

Important considerations and tips on:

# Resumes and Interviewing

Actuary Club Presentation  
February 15, 2017  
Brian Telfor LMSW, GCDF



# Resume Fundamentals

**KNOWLEDGE**

**MAJOR**

**COMPETENCIES**

**SKILLS**

**PASSION**

**INTEREST**

+

**TOP  
CANDIDATE  
= FOR  
COMPETITIVE  
POSITION**



**Utilizing Resources**



# Resume and Cover Letters

# career passport

career support for MSU students

- ✓ Choosing your major
- ✓ Finding career advisors
- ✓ Finding student jobs
- ✓ Internship tips
- ✓ Resume writing
- ✓ Interviewing prep
- ✓ Landing a full-time job!

**MICHIGAN STATE**  
UNIVERSITY

# Keys to producing a great résumé

# What is a Resume?

A targeted document  
sent to a decision-making individual  
highlighting your essential qualifications  
for a specific type of position  
with the intent of getting you an interview



# What **must** be on a resume?

- Your name and a clear way to contact you
- The truth

## **NEVER:**

- Your Picture
- Your Age
- Your Social Security number

# A Resume is NOT:

- A biographical summary
- Read by no one in particular
- Listing some jobs and other stuff
- For any position available
- In hopes you'll get hired

## Resume Basics:

**EDUCATION** - List education in reverse chronological order, degrees or licenses first, followed by certificates and advanced training. Set degrees apart so they are easily seen. Put in boldface whatever will be most impressive. Don't include any details about college except your major and distinctions or awards you have won, unless you are still in college or just recently graduated.

**CAREER HIGHLIGHTS/SUMMARY** (Optional) - The "Summary" or "Summary of Qualifications" consists of several concise statements that focus the reader's attention on the most important qualities, achievements and abilities you have to offer. Those qualities should be the most compelling demonstrations of why they should hire you instead of the other candidates.

**WORK EXPERIENCE** - List jobs in reverse chronological order. Don't go into detail on the jobs early in your career; focus on the most recent and/or relevant jobs. Be aware of listing important skill sets-including those that are transferable to your professional goal.

**AWARDS** - If the only awards received were in school, put these under the Education section. Mention what the award was for if you can (or just "for outstanding accomplishment" or "outstanding performance"). This section is almost a must, if you have received awards.

**PROFESSIONAL AFFILIATIONS** - Include only those that are current, relevant and impressive. Include leadership roles if appropriate. This is a good section for communicating your status as a member of a minority targeted for special consideration by employers, or for showing your membership in an association that would enhance your appeal as a prospective employee.

# 12



## Essentials for Success

**Getting a degree does not guarantee getting a job.** There's much more to it. You need strong skills and personal vision—coupled with discipline-specific knowledge—to attract the attention of employers. The most important factor, employers tell us, is the **ability to articulate what you've learned**, demonstrated by your accomplishments in and out of the classroom.

**Do you have the essentials for success?** What examples from your experiences would you give to highlight your skills in action?

- 1. Working in a Diverse Environment**  
Learning from people who are different from you – and recognizing your commonalities – is an important part of your education and essential preparation for the world you will join.
- 2. Managing Time and Priorities**  
Managing how you spend your time, and on what, is essential in today's world. Learn how to sort priorities so you stay in control of your life.
- 3. Contributing to a Team**  
In the workplace each person's contribution is essential to success. Having the ability to work collaboratively with others is vital. This includes identifying individual strengths (yours and others) and harnessing them for the group building consensus, knowing when to lead and when to follow and appreciating group dynamics.
- 4. Navigating Across Boundaries**  
Life is filled with boundaries – good and bad. Discover how to avoid the boundaries that become barriers so you don't hamper the ability to collaborate with other people.
- 5. Acquiring Knowledge**  
Learning how to learn is just as important as the knowledge itself. No matter what your future holds, you'll continue to learn every day of your life.

- 6. Thinking Critically**  
Developing solid critical thinking skills means you'll be confident to handle autonomy, make sound decisions, and find the connection between opportunities you have to learn and how those opportunities will affect your future.
- 7. Performing with Integrity**  
It only takes one bad instance to destroy years of good faith and good relationships. It's important to develop a code of ethics and principles to guide your life.
- 8. Developing Professional Competencies**  
The end of college is the beginning of a new education. Build on what you already know and keep learning new skills – your job will challenge you to grow and develop in ways you haven't imagined yet.
- 9. Communicating Effectively**  
Developing listening, interpreting, and speaking skills is just as important as reading and writing.
- 10. Solving Problems**  
You may only have thought about problem – solving when you're faced with a crisis. Understand the process and mind-set of successful problem-solving and you'll more easily handle the bigger challenges that come your way.
- 11. Balancing Work and Life**  
You've got a lot to accomplish in limited time. How do you get it all done and still stay sane? The key is maintaining balance among the different parts of your life.
- 12. Embracing Change**  
Just about every aspect of life is in a constant state of change. Sometimes it may seem that no sooner do you get caught up than you have to start all over again. No matter how you feel about change, you have to learn to deal with it.

**Use the complete 12 Essentials for Success guide** for more information and examples to help you talk effectively about the skills you've developed as a Spartan. To learn more go to:

<http://careernetwork.msu.edu/pdf/Competencies.pdf>

# Resume Mistakes

Do you want to know why resumes fail?  
Here are the reasons given in a survey of employers:

- No accomplishments (78%)
- Negative visual impact (55%)
- Poor or no cover letter (40%)
- Lack of objective (36%)
- Format problems (32%)
- Irrelevant data (29%)
- Inadequate job description (12%)
- Time gaps unexplained (10%)
- Resume too long (10%)



# Interviewing Fundamentals

# What is an Interview?

**A goal-oriented exchange of information  
between two people**

*It enables both parties to gauge the degree of fit  
between the candidate's goals and the  
employer's needs*



# Preparation and Research

## **Know yourself and the connection (40%):**

- What will I gain by getting this job?
- What do I offer that they need?

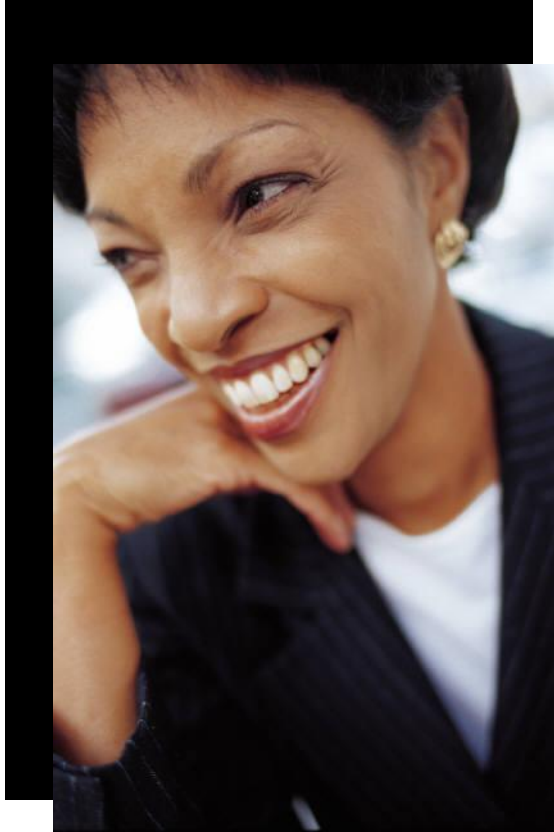
## **Know the other party (60%):**

- What are their core competencies?
- How are they organized and who are the players?
- Where does the job fit into the bigger picture?
- What do they want in a candidate?

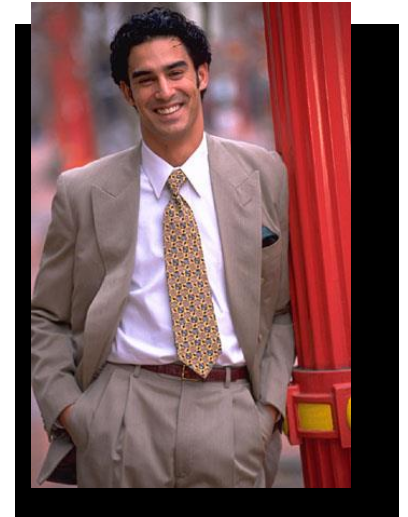
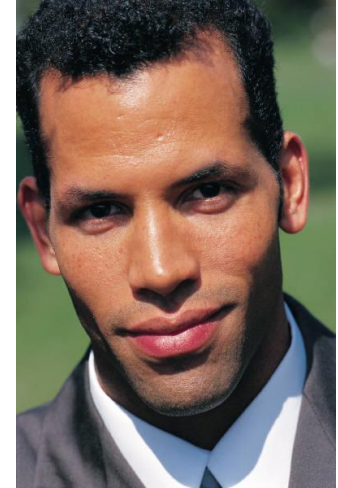
# “First impressions count!”

- Do your research in advance: know about your potential employer and what you can offer them in advance. “How do you meet their needs?”
- Psychologists have determined that most decisions about people are made within the first 5 to 10 minutes!
- The rest of the time is used to bolster or test this impression.

# The “Presence Factor”



- First impression
- Non-verbals
- Dress and demeanor
- Energy,
- confidence and maturity
- Closing impression



# The Interview: The Employer's Perspective

Employers think of position requirements in three categories  
("Did you do your homework?")

1. Content Knowledge
2. Skills
3. Qualities



# What Happens in an Interview?

- **Employer evaluates**  
competence to do the job  
potential to contribute  
ability to mesh with team's  
characteristics
- **Candidate evaluates**  
match between work and interests  
degree of challenge, responsibility  
potential for growth  
amiability of the environment



“PARK”

Behaviorally based interviewing assistance

# “PARK”

**An interview wants to know about your past achievements and future potential**

You and the interviewer want to find out if you can develop a long-term relationship.

**Types of questions asked during an interview:**

## **1. Credential questions-Skills**

Examples: "What was your GPA?" "What can you tell me about housing codes?"

**Purpose:** to place **measurements** on features of an applicant's background

## **2. Experience questions**

Examples: "What did you learn in that class?" "What were your responsibilities in that job?"

**Purpose:** Evaluate features of an applicant's background

## **3. Behavioral questions**

Examples: "Can you give me a specific example of how you resolved a conflict in the past?"

**Purpose:** To anticipate future behavior based upon past behavior.

**The frequent first question: Tell me about yourself....**

- A brief statement of what/who you consider yourself to be at this stage of your life.
- Detail about your path to this point
- Add a closure where you state one solid reason that you'd be a good fit for the company you are meeting with.

**Before the interview, research the employer:**

- What is the mission statement?
- What's the company's history & recent news?
- Recent financial performance?
- Where does your job fit into the bigger picture?

## **How To Answer Behavioral Interview Questions**

**P**=Problem (identify what the interviewer is really asking—then give a specific example)

**A**=Action (what did you do?)

**R**=Results (what happened?)

**K**= Knowledge (what did you learn?)

To prepare for this type of interview, think of examples from past experiences where relevant skills were demonstrated. The examples can come from class projects, work experiences, student activities or living situations. Tell the interviewer “the story” keeping in mind PARK in order to give a complete, yet brief answer.

“Thank you” letters if appropriate for the situation

Short and to the point:

- Reiterate your appreciation
- Solid points of the meeting
- How much you look forward to being a part of this company/service/program
- Follow-up



# Practice

The screenshot shows a web browser window with the URL <http://careernetwork.msu.edu/jobs-internships/interviewing/InterviewStream%20online%20practice%20interview%20service.html>. The browser's address bar and menu bar are visible. The page content includes the Michigan State University logo and the text "MICHIGAN STATE UNIVERSITY Career Services Network". A search bar is located in the top right. A navigation menu contains "EXPLORING OPTIONS", "RESOURCES + TOOLS", "JOBS + INTERNSHIPS", and "SERVICES + LOCATIONS". Below this, there are links for "ALUMNI", "EMPLOYERS", and "FACULTY/STAFF". The main content area features a breadcrumb trail: "Home > Jobs + Internships > Interviewing > InterviewStream service". A sidebar on the left lists various interview-related topics, with "InterviewStream service" selected. The main text area has a heading "InterviewStream online practice interviewing service" and a sub-heading "Being prepared for the interview is very important." followed by a paragraph of text. A small image of the "INTERVIEW STREAM" logo is shown to the right. At the bottom, there is a list of instructions for logging in.

Interviewing

- Preparing for Interviews
- Interview Questions
- PARK Method
- Interview Don'ts
- Interviewing on Campus
- Phone Interviews
- The Second Interview
- Practicing Interview Skills
- InterviewStream service**


[Home](#) > [Jobs + Internships](#) > [Interviewing](#) > InterviewStream service

## InterviewStream online practice interviewing service

**Being prepared for the interview is very important.** The employer has already agreed to meet with you based on your resume and cover letter—you've made it this far. Now to be confident in your interview, you need to be prepared: Research the organization and the position; know your skills and abilities; and practice, practice, practice!

**InterviewStream**, a free service for MSU students, will help you practice interviewing using a webcam!

- If you've already set up your account: Login with your MSU email as the "User" and unique InterviewStream password. (Click "forgot password" if you don't have the password handy.)



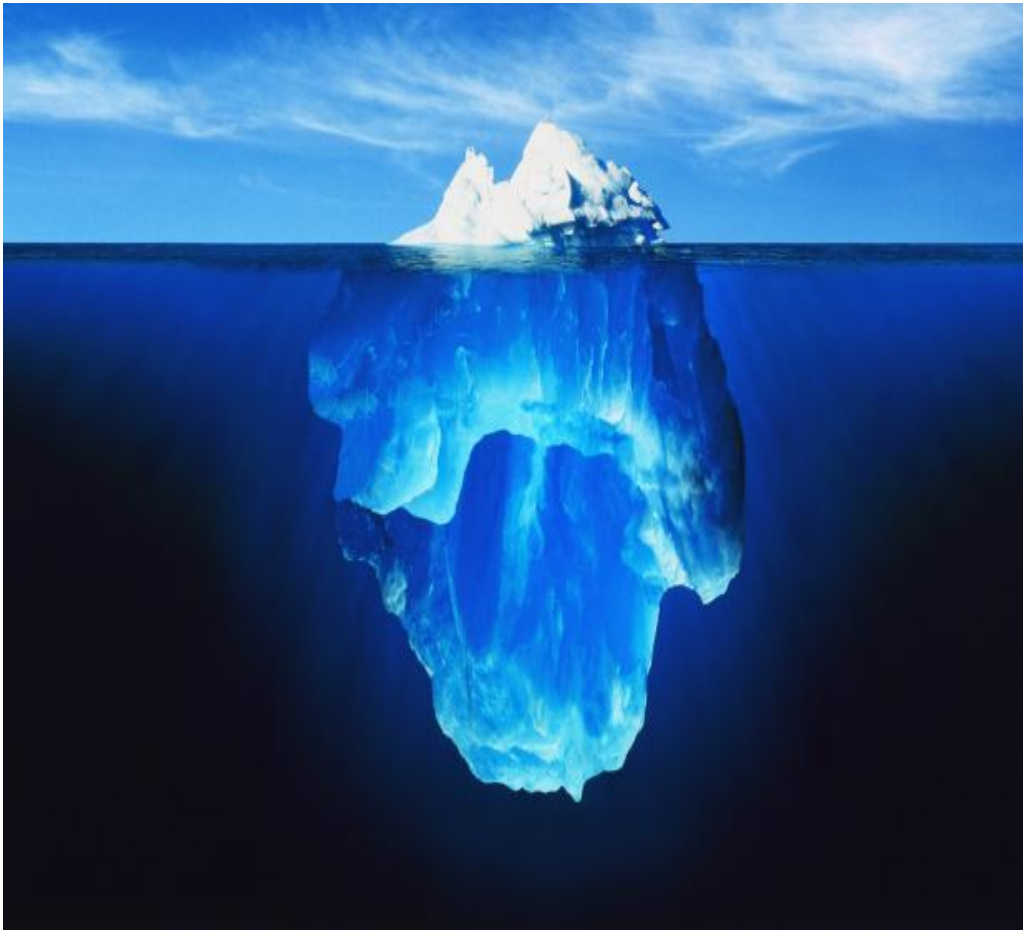


# Career Resources



Resources for helping me to  
achieve my professional  
career goals:

# Information is Power



- Basic Resources
  - Want Ads
  - Search engines
  - Resume
- **Advanced Resources**
- College of Natural Science Career Page and links
  - Monthly Newsletter
  - Science/Health Clubs
  - Undergraduate Research
- MSU Career Services
  - Handshake
  - Workshops
  - Employer info sessions
  - Career Fairs
  - Web Sites
  - Journals, Media,
  - Career Advising
- Informational Interviewing
- Networking

# Career Services and Handshake

The screenshot shows a web browser window displaying the Michigan State University Career Services Network website. The URL in the address bar is <http://careernetwork.msu.edu/services-locations/handshake/>. The page features the MSU logo and the text "MICHIGAN STATE UNIVERSITY" at the top left. A search bar is located at the top right. Below the header, there is a navigation menu with four main categories: "EXPLORING OPTIONS", "RESOURCES + TOOLS", "JOBS + INTERNSHIPS", and "SERVICES + LOCATIONS". The "SERVICES + LOCATIONS" category is currently selected. Underneath this menu, there are links for "ALUMNI", "EMPLOYERS", and "FACULTY/STAFF". The main content area is titled "Handshake" and includes a breadcrumb trail: "Home > Services + Locations > Handshake". On the left side of the main content area, there are two links: "Handshake for Students" and "Handshake for Employers". The central part of the page contains a "Welcome to Handshake" message with the Handshake logo. The message states: "Great News! Michigan State University has partnered with Handshake- a modern career development platform. Handshake will be replacing MySpartanCareer and will be your one stop shop for launching your career." Below this, it says "Career Services Network is using now using Handshake." There are two sections for login links: "Login Links:" followed by "[MSU Students](#) (includes recent alumni)" and "[Employers](#)". At the bottom, there is a section titled "Additional Information for Students" which says: "Students: Log in to Handshake using your MSU Net ID (Email) and Password [here](#)." The browser's taskbar at the bottom shows various application icons and the system tray with the date and time: "4:27 PM 10/10/2016".

# Post your resume and complete your profile!

The screenshot displays the MSU Handshake website interface. At the top, the browser address bar shows the URL <https://msu.joinhandshake.com/>. The page header includes the Handshake logo, a search bar, and user navigation options like 'Help' and 'Brian'. A green notification box states 'Logged in!'. The main content area is divided into several sections:

- Left Sidebar:** Contains navigation links for 'View Your Profile', 'View Your Applications', 'Your Career Interests', and a 'PLAN' section with categories like 'Home', 'EXPLORE' (Jobs, Internships, Employers), 'ATTEND' (Events, Fairs, Interviews), and 'PLAN'.
- Central Content:**
  - A blue box titled 'Do what you love!' with the text 'Tell us a little more about your Career Interests and we'll recommend events, articles and jobs you're actually interested in.' and a 'Personalize Handshake' button.
  - Two job listings from 'HNA Group':
    - 'HNA Leadership Program' (Full-Time On Campus Student Employment in Haikou, Hainan + 1 more) with an application deadline of 10/21/16 at 11:00AM.
    - 'FOSUN GROUP 2017 CAMPUS RECRUITMENT' (Full-Time Job in Beijing, Beijing) with an application deadline of 12/31/16 at 3:00AM.
  - Another 'HNA Leadership Program' listing (Full-Time On Campus Student Employment in Haikou, Hainan + 1 more) with an application deadline of 10/21/16 at 11:00AM.
- Right Sidebar:** Titled 'Upcoming Events', it lists several events:
  - OCT 10:** Neighborhood Success Series - Explore Your Purpose (6:00 PM - 8:00 PM), Marriott Open House (7:00 PM - 8:00 PM).
  - OCT 11:** CSS Staff Handshake Training (9:00 AM - 10:00 AM), Higher Ed Finance Roundtable Lunch Presented by Citizens Research Council (12:00 PM - 1:00 PM).
  - OCT 25:** Foundation and Non-Profit Leadership Panel (3:00 PM - 5:00 PM), Ambassador Sign Up - Graduate and Law School Fair (1:00 PM - 7:00 PM), MSU Graduate & Law School Fair 2016.

The bottom of the image shows a Windows taskbar with various application icons and a system tray displaying the time as 4:29 PM on 10/10/2016.

## College of Natural Science

### Students

- [Undergraduate](#)
- [Graduate](#)
- [Preprofessional Resources](#)
- [Organizations](#)
- [College Career Services](#)**
- [Career Exploration](#)
- [Career News](#)
- [Graduate School](#)
- [Internships](#)
- [Job Search](#)
- [Masters & PhD](#)
- [Employment Resources](#)
- [My Spartan Career](#)
- [Undergraduate Research Experience](#)
- [Student Blog](#)
- [Student Profiles](#)

## College Career Services

[Home](#) » [Students](#) » [College Career Services](#)

Start on the right path with College Career Service's career exploration, consulting, self-assessments and internship guides.



Students at all levels can meet with career advisors for general questions about resumes, cover letters, interviewing and researching careers and choosing a major. We also offer strategies for choosing a graduate school, finding an internship or running job search.

To make an appointment or get more information, visit the [MSU Career Services Network](#).

### Choosing Your Path

- [Planning and Assessment Tools](#)
- [Internships](#)
- [Undergraduate Research Experience](#)
- [Natural Science Career Exploration](#)
- [Job Search, Interview and Applications](#)
- [Graduate School Selection and Tips for Applying](#)
- [Advanced Degree \(MS, PhD\) Resources](#)

### Career News

[Internship Spotlight of the Month \(October 2015\) - Trevor Smith](#)

[Internship Spotlight: Emily Titus](#)

[Internship: Mallory Wilson](#)

[Internship: Anthony Thibodeau](#)

[More Career News](#)

### Schedule Today

[Brian Telfor](#)  
Career Services  
Consultant  
[Schedule an appointment](#)

[Chris Sell](#)  
Internship Coordinator  
[Schedule an appointment](#)

Visit [MSU Career Services Network](#) for job fairs, events and other career

## My Science Career at Nat Sci!

News you can use for your career!

### In This Issue

[Graduate & Professional Fair](#)

[Apply your Undergraduate Research Experience](#)

[Find Your Internship](#)

[Nursing Career Fair](#)

[Study Abroad Fair](#)

[Finding](#)

U  
S  
of

**October 15 -**  
Graduate & Professional  
Schools Fair

**October 15 -**  
Study Abroad Fair

**October 21 -**  
Nursing Career Fair

**October 21 -**  
Middle of Fall Semester

**November 18 -**  
Spartan Startup Career  
Fair

### Tips on Speaking with Recruiters & Employers

Steps for getting ahead in your career fair planning!

- Have your resume polished by a career advisor? To schedule an appointment visit [MySpartanCareer](#)
- Do your research. A recruiter is speaking with hundreds of

### GRADUATE

Stay up to date on what is happening for your career!

Over 140 institutions offering graduate programs in law, health, science, business, public affairs, arts, humanities and more! Students of all majors are encouraged to attend.

Visit [MySpartanCareer](#) for a list of schools attending.

### TROUBLESHOOTING YOUR UNDERGRADUATE RESEARCH EXPERIENCE

Thursday, October 8, 6:00-7:00 PM  
Bessey Hall, Room 313



Intended for current undergraduate researchers, this panel discussion provides insight and suggestions on how to manage

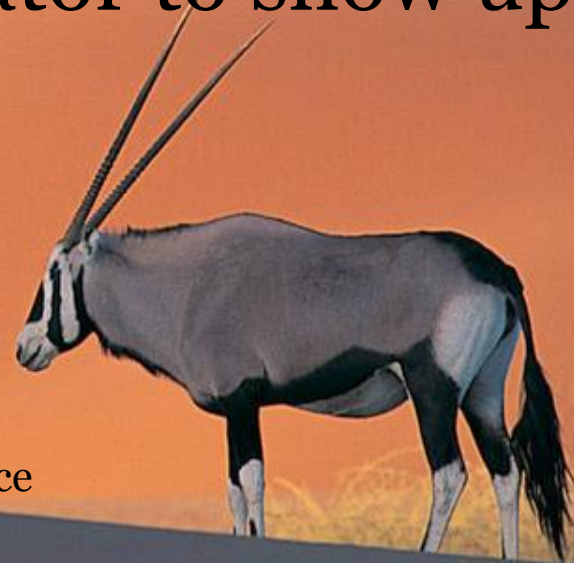


# MSU-CNS Employment/Career Resources

- College of Natural Science Career Page:  
<http://naturalscience.msu.edu/students/careers/index.html>
- MSU/CNS Career Services: [www.careernetwork.msu.edu](http://www.careernetwork.msu.edu)
  - Career Fairs
  - Career Advising-Assessment tests (i.e. Strong Interest Inventory)
  - On campus workshops: resume, interviewing, internships, etc.
  - Handshake-Jobs, Internships, Events, Workshops, Interviews
- ONET: [www.online.onetcenter.org](http://www.online.onetcenter.org)
- Internships@state: <http://intern.careernetwork.msu.edu/>
- LinkedIn: [www.linkedin.com](http://www.linkedin.com)

# QUESTIONS?

“For every person that climbs the ladder of success, there are 10 waiting for the elevator to show up.”



Brian Telfor LMSW, GCDF  
Career Consultant, College of Natural Science  
Michigan State University  
[www.careernetwork.msu.edu](http://www.careernetwork.msu.edu)  
telfor@msu.edu