interview is over, ask for next steps, and be prepared to wait two weeks or more for an answer.

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 SICE Recruiting Expectations and will face consequences.

**Reneging on Job Offers**

Accepting a job or internship offer after you have already accepted an offer with a different employer or internship 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 an offer is unacceptable and not only damages your personal credibility and professional reputation, but also reflects badly on the School of Informatics, Computing, and Engineering. In addition, the employer may decide to discontinue recruiting at the SICE, thus jeopardizing opportunities for future SICE students.

Consequences for students who renege on a job offer will be evaluated on a case-by-case basis. Reneging on an offer will likely result in loss of all SICE 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 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.
Getting Started with SICE’s Passport Career System!

Welcome to SICE’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, SICE’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:

Accessing Passport Career

First time? Register:

• Go to www.PassportCareer.com
• Click on Have a Registration Key? on the upper right corner of the homepage
• Enter your Registration Key: imuniv44 (all lowercase)
• Fill out the brief registration form.
• Use your email/password to login in the future.

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.

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!

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 USA (also found in each USA Portfolio’s Top Employers section, which includes written strategies).

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!

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.

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 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 expat networking, alumni groups, and associations.

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.

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.

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.

Join the Global Career Group on LinkedIn (search “Passport Career” under groups)

Follow Us on Twitter: Global Career Info for Job Seekers
www.twitter.com/passportcareer

Read Our Global Career Blog
www.passportcareer.com/blog

Also, be sure to read the monthly e-newsletter.

It’s packed with great tips, strategies and updates! It will be sent to the email you enter on the registration form.

Copyright 2014 by Passport Career, LLC. All rights reserved.
Contact Us
School of Informatics, Computing, and Engineering
Career Services
Informatics East, off the Main Lobby
919 E. 10th Street
Bloomington IN 47408
812-856-6016
soiccareers@soic.indiana.edu

Events Calendar 2017–2018
Visit sice-indiana-csm.symplicity.com for additional events and more information.

Fall 2017
Career Services Open House
Sun., Aug. 20, 3–5 p.m.
Resume Workshops
Tues., Aug. 22, 11 a.m.–12 p.m.
Wed., Aug. 23, 4–5 p.m.
Resumania!
Thurs., Aug. 24, 4–7 p.m.
Prepare for the Career Fair Workshops
Tues., Aug. 29, 11 a.m.–12 p.m.
Wed., Aug. 30, 4–5 p.m.
Career Services Resource Fair
Thurs., Aug., 31, 1–3 p.m.
Fri., Sep. 1, 10 a.m.–12 p.m.
Resume Review Blitz with Employers
Wed., Sep., 6, 10 a.m.–1 p.m.
FALL CAREER FAIR
Thurs., Sep. 7, 11 a.m.–4 p.m.
Next Day Interviews
Fri., Sep. 8, 8 a.m.–5 p.m.
Cover Letter Workshops
Tues., Sep. 12, 11 a.m.–12 p.m.
Wed., Sep. 13, 4–5 p.m.
Mock Interview Day with Employers
Fri., Sep. 15, 8 a.m.–5 p.m.
On Campus Interviews
September 18–December 8
Employment Strategies for International Students Workshops
Tues., Oct. 17, 11 a.m.–12 p.m.
International Student Career Success Panel
Wed., Oct. 18, 4–5 p.m.

Spring 2018
Mock Career Fair
Mon., Jan. 22, 7–9 p.m.
Resume Review Blitz with Employers
Wed., Jan. 24, 10 a.m.–1 p.m.
Women in IT Networking Reception
Thurs., Jan. 25, 9–10:45 a.m.
SPRING CAREER FAIR
Thurs., Jan. 25, 11 a.m.–4 p.m.
Next Day Interviews
Fri., Jan. 26, 8 a.m.–5 p.m.
Mock Interview Day with Employers
Fri., Feb. 2, 8 a.m.–5 p.m.
On-Campus Interviews
February 5–April 27