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

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

**Representation**

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

**Interviews**

- I must not apply for positions for which I would not accept an interview offer.
- I must accept or decline all interview offers within the window of time stated in SoIC Careers.
- I must arrive on time or early to all interviews I obtain through the efforts of Career Services, its job posting services, and its other resources. If an emergency prevents me from attending an interview, I must promptly notify both the potential employer and Career Services.
- If I do not show up for a scheduled interview, I must contact Career Services within 24 hours and write a letter of apology to the employer, providing a copy to Career Services, so they can submit it on my behalf. If I fail to do either of these things, my access to SoIC Careers will be suspended.
- Missing more than one interview will result in the immediate suspension of my SoIC Careers account and will require me to meet with the Director of Career Services to discuss whether my privileges can be reinstated. I will also be required to write a letter of apology to the employer.

**Employment Offers**

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

**Communication**

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

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

- Recruiting Expectations .......................................................... 1
- SoIC Careers ............................................................................. 4
- Career Fair .............................................................................. 6
- Self-Assessment ...................................................................... 8
- Your Resume ............................................................................ 9
  - Resume Format ....................................................................... 10
  - Sample Action Verbs ............................................................... 14
  - Sample Resumes ................................................................... 15
- Cover Letters ........................................................................... 21
  - Sample Cover Letters ............................................................. 23
- References ............................................................................... 25
  - Sample Reference List ............................................................ 26
- Interviewing ............................................................................ 27
- The Offer Process .................................................................... 35
- The Negotiation Process .......................................................... 36
- Social Media ............................................................................ 37
- Using LinkedIn ......................................................................... 38
- For International Students ....................................................... 39
SoIC Careers

SoIC Careers is the online job posting system for the School of Informatics and Computing. All of the jobs posted are technology-related and all are posted by employers looking to specifically recruit Indiana University School of Informatics and Computing students.

What can I do with SoIC Careers?

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

How do I get access to SoIC Careers?

- Every student in the School of Informatics and Computing, as well as IU Bloomington students with a certified SoIC minor or who have completed at least 6 credits in informatics or computer science courses has an SoIC Careers profile.
- Go to bit.ly/soiccareers to access or create a profile.
- Make sure your profile is up-to-date with your current information and current resume.

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

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

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

- From your SoIC Careers homepage, hover over “Jobs/Internships” and select “Jobs/Internships” from the drop-down menu.
- You will see a full list of all the on-campus interview and non-on-campus interview positions posted in the SoIC Careers system. To filter this list, you can select the “Show Me” drop-down menu and select from options such as “All Interviews,” “All Job Postings,” “Jobs I Qualify For,” etc.
• You can also filter by position type and/or by distance.
• Select “More Options” to filter by job function, or industry.

**How do I apply for an open position?**

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

• Follow the instructions under “How do I search for an open position in SoIC Careers,” and select an open position.
• If you qualify for the position, the “Apply” button will be on the right side of the position description under “Want this job?” Click “Apply” and choose the documents you would like to use to apply.

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

• If you do not qualify for the position, you will see in red text “You do not qualify for this position” when you search for open positions. An explanation for why you do not qualify may appear under “Application Status” on the right side of the position description.
• You can review your submitted applications and application status under the Applications tab on your homepage.

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

• From the home page, select “Interviews” from the top menu.
• If you applied for an On-Campus Interview position, your invitation status will be listed as “Pending” until the employer makes candidate selections.
• On the first day of Pre-select Signup, your invitation status will change from Pending to either “Invited” or “Not Invited.”
• If you are invited to interview, you can select the “Schedule Interview” button to review interview times and sign up.

**How do I RSVP for events?**

• From your SoIC Careers homepage, select “Events” from the top menu.
• Select which type of event you are planning to attend: Information Session, Workshop, etc.
• You can select the specific event from the list of active events, and click the name of the event for more information.
• Click the “RSVP” button to RSVP for the event.

**How do I schedule an appointment with a career advisor?**

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

• From your SoIC Careers homepage, select “Schedule an Appointment” from the right-side menu.
• From the options on the left, select Type, Date Range, Length, Location, Counselor(s), or Days of the Week and click “Check Availability.”
• Choose an advising time by clicking the name of the career advisor.
• Fill in the required fields (if any) and click “Submit Request.”
• To cancel your appointment, select “Cancel” under the specific Approved Appointment.
• Select the reason for the cancellation from the drop-down menu and click “Submit.”
Career Fair

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

What to Expect:

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

How to Prepare:

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

At the Fair:

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

- Write a thank you note/email and send it the next day to the address on the employer’s card. Be sure to thank the employer for his or her time and restate your interest in and qualifications for the position.
- If the employer indicated that they would be hosting next-day interviews, make sure you have your phone with you that evening or the next day and check your voicemail promptly. Return all calls immediately.
- Follow up! Within one week of the fair, make contact with the representatives you spoke to, unless you have already discussed an alternative arrangement, like an interview. Employers may leave the fair with hundreds of resumes, and less than 5% of students follow up after the fair. This simple step can give you a significant advantage.
- Be sure to apply for open positions via SoIC Careers. If employers are holding on-campus interviews during the semester, applying through SoIC Careers is the first step in the interview process. You must remember to apply by the resume submission deadline. Some deadlines will be the day of the fair.

Questions to Ask:

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

Sample questions include:

- (After you describe your academic and work experience) What are typical entry-level positions for someone with my major, skills, and experience?
- What type of previous work experience do you look for in candidates?
- Do you have a formal internship program?
- What skills do you look for in candidates?
- What is the best way to apply to your organization, and how long does the hiring process usually take?
- Will you be on campus to interview?
- What qualities do you think make your company stand out from the competition?

Questions You May Be Asked:

Be sure to prepare responses to typical interview questions:

- What kind of position are you looking for?
- When are you available to begin working?
- Are you interested in full-time or internship opportunities?
- Why are you interested in working in the field you described?
Self-Assessment

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

**Consider the Following Questions:**

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

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

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

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

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

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

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

Resume Format and Appearance

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

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

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

Resume Length

A resume should be a single page. U.S. employers generally expect one page per ten years of related experience or degree earned. Graduate students or individuals with extensive full-time work experience may have two pages, but the second page must be full (i.e., no half pages).
Common Sections
Several sections of information should be included on your resume:
• Contact Information
• Education
• Experience
• Technical Skills
Optional sections or subsections include:
• Objective
• Relevant Projects or Related Coursework
• Student or Volunteer Activities/Clubs/Organizations
• Honors or Awards
• Publications, Presentations, or Patents
• Language Proficiencies
Aside from contact information, personal information is usually excluded from resumes. Therefore, information that should NOT be added to a resume includes:
• A photograph
• Marital status
• Residency status
• Date of birth
• Social security number
• National origin
• Salary expectations
• Reference list (reference lists are a separate document)

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

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

The heading should include your:
• Full name
• Address
• City, state, zip code
• Telephone number
• Email address
Optional information includes your website, your LinkedIn page, or your Twitter handle. This information should be included ONLY if they reflect your professional ambitions. Personal websites with unprofessional content (e.g., Facebook) should not be referenced and may need to be removed entirely.

Example:

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

Objective statements are not typically recommended, but they can be used to inform employers of your career aspirations. These statements should be tailored to each employer and each position, and they should be focused on what you can offer the employer, not on what you want the employer to offer you. Additionally, an objective statement can be considered the thesis statement of your resume – any skills you offer should be supported by the rest of the resume. The best (and perhaps only) time to include an objective is when you are attending a career fair.

Examples:

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

Education

Educational experiences should be listed near the top of your resume, and you should always list your most recent education first. High school information should not be included unless it is your only connection to a place you hope to return to or you graduated from a prestigious or specialized school.

Education information should include:

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

Examples:

```
EDUCATION
Indiana University, Bloomington, IN-May 2015
Bachelor of Science in Informatics
Cognate: Business
Minor: Small Business Management & Entrepreneurship
Cumulative GPA: 3.32/4.0, Major GPA: 3.89/4.0

EDUCATION
Indiana University, Bloomington, IN-May 2014
Master of Science in Informatics
Cumulative GPA: 3.97/4.0

University of Hong Kong, Pokfulam, Hong Kong-May 2012
Bachelor of Science in Computer Engineering
Cumulative GPA: 3.85/4.0
```
Experience
In this section, include full-time work, summer jobs, internships, co-ops, and volunteer opportunities that are relevant to the position you are seeking or that highlight transferable skills. Experience information should include:

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

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

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

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

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

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

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

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

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

Example:

**EXPERIENCE**

Leo R. Dowling International Center, Bloomington, IN	September 2012-May 2013

*International Services Assistant*

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

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

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

*Example:*

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

Additional Sections

**Related Coursework or Projects**

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

**Student Leadership or Volunteer Activities/Clubs/Organizations**

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

Resume Do’s and Don’ts

**Do**

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

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

Visa Status

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

Sample Action Verbs

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

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

EDUCATION

Indiana University, Bloomington, IN  
Bachelor of Science in Informatics  
May 2014  
Minors: Business, Small Business Management & Entrepreneurship  
Cumulative GPA: 3.81/4.00

WORK EXPERIENCE

John Deere, Moline, IL  
Systems Analyst Intern  
Summer 2013  

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

Eli Lilly and Company, Indianapolis, IN  
Information Technology Intern  
Summer 2012  

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

University Information Technology Services, Indiana University, Bloomington, IN  
September 2011 – May 2012  
Computer Consultant  

• Acquired communication skills by helping over 1900 students, faculty, and staff both on the phone and in person.  
• Tracked university network problems and solved a wide range of computer-based problems.  
• Collaborated with a team of consultants to answer the more difficult questions.  
• Built technical knowledge by troubleshooting problems spanning across different operating systems, various types of software, and miscellaneous hardware issues.

TECHNICAL SKILLS

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

LEADERSHIP EXPERIENCE

Informatics and Computing Student Association, Bloomington, IN  
September 2012 – May 2013  
Vice President  

• Successfully planned and executed major events as well as requested and received a $2000 sponsorship for ICSA.  
• Co-led executive meetings and co-planned the strategic development and goals of the association.

Accenture Case Competition, Bloomington, IN  
March 2013  

• Collaborated with a team of two others to provide a 35-minute presentation on a CRM model.  
• Worked approximately 12 hours in two days conducting research to present a specific business solution.

Undergraduate Instructor, I101: Introduction to Informatics, Bloomington, IN  
Spring 2013  

• Assisted in laboratories and office hours with the teaching of material and helped students struggling with the material.

Peer Tutor, K201: The Computer in Business, IU Bloomington, IN  
Spring 2012  

• Increased problem-solving abilities by developing examples and answering questions that reinforce teaching of Microsoft Access and Excel.
JANE SMITH

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

EDUCATION
Indiana University - Bloomington, Indiana
Bachelor of Science in Informatics May 2014
Cognate: Human-Centered Computing, Minor: Telecommunications Cumulative GPA: 3.96/4.0

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

PROFESSIONAL EXPERIENCE
School of Informatics and Computing
Career Services Student Assistant August 2012 - Present
- Upgraded the paper Career Fair employer evaluation to an iPad-specialized web application

Office of First Year Experience Programs - New Student Orientation - Bloomington, Indiana
Student Coordinator October 2011 – August 2012
- Assisted with the selection, supervision, training, and evaluation of 30 peer Orientation Leaders
- Designed the 2011 Orientation Team recruitment campaign including brand development in print, web, and new media
- Executed and oversaw Orientation program components including New Student Welcome for 2200 students in 15 sessions, Family programming for 2800 family members in 14 sessions, and evening student activities
- Integrated a blog communication platform for the Orientation Leader training class in order to streamline the delivery of course information, job training, and daily placement schedules

Orientation Leader April 2011 – July 2011
- Assisted in the implementation of 40 Freshman and 5 Transfer New Student Orientation programs by facilitating small group discussions about transitional topics and student life and presenting to groups of 200 students about resources and opportunities

University Information Technology Services (UITS) - Bloomington, Indiana
User Support and Communication Assistant November 2010 – May 2011
- Created student-focused communication plans for UITS Support Service areas and generated excitement about UITS activities, specifically the IT Ambassador Club, through postings on Oncourse project pages, Facebook, and other electronic media

Perfective Web Designs - Flora, Indiana
Website Designer and Developer June 2006 – Present
- Served as the project lead for the design and development of 15 custom websites for small businesses and organizations, 5 of which utilize the WordPress content-management platform, using a combination of graphic design, HTML, CSS, and jQuery skills

STUDENT ACTIVITIES & LEADERSHIP EXPERIENCE
School of Informatics and Computing
Student Ambassador, Students & Technology in Academia, Research & Service (STARS) Team Leader Fall 2010 - Present
- Represent and promote the School of Informatics and Computing by meeting one-on-one with prospective students, staffing a Sneak Peak day for potential students and their families, and serving as a student blogger, all in order to offer a current student’s perspective as an Informatics major and foster a sense of community among the School
- Serve as a STARS Team Leader with the mission of recruiting and retaining women and underrepresented groups in computing disciplines by implementing programs related to mentoring, professional and leadership development, and civic engagement

Informatics and Computing Student Association (ICSA)
Vice President of Technology & Communication Fall 2010 - Present
- Administer the technological advancements of ICSA including maintaining the organization’s website, managing all social media outlets, planning two school-wide Game Day events, and overseeing and advising 4 peer directors

University Information Technology Services (UITS) Student IT Ambassadors
President Fall 2010 – Spring 2012
- Lead initiatives on campus to raise student awareness of the tools and services UITS provides by assisting in the planning and implementation of promotional events and offering productive feedback on these efforts

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

### Stephen Charles Hicks

**interaction design vigilante**

**user experience mercenary**

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

### Objective

I fight for the user.

### Education

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

### Experience

<table>
<thead>
<tr>
<th>Position</th>
<th>Company</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
</table>
| Associate Instructor                          | IU School of Informatics                     | Bloomington, IN | Assist students in the design and critique of their personal resumes  
Provide career advice, interview preparation, and job search resources to students looking for internships or full time employment  
Part of the HCI/D Connect team, a group of interaction design students responsible for the planning and execution of the HCI/D Connect career fair |
| Research Assistant                            | IU School of Informatics                     | Bloomington, IN | Designing an interactive timeline as a community outreach experience for the current research agenda on amateur creativity and multimedia |
| Associate Instructor                          | H.S. Journalism Institute                    | Bloomington, IN | Assisted in a three-week summer journalism program for high school students  
Taught core concepts and skills of multimedia and online journalism, including Final Cut Pro and Wordpress |
| Lab Assistant                                 | IU School of Journalism                      | Bloomington, IN | Maintained and distributed audio/video equipment to School of Journalism students, including digital SLRs, HD video cameras, and sound recorders  
Assisted students in their design and multimedia projects |
| Videographer                                  | Schulte Storage                              | Bloomington, IN | Shot and edited a twenty minute public relations video detailing a tour of the company’s manufacturing plant in Bloomington, IN |

### Methods/Skills

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

### Affiliations

- Society for News Design  
- Delta Kappa Epsilon  
- Ernie Pyle Scholars  
- Krane Scholars

### Software

- Adobe Creative Suite  
  - InDesign  
  - Photoshop  
  - Illustrator  
  - Dreamweaver  
  - Flash
- Adobe Production Suite  
  - Premiere  
  - After Effects  
  - Audition  
  - InDesign  
  - Photoshop
- Prototyping Tools  
  - Axure  
  - Balsamiq
- Office Tools  
  - MS Office
- Operating Systems  
  - Windows  
  - Mac OS X  
  - Linux  
  - Unix/FreeBSD
Sample Resume 4

Sushama Patel
1000 E. Informatics Lane, Bloomington, IN 47406
Email: sushama@indiana.edu • Cell: 812-555-5555 • Twitter: @sushama

OBJECTIVE
Seeking a full-time position the field of computer science research that utilizes my skills in the areas of information retrieval, data mining, search and ranking, distributed and cloud computing, social networks, web development, which will allow me to contribute effectively toward the growth of an organization.

EDUCATION
Indiana University, Bloomington, IN, United States
Master of Science in Computer Science
GPA 3.84/4.00
May 2014

Bangalore University, Bangalore, India
Bachelor of Engineering in Information Technology
Percentage: 78% (stood 1st in third and final year of engineering)
May 2008

KEY COURSES

PROFESSIONAL EXPERIENCE
Wipro Limited, Bangalore, India
Project Leader, Over 4 years of programming and consulting experience in finance, automotive, and retail domains.
July 2008 – August 2012

Bracdale, Bangalore, India
Project Intern, Developed “Online Time Management System” as a web application developer.
June 2007 – June 2008

TECHNICAL SKILLS
- Languages: Java, XML, PHP, ASP.NET, C#, CSS, HTML, DHTML, Java Script, C++, ASP, AJAX, VB, SQL, COBOL, JCL, CICS, REXX
- Databases: MYSQL, DB2, SQL Server, Oracle, Microsoft Access, IMS/DB
- Platforms: Microsoft Windows, OS/390, Unix and DOS
- Tools & Utilities: Dreamweaver, Eclipse, Wamp, Visual Studio, Microsoft Office, Rational Rose
- Other: RDF, Semantic Web, Jena, Apache Axis2, Web services

CERTIFICATION
DB2 Universal Database V8.1 Fundamentals certification (IBM Certified Database Associate)

ACADEMIC PROJECTS
- Researched in semantic web to provide schema-guided interface for users to express more complicated queries that span multiple layers of structures in the RDF data. This interface would display schema on demand, allow users to dynamically create filters on concepts and properties in a discreet manner, and translate the queries into SPARQL queries in the backend for evaluation. [Semantic Web, RDF, SPARQL]
- Developed a ray tracing web service and user-distributed computing to speed up the response time of ray tracing. Built a graphics rendering web service using parallel computing resources, exposed using Web services and carried out a performance analysis on the system. [Java, Apache Axis2, WSDL]
- Developed online DVD rental system to allow clients to rent DVDs, with an admin component developed to manage movies, cast, and approve or reject DVDs. [PHP, JavaScript, AJAX, SQL, MYSQL]
- Implemented public trace route servers, Wiretap-Network protocol analyzer, reliable UDP (provide reliability, congestion control, flow control over UDP) [C, C++, Linux]
- Implemented the HITS algorithm and designed the data set, experimented with the convergence factor and the relationship between the size of the data set and the convergence factor [C++, Linux]
EMPLOYMENT PROJECTS

Sea’s Home (Merchandise and Logistic [M&L] applications)  
June 2011 – August 2012

Project Lead for Wipro Ltd., Bangalore, India

- Sea’s Home is one of the largest privately owned mainline department store companies with more than 250 fashion stores.
- Recruited and built a team of 12 individuals for knowledge transfer and production support process of Sea’s Home’s M&L applications (total of 34 applications).
- Accomplished complete knowledge from new client (Sea’s Home) in 3 months by implementing KARP (knowledge acquisition and retention process) rigorously and prepared dossiers for future reference.
- Managed a team which was located at multiple locations.

General Motors Financials  
September 2010 – June 2011

Onsite Coordinator for Wipro Ltd., Detroit, MI, US

- Involved in historical financial, logical and physical separation of the wholesale application.
- Played a major role in data separation by developing new tools, data migration, and building a new environment for General Motors financials which involved setting complete batch job cycle, programs, online CICS screens, libraries and creation of schedules.
- Adhered to SOX compliance for finance related documents.

Shipping Company  
January 2010 – August 2010

Onsite Coordinator for Wipro Ltd., Portland, ME, US

- Worked together with clients in all phases of the project’s system development life-cycle.
- Analyzed the system to determine impacted programs for “Due Date” and “Ship Date” changes.
- Identified the modification in code, implemented code change and tested those changes.
- Utilized team collaboration skills to build the international team of onsite and offshore team members.

General Motors (US Imports)  
July 2008 – December 2009

Sr. Programmer Analyst at Wipro Ltd., Bangalore, India

- Played a major role in developing a new system PAPS (Pre-Arrival Processing System) – for customs clearance process for productive parts across US-Canadian border. PAPS is a harmony of web and legacy systems, with a thin user-friendly web application that can be accessed globally and a robust mainframe backend.
- Involved in a reengineering project. Developed REXX tools to analyze programs and databases. The tools were used to extract data from the source code and generate excel sheets which were later used to application analysis.
- Developed logic and code to facilitate the communication process between Java frontend and mainframe backend. Used middleware IMS connect for IMSDB (information management database) and stored procedures for DB2 relational databases.
- Developed tools to synchronize data between hierarchical and relational databases.

Bracdale (Online Time Tracking System)  
June 2007 – June 2008

Project Intern at Bracdale, Bangalore, India

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

HONORS AND AWARDS

- VOILA award for the development of PAPS (Pre-Arrival Processing Systems)
- Achievement Award proposed by Senior Client Manager for efforts in wholesale project at onsite
- Ranked 1st in Third and Final year of Engineering
- Ranked 15th at State Board in Secondary School Certificate examination

EXTRACURRICULAR ACTIVITIES

- Conducted training sessions in DB2 and COBOL for 40 colleagues
- Coached C and C++ programming languages at training institute KAROX, Pune, India
- Member of SYNERGY Team at Wipro Ltd. to encourage workplace camaraderie
Jane Smith
123 Main Street, Bloomington, IN 47401 | librarystudent@iu.edu | (812) 123-4567

EDUCATION
Indiana University, Bloomington, IN May 2014
Master of Library Science

Indiana University, Bloomington, IN May 2010
Bachelor of Arts in English

EXPERIENCE
Technical Services Assistant January 2013 – Present
Indianapolis Public Library, Indianapolis, IN

- Communicate with library purchasing department weekly to ensure project material requirements are met.
- Document and track project data in order to effectively meet the reporting needs of the library.
- Review vendor invoices for accuracy and process through library accounting system in a timely manner.
- Perform elementary descriptive cataloging using automated bibliographic database when needed.

Reference Assistant May 2012 – August 2012
Herman B Wells Library, Bloomington, IN

- Assisted library patrons with informational, directional and basic reference inquiries in person and remotely.
- Learned new computer technology as it became available in the library.
- Ensured that items in the Reference and Special Collections areas were shelved daily and materials were kept in proper classification order and were accessible to patrons and library staff.

PROFESSIONAL AFFILIATIONS / SERVICE
American Library Association, Indiana University Student Chapter August 2013 – May 2014
President
- Oversaw Executive Council when chapter was awarded the ALA Student Chapter of the Year Award.

Monroe County Public Library, Bloomington, IN August 2012 – May 2014
Volunteer
- Aided full-time staff in the planning and execution of library programs for young adult and adult patrons.

Midwest Pages to Prisoners Project, Bloomington, IN January 2012 – August 2012
Volunteer
- Trained new volunteers on the duties and expectations of the specific project they were assigned to.

SKILLS
Computer Applications - PC, Mac, Microsoft Word, Excel, PowerPoint, RefWorks, Zotero, social networking sites
Web Development/Desktop Publishing - HTML, XHTML, Dreamweaver, SharePoint, Wordpress, wikis
Instructional Tools - Blackboard, Oncourse, Moodle
Library Systems - Voyager, WorldCat, OpenBiblio
Cover Letters

A cover letter (also known as a letter of application) is a formal letter of introduction that accompanies a resume when you are applying for a job. A cover letter should always be sent with a resume unless an employer instructs otherwise, as it is an opportunity for you to send a personalized message to the employer that communicates your interest in the position and describes what you are able to contribute to the company. A letter of inquiry is similar to a cover letter, but rather than responding to a job posting, a letter of inquiry is written to ask about possible job opportunities or to request general information about a company. A resume is also sent with a letter of inquiry. Both letters should be modeled after standard business letter format.

Cover Letter Content

Heading

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

The information must include:

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

Example:

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

May 22, 2013

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

Dear Ms. Recruiter:
**Introductory Paragraph**

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

**Body Paragraphs (1-2)**

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

**Closing Paragraph**

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

**Cover Letter Tips**

- Use block or modified block business letter format, and keep the wording professional.
- Individualize the letter by incorporating information you have acquired through researching the company.
- Write a different letter for each company/application. Form cover letters are not acceptable.
- Do not address the letter to just a title or a department. If you do not have a contact name, investigate the company website and other online resources for contacts and addresses, or call the company and request the name of the person responsible for hiring college graduates in your career area.
- Your cover letter SHOULD NOT be a repetition of the wording on your resume.
- Write multiple drafts. DO NOT write it in one sitting and send it. Come back to it after a while and make sure you are happy with it. Schedule an appointment with a career advisor to have it reviewed.
- Don’t apologize for any shortcomings (e.g., “While I don’t have the required experience…”). The cover letter is for you to promote yourself!
- Proofread your letter to ensure it is error-free, and then have two or three other people edit and proofread the letter before you send it. Grammatical errors and misspellings will hurt you!
- Laser print the letter on high-quality paper that matches your resume.
- When sending a resume by email, you may follow the cover letter format to introduce the attached resume, or you may draft a brief email and attach both documents.
May 22, 2013

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

Dear Ms. Recruiter:

I am writing to submit my application for the Web Development Coordinator (Job ID 5425) position for Company Awesome’s Indianapolis office. I became aware of this opportunity through SoIC Careers, the Indiana University School of Informatics and Computing online job posting system. I am especially interested in a position documenting web-based applications or in a position that involves the use of XML, technical writing, web development, and knowledge management.

Last summer I interned as a technical writer and process manager for Acme Solutions, the global venture between Dot, Inc. and Com, Inc. At Acme, I worked on a team that developed, managed, and documented provisioning processes for the launching of a global IP network called Acme IP Select, which offers a class of service-to-application mapping and traffic shaping on high-capacity connections for virtual private networks. This experience has provided me the necessary tools to collaborate on large web development projects, a skill that would serve me well as your Web Development Coordinator.

Throughout my time as an informatics student at Indiana University, I have worked at John Doe Company on intranet development for their Managed Internet Service. I was responsible for building much of its Knowledge Management System, or KMS, an intranet with thousands of files. In this position, I wrote extensive process documentation, documented proprietary applications, organized a huge site with a JavaScript table of contents to simplify navigation, developed and maintained indexes for hundreds of documents, and managed a large-scale, book-length documentation project.

I believe my internship and work experiences, combined with my Informatics degree are a great fit for the Web Development Coordinator position. Enclosed you will find my resume which further outlines my educational background and experiences. I would like the opportunity to meet with you in person to discuss the Web Development Coordinator position. You may reach me at 812-555-5555 or jmatics@indiana.edu.

Thank you for your time and consideration and I look forward to talking with you soon.

Sincerely,

John Matics

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

May 22, 2013  

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

Dear Mr. Worker:  

I am writing to apply for the International Systems Analyst position with Technology Job Corporation. I was informed of this job opportunity by Russell Referrer, who held an internship as a Systems Analyst with Technology Job Corporation last summer. I am currently a Master’s student at the School of Informatics and Computing at Indiana University, and I am very interested in seeking a position where I can contribute to the advancement and progression of Technology’s systems.  

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

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

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

Sincerely,  

Janie Kim
References

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

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

During the job search process, you should wait until an employer asks before providing your reference list. Usually, employers will contact references after conducting an initial interview, so references should not be sent with the cover letter and resume. If the employer asks for them, make sure to let your references know to expect a contact and from whom so they aren’t surprised.
JOHN MATICS
500 Tech Avenue, Bloomington, IN 47408
jmatics@indiana.edu | (812) 555-5555

REFERENCE LIST

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

Diane Director, Technical Support Director
University Information Technology Services
Indiana University Bloomington
Cyberinfrastructure Building
2709 East Tenth Street
Bloomington, IN 47408
Phone: (812) 555-5555
Email: ddirector@indiana.edu

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

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

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

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

Preparing for the Interview

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

**Self-Awareness**

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

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

**Employer Awareness**

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

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

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

Interview Format

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

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

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

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

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

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

- **Behavioral:** In the past, how have you applied your skills in particular situations? (“Tell me about a time when…”)

- **Situational:** How would you behave in a hypothetical future situation? (“What would you do if…”)

- **Technical:** What is your technical knowledge? (“Design a code that does X…”)

- **Off-the-Wall:** How do you think outside the box? (“If you could be a superhero, what would you want your super power to be?)

**STAR Technique**

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

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

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

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

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

**Example:**

- **Situation:** Last year, I served as the vice president for my student organization, and I was responsible for planning a charity fundraiser.

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

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

### Possible Interview Questions

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

### The Meaning Behind the Question

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

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

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

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

Legal and Illegal Questions

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

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

• Answer the question directly (it is not illegal for you to answer).
• Answer the perceived underlying question without answering the question directly (if asked “Do you have kids?” you might respond, “If you are concerned about my willingness to travel, I know that travel is an important aspect of this position, and it is something I look forward to.”)
• Ask how the question is relevant to your qualifications for the position.
• State that you do not think the information is relevant to your qualifications for the position.
• State that the question is an illegal question and/or you would prefer not to answer.
• Terminate the interview if you are uncomfortable and illegal questions continue.

Notice that the more in depth you go, the more defensive you might make the interviewer.
<table>
<thead>
<tr>
<th>Illegal Question</th>
<th>Legal Question</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Origin/Citizenship</strong></td>
<td></td>
</tr>
<tr>
<td>Are you a U.S. citizen?</td>
<td>Are you authorized to work in the U.S.?</td>
</tr>
<tr>
<td>What is your “native tongue”?</td>
<td>What languages can you read, speak, or write?</td>
</tr>
<tr>
<td>What is your (or your parents’) nationality, birthplace, etc.?</td>
<td>Will you now or in the future require sponsorship for an employment visa (e.g., H-1B)?</td>
</tr>
<tr>
<td><strong>Age</strong>*</td>
<td></td>
</tr>
<tr>
<td>(*These questions can be asked after you are hired.)</td>
<td></td>
</tr>
<tr>
<td>How old are you?</td>
<td>Are you over the age of 18?</td>
</tr>
<tr>
<td>When did you graduate?</td>
<td></td>
</tr>
<tr>
<td>What is your birthdate?</td>
<td></td>
</tr>
<tr>
<td><strong>Marital/Family Status</strong></td>
<td></td>
</tr>
<tr>
<td>What is your marital status?</td>
<td>Would you be able and willing to travel for this job?</td>
</tr>
<tr>
<td>Do you plan to have a family? When?</td>
<td>Would you be willing and able to work overtime if necessary?</td>
</tr>
<tr>
<td>What are your child-care arrangements?</td>
<td></td>
</tr>
<tr>
<td><strong>Arrest Record</strong></td>
<td></td>
</tr>
<tr>
<td>Have you ever been arrested?</td>
<td>Have you ever been convicted of a crime? (Asking for details is permissible, if the crime could be related to the job.)</td>
</tr>
<tr>
<td><strong>Military</strong></td>
<td></td>
</tr>
<tr>
<td>If you have been in the military, were you honorably discharged?</td>
<td>In what branch of the Armed Forces did you serve?</td>
</tr>
<tr>
<td>What type of training or education did you receive in the military?</td>
<td></td>
</tr>
<tr>
<td><strong>Affiliations and Memberships</strong></td>
<td></td>
</tr>
<tr>
<td>What clubs or social organizations do you belong to?</td>
<td>List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job.</td>
</tr>
<tr>
<td><strong>Disability</strong></td>
<td></td>
</tr>
<tr>
<td>Do you have any disabilities?</td>
<td>Are you able to perform the essential functions of this job?</td>
</tr>
<tr>
<td>Complete the following medical history.</td>
<td></td>
</tr>
<tr>
<td>How is your family’s health?</td>
<td></td>
</tr>
<tr>
<td>When and how did you lose your eyesight?</td>
<td></td>
</tr>
<tr>
<td><strong>Physical Description</strong></td>
<td></td>
</tr>
<tr>
<td>How tall are you?</td>
<td>Are you able to lift 50 lbs and carry it 100 yards, as part of the job?</td>
</tr>
<tr>
<td>How much do you weigh?</td>
<td></td>
</tr>
</tbody>
</table>

**Tips for a Successful Interview**

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

**Dress for Success**

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

**Women**

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

**Men**

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

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

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

Before the Interview

• **Make sure you have a professional username and picture**: Just as your email address should be professional, your online usernames should be as well. Make sure your username and picture are interview appropriate. Be careful about including personal information such as your birthday or year (e.g., IU_Student1998, Hoosier-Guy122596)

• **Dress professionally**: Treat your video interview like an in-person interview, and dress professionally from head to toe, not just head to waist. Blues, blacks, and grays look best on video and they do not create any distractions. Stripes or plaids can look overly busy on a screen, and flashy jewelry can also look distracting.

• **Test your technology**: Allow plenty of time to test your internet connection, camera, and microphone to ensure they are all working properly. Make sure that your computer is fully charged and plugged in, so that the battery does not die in the middle of the interview.

• **Prepare your surroundings**: Find a quiet place to interview, and make sure that your background and surroundings are clear and distraction-free. You, not the piles of laundry behind you, should be the focal point of the video. Check the lighting to ensure that you do not show up as a shadow on video.

• **Place your camera at eye-level**: Keeping your camera at eye level will create a more flattering shot of you.

During the Interview

• **Look at the camera**: It is tempting to look at the screen or at yourself during a video call. Looking directly into the camera is the best way to maintain eye contact with the interviewer.

• **Speak clearly**: You do not need to shout, but you should speak clearly and loudly enough to be heard.

• **Be aware of non-verbal cues**: Even over video, non-verbal cues and body language make an impression on interviewers. Be sure to smile and sit up straight – slouching can make you seem disengaged. Avoid the temptation to fidget, look bored, or allow yourself to be distracted. Act as if you are sitting in the interviewer’s office.

• **Stay focused**: Close all other programs on your computer, and avoid typing or clicking during the interview.

• **Have notes**: While it is important to be familiar with your materials and your talking points, you can have copies of your resume in front of you, and sticky notes or notecards can be to the side of the screen to remind you of important things you want to cover.

• **Address technical problems immediately**: If you are having persistent problems with your connection, you can bring it to the interviewer’s attention and suggest stopping the call and trying to reconnect.
Interview Follow-Up

Thank You Note

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

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

Example:

September 24, 2013

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

Dear Mr. Technology:

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

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

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

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

Sincerely,

John Matics
The Offer Process

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

First Round Interview

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

Second Round Interview

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

Receive an Offer

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

Complete the negotiation process (see next page for a detailed breakdown of the process).

You may NOT negotiate after you have accepted an offer. If you would like to negotiate, do so before you provide a final answer to the employer.

Accept or Decline Offer

It is customary to call with your final answer, whether positive or negative. Be sure to also follow it up with an email to the recruiter, so they have your answer in writing. Carefully follow all instructions that the employer provides you. Don’t forget a step in the process!
The Negotiation Process

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

When do you negotiate?

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

What do you need to know to negotiate?

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

What do you negotiate?

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

How do you negotiate?

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

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

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

What are some common mistakes?

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

Five Ingredients for a Successful Negotiation:

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

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

**LinkedIn.com**

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

**Twitter.com**

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

**Facebook.com**

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

**About.me**

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

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

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

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

Complete Your Profile

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

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

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

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

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

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

Make Connections

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

Join Groups

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

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

### Common Cultural Barriers to an Effective Job Search

<table>
<thead>
<tr>
<th>Expectation in the United States</th>
<th>Possible Conflicting Cultural Values</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Self-Promotion</strong></td>
<td></td>
</tr>
<tr>
<td>Assertiveness.</td>
<td>Unless presented as part of a group activity, citing achieved goals, accomplishments, and skills is viewed as boastful, self-serving, and too individualistic.</td>
</tr>
<tr>
<td>Confidence in openly discussing goals and accomplishments.</td>
<td></td>
</tr>
<tr>
<td>Follow-up with employers (telephone inquiries, thank you notes).</td>
<td>Asking employers directly about the status of an application may be viewed as rude.</td>
</tr>
<tr>
<td><strong>Individual Responsibility in Finding Employment</strong></td>
<td></td>
</tr>
<tr>
<td>Using a wide variety of resources in identifying jobs (e.g., social networking resources, friends, family, contacts, associations, career services, academic mentors, etc.)</td>
<td>Jobs are found for the individual by school, family, or government.</td>
</tr>
<tr>
<td>Personal referrals can carry great weight in evaluating a candidate's potential.</td>
<td>One resource (e.g., faculty, employment agent) will find appropriate work for the job seeker, with little proactive action on the part of the individual.</td>
</tr>
<tr>
<td><strong>Directness in Communication</strong></td>
<td></td>
</tr>
<tr>
<td>Open and direct responses to questions.</td>
<td>Eye contact, especially with persons of higher status (e.g., employer/interviewer), may be disrespectful.</td>
</tr>
<tr>
<td>Eye contact with interviewers, relaxed posture, and appropriate non-verbal behavior.</td>
<td>Asking open-ended questions about the job may be seen as rude and inappropriately direct.</td>
</tr>
<tr>
<td>Discussion of salary and benefits only when initiated by interviewer or at time of job offer.</td>
<td></td>
</tr>
<tr>
<td>The candidate asks questions about the job at the end of the interview.</td>
<td></td>
</tr>
<tr>
<td><strong>Career Self-Awareness</strong></td>
<td></td>
</tr>
<tr>
<td>Demonstration of knowledge of self, career goals, and how they relate to the job.</td>
<td>Questions about role in company indicate potential disloyalty.</td>
</tr>
<tr>
<td>Discussion of long-range career plans.</td>
<td></td>
</tr>
<tr>
<td>Ability to be self-directed in one's career development.</td>
<td>Jobs are assigned by government, or family, or determined by school or test score.</td>
</tr>
<tr>
<td></td>
<td>Individuals must be flexible to accept whatever job becomes available, without regard to their own career goals.</td>
</tr>
<tr>
<td>Informality in the Interview Process</td>
<td>Congenial interviewing environment that encourages openness, some joking, and exchange of information.</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Professionalism in all written materials is expected.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Punctuality</td>
<td>Arrive 10-15 minutes before a scheduled interview.</td>
</tr>
<tr>
<td>Effective Letters of Application and Resumes</td>
<td>One-page, error-free, concise, and attractive outline of work experiences, skills, accomplishments, and academic credentials.</td>
</tr>
<tr>
<td></td>
<td>Personalized to reflect each individual’s qualifications and professional interests; tailored to each job description.</td>
</tr>
<tr>
<td>Individual Equality</td>
<td>Race, sex, and age are legally not supposed to affect the interview process.</td>
</tr>
<tr>
<td></td>
<td>Politeness and respect are shown to all employees a candidate meets, from receptionist to CEO.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation and Organization</td>
<td>Obtain as much information as possible about the organization and the job before the interview.</td>
</tr>
<tr>
<td></td>
<td>Demonstrate awareness of the organization in cover letter and during the interview.</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

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

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

How do I find employers that hire international students?

<table>
<thead>
<tr>
<th>H-1B Visa Approvals, 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognizant</td>
</tr>
<tr>
<td>Tata</td>
</tr>
<tr>
<td>Infosys</td>
</tr>
<tr>
<td>Wipro</td>
</tr>
<tr>
<td>Accenture</td>
</tr>
<tr>
<td>HCL America</td>
</tr>
<tr>
<td>Mahindra Group (including Satyam)</td>
</tr>
<tr>
<td>IBM</td>
</tr>
<tr>
<td>Larsen &amp; Toubro</td>
</tr>
<tr>
<td>Deloitte</td>
</tr>
<tr>
<td>Microsoft</td>
</tr>
<tr>
<td>Patni Americas</td>
</tr>
<tr>
<td>Syntel</td>
</tr>
</tbody>
</table>

Employers with the most new H-1B visa application approvals for fiscal year 2012. Source: Computerworld analysis of U.S. Citizenship and Immigration Services data. Some company divisions were combined, such as IBM Corp. and IBM India, Tata consulting and engineering groups, etc.

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

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

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

Below is an overview, but be sure to check with IU’s Office of International Services: Poplars 221, (812) 855-9086, for more detailed information and assistance.

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

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

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

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

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

Additional Online Resources

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

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

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

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

**www2.etown.edu/vl**
International Affairs Resource – Comprehensive guide to resources, contacts, and other information relevant to International Affairs on the Internet. Includes career-related resources and new positions.

**www.foreignmba.com**
The Foreign MBA – A leading Internet community for MBA students from all around the globe.

**internationalstudent.com**
International Student.com was started by a group of international students living in New York City with the goal of helping other students deal with the American immigration authorities and education system.
FOR STUDENTS: SCHOOL OF INFORMATICS AND COMPUTING

Indiana University
Bloomington

FOR REGISTRATION KEY, CONTACT: soicjobs@indiana.edu

10 Tips to Getting Started with Passport Career!

Welcome to Passport Career—your online career resource that will help you to explore opportunities around the world! You may be seeking a job, internship, volunteer work, or are studying abroad. In any situation, Passport Career provides extensive resources, guidance, strategies, tools and support to help you make your career move! Here are some tips to getting started with Passport Career:

1. ACCESSING PASSPORT CAREER First time users:
   a. Go to www.PassportCareer.com
   b. Click on Have a Registration Key? on the upper right corner of the homepage
   c. Enter the Registration Key, which you will need to request from: soicjobs@indiana.edu
   d. Fill out the brief registration form. Use your school email address (except alumni) to create your login/password for future use and you’re ready to roll!
   e. Use your email/password to login in the future.

2. JOIN THE INTRODUCTORY WEBINAR To maximize the benefits of Passport Career, we suggest you immediately sign up for the webinar, called Using Passport Career Strategically. This webinar is offered monthly at different times and is an excellent way to help you take advantage of all the Passport Career system has to offer you. Click on Webinars at the top of the page.

3. GLOBAL OVERVIEW We suggest that you begin by reviewing the guidance and strategies relevant to your situation in My Global Career Briefcase. Click on the My Briefcase link at the top of the page.

4. GET CONNECTED! Be sure to sign up for Get Connected! It’s your exclusive social network. Here you will find other Passport Career members around the world who are interested in networking with you!

5. CHECK OUT THE TOOLS On the menu bar, you will find quick access to several of the tools available, including the H1B Employer Database for non-Americans seeking jobs or internships in the USA. You will also find a direct link to the International Jobs/Intern Portal, which is updated daily with more than 1,000,000 jobs/internships in 203 countries.

6. AVOID THE “ONE-VISIT” TRAP In order to be successful with your exploration and/or transition, you need to think of Passport Career as your personal career assistant. We suggest that you schedule 15-30 minutes each week to go into more depth of the content, resources and tools. People who use Passport Career regularly have the greatest chance of success with their career goals!

7. FORGOT YOUR PASSWORD? If you forgot your password, you can click on the "Forgot Password?" link at the top of the Passport Career homepage at www.PassportCareer.com.

8. EXPLORE THE COUNTRIES There are many amazing photos and videos of the countries throughout Passport Career. There are also more than 15,000 pages of expert career content! Take time to learn about other countries—especially their business culture, which is key (along with strategic networking) to successfully transitioning your career to a new location.

9. SHARE YOUR STORY We want to hear from you! Let us know how your job/internship search and career transition are moving along. What is working for you? Where do you need more help? What questions do you have? We are here to help you, so be sure to stay in communication with us. Send your stories, questions, requests to info@passportcareer.com.

10. LOOKING FOR INFORMATION THAT YOU CAN’T FIND? Click on the “HELP” link at the top of the page and fill out the form to send to us your request or question. We’ll get back to you as soon as possible. OR, you can always send an email to info@passportcareer.com.
## Events Calendar 2014-2015

Visit [soic-indiana-csm.symplicity.com](http://soic-indiana-csm.symplicity.com) for additional events and more information.

<table>
<thead>
<tr>
<th>Fall 2014</th>
<th>Fall Career Fair</th>
<th>Spring 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resume Critique Drop-In Hours</td>
<td>Thurs., Sept. 11, 11 a.m.–4 p.m.</td>
<td>Women in IT Networking Event</td>
</tr>
<tr>
<td>Mon.–Fri., 10 a.m.–12 p.m.</td>
<td></td>
<td>Wed., Jan. 21, 9:30 a.m.–11 a.m.</td>
</tr>
<tr>
<td>Resume Workshops</td>
<td>Next Day Interviews</td>
<td>Spring Career Fair</td>
</tr>
<tr>
<td>Thurs., Aug. 28, 1:30–2:30 p.m.</td>
<td>Fri., Sept. 12, 8 a.m.–5 p.m.</td>
<td>Wed., Jan. 21, 11 a.m.–4 p.m.</td>
</tr>
<tr>
<td>Fri., Sept. 5, 3–4 p.m.</td>
<td>On-Campus Interviews</td>
<td>Next Day Interviews</td>
</tr>
<tr>
<td>Getting Ready for the Career Fair Workshops</td>
<td>Sept. 22–Dec. 10</td>
<td>Thurs., Jan. 22, 8 a.m.–5 p.m.</td>
</tr>
<tr>
<td>Fri., Aug. 29, 3–4 p.m.</td>
<td>ILS Career Services Workshop</td>
<td>HCID Connect</td>
</tr>
<tr>
<td>Thurs., Sept. 4, 3:30–4:30 p.m.</td>
<td>Fri., Sept. 26, 12:30–1:30 p.m.</td>
<td>Tues., Feb. 3, 8 a.m.–5 p.m.</td>
</tr>
<tr>
<td>Resume Review Blitz</td>
<td>Bloomington Tech Partnership</td>
<td>On-Campus Interviews</td>
</tr>
<tr>
<td>Tues., Sept. 9, 12–2 p.m.</td>
<td>Career and Internship Fair</td>
<td>Feb. 2–Apr. 17</td>
</tr>
<tr>
<td>Mock Interview Day</td>
<td>Wed., Oct. 1, 1–4 p.m.</td>
<td>Employer Panels in Select Courses</td>
</tr>
<tr>
<td>Wed., Sept. 10, 8 a.m.–5 p.m.</td>
<td>Offers and Negotiations Workshop</td>
<td>Spring Semester</td>
</tr>
<tr>
<td></td>
<td>Wed., Oct. 22, 4–5 p.m.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employer Panels in Select Courses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fall Semester</td>
<td></td>
</tr>
</tbody>
</table>