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Mission Statement

WE ARE DEDICATED to *equipping* all Claremont McKenna College students with the *knowledge, skills and resources* to find meaningful opportunities while at CMC and beyond. WE STRIVE to do this through career counseling, programming, providing opportunities for experiential learning, and *cultivating* diverse partnerships/relationships with employers, faculty, alumni, and parents.

Top row: Charlene Kile, Sandra Aguirre, Diana Seder, Michelle Chamberlain, Marisa Walter, Anavely Rodriguez.
Bottom row: Beth Saliba, Jason Jeffrey.

Office Hours

Monday–Friday 8 a.m.—5 p.m.
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Career Services Center

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- Government
- International Relations
- Philosophy and Public Affairs
- Sciences:
  - Alumni: graduated <7 years with these majors
  - Alumni: All who graduated > 7 years ago, regardless of major

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- Pre-Law/Legal Studies (all majors)
- Humanities
- Music
- Philosophy
  - Alumni: graduated <7 years with these majors

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- ClaremontConnect

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Employer Relations Manager
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- Robert Day School Master Students

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Our Services

- Clarifying professional/life goals
- Assessments: Myers-Briggs Type Indicator (MBTI) and Strong Interest Inventory (SII)
- Identifying career opportunities
- Creating a personalized timeline and "game plan"
- Preparing and refining a resume/cover letter/personal statement
- Researching/applying for graduate or professional schools
- Identifying and applying for internships and job opportunities
- Researching organizations
- Networking
- Navigating the interview process
- Negotiating employment offers

Career Services provides computers for students to perform career-related research and we offer numerous websites and links to help you.

- **Vault**
  Online resource that can be used to research employers, industries, and career subjects.

- **CQI**
  The most comprehensive online interactive case interview software program, CQI focuses on the skills you need to walk into the case interview well prepared and confident.

- **GoingGlobal**
  A world-wide job and internship site with country specific career and employment information, including HIB Visa information.

- **InterviewStream**
  The nation’s leading video mock interview platform.
Career Consultants

Career Consultants are peer counselors that are trained specifically to help review resumes and cover letters, locate resources and information, and answer questions. No appointment is necessary to see them, and they are available Monday–Friday, 9am–5pm.

<table>
<thead>
<tr>
<th>Andrew Atwong ’16</th>
<th>Karina Hwang ’15</th>
<th>Alyssa Minamide ’15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicholas Daifotis ’17</td>
<td>Blake Li ’15</td>
<td>Niti Nagar ’15</td>
</tr>
<tr>
<td>Sarah Gissinger ’17</td>
<td>David McCaslin ’16</td>
<td>Alessandra Savino ’16</td>
</tr>
</tbody>
</table>

Career Services Library Resources

Career Services has a small but useful career development library offering:

- Career development books
- Computers and a printer
- Employment and internship directories
- Graduate school resource books
- Graduate school examination information
- Reference books

For a complete list of books available in the Career Services Center (CSC) library go to [www.librarything.com/catalog/CareerServicesCenter](http://www.librarything.com/catalog/CareerServicesCenter).
Our Services continued...

Connect With Us

Career Services is connected electronically. Follow us for links to interesting articles, information on events throughout the year, recruiting information, and career advice.

Follow us on:

Like us on Facebook

Pinterest at http://www.pinterest.com/cscatcmc

Instagram @cmc_careerservices

Twitter @ CMCCSC

Electronic Resources

Alumni Career Contacts (ACC)
CMC alumni are a critical networking community for CMC students, and the ACC database, www.cmc.edu/alumni-career/login.php?msg=not_login_ip, is provided for students to access this exceptional resource.

Claremont Colleges Library career research on-line guide
Online guide with all of the library’s resources helpful to students looking for employment. http://libguides.libraries.claremont.edu/career

Career Services Guide
The CSC Guide is a comprehensive document that provides information on career development topics like interviewing and creating resumes and cover letters, provides information on resources available in the office and offers examples of professional correspondence. http://cmc.edu/csc/CSCGuide/CS_2013_CareerGuide_Digital.pdf

Career Services Website
Our website is a link to lots of important career development resources including ClaremontConnect, the Alumni Career Contacts Database, our Internship Database and general information about the office. http://cmc.edu/csc/

ClaremontConnect
The CSC uses a comprehensive online recruiting system shared by all of The Claremont Colleges. “ClaremontConnect,” allows students to receive information from on-campus jobs, internships, and full-time positions. In addition, students can view and sign up for workshops, information sessions, career fairs, and special events at all 7Cs. https://claremontmckenna-csm.symplicity.com/students/
Interview Rooms/Skype

Career Services has four interview rooms which students may use as a quiet space to have phone or Skype interviews. Contact Charlene Kile at ckile@cmc.edu for availability and reservations.

Mentor Connect

Mentor Connect is a joint program offered by the Career Services Center and the Office of Alumni and Parent Relations. The program fosters professional mentor/mentee relationships between current students and CMC’s accomplished alumni. Current students are electronically matched with alumni based on areas of personal or professional interest. The relationships built through the program, which runs from January through August, provide opportunities to network, explore graduate education or potential career paths, and facilitates exposure to a variety of organizations.

Special Events, Programs, and Workshops

Career Services offers a variety of special events to expose students to information on a wide range of topics, professions, industries and careers.

- Employer Sponsored Events, Information Sessions, and Career Fairs
- Graduate and professional school presentations
- Alumni presentations and topical panels
- Networking/professional site visits
- Graduate school visits
- Mock interviews and “Super Days”

Students should check the 7C calendar in ClaremontConnect for workshops and events at the other schools. An RSVP is required for all events and ensures a seat and materials. Drop-ins will be accommodated if space permits. If fewer than 3 people RSVP, the event may be cancelled.

A variety of workshops are offered through Career Services. In addition to the menu of sessions offered by the CSC, students can request customized workshops.
4-Year General Checklist

Career Services Center has created the following checklist to guide you through your four years at CMC.

✔ Introspect and consider your goals and career options.
✔ Create or update your profile on ClaremontConnect.
✔ Read the CSC Guide.
✔ Become familiar with ClaremontConnect and the resources listed there.
✔ Explore the resources available in the CSC library.
✔ Take the self-assessments we offer to identify personal skills, interests, and talents.
✔ Attend CSC special events, programs, and workshops.
✔ Meet with your Career Counselor and create a personal “game plan,” and/or to discuss your future options and what post-graduate opportunities might suit you.
✔ Work with a Career Consultant (or Counselor) to create/update a resume, cover letter, and LinkedIn profile.
✔ Attend employer presentations, industry nights and explore your opportunities.
✔ Participate in community service activities and gain valuable leadership experience.
✔ Explore and apply for summer internships or leadership opportunities. (Yes, freshmen also qualify for internships.)
✔ Seek out informational interviews with alumni who share similar interests and talk with them about their employment and graduate school experiences.
✔ Participate in on-campus recruiting.
✔ Take part in a mock interview or a mock interview “super day.”
✔ Network/speak with seniors, alumni, and professors about your major, graduate school options, and/or career goals.
Freshman Year Checklist
✔ Explore the various majors offered by the College and the careers that are associated with them. Check out "What can I do with this major" on CSC’s website.
✔ Learn more about CMC’s special internship programs, such as the CSIP, McKenna International, and Political Education Fellowship.
✔ Create your resume, cover letter, and LinkedIn profile.

Sophomore Year Checklist
✔ Refine your resume and create your cover letter.
✔ Create a “Job Search Agent”—visit the CSC to learn what that is and how to create one.
✔ Take the Myers-Briggs Type Indicator (MBTI) or Strong Interest Inventory (SII) to learn more about yourself.
✔ Consider going abroad, studying in Washington D.C., or the Silicon Valley Program. Pay attention to deadlines.
✔ Explore graduate and professional schools as an option.
✔ Speak with seniors, alumni, and professors about your major and career goals.
✔ Join Mentor Connect and meet someone who might be a valuable resource to you as you determine your professional goals.

Junior Year Checklist
✔ Research fellowship and scholarship opportunities. Many applications are due early in the fall semester of senior year, or even spring semester junior year.
✔ Attend job search and interviewing workshops.
✔ Participate in field and networking trips with CSC.
✔ Attend graduate school fairs, industry nights, and workshops.
✔ Practice interviewing—take a mock interview, participate in a mock “super day,” and take a few interviews using InterviewStream on ClaremontConnect.
✔ Participate in a case competition or other “show case” events.
✔ Find a mentor who can offer support and advice (Mentor Connect).
✔ Take graduate and professional school test preparation classes (summer) and practice exams.
✔ Identify potential recommenders and references.
✔ Join professional associations or organizations related to your field of interest and attend meetings and special events.

Senior Year Checklist
✔ Attend graduate and professional school workshops and seminars.
✔ Apply for Fellowships, scholarships and national awards.
✔ Refine your personal and specific job search plan.
✔ Attend job search and interviewing workshops.
✔ Participate in a mock interview or a mock interview “super day.”
✔ Take standardized entrance exams for your field of study.
✔ Polish your cover letters and resume.
✔ Research potential employers and explore work settings.
✔ Conduct informational interviews and network.
✔ Secure your references. Provide them with appropriate resources and documentation.
✔ Join professional organizations and associations related to your field of interest. Participate in networking events and receptions.
ClaremontConnect

Career Services uses a comprehensive online recruiting system shared by all of The Claremont Colleges. “ClaremontConnect,” which allows students to create a personal profile reflecting their individual interests, receive information from Career Services and to search for on-campus jobs, internships, and full-time positions. It also hosts a number of important resources for students to use for their job searches. Through ClaremontConnect, students can access the 7C on-campus recruiting program (for events, interviews, and resume collects), the Claremont Colleges job database, ClaremontConnect Opportunities, and view and sign up for workshops, information sessions, career fairs, and special events at all of the 7 colleges.

You can partake in the following via Claremont Connect:

On-Campus Recruiting (OCR): On-Campus Recruiting encompasses and is comprised of open and preselect interview schedules which are conducted on one of the seven campuses. OCR also includes resume collects, organization sponsored events/information sessions and career fairs/industry nights.

Non-On-Campus Recruiting (Non-OCR): Non-OCR includes postings from organizations who are not coming to campus but who are interested in receiving applications from Claremont College students.

Open Interview Schedules: Interviews are scheduled on a first-come, first-served basis through ClaremontConnect and are generally held at one of The Claremont Colleges.

Pre-Select Interview Schedules: Resumes are submitted through ClaremontConnect, collected and e-mailed to employers, who review and select the students with whom they wish to interview. Interviews are typically scheduled through ClaremontConnect and are held at one of The Claremont Colleges.

Resume Books: Resume books are created for specific companies at their request, usually based on a theme (i.e. specific industry, location, job function, skill, etc.). A message is sent to students who have indicated an interest in that type of position/company, and they can submit a resume if they want to. We also create resume books for specific alumni chapters around the country so alumni local to that area can provide assistance to job/internship-seeking students.

Resume Collects: Resumes are submitted for a specific position through ClaremontConnect, collected and e-mailed to employers who typically hold their interviews.

For complete ClaremontConnect information and User Guide videos visit: https://www.cmc.edu/csc/videos.php
Here’s a quick how-to guide to search for jobs/ internships and on-campus jobs via ClaremontConnect.

To Search for Jobs, Internships, and On-Campus Jobs

The Opportunities/Campus Recruiting tab is the section where you can view all of the available opportunities (jobs and internships, full and part time, as well as on campus interviews and resume collects) and search for ones based on your preferences.

There are several databases you have access to via ClaremontConnect—here are what each of them provide.

<table>
<thead>
<tr>
<th>ClaremontConnect Opportunities</th>
<th>Posted specifically for 7C students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationwide Opportunities</td>
<td>To access the NACELink Network, a nationwide database which includes over 1 million jobs across the country.</td>
</tr>
</tbody>
</table>

Searching ClaremontConnect Opportunities

To search for internships or jobs select the “Opportunities/Campus Recruiting” tab and a list of all available opportunities will emerge.

Note: If you want to refine your internship or job search select “Advanced Search.”
Here are some helpful ways to search for opportunities that match your interests.

The “Advanced Search” option will lead you to the following:

### Job Function
Describes the area of this particular position.

### Position Type
Full time, part time, internship, etc.

### Industry
Describes the field of the organization.

---

### Finding On-Campus Jobs

The Opportunities/Campus Recruiting tab is also where you search for on-campus positions. Select the sub-tab “On-campus Student Employment” for a list of available positions.

Some opportunities are open to ALL 5C students, and some are only open to certain schools. Make sure you note whether an opportunity accepts CMC students if it is not on CMC’s campus.

Once you find an opportunity of interest to you, click on the title of the position or “More” tab to see more information and to determine how to apply.
Networking and Social Media

LinkedIn

LinkedIn is transforming the way students, employers, and people connect with one another professionally. With over 225 million members representing over 200 countries and territories around the world you can find top executives from EVERY fortune 500 company on LinkedIn. As of print-time there are 8,200+ CMC alumni and students in the CMC Alumni group and you should be in there too! Create your professional profile to begin networking with alumni/industry professionals and be sure to personalize your URL.

Through LinkedIn you can:

- Network locally and globally with alumni
- Follow companies you’re interested in to learn about job opportunities and connect with employers
- Search and apply for jobs and internships
- Include an expanded resume highlighting your educational and professional experiences, projects you’ve been involved with, languages you know both verbal and technological, publications you have created, and honors and awards you have received

You can search for alumni via location, company, type of work, field of study, skills, and their connection to you.
LinkedIn Outreach

It is important to carefully grow your LinkedIn connections. CMC Alumni are a perfect place to start, so be sure to join the CMC Alumni Association LinkedIn group. In addition, ask to connect with people you meet at recruiting events, social events, conferences and around campus. Follow-up immediately after the event and be sure to PERSONALIZE your message.

Personalize your message!
Networking and Social Media continued...

When you invite someone to connect on LinkedIn, explain the context of your connection and why they should connect with you. Remember to say “thank you” (there is a 300-character-limit so keep it brief!).

Typical Types of Communication on LinkedIn

Personalized invitation to connect:

Hello Ms. Singh:

I found our discussion about <insert topic> after the presentation to be very enlightening. I would love to add you to my connections on LinkedIn. I look forward to hearing from you.

Thank you,

Charlene Bower
138 South Yale Ave.
Claremont, CA 91711
Cbower16@cmc.edu
(909) 555-5555

Informational Interview Request:

Dear Ms. Singh:

Thank you for accepting my LinkedIn invitation. I am very interested in continuing the conversation we started on <insert topic> at CMC and I wonder if you would have some time to talk further? We can chat by phone or I am happy to come to <insert location> and take you to lunch or coffee. Please let me know what would work best for you.

Thank you,

Charlene Bower
138 South Yale Ave.
Claremont, CA 91711
Cbower16@cmc.edu
(909) 555-5555
Networking

Statistically, networking is the most effective way to find a job or an internship. Networking increases your visibility in the workplace and enhances your chances of reaching your professional goals more quickly. Networking should be a continuous process. Be sure to follow up and keep in touch with the people you’ve met. Your connection with people and the information you obtain through these conversations may provide you with current or future career opportunities.

The Career Services Center offers many opportunities for students to network with alumni and industry professionals. Take advantage of these opportunities and utilize the Alumni Career Contact Database found on our website, in conjunction with LinkedIn, to network.

Networking Tips

Before

• Be prepared to network at any given moment and at any location. This simply means be ready to talk about yourself and your professional interests at a moment’s notice.
• Prepare an “elevator speech” that is clear and concise.
• Reach out regularly to people because connections create opportunities.
• Join groups and organizations that fit your interests and make yourself visible through active participation.

During

• Make great first impressions.
• Move around when you are at a networking event so you meet a variety of people, and make sure you have good/appropriate eye contact when speaking with someone.
• Listen more than you speak, but be sure to add something to the conversation when appropriate.
• Initiate conversations; break the ice with open-ended questions.
• Focus your networking activities. Try to have quality conversations with a limited number of individuals and make meaningful connections.

After

• Make a list of the people you spoke to; include notes about each connection if significant.
• Follow up right away with a quick e-mail and thank them for their time.
• Invite them to connect via LinkedIn (remember to personalize your request).
• Follow through on any promises you made regarding sending resumes, documents, or articles.
• Share good news, resources and success stories with your network to keep your name current in their minds.
Networking and Social Media  continued...

Social Media and the Job Search

Embrace social media! It has become one of the most important resources in a job search and you need to be an active participant. Surveys report that almost 90% of companies are currently recruiting through social media and social recruiting by employers is only going to increase. If you don’t have a social media presence, you’ll be at a disadvantage in this competitive job market. Social media makes it easy for you to connect with a variety of people who can help you in your search—family, friends, alumni, recruiters—but your social media presence needs to be managed very professionally.

Types of Social Media Used in a Job Search

- Facebook
- Twitter
- LinkedIn
- YouTube
- Pinterest
- Instagram
- Tumblr
- Vimeo

Creating your online presence

It is important that your online presence showcase your skills and experience. Since your online profile is the means by which you will connect with contacts who can expedite your job search, you want to make sure it is comprehensive and professional. It also must be consistent. If information on your Facebook page does not match up with your LinkedIn profile, it raises a red flag. Search yourself on Google to be aware of what your social presence looks like—if you find something you’d rather the world did not see, take steps to delete the information.

What Might Compromise Your Social Media Presence?

What are Employers Most Concerned About?

- Visible signs of drinking and/or drug use
- Provocative or inappropriate images
- Indications of prejudice or discrimination related to race, gender, religion, or sexual orientation
- Unprofessional comments, screen names

Make sure there is nothing in your online presence connecting you to these issues.

Be Selective About Connecting

Quality is more important than quantity, so make sure you are mindful of whom you invite into your social media circles. CMC alumni are extremely helpful as connections so we encourage connecting with fellow CMCers and alumni, and to do so early—before the job search starts. You want to make sure you build your network before you need it, but build it carefully. Be sure to ask yourself “how the person can help you” as well as “how you can help them.” Consider what you have in common and be selective.

Be Accessible

Everything happens really quickly today, so it’s important to stay connected and to respond in a timely manner, within 24 hours if possible, to inquiries and messages. Be sure to:

- Include your e-mail address, phone number, and LinkedIn profile in your e-mail signature and on your resume and other communications.
- Cross link your social networking profiles. For example, link your Twitter profile to your LinkedIn profile.
Be Visible

- Join groups on LinkedIn and Facebook, post articles and comments, join discussions.
- Gain a significant number of followers on Twitter. Although this is not the end-all of what Twitter is about, it is good to show that you have clout or influence in social networks. Anything under 500 followers can be considered mediocre, whereas over 3,000 is significant.
- Engage in Twitter conversations with influencers in your industry. It is good to see exchanges between you and a prominent figure in your industry on Twitter.
- Leave high-value comments on relevant blogs that invite responses.
- Write guest blog posts on relevant blogs.
- Get your own blog mentioned on another industry blog.
- Post a video to YouTube that gets over 100,000 views.
- Write a blog post that gets over 100 retweets.
- Lead group conversations on LinkedIn.
- Join (and attend) Meetups that are relevant. This is the most likely place you will find your next job.

Managing your online reputation
Social media can be helpful when looking for internships and employment; however, it is important that you remember to manage your online reputation.

http://support.google.com/accounts/bin/answer.py?hl=en&answer=1228138

Remove a page or site from Google's search results
http://support.google.com/webmasters/bin/answer.py?hl=en&answer=164734

Keeping personal information out of Google
http://support.google.com/webmasters/bin/answer.py?hl=en&answer=164133

Remove content from someone else's site
http://support.google.com/webmasters/bin/answer.py?hl=en&answer=1663688

Request removal of an image
http://support.google.com/webmasters/bin/answer.py?hl=en&answer=1663688

Request removal of a cached page
http://support.google.com/webmasters/bin/answer.py?hl=en&answer=1663691&topic=1724262&ctx=topic
Resume

A resume is a brief summary of your education, experience, skills, personal qualifications and information. Its purpose is to provide enough information to warrant an interview. A resume typically receives a prospective employer’s full attention for only 20 seconds, so it is imperative that you utilize the little space you have carefully and highlight the most important elements at the top to pique the reader’s interest. The resume will not get you the job, but it can get you the interview.

Format

There are four traditional resume formats. Select a format that presents your skills and experience effectively and concisely based on your objectives. Resumes for more conservative industries (financial services, accounting, consulting) are typically 1 page in length. Resumes for other fields (entertainment, technology, start-ups, marketing/advertising) can be over 1 page in length and are often “interactive” (linked to various webpages, blogs, and media sites).

Reverse Chronological is the most commonly used format by college students and recent graduates. The resume is blocked into sections categorized by source of information, for example “Education” and “Experience.” Within each block, items are listed in reverse chronological order.

Functional resumes can be effectively used by very experienced individuals or those with very little experience. This format de-emphasizes employment history and focuses on transferable skills or talents that can be applied in a number of settings. This type of resume is categorized by marketable skills such as “Leadership,” “Organization,” “Communication,” “Analytical,” “Technical,” and “Strategic.”

Combination resumes combine elements of the functional and chronological formats. This format allows you to “target” various strengths that apply to specific employer requirements as well as highlight employment history.

The Curriculum Vitae (CV) tends to be used in academic or scientific fields. Graduate programs, teachers, professors, administrators, and other educational staff commonly use a CV. CV’s are the most common resume format internationally as well. There is no rule regarding the length of the CV, and it differs from work-related resumes in that it highlights activities in which you have participated, publications you have written or co-written, presentations you have made, conferences you have attended, research you have done, and technical or lab skills you have mastered.

Federal Resumes

Federal resumes are significantly different from the typical resumes created by CMC students. In fact, most of the rules used in a typical resume do not apply to a federal resume! A federal resume will be a more detailed document and run two-to-five pages in length and will go into a significantly greater level of detail for an entry level job.

A copy of a federal resume is not included in our Guide because of the length and variety of these documents. To write a federal resume, we STRONGLY suggest you use the Resume Builder on www.USAJOBS.gov. It will guide you through the process and ensure that you do not leave out important pieces of information. USAJOBS also allows you to store multiple resumes so that you can tailor each one to a different position.
Resume Sections

Objective/Professional Summary
This is an optional section. An objective or interest statement allows the resume to be targeted toward a specific employer and/or specific position. Highlight your most significant skills and make a connection to how they relate to the job being sought.

*Do not use objective or objectives on resumes submitted through ClaremontConnect for on-campus interviews.*

Contact Information
Include your personal contact information in the top section of your resume. Be sure to provide a professional email address and have your voicemail set up with a personal (your voice) and professional message.

Your Name

Street Address • City, State ZIP code • e-mail@cmc.edu • (909) 200-3000 • LinkedIn URL

Education
- College name, location and date of graduation: May 2015 not September 2011–May 2015
- College degrees: Bachelor of Arts in History and Computer Science with a Leadership Sequence
- Grade Point Average (4.0 scale)—only if competitive or required for application: e.g. 3.3/4.0; if you wish to include your 12.0 average, include both 4.0 and 12.0 scales
- Cumulative GPA and/or Major GPA
- SAT or ACT Scores—if competitive or required for application
- Academic Awards and Scholarships: McKenna Scholar, Dean’s List
- Coursework—relevant upper division classes (lower division only if outside major), omit course numbers
- Projects and/or Senior Thesis Topic—if relevant
- Study Abroad Program—including school name, location, dates and relevant coursework
- Washington, D.C. or Silicon Valley Program—including internship location, dates and research paper topic if relevant
- Transfer College—including school name, location, dates, GPA and relevant coursework as you did for your college
- High school information—freshmen and sophomores only; exceptions can be made in certain circumstances
Resume continued...

Sample:

**Education**

CLAREMONT MCKENNA COLLEGE, Claremont, California  
May 2015  
Bachelor of Arts in Economics-Accounting with an Ethics Sequence  
GPA: 3.8  
Semester Hours: Completed 150 semester hours (required for CPA examination)  
Economics Coursework: Corporate Finance, Statistics, Macroeconomics, Microeconomics

CLAREMONT MCKENNA COLLEGE, Washington, D.C.  
January 2014–May 2014  
Washington Semester Program  
Intern, The Brookings Institute (40hrs/wk)  
Relevant Coursework: History and Politics in Washington, US Foreign Policy Abroad

IES ABROAD, Sao Paulo, Brazil  
July 2012–December 2012  
Study Abroad Program in Brazilian Political and Economic History  
Relevant Coursework: Globalization in Brazil and the World, Brazilian Politics and Legislation

**Experience**

The most recent experience should be listed first, then chronologically.

- Organization name, position, location, and dates (September 2013–May 2014)
- List in reverse chronological order
- Include unpaid positions, leadership or volunteer activities and on-campus jobs—if significant and/or relevant
- Not enough space to list everything? Pick the experiences that are most relevant to the position to which you are applying
- List responsibilities in terms of accomplishments rather than responsibilities (“Effectively implemented a new account prospecting system and increased client response by X%”)
- Quantify achievements whenever possible: Increased club membership by 15%
- Start each entry with an action verb to introduce responsibilities: managed, performed, analyzed (refer to Action Verbs section on Pages 25-28)
- Order bullet points in order of significance and relevance to the job in question
- Do not use personal pronouns (I, me, they)
- Be sure to include language and technical skills
Experience

ADMISSIONS OFFICE, Claremont McKenna College, Claremont, California August 2013–Present
Senior Admissions Interviewer
• Interview prospective students; act as a resource for high school students and parents
• Analyze compatibility of interviewee and college; write and submit interview reports for inclusion in admissions files

FEDERAL ACCOUNTING STANDARDS ADVISORY BOARD, Washington, D.C. Summer 2013
Research Intern
• Researched the effects of expensing "Research and Development" account on annual budget
• Assisted in writing advisory opinions on compliance with the Sarbanes-Oxley Act

Corporate Tax Return Audit Intern (full time)
• Audited corporate tax returns of numerous Fortune 500 companies
• Assisted in obtaining information from representatives of clients

DELOITTE & TOUCHE, Beijing, China July 2012–December 2012
Audit Intern
• Verified clients’ accounts with involved parties and confirmed posting to financial statements
• Communicated with client and procured information required for audit procedures
• Participated in audit training program and received exposure to international auditing standards

THE SALVATION ARMY, New York, New York Summer 2012
Accounting Clerk
• Reported directly to controller while working with Accounts Payable and Accounts Receivable
• Learned about the processes of accounting in a non-profit organization
• Received funding through CMC’s Community Service Internship Program

Leadership Activities
• Organization name, position, location, dates, and preferably 2-3 activities

• Community Service Activities: America Reads, SOURCE, Shoes That Fit

• Varsity Sports: Letterman, Claremont-Mudd-Scripps Varsity Swimming Team

• Other Activities (certain affiliations may result in employer bias so think twice before including them):
  Dormitory President, College Republicans
Resume continued...

Sample:

**Leadership Activities**

<table>
<thead>
<tr>
<th>Position</th>
<th>Organization</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>President,</td>
<td>Claremont McKenna College Accounting Association</td>
<td>2014</td>
</tr>
<tr>
<td>Chief Financial Officer,</td>
<td>Associated Students of Claremont McKenna College</td>
<td>2012–Present</td>
</tr>
<tr>
<td>Community Service Representative,</td>
<td>Benson Hall, Claremont McKenna College</td>
<td>2012–2013</td>
</tr>
<tr>
<td>Staff Writer,</td>
<td>AYER Yearbook, Claremont McKenna College</td>
<td>2011–2012</td>
</tr>
<tr>
<td>Founder,</td>
<td>Committee for an Ethical Business Community, Claremont, CA</td>
<td>2011–2012</td>
</tr>
</tbody>
</table>

**Skills**

Computer literacy is of enormous importance in most companies. Simply present a “grocery list” of hardware and software skills: Microsoft Word, Excel, PowerPoint, PageMaker, HTML.

- **Research Skills** (most relevant first): Bloomberg, LexisNexis, STATA
- **Language Skills** (specify level of proficiency): Spanish (conversational), French (basic)
- **Laboratory Skills** (only if you are applying for scientific research positions): Radio Immunoassay, Microscopy, etc.

Sample:

**Skills**

**Computer / Research:** Microsoft Word, Excel, PowerPoint, CCH Tax Research, EDGAR, LexisNexis

**Language:** Mandarin (proficient)

**Laboratory Skills:** Radio Immunoassay, Microscopy, Liquid chromatography, Multi-step organic synthesis, Atomic absorption spectroscopy, Gel electrophoresis, and Gas chromatography

**Other Information**

You may wish to highlight additional achievements or skills that are not easily incorporated into other sections. Simply create an appropriate heading and insert it in your resume so it gets the attention it merits.

**Useful Websites**

**Websites for Job/Internship Identification**
- www.LinkedIn.com
- https://claremontmckenna-csm.symplicity.com (ClaremontConnect)
- www.collegegrad.com
- www.rileyguide.com

**Websites for Salary Information**
- www.glassdoor.com
- www.salary.com
- Vault Guides (access from ClaremontConnect)

**Websites for Career and Company Research**
- www.hoovers.com
- Going Global (access from ClaremontConnect)
- www.google.com
- www.LexisNexis.com
- Vault Guides (access from ClaremontConnect)

**Websites for writing assistance**
- www.cmc.edu/writing/resources.php
- www.accepted.com/grad/default.aspx
Action Verbs by Functional Skills

Communication/People Skills

Addressed  Explained
Advertised  Expressed
Advised  Formulated
Aided  Furnished
Arbitrated  Helped
Arranged  Identified
Articulated  Incorporated
Authorised  Influenced
Briefed  Informed
Clarified  Inspired
Co-authored  Interacted
Collaborated  Interpreted
Communicated  Interviewed
Composed  Involved
Condensed  Joined
Conferred  Judged
Consulted  Lectured
Contracted  Led
Conveyed  Listened
Helped  Manipulated
Identified  Marketed
Incorporated  Mediated
Influenced  Merged
Interacted  Moderated
Interpreted  Motivated
Interviewed  Negotiated
Interacted  Observed
Involved  Obtained
Joined  Outlined
Judged  Participated
Lectured  Persuaded
Led  Presented
Listened  Promoted
Manipulated  Proposed
Marketed  Publicized
Mediated  Read
Merged  Reasoned
Moderated  Recommended
Motivated  Recruited
Negotiated  Referred
Observed  Reinforced
Obtained  Reported
Outlined  Represented
Participated  Resolved
Persuaded  Sold
Presented  Solicited
Promoted  Specified
Proposed  Spoke
Publicized  Suggested
Read  Summarized
Reasoned  Syndthesized
Suggested  Translated
Spoke  Traveled
Summarized  Wrote

Creative

Abstracted  Established
Acted  Explored
Adapted  Fashioned
Began  Formulated
Combined  Founded
Composed  Generated
Conceptualized  Illustrated
Condensed  Imagined
Consulted  Imported
Co-authored  Improvised
Collaborated  Initiated
Communicated  Innovated
Composed  Instituted
Condensed  Integrated
Coached  Introduced
Communicated  Invented
Condensed  Launched
Communicated  Memorized
Composed  Modeled
Condensed  Modified
Coached  Originated
Composed  Painted
Condensed  Perceived
Communicated  Performed
Condensed  Photographed
Communicated  Planned
Condensed  Published
Communicated  Revised
Condensed  Revitalized
Communicated  Set
Condensed  Shaped
Communicated  Shared
Condensed  Solidified
Communicated  Solved
Condensed  Synthesized
Communicated  Visualized
Condensed  Wrote
**Manual Skills**
- Arranged
- Assembled
- Bound
- Built
- Checked
- Classified
- Constructed
- Controlled
- Cut
- Designed
- Developed
- Drove
- Handled
- Installed
- Invented
- Lifted
- Maintained
- Monitored
- Moved
- Operated
- Prepared
- Repaired
- Retooled
- Shipped
- Tended
- Tested

**Organizational/Detail Oriented**
- Accomplished
- Achieved
- Analyzed
- Approved
- Arranged
- Assigned
- Catalogued
- Charted
- Classified
- Coded
- Collated
- Collected
- Compared
- Compiled
- Completed
- Configured
- Consulted
- Contracted
- Controlled
- Coordinated
- Corrected
- Corresponded
- Decided
- Delegated
- Developed
- Dispatched
- Distributed
- Diversified
- Documented
- Enforced
- Established
- Evaluated
- Executed
- Facilitated
- Filed
- Followed through
- Generated
- Implemented
- Incorporated
- Inspected
- Judged
- Logged
- Maintained
- Met deadlines
- Monitored
- Negotiated
- Obtained
- Operated
- Ordered
- Organized
- Planned
- Prepared
- Prioritized
- Processed
- Produced
- Provided
- Purchased
- Recommended
- Recorded
- Registered
- Reported
- Reserved
- Responded
- Retained
- Retrieved
- Reviewed
- Routed
- Scheduled
- Screened
- Set priorities
- Standardized
- Submitted
- Supplied
- Systemized
- Tabulated
- Updated
- Validated
- Verified
Research/Investigation
- Analyzed
- Branded
- Calculated
- Catalogued
- Clarified
- Collected
- Compared
- Compiled
- Computed
- Conducted
- Correlated
- Critiqued
- Decided
- Detected
- Determined
- Diagnosed
- Differentiated
- Discovered
- Documented
- Evaluated
- Examined
- Experimented
- Explored
- Extracted
- Extrapolated
- Gathered
- Hypothesized
- Identified
- Inspected
- Interpreted
- Interviewed
- Invented
- Investigated

Linked
- Located
- Measured
- Monitored
- Observed
- Organized
- Proved
- Published
- Researched
- Reviewed
- Scanned
- Searched
- Solved
- Studied
- Summarized
- Surveyed
- Synthesized
- Systematized
- Tested

Teaching Skills
- Adapted
- Adopted
- Advised
- Benchmarked
- Briefed
- Clarified
- Coached
- Communicated
- Conducted
- Coordinated
- Counseled
- Critiqued
- Decided
- Developed
- Empowered

Enabled
- Encouraged
- Enlightened
- Evaluated
- Explained
- Facilitated
- Focused
- Guided
- Influenced
- Informed
- Initiated
- Inspired
- Instilled
- Instructed
- Motivated
- Persuaded
- Provided
- Represented
- Schooled
- Shaped
- Shared
- Simulated
- Stimulated
- Supported
- Taught
- Tested
- Trained
- Transmitted
- Tutored
- Valued
- Verified

Technical
- Adapted

Applied
- Assembled
- Automated
- Built
- Calculated
- Computed
- Conserved
- Constructed
- Converted
- Debugged
- Designed
- Determined
- Developed
- Engineered
- Fabricated
- Fortified
- Installed
- Maintained
- Operated
- Overhauled
- Printed
- Programmed
- Rebuilt
- Rectified
- Regulated
- Remodeled
- Repaired
- Replaced
- Replaced
- Restored
- Solved
- Specialized
- Standardized
- Studied
- Upgraded
- Utilized
Sample of a Freshman Resume:

ROBERTA DAY
rday17@cmc.edu
354 10th Avenue SE Seattle WA  98040  (909)123-4567  linkedin.com/in/rday

EDUCATION
Claremont McKenna College, Claremont, CA
Bachelor of Arts (undecided)
May 2017

Seattle High School, Seattle, WA
GPA: 4.2/4.0, SAT: V-740, M-730, W- 720
Awards: Cum Laude, Principals Award, Spanish Award, Young Leaders Award
Involvement: Mock Trial, Speech and Debate, Science Olympiad
June 2013

EXPERIENCE
Office Assistant, Pacific Center Mall, Bellevue, WA
Summer 2013
- Scheduled office aids, managed timesheets and supervised 10 student staff
- Answered phones, greeted customers, performed other administrative duties

Tutor, Independent Contractor, Bellevue, WA
July 2012 – May 2013
- Worked with junior high students on remedial math and Spanish
- Supervised small groups of students 6 hours per day for 2 months

Sales Associate, Baskin Robbins, Seattle, WA
Summer 2012
- Assisted customers, took orders and scooped ice cream
- Organized cake orders and performed customized cake decorating
- Opened and closed store; learned cash register protocol

Childcare Provider, Melson Family and Brattle Family, Seattle, WA
Summer 2011
- Provided after-school and weekend supervision for multiple children
- Created interesting games and lesson plans to keep the children busy and productive
- Interacted with parents, music and art teachers and provided transportation to and from activities when needed
- Prepared meals daily, shopped for food, performed light housekeeping

LEADERSHIP
- Sophomore Sponsor, Claremont McKenna College
- Dorm Treasurer, Auen Hall, Claremont McKenna College
- Co-Captain, Varsity Soccer and Track teams, Seattle High School
- Community Service, Tijuana, Mexico, Seattle Presbyterian Church
(2 week program)
- Pitch Cue, Seattle Presbyterian Church Choir, Alto Section
September 2014
2013 – 2014
2012 – 2013
Summer 2011
2001 – 2011

SKILLS/INTERESTS
Technical: Comfortable using Microsoft Office, Adobe Photoshop and Captivate, Blogspot
Language: Proficient in Spanish and Hebrew
Personal: Voice, Violin—10 years of classical training
Mateo H. Collins
One Mile High Avenue, Denver, CO 60201 • mcollins15@cmc.edu • 303.555.1234 • www.linkedin.com/in/hcollins

EDUCATION
Claremont McKenna College – Claremont, California  May 2015
Bachelor of Arts in Mathematics and Economics, Finance Sequence
• Awards: Robert Day Scholar (2013), College Water Polo Association All-Academic Award, Robert Day Case Study Winner (2012), Omicron Delta Epsilon Economics Honor Society, Gossett Finalist for Best Statistics Project
• Activities: Water Polo, Track Team, Math Tutor, CMC Center for Human Rights Treasurer, ASCMC Senator

General Course in Management Sciences

WORK EXPERIENCE
Morgan Stanley – Chicago, IL  June – August 2014
Summer Analyst – Real Estate Investing
• Modeled leveraged return analysis for ~$250MM, six-building industrial portfolio
• Sole analyst staffed on underwriting and presentation processes for ~$15MM industrial building
• Assisted in evaluation and presentation processes for ~$150MM, three-complex, leveraged multifamily portfolio
• Conducted CapEx and OpEx DCF analysis to update unleveraged model according to due diligence findings

The Corporation for Interest Rate Management (CIRM) – Chicago, Illinois  June – September 2013
Summer Analyst – Interest Rate Derivatives
• Analyzed project pro forma and loan documents to perform interest cost analysis on $20MM to $100MM loans for clients utilizing interest rate derivatives
• Studied effects of time erosion on the value of interest rate derivatives alongside CIRM’s Director of Research
• Conducted live interest rate derivative product auctions with multiple capital market groups on behalf of clients

Low Institute of the Political Economy – Claremont, California  October 2011 – May 2013
Research Assistant
• Collected data and conducted economic analyses on Inland Empire and California real estate markets
• Examined trends in Excel and published findings investigating Inland Empire real estate markets in the “Inland Empire Outlook,” a Southern California economic journal; accurate predictions on relative recovery of two counties
• Helped construct Inland Empire economic forecasting presentations in a two-professor and four-peer team

Porchlight Real Estate Development Company – Denver, Colorado  June – August 2012
Summer Intern
• Organized and implemented third party energy usage tracking tool for three managed buildings
• Analyzed over two years of energy data collected from tenants; directed Porchlight’s ENERGY STAR application process; one building now in position to earn designation
• Compiled commercial real estate data from CoStar Database into market presentations for Porchlight’s clients

LEADERSHIP EXPERIENCE
• Private Equity Co-Director: Helped restructure team to increase accountability; laid groundwork for “Best Practices”
• Private Equity Event Officer: Organized two presentations with four firms and over one hundred people in attendance

Wilderness Orientation Adventure! – Claremont, California  August 2012
• Sequoia Trip Leader: Led and facilitated bonding between twenty-one incoming freshman on three-day camping trip

Evaston Recreation Department – Denver, Colorado  June 2011 – August 2012
• Camp Manager: Ran team of 3+ lifeguards, conducted daily camp operations, delegated staff responsibilities

SKILLS & INTERESTS
Technical: Argus, MS Office, STATA, Thomson Reuters (Eikon and 3000), CoStar, MPCode, R Statistics
Interests: Metal sculpture, woodworking, longboarding, cooking, travel, hiking
CAROLINE B. HILL
850 Columbia Ave., Claremont, CA 91711 • (909) 100-2000 • chill15@cmc.edu • linkedin.com/in/CarolineHill

EDUCATION
Claremont McKenna College, Claremont, CA
Bachelor of Arts in Government and History (Economic Trends Concentration) with a Leadership Sequence
Major GPA: 3.8/4.0, GPA: 3.6/4.0 (Dean’s List all semesters)
Relevant Coursework: Microeconomics, International Political Economy of Money and Finance, Origins of Atlantic Capitalism

IES Abroad, Buenos Aires, Argentina
July – December 2013
Study Abroad Program in Argentine Economic and Political History
Relevant Coursework: The Impact of Globalization in Latin America, Argentine Politics and Literature

EXPERIENCE
Claremont McKenna College Career Services Center, Career Consultant, Claremont, CA
August 2012 – Present
• Host more than thirty recruiters at multiple Industry Nights and weekly Employer Information Sessions
• Revise student cover letters and resumes and assist with interview preparation
• Plan and execute regular residence hall events to promote the Career Center’s presence on campus

May – August 2014
• Interpreted political and economic trends and independently wrote monthly trade briefs for Hong Kong officials
• Spearheaded company’s rebranding effort, redesigned and rewrote all presentation materials used to pitch to new clients
• Attended House and Senate committee hearings and synthesized analytical notes to deliver to clients the same day

Curar Haciendo Arte con Pequeños, Intern, Buenos Aires, Argentina
July – December 2013
• Supported and mentored pediatric cancer and orthopedic patients using various types of art therapy projects
• Collaborated with parents of patients and hospital staff to formulate art projects, speaking exclusively in Spanish
• Navigated Argentine government healthcare system to promote an improved patient experience while working in two pediatric hospitals, including the largest pediatric hospital in Latin America

California Governor’s Office, Environmental and Energy Policy Intern, Sacramento, CA
May – July 2013
• Aided the Governor’s Policy Advisors in all research and planning efforts
• Managed and organized Governor’s Energy Team weekly meetings
• Created and planned an inaugural Intern Speaker Series as Social Chair of all interns, inviting high profile leaders from the legislative and judiciary branches to speak weekly

American Cancer Society, State Legislative Advocacy Intern, Sacramento, CA
May – August 2012
• Received Kravis Leadership Institute Grant to work full time for three months
• First intern ever to work solely for Director of Legislative Advocacy
• Wrote letters of support to California Senate and Assembly committees and met with individual legislators
• Testified verbally in multiple committee hearings and met with legislators on behalf of the American Cancer Society

LEADERSHIP EXPERIENCE
• Chief Operating Officer, Financial Literacy Teacher, The In-Lend Fund
• Layout Editor and Writer, Claremont Independent
• Head Leader, Wilderness Orientation Adventure (WOA), Claremont McKenna College
February 2013 – Present
August 2012 – Present
June – August 2013

SKILLS
• Skills: Spanish (proficient), Microsoft Word, Excel, PowerPoint, and Outlook, Adobe InDesign and Photoshop
Mark T. Ing
ming154@cmc.edu (909) 200-3000 LinkedIn WWW.LikedIn.com/Ming

EDUCATION
Claremont McKenna College, Claremont, CA
Bachelor of Arts in Psychology & Economics May 2016
GPA: 3.7/4.0
• Awards: Research Presenter at the Western Psychological Association Convention, Psi Chi Honor Society
• Relevant Coursework: Econometrics, Advanced Digital Imaging, Critical Thinking, Computer Science Foundations

EXPERIENCE
Center for Civic Engagement (CCE), Claremont, CA
Marketing and Communications Coordinator August 2013 - Present
• Promote and facilitate CCE programming using Facebook, Twitter, and print publicity
• Publish bi-weekly newsletter to the CMC community and update CCE website

Atlassian, Inc., San Francisco, CA
Product Marketing Intern – Confluence (Enterprise Software Program) May - August 2014
• Interviewed 35 users and presented analyses to the department executives
• Published 2 blog announcements: “Introducing Sharing for Groups” and “Get up-to date”
• Researched and assisted in the development of a promotional infographic: “Infoguest”
• Increased the Confluence Team Calendars rating by 10% and acquired 9 reviews

LoopFuse, Seattle, WA
Marketing Intern April 2013 - April 2014
• Streamlined prospect research for targeted outreach and lead conversion
• Designed 2 media publications, 3 online advertisements, and published 2 blog posts
• Conducted competitive market analysis to assess comparable marketing automation companies

Fisher Communications, Seattle, WA
Television Sales and Marketing Intern May - August 2013
• Conceptualized multi-media advertising campaigns for KOMO 4 News utilizing radio, television, and social media
• Developed corporate partnerships by drafting promotional proposals for account executives

Kravis Leadership Institute (LI), Claremont, CA
Leadership Programming Assistant, Student Facilitator September 2012 - May 2013
• Organized, developed, and facilitated academic planning workshops for students
• Led a group of first-year students on a 2-day retreat and coordinated leadership activities

Little Bit Therapeutic Riding Center, Woodinville, WA
Marketing and Development Intern May - August 2012
• Marketed and assisted in planning 2 benefit horse shows and 3 fundraising events
• Wrote 4 corporate partnership proposals, focusing on product placement and branding

LEADERSHIP EXPERIENCE
• Co-President, Claremont Marketing Association March 2012 - Present
• Graphic Designer and Member, CMC Psychology Club September 2012 - Present
• President, Beckett and Fawcett residence halls January 2012 - May 2013

TECHNICAL SKILLS
Academic
• STATA
• Java
• Microsoft Excel (Advanced)
• SPSS

Enterprise
• JIRA, JIRA Agile
• Confluence
• HipChat
• Edius

Creative
• Adobe Creative Suite
• Prezi
• Wordpress
• Balsamiq
Possible Sections to Include in your CV

*Note: Not all sections are appropriate for all CVs. Use discretion in deciding what categories to feature on your CV.*

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header/Contact Information</td>
<td>Name, address(es), and phone number(s), e-mail</td>
</tr>
<tr>
<td>Education</td>
<td>List of academic degrees beginning with the degree in progress or most recently earned. Include: name of institution; city and state; degree type (B.A., B.S., M.A., etc.) and area of concentration; and month and year degree was (will be) received. Note: You may wish to include the title of your undergraduate/graduate thesis if applicable. If your GPA is 3.5 or higher, it is appropriate to include. You may also include “Relevant Coursework” under this heading.</td>
</tr>
<tr>
<td>Certifications</td>
<td>List all relevant certifications and the year received.</td>
</tr>
<tr>
<td>Honors and Awards</td>
<td>Include competitive scholarships, fellowships, and assistantships; names of scholastic honors; teaching or research awards.</td>
</tr>
<tr>
<td>Relevant Experience</td>
<td>List positions (part-time, full-time, volunteer, internship) related to the work sought. Include: department, firm, agency, or organization name; city and state; job/position title; and dates of employment. Also include a brief description of your activities/duties, using strong action verbs. List these in reverse chronological order.</td>
</tr>
<tr>
<td>Other Experience</td>
<td>Inclusion of other experiences (including volunteer work and/or internships) can enhance your CV. Your experience can also be broken into other categories such as: Teaching, Counseling, Administration, Volunteer, Community, Internship, etc. Entries within each section should be in reverse chronological order.</td>
</tr>
<tr>
<td>Grants Received</td>
<td>Include name of grant; name of granting agency; date received, title or purpose of research project, etc.</td>
</tr>
<tr>
<td>Professional Associations</td>
<td>Include memberships in national, regional, state, and local professional organizations. Also list significant appointments to positions or committees in these associations. Student memberships in professional associations are appropriate.</td>
</tr>
<tr>
<td>Publications</td>
<td>Give bibliographic citations (using the format appropriate to your particular academic discipline) for articles, pamphlets, chapters in books, research reports, or any other publications that you have authored or co-authored. In fine arts areas, this can include descriptions of recitals and art exhibits.</td>
</tr>
<tr>
<td>Presentations</td>
<td>Give titles of professional presentations; name of conference or event; dates and location; also include a brief description. Presentations should be listed in reverse chronological order.</td>
</tr>
<tr>
<td>Recent/Current Research</td>
<td>Descriptions of research projects recently conducted or in progress. Include the type of research and a brief description of the purpose.</td>
</tr>
<tr>
<td>Institutional Service</td>
<td>List institutional committees you have served on, including offices held, student groups you have supervised, or special academic projects for which you have assisted.</td>
</tr>
<tr>
<td>Courses Taught</td>
<td>List the names of courses you have taught, institution and dates where taught, and brief course descriptions.</td>
</tr>
<tr>
<td>Community Involvement</td>
<td>Appropriate and relevant volunteer work, church work, community service organizations, etc.</td>
</tr>
<tr>
<td>Qualifications or Skills</td>
<td>A summary of particular or relevant strengths or skills. Often, this is not included as a separate section, but it may be appropriate to list special computing or language skills.</td>
</tr>
</tbody>
</table>
Cover Letter

A cover letter is an opportunity to demonstrate why your skills and background make you a good match with the position for which you are applying—it is also used to differentiate yourself from other candidates.

Employers typically receive hundreds of resumes and cover letters for each job opening—and they spend only 30 seconds reading them—so you need to make your letter impressive from the first word.

The best way to distinguish yourself is to highlight a few of your accomplishments or abilities that show you are an above-average applicant.

- Read the job description and identify specific qualifications you have that meet the needs of the employer.
- Identify key knowledge, skills, and experiences that fit the job.
- “Translate” these attributes into the language of the employer if necessary, focusing on “transferable skills.”
- Gather information about the company and, if possible, talk to people who can give you inside information.

You should also:

- Research company websites, analyst reports, newsgroups, and message boards; use web resources like Google.com, LinkedIn.com, and sites like Vault.com, WetFeet.com, LexisNexis.com, Hoovers.com, and Reference.com to find information on the company’s history, products or services, size, sales revenue, market share, significant competitors, etc.

- Honnold Library offers an enormous array of resources for corporate research, and the librarians will help you find the information you are seeking.

- Have a few people review and make editorial suggestions about your letter.

Follow up

If you haven’t heard back from the company after a week or so, contact the person to whom you sent the letter to make sure it was received, offer additional information and inquire about next steps.

Cover Letter Checklist

- Is it addressed to a specific person?
- Have you told the employer exactly what position you are applying for?
- Have you stated why you are interested in the position and the organization?
- Were you clear in explaining how your skills and interests apply directly to the position?
- Have you told the employer what you can do for the organization rather than what it can do for you?
- Did you use specific examples to sell your skills?
- Is the sentence structure varied? Have you limited the use of the words “I” and “My” to begin sentences?
- Have you requested action, mentioning that you will call or are available to be contacted for an interview?
- Did you express appreciation for the employer considering your application?
- Is it a tailored letter rather than a mass-produced copy?
- Is it neat and attractive? Is it free of spelling and grammatical errors?
- Does the whole letter fit on one page?
- Is it nicely printed on high-quality paper that matches your resume?
- Did you sign it?
Cover Letter Basics

Suggested margin sizes: Top: 2”; left, right and bottom: 1”; Font 11 point

Date

Addressee’s Full Name
Addressee’s Job Title
Company Name
Street Address/PO Box
City, State ZIP

Salutation: Dear Mr., Ms., or Dr. Addressee’s Last Name: (colon)

First Paragraph: Start with an interesting “hook” sentence that will motivate the reader to read your letter from start to finish. Instead of starting the first paragraph with “I recently graduated with a degree in International Relations from Claremont McKenna College” start with something like:

“You might be wondering why a farm boy from Iowa wants to pursue high-technology as a profession. You’d be surprised how technologically advanced farming techniques have become and I hope to...”

—or—

“My interest in politics is the result of a simple group project assigned to me by my high school political science teacher. That project was an interesting study in group dynamics...”

Flesh out this paragraph with a reference to the job for which you are applying and how you heard about it. If you have a personal reference or some kind of inside connection, be sure to mention it.

Second Paragraph: Have the job description right next to you as you craft this paragraph. Explain why you are qualified for the position and provide specific details about your experience relative to the requirements of the position. Focus on how you will successfully perform in the desired position and contribute to the company in a tangible manner. Do not give salary history or requirements. But, if specially asked, provide an acceptable range based on a comprehensive and thoughtful budget.

Third Paragraph: Provide information on how your academic experience will be of use in the position, or how a school activity or program has provided you with additional skills to achieve the objectives of the job/organization.

Fourth Paragraph: Restate your interest in the company and the position and how you are uniquely qualified for the job. Thank the reader for their consideration. Be proactive about your follow-up plans: “I will contact you in a week to follow up on my candidacy for the Research Analyst position.”

Closing salutation: Sincerely, Best regards, Kind regards, or similar.

(3-4 returns to create space for your signature)

Type your name
Address
E-mail address
Phone number
February 2, 2015

Mr. Samuel L. Jackson
USAID Legislative Affairs Internship Program Director
U.S. Agency for International Development
1300 Pennsylvania Avenue, NW
Washington, DC 20523

Dear Mr. Jackson:

During my freshman year in high school, I took a weeklong trip to Washington D.C. to learn about social issues facing marginalized populations and the legislative process designed to assist them. The trip piqued my interest in humanitarian issues so much, I decided to spend the next two summers volunteering in Africa. Now that I’ve experienced humanitarian efforts “on the ground,” I want to experience them “behind the scenes,” where these efforts are researched, developed and coordinated. USAID’s Legislative Affairs Internship Program presents an ideal opportunity to acquire such experience by enhancing my knowledge of national and international aid policies. USAID’s mission to help others and create lasting change is one I am dedicated to pursuing. More importantly, it is a mission for which, I believe, my international and academic experience has prepared me.

As a volunteer in Africa, I gained significant experience implementing aid programs targeting poverty, education, and public health. Unlike many people my age, I have experienced human rights issues first-hand, lived in needy communities, felt their frustrations, tasted the hardships they regularly endure. These experiences would inform my work at USAID and would enable me to be a valuable and dedicated intern.

Besides my work in the field, my educational background has also prepared me for an internship with USAID. Last semester, I studied various U.S. agencies and how they interact with one another in my American Government course. This semester I am enrolled in ‘Development, Power and Globalization throughout the World’ a course that explains the root causes of many humanitarian problems. In short, the academic training I’m receiving from my International Relations major with a Human Rights sequence is directly applicable to research I would conduct for USAID.

Thank you for your time and consideration of my application. I hope I will be able to speak with you in greater detail and share with you some of the experiences I had in Africa.

Sincerely,

Yaneli Sandoval-Flores
138 South Yale Ave.
Claremont, CA 91711
YSFlores15@cmc.edu
(909) 555-5555
Informational Interview Request

Informational interviewing is a very useful way to conduct market research, refine career goals, and uncover hidden or unlisted vacancy information in an industry or organization. In addition, the goal of an informational interview is to create a comfortable relationship with an “insider” so they will be willing to share their “insider knowledge,” additional contacts or unlisted job openings with you.

Informational interviewing isn’t a “silver bullet” to employment nor should it be taken lightly; it requires thorough preparation (similar to a job interview), sincerity, and focus. The informational interviewing outreach is the first step in the informational interview process and is often done via e-mail or LinkedIn. Normally, a resume is not attached but it may be presented during the interview or at a later date if the person with whom you are meeting specifically asks to see it.

This message is simply to communicate your common interest and generate informational interviews; it is NOT a request for a job interview or employment.

SUBJECT: Informational Discussion with current CMC student
FROM: My.Name@cmc.edu
DATE: 9/3/14
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith: [Use a colon, not a comma] [Use Mr., Ms., or Dr.]

Introductory Paragraph: Why are you writing? Who referred you (if anyone)? How did you learn of the company, opportunity or program?

Body of Letter: Briefly express your knowledge of the organization and your interest in the work they do and in the company itself. Highlight the parts of your background that would be of interest.

Call to action: State the action you expect.

Express your appreciation and finish the message.

Sincerely,

Name
Address
E-mail address
Phone
Sample Informational Interview Request Via E-mail:

Dear Ms. Smith:

Our conversation at the Hackathon last week in San Francisco piqued my curiosity about <insert company> and I hope to talk with you further to learn more about the start-up/entrepreneurial industry in the bay area.

Recently I completed a class on Data Structures and Program Development which would be immediately applicable to the storage and data reclamation issues you were describing in our conversation.

I would enjoy the opportunity to continue our conversation and learn more about what you do and what your career path has been to date. Could we arrange a 10–15 minute phone conversation, at your convenience, sometime in the next couple of weeks?

Thank you so much. I look forward to the opportunity to talk with you further.

Best regards,

Caitlin Gronna
232 Yale Ave.
Claremont, CA 91711
Cgronna15@students.cmc.edu
(100) 200-3000
Thank You Letters and Follow-up Communication

It is absolutely vital to write thank you letters to:

• Differentiate yourself from the other candidates
• Reintroduce yourself to the company
• Reinforce your interest in the company and the job
• Provide additional information
• Address an issue that you may have overlooked during the interview

Thank You Letter FAQs

Q: When should I send my thank you note?
A: Immediately. Send an e-mail thank you right after your interview, if possible. Frequently, decisions on second interviews are made by the end of the working day and it is a nice touch to have your e-mail thank you message in the recruiter’s in-box by the time they make those decisions. Then, be sure to follow up with a written note the next day or two.

Q: Can I e-mail my letter?
A: We recommend that if you are going to e-mail your thank you letter, you also send a hard copy. Make sure your e-mail letter is just as professional and error free as the hard copy. Write your letter in the body of the e-mail; do not send it as an attachment.

Q: Should I send a letter to every person with whom I interviewed?
A: Yes. It is also appropriate to send a letter to the person who arranged for your interviews, such as the company recruiter or the office coordinator.

Q: How long should the letter be?
A: No more than three short paragraphs.

Q: Should my physical letter be handwritten or typed?
A: Personal handwriting is a nice touch if your writing is legible. A typed letter is acceptable too. Be sure to sign it properly, in ink.

Q: What should I write in my letter?
A: Paragraph 1: Make reference to your interview to help the interviewer remember you. Emphasize something significant which transpired during your discussion.

Paragraph 2: Comment on the informative nature of the interview. Let the interviewer know if you received any new or additional information from the interview.

Paragraph 3: Reiterate your interest in the job and the company and SAY THANK YOU.
Sample Thank You E-Mail Message:

SUBJECT: Thank you!
FROM: cgronna15@students.cmc.edu
DATE: 9/3/14
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith:

Thank you for a great conversation this morning. I enjoyed learning about what you do at <insert company> and I appreciate your insights regarding the ever-changing work environment in the start-up/entrepreneurial world in the Bay Area. Your candor regarding the challenges a person faces as they try to break into this industry was eye-opening and helpful and has pushed me to think about the best way to present what I have to offer a start-up.

I want you to know that I am very excited about working in the start up world and, as we discussed, I feel my academic experience is very applicable and will be immediately useful.

Again, I enjoyed our discussion and I hope to remain in touch.

Best regards,

Caitlin Gronna
232 Yale Ave.
Claremont, CA 91711
Cgronna15@students.cmc.edu
(100) 200-3000
Sample E-mail/Letter of Acceptance:

SUBJECT: Acceptance of position  
FROM: cgronna15@students.cmc.edu  
DATE: 9/3/14  
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith:

As a follow up to our phone conversation on March 6, I would like to formally accept your offer for the position of Research Associate with <insert company> in your Palo Alto office. Thank you for the opportunity! I feel confident I will make a significant contribution right away, and I consider it a privilege to join your team.

As we discussed, I will begin my employment on June 1, 2015, and my annual salary will be $55,000 with medical benefits to commence after 30 days of employment. Additionally, I will have completed the medical examination and drug testing prior to my start date. If there is any additional information you need, please let me know.

I look forward to starting my employment with <insert company> in June.

Sincerely,

Caitlin Gronna  
232 Yale Ave.  
Claremont, CA 91711  
Cgronna15@students.cmc.edu  
(100) 200-3000
Sample E-mail/Letter Declining Job Offer/Withdrawing Application:

SUBJECT: Thank you!
FROM: My.Name@cmc.edu
DATE: 9/3/14
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith:

Thank you for the opportunity to meet with you to discuss the Research Associate opening with <insert company>. I appreciate the time you took to outline future career advancements at the company, however, after careful consideration, I have decided to respectfully decline the offer.

I truly appreciate the time you spent with me and I hope your hiring search will be successful.

Sincerely,

Caitlin Gronna
232 Yale Ave.
Claremont, CA 91711
Cgronna15@students.cmc.edu
(100) 200-3000

Sample E-mail/Letter of Apology:

SUBJECT: Please accept my apology!
FROM: cgronna15@students.cmc.edu
DATE: 9/3/14
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith:

Please accept my sincere apology for missing our on-campus interview scheduled for 11am on March 9th at CMC’s Career Services Center. I was unable to attend due to an unforeseen family emergency.

I know how busy you are and it was certainly not my intention to inconvenience you or any of your staff. I also hope this won’t reflect poorly on the CSC—they counsel us carefully on interview etiquette but this situation required my immediate attention.

Again, I apologize for any inconvenience my absence caused you and I hope we can reschedule the interview at your convenience.

Sincerely,

Caitlin Gronna
232 Yale Ave.
Claremont, CA 91711
Cgronna15@students.cmc.edu
(100) 200-3000
Professional Communication continued...

Follow-Up Correspondence:

SUBJECT: Article for Fake Company  
FROM: cgronna15@students.cmc.edu  
DATE: 9/3/14  
TO: Ms. Jill Smith, Fake Company

Dear Ms. Smith:

I have enjoyed our two prior conversations greatly and wanted to share an article with you that I found which relates directly to our conversation (attached). I thought the author’s perspective on entrepreneurship was very interesting and think you will too.

Again, I have enjoyed speaking with you and learning about Fake Company and your experience in the start-up world. I hope we can keep in touch.

Best regards,

Caitlin Gronna  
232 Yale Ave.  
Claremont, CA 91711  
Cgronna15@students.cmc.edu  
(100) 200-3000

Request to Connect on LinkedIn:

Dear Ms. Smith:

I enjoyed meeting you at the Entrepreneurship and Leadership lunch at CMC last week. After the presentation we were able to talk briefly about the new software program you are implementing at Fake Company to manage your customer satisfaction surveys. I enjoyed our discussion and would like to add you to my network.

Thank you,

Caitlin Gronna  
232 Yale Ave.  
Claremont, CA 91711  
Cgronna15@students.cmc.edu  
(100) 200-3000
CMC Student/Alumni Communication Policy

Recognizing the need to ensure the privacy and respect the contribution of the alumni of Claremont McKenna College, students are strongly encouraged to adhere to the following CMC Student/Alumni Communication Policy.

• The student will compose a concise message of introduction including the reason the student is contacting the alum (advice on career path, discussion of industry, etc.) and a brief background of the student.

• The student may attach a resume to the message, but only to provide the alum with additional background information.

• The student will NOT ask for employment—this is a request for an informational discussion only and, at least at first, it is solely to seek additional information regarding career paths and industry information.

Guidelines for Engagement

• The student should wait 5–7 days after initially reaching out to the alum to send a follow-up message.

• The student will respect the inbox of the alum and send no more than 3 messages in the course of a month, unless there is an ongoing dialogue.

• If an e-mail address is not available, the student may contact the alum by telephone to make an appointment for a brief conversation at the convenience of the alum. The student should NOT expect to have the conversation during that initial call—it is preferable to request a formal appointment. Using a work telephone number is preferred over a personal one.

• Students will keep detailed records of who they have reached out to and the result.

• Student will be sure to complete any promised follow-up activities, including sending a thank you message right away.
Professional Communication continued...

Informational Interview Questions

Once you’ve scheduled an informational interview with an alumni or another professional be sure to prepare for your meeting. Be prepared with good questions to ask to keep the conversation moving forward and ensure you gather all the information you need. Here are a few questions that would be good to ask during an informational interview.

• How did you get started in this field?
• What was your job or internship like?
• What are your duties and responsibilities?
• What does your typical day look like?
• Why did you decide to work for this company?
• What do you like most about your company and position?
• What are the necessary skills for this position and how did you learn these?
• What sorts of changes are occurring in your field?
• How does a person progress in your field?
• How did you get to where you are?
• Does your work relate to any experiences or studies you had in college?
• How did your field of study and/or college experiences prepare you for this job?
• What courses did you find valuable to your work today?
• What are the educational requirements for this field?
• What advice do you have for someone wanting to enter this field?

Professional Communication Tips:

• Be sure to use an appropriate e-mail address for all professional communication.
  – Example: CMC e-mail or Firstname.lastname@gmail.com

• Have a voice-mail set up for the contact phone number you have listed.
  – This should be in your voice, not the generic voice-mail recording provided by your service company, and it should be professional.

• Personalize the URL for your LinkedIn profile.
  – Refer to our video for guidance on how to personalize your URL.
The Job Application

At some stage in the interview process, you will probably have to fill out an electronic job application. Please be sure to answer all information requested carefully and accurately. False or incomplete information could ruin your chance of an offer or could be grounds for termination at a later time. If an employer wants to extend a job offer, the company’s personnel/human resources department will conduct a background check. They will contact your references, schools, former employers and the military (if applicable) to verify information on your resume and job application. Usually you will be given the opportunity to receive a copy of what they find.

Education
DO NOT exaggerate educational accomplishments or inflate your GPA; educational references and information are checked thoroughly.

Work History
Include what you have on your resume. Include volunteer or community service work, leadership positions in student organizations, as well as any self-employment work, such as consulting, web design, research assistance, etc.

References
Talk with each of your references before you use their names on an application. Inform them of the positions for which you are applying so that they are prepared to give a good and thoughtful recommendation if someone calls.

Termination
DO NOT omit this information from your application. During the interview you can briefly explain the circumstances.

Lay Off
If you were “down-sized,” “right-sized,” or laid off due to a merger or any other reason beyond your control, don’t be embarrassed. You need to fill in the appropriate section of the application and give the reason for the layoff.

Compensation (or Salary)
When the application asks what wage or salary you expect, write “Negotiable.” If you specify a dollar amount, you may price yourself out of the job or allow yourself to be underpaid. If pressured to give an answer offer a range, such as $40,000–50,000, which you feel meets your personal requirements and is appropriate for the position.

Illegal Questions
If you find any of the following questions on your application, ignore them: marital status, arrests (but you must list convictions, if asked), height, weight, age, gender, religion, politics, military discharge, disability, race or national origin, birthplace, size of your family.
References

Plan on providing 3–5 references. You should ask professors who know you well, internship and/or current job supervisors to be a reference. Your reference should someone who can speak about your qualifications for the job. Keep your references professional; they should not be family, friends etc.

When asking a professional to be your reference, schedule a short meeting or phone call. Ask the individual to be a positive reference and tell them about the position(s) to which you are applying. Request their preferred contact information. Provide your reference with a copy of your resume and cover letter and any other documentation they might find helpful (statement of purpose, thesis, writing sample, etc.). Be sure to thank them for being a reference for you and be sure to notify your references when you apply to a position.

Reference Page

The top of your reference page should match the top of your Resume and your section heading should be titled “References.”

References should be listed in order of importance for the position you are applying to. Include their name, title, professional address, phone number, e-mail, and relationship to you.

Sample:

Jane Doe
850 Columbia Ave. Claremont, CA 91711 • (909)123-4567 • Jane.Doe@gmail.com

References

Reference 1
Full Name
Title
Professional Address
Contact Number
E-mail Address
Relationship to you

Reference 2
Full Name
Title
Professional Address
Contact Number
E-mail Address
Relationship to you

Reference 3
Full Name
Title
Professional Address
Contact Number
E-mail Address
Relationship to you
Dress For Success

You never have a second chance to make a first impression! Once on the job, your performance will speak louder than your appearance but when that prospective employer is evaluating a few dozen candidates, you need to stand out as a well-put-together professional.

Some industries allow a more relaxed form of interview attire while others (many of whom recruit at CMC) are more formal. It is your responsibility to know the company/industry and dress accordingly. If in doubt, check with someone in Career Services, check with the employer, do some on-line research or contact someone who works for the organization. In any case, it’s better to overdress than to dress too casually.

Entrepreneurial, start-up, media, and other employers may require different attire. Visit us on Pinterest http://www.pinterest.com/cscatcmc for ideas on dressing for success.

Formal Dress

For more formal industries/organizations, always wear a suit to an interview. Men should wear a two-piece business suit (matching pants and jacket) with a light-colored shirt and simple tie. Women can wear a skirt or pants suit with a conservative blouse. Skirts should be long enough to sit comfortably and cross your legs. Shoes should be a reasonable height and easy to walk in—stilettos are not appropriate. It is preferable to dress in muted colors—gray, black, brown, or navy blue. Make sure your clothes are clean and pressed, your shoes are shined, and you wear socks that match your suit (dark). Wear something you’re comfortable in and which looks good on you.

Before interviewing, head to the restroom for a quick once over.

Business Casual

Business casual is crisp and neat and should look appropriate for a chance meeting with a CEO. For men, we’re talking khaki or dark pants and a long-sleeved button shirt (no wild patterns). Leather loafers are nice; athletic shoes are not appropriate. For women, slacks or a casual skirt, a professional top and mid-low heels/flats are appropriate. This is not cocktail party or picnic attire. Everything should be clean and pressed. Avoid tight or baggy clothing and be fashionable and classy rather than overly trendy.

For CMC’s employer and graduate school information sessions, career fairs, and networking events, business casual is the appropriate way to dress; think “Ath attire” or a little nicer.

Accessoryize

Showing cleavage is not appropriate during an interview or at work, despite what you see in the media! You want the interviewer and your co-workers to be paying attention to you and your answers, nothing else, so please be thoughtful about how you present yourself. If your blouse is too revealing, a scarf or camisole may be appropriate.

Don’t skimp on your shoes or belt—they make a big difference. Your belt (brown or black) should match your shoes which should be clean and shinned. A polished shoe will help you look put-together and professional. Women should stick with a simple pump that looks professional. Avoid heels that are too high or are hard to walk in. Men, be sure to wear dark socks that match your suit. Women, if wearing hosiery, keep it simple and avoid patterns and always bring an extra pair in your purse just in case you get a run!

A small purse for ladies is acceptable, as is a padfolio (for women and men) in case you need to take notes. Please make sure you do not have stray papers in the padfolio—organize it so it looks professional.

For both genders, a watch and simple ring are acceptable, but that’s it. Small earrings, simple studs, or plain hoops.
Personal/Hygiene

- Shower and wash your hair before your interview/on the day of the interview.
- Use deodorant and avoid cologne or perfume.
- Brush your teeth carefully, use floss and mouthwash.
- If needed, get a haircut and be sure to brush your hair before the interview.
- Men should carefully trim facial hair.
- Women should wear hair neatly and in a conservative style—don’t allow it to fall in your face.
- Remove noticeable body piercings for the interview.
- Cover tattoos, if possible.
- Go easy on the cosmetics; subtle make-up shades are appropriate.
The Interview

Interviews come in lots of shapes and forms but are usually predictable. They typically include 4 reasonably distinct steps:

1) Introductions/getting comfortable (this is where the employer will ask the dreaded “tell me about yourself” question).
2) Interviewer questions (this is when the employer asks you questions about yourself, your experience, or gives you the “case”).
3) Interviewee questions (this is your time to shine and ask pertinent, high level, well thought-out questions about the job and the company).
4) Close (this is the “thank you, when can I expect to hear from you” part).

Preparing for the Interview

Interviews are an unavoidable part of the job search process and it’s very important that you prepare for them—thankfully it’s not hard to do, but it takes thought and it takes time.

The first step is to understand yourself, what you want to do and what you can do. This means taking a hard look at yourself, learning about the various career options out there and then really thinking about where those two areas meet—what are you interested in and what are you qualified for?

The second step in preparing for an interview is to understand the company’s purpose for meeting with you. A company meets face-to-face with its applicants to:

- Make sure you fit the “personality” of the company
- Find out if you can communicate effectively
- Determine how you think and process information, both critically and analytically
- Find out how knowledgeable and experienced you are
- Ensure that you have an interest in the job, can, and will do the job

It is important that you are able to provide answers about yourself and your experience and explain how you fit with the job and the company in question.

Third, you must be highly knowledgeable about the job and the company. You need to spend a lot of time researching the company, the industry, the major players in that industry and the issues that are affecting that part of the economy. The more informed you are, the more impressive your answers will be.

While there are traditional methods of conducting company research such as visiting company websites, students should also take advantage of the following:

- Alumni within the organization
- Students who may have had an internship with the company
- Knowledge of the employer through Career Services
- Internet research—Vault Guides, Hoovers, LexisNexis

Finally, you need to be able to communicate well and present yourself effectively. While interviews often follow similar and predictable patterns, every interviewer has a different style of interviewing and will ask different interview questions. You can anticipate certain types of questions and can prepare accordingly. Mock interviews, tailored to a position or general, are strongly encouraged at Career Services (using InterviewStream or in person).

Here are a few tips to help you prepare:

- Before answering a question, determine what information the interviewer is trying to obtain; if a question is unclear, ask the interviewer to rephrase or clarify it.
• Convey your strengths and remain positive.
• Relate your work experience, education, training and personal strengths to the position at hand.
• Anticipate how to handle negative information such as a lay off or termination.
• Stress what you can bring to the position/company.

You should be able to tell the employer enough about yourself to give them a good picture of what kind of person you are and what kind of employee you will be. You should be able to explain your relevant skills and abilities which relate directly to the job description. Be able to answer:

• Do you have the required skills for the job and the company?
• How you are uniquely qualified for this job?
• What differentiates you from other applicants?
• Why do you want this job?
• Why do you want to work for this company or organization?
• How did you arrive at your decision to interview and pursue this company/organization?

Interview Types

The Screening/General Interview

The purpose of a screening or preliminary interview is to assess the skills and personality traits of the potential candidate. It is a broad-based meeting, generally conducted by a human resources representative. The objective is to “screen-out” those applicants who do not fit, and “screen-in” those who meet preliminary objectives. Your purpose is to convince the interviewer that you have what the company wants. These are often phone interviews.

The Behavioral Interview

If you are asked behavior-oriented questions, you have moved from answering hypothetical questions, to answering questions based upon fact and experience. These often start with “tell me about a time when” or “can you give me an example of when...” The basic premise behind behavioral interviewing is that past behavior is the best predictor of future behavior.

With a behavioral question, the interviewer is looking for process and results; they are not just looking for an activity list. They are listening for specific things like how you managed through a difficult situation or work-related problem, and they are particularly interested in the role you played in the outcome. Be accurate about your involvement—but do not overstate it. Humility is attractive and be sure to give credit where due. The interviewer will focus in on specific aspects of the situation and probe for more detail asking “What were you thinking at that point?” or “Why did you make that particular decision?” It is often helpful to frame out your answer as a story you can tell.

Candidates can prepare for behavioral interviews by identifying specific examples of situations in which they demonstrated skills in:

• Assertiveness
• Providing clarification
• Taking initiative
• Showing commitment to task
• Dealing with ambiguity
• Making decisions rapidly
• Showing leadership, management, communication, analytical, organizational, problem solving or team building skills

Be sure to listen carefully to the question asked of you, ask the interviewer to repeat the question if necessary, and then use a structured framework to explain your response. We suggest the S-T-A-R (Situation—Task—Action—Results) method.

Situation: give an example of a situation that required action and that had a positive outcome
Task: describe the tasks involved in resolving the situation
Action: explain the various steps taken to resolve the situation
Results: what happened as a direct result of your actions
The Interview  continued...

Example of a STAR response

Situation: I became the head tutor of our school tutoring program that had been declining in participation over the last three semesters.

Task: I needed to get more students to participate.

Action: I spent many lunches and dinners in the dining hall staffing a table with a few of my friends, talking about the program. I also initiated an e-mail campaign with a personalized invitation to join the tutoring program to all sophomores and juniors.

Results: As a result of these actions, applications to the program doubled and we increased the number of tutors by 25%.

You should spend approximately 25% of your answer on the situation and task, 50% on your actions and thought processes, and 25% on results and outcomes. Be ready to give specific details if asked. Be sure to prepare examples of when results didn’t turn out as you’d expected. What did you do then? What did you learn from that experience? Be sure to use your resume as a guide when you are preparing these examples, and use that opportunity to refresh your memory regarding your achievements. Examples of situations can come from all sorts of sources—internships, class activities, sports, community service and volunteer experience.

Behavioral Questions

• Describe a situation in which you needed to use persuasion to change the mind of a supervisor?
• Give me an example of a time you had to think on your feet to solve a problem?
• Give me an example of a time when you failed?
• Provide an example when you used good judgment and logic to solve a problem?
• Describe a situation where you had to deal with an ambiguous situation and still reach resolution?
• How have you used your leadership skills in a team setting?

To practice answering behavioral questions consider taking a mock behavioral interview in the Career Services Center or on InterviewStream.

The Case Interview

This is a problem-solving or case scenario that tests your investigative, analytical and integrative skills. Typically case interviews are used by management consulting and investment banking firms, but they are increasingly used by other types of organizations as well. Preparation is critical for a case interview. More information on case interviews can be accessed in the Career Services library, on VaultCareerInsider.com (access from ClaremontConnect), CQ Interactive, our case question practice software, and interactive company websites list.

The Social/Meal Interview

This type of interview can take place in a variety of non-traditional settings—over lunch, at a cocktail party, on a company tour. It provides the employer with a good indication of how you might fit in with the organization on a personal level. The atmosphere may be highly informal, but the objective is the same as a more traditional interview.

Often, it will not feel like an interview at all, but be careful—your behavior is being observed. Continue to make sure the information you share is appropriate. Don’t get too comfortable and tell stories you might regret later. Do not drink unless your host does (and you are of age, of course) and when ordering food, follow the lead of
your host. Don’t order the most expensive item on the menu but settle for something more moderately priced—this is NOT about the meal. While you want to appear relaxed on the outside, keep the intensity on inside. You are still participating in an interview and you want to leave a very professional impression.

The Sequential Interview

Some companies use a series of interviews to evaluate candidates. Interviewers may include supervisors, managers and/or peers. Each person may cover the same material, or each may focus on a particular aspect of your qualifications. In either case, treat each interview as your first. You may feel like you are being repetitive since you are probably giving the same answers, but it is the first time the recruiter is hearing it so it is not redundant. Typically third round interviews are at the company’s place of business and are made up of 3–4 sequential interviews and a meal. They are exhausting but predictable, so you should prepare and plan accordingly.

The Group Interview

This is an interview that involves you and two or more interviewers. This technique is often used to make a more efficient use of interviewing time and to determine your ability to work cohesively within a group as well as your ability to withstand pressure.

To effectively manage group interviews simply answer each question patiently, maintaining comfortable eye contact with the person who asked the question, and then move on to the next question.

Questions-Questions-Questions

These are typical questions a prospective employer may ask during a general interview:

- Tell me about yourself?
- What are your strengths and weaknesses?
- What is the most difficult situation you have ever faced? How did you deal with it?
- What accomplishment has given you the most satisfaction? Why?
- What are your short-term career goals? Long-term?
- What has been your most rewarding college experience?
- Why did you choose to attend CMC?
- What college subjects do you enjoy most? Why?
- Do you think your grades are a good indicator of your academic capabilities?
- What are your extracurricular activities?
- How has your college experience prepared you for a professional career?
- What criteria are you using to evaluate the companies with which you are interviewing?
- In what kind of work environment are you most comfortable?
- What kinds of rewards are most satisfying to you?
- What special characteristics or specific skills will you bring to this company?
- Why do you want this position?

More Challenging Questions

- Describe your role on a team.
- Give an example of how you handled a difficult situation.
- Think of a crisis situation during which things got out of control. Why did it happen? What role did you play in solving the problem?
- If you had your life to live over again, what would you do differently?
- Of all the jobs you’ve held, which did you enjoy most and the least?
- Give an example of when you’ve gone the extra mile.
- If you had the chance to repeat your college career, what would you do differently?
Asking the Right Questions

Always prepare a few informed and relevant questions of your own. Ideally, you will formulate questions as the interview progresses, but be prepared with some rehearsed questions just in case. If you have no questions, the interviewer may assume that you have no interest in the job or company or that you are unprepared. Make sure the questions go deeper than what can be found on the company website.

• What makes your company different from others?
• How long have you worked with this organization? What do you like the most?
• How does the job for which I’m interviewing fit in with the mission of the company?
• What are the core values of the company?
• What are the strategic issues within the company?
• What is the short- and long-term strategic direction of the company?

Questions to Avoid

Do not ask questions regarding what the organization can do for you such as salary, benefits, vacation time, graduate school financial aid, and so forth. These types of questions can be asked once they have offered you the job and you can negotiate them before you decide to accept or decline the offer.

Interview Checklist

✔ Have you done your homework/researched the company, position, and the industry?
✔ Have you checked the company website?
✔ Are you prepared with appropriate interview attire?
✔ Are you prepared with directions to get to the location? Do you know how long it will take you to get to the interview location from home? Do you know where to park?
✔ Have you timed your commute so that you arrive 15 minutes early to your interview?
✔ Do you have an organized pad-folio for note-taking? (be sure to ask first)
✔ Do you extra copies of your resume ready?
✔ Do you have a list of references prepared for the application?
✔ Have you practiced a firm handshake?
✔ Can you explain to the interviewer why you want the job?
✔ Can you explain your qualifications for the position?
✔ Have you visited our Pinterest boards for examples of proper interview attire?

Reminder-List:

✔ Remember, maintain good eye contact with your interviewer.
✔ Be sure to be careful with your body language. Take cues from your interviewer.
✔ Don’t forget to request a business card from your interviewer(s).

After the Fact

✔ Have you sent a thank you letter (e-mail immediately; handwritten 1 to 2 days)?
Telephone and Skype Interview

The telephone and Skype interview has become increasingly popular with employers to screen their candidates. Here are a few tips to get you through a phone and Skype interview.

📞 The Telephone Interview

Preparing for the Interview

- Practice interviewing with a friend or family member as you would for a regular interview
- Rehearse answers to typical questions you would be asked in an interview
- Use Interview Stream to practice
- Be prepared to speak about your skills and background

During the Phone Interview

- Keep your resume in clear view in case you need to refer to it
- Have a short list of your accomplishments available
- Have pen and paper handy for note taking
- Use a quiet space to conduct your interview, no people and pets around
- Try to use a landline instead of a cell phone to minimize the possibility of static or the call being disconnected.
- Don’t chew gum, eat, or drink (have water handy in case you need to wet your mouth).
- Listen carefully to the questions; if you do not understand a question ask for clarification.
- Use the person’s title (Mr. or Ms. and their last name).
- Don’t interrupt the interviewer.
- Take your time collecting your thoughts and answering; be focused in your response.
- Be sure to smile and walk around. Listeners can hear your smile and activity.
- After you thank the interviewer ask what the next step is in the selection process.

After the Interview

- Send a thank you note to reiterate your interest in the position.

🌐 The Skype Interview

Practice and Test Your Equipment Ahead of Time

- Practice a Skype call with a friend or family member to get a feel for the process and ensure your equipment is working properly.
- Check that your internet can handle a video call.

The Setting

- Use a quiet space to conduct the interview. You can reserve one of the interview rooms at Career Services.
- Look and act the part. Wear professional attire—avoid stripes or patterned clothing and make sure your clothes stands out from the background.
- Maintain eye contact by looking at the camera and not your computer screen—it may be helpful if you move your picture to the top corner of the screen.
- If you are using a laptop with a built in camera prop the laptop on i.e. books so that it’s eye level.
- Upper body should be in the frame to catch integral nonverbal communication.
- Be enthusiastic and speak clearly.

After the Interview

- Send a thank you note to reiterate your interest in the position.
The Job Offer

You’ve reached a major milestone—youth’ve received a job offer; it’s decision time! All your good efforts planning, networking, researching and preparation have paid off and you have the job offer you wanted. Or do you? Here are a few things to remember:

- Acknowledge the offer with gratitude immediately.
- Obtain the offer and details in writing.
- If you are absolutely sure the offer is what you want, accept it. There is no trial period, so only accept if you are positive.
- Is there a contract to sign? Or is a formal acceptance letter required?

NOTE: A verbal acceptance of a job offer is a commitment just like a signed acceptance. It is your word of honor and once made you need to keep it. Do not accept the offer if there is a chance you will want to back out!

- Interviewing with other organizations should stop once you have accepted an offer.
- Keep your word and do not renege if a better offer is received.
- If waiting for another offer, ask for additional time to think things over. Do not reject the offer because you are expecting another offer from a different organization (you may not get the other offer).
- Ask questions now—do not wait until after you have accepted the position to clarify any issues or concerns that you might have.

Reneging on a Job Offer—Don’t Do It!

Once you accept a job offer—either verbally or in writing—an employment contract has been created. This contract represents an obligation that you are ethically required to uphold. If you accept an offer, you have made a commitment to that employer and it is your ethical responsibility to discontinue interviewing with all other employers. Therefore, before you say “yes” and accept an offer, consider your options carefully and ask for more time to make the best decision if you need it.

Please contact Career Services before you take action if you encounter a situation where you are unsure of what to do. If you renege on an offer that you have accepted, either verbally or in writing, you forfeit your right to participate in the on-campus recruiting program for a period of one year.

Evaluating a Job Offer and Negotiating Salaries

Now that you have received a job offer it is time to think about the salary and whether or not you can afford it.

**Evaluating a Job Offer**

There are many things you should consider when evaluating a job offer. Consider the following before making your decision to accept or reject the offer:

- Is this the offer you wanted? Why? Why not?
- Is the salary what you expected?
- Is the salary negotiable?
- If the salary is not negotiable, are there other benefits that could be negotiated?
• Is the location acceptable?
• Have you evaluated the benefits package? Vacation, sick leave, insurance, overtime/comp time etc.
• Do you have any other interviews pending?
• Do you expect/want any other offers?
• Do you want to work for this organization?
• What is the reputation of the company?
• Is there growth potential in this organization?
• Have you done further research on the company now that you have the offer?
• Have you been given a reasonable amount of time to consider the offer?
• Do you have written confirmation of the offer which includes all the relevant details?
• Do you understand that a verbal acceptance of a job offer is a commitment just like a signed acceptance?
  It is your word of honor.
• Does your gut tell you this is the right offer to accept?

**Negotiating the Salary**

• Research what others in the field are being paid through websites and networking
• Identify your negotiating points—what do you want the organization to provide or change about the offer?
• Practice what you will say by writing it out before hand
• Frame the negotiation as a collaboration
• Refer to CSC if you need assistance

**Helpful Salary Websites**

- Salary.com: [www.salary.com](http://www.salary.com)
- Glassdoor.com: [www.glassdoor.com](http://www.glassdoor.com)
International Students

Curricular Practical Training (CPT) for F-1 Students

CPT is a type of off-campus employment authorization. Students may be authorized for CPT before completion of their academic program. The employment must be an integral part of the student’s academic program, such as an internship (required or optional) or other employment activity where academic credit is earned. Students may be eligible for CPT after one full academic year of enrollment (except for graduate students whose academic program requires practical training). A job offer is required before CPT approval can be granted. CPT is approved for a specific employer, for a specific time period; students may change employers, but must have proper authorization before doing so. CPT can be given for up to one year at a time and can be approved for part time (20 hours/week or fewer) or full time (more than 20 hours/week). Students should be aware that 12 months of full time CPT makes them ineligible for Optional Practical Training.

Optional Practical Training (OPT) for F-1 Students

Generally, OPT is done after completion of the academic program, but in the case of some students, OPT may be done before completion. OPT employment must be related to the student’s field of study. OPT is granted for a maximum of 12 months per academic level. Your International Student Advisor/Coordinator must recommend OPT in order to get approval. The OPT application process requires an application which is submitted to the U.S. Citizenship and Immigration Services (USCIS) along with a fee. OPT is granted by USCIS. No job offer is required for OPT approval. The OPT application must be submitted to USCIS no later than 60 days after program completion, though because processing takes so long, we suggest that you file as early as possible (up to 90 days prior to your program completion date). You can use OPT anywhere in the U.S. and once approved for OPT you may switch employers as often as you like for the duration of your OPT time period.

For more information, see your International Student Advisor/Coordinator or go to: iplace.claremont.edu.
Internships

Internships are valuable experiences that build skills and help you determine “what’s next” following graduation. They bridge the gap between academic knowledge in the classroom and the application or expansion of that knowledge in the real world. In a competitive job market, internships can make the difference in obtaining a full-time position.

A high percentage of CMC students participate in at least one internship during their college years. The type and length of internships vary by program, organization and purpose; some are paid, some are volunteer positions and most qualify for academic credit.

Getting Started
- Visit Career Services and meet with a career consultant or counselor
- Research the field(s) you are interested in exploring
- Prepare your resume
- Attend campus meetings, workshops and employer presentations
- Talk with professors and/or advisors
- Research using ClaremontConnect and other internship websites (NIC, Internships-USA)
- Reach out to alumni, family, and friends

- CMC Sponsored Internship Programs

The Career Services Center coordinates the Sponsored Internship Program, which provides funding for summer internships in the U.S. and abroad. Though competitive, Sponsored Internships enable students to create their own, unique internship and are an ideal way to gain hands-on work and life experience. The following programs are administered by Career Services and available to all returning students in good standing with the College.

- The McKenna International Internship Program

This program provides financial assistance for students to participate in an international learning experience related to career plans. The program encourages applications to Asia and discourages internships in countries where students have previously lived or studied. Funding is based on a proposal and budget developed by the student.

- KLI International Internship Program

The Kravis Leadership Institute (KLI) supports transformative, international internships that enhance cross-cultural understanding of leadership in the public (for-profit), governmental, or not-for-profit (social) sectors. Awards are based on the academic record of the applicant, relevant activities outside of the classroom, financial need, letters of recommendation, and the substantive merit of the internship proposal. Preference will be given to students enrolled in the Leadership Sequence and/or affiliated with KLI.

- Peter Adams International Internship Program

The Keck Center for International and Strategic Studies offers financial assistance for students to participate in an international learning and work experience related to career plans. Preference is given to International Relations majors. Internships must be international in substance but can be domestic in location and may be with private corporations, government departments, or non-governmental organizations.

- Strong Gault Summer Internship Program

This Program supports internships with social enterprise organizations as well as federal and local government agencies, both domestically and internationally, that serve economically underdeveloped areas by providing services and innovative programs that benefit a particular community, region, or society at large.
Uoroboros Fellowship
This selective fellowship program is designed to support six to eight CMC students pursuing life-changing experiences in locations where they have never lived or studied. Awardees may work for a non-profit organization or design their own project. Funding is budget-based plus a $1,000 travel grant awarded directly to the student.

Center for Civic Engagement Internship Program
This Program provides financial assistance for students to participate in an unpaid summer internship with a civic engagement focus. Support may be provided for internships with non-profit, governmental, or government funded organizations, with preference given to internships in which the intern will be directly involved in civic engagement (e.g., service, community engagement, government/citizenship).

Community Service Internship Program (CSIP)
CMC has a strong commitment to supporting community service endeavors. To enable students to fulfill this commitment, CMC provides a limited number of stipends to students who successfully identify, design and justify a proposal to work for a nonprofit organization that does not have the financial resources to pay summer interns. Stipends are made possible by donations from alumni, trustees, corporations, organizations, and private individuals.

KLI Social Sector Internship Program
CMC students interested in domestic internships with social service organizations may qualify for support through this Program. Awards are based on the academic record of the applicant, relevant activities outside of the classroom, financial need, letter of recommendation, and the substantive merit of the internship proposal. The KLI internship program gives preference to students enrolled in the Leadership Sequence and/or affiliated with KLI.

Non-Profit Internship Program
This Program assists students participating in an unpaid internship with a nonprofit or government agency, ideally while living at home. Internships may be unique or pre-existing but should relate to the applicant’s career interests.

Political Education Fellowship (PEF)
This bi-annual program coinciding with election cycles, grants a limited number of stipends to CMC students for internships with local, state, or federal election campaigns.

Applying for an Internship From Washington, D.C., Silicon Valley, or Abroad
You can apply for summer internships through ClaremontConnect while you are away from CMC, but you MUST indicate in your cover letter that you are currently studying off campus. Many employers are willing to interview by phone or Skype. If you are selected for an on-campus interview, do not sign up on ClaremontConnect for an interview time. You will need to contact Charlene Kile at charlene.kile@cmc.edu to get instructions for scheduling a phone or Skype interview.

Academic Credit
CMC offers academic credit for internships through the course INT 199. Students may receive one-quarter, one-half, or one-full course credit per internship, depending on the length and hours worked, and earn a maximum of one-full credit while enrolled at CMC. Completion of INT 199 also satisfies the experiential requirement of
the Leadership Sequence. The internship registration form is available on the Office of the Registrar’s website. Students may receive credit for an internship under the following criteria:

- Work for a minimum of 6 weeks AND a minimum of 150 hours (for .25 credit; see the CMC catalog for .5 and 1 credit options).
- Choose a research paper topic and create a reading list in consultation with a faculty reader.
- Submit the INT 199 Registration Form with the required documentation to the Registrar’s Office.
- Submit a research paper, performance evaluation from the internship supervisor, and written evaluation of the internship.

## Selected Internet Resources for Internships

### General
- CareerRookie
  - [www.careerrookie.com](http://www.careerrookie.com)
- ClaremontConnect/Nationwide Internship Consortium (NIC)
  - [claremontmckenna-csm.symplicity.com](http://claremontmckenna-csm.symplicity.com)
- Idealist
  - [www.idealist.org](http://www.idealist.org)
- Internships 4 You
  - [www.internships4you.com](http://www.internships4you.com)
- Internships-USA
  - [www.internships-usa.com](http://www.internships-usa.com)
- InternshipFinder
  - [www.internshipfinder.com](http://www.internshipfinder.com)
- InternshipPrograms
  - [www.internshipprograms.com](http://www.internshipprograms.com)
- InternWeb
  - [www.internweb.com](http://www.internweb.com)
- LA County Arts Internships
  - [lacountyarts.org/internship.html](http://lacountyarts.org/internship.html)
- Professor Pitney’s Website
  - [www.cmc.edu/pages/faculty/JPitney/intern.html](http://www.cmc.edu/pages/faculty/JPitney/intern.html)

### International
- Going Global
  - [claremontmckenna-csm.symplicity.com](http://claremontmckenna-csm.symplicity.com)
- Idealist
  - [www.idealist.org](http://www.idealist.org)
- InternAbroad
  - [www.internabroad.com](http://www.internabroad.com)
- International Volunteer Programs Association
  - [www.volunteerinternational.org](http://www.volunteerinternational.org)
- One Small Planet
  - [www.onesmallplanet.com/geninfo.htm](http://www.onesmallplanet.com/geninfo.htm)