

**JOB PLACEMENT  
RESOURCE CENTER**

*A GUIDE TO:*

*Resumes,*

*Cover Letters,*

*References, and*

*Interviewing*



# 01.

## RESUME WRITING TIPS

## RESUME WRITING TIPS

### ■ What is a resume?

- ✓ An advertisement of yourself
- ✓ “Sells” you as the best candidate for the position
- ✓ A convincing summary of your abilities, qualifications and experience for the job in which you are applying
- ✓ Provides a record of your previous work experience and achievements

### ■ What makes a good resume?

A good resume stands out from the pile and captures the attention of the employer.

### ■ How?

- **It must be relevant to the job.**

Sending out one standard resume for various job vacancies will not do. A good resume should be written specifically for the job in question, focusing on the employer’s needs, rather than your own.

- **It must have a summary of your qualifications in the first half of the document.**

Employers don’t have time to carefully look through all the information contained in your resume. Therefore, the first half of your resume must hold their attention, otherwise your resume will just get lost in the pile.

- **It should be easy to read.**

Use a blank Word document, proper spacing, clear headings, suitable fonts, formatting and concise sentences without any errors—typos, syntax, spelling, grammar or punctuation marks.

### ■ Sample Resumes

There are many sample resumes on the Job Placement Resource Center website listed by Area of Interest. Please use these resumes as a guide when creating your individual resumes.

Visit [harpercollege.edu/jprc](http://harpercollege.edu/jprc) and click on Students.

### ■ Purpose of Resume—To Get Interviews!

- ✓ Person whose qualifications most closely match those sought by the employer gets the interview
- ✓ Use same skill/key words in resume as those sought by the employer in the job posting and provide specific

### ■ Key Items for Consideration

- ✓ Use blank Microsoft Word document (.doc) — no Google docs or Templates
- ✓ One page only — unless there is related employment/ experience
- ✓ Use consistent indentation, capitalization, font style, spacing, and margins (1 inch max, ½ inch min)
- ✓ Use a standard font throughout like Calibri or Arial, 11 point is best
- ✓ No personal pronouns (I, me, you, he, she)
- ✓ Use **boldface** for the most important information

# RESUME COMPONENTS

## ■ Contact Information

- ✓ Should be at the top of your resume
- ✓ Name is bolded and 12-14 point font, same type as the rest of your resume
- ✓ City, state, email and phone number same font size as main body text (11 point)
- ✓ Email should be professional (e.g., NOT rockstar@gmail.com) and one you check daily

## ■ Headline/Summary/Profile

- ✓ Should be specific to position or industry
- ✓ Do not include if you are unsure of position employer has available or employer has more than one position for which you would like to be considered

## ■ Education

- ✓ List College, City, State
- ✓ Include degree/certificate earned or current program of study and expected graduation date
- ✓ Previous colleges attended, related coursework, national accreditations/certifications and licenses

## ■ Skills

Skill sections should include relevant skills sought by employers such as proficiency in certain computer programs and fluency in a foreign language

## ■ Employment— use “Experience” as heading if includes relevant unpaid position(s)

- ✓ List jobs in reverse chronological order (most recent first)
- ✓ Include name of employer/organization, location (City, State) and dates of employment with job title underneath
- ✓ Use “bullet” point action statements, starting with a verb to list key skills used, responsibilities and results
- ✓ Give details. Employers want to know exactly what you did and what you accomplished
- ✓ Check to make sure statements are in correct tense. Use present tense if currently performing task, past tense if no longer in position

## ■ Volunteer, Extracurricular Activities or Awards

Employers want examples of initiative, leadership, teamwork and other job related skills. Demonstrate this by including involvement in extra-curricular activities and other achievements

## ■ Additional Sections

- ✓ Certifications/Licenses
- ✓ Relevant Coursework
- ✓ Relevant Projects
- ✓ Honors and Awards
- ✓ Professional Affiliations and Memberships

## ■ Information NOT Included on Resume

- ✓ Complete addresses of past employers, phone numbers of employers, names of former supervisors
- ✓ Salary information/salary requirements
- ✓ Religious or political affiliations
- ✓ Hobbies (unless directly related to the position; i.e. swim team if you are applying for a lifeguard position)
- ✓ References or “References Available Upon Request”

## Final Reminders

- ✓ Proofread! Proofread! Proofread! Ask the JPRC to proofread for you
- ✓ Have a clear job target and customize your resume toward a specific job description
- ✓ Include information that is relevant to the position you are seeking
- ✓ Limit the length of your resume to 1-2 pages (if your resume is on two pages, be sure to include your name and email at the top of the second page and indicate that it's page two)

## Useful Resume Action Verbs

When writing your resume, use language that describes what you have to offer the employer. Focus on your experience, skills and accomplishments. In addition to using power verbs, make certain that you use concise phrases, instead of complete sentences and quantify as often as possible.

### COMMUNICATION SKILLS

Address  
Arbitrate  
Arrange  
Author  
Collaborate  
Convince  
Correspond  
Develop  
Direct  
Draft  
Edit  
Enlist  
Formulate  
Influence  
Interpret  
Lecture  
Mediate  
Moderate  
Negotiate  
Persuade  
Promote  
Publicize  
Reconcile  
Recruit  
Spoke  
Translate  
Wrote

### CREATIVE SKILLS

Act  
Conceptualize  
Create  
Customize  
Design  
Develop  
Direct  
Establish

Fashion  
Found  
Illustrate  
Initiate  
Integrate  
Introduce  
Invent  
Originate  
Perform  
Plan  
Revitalize

### DETAIL SKILLS

Approve  
Validate  
Retain  
Execute  
Dispatch  
Respond  
Followed-through  
Implement  
Enforce  
Responsible  
Tolerate  
Met deadlines  
Arrange  
Time management  
Vary  
Routine  
Memorize  
Judge  
Collect  
Compile

### FINANCIAL SKILLS

Administer  
Allocate  
Analyze  
Appraise

Audit  
Balance  
Budget  
Calculate  
Compute  
Develop  
Forecast  
Manage  
Market  
Plan  
Project  
Research

### HELPING SKILLS

Assess  
Assist  
Clarify  
Coach  
Counsel  
Demonstrate  
Diagnose  
Educate  
Expedite  
Facilitate  
Familiarize  
Guide  
Motivate  
Refer  
Rehabilitate  
Represent

### MANAGEMENT SKILLS

Administer  
Analyze  
Assign  
Attain  
Chair  
Consolidate

Contract  
Coordinate  
Delegate  
Develop  
Direct  
Evaluate  
Execute  
Improve  
Increase  
Organize  
Oversaw  
Plan  
Prioritize  
Produce  
Recommend  
Review  
Schedule  
Strengthen  
Supervise

### RESEARCH SKILLS

Clarify  
Collect  
Critique  
Diagnose  
Evaluate  
Examine  
Extract  
Identify  
Inspect  
Interpret  
Interview  
Investigate  
Organize  
Review  
Summarize  
Survey  
Systematize

### TEACHING SKILLS

Adapt  
Advise  
Clarify  
Coach  
Communicate  
Coordinate  
Demystify  
Developed  
Enable  
Encourage  
Plan  
Evaluate  
Explain  
Facilitate  
Guide  
Inform  
Instruct  
Persuade  
Set goals  
Stimulate  
Train

### TECHNICAL SKILLS

Assemble  
Build  
Calculate  
Compute  
Design  
Devise  
Engineer  
Fabricate  
Maintain  
Operate  
Overhaul  
Program  
Remodel  
Repair  
Solve  
Upgrade

## Sample Student

Palatine, IL 60067

847.555.5555

[samplestudent@gmail.com](mailto:samplestudent@gmail.com)

[www.linkedin.com/in/samplestudent](http://www.linkedin.com/in/samplestudent)

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### CUSTOMER SERVICE REPRESENTATIVE

Strong focus on customer service with experience building positive relationships with clients/customers, team members and management. Strong communication, time management and organizational skills. Fluent in Spanish and English.

### EDUCATION

Harper College, Palatine, IL

August 20xx to Present

Pursuing Associate in Arts Degree

### SKILLS

Microsoft Office: Word, Excel, PowerPoint

Fluent in Spanish and English

### WORK EXPERIENCE

IKEA, Schaumburg, IL

April 20xx to Present

#### Sales Associate / Cashier

- Provide visitors with a positive shopping experience by meeting or exceeding all customer service standards
- Ensure that returns and exchanges are completed accurately and in timely manner
- Collaborate with managers and team members to achieve company goals
- Complete procedures to maintain correct stock levels
- Follow all cashier balancing policies and procedures

### VOLUNTEER EXPERIENCE

Bridge Youth and Family Services, Palatine, IL

April 20xx to December 20xx

#### Youth Mentor

- Provided role modeling and friendship to mentees who benefit from having an additional adult in their life
- Helped mentees develop better social, emotional and academic skills through planned activities, phone and email check-ins and group coaching sessions

### ACTIVITIES

Harper College, Palatine, IL

- Student Government Association September 20xx to Present
- Business & Entrepreneurship Club February 20xx to Present

**Sample Student**

Palatine, IL 60067

847.555.5555

[samplestudent@gmail.com](mailto:samplestudent@gmail.com)

[www.linkedin.com/in/samplestudent](http://www.linkedin.com/in/samplestudent)

**Accounting Internship**

**Education**

Harper College, Palatine, IL

Pursuing Associate in Applied Science, Accounting

Expected May 20xx

Kappa Beta Delta

G.P.A. 3.85/4.0

**Relevant Coursework and Project**

Managerial Accounting

Payroll Accounting

Macroeconomics

Microeconomics

QuickBooks I and II

Business Law

Individual Tax Accounting

Cost Accounting

Financial Accounting

**Project: “Financial Analysis of XYZ Company”** – Researched profitability of the company and made investment recommendations based on analysis of financial statements.

**Skills**

Microsoft Office: Word, Excel, PowerPoint and Access

QuickBooks

Fluent in English and Spanish

**Experience**

**Assistant Cashier**

June 20xx to Present

ABC Chrysler, Jeep and Dodge Ram, Palatine, IL

- Calculate customers’ bills using the dealership’s computer system and strong knowledge of accounting principles
- Receive cash, checks and credit card payments from customers and record on repair and counter ticket efficiently and accurately to ensure customer loyalty
- Record totals of customer tickets and repair orders, sales deposits and balance with cash, check and credit card payments at end of shift
- Verify parts and services invoices to batch posting report and take responsibility to report inventory to team leader
- Answer phones promptly and direct customers to proper department using strong customer service skills

**Activities**

Harper College, Palatine, IL

Accounting Club – President / Treasurer

August 20xx to Present

Environmental Club – Treasurer

March 20xx to Present

- Use leadership skills to create relevant club programs and mentor new club members
- Create annual budgets and present to advisors and Deans using analytical problem-solving skills
- Participate on college-wide team to plan methods to motivate students to engage in activities offered on campus

Palatine Senior Center, Palatine, IL

Volunteer Tax Preparer

January 20xx to Present

- Build strong rapport with seniors to facilitate preparation of tax returns
- Actively listen and communicate with seniors to provide support discussing financial concerns

## 02. COVER LETTER

Your cover letter is an important introduction that clearly shows your interest in the position. It connects your skills and qualifications as they relate to the specific position that you are applying for and your interest in meeting with the employer for an interview.

- ✓ Always submit a cover letter with your resume unless directed not to by the employer
- ✓ Tailor each cover letter to the position you are applying for and highlight skills and experience you possess that meet the employers needs, using keywords from the job posting
- ✓ Address letter to the appropriate recipient name or “Hiring Manager”. Do not use “Dear Sir or Madam” or “To Whom it May Concern”
- ✓ Use the same font, size and type as your resume and references
- ✓ **ALWAYS** check spelling and grammar!

### ■ Sample Cover Letters

There are many sample cover letters on the Job Placement Resource Center website listed by Area of Interest. Please use these cover letters as a guide when creating your individual cover letter.

Visit [harpercollege.edu/jprc](http://harpercollege.edu/jprc) and click on Students.



**Sample Student**

Palatine, IL 60067

847.555.5555

[samplestudent@gmail.com](mailto:samplestudent@gmail.com)

[www.linkedin.com/in/samplestudent](http://www.linkedin.com/in/samplestudent)

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January 21, 20xx

Hiring Manager  
ABC Company  
35 West Green Street  
Schaumburg, IL 60035

Dear Hiring Manager,

I am very interested in the **Customer Service Representative** position that is posted on your company's website. I believe that my experience and strong customer service skills set will allow me to contribute to ABC Company.

I have attached my resume for your consideration and would like to highlight some of the qualifications that I believe make me an excellent candidate for this position. These include:

- Outstanding customer service background and a passion for providing a positive customer experience
- Excellent computer, data entry and phone skills
- Strong organizational and time management focus
- Bilingual in English and Spanish

I am aware of the excellent product and service that ABC Company provides its customers and I feel that I would be an excellent addition to your team. I look forward to an opportunity to discuss this position with you. Please contact me at your convenience if I can provide further information about my qualifications or to answer any questions. Thank you for your time and consideration.

Sincerely,

Sample Student



# 03. REFERENCES

A list of references provides an employer with an insight to your work ethic, personality and ability to get along with others. Here are some guidelines to follow when creating a reference page.

- ✓ Bring the list with you for interviews and also have it on hand when filling out applications that specifically ask for references
- ✓ Be sure to include the person’s name, title, company name, company address, company phone number, email address and their relationship to you
- ✓ Three references are generally sufficient
- ✓ Former supervisors, former co-workers, former professors or teachers are good references
- ✓ References should be on a separate document and use the same paper, font, heading and style as your resume and cover letter
- ✓ References should not be sent with the resume and cover letter unless specifically requested by an employer
- ✓ Be prepared to provide your list of references at any time the employer requests
- ✓ Be sure to ask only those people who will represent you in a positive light
- ✓ Friends and family are not appropriate
- ✓ Ask permission to use individuals as your references for your job search
- ✓ Keep references informed each time you submit your references
- ✓ Consider giving your references a copy of your resume
- ✓ Thank your references

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**Sample Student**

Palatine, IL 60067

847.555.5555

[samplestudent@gmail.com](mailto:samplestudent@gmail.com)

[www.linkedin.com/in/samplestudent](http://www.linkedin.com/in/samplestudent)

**References**

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Associate Professor  
Harper College  
1200 West Algonquin Road  
Palatine, IL 60067  
847-925-0000  
sjones@harpercollege.edu  
Former Professor

Donna Martin  
Department Manager  
IKEA  
1111 West Oak Street  
Schaumburg, IL 60067  
847-555-5555  
dmartin@fakeemail.com  
Former Manager

Tim Zanuth  
Staples  
1234 Main Street  
Palatine, IL 60067  
847-555-1234  
t\_zanuth99@fakeemail.com  
Former Co-Worker

# 04.

## INTERVIEW

### PURPOSE OF AN INTERVIEW

- ✓ To provide information about you not contained in your resume
- ✓ To show the employer that you have the skills, personality and interest to do the job
- ✓ To enable the employer to determine if you will fit into the current organizational structure and your degree of interest
- ✓ To help you understand the organization, the culture and the demands of the position so you can make a good decision regarding the suitability of the job

#### ■ The Three Ps of Interviewing

Successful interview candidates focus on The Three Ps of Interviewing: **Preparation, Planning and Practice!**

#### ■ Preparation: Company Research

Researching the company is the first step in the interview process. This step is often overlooked and is a prime reason that candidates are rejected.

Knowing about the company will prepare you to answer these frequently asked questions:

- ✓ What do you know about our company?
- ✓ Why do you think you would be a good fit for our company?
- ✓ What do you know about our products, the industry and our competitors?

#### ■ Tips for Conducting Company Research:

- ✓ Use the company's website to find general information about the company such as when it was founded, what they make or do, how many employees work there, the company's mission and values, the organizational structure, and where you might fit in
- ✓ Utilize other websites that provide insight into corporate culture, growth outlook and interview tips. These websites include — [www.glassdoor.com](http://www.glassdoor.com) and [www.firsthand.co](http://www.firsthand.co).
- ✓ Ask your network (friends, family, neighbors, instructors) for their insight into the company

#### ■ Planning

Having a plan leading up to your interview will help decrease your feelings of nervousness and help you make a great first impression.

#### ■ Tips for Planning:

- ✓ Proofread your resume one more time and make several copies to bring with you
- ✓ Bring copies of your list of references
- ✓ Prepare your list of questions for the employer to bring with you
- ✓ Make sure you have the name and phone number of the person you are interviewing with in case you are running late — which of course you will not be
- ✓ Prepare a portfolio or other professional way to carry your documents with you. You might want to include a pad of paper and a pen
- ✓ Make sure you have all the information you would need to complete an application
- ✓ Try on your interview clothes to make sure they fit properly and are clean and pressed
- ✓ Get directions and map your route. You might consider doing a dry run at the same time of day that your interview is so that you will know the flow of traffic
- ✓ Give yourself ample time to arrive at your location. If you arrive 10-15 minutes before your appointment time that is considered sufficient
- ✓ Leave your cell phone in the car or triple check it is turned off

## ■ Dressing for the Interview

First impressions are important. It is important to dress in professional attire for the interview.

- ✓ A well-coordinated suit/outfit; navy gray or black and a shirt in a complementary color (white or light color)
- ✓ Clean dress shoes
- ✓ Trimmed and clean nails
- ✓ NO perfume/cologne
- ✓ Neat and professional hairstyle
- ✓ Sparse jewelry
- ✓ Cover tattoos

## ■ Practice, Practice and Practice Some More

Interviewing is a learned art and practicing is the key to success. The more you practice, the more confident you will feel and the less anxiety you will bring to the interview. Your responses will sound more convincing and more conversational.

There are so many questions an employer could ask a candidate that it seems overwhelming to prepare. Think about who you are from a professional perspective and your career goals. How can you convince the employer you can do this job better than any other candidate? How can you best show your attitude, enthusiasm, passion and work ethic?

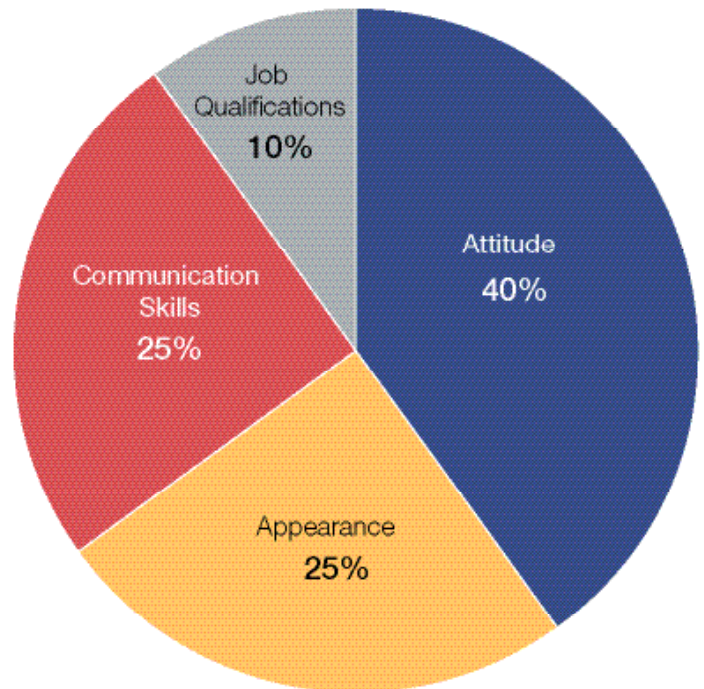
## ■ How You May be Rated During the Interview

Research has shown that an interview is about more than the qualifications required for the job. Your attitude, appearance and communication skills play a large role in how an employer evaluates a prospective employee. Keep these “pieces of the pie” in mind as you practice for your interview.

### ■ Tips for Practicing Interviewing:

- ✓ Review the job posting (description) and be ready to identify your skills and strengths and examples of how you have used them
- ✓ Sound prepared but not rehearsed
- ✓ Practice your answers out loud. Avoid memorizing long statements. What happens if you forget a line or word?
- ✓ Practice asking the questions you have prepared to ask the interviewers

Pie Chart



Attitude 40%, Appearance 25%, Communication Skills 25%, Job Qualifications 10%

Source: University of Oklahoma

# SAMPLE INTERVIEW QUESTIONS

## ■ Questions You Could be Asked:

- ✓ Tell me about yourself
- ✓ Why did you choose your program of study?
- ✓ How has your education prepared you for this position/your career?
- ✓ What do you know about our company/organization?
- ✓ What are your strengths?
- ✓ What is something about yourself you are trying to improve upon? What are your weaknesses?
- ✓ Why do you want to work for our company/why do you think you would be a good fit for our company/organization?
- ✓ What are your goals?
- ✓ What motivates you?
- ✓ Describe a time when you were on a team and a member was not pulling their weight
- ✓ Describe a time when you took on the role of a leader
- ✓ Have you ever had a conflict with a peer or professor? What was the outcome?
- ✓ What qualities do you think a successful manager should have?
- ✓ Tell me about a challenging situation with a customer and how you handled it
- ✓ Tell me about a time you achieved an important work or school goal
- ✓ Tell me about a time when you had to deal with someone who disagreed with you
- ✓ What is your dream job?
- ✓ Tell me about your computer skills
- ✓ What kind of situations (or people) upset you?
- ✓ Describe a situation where you would not have been successful if you had not been persistent
- ✓ Why should we hire you?

## ■ Interview Questions to Ask Employers:

Employers will ask you if you have any questions to ask of them. Have a list of 5 to 6 questions ready to ask. You can have them written on a document and bring them with you — you do not have to memorize them. Do not ask questions that you can find on the company website — you want the employer to know you have been on the website.

There are questions that are appropriate to ask — about the job, the company and training. Avoid asking about salary and benefits until after you have a job offer.

## ■ Sample Questions to Ask:

- ✓ What is a typical day like?
- ✓ What do you like most about working for this company?
- ✓ Can you give me examples of how I would collaborate with my manager?
- ✓ How and when are evaluations conducted?
- ✓ What type of training is required/available and how long does it last?
- ✓ Can you tell me about the team that I will be working with?
- ✓ If I were successful, what would you like me to have achieved in the first 3 months?
- ✓ What are the next steps in the hiring process?

## ■ Salary Question

Avoid being the person who brings up the salary and benefits question. If the employer asks you what your salary requirements are, you need to be prepared by doing research on the job title, geographic area and experience level of the job for which you are applying. It is best to give the salary in a range format. Remember your bottom line is your bottom line, so you need to figure out what salary you need to have.

## ■ Salary Information Websites:

- [careeronestop.org](http://careeronestop.org)
- [onetonline.org](http://onetonline.org)
- [Salaryexpert.com](http://Salaryexpert.com)
- [Salary.com](http://Salary.com)
- [Glassdoor.com](http://Glassdoor.com)

## ■ Big Interview

Big Interview is an online resource available to Harper students that allows students to practice their interviewing skills using a webcam. The website contains valuable interviewing resources and over 7,000 interview questions. Log in to [harpercollege.biginterview.com](http://harpercollege.biginterview.com) using a Harper email address to create an account. You can share your interviews with the JPRC staff and receive feedback or watch your own progress.



## ■ Mock Interviews

You can set up an appointment with a JPRC staff member to conduct a mock interview based on a job of your choosing. The JPRC staff will ask you a series of questions, just like in a real interview, and then discuss and evaluate your answers. Contact 847-925-6400 for an appointment.

# TYPES OF INTERVIEWS

Be ready for any type of interview or combination of interviews throughout the job application process.

## ■ Face-to-Face

- ✓ Most traditional format of interviewing process where candidate speaks to one interviewer at a time
- ✓ Important to maintain strong eye contact, good posture, and positive body language

## ■ Video

- ✓ Prepare for this interview by researching the company and practicing your answers / stories
- ✓ Dress professionally and keep the background area that will be in camera range clean
- ✓ Remove all distractions and noises from room in which the interview will take place
- ✓ Double check that webcam and connection is working well
- ✓ Use Big Interview to simulate the video and Skype interview experience

## ■ Phone

- ✓ Phone interviews are often shorter in length than other types of interviews. Research the company and be prepared for any type of question
- ✓ May be used to screen candidates before moving to further steps of the hiring process
- ✓ There is no body language feedback - make sure you keep your voice from being monotone – SMILE!

## ■ Group

- ✓ Similar to Face-to-Face interviews but there is more than one interviewer and/or more than one candidate
- ✓ Begin and end your answer by speaking directly to the interviewer who asked the question, but maintain eye contact with all interviewers throughout your answer
- ✓ Be assertive in group interviews so that your voice is heard, but not aggressive. Show that you are listening to what others are saying and be respectful

# FOLLOW-UP

## ■ You successfully navigated the interview – but you are not done yet!

Within 24 hours of the interview, you should send a thank you email or letter to every person who you interviewed with. If you interviewed with more than one individual, consider sending a group thank-you email or each email needs to be written differently. The interviewers will share their thank-yous.

- ✓ Based on the time frame of the job decision making process, (which was one of the questions you asked), you will want to follow-up with the employer
- ✓ Express your continued interest in the position, ask where they are in the hiring process and if you are still being considered
- ✓ Additional follow-up can be done by phone, email or both within 5 to 7 days after the interview or based on what you know from the interview
- ✓ Thank them for their time and make sure you leave your contact information
- ✓ Make sure you state your name, date of interview and the job you interviewed for in your communication

# THANK YOU EMAIL

## SAMPLE EMAIL THANK YOU LETTER

Dear (Name of Person or Persons You Interviewed With),

Thank you for the opportunity to interview for the Accounts Payable position yesterday. The interview strengthened my enthusiasm for the position and my interest in working for ABC Company.

As we discussed, you are looking for someone with knowledge of accounting procedures and strong communication and computer skills. My education and experience have given me the opportunity to develop these skills and therefore, I believe I am a strong candidate for this position.

I feel that I would make a positive contribution to ABC Company. Please contact me if I can provide any additional information. I look forward to hearing from you soon.

Thank you for your time and consideration.

Sincerely,

Sample Student  
[samplestudent@email.com](mailto:samplestudent@email.com)  
847-555.5555

.....

## A FEW MORE TIPS!

- ✓ Do not forget to smile, maintain eye contact and be aware of other non-verbal types of communication. **Be the very best YOU!**
- ✓ Interviewing should be a conversation, not an interrogation. You can ask questions and make comments throughout the interview
- ✓ Leave your cell phone in the car or make sure it is OFF before entering the site of the interview
- ✓ Remember that you are being evaluated from the time you pull into the parking lot until you drive away. Be sure to be polite and friendly to everyone you meet and avoid using your cell phone
- ✓ Make a closing statement. Let the employer know you are very interested in the position and why. It is not bragging — it is making sure the employer knows you want this job!
- ✓ Remember each interview is a learning experience

“  
*Interviewing  
is a life skill*  
”

- Big Interview

# 05. MORE RESOURCES

## JOB SEARCH CHECKLIST

### RESUME

The purpose of a resume is to get you an interview. Are you confident about your resume? Do you have questions about what to include or how to format it for easy reading?

### COVER LETTER

Cover letters help the employer understand which position you are looking for, what skills you have to offer, and a little about who you are as a person. Is your cover letter targeted to the employer and the position?

### REFERENCES

Make a separate list of references. This is a list of contact information, not an actual letter of recommendation, although the same person may be a reference and write a letter for you. An employer may ask for three references at the end of an interview, in the application process, or when you are a finalist for a position.

### INTERVIEW PRACTICE

If the employer asks you about your teamwork experience, are you ready to answer? If they ask about a weakness, are you ready to answer? Make an appointment for a mock interview with your Workforce Coordinator in the JPRC.

### CREATE A LIST OF POTENTIAL EMPLOYERS

Research and create an Excel spreadsheet of your targeted companies.

### USE HIRE A HAWK

Register and use Hire a Hawk, our online job management system for Harper students and alumni. Here you can search for jobs, internships/co-ops, upload your resume and apply to jobs in your area of interest.

## RESOURCES



### HIRE A HAWK

Harper's online job management system. Search for jobs, internships/co-ops, upload your resume and apply to jobs in your area of interest!

[harpercollege-csm.symplicity.com/](http://harpercollege-csm.symplicity.com/)



Concise, compelling career readiness videos to help you learn and develop the competencies and job search skills you need to achieve career success!

[harpercollege.edu/jprc](http://harpercollege.edu/jprc)



Learn and practice your interview skills via webcam!

[harpercollege.biginterview.com](http://harpercollege.biginterview.com)

## Job Placement Resource Center

**Call to schedule an appointment**

Wojcik Conference Center  
Building W, Room W207

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