



# Professional Skills Resume & Networking

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**V O I L A N D**  
**INTERNSHIPS & CAREER SERVICES**

**Internships** | **Co-ops** | **Jobs** | **Dreams**

# Workshop Objectives

**Resume Help?**

**What would  
you like to  
know?**

**Job Search?**

**Networking?**



# Career Expo & Technical Fair

- Virtual Fair, **Monday, Oct. 3**, 3-6 p.m.



- SWE Evening with Industry, **Monday, Oct. 3**, 6-8 p.m., Elson Floyd Cultural Center
- In-person Fair, **Tuesday, Oct. 4**, 12-4 p.m., Beasley
  - Who will be at the fair & how do you register? [Handshake](#)

# Co-op & Internships - ProPEL

- On-the-job, full-time career related work experience
- Academic credit: 2 credits during internship + 1 credit follow-up course
- Minimum of 420 hours (one semester); up to 12 months
- Able to maintain full-time student status
- Counts as a free elective in the major
- \$ won't count on FAFSA



# Job Search Strategy

- **Summer positions** – companies start recruiting in the Fall
  - ▣ Research now - allow plenty of time to make contact and get your résumé into their hands
- **Research thoroughly.** Not just a quick scan, but really narrow your focus
- **Start with Plan A & Plan B companies** you are most interested in – large, medium and small! (3-4 in each plan)





# Job Search Strategy

- ❑ Handshake ([wsu.joinhandshake.com](http://wsu.joinhandshake.com))
- ❑ USA Jobs ([usajobs.gov](http://usajobs.gov))
- ❑ GoingGlobal (<https://online.goingglobal.com/>)
- ❑ Parker Dewey ([ascc.wsu.edu/resources/parker-dewey-micro-internships/](http://ascc.wsu.edu/resources/parker-dewey-micro-internships/))
- ❑ Networking
  - ❑ [LinkedIn](#)
  - ❑ On-campus opportunities

# Résumé



# Résumé

- Your personal marketing tool
- Professional image
- Why? *To get a job?*
  - *To spark interest...*
  - *To get a meeting...*

## CAROL C. COUGAR

(509) 123-1234 + carol.cougar@wsu.edu + www.linkedin.com/carolcougar

### SUMMARY OF QUALIFICATIONS

- Highly motivated, innovative, versatile employee and student with a diverse range of educational and workplace experiences.
- Possess a wide range of experience gained through work in a chemical engineering laboratory, humanitarian aid work and work in customer service.
- Excellent communicator and critical thinker, who is hard-working and passionate about engineering ways to make the world a better place.
- Seeks a challenging internship position with Boeing that offers the opportunity to grow and expand upon current skills and academic experiences.

### ACADEMIC BACKGROUND

- ✦ **Washington State University, Pullman, WA** Expected: May 2017  
Bachelor of Science in Chemical Engineering  
3.8 G.P.A. – President's Honor Roll
- ✦ **Boeing Scholars Program, Pullman, WA** 2015 - 2017  
Engineering Scholarship Recipient
- ✦ **Everett Community College, Everett, WA** 2013 - 2014  
Pre-Engineering/AAS in Chemical Engineering  
3.6 G.P.A. – Dean's List

### WORK EXPERIENCE

- ✦ **Washington State University, Pullman, WA** May 2015 - Present  
Bachelor of Chemical and Bioengineering  
  - Conducted research to interpret the mechanisms behind the use of catalysts in reducing emissions associated with lean-burn engines.
  - Concentrated on the utilization of Gaussian Ab-Initio Simulation Package (VASP) to implement density functional theory calculations to analyze molecular structures.
  - Skills gained included: working independently; presenting ideas effectively; critical thinking; problem solving; creativity and innovation; analytical skills; team work; understanding of complex materials; and ability to connect with people from diverse academic backgrounds.
- ✦ **Hanson Professional Services, Inc., Bellevue, WA** June 2014 - August 2014  
  - Civil Engineering intern assisting various units in engineering, planning, and allied services.
  - Principal responsibilities included: organization; effective communication; understanding the inner workings of an engineering firm; extensive use of Excel; and familiarity with autoCAD.
- ✦ **Starbucks Coffee Company, Snohomish, WA** May 2007 - June 2014  
Key attributes obtained included: ability to connect with a diverse array of customers; effective communication as a team member; multitasking; sequencing; money management; product promotion; customer satisfaction; leadership; flexibility; efficiency; and abiding to company standards and long-term commitment to the company.

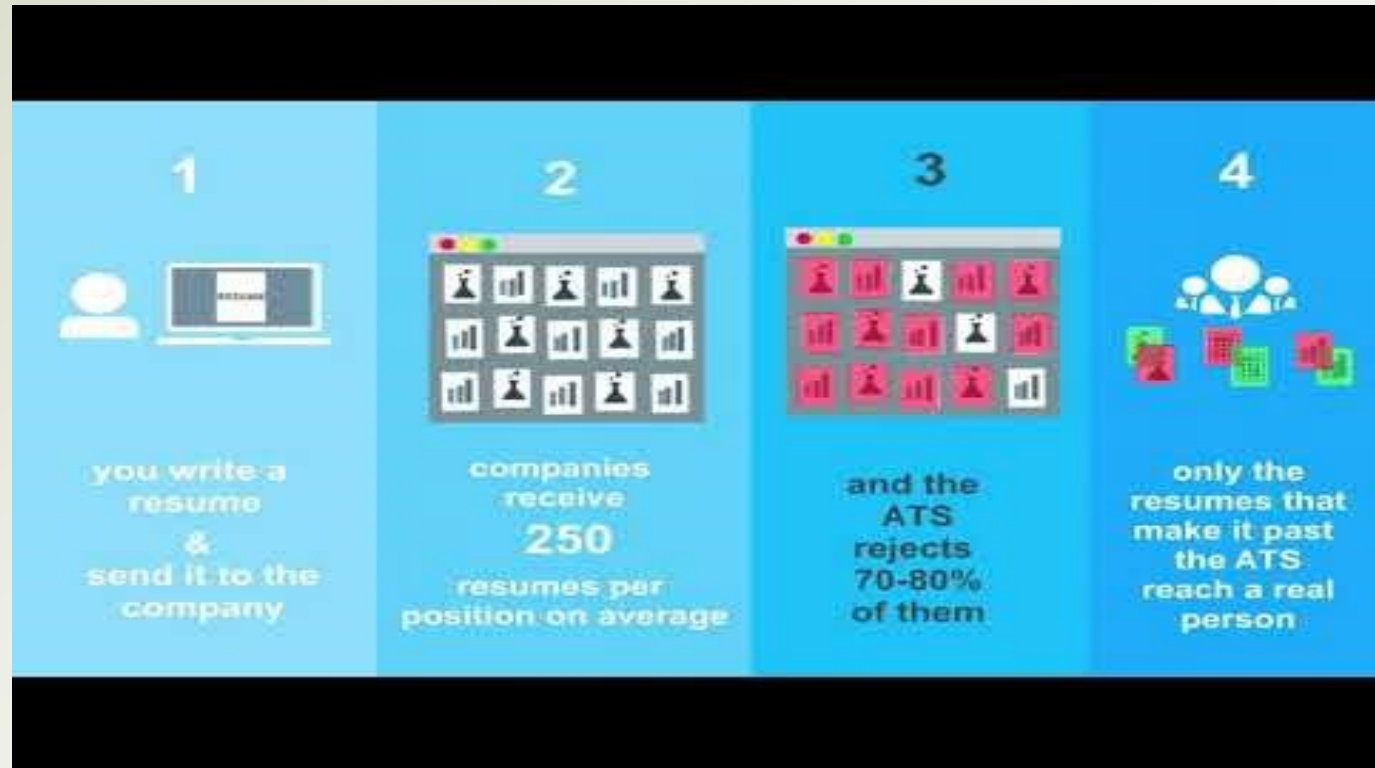
### COMMUNITY SERVICE


- ✦ **International Volunteer Headquarters, Gioto Garbage Slum Project, Kenya** 2010-2011  
  - Volunteer to raise funds for scholarships elementary school children
  - Provided supplies for medical camps; purchased school supplies; and set-up feeding programs; organized medical camps and feeding programs;
  - Gained skills in planning and implementation; fundraising; communicating effectively; global health; education; awareness of extreme poverty; working with children; collaborating with volunteers from all over the world; public speaking; and teaching.



# Quinnica

Applicant  
Tracking  
Software  
(ATS)



- 
- Intro to Quinncia Resume Analysis
  - Note: Must have an uploaded resume for the AI Interview

# Recommended Résumé Format

- ❑ Name & Contact Info
- ❑ Summary of Qualifications
- ❑ Education
- ❑ Skills and Abilities
- ❑ Experience
- ❑ Projects
- ❑ Activities
- ❑ Honors / Awards
- ❑ Other Experience

## Zoe Cougar

555-1212 [zcougar@gmail.com](mailto:zcougar@gmail.com) [Linkedin/in/zoe](https://www.linkedin.com/in/zoe)

### Summary of Qualifications:

- Valedictorian and selected as Outstanding college Junior in Electrical Engineering
- Emphasis in semiconductors, integrated circuit design, and renewable energy

### Education:

Bachelor of Science in Electrical Engineering, GPA 3.9

Expected Dec 2022

Washington State University, Pullman, WA

Relevant Coursework: Energy Systems, Solar Cells, Computer Architecture and Design, Antenna Design and Analysis, Control Systems, CMOS Integrated Circuit Design

### Skills:

Spotfire, MS Office Suite, SolidWorks, OrCAD Pspice, MatLab, Circuit Maker, Assembly Language, C, Visual Basic, Verilog, Arduino, Soldering, PhotoShop, Python

### Engineering Experience:

Die Sort Test Engineering Intern, Qorvo, Inc., Vancouver, WA

May 2021 – Aug 2021

- Conducted data analysis with **Spotfire** and **Excel** to drive improvements in retests at die sort
- Developed formulas in **Excel** to understand and correlate yield alarms to their possible causes

Undergraduate Research Intern, WSU Pullman

Jun 2020 – Aug 2020

- Explored RRAM Research and gained understanding of semiconductor materials & restrictive-switching
- Built OrCAD Pspice circuit simulations of RRAM to demonstrate the switching process
- Developed teamwork through collaborating and exploring different simulation techniques

Summer Intern, Bonneville Power Administration

Jun 2017 – Aug 2017

- Assisted with editing Bonneville engineering regulations; completed data analysis of Audit Worksheets
- Redesigned the Risk Assessment Spreadsheet using **Excel** skills and knowledge of risk assessment in electrical systems

### Projects:

Senior Capstone: Optical Encoder Parameter Measurement System (Sponsor: USDigital) Sep 2021 – Present

- Designed a device to measure the forward voltage leakage, reverse current leakage, and output power of damaged optical encoder LEDs together with a team of 4
- Design aspects included Pspice to design the circuit with Op-Amps, researching parts to use for the circuitry, and using Circuit Maker to implement the design as a PCB

Wind Turbine Project, WSU Class Project

Feb 2021 – Apr 2021

- Designed, analyzed, fabricated and tested a mini wind-driven battery charger to charge AA batteries; team of 7
- Designed circuit to safely charge volatile AA batteries given the varying input power from the turbine; used OrCAD Pspice for analysis of current and voltage regulation

### Other Experience:

Office of Student Involvement: Front Desk, WSU Pullman

Jan 2019 – Present

- Fulfill office functions, provide quality service to 100% of clients

### Achievements:

- Voiland College Outstanding Junior Award
- WSU President's Honor Roll
- Valedictorian

2020-2021  
2018 – 2021  
2018

### Activities:

- IEEE Club President - (2021 – Present); IEEE Club Treasurer - (2019 – 2020)
- ASME Member

2018-Present  
2017 – 2019

# ATS Tips

- ❑ Section Headers
- ❑ Bullets
- ❑ Position held & Employer Name
- ❑ Quantification
- ❑ No Columns / No wrapped text
  - Simulated predictive branch behavior
  - Placed 2<sup>nd</sup> in Crimson Code Hackathon

# Attributes Employers Seek on a Candidate's Resume

Attribute	% of Respondents
Problem-solving skills	91.2%
Ability to work in a team	86.3%
Strong Work Ethic	80.4%
Analytical/quantitative skills	79.4%
Communication skills (written)	77.5%
Leadership	72.5%
Communication skills (verbal)	69.6%
Initiative	69.6%
Detail-oriented	67.6%
Technical skills	65.7%
Flexibility/adaptability	62.7%
Interpersonal skills (relates well to others)	62.7%
Computer skills	54.9%



# Key to Landing Interview: Accomplishments

- ## 1. Start with an **Action Verb**.

*Designed.....*



# Accomplishments

Writing accomplishment statements:

1. Start with an **Action Verb**.
2. Describe the **Object of the Action**.

*Designed a device to measure forward leakage...*

# Accomplishments

Writing accomplishment statements:

1. Start with an **Action Verb**.
2. Describe the **Object of the Action**.
3. Next, **quantify** the range, frequency or scale.

Numbers = Results = Value

**Ask Yourself:**

- How many
- How much
- How long
- How often

**Use:** \$, %, #, Timelines



# Quantify Accomplishments

## □ Range

***Before:*** Supervised team

***After:***

Supervised **7-12** Aerospace club team members who have gone on to careers in aerospace engineering.

## □ Frequency

***Before:*** Reviewed articles for publication

***After:***

Reviewed and evaluated 40-50 topical articles **per week** and made the decision to either pass articles to the editorial team or send articles back to authors for further revisions.

## □ Scale

***Before:*** Streamlined inspection process by upgrading sensing and marking devices.

***After:***

Managed project to upgrade defect sensing marking devices, resulting in the elimination of human inspection on line, saving **\$200,000 to \$350,000** per year.

# Accomplishments

Writing accomplishment statements:

1. Start with an **Action Verb**.
2. Describe the **Object of the Action**.
3. Next, **quantify** the range, frequency or scale.
4. Finally, end with a **result, outcome, purpose, or impact**.



# Accomplishments

1. Start with an **Action Verb**.
2. Describe the **Object of the Action**.
3. Next, **quantify** the scope of the range, frequency or scale.
4. Finally, end with a **result, outcome, purpose, or impact**.

**What I see:** *Responsible for making samples*

**Instead:** **Processed** and **evaluated** 15 samples each week allowing the team to receive timely data and feedback.

- **Researched** four **puzzle models** to find model that was challenging yet matched user skill set
- **Accurately learned** two **new languages, C# and Python**, to effectively design and code an online game
- **Created** **a platform** that allowed for five graphical elements to be designed and used with minimal inputs

# Accomplishment Formula

**Created X to do Y resulted in Z.**

(+ Quantity)

- **Inventoried** \$10 million in **parts** each year **allowing company to maintain needed inventory**
- **Created** **3 applications**, decreasing manual work time by two hours per week **increasing employee productivity**
- **Reduced** **site load time** by 5 seconds, **increasing page traffic by 25 percent**

# “Other Experience”

## Circuit Systems

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# “Other Experiences” Section

## Non-relevant jobs

- Focus on Soft/Transferable Skills (Quinn calls them Essential Skills)

### **Framer/General Laborer**, Johnson Construction, Vancouver, WA

- Success in role due to meticulous attention to detail; promoted to lead after one year

### **Freezer Stocker**, Minute Mart, Spokane, WA

- Strong work ethic allowed time to help others on the team
- Rewarded for work ethic through increased wages and additional responsibilities

# Networking



# Definition of Networking

Interaction to

Exchange Information and

Develop Contacts

# Networking

- **20%** of jobs and internships are found through online or printed postings
- **80%** of jobs are found through your network: real people you write to and talk with

# Networking can happen...

With Anyone



A word cloud on a light blue background showing various social connections. The words are arranged in a roughly circular shape. The largest words are 'speakers', 'faculty', 'mentors', 'classmates', and 'family'. Other words include 'co-workers', 'clubs', 'acquaintances', 'friends', 'advisors', 'neighbors', 'supervisor', and 'alumni'.

speakers  
faculty  
co-workers  
clubs  
acquaintances  
mentors  
classmates  
friends  
advisors  
family  
neighbors  
supervisor  
alumni

WordItOut

Anywhere



A word cloud on a black background showing various social settings. The words are arranged in a roughly circular shape. The largest words are 'LinkedIn', 'dinner', 'bus', 'coffee', 'conference', 'seminars', 'doctors', 'volunteering', 'dancing', 'party', 'golf', 'mixer', 'lunch', 'in-line', 'online', 'ballgame', 'Class', 'religious-events', and 'supervisor'.

religious-events  
LinkedIn  
golf party  
mixer  
lunch  
dinner  
in-line  
dancing  
bus  
volunteering  
online  
ballgame  
Class  
doctors  
coffee  
conference  
seminars

# Networking Tips for Introverts

- ❑ Set reasonable **expectations**
- ❑ Ask for **introductions**
- ❑ Prepare **open-ended** questions in advance – questions that can't be answered with just yes or no.
- ❑ Expect some awkwardness
- ❑ Put away your phone
- ❑ Don't monopolize the conversation. **Listen** more than talk.
- ❑ Try **online networking**
- ❑ **Follow-up** after an exchange
- ❑ Manage your inner critic

# Handshake & Eye Contact

First  
impression

Conveys  
sincerity,  
interest and  
confidence

Can make or  
break your  
first  
impression





# Networking Tips

## □ Remember Names

- Pay attention and repeat the name
- People like to hear their name
- Associate the name with something familiar to help you remember

Example: “Harry”

Maybe he has lots of hair, or

His name is similar to your grandmother’s name

– Harriet

# Holding a Conversation

Let them do  
the talking,  
ask them  
questions

Use active  
listening  
skills

Prepare  
possible  
questions in  
advance



# Networking Tips

Nonverbal communication is more important than words alone.

- ▣ Eye contact
- ▣ Facial expressions
- ▣ Body movements and posture
- ▣ Gestures
- ▣ Touch
- ▣ Space
- ▣ Voice

# Networking Tips

- ❑ Develop a dialogue
- ❑ Research who you might meet
- ❑ Come prepared with questions you would like to ask:
  - ❑ Where are they from?
  - ❑ Where do they work?
  - ❑ How did they get into their career?
  - ❑ What networking events do they find beneficial?
  - ❑ What do they do for fun?
  - ❑ Mention your interests and accomplishments
  - ❑ Get a business card (bring yours, too)
- ❑ Keep the conversation going:
  - Discuss the networking event
  - Learn something about them
  - Get them to talk about themselves

# Networking Etiquette

Your actions are a direct reflection of who you are. They are your brand.

- ▣ Don't let bad breath stand in the way of networking
- ▣ Don't chew gum or talk with your mouth full
- ▣ Don't interrupt someone while they are speaking
- ▣ Don't answer your phone, check texts, or emails
- ▣ If alcohol is available, limit yourself to no more than one
- ▣ If food is available, keep your right hand free, clean and dry
- ▣ Remember, your mom doesn't work there. Clean up after yourself.

# Set up a Networking Meeting

## Subject line: Interested in connecting

Hi \_\_\_\_\_,

My name is *[first and last name]*, and I'm *[reason you know the person/reason you want to meet; for instance, "the son of Jim Reeves, your former co-worker" or "a recent grad from WSU with a degree in computer science"]*. I hope you're doing well.

*[Then, the reason you want to meet; for instance, "As I'm new to the job market, I hope we can meet for coffee so I can learn more about your career as well as job prospects in the field of software development."]*

NOTE: Ask to meet early in the email so the person knows what you want right away.

*[Then, prove you did your research on the person through a company website bio or LinkedIn profile; for instance, "I checked out your bio and see you have a lot of development experience, particularly from your time in Hollywood on big budget animated films. That must have been a fantastic opportunity."]*

NOTE: Take the time to understand the other person's career. He/she will appreciate your interest and often be more willing to respond.

To give you my quick background, I *[one to two highlights from your resume that would matter to this person; for instance, "recently completed an internship at Acme Corporation, in which I used the software programs XXXX and XXXX. Here's a link to my latest work"]*.

Again, it would be great to meet with you in person. Please let me know your availability over the next couple of weeks.

Thanks, *[person's first name]*. I look forward to talking with you.

– Your first name

Professional Email signature

# Networking Tips – Most Importantly

- After the contact, make notes to jog your memory
- Follow-up with new contacts within one week
- Seek them out on LinkedIn



# Questions?

*Thank you*

Voiland Internships & Career Services

VCEA.Internships@wsu.edu

Dana Hall room 138 & 140

Appointments: <https://tinyurl.com/VCEA-Career-Services>

**V O I L A N D**  
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**Internships** | **Co-ops** | **Jobs** | **Dreams**