



# CAREER START UP GUIDE

Send

CAREER INFORMATION AT YOUR FINGERTIPS



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# CAREER SERVICES AND EXPERIENTIAL LEARNING

Career Services and Experiential Learning (CSEL) provides a variety of career development, job search and internship preparation resources and services to Cape Cod Community College students. The career counselor is available for individual appointments, to assist with career decision making, job searches, internship preparation, résumé or cover letter writing, online profile development or interview preparation. Assessment tools are available to match your interests, skills, values and personality preferences to potential careers. Our Prior Learning Assessment program can assist students with significant prior learning speed their degree completion by turning prior learning into college credit.

## STUDENT EMPLOYMENT OFFICE

The Student Employment Office (SEO), provides job and internship postings on 4CJobLink. The SEO staff members also manage our on-campus recruiting program and provide drop-in job search assistance.

## GUIDED PATHWAYS TO SUCCESS IN STEM (GPSTEM)

The Guided Pathways Success in STEM (GPSTEM) program grant provides career assistance to students enrolled in Science, Technology, Engineering and Mathematics (STEM) academic programs. Services include career decision making, internship preparation, résumé and cover letter writing, portfolio and online profile development, interviewing preparation, and more. *The GPSTEM project is 100% funded by a \$20,000,000 grant awarded by the U.S. Department of Labor's Employment and Training Administration, Grant # TC-26450-14-60-A-25*

**WWW.CAPECOD.EDU/CAREER**

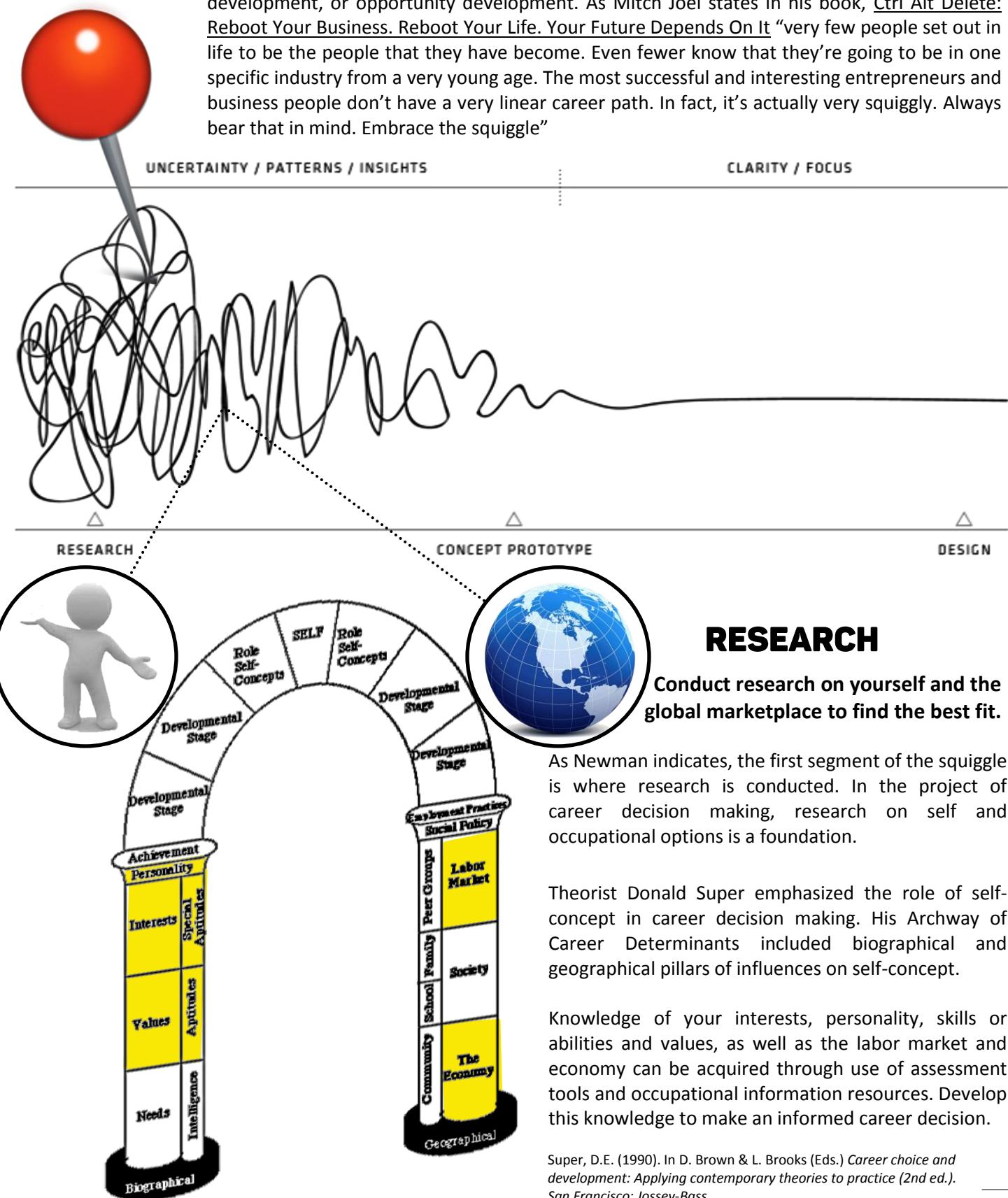
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# "EMBRACE THE SQUIGGLE"

-MITCH JOEL

**YOU ARE HERE**



## INTERESTS

WHAT DO YOU



Interests are what concerns or involves us and holds our attention. From our likes and dislikes to our hobbies and favorite activities, interests help define our personality.

HOW CAN YOU IDENTIFY CAREER INTERESTS?

Ask yourself the following questions:

- What do you think about, read about or watch?
- What classes have you found interesting?
- What activities, hobbies or sports do you enjoy?
- Who do you admire?
- What would you do even if no one paid you to do it?
- What organizations, companies or causes would you want to be part of?



Look for patterns in your answers to identify potential career fields or central occupational tasks. Do common themes emerge such as a preference for working with people or things? Do your interests fall into certain fields such as the sciences, the arts, or sports?

Employers look for a combination of "Hard" and "Soft" skills. Hard skills are technical functions or measurable abilities required for some occupations. Soft skills are behaviors, attitudes, approaches and characteristics that demonstrate social and emotional intelligence. Hard skills may get you hired, but soft skills are required for career longevity. Use the resources on page 21 to learn more about skills required for the occupations you are considering.

## SKILLS

### SKILLS FOR TOMORROW'S GLOBAL ECONOMY:

- 1) Critical thinking and problem solving
- 2) Collaboration across networks and leading by influence
- 3) Agility and adaptability
- 4) Initiative and entrepreneurship
- 5) Effective oral and written communication
- 6) Accessing and analyzing information
- 7) Curiosity and imagination

-Tony Wagner, *The Global Achievement Gap*



## VALUES

Donald Super suggested that occupational choices should be made with an understanding of personal values and needs, as well as a realistic understanding of the labor market. Values include preferences for status, recognition, income, independence, work-life balance, quality of working environment, job stability, flexible scheduling, contribution to society, challenge, meaningful work, travel, leadership, etc.



Action Step: Complete the assessments on Focus2 at [www.capecod.edu/career](http://www.capecod.edu/career). The password is **capecod**. Meet with a career counselor to review your results.



# PERSONALITY

Psychologists John Holland and Carl Jung developed personality theories that pertain to career development. Assessment tools were designed based on their theories, to assist in applying theoretical principles to the process of career matching; to identify careers that match personality preferences.

**John L. Holland** developed a Vocational Choice Theory to help people find job satisfaction in work environments that are compatible with their personalities. He classified personality types in people and in work environments. He describes people and work environments as a combination of two or more of his six types: **Realistic, Investigative, Artistic, Social, Enterprising and Conventional**. An individual or work environment code is expressed by three letters i.e. RCI (for Realistic, Conventional and Investigative).



According to Holland, people of a given type seek environments of the same or similar type. People tend to choose a career that is reflective of their personality. Because people tend to be attracted to certain jobs, the environment then reflects this personality. If a person can find such a compatible environment, he or she is likely to be satisfied and productive. Holland claims the closer the match of personality to job, the greater the satisfaction. Career ideas for each of Holland's six types are listed on the next page.

# CAREER IDEAS FOR HOLLAND TYPES

## REALISTIC

- Aircraft Mechanic
- Appraiser
- Astronaut
- Building Inspector
- Carpenter
- Cartographer
- Chef/Cook
- Dental Hygienist
- Drafter
- Electrician
- EKG Technician
- Engineer
- Fire-Fighter
- Fish & Game Warden
- Horticulturist
- Landscape Architect
- Pilot
- Safety Engineer
- Surveyor
- Radiologic Technician

## INVESTIGATIVE

- Actuary
- Archaeologist
- Biologist
- Cartographer
- Computer Network Tech.
- Dentist
- Ecologist
- Engineer
- Food Technologist
- Forensic Scientist
- Horticulturist
- Market Research Analyst
- Math Teacher
- Meteorologist
- Nurse Practitioner
- Pharmacist
- Physician
- Research Dietician
- Surgeon
- Veterinarian

## ARTISTIC

- Actor
- Advertising Manager
- Architect
- Artist
- Choreographer
- Cosmetologist
- Dance Instructor
- Drama Coach
- English Teacher
- Fashion Illustrator
- Graphic Designer
- Interior Decorator
- Journalist
- Music Teacher
- Musician
- Museum Curator
- Photographer
- Reporter
- Stage Technician
- Writer

## SOCIAL

- Athletic Coach
- Attorney
- Counselor
- Career Counselor
- Corrections Officer
- Education Administrator
- Financial Counselor
- Fitness Instructor
- Funeral Director
- Human Services Assistant
- Minister
- Paramedic
- Parole Officer
- Personnel Director
- Police Officer
- Psychologist
- Recreation Director
- Social Worker
- Sociologist
- Teacher

## ENTERPRISING

- Advertising Executive
- Agent
- Banker
- Branch Manager
- Campaign Manager
- Entrepreneur
- Florist
- Financial Analyst
- Fundraiser
- Lawyer
- Lobbyist
- Marketing Manager
- Office Manager
- Police Officer
- Politician
- Promotions Specialist
- Real Estate Agent
- Sales Manager
- Stockbroker
- Travel Agent

## CONVENTIONAL

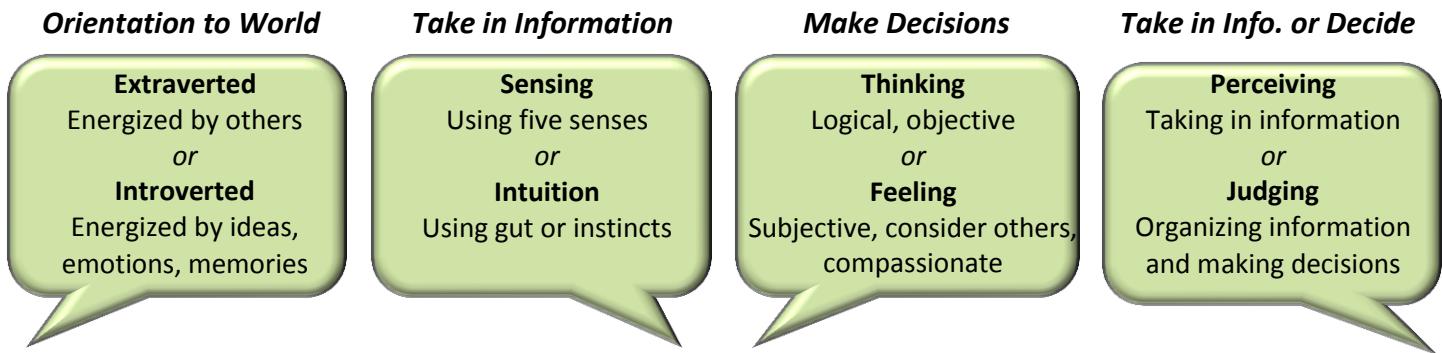
- Accountant
- Actuary
- Administrative Assistant
- Bank Manager
- Bookkeeper
- Business Professor
- CAD Operator
- Compensation Analyst
- Computer Operator
- Corrections Officer
- Cost Analyst
- Credit Manager
- Editor
- Estimator
- Librarian
- Medical Secretary
- Paralegal
- Personnel Clerk
- Safety Inspector
- Tax Consultant

This is not a complete listing of all occupations to consider.

Sources: "Exploring Career Options", Self-Directed Search, 1990, Holland, John L., PhD;  
[www.self-directed-search.com](http://www.self-directed-search.com), CHOICES Planner, [www.nycareerzone.org](http://www.nycareerzone.org)

# JUNG AND PERSONALITY PREFERENCES

Swiss Psychologist, **Carl Jung**, (1875 – 1961) theorized that you can predict differences in people's behavior if you know how they prefer to use their mind. According to Jung, we each have an *inborn preference* for using our mind in one of two different ways, in four categories:



Around 1940 a mother-daughter team, Katharine C. Briggs and her daughter Isabel Briggs Myers, developed an instrument to help people understand and use Carl Jung's theory of psychological type preferences, called the Myers Briggs Type Indicator (MBTI).

- The MBTI is a *reliable* and *valid* instrument that measures and categorizes your personality and behavior. It is *not* a test. There are no "right" or "wrong" answers.
- There are a total of 16 possible "types" based on unique combinations of the preferences.
- Four letters are used to represent a type, for example a person with preferences for Extraverted, Sensing, Thinking, and Judging is called an **ESTJ**.
- Each type has strengths and weaknesses. No type is better than another.
- People can use the assessment tool to *validate* their preferences on each of the four dichotomies and understand the sixteen different personality types that result from the interactions among preferences. Use the Self-Guesstimate on the next page before validating.
- Knowing your type can help you:
  - choose a career that might be a good match for your personality
  - understand others
  - understand your own behavior
  - communicate better with others
  - work more cooperatively in groups with others
  - manage people better in a work situation
  - appreciate individual differences
  - and more...



## Action Steps:

- See a career counselor to take the MBTI assessment
- Check out additional personality type resources, including:
  - Do What You Are by Paul D. Tieger and Barbara Barron
  - Jung Typology Test at: <http://www.humanmetrics.com/cgi-win/JTypes1.htm>
  - Find personality profiles online at [www.truity.com](http://www.truity.com) and [www.typeologic.com](http://www.typeologic.com)

# PERSONALITY SELF-GUESSTIMATE

Complete the Self-Guesstimate, then take the MBTI assessment to verify your type.

Which side do you think *more* accurately describes you? Write the letter in the box at the end of each pair.

## ORIENTATION TO THE WORLD

### Extraversion

Focus on the outer world of people and things  
Receive energy from interacting with people  
Energized by taking action; active  
Prefer communicating by talking (over writing)  
Work out ideas by talking them through  
Learn best through sharing, doing, or discussing  
Have broad interests

### Introversion

Internal focus on ideas, memories, or emotion  
Receive energy from reflecting on thoughts  
Prefer communicating in writing (over talking)  
Learn best by having time alone to process  
Prefer working in quiet environments  
Able to focus on one project at length  
Known to be reflective, quiet, private, or deep

E or I

## PREFERENCE FOR TAKING IN INFORMATION (PERCEIVING)

### Sensing

Focus on the present; what is happening now  
Prefer real, concrete, or tangible information  
Attentive to details, specifics, and facts  
Enjoy tasks with an orderly, sequential format  
Like having five senses engaged while working  
Work at a steady pace and have stamina  
Known to be practical, steady, and orderly

### iNtuition

Focus on future; possibilities and potential  
See the big picture, connections, or patterns  
Remember specifics when part of a pattern  
Imaginative and creative  
Bored by routine and sequential tasks  
Like solving problems and developing new skills  
Have bursts of energy rather than stamina

S or N

## PREFERENCE FOR MAKING DECISIONS (JUDGING)

### Thinking

Examine logical consequences of decisions  
Objectively weigh the pros and cons  
Base decisions on impersonal analysis and logic  
Energized by problem solving and critiquing  
Seek standard principles to apply uniformly  
Look for cause/effect relationships in data  
Consider feelings when presented as facts

### Feeling

Base decisions on subjective values  
Enjoy appreciating and supporting others  
Actively look for qualities to praise in others  
Value and create harmonious environments  
Honor each person as a unique individual  
Assess impacts of decisions on others  
Work best in supportive, encouraging settings

T or F

## PREFERENCE FOR EITHER TAKING IN INFORMATION OR MAKING DECISIONS

### Judging

Prefer to make decisions with information  
Make decisions as soon as possible  
Enjoy having closure; like things settled  
Plan and organize their world  
Like roles and expectations to be clear  
Enjoy getting things done/being productive  
Plan ahead to avoid last minute pressure

### Perceiving

Prefer to take in information and understand  
Keep things open-ended as long as possible  
Seek to experience and live life; not control it  
Open to new options and last-minute changes  
Enjoy starting projects but often never finish  
Able to adapt; flexible  
Energized by last minute pressure

J or P

# OCCUPATIONAL TRENDS BY TYPE

The chart below identifies some occupational fields you may be drawn to based on the two MIDDLE LETTERS of your type.

ST	SF	NF	NT
<b>Business/Management</b> <b>Law/Law Enforcement</b> <b>Skilled Trades</b> <b>Computer/Technical</b>	<b>Health Care</b> <b>Teaching/Education</b>	<b>Counseling</b> <b>Arts/Creative</b> <b>Teaching/Education</b> <b>Religious/Spiritual</b>	<b>Science</b> <b>Technology</b> <b>Engineering</b> <b>Math</b>
<b>ISTJ</b> <ul style="list-style-type: none"> <li>• Management</li> <li>• Law Enforcement</li> <li>• Accounting</li> </ul> <p><i>Use attention to detail to get the job done</i></p>	<b>ISFJ</b> <ul style="list-style-type: none"> <li>• Education</li> <li>• Health Care</li> <li>• Religious Settings</li> </ul> <p><i>Personally help people behind the scenes</i></p>	<b>INFJ</b> <ul style="list-style-type: none"> <li>• Religious/Spiritual</li> <li>• Counseling</li> <li>• Education</li> <li>• Arts/Creative</li> </ul> <p><i>Facilitate emotional, intellectual or spiritual development in others</i></p>	<b>INTJ</b> <ul style="list-style-type: none"> <li>• Science/Technical</li> <li>• Computers</li> <li>• Law</li> </ul> <p><i>Use intellectual creativity and technical knowledge to conceptualize, analyze and complete tasks</i></p>
<b>ISTP</b> <ul style="list-style-type: none"> <li>• Skilled Trades</li> <li>• Agriculture</li> <li>• Law Enforcement</li> <li>• Military</li> <li>• Technical Fields</li> </ul> <p><i>Work hands-on with data or things to analyze</i></p>	<b>ISFP</b> <ul style="list-style-type: none"> <li>• Health Care</li> <li>• Business</li> <li>• Law Enforcement</li> </ul> <p><i>Use gentle nature and attention to detail in service-oriented position</i></p>	<b>INFP</b> <ul style="list-style-type: none"> <li>• Counseling</li> <li>• Writing</li> <li>• Arts/Creative</li> <li>• Human Services</li> </ul> <p><i>Use creativity to honor and support their values</i></p>	<b>INTP</b> <ul style="list-style-type: none"> <li>• Science/Technical</li> </ul> <p><i>Apply objective analysis of problems and technical expertise in solitary environment</i></p>
<b>ESTP</b> <ul style="list-style-type: none"> <li>• Marketing</li> <li>• Skilled Trades</li> <li>• Business</li> <li>• Law Enforcement</li> </ul> <p><i>Focus on hands-on activities, details, and take action</i></p>	<b>ESFP</b> <ul style="list-style-type: none"> <li>• Health Care</li> <li>• Child Care</li> <li>• Skilled Trades</li> </ul> <p><i>Use outgoing nature and enthusiasm to help people with practical needs</i></p>	<b>ENFP</b> <ul style="list-style-type: none"> <li>• Religious/Spiritual</li> <li>• Counseling</li> <li>• Teaching</li> <li>• Arts/Creative</li> </ul> <p><i>Use creativity and communication to foster growth in others</i></p>	<b>ENTP</b> <ul style="list-style-type: none"> <li>• Science/Technical</li> <li>• Management</li> <li>• Arts/Creative</li> </ul> <p><i>Continuously take on new challenges and solve problems</i></p>
<b>ESTJ</b> <ul style="list-style-type: none"> <li>• Management</li> <li>• Administration</li> <li>• Law Enforcement</li> </ul> <p><i>Use logic and organization of the facts to get tasks done</i></p>	<b>ESFJ</b> <ul style="list-style-type: none"> <li>• Education</li> <li>• Health Care</li> <li>• Religious/Spiritual</li> </ul> <p><i>Use their personal concern to provide service to others</i></p>	<b>ENFJ</b> <ul style="list-style-type: none"> <li>• Religion/Spiritual</li> <li>• Teaching</li> <li>• Arts/Creative</li> </ul> <p><i>Help others with their emotional, intellectual and spiritual growth</i></p>	<b>ENTJ</b> <ul style="list-style-type: none"> <li>• Management</li> <li>• Leadership</li> </ul> <p><i>Use analysis, strategic planning, and organization to get tasks completed</i></p>

## ESTIMATED FREQUENCIES ACROSS THE POPULATION:

E 49.3%	S 73.3%	T 40.2%	J 54.1%
I 50.7%	N 26.7%	F 59.8%	P 45.9%

ISTJ 11.6%	ISFJ 13.8%	INFJ 1.5%	INTJ 2.1%
ISTP 5.4%	ISFP 8.8%	INFP 4.4%	INTP 3.3%
ESTP 4.3%	ESFP 8.5%	ENFP 8.1%	ENTP 3.2%
ESTJ 8.7%	ESFJ 12.3	ENFJ 2.5%	ENTJ 1.8%

Sources: Consulting Psychologists Press MBTI Manual and ACT MBTI Qualifying Program training packet, The Myers-Briggs Foundation



# IDEAS OF CAREERS THAT MAY MATCH YOUR PERSONALITY TYPE PREFERENCES:

Middle Letters: ST

ISTJ

- Common Traits:**
- Able to persevere
  - Dependable, loyal
  - Value tradition
  - Value security
  - Natural leaders
  - Observant, store facts
  - Like order/structure
  - Enjoy working alone
  - Dislike change

**Some Career Ideas:**

- Accountant
- Administrator
- Architect
- Attorney
- Auditor
- Business Executive
- Budget Analyst
- Chemist
- Computer Analyst
- Cook/Chef
- Corrections Officer
- Criminal Investigator
- Database Manager
- Dentist
- Economist
- Engineer
- English Teacher
- Funeral Director
- Insurance Agent
- Judge
- Laboratory Tech.
- Medical Technician
- Military Officer
- Mortgage Broker
- Paralegal
- Park Ranger
- Pharmacist
- Probation Officer
- Real Estate Agent
- Scientist
- Security Guard
- Stockbroker

ESTJ

- Common Traits:**
- Natural leaders
  - Enjoy leading
  - Dependable, loyal
  - Organized
  - Straight-forward
  - Thorough
  - Complete projects
  - Like order/structure
  - Driven

**Some Career Ideas:**

- Administrator
- Attorney
- Business Manager
- Compliance Officer
- Curator
- Computer Analyst
- Cook/Chef
- Detective
- Efficiency Analyst
- Electrician
- Engineer
- Financial Manager
- Geologist
- Judge
- Manager
- Math Teacher
- Military Leader
- Mortgage Broker
- Office Manager
- Optician
- Police Officer
- Principal
- Psychiatrist
- Real Estate Agent
- Sales Manager
- Scientist
- Secretary
- Speech Pathologist
- Supervisor
- Teacher
- Veterinarian
- Veterinary Technician

ISTP

- Common Traits:**
- Curious
  - Able to store facts
  - Like to be active
  - Live in the present
  - Practical, realistic
  - Enjoy variety
  - Like new experiences
  - Results-oriented
  - Trouble-shooters

**Some Career Ideas:**

- Airline Pilot
- Architect
- Attorney
- Carpenter
- Commercial Artist
- Computer Analyst
- Computer Programmer
- Computer Technician
- Cook/Chef
- Corrections Officer
- Crisis Counselor
- Dental Hygienist
- Dentist
- Detective
- Economist
- Electrician
- EMT/Paramedic
- Engineer
- Film Producer
- Financial Advisor
- Firefighter
- Fitness Instructor
- Flight Attendant
- Floral Designer
- General Contractor
- Hairdresser
- Insurance Agent
- Land Developer
- Librarian
- Lifeguard
- Marine Biologist
- News Reporter
- Photographer
- Physician
- Real Estate Agent
- Sportscaster
- Stockbroker

ESTP

- Common Traits:**
- Action-oriented
  - Live in the present
  - Fast-paced, energetic
  - Flexible
  - Resourceful
  - Highly observant
  - Remember details
  - Initiate
  - Enjoy adventure, risk

**Some Career Ideas:**

- Airline Pilot
- Bartender
- Biologist
- Carpenter
- Computer Programmer
- Cook, Chef
- Consultant
- Cosmetologist
- Detective
- Editor
- Electrician
- EMT/Paramedic
- Engineer
- Film Producer
- Financial Advisor
- Firefighter
- Fitness Instructor
- Flight Attendant
- Floral Designer
- General Contractor
- Hairdresser
- Insurance Agent
- Land Developer
- Librarian
- Lifeguard
- Marine Biologist
- News Reporter
- Photographer
- Physician
- Real Estate Agent
- Sportscaster
- Stockbroker

This is not a complete list of occupations to consider. These career ideas may not match up to your interests, skills, or values.

Sources: [www.personalitypage.com](http://www.personalitypage.com); *Do What You Are*, Paul Tieger & Barbara Barron; *What's Your Type of Career*, Donna Dunning.



# IDEAS OF CAREERS THAT MAY MATCH YOUR PERSONALITY TYPE PREFERENCES:

Middle Letters: SF

## ISFJ

### Common Traits:

- Observant, store facts
- Remember details
- Focus on people
- In-tune with others
- Complete projects
- Stable, practical
- Kind and considerate
- Responsible
- Dislike conflict

### Some Career Ideas:

- Accountant
- Administrative Asst.
- Architect
- Bookkeeper
- Child Care Provider
- Cosmetologist
- Counselor
- Curator
- Chemist
- Dental Hygienist
- Dentist
- Dietitian/Nutritionist
- Economist
- Financial Manager
- Human Resource Mgr.
- Interior Decorator
- Innkeeper
- Librarian
- Massage Therapist
- Merchandise Planner
- Nurse
- Optician
- Paralegal
- Physician
- Pharmacist
- Physical Therapist
- Radiologic Technician
- Respiratory Therapist
- Social Worker
- Speech Pathologist
- Teacher
- Veterinarian

## ESFJ

### Common Traits:

- Organized
- Dependable, loyal
- Complete projects
- Cooperative
- Team players
- Create structure
- Enjoy people
- Natural care givers
- Like variety

### Some Career Ideas:

- Accountant
- Administrative Asst.
- Actor
- Bookkeeper
- Child Care Provider
- Coach
- Cosmetologist
- Counselor
- Customer Service
- Dental Hygienist
- Dentist
- Designer
- Dietitian/Nutritionist
- Entertainer
- Flight Attendant
- Funeral Director
- Fundraiser
- Health Educator
- Human Resource Mgr.
- Interpreter
- Journalist
- Librarian
- Massage Therapist
- Nurse
- Paralegal
- Physical Therapist
- Public Relations
- Sales Manager
- Social Worker
- Speech Pathologist
- Teacher
- Psychologist

## ISFP

### Common Traits:

- Aware of environment
- Live in the present
- Loyal
- No desire to lead or follow, individualistic
- Service-oriented
- Appreciate beauty
- Need freedom, not schedules/regimens

### Some Career Ideas:

- Actor
- Animal Trainer
- Art Teacher
- Botanist
- Carpenter
- Commercial Artist
- Cook/Chef
- Counselor
- Dental Hygienist
- Dietitian/Nutritionist
- Electrician
- Entertainer
- Exercise Physiologist
- Fashion Designer
- Forester
- Geologist
- Interior Designer
- Interpreter/Translator
- Jeweler
- Journalist
- Laboratory Technician
- Landscape Architect
- Marine Biologist
- Musician
- Park Ranger
- Photographer
- Nurse Aide
- Optometrist
- Personal Trainer
- Physician
- Social Worker
- Writer

## ESFP

### Common Traits:

- Like new experiences
- Practical, realistic
- Spontaneous
- Form strong bonds with children/animals
- Independent
- Resourceful
- Need freedom, not schedules/regimens

### Some Career Ideas:

- Adult Educator
- Athletic Coach
- Animal Trainer
- Biologist
- Carpenter
- Child Care Provider
- Cook, Chef
- Consultant
- Cosmetologist
- Dental Hygienist
- Dietitian/Nutritionist
- Electrician
- EMT/Paramedic
- Engineer
- Film Producer
- Financial Advisor
- Firefighter
- Fitness Instructor
- Flight Attendant
- Fundraiser
- Librarian
- Marine Biologist
- Massage Therapist
- Medical Assistant
- Marketing Specialist
- News Reporter
- Photographer
- Physician
- Principal
- Speech Pathologist
- Teacher
- Veterinarian

This is not a complete list of occupations to consider. These career ideas may not match up to your interests, skills, or values.

Sources: [www.personalitypage.com](http://www.personalitypage.com); *Do What You Are*, Paul Tieger & Barbara Barron; *What's Your Type of Career*, Donna Dunning.



# IDEAS OF CAREERS THAT MAY MATCH YOUR PERSONALITY TYPE PREFERENCES:

Middle Letters: NF

## INFJ

### Common Traits:

- Intuitive
- Idealistic, authentic
- Principled
- Compassionate
- Service-oriented
- Future-oriented
- Creative
- Seek meaning
- See the big picture

### Some Career Ideas:

- Advertising Specialist
- Architect
- Art Director
- Administrator
- Cosmetologist
- Counselor
- Cook/Chef
- Dietitian/Nutritionist
- Economist
- Engineer
- Efficiency Analyst
- Fashion Designer
- Farmer
- Financial Consultant
- Funeral Director
- Graphic Designer
- Human Resource Mgr.
- Librarian
- Marketing Specialist
- Museum Curator
- Physical therapist
- Probation Officer
- Psychologist
- Purchasing Agent
- Researcher
- Scientist
- Social Worker
- Speech Pathologist
- Teacher
- Technical Writer
- Web Developer
- Writer

## ENFJ

### Common Traits:

- Interested in people
- Value structure
- Create harmony
- Good people skills
- Organized
- Creative
- Loyal
- Enjoy variety
- Dislike criticism

### Some Career Ideas:

- Actor
- Administrative Asst.
- Advertising Specialist
- Art Teacher
- Caterer
- Cosmetologist
- Counselor
- Dean of Students
- Dental Hygienist
- Dietitian/Nutritionist
- Flight Attendant
- Fundraiser
- Graphic Designer
- Health Educator
- Human Resource Mgr.
- Interpreter/Translator
- Journalist
- Librarian
- Massage Therapist
- Nurse
- Physical Therapist
- Physician
- Principal
- Psychologist
- Public Relations Mgr.
- Office Manager
- Optician
- Speech Pathologist
- Social Scientist
- Social Worker
- Teacher
- Veterinarian

## INFP

### Common Traits:

- Strong values
- Interested in people
- Service-oriented
- Future-oriented
- Creative
- Original, authentic
- Flexible, laid-back
- Enjoy working alone
- Dislike routines, details

### Some Career Ideas:

- Actor
- Architect
- Audiologist
- Carpenter
- Commercial Artist
- Computer Analyst
- Cook/Chef
- Corrections Officer
- Counselor
- Dental Hygienist
- Dentist
- Economist
- Electrician
- Engineer
- Entertainer
- Exercise Physiologist
- Forensic Scientist
- Interpreter/Translator
- Journalist
- Laboratory Technician
- Marine Biologist
- Medical Assistant
- Musician
- Photographer
- Optician
- Psychiatrist
- Psychologist
- Researcher
- Respiratory Therapist
- Religious Leader
- Speech Pathologist
- Veterinarian

## ENFP

### Common Traits:

- Project-oriented
- Interested in people
- Fast-paced, energetic
- Flexible
- Cooperative
- Friendly
- Creative
- Service-oriented
- Future-Oriented

### Some Career Ideas:

- Actor
- Advertising Specialist
- Art Director
- Bartender
- Biologist
- Carpenter
- Consultant
- Cosmetologist
- Dietitian/Nutritionist
- Engineer
- Film Producer
- Financial Advisor
- Fitness Instructor
- Flight Attendant
- Floral Designer
- General Contractor
- Entrepreneur
- Human Resource Mgr.
- Interpreter/Translator
- Lifeguard
- Marketing Specialist
- Massage Therapist
- Merchandise Planner
- Photographer
- Physician
- Public Relations Mgr.
- Psychologist
- Occupational Therapist
- Social Scientist
- Speech Pathologist
- Religious Leader
- Teacher

This is not a complete list of occupations to consider. These career ideas may not match up to your interests, skills, or values.

Sources: [www.personalitypage.com](http://www.personalitypage.com); *Do What You Are*, Paul Tieger & Barbara Barron; *What's Your Type of Career*, Donna Dunning.



# IDEAS OF CAREERS THAT MAY MATCH YOUR PERSONALITY TYPE PREFERENCES:

Middle Letters: NT

## INTJ

### Common Traits:

- Absorb complex info.
- Driven
- Strategize
- Future-oriented
- See the big picture
- Analytical
- Logical, rational
- Ingenious, creative
- Enjoy working alone

### Some Career Ideas:

- Architect
- Astronomer
- Attorney
- Audiologist
- Auditor
- Biologist
- Biomedical Engineer
- Business Analyst
- Cardiologist
- Chemist
- Civil Engineer
- Computer Analyst
- Economist
- Engineer
- Financial Manager
- Food Scientist
- Inventor
- Investigator
- Judge
- Librarian
- Manager
- Mathematician
- Musician
- Neurologist
- Pharmacist
- Physician
- Psychiatrist
- Researcher
- Software Developer
- Strategic Planner
- Social Scientist
- Translator

## ENTJ

### Common Traits:

- Turn theories to plans
- Driven
- Value knowledge
- Natural leaders
- Enjoy structure/order
- Decisive
- Confident
- Future-oriented
- Dislike inefficiency

### Some Career Ideas:

- Actor
- Actuary
- Architect
- Attorney
- Auditor
- Bank Manager
- Biologist
- Biomedical Engineer
- Chemist
- College Professor
- Computer Analyst
- Dentist
- Designer
- Detective
- Economist
- Engineer
- Financial Planner
- Intelligence Agent
- Interpreter
- Inventor
- Journalist
- Judge
- Librarian
- Medical Technician
- Pharmacist
- Physician
- Psychiatrist
- Researcher
- Salesperson
- Science Teacher
- Scientist
- Social Scientist
- Social Worker
- Stockbroker
- Supervisor
- Technical Trainer
- Web Developer

## INTP

### Common Traits:

- Enjoy abstract thinking
- Value knowledge
- Value competence
- Analytical
- No desire to lead or follow, individualistic
- Future-oriented
- Ingenious, creative
- Enjoy working alone

### Some Career Ideas:

- Archaeologist
- Architect
- Attorney
- Biologist
- Biomedical Engineer
- Computer Analyst
- Computer Programmer
- Computer Technician
- Detective
- Economist
- Engineer
- Financial Planner
- Intelligence Agent
- Interpreter
- Inventor
- Journalist
- Judge
- Librarian
- Neurologist
- Optometrist
- Paralegal
- Pharmacist
- Physician
- Physicist
- Pilot
- Psychiatrist
- Researcher
- Scientist
- Securities Analyst
- Surveyor
- Veterinarian
- Race Car Driver

## ENTP

### Common Traits:

- Project-oriented
- Optimistic
- Generate ideas
- Communicate well
- Enjoy debating
- Lively, energetic
- Logical, rational
- Enjoy problem solving
- Dislike routines, details

### Some Career Ideas:

- Actor
- Advertising Director
- Attorney
- Biologist
- Chemical Engineer
- Computer Programmer
- Computer Analyst
- Engineer
- Entrepreneur
- Film Producer
- Financial Advisor
- Inventor
- Journalist/Writer
- Literary Agent
- Logistics Consultant
- Mechanical Engineer
- Mediator
- Film Producer
- Financial Advisor
- Meteorologist
- News Reporter
- Physician
- Political Analyst
- Politician
- Real Estate Developer
- Restaurant Owner
- Salesperson
- Scientist
- Strategic Planner
- Technical Trainer
- TV/Talk Show Host
- Venture Capitalist

This is not a complete list of occupations to consider. These career ideas may not match up to your interests, skills, or values.

Sources: [www.personalitypage.com](http://www.personalitypage.com); *Do What You Are*, Paul Tieger & Barbara Barron; *What's Your Type of Career*, Donna Dunning.

# **COMMUNICATING WITH PERSONALITY TYPE PREFERENCES**

## **When communicating with Extroverts**

Talk to them, preferably face to face  
Present information to extroverts in groups; they like to discuss  
Emphasize the action to be taken  
Expect extroverts to toss ideas out and speak up in group situations

## **When communicating with Introverts**

Put in writing – send an email instead of calling  
Present to them individually or in small groups  
Give them time to reflect on their thoughts after receiving information and before sharing ideas

## **When communicating with Sensing Types**

Clearly present your topic in an orderly format  
Give lots of details, facts and concrete examples  
Use props, multimedia, or samples to help them see, hear, smell, touch, or taste your ideas  
Focus on the tangible, practical results that can be achieved in the short term

## **When communicating with Intuitive Types (Ns)**

Discuss the big picture and long-term possibilities  
Emphasize ideas/concepts instead of details  
If you must mention specifics, do so using patterns and emphasize their connections  
Give them a problem to solve and allow them room to be innovative, novel and creative

## **When communicating with Thinking Types**

Be brief – get to the point  
Use logical (not emotional) arguments to appeal to the head, not the heart  
Clearly identify any pros or cons to be weighed  
Allow them time to critique and expect them to be fair

## **When communicating with Feeling Types**

Create a supportive, friendly environment  
Begin with words of appreciation and identify areas of agreement  
Use emotional arguments instead of logic and emphasize the effect on people involved  
Self-disclose with personal anecdotes or examples

## **When communicating with Judging Types**

Be prompt (or early) and stick to a schedule  
Present information in an organized manner and expect decisions to be made quickly  
Emphasize deadlines and timetables  
Don't include surprises

## **When communicating with Perceiving Types**

Expect to have fun  
Leave extra time to get work done; a deadline will not really be perceived as *the* deadline  
Present information as options that are modifiable and let them draw conclusions  
Capitalize on their natural last-minute energy

# PERSONALITY TYPE AND LEARNING STYLES

**Extroverts (E)** are energized by interaction with others. They are people of action. Es are pulled into social life and find it difficult to settle down, read, or concentrate. They may find college tasks, such as reading, research, and writing challenging because they are solitary endeavors. They learn best by talking and physically engaging in the environment. Extroverts learn better in small classroom settings where students can actively engage in conversations with peers and professors. Extroverts enjoy oral feedback from professors, as well as conversations before/after class or during office hours.

Additionally, extraverts benefit from study groups where they can learn through speaking with others.

**Introverts (I)** are energized by the inner world of reflection, thought, and contemplation. They need space and time alone. Introverts like reading, lectures, and written work. Therefore, they generally do well in traditional classroom settings. Introverts may hesitate to speak up in class but may benefit from one-on-one conversations with a professor or written feedback. Online courses may work well for introverts as many often engage more in chat rooms or via email than contributing orally to a class discussion. Introverts may need time alone to reflect, process, and reenergize before joining a group.

**Sensing (S)** types rely heavily on their five senses to take in information. They may be good listeners or visually oriented learners. They also enjoy hands-on learning experiences. They like concrete facts, organization, and structure. They learn well from organized lectures or presentations. They are good at memorization. Sensing people usually like outlines, clear guidelines, and specifics. A syllabus is an important learning tool for Sensing types. Sensing types often have difficulty with theory and may struggle in classes where theoretical concepts are commonplace such as psychology or philosophy.

**Intuitive (N)** people see the world through intuition. They learn by hunches. Intuitive students may not read a test question all the way through, sometimes missing a key part. Intuitive types want to know the theory before deciding that facts are important and will always ask "why." They are creative and innovative, and may struggle following strict sets of instructions or on multiple choice tests. Ns also work with bursts of energy. Ns will write their term paper and then finish the required outline.

**Thinking (T)** people decide on the basis of logic, analysis, and reason. They may be great at figuring out logical problems and analyzing problems. They may voice their strong opinions in the classroom. They expect fairness in grading, equal treatment of all students and adherence to fair classroom policies.

**Feeling (F)** persons decide on the basis of their feelings, personal likes and dislikes. They value harmony and are distressed by interpersonal friction. Harmony in the classroom, with classmates and with the professor will be of ultimate importance for Feeling types.

**Judging (J)** types try to order and control their world. They are decisive, may be closed-minded, and are usually well organized. They meet deadlines, like planning, and prefer to work on only one thing at a time. Judging types will usually have very well organized notebooks, and will structure their time to complete assignments promptly. Judging types will struggle if changes occur and they need to adapt, or if they are required to work with a group that is not as well organized, or cram for an exam.

**Perceiving (P)** types are spontaneous and dislike the confines of deadlines or plans. They want to gather more information before making a decision. They work at many things at once. Ps are flexible and often good in emergencies when plans are disrupted. Their biggest problem is procrastination. Ps may have trouble getting assignments in on time or budgeting time. They are energized by last-minute pressure.

# **STEM...IT'S NOT WHAT YOU THINK!!**

STEM is more than just Science, Technology, Engineering, and Mathematics, it is about innovating the future, solving problems, and providing an educational skillset for the evolving jobs of the future. “It’s about learning that draws on math and science concepts, but also incorporates teamwork and makes appropriate use of technology and engineering methodologies” (Cape Cod Regional STEM Network).

## **WHY STEM, WHY ME?**

According to the U.S. Department of Labor, jobs requiring STEM-related skills are projected to grow to more than 9 million between 2012 and 2022. Both new, evolving jobs and a need to replace workers who retire or leave the field contribute to these growing numbers. “These fields – which are currently experiencing shortages of qualified candidates – are also among the highest paying, with the average petroleum engineer earning an annual salary of \$147,520 in May 2014 according to the U.S. Bureau of Labor Statistics” (STEMJobs.com).

**80%**

**OF JOBS IN THE NEXT DECADE WILL REQUIRE TECHNOLOGY SKILLS<sup>2</sup>**

**92%**

**OF STEM JOBS BY 2018 WILL GO TO PEOPLE WITH A POSTSECONDARY EDUCATION<sup>3</sup>**

**60%**

**OF STEM-RELATED EMPLOYERS HAVING DIFFICULTY FINDING QUALIFIED CANDIDATES<sup>4</sup>**



<sup>2</sup>“Why the Focus on STEM?” the Massachusetts STEM Advisory Council; 2011

<sup>3</sup>“STEM: Science, Technology, Engineering, and Mathematics” Center on Education and the Workforce, Georgetown University; 2011

<sup>4</sup>“U.S. Education Reform and National Security” Council on Foreign Relations; 2012

**Action Step:** Meet with a STEM career counselor or advisor in the “STEMnasium,” join the 4C STEM Club and follow them on Twitter @4CSTEM. Attend a STEM event on campus.



# MOST JOB OPENINGS 2014 - 2024

CAPE & ISLANDS WORKFORCE DEVELOPMENT AREA



	Number of Jobs	Mean Annual Wage:
1. Waiters and Waitresses	5,636 – 5,671	\$30,046
2. Retail Salespersons	3,957 – 4,146	\$25,239
3. Cashiers	4,106 – 4,216	\$24,060
4. Registered Nurses	2,336 – 2,556	\$84,572
5. Landscaping and grounds keeping Workers	3,434 – 3,548	\$38,740
6. Food Preparation and Serving Workers	1,71 – 1,691	\$22,049
7. Restaurant Cooks	2,042 – 2,575	\$28,095
8. General Office Clerks	2,790 – 3,086	\$35,761
9. Bartenders	1,308 – 1,619	\$27,146
10. Carpenters	1,858 – 2,228	\$52,125
11. Dishwashers	954 – 1,110	\$22,753
12. Maids and Housekeeping Cleaners	1,572 – 1,839	\$29,008
13. Stock Clerks and Order Fillers	1,895 – 1,805	\$27,479
14. Nursing Assistants	1,629 – 1,892	\$31,645
15. Dining Room and Cafeteria Attendants	855 – 1,003	\$21,149
16. Home Health Aides	769 – 1,146	\$31,971
17. Food Preparation and Serving Supervisors	1,022 – 1,256	\$40,605
18. Hotel, Motel, and Resort Desk Clerks	720 – 884	\$28,987
19. Office and Administrative Support Supervisors	1,231 – 1,432	\$56,670
20. General and Operations Managers	1,440 – 1,659	\$95,532
21. Secretaries and Administrative Assistants	1,678 – 1,918	\$40,083
22. Food/Cafeteria Counter Attendants	655 – 690	\$21,526
23. Retail Sales Supervisors	1,858 – 1,902	\$45,060
24. Childcare Workers	799 – 982	\$25,038
25. Food Preparation Workers	1,094 – 1,184	\$24,295
26. Hairdressers, Hairstylists and Cosmetologists	758 – 954	\$30,678
27. Bookkeeping, Accounting and Auditing Clerks	758 – 954	\$42,508
28. Construction Laborers	830 – 1,010	\$43,931
29. Medical Secretaries	865 – 1,116	\$40,228
30. Personal Care Aides	688 – 993	\$30,596
31. Accountants and Auditors	715 – 852	\$76,443
32. Elementary School Teachers	988 – 1,119	\$73,142
33. Teacher Assistants	1,167 – 1,253	\$31,979
34. General Maintenance and Repair Workers	971 – 1,131	\$44,025
35. Amusement and Recreation Attendants	422 – 537	\$21,367
36. Tellers	576 – 629	\$32,111
37. Customer Service Representatives	711 – 840	\$36,594
38. Janitors and Cleaners	980 – 1,111	\$33,845
39. Police and Sheriff's Patrol Officers	817 – 869	\$61,643
40. Social and Human Service Assistants	583 – 739	\$35,000
41. Licensed Practical and Vocational Nurses	615 – 765	\$59,333
42. Residential Advisors	486 – 575	\$26,363
43. Receptionists and Information Clerks	702 – 782	\$30,066
44. Fast Food Cooks	927 – 1,007	\$23,697
45. Light Truck or Delivery Service Drivers	948 – 1,035	\$34,662
46. HVAC Mechanics and Installers	428 – 543	\$52,787
47. Cost Estimators	370 – 478	\$67,867
48. Secondary School Teachers	678 – 722	\$71,148
49. Hand Laborers/Freight/Stock and Material Mover	563 – 610	\$33,163
50. Middle School Teachers	593 – 672	\$71,216

Source: [http://lmi2.detma.org/Lmi/Occupation\\_Projection\\_Jobs.asp](http://lmi2.detma.org/Lmi/Occupation_Projection_Jobs.asp)

# EMPLOYMENT AND JOB VACANCIES

## Employment by Major Occupation Cape Cod & Islands Region (and Massachusetts) 2008 - 2010

1. Office and Administrative Support
2. Management
3. Sales
4. Education, Training & Library Services
5. Healthcare Practitioners & Technical Services
6. Business & Financial Operations
7. Food Preparation & Serving
8. Production
9. Construction & Extraction
10. Transportation & Material Moving

Source: Labor Market Trends in the Cape & Islands Region,  
December 2012

## Number of Job Vacancies Cape & Islands

Sales	538
Healthcare Practitioner & Technical	258
Healthcare Support	226
Food Preparation & Serving Related	217
Office & Administrative Support	207
Education, Training & Library	129
Personal Care & Service	101
Building, Grounds Cleaning/Maintenance	72
Computer & Mathematical	61
Management	58
Protective Service	34
Community & Social Services	33
Installation, Maintenance & Repair	25
Production	21
Arts/Design/Entertain/Sports/Media	15
Business & Financial Operations	11

Source: Labor Market Trends in the Cape & Islands Region,  
December 2012

## Top Employment by Industry Cape & Islands Region

1. Healthcare & Social Assistance
2. Retail Trade
3. Accommodation & Food Services
4. Educational Services
5. Construction

Source: Labor Market Trends in the Cape & Islands Region,  
December 2012

## Largest Employers Cape & Islands

### 1,000 – 4,999 employees

- Cape Cod Healthcare
- JML Care Center
- Martha's Vineyard Hospital
- Woods Hole Oceanographic Institution

### 500 – 999 employees

- Air National Guard
- Arris Group, Inc.
- Cape Cod Community College
- Eng Lending
- Nantucket Airlines
- Ocean Edge Resort
- Steamship Authority

Source: MA Department of Workforce Development (8/2014)

## Now Hiring

In 2016 employers plan to increase hiring of full-time employees in:

- Customer service 32%
- Information Technology 29%
- Sales 27%
- Production 24%
- Administrative 20%
- Marketing 18%
- Business Development 16%
- Human Resources 16%
- Accounting/Finance 15%
- Engineering 13%

Career Builder 2016 U.S. Job Forecast

# HIGHEST PAYING OCCUPATIONS IN MASSACHUSETTS

**Master's Degree  
or Higher**

**2.8%**

**Unemployment rate**

1. Anesthesiologists	\$187,200+
2. Dentists	\$187,200+
3. Family and General Practitioners	\$187,200+
4. General Internists	\$187,200+
5. Obstetricians and Gynecologists	\$187,200+
6. Oral and Maxillofacial Surgeons	\$187,200+
7. Orthodontists	\$187,200+
8. Surgeons	\$187,200+
9. Psychiatrists	\$175,200
10. Pediatricians	\$171,700



**Bachelor's Degree**

**3.5%**

**Unemployment rate**

1. Chief Executives	\$187,200+
2. Natural Sciences Managers	\$163,800
3. Architectural and Engineering Managers	\$135,900
4. Computer and Information Systems Managers	\$133,500
5. Sales Managers	\$130,700
6. Marketing Managers	\$127,900
7. Compensation and Benefits Managers	\$126,100
8. Securities, Commodities & Financial Services Sales Agents	\$117,600
9. Training and Development Managers	\$115,800
10. Software Developers, Systems Software	\$114,700



**Associate Degree**

**4.5%**

**Unemployment rate**

1. Air Traffic Controllers	\$108,100
2. Radiation Therapists	\$ 85,800
3. Dental Hygienists	\$ 83,400
4. Magnetic Resonance Imaging Technologists	\$ 82,100
5. Diagnostic Medical Sonographers	\$ 80,500
6. Funeral Service Managers	\$ 77,600
7. Nuclear Medicine Technologists	\$ 77,500
8. Computer Network Support Specialists	\$ 76,700
9. Web Developers	\$ 74,100
10. Cardiovascular Technologists and Technicians	\$ 69,400



**High School Diploma**

**6%**

**Unemployment rate**

1. Real Estate Brokers	\$ 94,700
2. Elevator Installers and Repairers	\$ 91,500
3. Transportation Inspectors	\$ 90,400
4. Power Distributors and Dispatchers	\$ 88,600
5. First-Line Supervisors of Police and Detectives	\$ 86,300
6. First-Line Supervisors of Non-Retail Sales Workers	\$ 86,200
7. Transportation, Storage and Distribution Managers	\$ 84,900
8. Electrical Power-Line Installers and Repairers	\$ 84,600
9. Brickmasons and Blockmasons	\$ 82,200
10. Pile-Driver Operators	\$ 81,300



**Real knowledge is to know the extent of one's ignorance.**

-Confucius

## OCCUPATIONAL RESEARCH

Find out more about the occupations you are considering:

- What salary ranges are typical?
- How many job opportunities are available or are expected to be available in the future?
- Where can you get the required educational credential or training?
- What opportunities for advancement are available?



WWW.CAPECOD.EDU/CAREER

★ Occupational Outlook Handbook: <http://stats.bls.gov/oco/>

★ Massachusetts Career Information System (MassCIS): <http://masscis.intocareers.org>

Username: CapecodCC

Password: Capecod4

★ LinkedIn [www.linkedin.com](http://www.linkedin.com), view profiles of industry professionals and research companies

• O\*NET (formerly the Dictionary of Occupational Titles): <http://www.onetcenter.org>

• CareerOneStop (formerly America's Career InfoNet): <http://www.acinet.org>

• Labor Market Trends, Cape Cod & Islands: <http://ideas.repec.org/a/fip/fedblm/y2012x7.html>

Experiment by taking courses related to the careers that interest you. Most academic programs allow room for electives. Speak with your academic advisor to make the most of your course selections.

Gain first-hand experience through volunteer work, a part-time job, seasonal employment, an internship or co-op experience, or even a full-time position in your desired field(s). This will help you determine whether or not you are really going to enjoy a particular career.

**Approximately 63% of 2013 college graduates who took part in paid internships received at least one job offer**

-NACE 2014 Student Survey

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering. They also give employers the opportunity to guide and evaluate talent.

## **“When you make a choice, you change the future.”**

-Deepak Chopra

After conducting research on your personality, interests, skills and values, use your results as criteria to rate and compare each occupation and industry of interest. How closely do the skills, requirements, years of education/training, salary, etc. match your needs, interests, and objectives? List the pros and cons of each career you are considering. Place your lists side by side to see if you can visually see which one(s) might be the better choice. Force yourself to take away the least favorable options. Keep narrowing your list until you can craft your action plan.

Keep in mind that if you have done your research, then you have done the best anyone can do. No one can predict the future or determine how well a choice will turn out. Simply make the best choice you can with the information you have at the time.



John Krumboltz's theory of Happenstance views clients' indecision and struggles with commitment to an idea as a strength, as they will be open to deal with different situations, challenges and changes. He says that since unpredictable social factors, chance events and environmental factors are important influences on our lives, it is important to view these with:



- curiosity to explore learning opportunities
- persistence to deal with obstacles
- flexibility to address a variety of circumstances and events
- optimism to maximize benefits from unplanned events.

In his theory of Happenstance, Krumboltz states that people with these qualities are more likely to capitalize on chance events and turn serendipity into opportunity. The key is to look for opportunities. Ask yourself:

### **What can I do to move myself closer to my occupation of choice?**

Student clubs and organizations, professional associations, informational interviews, and internships are great resources to take advantage of, as they can offer opportunities, information, activities and a network of connections that can assist in moving you toward your chosen profession. Take action! Do something related to your chosen occupation or in your desired industry. Keep taking steps.



If it seems difficult to give up some options, remember that not choosing a career direction will also eventually result in loss of options. The latter, however, may leave you with less appealing options, so take control and maximize your choices.

Don't be afraid of failure. Some of the most successful people in the world also failed many times, including Babe Ruth, Abraham Lincoln and Thomas Edison. View setbacks as lessons. Learn from mistakes and keep moving forward.

**“I've missed more than 9000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed.”**

-Michael Jordan

**"Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved."**

-Helen Keller

Once you have decided on your career direction, it is time to put your decision into action. You will need to make short-term and long-term plans to achieve your goals. The Occupational Research Resources at [www.capecod.edu/career](http://www.capecod.edu/career), along with your advisor, can assist with this process.

## **PLAN TO SUCCEED**

Create an action plan. Develop a list of activities you can do today or in the near future that will help you reach your long-term goals. Work backwards from your long-term goals to your short-term goals. For instance, if you want to become a Nutritionist (long-term goal), your research would have indicated that you are going to need to earn a bachelor's degree. Begin by looking at colleges and universities that offer degrees nutrition and learn about their requirements for admission and their curriculum. Your advisor can help you select and register for appropriate classes. You can make an appointment to meet with your advisor today (short-term goal). Put your plan in action to bring your dreams to life.

### **GET SMART GOALS!**

- **SPECIFIC** – describe what you want to accomplish with as much detail as possible
- **MEASURABLE** – use terms that can be tracked and evaluated
- **ATTAINABLE** – research typical time frames and salaries to set realistic goals
- **RELEVANT** – set goals consistent with other personal goals or long-term objectives, competing goals will conflict with each other and impede progress
- **TIME-BOUND** – establish a time frame to complete your goals

Example: I will graduate with my Associate in Arts degree in Human Services by May 2017.

Psychologist Nancy Schlossberg reminds us that life will be filled with transitions; any event, or non-event, which results in changed relationships, routines, assumptions or roles. She identifies three types:

- **Anticipated Transition:** transitions that occur predictably
- **Unanticipated Transition:** transitions that are not predictable
- **Nonevents:** transitions that are expected, but do not occur.

She also identified factors that influence a person's ability to cope with a transition and suggested making the most of support networks and developing coping strategies to ease through transitions. So, make the best decision possible, now, and pursue it, but be prepared to transition again, in the future.

**To improve is to change; to be perfect is to change often.**

- Winston Churchill

# GET A JOB

## MARKET YOURSELF TO EMPLOYERS

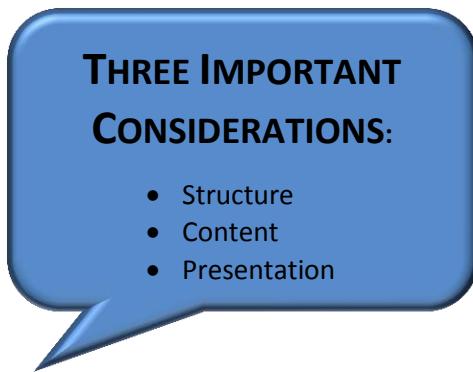
Once you have decided on a career direction and acquired the necessary education, credentials and skills, it is time to market yourself to employers. In job searches, there are protocols to follow. A well-written résumé and cover letter, online profile, portfolio, references, a polished image, along with networking skills and connections will provide you with the foundations for success in the job market.

### RÉSUMÉ WRITING

Your résumé is similar to a billboard or commercial. It is a brief, persuasive, snapshot of your relevant skills, experience and credentials. You will spend hours perfecting your résumé so potential employers invite you in for an interview. Employers will spend about *10 - 20 seconds* scanning your résumé to see if you are worth a second look or interviewing. Your “ad” must be impressive and concise.



You are here

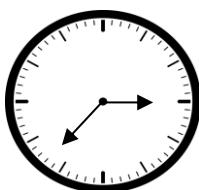


Don't end up here

**“Design is not just what it looks like and feels like. Design is how it works.”**

-Steve Jobs

The structure/type/ you use to organize your résumé content is important. Certain structures are better suited for certain individuals, backgrounds, or work histories. You will want to use the structure that best highlights your qualifications. There are three résumé structures to choose from.



**Chronological** – used when your current/previous work experience is closely related to the position you are seeking or if you are seeking work within conservative fields such as law or academia. Work experience is listed in reverse chronological order. This means, your most recent experience is listed first, your second most recent work experience is listed second, and so on. *Downfall:* Chronological résumés do not emphasize your best skills and are not the best choice if changing careers.



**Functional** – best choice for candidates with a wide range of skills, for people changing careers or career fields, or for people with divergent/spotty job histories. A “Skills” section is created to highlight your *transferable* skills and experience. A “Work History” section briefly details your previous employment. *Downfall:* Functional résumés do not clarify what you did at each job.



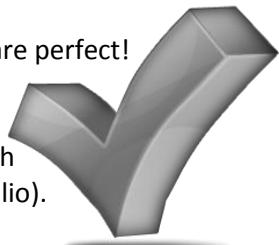
**Combination** – combines elements of the Chronological résumé to list your experience with elements of the Functional résumé to emphasize your skills. *Downfall:* This type tends to be lengthy and often requires significant experience.

# CONTENT GUIDELINES

- Be brief and concise – one page is preferred
- Be honest, ethical, and accurate in presenting your best
- Gear your résumé to a particular job objective (you can create multiple versions of your résumé)
- Avoid repetition of the same words or phrases
- Avoid anything negative or questionable (now is not the time to mention your flaws)
- Avoid abbreviations and acronyms, unless they are common in your industry
- EDIT - Make sure your spelling, punctuation, grammar, capitalization and spacing are perfect!

## CONTENT TO INCLUDE

**Contact Information** – name, address (PO Box if posting online), phone number (s) with area code, a professionally appropriate e-mail address, and web URL (for online portfolio).



**Objective** – (optional) a short, clear statement about the position you are seeking, i.e. “A full-time elementary teaching position, where my Portuguese fluency will be an asset” (add in a sales pitch).

**Education** – a reverse chronological listing of your formal education and academic achievements. Include the name and location of the college/university you are attending or attended, the name of the degree or certificate program you are in or graduated from, major and minor (if applicable), cumulative grade point average if it is 3.0 or higher, anticipated date of graduation or date graduated, and scholarships or honors received. Listing related classes is optional.

**Experience/Work History** – include relevant full-time employment, part-time jobs, internship or co-op positions, volunteer experience; both paid and unpaid. Include the name, city and state of the employer, your job title, the beginning and ending dates of your employment (month and year), as well as a summary of your duties *or* an inclusion of a skills section targeted toward your job objective. Use power verbs at the start of bulleted phrases to describe your experience and *sell* your accomplishments. Include any honors or awards you received. Quantify where it is possible to do so. Use the precise job title/number, key words and phrases from the job description or industry terms.

**Military Service** – include branch of the service, dates, highest rank, honors, experience, etc.

**Computer Skills/Technical** – include computer software, hardware, and languages you are comfortable using or have experience with. Alternatively, embed these into the Experience section.

**Equipment/Laboratory Skills/Scientific Instrumentation** – list specific equipment or instruments and any certifications you have earned.

**Awards/Scholarships** – list the name of awards or honors you received. Include the name of the institution or organization presenting the award. Avoid abbreviations and acronyms.

**Languages** – specify languages you speak or write with skill or fluency.

**Affiliations/Professional Memberships** – list industry-related associations. Include dates of membership, leadership roles, or committee service. Explain any abbreviations or acronyms.

**Publications** – list, in bibliographic form any published works or any papers you have presented.

**Activities/Interests** – Include legitimate activities that demonstrate your well-rounded character. Include volunteer work (if not covered under “Experience”), sports, leisure activities, and hobbies.

# **"To be outstanding, get comfortable with being uncomfortable"**

-Alrik Koudenburg

## **CONTENT TO OMIT**



- A photograph of yourself (unless your industry requires an image)
- Your Social Security number or driver's license number
- Today's date (your résumé should always be current)
- Salary requirements or salary history (salary history requests become illegal in 2018, in Massachusetts)
- Reasons for changing or leaving jobs
- Personal characteristics and preferences (religion, political affiliation, etc.)
- References (create a separate reference page)
- Anything negative

## **ONLINE RESOURCES**

- [www.capecod.edu/career](http://www.capecod.edu/career) Cape Cod Community College Career Services
- [www.rileyguide.com](http://www.rileyguide.com) The Riley Guide
- [www.susanireland.com](http://www.susanireland.com) Susan Ireland.com
- [www.distinctiveweb.com/samples.htm](http://www.distinctiveweb.com/samples.htm) Distinctive Résumé Samples
- [www.youtube.com/results?search\\_query=resumes](http://www.youtube.com/results?search_query=resumes) – YouTube
- [www.jobscan.co](http://www.jobscan.co)

## **TIPS FOR SUBMITTING ONLINE APPLICATIONS**

The majority of medium to large companies now utilize applicant hiring software called Applicant Tracking Systems (ATS) to help screen out applicants prior to being seen by a recruiter or hiring manager. This helps organizations save a lot of time and money on the end of human resources but often comes at a cost to job seekers. ATS software parses and matches job description keywords with applicant résumé keywords, formulates a match or relevancy percentage, and either discards or forwards the applicant for review by a human. We suggest the following tips if you are submitting your résumé through an online system:

1. Use the exact terms on your résumé that are used in the job description
2. List job titles before dates
3. Use a sans-serif font such as Arial, Tahoma, Calibri not Times New Roman
4. Save your résumé as a Word document, not a PDF (unless specified otherwise)
5. Do not use graphic designs, clip art, or fixed Microsoft templates
6. Use specific company name(s) in your objective section
7. Utilize [www.jobscan.co](http://www.jobscan.co) to scan your résumé before you send it
8. Use plain language for sections such as "Education" and "Work Experience"
9. Omit horizontal lines between sections, these can be read as a page break
10. Customize your résumé with each application

### **Copying and Pasting Your Résumé**

If you must cut and paste your résumé into a software system, many style options, including use of bold, italic, or underlined print and stylistic elements such as lines, borders, bullets, or special characters will be eliminated. To improve the look of your résumé in such software, choose capital letters, dashes, plus signs, or an asterisk to add a bit of design to your page. Limit your lines to 70 characters.

## ACTION VERBS



Accelerated	Criticized	Formulated	Originated
Accomplished	Cut	Found	Overhauled
Achieved	Decided	Founded	Oversaw
Acted	Decreased	Funneled	Packed
Activated	Delegated	Gathered	Participated
Actuated	Delivered	Gave	Performed
Adapted	Demonstrated	Generated	Piloted
Addressed	Designed	Googled	Pinpointed
Administered	Detected	Graphed	Planned
Advised	Determined	Guided	Prepared
Analyzed	Developed	Handled	Prescribed
Approved	Devised	Headed	Presented
Arbitrated	Diagnosed	Hired	Printed
Arranged	Diagrammed	Identified	Processed
Assembled	Directed	Illuminated	Procured
Assisted	Disciplined	Illustrated	Produced
Attracted	Discovered	Implemented	Programmed
Audited	Dispensed	Improved	Projected
Authored	Disproved	Increased	Promoted
Balanced	Disseminated	Influenced	Proposed
Broadened	Distributed	Initiated	Protected
Budgeted	Documented	Innovated	Proved
Built	Doubled	Installed	Provided
Calculated	Drew up	Instituted	Proficient in
Catalogued	Edited	Instructed	Purchased
Chaired	Effectuated	Interpreted	Raised
Charted	Eliminated	Interviewed	Realized
Classified	Encouraged	Introduced	Received
Coached	Enhanced	Invented	Recommended
Collated	Engaged	Inventoried	Reconciled
Collected	Enlarged	Investigated	Recorded
Communicated	Established	Kept	Recruited
Compiled	Ensured	Launched	Reduced
Completed	Evaluated	Lectured	Refined
Composed	Examined	Led	Reinforced
Compounded	Exceeded	Logged	Rendered
Computed	Executed	Maintained	Reorganized
Conceived	Exhibited	Managed	Replaced
Concluded	Expanded	Mastered	Represented
Conducted	Expedited	Maximized	Researched
Confined	Extracted	Minimized	Resolved
Conserved	Facilitated	Modernized	Restored
Consolidated	Forecast	Modified	Revamped
		Motivated	Reviewed
		Navigated	Revised
		Negotiated	Revitalized
		Notified	Routed
		Obtained	Secured
		Offered	Scheduled
		Opened	Selected
		Operated	Served
		Ordered	Serviced
		Organized	Set up
			Shaped
			Shipped
			Showed
			Shut down
			Signed
			Simplified
			Sketched
			Sold
			Solved
			Sorted
			Specified
			Staffed
			Started
			Stimulated
			Structured
			Streamlined
			Strengthened
			Studied
			Summarized
			Supervised
			Supplied
			Supported
			Surveyed
			Talked
			Taught
			Tested
			Traced
			Trained
			Transformed
			Translated
			Traveled
			Treated
			Tweeted
			Typed
			Unified
			Updated
			Upgraded
			Used
			Utilized
			Verified
			Won
			Wrote

# PRESENTATION & FORMATTING

Use good-sized margins, preferably one-inch on all sides to frame your résumé

Use a professional font, in 11 or 12 point size

Use *consistent* design and organizational schemes to highlight name and headings

Double or triple space between sections and single-space body content

Use simple dots, squares, or diamond bullets, avoid “creative” bullets

Save and share as a Word or PDF file

**Peter McCoy**  
19 White Island Road • Bourne, MA 02740  
774-500-0000 • peter.mccoy@capecod.edu

## OBJECTIVE

Seeking an engineering or manufacturing internship where I can utilize my education and training in advanced manufacturing, 3D printing, and SolidWorks.

## EDUCATION

**Cape Cod Community College**, West Barnstable, MA  
Associate in Science – Engineering Technology and Advanced Manufacturing  
Anticipated Graduation Date:

May 2018

**Relevant Courses:**  
Intro to Engineering and Advanced Manufacturing • 3D Mechanical Design I  
3D Mechanical Design II • Robotics • Engineering and Scientific Computing

**Bourne High School**, Bourne, MA  
High School Diploma

May 2015

## CERTIFICATIONS

DS SOLIDWORKS® Certification  
10-Hour OSHA Certification

March 2016  
June 2016

## SKILLS

- Skilled application of DS SolidWorks and 3D mechanical design software
- Working knowledge of Microsoft® Office (Word, PowerPoint, Excel)
- Capacity to produce prototypes and final designs with use of 3D printing
- Trained on robotics in a manufacturing environment including Rethink Robotics Baxter
- Working knowledge of computer programming including MATLAB and Python
- Strong mechanical aptitude; ability to use basic hand tools, power drills, and instruments
- Able to work independently and with others successfully on projects
- Ability to effectively take direction and work independently on tasks and projects

## WORK EXPERIENCE

**Shaw's Supermarket**  
Cashier/Stocker

April 2010 – Present

**Generation 1 Landscaping**  
General Laborer

Summer 2009

## Select Your Style

There are many effective résumé styles to choose from. Templates can help you quickly organize information so that it is visually pleasing and easy to read. They can also supply great design ideas. However, templates are built for the masses and may not have specific sections, spacing or an order that works best for your information. Templates can also be difficult to edit. View multiple résumé samples and templates online to find a style that is pleasing and will effectively showcase your skills and qualifications. Then build your own in a word processing program, with or without a template.

## Print

If sending your résumé by mail or handing it out at a job fair, print your résumé on high quality bond paper in light shades so that it will copy well. Avoid using paper that is too fancy or has pre-printed designs on it. Buy the matching envelopes and type the return and mailing addresses on the envelopes.

## KAYLA J. LOCKHART

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01234 Victory Drive  
Sandwich, MA 02563  
508-362-2131  
kaylal@gotmail.com

**OBJECTIVE:** To obtain a full-time administrative assistant position utilizing my database skills

**EDUCATION:** **Associate in Arts, Computer Science**

*Cape Cod Community College, West Barnstable, MA*  
Anticipated graduation date: May 2019  
Grade Point Average: 3.0

**High School Diploma**

*Plymouth North High School, Plymouth, MA* May 2016

**COMPUTER**

**SKILLS:** Microsoft Word, Excel, PowerPoint, Access, QuickBooks, email and internet research

**WORK**

**EXPERIENCE:** **Administrative Assistant, Human Resources**

May 2012 – Present

*Wyeth Heating and Cooling, Inc., Cotuit, MA*  

- Provide administrative support to staff of 25
- Handle confidential correspondence and inquiries
- Schedule appointments, type correspondence, handle mailings, maintain files, and direct calls to appropriate personnel
- Handle reception responsibilities; greet clients, provide information, answer telephones, and respond to email inquiries
- Address customer complaints and resolve problems with tact
- Assist with processing of payroll and benefits
- Trained 75 employees on human resources software

**Office Assistant**

January 2010 – May 2012

*Archer Dry Wall, Bourne, MA*  

- Handled accounts payable/receivable each week
- Accurately processed billing and payroll using QuickBooks
- Updated company web site

**VOLUNTEER**

**EXPERIENCE:** **Event Assistant**

August 2009 – May 2010

*National Cancer Society, Boston, MA*  

- Assisted in the planning and coordination of the NCS Regional Walk
- Promoted fundraising campaign which raised over \$18,000 in one year

## BOOKER B. WRIGHT

01234 East Atlantic Avenue • West Barnstable, MA 02668 • (508) 362-2131 • bsmart@gotmail.com

### OBJECTIVE

A part-time bookkeeping position utilizing my knowledge of QuickBooks and accounting

### EDUCATION

Cape Cod Community College, West Barnstable, MA

Associate in Science degree in Accounting

Anticipated date of graduation:

May 2017

#### Related courses:

- Accounting I
- Microcomputer Applications Software
- Introduction to Business
- Principles of Macroeconomics

Sandwich Community School, Sandwich, MA

*Courses in QuickBooks and Quattro Pro*

June – August 2016

### SKILLS

#### *Computer Software*

- Provide employee training on software programs
- Create spreadsheets, update records, and compose correspondence using:
  - Quick Books
  - Excel
  - Access
  - Quattro Pro
  - Word
  - PowerPoint
  - Outlook
  - Publisher

#### *Financial*

- Count and record daily cash register totals
- Handle payments and ID checks for regulated merchandise
- Process returns, rain checks and vendor reimbursements
- Solve problems with tact and quality customer service
- Calculate and report weekly compensation totals for 19 employees for payroll processing

### WORK HISTORY

#### *Customer Service Assistant*

Show Supermarket, Sandwich, MA

January 2015 - Present

#### *Assistant Manager*

Chloe's Ice Cream Shoppe, Capeway, MA

April 2012 – September 2013

### ACTIVITIES

- Accounting Club, Treasurer 2013 – 2014
- Children's Hospital 'Miles for Miracles' Team, Fundraiser/Runner 2011

## Peter McCoy

19 White Island Road • Bourne, MA 02740  
774-500-0000 • peter.mccoy@capecod.edu

### OBJECTIVE

---

Seeking an engineering or manufacturing internship where I can utilize my education and training in advanced manufacturing, 3D printing, and SolidWorks.

### EDUCATION

---

#### Cape Cod Community College, West Barnstable, MA

Associate in Science – Engineering Technology and Advanced Manufacturing

Anticipated Graduation Date:

May 2018

#### Relevant Courses:

Intro to Engineering and Advanced Manufacturing • 3D Mechanical Design I  
3D Mechanical Design II • Robotics • Engineering and Scientific Computing

#### Bourne High School, Bourne, MA

May 2015

High School Diploma

### CERTIFICATIONS

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#### DS SOLIDWORKS® Certification

March 2016

#### 10-Hour OSHA Certification

June 2016

### SKILLS

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- Skilled application of DS SolidWorks and 3D mechanical design software
- Working knowledge of Microsoft ® Office (Word, PowerPoint, Excel)
- Capacity to produce prototypes and final designs with use of 3D printing
- Trained on robotics in a manufacturing environment including Rethink Robotics Baxter
- Working knowledge of computer programming including MATLAB and Python
- Strong mechanical aptitude; ability to use basic hand tools, power drills, and instruments
- Able to work independently and with others successfully on projects
- Ability to effectively take direction and work independently on tasks and projects

### WORK EXPERIENCE

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#### Shaw's Supermarket

April 2010 – Present

Cashier/Stocker

#### Generation 1 Landscaping

Summer 2009

General Laborer

Sample Combination Résumé

## SINEAD O'SHEA

0123 Beach Path • West Barnstable, MA 02668 • (508) 362-2131 • caraemail@gotmail.edu

### MEDICAL ASSISTANT

#### EDUCATION

##### Medical Assisting Certificate

Cape Cod Community College, West Barnstable, MA  
Grade point average: 3.88

August 2016

##### Diagnostic Technician Certificate

Cape Cod Community College, West Barnstable, MA

May 2015

#### EXPERIENCE AND SKILLS

##### Cape Cod Laboratory, Hyannis, MA

*Patient Services Technician and Medical Secretary  
Clinical Intern*

June 2014 - Present  
April 2013 – June 2014

##### Clinical Skills

- Collect and process lab specimens via phlebotomy and properly dispose of supplies
- Perform electrocardiograms and prepare patients for x-rays
- Administer medications and authorize drug refills under physician supervision
- Record vital signs, prepare patients for examination, and sterilize equipment

##### Computer Proficiency

- Write letters and memos in Microsoft Word and Microsoft Outlook (email)
- Maintain and update patient database in Microsoft Access
- Conduct Internet searches using Internet Explorer and numerous search engines

##### Office Management

- Handle four telephone lines and service desk
- Communicate with patients in English and Portuguese
- Call in prescription to pharmacies
- Fax records to medical offices and physicians

##### Pembroke Hospital, Pembroke, MA

*Patient Transporter*

February 2012 – April 2013

##### Patient Assistance

- Lift and move patients into and out of beds, gurneys, baths, and lavatories
- Using wheelchairs or moveable beds while demonstrating care and compassion

##### Supervision

- Train, supervise, and evaluate two new Patient Transporters
- Co-created Patient Transporter training manual in Portuguese

Sample Registered Nurse Résumé

**CHARLES B. JONAS**

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1000 Street Avenue • West Barnstable, MA 02668 • 508-555-0000 • charles.jones@capecod.edu

**OBJECTIVE:** To secure a full-time position as a Registered Nurse

**EDUCATION:** **Associate in Science, Nursing** Anticipated May 2017  
**Associate in Arts, Health Science concentration** May 2015  
*Cape Cod Community College, West Barnstable, MA*  
Cumulative Grade Point Average: 3.7  
Phi Theta Kappa Honor Society, member

**CERTIFICATION & LICENSURE:** **Registered Nurse Massachusetts License** Pending August 2017  
**Certified Nurse Assistant State Certification** December 2014  
*Green Rehabilitation & Skilled Nursing Center, Hyannis, MA*

**EXPERIENCE:** **Clinical Rotations** September 2014 - Present  
Community  
*Cape Cod Child Development Center, Hyannis, MA*  
• Educate patient on wellness topics and address biophysical needs  
• Conduct comprehensive assessment of client's psycho-social health  
• Assist clients in locating and accessing available resources  
• Evaluate effect of family, community and environment on patient progress  
• Synthesize information and apply knowledge of cultural differences and developmental stages to deliver the most effective patient care

Mental Health, Maternity and Pediatric, Med/Surgical  
*Cape Cod Hospital, Hyannis, MA*  
• Prioritize order of patient care based on level of need  
• Delegate responsibilities to assistive personnel

Long-term Care  
*Liberty Commons, Chatham, MA*  
• Identified support systems of clients to anticipate holistic needs  
• Observed patients with Alzheimer's disease

**Tutor** September 2012 - Present  
*Cape Cod Community College, West Barnstable, MA*  
• Provide individual tutoring on microbiology and anatomy to college students

**Home Health Aide/Personal Care Attendant** June 2010 – March 2011  
*Private Home, Hyannis, MA*

## JAMIE R. ROTEM

110 Manitou Road • Plymouth, MA 02360 • 508-555-0000 • jr.smile@yatcat.com

### REGISTERED DENTAL HYGENIST

PREVENTATIVE SERVICES AND MAINTENANCE • ORAL HYGIENE PATIENT EDUCATION • GENERAL AND FOUR-HANDED DENTISTRY

### OBJECTIVE

Registered dental hygienist seeking full-time position in a general or family practice on Cape Cod

### SKILLS PROFILE

- Chair-side Assisting
- Oral Hygiene Education
- Nutritional Counseling
- Temporary Crowns
- Whitening Tray Delivery
- Infection Control
- Dental Charting
- Bite Registrations
- Preliminary Impressions
- Custom Impression Trays
- Sterilization Procedures
- Composite Setup
- Intra-Oral & Extra-Oral X-Rays
- Hand Instrumentation
- Restorative Procedures

### EDUCATION

Associate in Science degree in Dental Hygiene May 2016  
Cape Cod Community College, West Barnstable, MA  
• Graduated magna cum laude, GPA 3.84  
• Student member of the American Dental Hygiene Association (ADHA)

### CERTIFICATIONS

- Registered Dental Hygienist – Commonwealth of Massachusetts (R.D.H)
- American Heart Association Certificate in Basic Life Support
- Permit L for Local Anesthesia
- OSHA 10-Hour Certification

### EXPERIENCE

Dental Receptionist March 2014 - Present  
Dr. Lakisha Williams, D.D.S, Kingsbury, MA

- Answer telephones and direct calls to appropriate staff
- Schedule and confirm patient diagnostic appointments, surgeries or dental consultations
- Operate office equipment, including voice mail messaging systems, photocopier and fax machine
- Produce spreadsheets and correspondence utilizing Microsoft Office Suite applications
- Accurately reconcile and process bills to insurance companies
- Interview patients to complete insurance documents and intake forms
- Maintain medical records through the EMR database
- Establish a strong rapport with patients to create a comfortable and welcoming atmosphere

Volunteer June 2012 - August 2013  
American Cancer Society, Boston, MA

- Assisted with planning, promotion, and coordination of Relay for Life
- Generated public interest to participate in grassroots fundraising efforts

Sample Nurse Aide Résumé

**ALAN PARKER PRICE**

0000 Mount Vernon Avenue

Hyannis, MA 02601

508-555-1234

professionalCNA1@yohaa.com

<b>OBJECTIVE:</b>	To secure a full-time position as a Certified Nurse Aide (CNA)	
<b>EDUCATION:</b>	<b>Tri-Level Nurse Aide, Home Health Aide Certificate</b> <i>Cape Cod Community College, West Barnstable</i> Clinical Grade Point Average 4.0 Academic Grade Point Average 3.33	6/2016
<b>CERTIFICATION:</b>	<b>Massachusetts Certified Nurse Aide Certification</b>	6/2015
	<b>Professional Rescuer CPR Certification</b> <b>Standard First Aid</b>	exp. 3/2018 exp. 3/2019
<b>EXPERIENCE:</b>	<p><b>Clinical Experience</b> <i>Cape Care, Capeville, MA</i></p> <ul style="list-style-type: none"><li>• Provided personal care including feeding, showering and grooming</li><li>• Assisted patients work through a range of motions</li><li>• Carefully observed patient progress and reported any changes to nurses</li><li>• Attended to patients with colostomy bags and catheters</li><li>• Changed bed linens with patient present</li><li>• Developed safe positioning and body mechanics for lifting</li></ul>	3/2015
		<i>Capeville Hospital, Hyannis, MA</i>
		<ul style="list-style-type: none"><li>• Provided personal care for multiple patients</li><li>• Attended to patients both pre- and post-surgery</li></ul>
	<i>Verified Home Health Care, Hyannis, MA</i>	4/2015
	<ul style="list-style-type: none"><li>• Provided care services to patients in home settings</li><li>• Determined adequate food supplies and supply needs</li></ul>	
	<b>Patient Transporter</b> <i>Cape Care, Capeville, MA</i>	1/2013 – 1/2014
	<ul style="list-style-type: none"><li>• Provided assistance moving patients in beds and wheelchairs</li><li>• Ensured confidentiality of patient records</li><li>• Responded to requests from doctors, nurses and administrative staff</li></ul>	

Sample Transfer or Scholarship Application Résumé

**DANIELLA J. MONAGHAN**

90009 Break Point Drive • Plymouth, MA 02360 • 508-555-1234 • ptkleader@yohaa.com

**EDUCATION**

May 2018 (Anticipated)	Associate in Arts, Graphic Design <i>Cape Cod Community College, West Barnstable, MA</i> ▪ GPA 3.84
Spring 2015 2015 - Present	Commonwealth Honors Scholar candidate ▪ Dean's List ▪ Phi Theta Kappa (PTK) Honor Society, Alpha Upsilon Mu chapter

**LEADERSHIP EXPERIENCE**

2015 - Present	Central Vice President of the New England Region of Phi Theta Kappa
2014 - Present	Presidential Student Ambassador
2014 - 2015	Vice President of Students for Sustainability Club
Spring 2015	Student Senator
Fall 2014	Treasurer for Honors Club
Fall 2014	Treasurer for Alpha Upsilon Mu Chapter of Phi Theta Kappa
Spring 2013	Vice President of the Junto Club
Fall 2013	Peer Tutor in Math Lab

**PRESENTATIONS**

4/2015	75 <sup>th</sup> Annual Undergraduate Research Conference, University of Marion
4/2015	Poster showing on Engineering Innovations, CCCC Honors Reception
4/2015	Co-hosted CCCC <u>STEM Speaker Series</u> event featuring <u>Jada Russo</u>
3/2014	Phi Theta Kappa Five Star Development Program workshops
2/2013	<i>PTK Regional Convention, Roxbury Community College, Boston, MA</i>
	Keynote Speaker at Phi Theta Kappa Induction ceremony

**WORK EXPERIENCE**

12/2013 - Present	Intern, Safety House Human Services, <i>Wareham, MA</i>
Summer 2013	Customer Service, ProMax, <i>Hanover, MA</i>
2011 - 2013	Counter Attendant, Ice Creamery, <i>Plymouth, MA, MA</i>
2010 - 2011	Cashier, Boats and Beyond, <i>Plymouth, MA</i>

**PROFESSIONAL DEVELOPMENT**

4/2014	PTK International Convention, <i>Orlando, FL</i>
3/2014	PTK New England (NE) Regional Convention, <i>Portsmouth, NH</i>
9/2013	NE Regional Leadership Conference, <i>Worcester, MA</i>
5/2013	NE Regional Honors in Action Chapter Officer Academy, <i>Canton, MA</i>
4/2012	PTK International Convention, <i>Boston, MA</i>

**\*NOTE THAT THIS RÉSUMÉ FORMAT, WITH THE DATES ON THE LEFT, LOOKS GOOD IN PRINT  
BUT MAY NOT BE READ CORRECTLY BY APPLICANT TRACKING SYSTEMS**

Sample Environmental Internship Résumé

**BLAKE W. MASON**  
PO Box 000  
South Yarmouth, MA 02664  
508-555-4321  
[greenblake@yaahu.com](mailto:greenblake@yaahu.com)

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**COASTAL ZONE MANAGEMENT • ENVIRONMENTAL TECHNOLOGY**

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**EDUCATION:**

2016 - Present      **Associate in Science, Environmental Technology**  
*Cape Cod Community College, West Barnstable, MA*

5/2015      **Coastal Zone Management Certificate**  
*Cape Cod Community College, West Barnstable, MA*

**SKILLS:**

- Measure environmental samples and record data
- Develop familiarity with coastal erosion and enrichment processes
- Sensitive to the diversification of plant life and effect of foreign species
- Observe ocean tides, waves, currents and circulation
- Explore coastal purification facilities and environmental pollutants
- Develop understanding of marine life and coastal wildlife
- Provide animal care and feeding
- Train volunteers on animal care policies and procedures

**WORK HISTORY:**

1/2011 - Present      **Clerk**  
*Zeb's Pet Store, West Barnstable, MA*

9/2009 – 1/2011      **Server**  
*Patty's Pastry, Plympton, MA*

**ACTIVITIES:**

- Cape Cod Community College Sustainability Club, Vice President
- Yarmouth Garden Club, member
- People for the Ethical Treatment of Animals, member
- Massachusetts Society for Prevention of Cruelty to Animals, Volunteer

**\*NOTE THAT THIS RÉSUMÉ FORMAT, WITH THE DATES ON THE LEFT, LOOKS GOOD IN PRINT  
BUT MAY NOT BE READ CORRECTLY BY APPLICANT TRACING SYSTEMS**

00000 Center Street, East Fallon, MA 00000  
777-555-2121  
jarred.reis@yohaa.com

## JARRED REIS

---

**OBJECTIVE** A part-time job as a bank teller

**EDUCATION**

09/2015 - Present Associate in Arts degree in Business (transfer program)  
*Cape Cod Community College, West Barnstable, MA*

**COMPUTER SKILLS** Microsoft Word, Excel, PowerPoint, Outlook, Access,  
QuickBooks, iPad, Keynote and Pages

**EXPERIENCE**

12/2013 - Present Cashier  
*Valuables Thrift Store, Fallon MA*  
• Provide high-quality customer service on a daily basis  
• Ensure accurate draw totals at each shift cash-out  
• Research and provide pricing information to customers  
• Handle customer merchandise returns  
• Inspect merchandise deliveries and handle product returns

5/2012 - 9/2013 Laborer/Dock Hand  
*Mooring Boat Yard, Fallon, MA*  
• Assisted customers launch and dock boats  
• Detailed, bottom-painted, and shrink-wrapped boats  
• Tested boats after maintenance/repairs were performed

**ACTIVITIES**

2013 – Present Treasurer  
*Rotaract Club, Cape Cod Community College*

2013, 2014 Volunteer  
*Multicultural Festival, Cape Cod Community College*

2011 - 2013 Ice Skating Teacher  
*Farm League, Fallon, MA*

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## Michael W. Sloan II

PO Box 000 South Sandwich, MA 00001  
(508) 555-0000  
capecole@gotmail.com

**OBJECTIVE:** Dual-enrollment student seeking part-time position in local government

**EDUCATION:** **Cape Cod Community College, West Barnstable, MA**  
Associate in Arts – Political Science  
Anticipated date of graduation: 6/2019

**South Sandwich High School, South Sandwich, MA** 7/2016  
Cumulative Grade Point Average: 3.6  
National Honor Society, member

**EXPERIENCE:** **Intern** 2/2015 – 5/2016  
Bourndale County Sheriff's Office, *Bourndale, MA*  
• Sorted and filed fingerprint cards  
• Assisted officers in spreadsheet organization  
• Compiled lists of potential photo lineup subjects  
• Prepared copies of incident reports and evidence photos for pick-up

**Clerk** 5/2014– 8/2015  
Arthouse and Morin Insurance Agency, *Hartford, MA*  
• Entered policy applications and endorsements into computer  
• Maintained and organized customer files  
• Provided high quality customer service  
• Managed multi-line phone system; directed calls

**ACTIVITIES:** College  
• Economics Club Fall 2016 - Present

High School  
• Mad Hatter, Alice in Wonderland 2014  
• Cape Walk for Cancer 2013 - 2014  
• Junior Varsity Lacrosse 2013  
• Saxophone  
• Skiing

Sample Career Change to Human Services Résumé

**ELIZABETH ELLIS AMOUR**  
11111 Ellsbury Way, Henderson, MA 00000  
508-555-1212  
eearmour@gotmail.com

▪ OBJECTIVE ▪

An internship in human services where my compassion and fluency in Portuguese will be an asset

▪ EDUCATION ▪

**Human Services Certificate** anticipated January 2017

*Cape Cod Community College, West Barnstable, MA*

Cumulative Grade Point Average: 3.9

*Related Courses:*

- |                         |                                  |                      |
|-------------------------|----------------------------------|----------------------|
| • Group Dynamics        | • Introduction to Social Welfare | • Child Psychology   |
| • Adolescent Psychology | • Developmental Psychology       | • Social Problems    |
| • Abnormal Psychology   | • Introduction to Human Services | • General Psychology |

**Bachelor of Arts degree in History**

*University of Massachusetts, Amherst*

▪ RELATED EXPERIENCE ▪

Intern

January 2016 – May 2016

*Capewide Giving, West Barnstable, MA*

- Advocated for community members in need of assistance
- Taught individuals how to acquire necessary services
- Utilized Department of Transitional Assistance database to research information
- Created and edited Resource Book; coordinated printing and distribution

Volunteer

March 2013 – June 2014

*Horace Mann Public Charter School, Barnstable, MA*

- Built and maintained garden to supply salads to school students
- Assisted kindergarten and first grade teachers with classroom activities and preparation
- Chaperoned field trips and class field days

▪ ADDITIONAL EXPERIENCE ▪

**Library Assistant**

2012 - 2013

*Jonas Library, Millhurst, MA*

- Handled the physical processing of books and audio-visual materials in Technical Services
- Accurately labeled, scanned and shelved materials
- Provided customer service and reference desk coverage
- Conducted database research, including: EBSCO HOST, Credo Reference, Lexis Nexis, and PubMed

## J. RYANN BRADY

Box 0000 • Bentley, MA 00601 • (508) 555-1234 • abrady01234@yehaw.com

### PROFILE

- Over ten years of construction and management experience
- Possess Massachusetts Construction Supervisor License
- Accomplished in all phases of residential construction (new & remodels)
- Possess OSHA 10-hour card

### MANAGEMENT SKILLS

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Supervising and scheduling contractors</li><li>• Ensuring quality workmanship</li><li>• Adherence to project schedules</li><li>• Processing change orders</li><li>• Creating material takeoffs</li><li>• Effectiveness in crew management</li><li>• Maintaining a safe, secure work site</li></ul> | <ul style="list-style-type: none"><li>• Purchasing materials</li><li>• Accepting deliveries</li><li>• Monitoring budgets</li><li>• Scheduling inspections</li><li>• Customer relations</li><li>• Prioritizing work</li><li>• Reading blueprints</li></ul> |
|--|---|

### EMPLOYMENT HISTORY

11/15 - Present	<b>Lead Carpenter</b> <u>LEWIS WARNER BUILDERS</u>	Local, MA
08/11 - 11/12	<b>Foreman</b> <u>CAPE CODE BUILDERS</u>	East Local, MA
2010 – 2011	<b>Lead Carpenter</b> <u>EAST LOCAL CONSTRUCTION</u>	East Local, MA
2009 – 2010	<b>Carpenter/Frame to Finish</b> <u>VIERA CONSTRUCTION</u>	Suburbia, MA
2008 – 2009	<b>Millwork Salesperson</b> <u>HOME BUILDERS EAST</u>	Eastern, MA
2005 – 2007	<b>Carpenter/Frame to Finish</b> <u>VIERA CONSTRUCTION</u>	Suburbia, MA

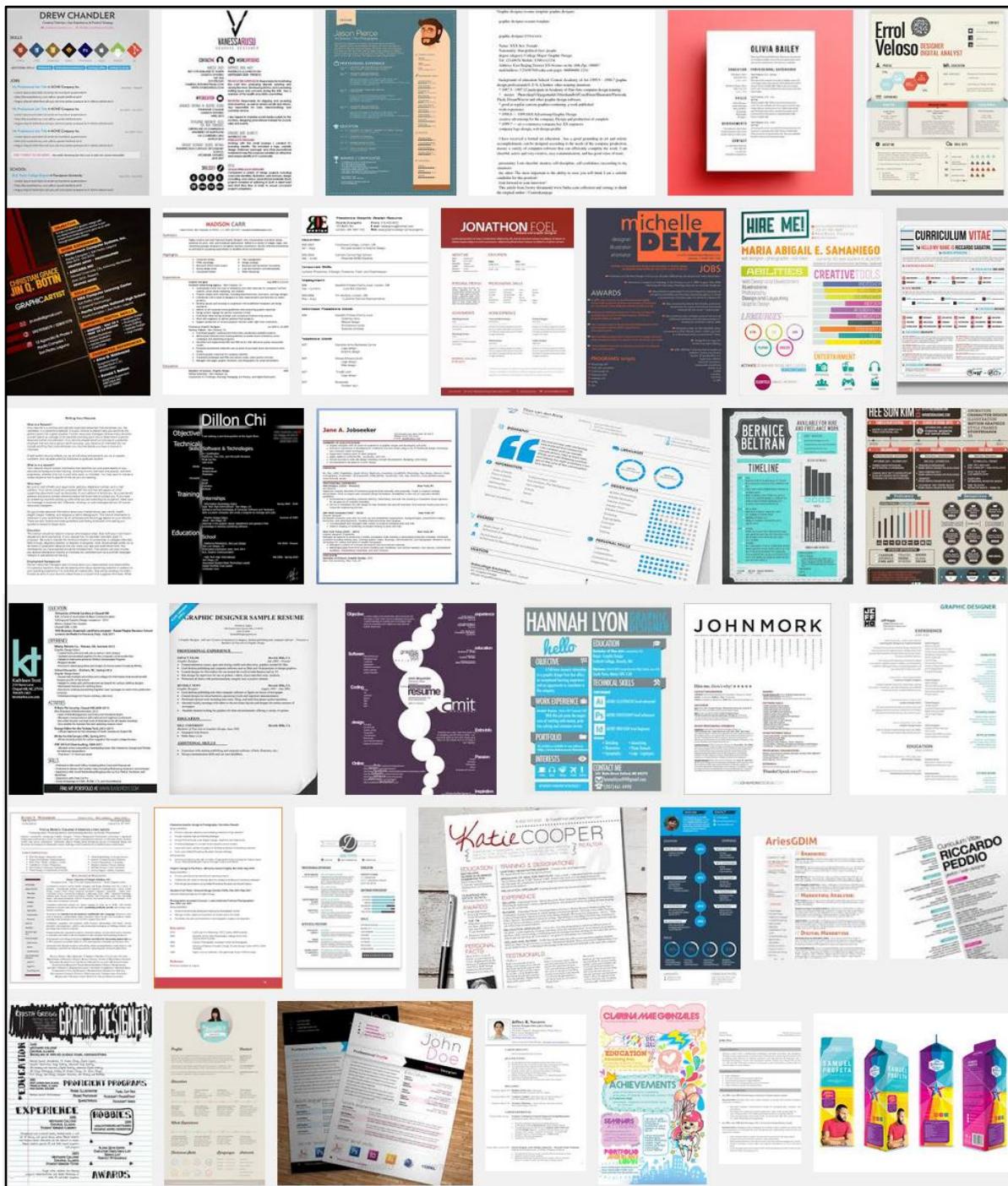
### EDUCATION

2015 - Present	<u>CAPE COD COMMUNITY COLLEGE</u> , West Barnstable, MA
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# THE FUTURE OF RÉSUMÉS

Résumés for some industries, such as graphic design and marketing, are becoming more graphic, creative, and stylish. Search online for “graphic design resumes” or “creative resumes” to view some samples and get ideas to add an artistic element to your résumé. Keep in mind that this is only appropriate in certain fields. Additionally, some résumés, particularly in marketing and advertising, are now using video formats. Search on YouTube for some video résumé samples and ideas.



Sample Reference List

**ROBIN C. LALLEY**

---

00Windmill Way, Buzzards Bay, MA 02532 · (508) 362-2131 · robincl@gotmail.com

PROFESSIONAL REFERENCES

**Rachel Miles**  
Webmaster  
E-arth Productions  
0123 Parker Road  
West Barnstable, MA 02668  
(508) 555-4500  
rmiles@e\_arthproductions.com  
*My immediate supervisor*

**Lucas Laurent**  
Vice President  
E-arth Productions  
0123 Parker Road  
Framingham, MA 01701  
(781) 555-4700  
llaurent@e\_arthproductions.com  
*My senior supervisor*

**J. Drew Gomez**  
Media Productions Director  
ViaWeb  
01234 Washington Street  
Newton, MA 02467  
(617) 555-3880  
*My immediate supervisor*

Sample Thank You Letter

**John Centonze**

117 Flapjack Avenue · (774) 269-0000 · johncentonze@gotmail.com

May 7, 2017

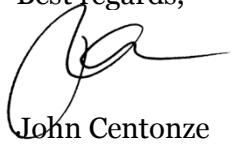
Amilia Long  
78 Ventura Boulevard  
Capeville, MA 02660

Dear Ms. Long:

Thank you for taking the time to speak with me yesterday about the Medical Biller position with United Health Group. I appreciated learning more about the culture within the medical records department and enjoyed hearing about the many exciting projects your team is currently working on. After our discussion, I am confident that my applied understanding of ICD-10, electronic billing systems, and ability to work in a fast-paced environment will provide an ideal match for your medical records team.

If you need any further information, please do not hesitate to contact me at johncentonze@gotmail.com or by phone at 774-269-0000. Once again, thank you for your time and I look forward to speaking with you in the near future.

Best regards,



John Centonze

Handwritten Note Sample

Dear Ms. Long.

I wanted to send you a quick note and thank you for your time and consideration of my credentials during the interview process for the Medical Biller position at United Health Group. After our discussion, I am confident that my applied understanding of ICD-10, electronic billing systems, and ability to work in a fast-paced environment will provide an ideal match for your medical records team.

If you need any further information, please do not hesitate to contact me at johncentonze@gotmail.com or by phone at 774-269-0000.

Thank you again.



Sample Letter of Resignation

**SAMUEL T. LOOKSHA**  
9 Pleasant Way, Old Braintree, MA 02244  
508-224-0000  
s.looksha@gotmail.com

December 5, 2016

Mr. Brian O'Connor  
Branch Manager  
Bronson & Hoban, Inc.  
152 Water Street, Suite 1  
Capeville, MA 02660

Dear Mr. O'Connor:

Please accept this letter as notice of my resignation from my position as the Bookkeeping Clerk. My last day of employment will be two weeks from the date of this letter on December 19, 2016.

After careful consideration and much evaluation, I have made the decision to pursue a career in financial accounting where I will have the opportunity to achieve my goal of becoming a Certified Public Accountant.

Working for Bronson & Hoban, Inc. has been an excellent experience and has proven to be an invaluable opportunity. As my mentor and branch manager, you provided me with the tools and resources necessary to allow me to grow personally and professionally.

I would like to help with the transition of my bookkeeping duties so that my departure creates as little disruption as possible. I am available to help recruit and train my replacement and I will make certain that all reporting and records are updated before my last day of work.

I once again thank you for the opportunity to work for Bronson & Hoban, Inc. I wish you and your staff all the best into the future.

Sincerely,

*Samuel T. Looksha*

Samuel T. Looksha

Enclosure

# LINKEDin 101

## What is LinkedIn?

Launched in 2003, LinkedIn is an online professional networking website designed to connect professionals, companies, and educational institutions. With over 450 million professional members and growing, LinkedIn brings professional networking to the global level allowing members to connect across companies around the world. Members connect through professional profiles designed to share digital content including work experience, projects, education, recommendations, and professional contacts. Many people think of LinkedIn as the 21<sup>st</sup> Century Rolodex, bringing professional networking and communication to the information age. There are many reasons to use LinkedIn including:

- Follow companies and influential public figures
- Build a professional network
- Join conversations related to your field or industry
- Pose questions on polls or group forums
- Join interest groups (i.e. Cape Cod Young Professionals)
- Research career pathways
- Share your resume, projects and portfolio

## Who needs a LinkedIn profile?

There is a common misconception that LinkedIn is only for individuals seeking work. While it is a great social network to connect with companies, search for and apply for jobs, and market your professional profile, LinkedIn can be an excellent resource for staying engaged in your industry. Having an active LinkedIn profile with large network of connections can help you stay connected with professionals in your industry regardless of geography or company changes.

## I am searching for a job, will LinkedIn help?

Nearly all employers use social media or do an internet search of candidates in the recruiting process. Having a LinkedIn profile gives you a professional online presence, adds instant value to your personal brand, and increases your search engine optimization. With LinkedIn, you have the capacity to follow companies and stay up-to-date on company news and trends, interact with current employees, and even directly apply to positions.

## How is LinkedIn different from a Résumé?

Unlike a résumé which focuses on your past accomplishments and professional background, LinkedIn brings a new level of engagement that a résumé lacks. Résumés follow a rigid format and are often limited by space while LinkedIn profiles provide a dynamic interface where members can view projects, portfolios, past experiences, current blogs or publications, and real-time recommendations and endorsements. In addition, members can see what companies you follow and what groups you are connected with.

## What is the next step?

Making a LinkedIn profile is simple and does not take a lot of time to get one started. Start by going to [www.LinkedIn.com](http://www.LinkedIn.com) > Sign up for a free account > Follow the step-by-step instructions to start creating your profile. You can make an appointment with Career Services & Experiential Learning or with Alex Russo for STEM programs, through Starfish in CampusWeb for online profile development assistance.

# LINKEDIN PROFILE ANATOMY



## JOB SEARCH WITH LINKEDIN

Before you can begin to utilize LinkedIn as a tool in your job search, it is important that you have a complete, consistent, and up-to-date profile. To get the most out of LinkedIn it is important that you complete your profile to the 100% completeness status. LinkedIn reports that users with complete profiles are **40 times more likely** to receive opportunities. What makes your profile complete?

- Your industry and location
- An up-to-date current position
- Two past positions
- Your education
- Your skills (minimum of 3)
- A profile photo
- At least 50 connections

## Getting Connections

While obtaining 50 connections may sound like a lot at first, beginning to build a network of connections can be as easy as starting with friends, family, and immediate classmates. Reach out to alumni from your high school or past colleges. Do you have a Rolodex, contact book, or stack of business cards from clubs or networking events? Reaching out to these contacts is a great way to re-establish lost communication and start building up your new LinkedIn network. Search “Cape Cod Community College” on LinkedIn to follow the CCCC University page and connect with over 6,800 alumni. Make sure that when you send a request to connect, your write a message that establishes why you want to connect and how you know the individual.

## Sending an Invitation to Connect

See the example (right) on how to effectively connect with other members on LinkedIn. Keep your messages concise and specific. Connecting on LinkedIn is all about building and re-establishing connections. Most LinkedIn users connect with individuals they have done previous business with, but you'll often come across LIONs or *Linked-In Open Networkers* who connect with anybody possible. Use discretion when sending and accepting connections.

Professional Headshot  
Profile Picture

Spencer Sweltzer  
Schneider Electric Educational Consultant  
Cincinnati Area | Environmental Services  
Current Schneider Electric  
Previous Schneider Electric, Jim McLean Golf School - Doral, Florida, Bryant University  
Education Bryant University

Send a message 500+ connections  
Relationship Contact Info Connected 2 years ago  
Background Experience

**Schneider Electric Educational Consultant**  
Schneider Electric  
February 2013 – Present (1 year 5 months) | Cincinnati Area  
I am an Educational Consultant for Schneider Electric.  
My job is best described by telling you what I can't do. I can't sell anything. I am here to understand the challenges that affect IT and Facilities professionals and try to provide the most applicable and targeted information I can find.

Name & Headline

Current Work Experience

**Inside Sales Representative for the ITB**  
Schneider Electric  
June 2012 – February 2013 (9 months) | West Kingstown, RI  
As an Inside Sales Representative, I work in the Customer Care Center within the IT Business Unit at APC by Schneider Electric. I provide other IT professionals, including both re-sellers and end-users, with guidance on best practices, services and solutions to meet their IT and data center needs.

2 recommendations

**Leanne Johnson**  
Enterprise & Datacenter Solutions Inside...  
Spencer is a highly driven individual that took direction well and consistently went above and beyond in his inside sales... [View](#)

**Jim McCorkle**  
District Manager S OH, KY, and IN at Schneider Electric  
It's rare to come across a standout talent like Spencer. He and I worked together in the ITB unit of Schneider Electric.... [View](#)

Connections

Recommendations

**Skills & Endorsements**

**Top Skills**

- 22 Sales
- 18 Customer Service
- 8 Customer Relations

Recommendations

Education

**Education**

**Bryant University**  
Bachelor of Science, Management, Minors in - Communication & Psychology  
2009 – 2012  
Activities and Societies: ResLife staff, Resident Assistant, Hall 7; Bryant University Students In Free Enterprise (SIFE); Captain - Bryant Varsity Golf Team, VUJMF Radio Host, Dean's List.

**Mount Wachusett Community College**  
Bachelor of Arts, Certificate Business Administration  
2007 – 2009  
Activities and Societies: Alpha Beta Gamma Honors, Phi Theta Kappa Honors.

Skills & Endorsements

**Invite James to connect on LinkedIn**

How do you know James?

Colleague  
 Classmate  
 We've done business together

Choose a company... ▾

Friend  
 Groups  
 Other  
 I don't know James

Include a personal note: (optional)

Hi James,

It has been a long time since we connected and I wanted to reach out now that we are both on LinkedIn. I see that you are now working at [Company Name], how is that going? Let's be sure to stay in touch.

Best,  
Susan V.

**Important:** Only invite people you know well and who know you. Find out why.

**Send Invitation** or **Cancel**

# PORTFOLIO

A portfolio is a collection of examples that showcase your projects, artwork, photographs, and talents. A portfolio can be incorporated into social media sites, sit on your own web site, or travel with you in a leather binder to an interview. Portfolios can even be incorporated into a video to be shared or posted.



## ONLINE PORTFOLIOS

There are a variety of free online portfolio services available to allow you to begin marketing yourself to employers. Many believe that online portfolios are just for those looking to showcase art projects, but services such as **about.me** and **brandyourself.com** allow professionals to market all of their talents in a modern, easy to navigate platform.

About.me, brandyourself.com and other sites provide an easy way to showcase your brand on one, easy to navigate webpage. This is great for all industry professionals who want to market their ideas, talents, and projects.

## COVER LETTER

A cover letter is a formal, one-page business letter that escorts your résumé to potential employers. It works with your résumé to help get you invited for an interview. It also demonstrates your written communication skills, organizational skills, overall intelligence, job focus, personal style, etc. It is another opportunity for you to *sell* yourself to the potential employer and to make a strong first impression.

## COVER LETTER ESSENTIALS

- Address cover letter to a specific person – you may need to look online or call the company and ask for the name, correct spelling and appropriate title to use in the salutation (Ms., Mr., Dr.)
- Create a template, then tailor it to personalize each letter - be sure to replace names and titles
- Include new or additional information in your cover letter, don't repeat your résumé
- Use compelling and persuasive statements to sell yourself; use active voice
- Back up your statements with *examples* of your experience or skills
- Demonstrate your knowledge of the company you are applying to
- Use common words, not fancy language or multiple syllables
- Limit the use of the pronoun "I" or at least begin sentences with other word choices periodically
- Follow the proper business-letter format and spacing and keep it to one page
- PROOFREAD to make sure spelling, grammar, punctuation, etc. is PERFECT!
- Print on the same bond paper as your résumé and be sure to sign your letter after you type it

**Letter of Application:** a letter targeted toward a particular job advertisement or job posting. Highlight your skills, experience, educational background, and accomplishments relevant to the qualifications for the position. Clearly connect your abilities and achievements with their stated and implied needs.

**Letter of Inquiry:** an unsolicited letter targeted to a particular person, company, or organization that you are interested in working for. The potential employer may or may not be hiring for the position you are seeking. Indicate your job objective, specific interest in this company/organization, related skills and experience, and request an interview or future consideration.

## Rana J. Bielsky

---

021 Windmill Road, Bourne, MA 02532 • 508-555-9389 • rjb@enviromail.com

September 10, 2016

Ms. Robin Washington  
GreenSphere  
0123 Middle Road  
Plymouth, MA 02360

Dear Ms. Washington:

I am very interested in the recently posted Field Collection Technician position in Plymouth. The Applied Coastal and Environmental Services Division at GreenSphere is involved in many projects which closely parallel my own interests. I would be delighted to have the opportunity to participate in field data collections, sample processing and project support as part of the GreenSphere Team.

A deep concern for environmental issues, particularly those relating to aquatic environments, has always guided me. I have been a counselor for an environmental adventure camp in both the Virgin Islands and the western United States, and have taught ecology on Buzzards Bay. I have helped enforce the Wetlands Protection Act in Bourne, rescued injured seals along Cape Cod, and assisted with herring counts for the North and South Rivers Watershed Association.

I have extensive on-the-water experience on both large and small vessels. I grew up living aboard a 62' schooner in St. Thomas, and have skippered and crewed on a variety of boats in the Caribbean, Pacific, and Atlantic oceans. My experience in the construction industry has taught me many skills in practical project management as well as written and oral communication. I am not afraid of hands-on labor, hard work in all weather, or getting wet and dirty. In addition, my strengths include an uncommon degree of attention to detail and conscientiousness, and the ability to maintain a high level of focus and energy.

The enclosed résumé describes my qualifications for the position advertised. I would welcome the opportunity to personally discuss my capabilities with you at your convenience.

Sincerely,

*Rana J. Bielsky*

Rana J. Bielsky

Enclosure

## Mia T. Ecknickel

---

01234 Commerce Way, Beantown, MA 12345 • (508) 555-9876 • Miagreathire@yoohoo.com

January 14, 2017

Deborah Manning  
BackBay Offices  
0123 Router Avenue  
South Beantown, MA 01234

Dear Ms. Manning:

I will graduate with my Associate in Science degree in Information Technology from Cape Cod Community College in May. I am very interested in applying my knowledge and skills as a Help Desk Technician at BackBay Offices. Please consider my candidacy for any current or anticipated openings.

I am adept with networking, database development, Access, SQL, web development, HTML, JavaScript, Perl, Java and Microsoft Office software programs. I believe my astute analytical and organizational skills will support your reputation of providing the highest quality, comprehensive SAP project management. I am eager to explore your process of developing user friendly and efficient SAP business solutions that have been proven to work in the most difficult environment. I possess the technical skills necessary to deliver such top quality solutions and make immediate contributions at BackBay Offices. Additionally, my fluency in Spanish, French and English will enable me to communicate effectively with your established and growing customer base.

Hiring me for a Help Desk Technician position at BackBay Offices would be mutually beneficial. Your company focuses on delivering products of the highest quality with excellent customer service; as do I. Our shared passion, backed by my combination of my education in systems analysis, will produce effective results. I believe you will also agree that my dedication, loyalty and perseverance, demonstrated throughout my decade of experience with ArrowBrands, will be an instrumental asset at BackBay.

I have attached a copy of my resume. On review, I am certain that it will be worthwhile for us to meet. Should you have any questions before that time, you may reach me via phone at (508) 555-9876 or via email Miagreathire@yoohoo.com.

Sincerely,



Mia T. Ecknickel

Enclosure

**Sample Bulleted Cover Letter**

**JOHNATHAN LOTUS**

19 Clam Pudding Road • Rock Harbor, MA 02000

508-555-8000

johnathan.lotus@gotmail.com

February 28, 2017

James Barlow  
President and CEO  
Barlow One Realty & Investments  
1008 Landing Road,  
Harwich, MA 02645

Dear Mr. Barlow:

I would like to be considered for the part-time Administrative Assistant position at Barlow One Realty & Investments in Harwich, MA. I am currently in the process of obtaining my Associate in Science in Business Administration at Cape Cod Community College and I am seeking part-time employment that will supplement my business education.

Last year, I had the opportunity to intern at Bean Town Realty Group where I worked under a lead partner within a fast-paced real estate environment. These experiences allowed me to build key strengths including:

- Establishing a strong rapport with current clients and prospects
- Gaining a diverse knowledge of commercial and residential real estate
- Creating online and printed listings per MLS standards
- Assisting with various office administration tasks
- Making cold-calls to potential clients to generate business interest

My combined personal and employment experiences make me an excellent candidate for this position. Please see my resume for additional details pertaining to my experience. Should you require any additional information, I can be reached via email at bostonrocks@gmail.com or via cell phone at 885-995-8888. Thank you for your time and consideration, I look forward to hearing from you.

Respectfully yours,

Johnathan Lotus

Enclosure

## Sample Nursing Program Application Cover Letter

0123 Cranberry Lane  
West Wareham, MA 02576  
October 4, 2017

Matthew Cormier  
Director of Admissions  
Cape Cod Community College  
2240 Iyannough Road  
West Barnstable, MA 02668

Dear Mr. Cormier:

Enclosed are my application materials for the Fall 2018 Associate in Science degree program in Nursing (day option). Please consider my candidacy for this selective program.

In May 2016, I attended a nursing information session at Cape Cod Community College. There I learned of the challenging and selective nature of the program. Since then, I have completed the recommended coursework for admission. I believe my transcripts will demonstrate my qualifications for the program. As my Cape Cod Community College transcript indicates, I have completed Human Anatomy and Physiology I, Chemistry for the Health Sciences, Pharmacology Calculations and Statistics with strong grades. Currently I am enrolled in Human Anatomy and Physiology II. In the Spring 2017 semester I will be completing Microbiology. In addition, I have also completed the nursing program requirements of English Composition I and II, Oral Communications, Intermediate Spanish I and II.

I currently work at Cape Wide Collaborative with special needs children that are medically involved. I also provide home health care to individuals with quadratic and paraplegia. Previously, I completed Phlebotomy Training at Cape Wide Hospital, as well as an internship at CB Labs. These experiences have enabled me to work with a very diverse population, with an array of medical conditions, in a variety of settings. I have competently cared for patients with feeding difficulties, physical mobility issues, seizure disorders, colostomies, Huntington's Disease, MD, MS, etc. My experiences have led me to pursue a degree in Nursing. Eventually, I plan to continue studying at the bachelor and master's degree levels and become a nurse practitioner.

I look forward to hearing from you regarding a decision on my application. Please contact me at 508-555-1234 or alexis.baker9@capecod.edu if you have any questions regarding my candidacy or if I can provide any additional information.

Sincerely,

*Alexis Baker*

Alexis Baker

Enclosure

# Cover Letter Formatting

Choose one of the following block formats for your letter:

## Full Block Format

Your Address  
Your City, State Zip  
Month, Day, Year

Contact's Name  
Contact's Title  
Company/Organization  
Address  
City, State Zip

Dear Dr. Contact:

Text is aligned flush with left margin. XXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

Sincerely,

Type Your Name

Enclosure



## Block Format

Your Address  
Your City, State Zip  
Month, Day, Year

Contact's Name  
Contact's Title  
Company/Organization  
Address  
City, State Zip

Dear Dr. Contact:

Text is aligned flush with left margin. XXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

Sincerely,

Type Your Name

Enclosure

## Modified Block Format

Your Address  
Your City, State Zip  
Month, Day, Year

Contact's Name  
Contact's Title  
Company/Organization  
Address  
City, State Zip

Dear Dr. Contact:

Indent five spaces. XXXXXX XXXXXXXXXXXXXXX XXXXXX XXX  
XXX XXXXXXXXXXXXXXX XXXXXX XXXXX XXXXXXXXXXXXXXX  
XXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

Sincerely,

Type Your Name

Enclosure

## Business Letter Format

Return Address

City, State Zip Code

Month, Day, Year (*no blank line if using return address or three lines below letterhead*)

(*blank line*)

(*blank line*)

(*blank line*)

Contact's Name, Ph.D.

Contact's Title/Department

Company/Organization Name

Address

City, State Zip Code

(*blank line*)

Dear Dr. Contact:

(*blank line*)

First paragraph XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

(*blank line*)

Second paragraph XXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

(*blank line*)

Third paragraph XXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

(*blank line*)

Final paragraph XXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

(*blank line*)

Sincerely,

(*blank line*)

(*blank line*)

(*blank line*)

Your Name

(*blank line*)

Enclosure(s)

# COVER LETTER CONTENT

The body of your letter should include three or four paragraphs:

**First paragraph** - state the reason you are writing to the employer. Indicate the position you are applying for and how you learned of the opening, if applicable.

**Second paragraph** – Sell yourself to the company. Tell the employer how your skills and experience match the employer's needs. Show that you've done research on the company's needs and tell them that you can provide what they are looking for. Indicate what you can do for the organization, given your background. Use brief examples to illustrate your points.

**Third paragraph** – (optional) Include additional information about yourself, including your personal strengths and characteristics, such as: a strong work ethic, accurate and detail oriented, punctual, reliable, organized, etc. Use brief examples to illustrate your points.

Alternatively, (if you didn't do so in the second paragraph) you can use this paragraph to illustrate your knowledge of the company and how closely aligned the company's philosophy/products/direction are to your own interests and goals.

**Final paragraph** – Thank the reader(s) for their time and consideration. Ask for an interview or tell how you will follow-up.

## SAMPLE PHRASES

### First Paragraph

- I am writing in response to the listing posted on CareerBuilder. Please consider me for the position of Medical Biller at Global Medical Supplies.
- Your advertisement for a Medical Biller, posted at Cape Cod Community College, captured my interest. My résumé and references are enclosed. Please consider my candidacy.

### Second Paragraph

- In 2014, I earned an Associate in Science degree at Cape Cod Community College. My knowledge of marine biology, combined with my four years of experience in marine biology research, will enable me to succeed as the research assistant at Deep Sea Labs, Inc.
- In the last three years as the paralegal assistant at Bradley Hines Attorney at Law, I have proven my ability to critically research legal documents in a fast-paced office environment.

### Third Paragraph

- My personal performance ratings have consistently been at the highest level. I have furnished a list of professional references, along with my résumé, for your convenience. Please feel free to contact these individuals regarding my professional work experience.
- Beyond the skills and experience listed on my résumé, I have demonstrated an exceptional ability to maintain a professional and welcoming environment during sales transactions.

### Final Paragraph

- I appreciate your careful consideration of my candidacy. Should you agree that my qualifications match your needs, I may be reached at (508) 788-0000 to arrange an interview.

# THE JOB SEARCH

## LOCATE JOB OPPORTUNITIES

Searching for a job is an active process that you will need to *initiate* and *persevere* through. It requires lots of time and energy. Job searches can last anywhere from 3 – 6 months or even up to two years.

### JOB SEARCH STRATEGIES



**1. Browse job postings online** at [www.capecod.edu/career](http://www.capecod.edu/career) via 4CJobLink and on other online resources:

- Company and industry association web sites
- LinkedIn: [www.linkedin.com](http://www.linkedin.com)
- Simply Hired: [www.simplyhired.com](http://www.simplyhired.com)
- Cape Cod Young Professionals: <http://members.capecodyoungprofessionals.org/jobs>
- Commonwealth of Massachusetts jobs and JobQuest at: [www.mass.gov](http://www.mass.gov)
- Federal Jobs: [www.usajobs.gov](http://www.usajobs.gov)

**2. Utilize a Job Search App.** Stay connected to the job market by receiving real-time job postings on your smartphone or tablet. Several job posting providers offer free mobile apps to allow job searchers to stay up-to-date and engaged in their job search on the run.



**3. Contact Employers Directly.** Use the Internet to research companies or organizations in your field. Make a list of companies and research them on their web site, Hoovers, Glassdoor.com, etc. Then, send a targeted résumé and cover letter indicating the position you are seeking and how you can contribute to their organization. Do this regardless of whether or not they are currently advertising for the position you are interested in. For some entry-level positions it may be appropriate to dress professionally; visit the company, with your résumé in hand, and ask if they are hiring. Most jobs are not advertised and this method works when employers want to target individuals interested in them.

**4. Use a Placement Agency.** Use the Internet and word-of-mouth references to identify placement agencies (headhunters, executive recruiters, employment agencies, executive search firms, staffing and personnel agencies) for your line of work. Be sure to research the company and inquire about the employers that utilize their services. A professional interview or skills test may be required for some agencies. You may use multiple agencies simultaneously. Do not utilize an agency that charges you!

**5. Attend a Job Fair.** Check with the Student Employment Office regarding employer visits. Local Career Opportunities Centers also hold career fairs throughout the year. To find out about upcoming events visit their web site at [www.capecodjobs.com](http://www.capecodjobs.com). Find other fairs online via <http://jobfairsin.com>.

Before attending a job fair, research the attending employers and their open positions. Prepare a succinct statement of how your skills and qualifications are a great match for the employer. Always dress professionally!

At the job fair, introduce yourself to employers. State the position you are applying for and highlight your qualifications. Listen to what others say for inspiration.



6. **Post your résumé online.** This method is increasing in effectiveness as the popularity of social media expands. LinkedIn is a great place for your résumé.
7. **Take the Civil Service Exam.** To be considered for some positions, particularly in protective services fields, this is a prerequisite for employment. Your results will determine your eligibility for certain jobs or waiting lists. Visit the Human Resources Division of the State of Massachusetts at [www.mass.gov](http://www.mass.gov).
8. **Network!** The Department of Labor reports that 63% of all jobs are found informally – through leads and referrals of other people. Networking is simply using several pairs of eyes and ears to locate jobs instead of just one. It also means asking for suggestions on where else you can look for a job, increasing your ability to locate job opportunities, and getting the word out that you are seeking employment. Networking is NOT expecting other people to find a job for you, asking others to hand out your résumé, begging, vying for sympathy, venting your job search frustrations on others, or asking for recommendations. Ask for help, but be sure not to burden other people with your search.

## NETWORKING

Who can you network with? A contact is anyone who can tell you of a job opening, refer you to someone who can arrange an interview, read your résumé, give your name to someone who might be hiring, or offer you a job. You already know quite a few people. Start with them. Who are your contacts?



- Relatives, friends, neighbors and roommates
- Current/former co-workers (if conducting a confidential search, be selective)
- Colleagues you know at other businesses/organizations
- Members of the professional organizations you have joined
- Club or team members (sports, student clubs, civic organizations, athletic clubs, etc.)
- Current/former professors/teachers as well as classmates and fellow alumni
- People you meet at parties, conferences, or trade shows
- Cape Cod Young Professionals network <http://www.capecodyoungprofessionals.org/>

## EXPAND YOUR NETWORK

- **Join LinkedIn** - Join groups on LinkedIn. Connect with colleagues and industry professionals. Use your profile to market yourself in a professional manner, build your brand, and become known.
- **Tweet** - Connect with colleagues and industry professionals on Twitter. Share industry related articles and information. Respond to questions and tweets from others in your industry.
- **Join professional associations related to your field of interest** - Professional organizations offer access to industry information, conferences or trade shows, and job postings. Faculty members, LinkedIn and the Occupational Outlook Handbook can help you identify associations to join. Then, get involved - attend meetings and join a committee to meet new people and add value.
- **Volunteer in your chosen field** - Volunteering can pay off big by getting your foot in the door, learning new skills, meeting the people who can hire you, impressing the people you want to work with and getting valuable experience to add to your résumé.
- **Conduct Informational Interviews**

# INFORMATIONAL INTERVIEWING

Ask professionals in the field(s) you are interested in if you can meet with them to discuss their job, current hiring practices, strategies for getting hired and what to expect once you get into the field.



**Action Step:** Conduct an Informational Interview with someone who works in an occupation you find interesting.

**Q: Why should I do informational interviews?**

A: For three reasons: first, to meet more people in your chosen field (networking), to learn more about the field and the job you desire, and to practice interviewing.

**Q: How can I find people to informational interview with?**

A: Use your network - relatives, friends, faculty, classmates, the Cape Cod Young Professionals (CCYP), LinkedIn, and other networking groups to help you find people in your field of interest.

**Q: How do you approach the person you want to interview?**

A: Email or call the person directly. Introduce yourself, express your desire to get into this field, and ask to meet with them for no more than 30 minutes for an *informational* interview. Emphasize that this will be strictly informational in nature. If they agree, stick strictly to the time limit!

**Q: How should I dress for an informational interview?**

A: Professionally. Dress as though you are going to a formal interview. If unsure, err on the side of being too formal and conservative.

**Q: Should I bring my resume to an informational interview?**

A: Yes. You should bring your resume to the interview, but don't expect the person you are interviewing to hand it out for you or offer you a job. Ask the person to review your resume and make suggestions.

**Q: What questions should I ask the person I'm interviewing?**

A: Here are some suggestions:

- What do you like most about your job?
- What aspects of your job do you wish you could change?
- What surprised you about this job/field when you first started working?
- What are the biggest challenges for you in this position?
- How is technology impacting this job/industry?
- How do you describe the culture of this organization?
- Can you describe a typical work day or work cycle for me?
- What qualities and skills are required to be successful in this position/field?
- How did you get into this job?
- What job search methods seem to be most effective for getting hired?
- What professional organizations do you belong to?
- What trade journals do you read?
- What entry-level jobs most often lead to getting hired for your/this position?
- What are some careers that folks in your position eventually move on to?
- Do you have any other information or advice for newcomers to this field?
- Do you know of anyone else in this field that might be willing to speak with me?

\* Always send a thank you note to your interviewee!

# ELEVATOR SPEECH

Networking will entail introducing yourself to potential employers and contacts. In recent years it has become common practice to develop a 30 second to one minute elevator speech, sound bite, commercial or script that you can use to quickly and effectively introduce yourself.

Components of an effective elevator speech:



**1. Your name**

*Example: Hi my name is Ned Peters.*

**2. Your degree or academic program**

*Example: I will graduate from the Water Supply certificate program at 4Cs in May.*

**3. Current career aspiration**

*Example: I am experienced at collecting and analyzing water samples and am seeking a position as a Drinking Water Technician.*

**4. A hook to capture the listener's attention and make a favorable, memorable impression**

*Example: Maximum Contaminant Levels are my passion.*



**5. A request for action**

*Examples: Do you have any advice for securing a position?*

*Do you know of any employers who might currently be hiring?*

**Example:** "Hi my name is Gia Chang. I have a degree in Information Technology, Administrative Assistant and a certificate in Customer Service from Cape Cod Community College. I am seeking a full-time position as an administrative assistant where I can apply my skills; particularly my computer skills and fluency in Portuguese. May I leave a copy of my résumé with you?"

## GET GOING!

Once you have prepared for your job search, it is time to get going. Start implementing some of the effective job search methods you just learned about. If you find that a particular job search strategy is not working for you, change it! If you have not received any invitations for interviews, have a career counselor review your résumé and cover letter to see if these documents effectively represent your skills and experience. If employers are not calling you back for second interviews, meet with a career counselor to work on improving your interviewing skills. You can also contact employers you've interviewed with to politely ask for feedback so that you can improve your interviewing skills.



Sometimes there is nothing for you to learn other than that the process we use today to look for jobs and find candidates to fill positions is flawed. Often the best candidate is not hired for a variety of reasons. Don't take everything personally. **Keep your spirits up and keep going!**



# INTERVIEW TO IMPRESS



A job interview is an opportunity for you to *sell* yourself to the potential employer. It is your chance to make a great impression, to promote the skills and knowledge you can bring to the position, *and* to find out if this is the right next step for you.

Employers will want to speak with you, most often in-person, to get a sense of your personality, likeability, ability to fit in, professionalism, communication skills, job-related skills, knowledge, experience, and ability to handle pressure. Most of what the employer will learn about you is how well you *present* yourself. Being PREPARED is the best way to make sure that you present your best self.



## PREPARE

When the potential employer calls or emails you to invite you in for an interview:

- Write down the precise date and time of the interview
- Ask for the precise location (building, floor, room number)
- Ask for directions to the business/organization
- Ask where you should park and if there is a parking fee
- Ask how many people you will be meeting with
- Ask for his/her/their names and titles
- Thank the person who has contacted you and ask for their contact information (in case an emergency should unfortunately arise)

**“The aim of marketing is to know and understand the customer so well the product or service...sells itself”**

-Peter Drucker

**Conduct as much research as you possibly can on this company/organization:**

- Visit the company web site
- Search for any articles recently written about the company or by any staff at the company
- Check out recent stock prices for the company
- Try out any products the company sells
- Review the company's recent annual reports
- Check out the web sites of the company's competitors
- Talk to people who have worked there before
- Chambers of Commerce to see if they have any information on a company/organization
- Contact the Better Business Bureau

**Prepare your answers to questions that the interviewer(s) might ask you:**

- Retrace your previous experiences and pick out the best examples to illustrate each of the skills you have listed on your résumé as well as examples of your personal strengths, i.e., strong work ethic, determination, precision, etc.
- Write short scripts in response to several of the practice questions
- Practice your scripts several times
- Rehearse your responses in front of a mirror to notice and correct your posture, motions, facial expressions, etc.
- Sign up for a mock interview appointment with a career counselor
- Go on interviews simply to gain interviewing experience, including informational interviews
- Use the “STAR” Method to ace your interview – See page 62 for more details.

**Prepare a list of questions that you will ask at the interview**

- Become familiar with difficult interviewing situations and techniques to handle them with grace

**Prepare a portfolio or examples of your work to bring to the interview**

**Prepare a list of professional references to bring with you to the interview**

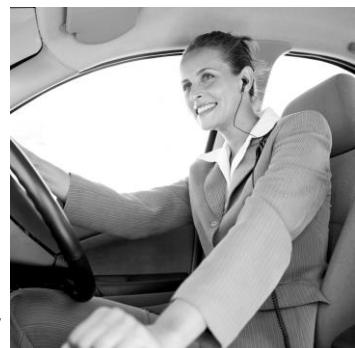
- Call all of your references in advance to tell them about your job search and ask them to be a reference for you
- Obtain updated telephone numbers, e-mail addresses, job titles, etc. for all of your references
- Obtain letters of reference from your references if possible

**Research salaries**

- Although you'll try to avoid discussing salary until they make you an offer, you will want to be prepared with a well-researched salary range
- Visit the occupational research resources sites for national and Massachusetts salary data for thousands of professions such as: <http://stats.bls.gov/oco/> and <http://masscis.intocareers.org>
- Review similar job postings to see if any list starting salaries or salary ranges
- Consult with professional organizations related to this field to see if they can help you gauge an appropriate salary range
- Contact the company's competitors or similar organizations to find out what their hiring rate is for this position

**Do a test-drive to the interview site**

- Become familiar with the route you will take so you won't get lost and won't be late to the actual interview
- Take traffic patterns into consideration
- Write down any landmarks and note any confusing spots



**Get it together**

- Make schedule arrangements so you are free to go to the interview
- Schedule time into your schedule for follow up activities
- Select and prepare (iron, polish, dry clean, etc.) your outfit (see *Image is Important* handout)
- Gather your portfolio, list of questions, pad of paper, pen, list of references, copies of your résumé, and copies of any licenses or certifications you may need



# KEEP CALM & INTERVIEW EFFECTIVELY

## **Put Your Best Foot Forward**

- Smile
- Be confident, but not arrogant
- Have a firm handshake

## **Be mindful of your words and actions**

- Mind your manners - be polite, friendly, and courteous to EVERYONE you meet before, during, and after the interview
- Don't look annoyed if you have to wait – read your notes or field-related literature
- Avoid negative remarks such as "It's stuffy in here"
- Maintain good eye contact with the interviewer(s)
- Control nervous mannerisms

## **Stay focused**

- Listen carefully to the entire question
- Answer in brief, but complete responses
- Stick to the point, don't go off on tangents
- Don't get too comfortable, it's an interview

## **Speak clearly**

- Speak in a strong, clear voice
- Speak at a calm pace
- Don't mumble

## **Be honest, professional, and positive**

- Avoid being defensive, hostile, apologetic, or desperate
- Don't give excuses for past failures
- Don't betray confidences or reveal trade secrets to get in
- Avoid expressions such as "frankly speaking," or "to tell you the truth," or "to be perfectly honest," – these phrases imply that you are not always truthful
- Do not say anything negative about previous employers or co-workers
- Don't volunteer your faults
- Focus on your strengths



## **Make a grand exit**

- Be mindful of clues for when the interview is coming to a close – don't overstay your welcome
- Ask what the next steps in the process will be
- Close your remarks with a prepared one to three line statement that summarizes your ability to do this job and restate your interest in the position
- Thank the interviewer(s)
- Offer your typed list of professional references to the employer if they have not yet asked for it

# QUESTIONS YOU MAY BE ASKED

## **Openers**

Tell me about yourself.  
Why should we hire you?  
What can you do for us that another candidate cannot?  
Why are you the best candidate for this position?

## **Regarding Your Education**

Describe your most rewarding college experience.  
Why did you choose that as your major?  
Has your education prepared you for this job?  
What did you learn from your experiences in extracurricular activities?  
Do you think your grades accurately reflect your abilities to produce?  
Do you have plans to continue your education?

## **Regarding Your Experience**

Tell me about your experience.  
Describe your most recent position.  
What did you do at your last job?  
Give me an example of how you showed initiative on the job.

## **Qualifications/Skills**

Tell me how your skills and experience match the criteria for this position.  
Why do you consider yourself qualified for this position?  
How have you contributed to or improved the last organization you were with?  
Tell me about your communication skills.  
Are you a leader? Give an example.  
What accomplishment are you most proud of?  
How do you handle stress?  
Are you creative? Give me an example of your creativity.

## **Knowledge of the Field and Organization/Company**

Why do you want to work for us?  
What attracted you to this position?  
What attracted you to this field?  
What do you know about our company/organization?  
What do you know about our products/services?  
What do you know about our competitors?  
How did you get started in this field?



## **Strengths and Weaknesses**

What are your strengths? What are your weaknesses?  
What do you excel at?  
What aspect of this position would be most difficult for you?  
Give me an example of a mistake you made and how you handled it.  
How could you improve your performance?

### **Who Are You and Will You Fit In Here**

What adjectives describe you?

How do you describe yourself?

How would others (your co-workers/professors/friends) describe you?

Give me an example of how you handled a co-worker/client you didn't like.

How do you get along with people?

Give me an example of a time you had to handle a conflict at work.

Describe your attitude.

What personal qualities are required for the career you have chosen?

What supervisors/co-workers have you found most difficult and why?

How do you take direction?

Do you prefer working alone or with others?

Are you a team member?

Who has had the greatest influence on your life and why?

Describe your ideal boss.

### **Are You Well Rounded**

What are your outside interests?

What do you do with your free time?

How did you spend your vacations in school?

If you could be anywhere else right now, where would you be?

What books have you read recently? What did you think of them?

### **Why Are You Looking**

Why are you looking for a new job?

How long have you been looking for a job?

What did you dislike about your most recent position?

### **Your Goals**

What do you really want to do in life?

What are your short-term and long-term goals?

What do you hope to be doing five years from now?



### **What are Your Values**

Describe your work ethic.

What are the most important rewards you expect in your career?

Under what conditions do you work best?

### **Salary**

What do you expect to earn in five years?

What are your salary requirements?

What did you earn in your two most recent jobs?

How did you finance your schooling?

### **Schedule**

Are you willing and able to travel?

What is your attitude toward working weekends and late nights?

Are you in the position to work overtime if necessary?



# USE THE STAR METHOD TO ACE YOUR INTERVIEW

## What is the STAR Method?

The STAR model is a framework for answering questions that start like this: "Describe the most difficult/interesting/rewarding..." or "Give me an example of a time you led a team." These questions are most common in behavioral interviews and are designed to assess your behavior, actions, and ability to solve problems in the workplace. Reviewing potential questions and preparing STAR responses can help build upon your confidence and level of preparedness.

### Situation

Open with a brief description of the situation and context of the story (who, what, where, when, how).

*Example: "At my last company, I was assigned to lead a team of six employees in the creation of a strategic communication plan. Our goal was to increase enrollment by 5% while reducing marketing costs over the next three quarters."*

### Task

Explain the task you had to complete, highlighting any specific challenges or constraints (i.e. deadlines, costs, or other issues).

*Example: "Enrollment had been on a rapid decline for the past annual period and my team was given the challenge to build a turnaround campaign from a marketing perspective. We had a very small budget to work with so one challenge we had to overcome was constructing an effective, yet cost friendly plan. We had a recent change in upper level management which partly prompted the need for a new communication plan but also brought a new set of cultural changes."*

### Action

Describe the specific actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.)

*Example: "I delegated tasks and goals between individual team members based on their personal strengths. Using a Gantt chart, we established a goal-driven timeline to achieve deliverables each week. I established an open and transparent dialog between upper level management and our team to allow to necessary oversight during the process. After generating a SWAT Analysis, we began the planning stages which included reviewing available funds and how the team would effectively allocate moneys throughout the timeline. In a cross-functional platform, team members worked together and independently on the strategic plan- each individual responsible for overseeing a unique part."*

### Result

Close with the results of your efforts. Include figures to quantify the result if possible.

*Example: "After completing and implementing our strategic plan, we were able to increase enrollment by 8% - 9% above goal. In addition, we were able to stay on budget throughout the timeline and even generate some revenue with a grassroots fundraising effort. Even today, our strategic plan is still in place and enrollment has remained at a stable 8% for over two operating years."*

# QUESTIONS TO ASK AT AN INTERVIEW

It is perfectly appropriate to bring a pad of paper or leather portfolio into the interview. In some instances a tablet computer is fine. Laptops should generally be avoided, as the top of the laptop acts as a barrier between you and the interviewer(s). Have a written or typed list of ten questions to ask.

- Is this a new position?
- Can you describe your ideal candidate for this position?
- What are the biggest challenges facing the new person in this position?
- What are the immediate and long-term goals for this department?
- What do you see as the biggest challenges to this company/organization over the next 5 years?
- Can you describe what my responsibilities will be on a typical day?
- What will my top priorities be?
- Who will I be working with on a regular basis?
- Could you describe your management style?
- How will my work be evaluated? How often?
- What are the opportunities for professional development and advancement?
- How does the company/organization reward employees?
- What training will I receive to successfully transition into this position?
- What do you enjoy about working here?
- If you could change one thing about this organization, what would it be?
- Do you have any hesitations about hiring me that I may address?
- What happens next?



DO NOT ASK ABOUT SALARY OR BENEFITS! You should gain an estimate of the hiring salary range by researching similar positions and your own market value. Wait until an offer is made to discuss salary and benefits. That is when you will have the most bargaining power.

# RESPONDING TO DIFFICULT SITUATIONS

**Interviewer talks too much** – if the interviewer is not asking you questions or giving you enough time, take charge by using his/her statements as a springboard to state your qualifications. Be careful not to interrupt.

**Interviewer hardly speaks** – if the interviewer doesn't contribute much, take the opportunity to highlight your qualifications and ask questions of your own. Tactfully take charge of the situation, but don't come on too strong.

**Panel/Group/Committee Interview** – don't be intimidated. Make eye contact with everyone. Respond to the entire group, not just the person asking the question.

**Meal Interview** – prepare in advance if you suspect or know this. Brush up on dining etiquette. Order something that won't spill or drip. Eat very lightly – focus on talking. Don't drink alcohol. Stay focused – don't get too relaxed.

**An Illegal Question is Asked** – Take note of this. Are these professionals you would want to work with? Or perhaps, the interviewer is just very inexperienced. Respond by asking how that information is relevant to your qualifications or the position. See also “social media” below.



**Stress Interviews** – Tactics such as leaving long pauses to make the interviewee nervous, interrupting the interviewee, standing/sitting at an uncomfortable distance, etc. are sometimes used to see how candidates will react to stress. Keep your cool. Remain calm and focus on communicating your qualifications. Don't feel compelled to speak during all pauses, they can be restful.

**Answering Broad Questions** – When asked “Who are you?” or “Tell me about yourself” or “Why should we hire you” don't give your life story, relay your qualifications in a concise manner and remain focused on their relevance to the job at hand.

**Social Media** – It is now illegal for employers to ask for your social media profile passwords, login information, or “Friend Requests” during the interview process. Respond similarly as to illegal questions.

## AFTER THE INTERVIEW

- Reward yourself - you've earned it!
- Within a few hours after the interview, write down everything you remember
- Learn from your mistakes
- **Within 24 hours after the interview, write and send the interviewer(s) a thank you letter or email- See page 43 for examples**
- Begin preparing your points for salary and benefit negotiations, in case an offer is made
- Keep other irons in the fire – even the smoothest of interviews does not guarantee that you will get an offer, so keep looking, something better might be just around the bend

# IMAGE IS IMPORTANT

Certain attire is expected of interviewees. Dressing appropriately will indicate to the interviewer(s) that you take the job and the interview process seriously. It will also show your respect for the established protocol. Even if you would not ordinarily dress in a suit and tie on the job, you should dress up for the interview. It is okay for the interviewee to be the best-dressed person in the room in a casual dress work environment, or on the company's casual Friday. It is NOT okay for you to be underdressed.

For some manual labor positions or some entry level positions it may be appropriate to dress closer to what you would wear on the job, so that the manager can envision you in the position, but your attire should still be a few steps up from your daily work style. Never wear anything less professional than a clean polo shirt and khaki pants, with dress shoes.

## For Men:

- Wear a conservative suit and tie for all office interviews, office positions, and professional jobs
- A sport coat with slacks and a necktie may be appropriate for less conservative industries
- Navy blue/charcoal gray are the best color choices for suits, white is preferred for shirts
- Choose a simple, conservative tie – preferably a solid color
- Choose tassel loafers, wing tip shoes, or lace shoes in a dark or neutral color
- Wear over the calf dark socks
- Keep jewelry to a minimum
- Do not wear cologne

## For Women:

- Wear a suit for all office interviews, office positions and professional jobs
- A tailored dress or pant suit may be appropriate for less conservative industries or positions
- Navy blue or gray are the best color choices
- Avoid low necklines and extreme skirt slits
- Wear closed-toe, dark color, polished shoes with low or medium heels
- Wear minimal make-up and nail polish and choose natural or subtle tones
- Carry an attaché case or a small clutch or handbag (not both)
- Keep jewelry simple and basic
- Don't wear perfume

## For All:

- Be neat and clean
- Make sure your outfit is pressed
- Cut and clean your fingernails
- Comb/brush/style your hair
- Polish your shoes/wear new shoes
- Brush your teeth, use mouthwash or a breath mint to ensure fresh breath
- Use deodorant/antiperspirant – never let them see you sweat!
- Smile and walk confidently
- Don't smoke prior to the interview
- Turn off your cell phone/leave it in the car



## ILLEGAL QUESTIONS

<b>Topic</b>	<b>Legal</b>	<b>Illegal</b>
Age	Are you a minor (under 18)? May I have proof that you are 18/18+ Certain public safety positions have age limits for hiring and retiring	When were you born? How old are you?
Ancestry/ National Origin	Nothing	What is your language ancestry? What is your national origin? Where were you born? Where was your spouse born? Where were your parents born? Where was your child born?
Citizenship	Are you a U.S. Citizen? Do you intend to become a U.S. Citizen?	Is your spouse/child a citizen? Are your parents citizens?
Character	Are you honest? Are you trustworthy?	Do you belong to a church? Do you go to church regularly?
Criminal Records	Have you ever been convicted of a felony? Have you been convicted of or released from incarceration for a misdemeanor which was not a first offense for drunkenness, simple assault, speeding, a minor traffic violation, an affray, or disturbing the peace in the last five years? <u>A CORI/SORI check may be required.</u>	Have you ever been arrested? Have you ever been convicted of a misdemeanor?
Dependents	Nothing	Do you have any children? Do you intend to have children? What child care arrangements have you made?
Education	What school/college/vocational program did you attend? Did you graduate?	Graduation date(s) should not be used to determine age.
Experience	What is your work experience?	Dates should not be used to determine age.

Handicap	Only optional questions for Affirmative Action	Do you have a handicap or disability? What kind of handicap or disability do you have? How severe is your handicap or disability?
Marital Status	What is your marital status (only if both sexes are asked)?	What is your maiden name?
Military Experience	Are you a U.S. veteran? What is your U.S. military service history?	Are you receiving a service-connected disability pension?
Organizations	Are you a member of any organizations which advocate overthrowing the U.S. Government by violent means?	Do you belong to NAACP? Do you belong to B'nai B'rith? Do you belong to <u>name of organization which indicates race/religion</u> ?
Race	Only optional questions for Affirmative Action.	What is your race? What is your skin color? Photos cannot be required at the application stage.
Relatives	Nothing	Where does your wife/husband, mother/father/child work/live?
Religion	Nothing	What church do you go to? What is your religious denomination? Do you attend synagogue? What religious holidays do you observe?
Sex	Nothing, unless a bona fide occupational qualification has been granted.	
Sexual Preference/ Orientation	Nothing	Are you heterosexual? Are you homosexual? What is your sexual preference?

**NEW** - Beginning in July 2018, it will be illegal for employers in Massachusetts to ask for a salary history.

# EVALUATING AND NEGOTIATING THE JOB OFFER

## ***Evaluating***

- It is always best to ask for a few days to think it over (even if you are sure you want it)
- Make a list of the pros and cons. Ask yourself:
  - Is this job a good vehicle to my career goals?
  - What training would I receive?
  - Would I gain valuable skills and experience?
  - How do I feel about my potential boss/co-workers?
  - What room for advancement is there?
  - Would I be making contacts in the industry?
  - How does the salary compare to my bottom line?
  - What additional information do I need to decide?
  - Remember, no job is perfect. Determine whether or not this job will meet 60 – 80% of your needs/wants?
- Don't accept a job with the hopes that something else might soon come up and then quit the job within a few weeks. Reputations have a way of getting around the industry. If you think something else is ahead, reject this job and free yourself to seek other options.

## ***Negotiation Tips: Before the Interview***

- Research your market value (learn the common range)
- Determine your bottom line before the interview – use that as your lowest figure in the salary range



## ***Negotiation Tips: During the Interview***

- Don't bring up the topics of salary or benefits
- If asked, quote a range based on your research
- If asked your current salary, emphasize your market value instead
- Never lie about your current or previous salaries – you may be asked for documentation later on and could lose the job because you've lied

## ***Negotiation Tips: After the Interview***

- Prepare a script of counteroffer statements to their points based on your education, experience, and market value
- Rehearse your counteroffer statements until you are comfortable saying them

## ***Negotiation Tips: Once a Job Offer is Made***

- Keep the process cordial – remain open to the exchange of ideas and information
- Use persuasive statements
- Avoid ultimatums
- Negotiate on the basis of your education, experience and skills, not on the basis of your wants and needs - do not discuss your financial problems!
- Keep in mind that some non-profit salaries may not be negotiable, but ask to be sure
- Accept an offer by phone, but ask for written confirmation

# STEPS TO COMPLETE AN INTERNSHIP AT CCCC

*Internships require a lot of preparation. Begin preparing 8 – 15 weeks prior to your desired start date.*

1. **Contact Career Services and Experiential Learning** for general internship information, to identify host site options and prepare application materials, including a résumé and cover letter.
2. **Contact the course faculty member** to discuss course pre-requisites, eligibility, and course requirements - **Please note:** internships/co-ops are credit courses and, as such, always have tuition and fees attached. To register for an internship course you will need to secure approval from the faculty contact.
3. **Secure a site placement** (use 4CJobLink or make an appointment with Career Services and Experiential Learning for assistance) and set up a schedule with your site supervisor. Site placements **must** meet the Employer Guidelines and comply with the Fair Labor Standards Act ([www.capecod.edu/web/career/internship](http://www.capecod.edu/web/career/internship)).
4. **Complete all forms** for course registration (internships/co-ops are credit courses and, as such, always have tuition and fees attached) and the internship program.

**Required Forms Checklist for All Internships** (the course instructor may require additional forms):

- 1)  **Experiential Learning Agreement (3 pages, signed by student, faculty member and host site supervisor)**
- 2)  **Experiential Learning Acknowledgement of Risk and Consent Form**
- 3)  **Host Site Application (must comply with guidelines and Fair Labor Standards Act for approval)**
- 4)  **Signed course registration form to register for the course at Registration**

All required internship forms are available at [www.capecod.edu/web/career/internship](http://www.capecod.edu/web/career/internship).

## CCCC Internship Options

### **ART256 Internship in Graphic Design (150 Hours)**

Faculty contact: Scott Anderson, sanderson01@capecod.edu, 508-362-2131 ext. 4335, 211 Tilden Arts Center

### **BIT261 Information Technology Coop. Work Experience (150 hours)**

Faculty contact: Kathy Bent, kbent@capecod.edu, 508-362-2131 ext.4517, 215C Lorusso Technology building

### **BUS261 Business Administration Cooperative Work Experience (150 hours)**

Faculty contact: Michael Bejtlich, mbejtlich@capecod.edu, 508-362-2131 ext. 4519, 215F Lorusso Technology building

### **COM262 Mass Communication Coop. Work Experience (150 hours)**

Faculty contacts:  
• Jim Kershner, jkershner@capecod.edu, 508-362-2131 ext. 4734, 203 North building (Language & Literature)  
• Dr. J. Delores Bird. dbird@capecod.edu, 508-362-2131 ext. 4658, 218 Tilden Arts Center (Communication)  
• Nancy Willets, nwilletts@capecod.edu, 508-362-2131 ext. 4440, 215 Tilden Arts Center (Communication)

### **CRJ261 Criminal Justice Coop Work Experience (150 hours)**

Faculty contacts:  
• Darren Stocker, dstocker@capecod.edu, 508-362-2131 ext.4516, 213 M. M. Wilkens building  
• John Szucs, jszucs@capecod.edu, 508-362-2131 ext. 4401, 213 M. M. Wilkens building

### **ENV260 Environmental Technology Internship/Cooperative Experience (210 hours/70 hours per credit)**

Faculty contact: Catherine Etter, cetter@capecod.edu, 508-362-2131 ext. 4598, 215 Science building

### **HRM262 Hospitality Cooperative Work Experience (300 hours)**

Faculty contact: Paul McCormick, pmccormick@capecod.edu, 508-362-2131 ext. 4404, 215G Lorusso Technology building

### **LGS238 Internship in Paralegal Studies (180 hours)**

Faculty contacts:  
• Justin DuClos, jduclos@capecod.edu, 508-362-2131 ext. 4814  
• Zara Kilmurray, zkilmurr@capecod.edu , 508-362-2131 ext. 4401

### **SCI261 Coop. Work Experience in the Natural Sciences (210 hours/70 hours per credit)**

Faculty contact: Lynda Farley-LaRocca, lfarley@capecod.edu, 508-362-2131 ext. 4597, G6 Science Building

# FIND A JOB



## ONLINE JOB POSTINGS

### STUDENT/ALUMNI 4CJOBLINK LOGON INSTRUCTIONS

1. Go to our web site: [www.capecod.edu/career](http://www.capecod.edu/career)

2. Click on the  button to access the 4CJobLink system

3. Click on: "Click here to register" → [Click here to register!](#)

4. Complete the registration form using your **CCCC Student ID for your Username** and a password you will remember

5. Click **Save** after each section and then click **Continue** and **Submit**

You will then be able to view job postings and post your résumé or portfolio for employers to see, using the options available on the menu bar:



- Complete your profile in My Account and post a résumé under My Documents (under My Account)
- Search for posted jobs using Job Search

The **Student Employment Office in the M. M. Wilkens building, room 215** offers drop-in assistance for job searches and résumé critiques. Individual appointments for résumé writing, cover letter writing, online profile development and interview preparation are available with Career Services and Experiential Learning or the Guided Pathways STEM grant. Make an appointment in Starfish via CampusWeb.

# NEED CAREER ADVICE?



**Let's Chat!**

Seeking a new job or internship?

Writing a résumé or cover letter?

Undecided about career goals?

Want to turn prior learning into credits?

**MAKE AN APPOINTMENT  
THROUGH STARFISH** 

**OR GO ONLINE TO**

**WWW.CAPECOD.EDU/CAREER**

1. Click the green “Make Appointment” button
2. Log into CampusWeb
3. Select the blue Starfish icon  in the top right corner
4. Go to **My Success Network**
5. Click on **Career Services and Experiential Learning** or click on **STEM Services**
6. Select an appointment time from the calendar



Appointments are held with Kristina Ierardi, Coordinator, Career Services & Experiential Learning or Alex Russo, Career Development Counselor, College and Career Navigator, GPSTEM in the STEMnasium next to the Life Fitness Center.