

# NORTHWEST TECHNICAL COLLEGE JOB SEARCH HANDBOOK



**Northwest  
Technical College**  
*Bemidji, Minnesota*

[http://www.ntcmn.edu/myntc/support-services/career-services/  
career@bemidjistate.edu](http://www.ntcmn.edu/myntc/support-services/career-services/career@bemidjistate.edu)





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### About Career Services

Career Services is open to individuals completing any program at Northwest Technical College including AAS, AS, Diploma, or Certificate.

Career Services events are offered each semester, including, Major Expo, resume and interviewing workshops, and various career events and job fairs. Check out the schedule on NTC's Career Services website at <https://www.ntcmn.edu/myntc/support-services/career-services/> for a schedule of times and dates.

In addition to events, Career Services offers assistance in resume preparation through individual appointments for resume critique, registration with Handshake (NTC on-line job internship posting site) and guidance in putting together a cover letter.

We recommend students view a workshop on resume writing and/or use the resume resources in this handbook or on our website prior to having your resume critiqued and uploading it into Handshake.

# Handshake

### Handshake

Career Services strongly recommends that all students, new graduates, and alumni register with the Handshake system. This system is an online resume referral and job listing system exclusively available to NTC and BSU students, new graduates, and alumni.

To register with Handshake **you will need to first have your resume approved by staff in Career Services.** Email your resume to: [career@ntcmn.edu](mailto:career@ntcmn.edu) and request a resume critique. Once your resume is approved, go to the NTC Career Services website at [www.ntcmn.edu/myntc/support-services/career-services/](http://www.ntcmn.edu/myntc/support-services/career-services/) and click on the left hand side menu under your name:

- Complete your profile and change your password
- Upload your resume under "My Documents". Please allow 2-3 business days for a response.
- Be sure to VIEW your résumé once it is in the system
- Résumés can be updated after you upload them (make sure to keep your résumé current in our system and that you view your résumé after each upload)
- Current students, new graduates and alumni are eligible to use this FREE service
- Email [career@ntcmn.edu](mailto:career@ntcmn.edu) or call (218)-755-2038 with questions.

### Benefits of Being Registered with Handshake

Access to additional job openings

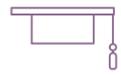
- Resumes may be referred to potential employers
- Register for on-campus interviewing (when appropriate)
- Register for job fairs
- Download Handshake app to access jobs via cell phone



# CAREER READINESS

## CAREER READINESS

### Competencies for a Career-Ready Workforce

- 
**Career & Self Development**  
 Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.
- 
**Communication**  
 Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.
- 
**Critical Thinking**  
 Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.
- 
**Equity & Inclusion**  
 Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.
- 
**Leadership**  
 Recognize and capitalize on personal and team strengths to achieve organizational goals.
- 
**Professionalism**  
 Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.
- 
**Teamwork**  
 Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.
- 
**Technology**  
 Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

[naceweb.org/career-readiness-competencies](http://naceweb.org/career-readiness-competencies)

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### What Is Career Readiness?

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management.



# INSTRUCTIONS ON HOW TO ACCESS "AM I CAREER READY MODULE"

Focus2

INSTRUCTIONS RESULTS MY ACCOUNT CONTACT INFO LOGOUT

- LOG INTO FOCUS**
  - LOG INTO MYNTC
  - SELECT THE FOCUS ICON
- SELECT "AM I CAREER READY"**
  - ASSESS VARIOUS COMPETENCIES TO ASSESS AND STRENGTHEN YOUR CAREER READINESS

Career Planning Foundations

  - My Career Planning Involvement
  - My Academic Strengths
  - Am I Career Ready? **START HERE**
- EMPLOYERS SEEK THESE EIGHT AREAS IN RECENT GRADUATES.**
  - ENHANCE YOUR EMPLOYABILITY WITH THESE IN-DEMAND SKILLS

The National Association for Colleges and Employers (NACE) has identified 8 competencies that will give you a professional edge. Employers want to hire applicants who have these in-demand skills and strengths.

THE COMPETENCIES	
Critical Thinking/Problem Solving	Oral/Written Communications
Teamwork/Collaboration	Digital Technology
Leadership	Professionalism/Work Ethic
Career Management	Global/Intercultural Fluency

**START**
- COMPLETE ALL EIGHT AREAS**
  - RANK YOURSELF BY FILLING THE STARS.

Not At All    Slight Degree    Moderate Degree    High Degree    Very High Degree

I make step by step plans to solve problems and use sound reasoning and logic.	I demonstrate originality and think creatively in problem solving.	I analyze ideas from a variety of perspectives before making a decision.
★★★★☆	★☆☆☆☆	★★☆☆☆

**CONTINUE**
- YOUR RESULTS!**
  - ONCE YOU'VE COMPLETED THE ASSESSMENT, YOU'LL RECEIVE A GRAPH OF THE RESULTS ON YOUR DEVELOPMENT

Competency	Development Level
GLOBAL	80-100 (Very Highly Developed)
PROFESSIONALISM	60-80 (Highly Developed)
CAREER MANAGEMENT	40-60 (Moderately Developed)
TECHNOLOGY	20-40 (Slightly Developed)
COMMUNICATION	20-40 (Slightly Developed)
TEAMWORK	20-40 (Slightly Developed)
LEADERSHIP	20-40 (Slightly Developed)
THINKING	0-20 (Not Yet Developed)

**CONTINUE**

## INSTRUCTIONS ON HOW TO ACCESS “AM I CAREER READY MODULE”

Focus2

INSTRUCTIONS RESULTS MY ACCOUNT CONTACT INFO LOGOUT

### COMPLETE THE CHECKLIST FOR EACH AREA TO IMPROVE YOUR CAREER READINESS

6

- LEARN EACH DEFINITION
- SELECT 3 - 5 WAYS TO DEVELOP EACH SKILL
- WRITE IN YOUR OWN WORDS HOW YOU WILL CONTINUE TO DEVELOP AND GROW EACH OF THE COMPETENCIES
- REVIEW ADDITIONAL RESOURCES INCLUDING VIDEOS, WEBSITES & INFOGRAPHICS
- MEET WITH THE CAREER SERVICES STAFF TO EXPLORE WAYS TO IMPROVE YOUR MARKETABILITY

### FINAL RESULTS FOUND IN “REVIEW AND PRINT MY PORTFOLIO”

- SCROLL DOWN TO THE BOTTOM OF THE WEBPAGE TO FIND THE “REVIEW AND PRINT MY PORTFOLIO”
- BUILD A CUSTOMIZED REPORT BY SELECTING THE “AM I CAREER READY” BOX AND CLICK “BUILD MY PORTFOLIO”
- DOWNLOAD AND SHARE YOUR RESULTS ↓



My Saved Occupations



My Saved Majors



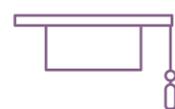
Review and Print My Portfolio

7

REVIEW

## Career Readiness Competencies

There are **eight career readiness competencies**, each of which can be demonstrated in a variety of ways.



Career & Self-Development



Leadership



Communication



Professionalism



Critical Thinking



Teamwork



Equity & Inclusion



Technology

## HOW TO WRITE A COVER LETTER OR LETTER OF APPLICATION

The applicant’s initial contact with an employer is usually made by letter. It is your introduction to a potential employer. The following points are suggested as guidelines.

1. Your cover or application letter should be neatly typewritten and professional. Use either a full block or modified block style, remaining consistent in whichever style you choose.
2. When printing, use soft tints in neutral colors or off-white 8 1/2 X 11 quality bond, parchment, or recycled paper that matches your resume.
3. If possible, have a name to address the letter to instead of “Dear Human Resource Director”. Research the company’s website or call the company to obtain the name of the appropriate person. Be sure of spelling and correct title.
4. The salutation should be Dear Mr. / Ms. / Dr. Brown:
5. Type and sign your name at the bottom of the letter.
6. Make your letter brief. Identify the position(s) for which you are applying and how you learned of it. When writing letters, emphasize your interest in the position, your strong points, and the special contributions you can make as an employee. Do not mention your interest in salary, schedule, security, climate or ease of assignment. Do not overuse the pronoun “I”.
7. Check and recheck your letter to ensure that there are no spelling, punctuation, or grammatical errors.
8. Should you anticipate being away, you should note this fact and state where you may be reached or where a message may be left for you. Another applicant may be selected because of difficulty in reaching you.
9. Plan and write your letter in your own style. Never copy a letter someone else writes, no matter how successful it is for that person. An application letter should reflect your personality and your attitude toward life and work.
10. Keep a copy of all correspondence for all your applications. When you accept a position, each of the other employers should be notified and your applications withdrawn.
11. Please contact Career Services to notify us once you have secured employment! This information is important to us and is greatly appreciated because it informs future students of potential job opportunities in specific majors and fields of interest.



LETTER OF APPLICATION OR COVER LETTER

(Do not type this on the top of your letter)

(No Name Here)
Your Address
City, State & Zip
Date of Writing

Mr. John Doe, Director of Personnel (Recruiter Name, Title)
Arrow Printing
2587 Highway 71
Bemidji, MN 56601

Dear Mr. Doe: (If you don't have a name, type Dear Director of Human Resources)

FIRST PARAGRAPH: Tell why you are writing, name the position for which you are applying and tell how you heard of the opening.

SECOND PARAGRAPH: Mention that you are about ready to graduate or have graduated and what your degree and major are. Then state why you are interested in working for this employer and specify your interests in this type of work.

THIRD PARAGRAPH: Refer to the enclosed resume or credentials which give a summary of your qualifications or to whatever media you are using to illustrate your training, interests, and experience.

Have an appropriate closing to pave the way for the interview by giving your phone number, or by offering some similar suggestion of an immediate and favorable reply.

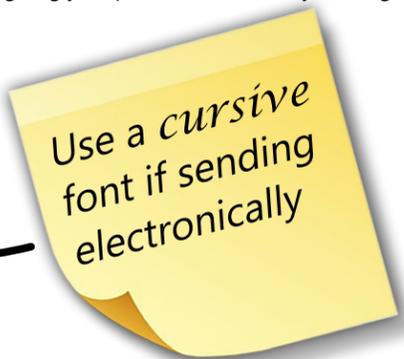
Sincerely,

Sign Your Name Here

Your Name (Typed)

Enclosure

When answering an advertisement, cover all the points requested in the job description in exactly the order asked, since some prospective employers make it a point to use this as a test of the applicant's ability to follow instructions precisely or see if a candidate meets the basic requirements.



Jane Doe
905 Grant Avenue Southeast
Bemidji, MN 56601
218.555.1234
jane\_doe@live.ntcmn.edu

November 5, 20XX

Director of Human Resources
Sanford Health—Bemidji
1300 Anne Street NW
Bemidji, Minnesota 56601

Dear Director of Human Resources:

I am writing in reference to the Medical Coding position at Sanford Health in Bemidji. I am particularly interested in working for Sanford Health because of your mission to ensure that every community member has access to the highest quality care and services close to home.

I will graduate from Northwest Technical College in May with an Associate of Applied Science degree in Medical Coding. My courses at Northwest Tech allowed me the opportunity for hands-on training in the areas of medical office procedures, inpatient and outpatient coding and medical language applications.

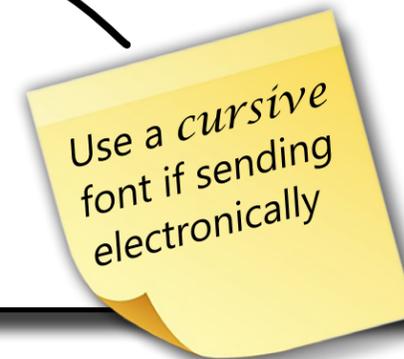
As you can see from my resume, I have practical experience through the internship I completed at the Cass Lake Indian Health Services Hospital. My attention to detail, work ethic, communication skills and practical experience make me an excellent candidate for the Medical Coding position.

I would love the opportunity to interview for the position and can be reached at 218-555-1234 or jane\_doe@live.ntcmn.edu. Thank you for your time and consideration.

Sincerely,

Jane Doe

Jane Doe



### **FOLLOW-UP OR THANK YOU LETTER** (Send within 24 hours of interview)

(No Name Here)  
Your Address  
City, State & Zip  
Date of Writing  
(Within 24 hours after interview)

Mr. John Doe, Director of Personnel (Recruiter Name, Title)  
Company Name  
Address  
City, State and Zip

Dear Ms. or Mr. Interviewer:

**FIRST PARAGRAPH:** Thank him or her for the interview and express appreciation for the courtesy and consideration extended to you. State the position for which you were interviewed, date of interview, and place where it was conducted.

**SECOND PARAGRAPH:** Reaffirm your interest in the position and company. Mention anything you have done since the interview that would evidence interest, e.g. performed additional research on the company, talked with local dealers or representative, etc.

**THIRD PARAGRAPH:** Show willingness to provide any additional clarifying data or statements and submit any further information you may want to add to your application. Close with a suggestion for further action, e.g. you will be available for additional interviews at their convenience.

Sincerely yours,

*Sign Your Name Here*

Your Name (Typed)

Use a cursive font if sending electronically

\*\*\* Make sure the employer has your phone number where messages can be left for you during the day. An answering machine or voicemail can make the difference in obtaining an additional interviews or job offers! \*\*\*

The purpose of a well-written resume and letter of application is to open the door for an interview. The resume contains identification (name, address, phone, etc.), implies career goals, and outlines general qualifications, including education and work experience. It is helpful if the work experience can be related to qualifications specified in the job description for which you are applying. Resumes may be duplicated, but every copy sent to prospective employers should be neat in appearance, printed on quality bond paper, and professional looking.

A well-structured resume supplements the information that is contained in the application letter. Most candidates can reduce the needed data to one page. If you use a two page format, do not break-up a section up and remember to put your name and page number on the second page. Try to keep the most pertinent information on the first page. It is suggested to include a list of references on a separate page that you may send with your resume. Make sure you print your resume, cover letter and reference sheet on matching resume paper.

Students are encouraged to make an appointment with Career Services staff for additional help in letter writing and resumes. A well written letter and resume has proven to be one of the main deciding factors in obtaining an interview. Once your resume has been critiqued you are eligible to register with our on-line recruiting system, Connect2Careers.

### **Creating a Resume to Upload into Connect2Careers**

When creating your resume, keep in mind that you will want to upload it into Connect2Careers and/or other resume referral sites, and there are some basic things that you need to be aware of to insure a successful upload.

1. Create your resume in Microsoft Word, since this program is universal and will be able to be opened by almost any computer.
2. Be sure to set tabs for dates, etc., on your resume as this will help to insure the upload will be successful, without any "shifting" of information on your resume.

In order to guarantee that information on your resume does not "shift" or move in the upload process, the best option is to save your resume as a .PDF if available. Sample resumes are provided in this handbook, and on the Career Services website (<http://www.bemidjistate.edu/services/career/> and <http://www.ntcmn.edu/myntc/support-services/career-services/>) and also in the Career Services display.

### **Tips for a Great Resume**

- Be **BRIEF, CLEAR, and CONCISE**
- Be **CONSISTENT**
- Be **CAREFUL**
- Be **POSITIVE**
- Be **PROFESSIONAL**



## HOW TO WRITE A TARGETED RESUME

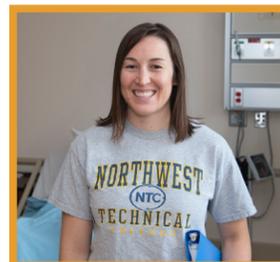
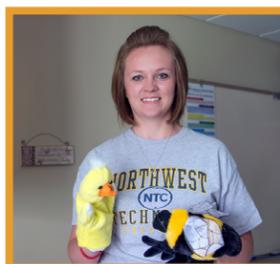
Instead of having one master resume that you send out with job applications, it is recommended by some employers to provide a targeted resume. These resumes are targeted toward each specific job that you apply for, using key words and phrases applicable to the job and the field you are in. Often these keywords will come from the description from the job posting, as well as any research you have done about the industry you are in. Some tips when choosing the correct keywords include:

- **Education.** Any relevant degrees/training relevant to your field.
- **Skills.** Any hardware, software, and tools/apps applicable to your job application.
- **Awards/Recognition.** List any awards that you have achieved in your field.
- **Industry/Professional Organizations.** List any organizations, including school related, that you belong to in your field.
- **Certifications/Licenses.** Any job/professional knowledge of specific tools/techniques should be listed.
- **Publications.** Any written articles, stories, theses, blogs, etc. related to your field that have been published in print or online.
- **Tradeshows/Conferences.** List any tradeshows or conferences that you have attended in your field, especially if you have presented.
- **Current/Previous Job Titles.** List any job titles and duties using professional acronyms/jargon related to your field.

### What Matters?

When examining resumes, employers say they look for evidence of:

1. Ability to Work in Teams
2. Leadership Skills/Experience
3. Written Communication Skills
4. Problem-solving Skills
5. Strong Work Ethic
6. Analytical/Quantitative Skills
7. Verbal Communication Skills
8. Initiative
9. Technical Skills
10. Detail-orientation
11. Flexibility/Adaptability
12. Computer Skills
13. Interpersonal Skills
14. Organizational Abilities



### Bullet Point Formula:

**Bullet Point = Strong Action Verb + Skill + Task/Example/Experience/Result/Accomplishment**

## SAMPLE RESUME

### JASON DOE

12498 968th Street North  
Moorhead, MN 56563  
218.555.5555  
Jason\_Doe@live.ntcmn.edu

#### EDUCATION

Northwest Technical College, Bemidji, MN May 20XX  
Associate in Applied Science

#### Business: Management, Marketing and Sales

- GPA 3.5, President's List 3 semesters

#### COURSES

**Professional Selling**, Northwest Technical College Fall 20XX

- Learned and applied persuasive communication methods.
- Researched and delivered sales presentations; critiqued and helped other students analyze sales talks.

**Retail Management**, Northwest Technical College Spring 20XX

- Gained understanding of strategic design of retail formats, consumer behavior, and pricing.
- Prepared paper analyzing merchandising techniques of three local retail businesses.

#### RELATED EXPERIENCE

Campus Bookstore, Northwest Technical College, Bemidji, MN January 20XX-May 20XX

#### Customer Service Associate

- Developed merchandising skills creating displays for text books.
- Displayed customer service skills by completing transactions quickly and efficiently.
- Entrusted with opening and closing store in lieu of manager.

Best Buy, Fargo, ND August 2012-January 20XX

#### Sales Associate

- Demonstrated sales skills by assisting customers in selecting appropriate mobile devices.
- Awarded **Sales Star 2014** for consistently meeting sales goals.

Jim's Warehouse Store, Underwood, IL Summers 20XX, 20XX

#### Inventory Assistant

- Collaborated with supervisor to ensure accurate inventory documents for annual review.
- Trained staff to keep inventory updated weekly using Microsoft Excel.

#### EMPLOYMENT

**Landscape Assistant**, Steve's Lawn Care, Underwood, IL Summer 20XX

- Executed time management skills providing lawn care services at multiple private residences weekly. Established strong work ethic, working 10-hour days in hot, humid weather conditions.

**Childcare Provider**, Single Family, Underwood, IL Summer 20XX

- Demonstrated responsibility caring for preschool children.

#### INVOLVEMENT

**Business Professionals of America**, Northwest Technical College 20XX-Present

- Attended BPA National Leadership Conference 2014, Indianapolis, IN.

## Jane Doe

905 Grant Avenue Southeast  
Bemidji, MN 56601  
218.555.1234  
jane\_doe@live.ntcmn.edu

### EDUCATION

Associate in Science in **Nursing** May 20XX

Northwest Technical College, Bemidji, MN

- GPA 3.9, President's List
- Served as President of Nursing Club, 20XX-20XX

### CLINICAL EXPERIENCE

**Medical-Surgical Clinical**, Sanford Heath Care, Bemidji, MN Spring 20XX

- Utilized critical thinking skills to provide patient care, education and home care/discharge planning.
- Strengthened hands-on experience with catheter, IV, suction and sterile field.
- Learned directly about surgical procedures including appendectomy, hernia repair, hysterectomy and tonsillectomy.

**Emergency Room Clinical**, Sanford Heath Care, Bemidji, MN Fall 20XX

- Improved adaptability providing care for infants, children, adults and senior adults.
- Gained experience with patients facing dual diagnosis with mental illness.

### RELATED EXPERIENCE

**Math Tutor**, Northwest Technical College, Bemidji, MN August 20XX-20XX

- Developed teaching skills supporting first year college students learning new concepts in algebra and calculus courses.
- Demonstrated organizational skills updating the weekly tutoring schedule.

**Dietary Associate**, Sanford Heath Care, Bemidji, MN Summers 20XX, 20XX

- Learned and utilized nutrition concepts to provide appropriate meal items for patients on special diets.
- Gained introduction to patient care serving meals to patients and families.

**Childcare Assistant**, Sunshine Day Care, Bemidji, MN Summers 20XX, 20XX

- Collaborated with child care team to ensure high quality care for children from birth to age 6.
- Helped create and maintain childcare schedule and plans utilizing Microsoft Excel.
- Administered first aid for minor injuries.

### COMMUNITY INVOLVEMENT

**Volunteer Preschool Teacher**, Local Church, Bemidji, MN 20XX-Present

- Weekly volunteer teacher for religious study class for children ages 3-5.

**Kids Kamp**, Family Resource Center, Bemidji, MN 20XX-20XX

- Developed and led activities for families and children ages 8-16.

## CAMERON NELSON

905 Grant Avenue Southeast, Bemidji, MN | 218.555.9999 | Cameron.nelson@live.ntcmn.edu

### Education

Associate in Applied Science in **Electrical Construction and Maintenance** May 20XX  
Northwest Technical College (NTC), Bemidji, MN

### Courses

**National Electrical Code**, NTC Spring 20XX

- Studied overcurrent protection, panelboards, motors, compressors, transformers.
- Familiarized with the State Electrical Act.

**Motor Control**, NTC Spring 20XX

- Advanced understanding of circuits controlling motors.
- Demonstrated components, circuitry and operations in lab.

### Internship Experience

**Electrical Internship**, Naylor Electric, Bemidji, MN Spring 20XX

- Observed and practiced using electrical equipment such as ammeters, ohmmeters, voltmeters and testing lamps.
- Assisted electricians with installation of heaters, boilers and wiring.
- Gained experience in analyzing and following manuals, schematic diagrams, blueprints and other specifications.

### Related Experience

**Delivery Driver**, Raphael's Bakery, Bemidji, MN Summer 20XX

- Presented organizational skills planning daily delivery routes.
- Collaborated with supervisor to manage store inventory based on order patterns.
- Demonstrated time management skills training new drivers about delivery procedure.

**Associate**, Ace Hardware Store, Bemidji, MN June 20XX-December 20XX

- Improved customer service skills working with customers executing home repair projects.
- Displayed strong work ethic volunteering to work in outdoor garden center in hot summer weather and working extra hours as needed.

**Cashier**, Lueken's Village Foods, Bemidji, MN September 20XX-May 20XX

- Exhibited responsibility handling cash and credit transactions.
- Developed detail orientation assisting with organizing merchandise.

### Community Involvement

United Way Volunteer, Bemidji, MN 20XX-20XX

Youth Group Volunteer, Local Church, Bemidji, MN 20XX-20XX

Registration Volunteer, Fargo Marathon, Fargo, ND 20XX-20XX

Student Volunteer, Leadership Council, Bemidji, MN 20XX-20XX

**SAMPLE REFERENCE SHEET**

*(THIS WILL BE ON THE SAME TYPE OF PAPER AS YOUR RESUME)*

**SET THIS UP THE SAME WAY YOU SET UP THE HEADING ON YOUR RESUME:**

**John Doe**

3333 Main Street  
Anytown, MN 67766  
218-555-5555

[john.doe@live.bemidjistate.edu](mailto:john.doe@live.bemidjistate.edu)

**REFERENCES**

Name  
Title  
Company  
Address  
City, State, Zip Code  
Work Phone Number  
Home Phone Number  
E-mail

Name  
Title  
Company  
Address  
City, State, Zip Code  
Work Phone Number  
Home Phone Number  
E-mail

Name  
Title  
Company  
Address  
City, State, Zip Code  
Work Phone Number  
Home Phone Number  
E-mail

**\*\*Be sure to use professional references, such as faculty and employers.\*\***  
**\*\* A total of three to five is optimal and always ask permission before listing.\*\***

ACCOMMODATE  
ACCOMPLISH  
**ACHIEVE**  
ACT  
ADAPT  
ADMINISTER  
ADVERTISE  
ADVISE  
ADVOCATE  
AFFECT

**ANALYZE**  
ANTICIPATE  
APPLY  
APPRAISE  
APPROACH  
APPROVE  
ARRANGE  
ASSEMBLE  
ASSESS  
ASSIGN  
ASSIST  
ASSUME

**ATTAIN**  
AUTHOR  
BUDGET  
BUILD  
CALCULATE  
CATALOGUE  
CHAIR  
CLARIFY

**COLLABORATE**  
COMMUNICATE  
COMPARE  
CONCEIVE  
CONCEPTUALIZE  
CONCILIATE  
CONDUCT  
CONSULT  
CONTRACT  
CONTROL  
COOPERATE  
COORDINATE

**COUNSEL**

**CREATE**  
DECIDE  
DEFINE  
DELEGATE  
DEMONSTRATE  
DESIGN  
DESIGNATE  
DETAIL  
DETERMINE

**DEVELOP**  
DEVISE  
DIRECT  
DISTRIBUTE  
DRAFT  
EDIT  
EDUCATE  
ENCOURAGE  
ENLARGE  
ENLIST

**ESTABLISH**  
ESTIMATE  
EVALUATE  
EXAMINE  
EXCHANGE  
EXECUTE  
EXPAND  
EXPEDITE  
FACILITATE  
FAMILIARIZE  
FORECAST  
FORMULATE  
FUND-RAISE  
GENERATE  
GOVERN

**GUIDE**

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INTERPRET  
INTERVIEW  
INVESTIGATE  
INVENT  
LEAD  
LISTEN  
MAINTAIN

**MANAGE**  
MANIPULATE  
MARKET  
MEDIATE  
MERCHANDISE  
MODERATE  
MODIFY  
MONITOR  
MOTIVATE  
NEGOTIATE  
OBTAIN  
OPERATE

OPPORTUNITY-SEEKER  
ORDER  
ORGANIZE  
ORIGINATE

**PARTICIPATE**  
PERCEIVE  
PERFORM  
PERSUADE  
PLAN  
PRESENT  
PRESIDE

PROBLEM-SOLVE  
PROCESS  
PRODUCE  
PROMOTE

**PROPOSE**  
PROVIDE  
PUBLICIZE  
PUBLISH  
REACT  
RECOMMEND

**RECONCILE**  
RECORD  
RECRUIT  
RECTIFY  
REDESIGN  
RELATE  
RENEW  
REPORT

**REPRESENT**  
RESEARCH  
RESOLVE  
REVIEW  
REVISE  
SCAN  
SCHEDULE  
SCREEN  
SELECT  
SERVE

**SOLVE**  
SPEAK  
STAFF

STANDARDIZE  
STIMULATE  
SUMMARIZE  
SUPERVISE  
SURVEY  
SYNTHESIZE  
SYSTEMIZE  
TEACH  
TEAM-BUILD

**TRAIN**  
TRANSFORM  
TRANSMIT  
UNIFY  
UPDATE  
UTILIZE  
WRITE

## IMPORTANT SKILLS

### FINANCE

ANALYTICAL  
CONCEPTUAL  
DEAL-MAKER  
QUANTITATIVE  
DECISIVE  
PROJECT-ORIENTED  
OPPORTUNITY-SEEKER  
SYSTEMATIC  
RESOURCE-ALLOCATOR  
RISK-ADJUSTER  
ORDERLY

### MARKETING

CREATIVE  
ANALYTICAL  
DEAL WITH AMBIGUITY  
CONCEPTUALIZER  
COORDINATOR/COOPERATOR  
PROGRAM ORIENTED  
ADVERTISER  
RESEARCHER  
PLANNER  
PROMOTER  
LEADERSHIP

### MISCELLANEOUS

DETAIL-ORIENTATED  
TEAM LEADER  
FUTURE-ORIENTED  
TECHNICAL  
ORGANIZED  
ANALYTICAL  
CONCEPTUALIZER  
PROBLEM-SOLVER  
INTEGRATOR  
IMPLEMENTER  
PATIENT



### RESEARCH AND DEVELOPMENT

CREATIVE  
PERSISTENT  
ANALYTICAL  
TOLERANCE FOR AMBIGUITY  
TECHNICAL  
PATIENT  
FOCUSED  
CONTEMPLATIVE  
SCIENTIFIC  
TOLERANT  
FLEXIBLE  
METHODICAL  
SYSTEMATIC



### PLANNING

LONG-TERM  
VISIONARY  
DETACHED  
SYNTHESIZER  
STRATEGIST  
THINKER  
CONCEPTUALIZER  
INTANGIBLE  
GLOBALLY-ORIENTED  
CREATIVE  
ENTERPRISING  
INNOVATIVE  
CONCEIVE  
RESOURCEFUL

### MEDICAL

COMPASSIONATE  
DEDICATED  
PATIENCE  
CRITICAL THINKER  
OBSERVANT  
RESPONSIBLE  
DECISION MAKER  
COMMUNICATION  
ETHICAL  
DETAIL-ORIENTATED  
CONFIDENCE  
STAMINA  
ADAPTIVE  
POSITIVE

### ADMINISTRATION AND GENERAL MANAGEMENT

IMPLEMENTER  
DIPLOMATIC  
DELEGATOR  
COORDINATOR  
POLITICAL  
TALENT SCOUT  
ORGANIZED  
MOTIVATOR  
DETAILED  
POWER-ORIENTED  
BEHIND-THE-SCENES  
ANALYTICAL

## TOP SKILLS SOUGHT BY EMPLOYERS AND HOW TO WORD THEM ON YOUR RESUME

### Customer service:

- Developed strong interpersonal communication skills by providing quality customer service to hundreds of customers daily
- Demonstrated ability to effectively multi-task in a fast-paced work environment while maintaining accuracy and excellent customer service by serving clientele
- Provided excellent customer service to ensure a positive dining experience resulting in repeat business

### Money management:

- Demonstrated skills in efficiently executing cash, check, and credit transactions by operating own cash register each shift
- Established cash accountability by being in charge of large sums of money
- Reconciled monetary transactions efficiently and accurately for hundreds of customers daily

### Office skills:

- Managed office operations, including mail and staff of 3 with a result of increased productivity
- Arranged records to increase functionality and efficiency of working environment
- Conducted daily inventory check of over 150 items and was periodically responsible for ordering supplies

### Training/supervising/leadership:

- Trained and supervised 10 new staff in company standards and procedures successfully
- Oversaw and delegated tasks to an average of 15 employees per 8 hour shift
- Developed strong goal orientation and self-motivation skills from working in a highly competitive environment

### Teamwork:

- Work well as a member of a team, helping to maintain a positive attitude among team members
- Learned to work effectively with managers, cooks, and other servers to help the restaurant process run smoothly
- Collaborated with department personnel to meet the needs of customers and perform daily operations of the store

### Communication:

- Lead campus tours and acted as a master of ceremonies for many student events as a student worker for Student Life and Development
- Wrote 6 individual articles, aided in writing 3 group articles as a writer for the campus publication, and helped to organize the sections of the paper by considering students' interests
- Utilized bilingual language skills to effectively communicate with diverse populations



## TOP SKILLS SOUGHT BY EMPLOYERS AND HOW TO WORD THEM ON YOUR RESUME

### Strong work ethic:

- Commended often for getting work done in a timely manner and with great thoroughness resulting in two promotions within a 12-month period
- Developed the ability to stay positive and enthusiastic in order to handle situations effectively and constructively as a customer service representative
- Demonstrated strong work ethic by working longer shifts to ensure projects were completed on time

### Analytical:

- Developed the ability to quickly assess situations and provide solutions as a member of the Husky Forensics Team
- Utilized active listening skills to effectively collaborate with others to effectively solve problems and ensure excellent customer satisfaction
- Identified scheduling issues and developed solutions to meet the needs of all employees

### Flexibility/adaptability:

- Skilled in effectively prioritizing schedules and juggling multiple projects and tasks as a result of working 20 hours per week while attending school full-time
- Demonstrated flexibility through multi-tasking in a fast paced work environment
- Utilized customer service and sales experience to help out other departments when needed

### Motivation/initiative:

- Strengthened ability to be energetic and enthusiastic in order to promote innovative ideas and events as a result of involvement with campus recreation
- Motivated the track team consistently during practices and meets, and adopted a strong leadership position in order to accomplish our goal of a successful season as captain
- Demonstrated initiative by creating templates and documents to create a more efficient and effective intake process for all staff and customers

### Computer/technical:

- Used Excel to create and maintain the University Program Board club's budget and constructed many PowerPoint presentations for event promotions
- Designed and maintained a website for Big Brothers/Big Sisters of Central MN for four years while volunteering in the program and continuously supporting their work
- Demonstrated proficiency in HTML coding by creating an efficient and easy to use web design for customers, employees, and administrators

### Detail-oriented:

- Paid strong attention to details and checked for accuracy in newspaper articles through work as a copy editor for the University Chronicle (campus publication)
- Acquired the talent to be detail-oriented and organized throughout work as a housekeeper while continuously performing routine tasks with preciseness and care
- Demonstrated strong attention to detail while managing inventory and reconciling daily receipts

## WATCH FOR THESE CAREER EVENTS

### BSU and NTC Job and Internship Fair

BSU and NTC's annual job and internship fair is held every spring in the Beaux Arts Ballroom on BSU's campus. This past year, over 70 employers from around northern Minnesota met with students to discuss job and internship opportunities. This event is open to BSU and NTC students and alumni. Cost is free and no need to pre-register.

***"Choose a job you love and you'll never have to work a day in your life."***

- Confucius -



*A total of 270 students, 71 employers, and 16 administrators and faculty attended the BSU/NTC Job and Internship Fair on Wednesday, April 1, in the Beaux Arts Ballroom. Sponsored by Career Services, this was the largest career fair in BSU history. Students were able to talk directly to prospective employers while investigating job possibilities in many different fields.*

# THE PERSONAL INTERVIEW

The interview is an important step in your campaign to secure a position. The first impression the interviewer receives has much to do with the final decision of offering a candidate a position. In meeting with prospective employers, you should:

- 1 Do your homework** and be well informed of the employing organization. You should know something about the community in which it is located, the type of position, and opportunities for professional growth. The internet can provide a wealth of information.
- 2 Always appear on time for the interview** – plan to arrive **10 to 15 minutes early**. If you will be delayed for any reason, notify the recruiter immediately.
- 3 Go to the interview alone**. It is not appropriate to bring along your spouse, significant other, parents or children.
- 4 Pay attention to your personal appearance and posture**. If you have traveled for a considerable distance, allow yourself enough time to freshen up before the interview. **Turn your cell phone OFF** during the interview process!!
- Non-verbal communication is very important. Greet the interviewer with a firm **handshake**. Maintain **good eye contact** throughout the interview. Sit in a posture that indicates you are interested and eager. Don't be afraid to smile and show your personality. **Ninety-three percent (93%) of what comes across in an interview is non-verbal.**
- 6 Take your cues from the interviewer**. Normally wait until a chair is offered before you sit down. Don't smoke or chew gum. It is acceptable to accept coffee if offered.
- Answer the employer's questions in an honest and forthright manner. You should be in a position to **raise a few meaningful questions** which accentuate your background. Speak in a confident, polite and professional way. Keep answers clear, complete and concise. Don't ramble.
- 8 Demonstrate definite interest and enthusiasm** even though you are not acquainted with all the factors concerning the position. Allow your sense of purpose or passion for that position to emerge in the interview.
- 9 Leave promptly at the conclusion of the interview**. You should sense the moment and avoid spoiling your chances by needless extension of the interview.
- 10 Send a follow-up or thank you letter within 24 hours** of the interview. This may increase the chance for a second interview offer or future consideration.



# PRACTICE INTERVIEW STREAM

## INTERVIEW PREP:

INTERVIEWING.com

To access Interviewing.com visit:

Career Services → Job Search Resources → Interviewing → Interviewing.com

Register to create your account.

Here you will find valuable resources to assist you with your interviewing development. Conduct interviews and receive feedback from anyone with an email address.



## EXPLORING THE DASHBOARD



### 1. PREPARE

Click prepare to get ready before your interview



### 2. CONDUCT

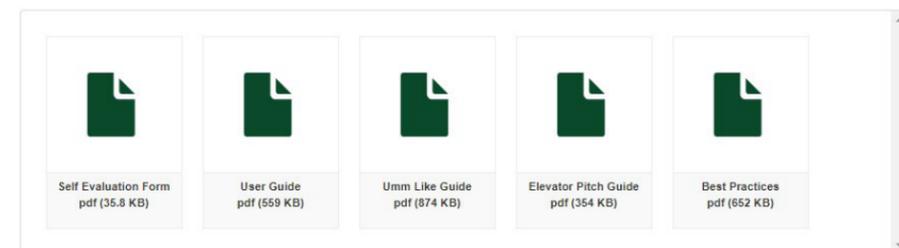
Click conduct to complete a virtual interview



### 3. REVIEW

Click review to watch your recorded interviews and submit comments and assessments

## Be sure to check out the Resource Center!



### Profile

- Build a professional online presence
- Market your skills, qualifications, and “uniqueness”
- Obtain references and endorsements
- Download as a PDF to use as a printed resume
- Use as an electronic portfolio by uploading and/or linking to samples of work, videos, etc.
- Use it to keep your name in front of folks (show professional engagement, knowledge, interest in profession, etc.) by:
  - Belonging to relevant professional groups
  - Sharing articles
  - Participating in discussions
  - Doing “updates” and “mentions”
  - “Mentioning” other people is a way to recognize others & possible build/strengthen relationships with others

### Exploring Career Options

#### ***“I’d like to be the Creative Director of an advertising agency someday – How could LinkedIn help?”***

- Search on “Creative Director” under “People” to identify people who have or have had that job
- Ask to Connect – or ask for an introduction – or contact them directly (via a shared group) to ask for advice and information and to build your network
- Look at their profile to:
  - See their career path
  - Check common entry level jobs (where do I start)
  - Who hired them right out of college (possible job lead)
  - See what groups they belong to for ideas on what groups to join – & also a way of contacting them directly
- Research their company to:
  - Identify possible job and internship openings
  - Search for more possible contacts
  - Identify key skills sought
- Use Alumni to answer questions like:
  - What can I do with my major? (long term careers as well as entry level positions)
  - Who hires my major?
  - Other than my personal connections – who else would be likely to offer me career advice & assistance?

### Building Your Network (Add Connections)

- Do customized invitations
- Invite all your email contacts to connect
- Send out mass invitations to lists
- Go through “Groups” to invite people one at a time
- Link with Career Services LinkedIn page - **Check out “BSU CAREER CONNECTIONS” LinkedIn Group to connect with other BSU Faculty, staff & alumni.**

### Alumni

- Search by Location, Company, Industry, Major, Skill
- What can I do with my major? – Who hires my major?
- Reconnect with classmates
- Get career advice and job leads
- Find people to stay with for free while traveling abroad
- BSU Alumni Association LinkedIn group

### Jobs

- Search by keyword, title, company, location, industry, job function, experience level and relationship
  - To focus in on just entry-level jobs – go to [www.linkedin.com/studentjobs](http://www.linkedin.com/studentjobs)
- Once you find jobs: (benefit over job boards and search engines like Indeed.com)
  - Easily identify contacts you have at those companies

### Interests

#### **Companies** – search for & research companies who fit your interests, need, etc. using a variety of search criteria

- See latest updates and happenings
- Identify people at companies in network
- Identify people you’d like to add to your network
  - Use information gained to get access to new contacts and have something relevant to say when you reach out to them
- Build relationships by “liking” and “commenting” on things posted by companies and employees
- Research careers at companies
- Reach out to recruiters
- Look at company “insights” to find:
  - Employees with new titles
    - \* (Possibly send them a “congratulations” message to build a new relationship)
    - \* Look at their profile – if they got a promotion – their former job might be open/opening
  - Former employers you may know
    - \* Great source for referrals
    - \* Maybe a good place to find out information you are hesitant to ask current employees
    - \* See “Top Skills and Expertise” to get ideas on Keyword Skills you might want to have on your profile

#### **Groups** - searching for contact via shared groups is the only way to contact people for free!

- Quick summary of all the groups you belong to
- Can join up to 50 groups
  - Subgroups do not count towards your 50 group limit
- Suggest a few other groups you may want to join

### Influencers

- Way to “follow” people and industries and get articles, advice, etc.
- The “All Channels” section is probably best/easiest way to identify areas of interest you may want to follow
- Joining groups specific to your career and interests is a more effective way to receive and share articles and advice (IMHO)

## USING SOCIAL MEDIA

If you are a Facebook or Twitter user there are some important questions you should consider when posting information online. Yes, online communities are a great way to get to know new people and stay in contact with old friends. However, there may be people viewing your homepage whom you don't wish to share your personal information with (e.g. employers, teachers, parents, or strangers). Information you may have posted online could cause you the loss of a job opportunity from potential employers, get you into legal trouble with your University, or even affect your personal safety. Are you putting yourself at risk? Ask yourself the following questions, make any necessary changes to your account, and most importantly, learn how to set your privacy settings so that you can limit who has access to your homepage.

### Am I Sharing Too Much Personal Information?

Sharing too much personal information, including your address, telephone number, birthday, class schedule, etc., can put you at risk for identity theft, stalking, harassment, and other problems. Just because there is a field for certain information, does not mean you have to fill it in.

### Are There Things On My Site (Pictures, Stories, Etc.) That Depict Or Describe Inappropriate Or Illegal Activity?

Pictures or other evidence of illegal behavior, such as underage drinking, could put you at risk for legal consequences, including violations of the Student Conduct Code and Housing and Residential Life policies. Some of the materials that you or others post on your site might be of an inappropriate nature and may reflect poorly on you, your friends, family, or on members of organizations with which you are affiliated. Employers may have access to these sites and may make decisions affecting your employment based on what they see.

### Have I Read The Terms And Conditions Of Use For The Website I Am Using?

It is very important that you read the terms and conditions for any website where you create an account. Several sites, including Facebook, retain ownership of any information that you post on your profile and can use the material any way they want, whenever they want.

### Should I Just Stay Away From Them Completely?

This information is not intended to scare you away from online communities. The University just wants you to make choices that allow you to experience the benefits of these sites and avoid the negatives.

### Have I Chosen The Appropriate Privacy Setting For My Account?

Many sites allow you to select different privacy settings so that you can control who can view your profile, postings, etc. You should make sure you choose the setting that gives you the privacy you desire.

### Career Services Recommends:

- **Facebook** - Bemidji State Career Services
- **Twitter** - CareersBSU
- **LinkedIn** - Career Connections

# MEET THE STAFF OF CAREER SERVICES BSU AND NTC

To make an appointment, call 755-2038 or email [career@ntcmn.edu](mailto:career@ntcmn.edu).



**NANCY HAUGEN**  
INTERIM DIRECTOR

[nancy.haugen@bemidjistate.edu](mailto:nancy.haugen@bemidjistate.edu)



**CINDY BOE**

ASSISTANT DIRECTOR & EMPLOYER RELATIONS

[cindy.boe@bemidjistate.edu](mailto:cindy.boe@bemidjistate.edu)



**LISA GUBRUD**

ADMINISTRATIVE ANALYST SPECIALIST

[lisa.gubrud@bemidjistate.edu](mailto:lisa.gubrud@bemidjistate.edu)