JOB SEARCH GUIDE
Navigating Résumés, Interviews, and Letter Writing
Handshake
Your online connection to employers for internships and full-time positions.

- Search employers, jobs and internships
- View career fair attendees and employer profiles
- Post and send resumes to employers
- Stay updated on career opportunities and events

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WE’RE HERE TO GET YOU HIRED. SOONER.

Created by the Oklahoma Territorial Legislature in 1890, the University of Oklahoma is a doctoral degree-granting research university serving the educational, cultural, economic and health-care needs of the state, region and nation. The Norman campus is home to all of the university’s academic programs except health-related fields. The OU Health Sciences Center, which is located in Oklahoma City, is one of only four comprehensive academic health centers in the nation with seven professional colleges. Both the Norman and Health Sciences Center colleges offer programs at the Schusterman Center, the site of OU-Tulsa. OU enrolls more than 30,000 students, has more than 2,000 full-time faculty members, and has 21 colleges offering 171 majors at the baccalaureate level, 152 majors at the master’s level, 79 majors at the doctoral level, 32 majors at the doctoral professional level, and 35 graduate certificates. The university’s annual operating budget is $941 million. The University of Oklahoma is an equal opportunity institution.
THE JOB SEARCH PROCESS

Finding an internship, co-op, or full-time position will depend on the level of effort you put forth.

To ensure a successful job search campaign, there are three essential steps to follow:

1. Self-Assess
2. Identify and Research Careers and Employers
3. Find Open Positions

STEP 1 | SELF-ASSESS
Self-assessment is the foundation of your job search. Understanding the abilities, talents, interests, values, needs, goals, and skills you have to offer a prospective employer is vital to preparing for an effective job search. Knowledge of your personal traits will act as a bridge, connecting you to careers, and ultimately jobs, that best suit you.

It is very important that you are honest with yourself when doing your self-assessment. Be aware of personal likes and dislikes, as well as possible weaknesses. You want to be able to look a potential employer in the eye with confidence and say what qualifies you for the position for which you are applying. Uncover professional and personal strengths by taking inventory of your:

- **Education** – favorite courses, academic achievements, degree, major
- **Abilities/Skills** – organizational, interpersonal, technical, creative
- **Experience** – level of responsibility, variety, assigned duties, accomplishments
- **Interests** – community involvement, recreational activities, awards, social and academic pursuits
- **Goals** – type of lifestyle desired, what you want to accomplish

STEP 2 | IDENTIFY AND RESEARCH CAREERS AND EMPLOYERS
The next step involves making connections between your self-assessment findings and existing career and employment options. There are several interchangeable methods you can utilize when conducting your career and employment research.

The goal of your research will be to identify specific areas of interest. Instead of saying “I want to work with people,” determine the context in which you would like to work with people. For example, do you want to gather information from people by talking to them as a broadcast journalist, or influence the attitudes and ideas of others as an account representative?

When researching specific jobs, be sure to understand the functions of entry-level positions for your chosen field(s). Note their location, starting salary ranges, industry trends and issues, and potential career progressions. In addition, consider size, products/services, history, prospects for organizational growth, and employment outlook with each employer.

To help with your research, check out each organization’s webpage and HIREsooner.com for links to a variety of helpful resources.
### Connect with the Experts: Informational Interviews and Networking

**Informational Interviews**: An informational interview is directed by your questions and presents opportunities for an intimate and flexible inside view of a job field with people directly involved in your areas of interest. This kind of information is not always available online or in print and communicates the first hand experiences and impressions of someone in the occupation.

Here are some steps to help you get started:

- **Organize a Plan**: Develop a strategy to speak with people whose jobs seem appealing to you. Be mindful of your own interests and skills; create questions inspired by the jobs and career paths you are exploring.
- **Develop Contacts and Arrange Interviews**: Ask family, friends, and faculty where to find people to interview. If you have a personal referral, be sure to mention their name when making contact. If you invite a contact to a meal or coffee, proper etiquette suggests that you pay.
- **Interview Details**: During the interview, ask three to four questions addressing what is most important to you. Take notes and review the information afterwards.

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Listed below are some typical questions to ask in an informational interview:

- o What does a typical day include in your line of work and what daily tasks are involved?
- o What steps did you take to get here?
- o What entry-level jobs are best for learning as much as possible?
- o What do you like most about your job? Least? How did you prepare yourself for what you are doing?
- o What educational background, experience, and skills are necessary for success in this career field?
- o On what types of projects do you work and what types of people do you work with?
- o Where can I find other people in this occupation and how should I contact them?

- **Follow-Up**: Proper business etiquette requires you send a thank you note or letter expressing appreciation for the person’s time and consideration. The content should also include details from the informational interview you found especially interesting and useful. Send an additional letter to the person who recommended the professional to you.
**Networking**: Direct networking is the act of creating an interconnected group of supporters who serve as resources for your job search and ultimately for your career.

Why I Should Network:

Nearly 80% of open positions are never advertised. Employers fill these positions based on recommendations from colleagues or friends – someone in **THEIR** network. Therefore, it is vital that you start developing **YOUR** network now. Network to:

- Investigate careers to determine which fields are consistent with your interests, skills, and work values.
- Find a mentor (a mentor is a person who can act as a career adviser).
- Make contacts for a future job hunt.
- Discover ways to obtain your first entry-level professional position.
- Advance your career by identifying opportunities for promotion.

**With Whom Should I Network?**

Start by identifying people to network with and then find opportunities and outlets to connect with these individuals. Your existing contacts include:

- Family members, friends, family friends, peers, classmates, club members, teammates, advisors, professors, alumni, co-workers, employers, coaches, and service providers such as doctors, bankers, and dentists.

The particular contacts you cultivate will be based on your specific goals and aspirations.

**Where I Can Network:**

Opportunities and outlets where you create, develop, and cultivate additional contacts are:

- Job and internship experience, on-campus and volunteer experience, professional and trade association meetings and conventions, career fairs, alumni events, young professional groups, Chamber of Commerce events, and others.

To increase your chances of acquiring more contacts:

- Volunteer to work a check-in table, create your own event, volunteer at a career fair, or volunteer to host or introduce a guest speaker for a student group event.

**When I Should Network:**

Creating and maintaining your network is an ongoing process and does not stop when you get a job.

- Always examine ways to expand or increase your network.
- On a regular basis, keep contacts appraised of your progress. Do not miss an opportunity to have them critique your résumé or cover letter, or ask for input/offer feedback.
- After an initial thank you note, making a phone call or sending an email is a great way to re-ignite communication with a contact or prospective employer.

Keep in mind your responsibility to contribute to your network by offering assistance to those who follow in your footsteps or, in some cases, who preceded you.

**How I Should Network:**

Establishing a successful network requires determination, assertiveness, organization, discipline, and record keeping.

- **Know yourself** – your skills, professional qualifications, and accomplishments; be confident in communicating them.
- **Develop your personal elevator pitch** – a concise, carefully planned, well-executed highlight of your skills.
- **Practice makes perfect** – get feedback from as many people as possible.
- **Master the art of small talk** – listen carefully, catch and use people’s names, rephrase their questions or opinions, smile, and maintain appropriate eye contact.

There is a special sub-set of networking, social media. Utilizing social media is a great way to expand your network.
way to connect with a variety of individuals using such sites as the OU Alumni Association (OU alumni, students, faculty and staff), LinkedIn (professionals from various industries), Facebook, and Twitter. To ensure you are presenting a professional brand, refer to the Social Media section of this guide.

**STEP 3 | FIND OPEN POSITIONS**

The last step in the job search process is locating job postings and applying. Each employer has their own unique style of hiring. You should use a variety of job resources to find available positions, rather than limiting yourself.

Effective ways to identify open positions and apply include:

- Contacting organizations directly through phone calls, standard mail, email, personal visits, or through their website.
- Utilizing your network.
- Applying to posted positions on the collection of various job boards listed on the Career Services website, along with the OU Online Job Board, professional journals, company webpages, and various internet sites.
- Attending career fairs, information sessions, and employer spotlights.
- Applying for on-campus interviews.
Nearly 80% of jobs are never advertised.
Employers look for honesty and consistency and utilize numerous methods to examine the reputation of potential employees that they are considering for employment. This includes performing basic web searches through search engines (Google, Bing, Yahoo), conducting background checks, and also monitoring social media websites.

It is important to understand that social media can influence your job application and impact your career. A negative social image can cause employers to think twice about extending an offer of employment to you, particularly if they find inappropriate information posted on one of your accounts.

Although a negative social media presence can cost you a potential job opportunity, an outstanding personal brand can help you get noticed by an employer and potentially help you land your dream job! In fact, organizations frequently use social media to recruit and research potential candidates.

**LinkedIn:** LinkedIn is a business-oriented social networking site that allows you to connect with employers and follow groups and organizations that interest you. This will also help educate you about the organization and notify you when jobs have been posted. When setting your profile picture, make sure to use the most professional photo you own. Your profile allows you to connect with other people in your network and contributes to your personal brand so make sure to keep your information updated and current.

**Facebook:** Even if you are not friends with someone, people can usually see your profile photos, things that you “like,” and your personal information. Therefore, it is important to make sure you keep your account professional. You can use your cover photo to show off your personality, add milestones and experiences to enhance your positive image, and keep your work and education history relevant and up to date. Facebook will also let you customize your settings to hide past content that may appear to be unfavorable on your timeline.

**CREATING YOUR PERSONAL BRAND**
Social media tools have the ability to put you in contact with thousands of people. By establishing professional social media profiles, you will stand out to hiring managers and expand your reach within your industries of interest. Here are some tips to help you build a positive, personal brand online.
Twitter: Twitter is a micro-blogging platform, allowing you to share updates with your followers in 140 characters or less. Share content about your own interests or your industry. Follow people on Twitter who work in your industry, prospective organizations (many will tweet job postings), and people with similar interests. Retweet them and tweet about the content or articles that they post. Engaging in a conversation is a great way to make connections and get noticed; utilize hashtags that prospective organizations are using to enhance your chances of communicating.

Instagram: Instagram is a fun way to share your life through a series of pictures. Create an account and search for things related to your industry via hashtags (#). Share photos of organizations you have worked for and videos that demonstrate your abilities with targeted keywords. Follow prospective organizations and utilize hashtags that they are using.

Pinterest: Pinterest is a visual discovery tool that people use to collect ideas and share collections (“boards”) of visual bookmarks (“pins”) that are related to their interests. Become an active Pinterest user; there is a wealth of great information that you can “like,” post, repin, and comment on to show how passionate you are about what you do. Follow prospective organizations and comment on their pins to engage in conversations with them and show your interest.

YouTube: Upload videos where you share advice or information about your industry. People will begin to see you as a resource, which will enhance your personal brand.

Online Portfolios and Personal Websites: Some industries and degree programs will encourage an online portfolio or personal website. While there are many options for you in this area, we suggest OU Create, a project facilitated by the university to help students, faculty, and staff build a digital identity. You can register a domain and use a variety of tools to start creating your digital footprint. A personal website or online portfolio is a great way to showcase your work, show your creativity, and create a landing page of all your social media and digital accounts. Keep in mind your personal brand when building a site or portfolio.

Your personal brand is the extension of yourself. Social media makes building this brand easier than ever. Before posting or creating any online content, think about what separates you from the rest. Your brand is a promise and a purpose and social media is the way to share that promise. Be yourself but always put your best foot forward when building that digital footprint. Social media and search engines are the first places employers go to learn more about you. Show them great content that is indicative of your experiences, talents, personality, and all the things you could bring to their team, company, and organization.

Always keep a positive attitude across all of your accounts and avoid dramatic arguments with others or posting personal details that should otherwise be kept private. Apply the same etiquette that you would use in an interview with an employer. For instance, would you use inappropriate language when speaking to an interviewer? The general rule to abide by here is that if your post is OK for your grandma to see it is OK for you to post it.

Additionally, despite privacy settings that you may have in place, consider that recruiters can sometimes locate information that they are not allowed to ask you in an interview, such as your identity and affiliations. Some students make matters like religion, political involvement, and sexual orientation public on their accounts. It may be in your best interest to remove these items from your accounts and appear neutral during your job search in order to avoid potential discrimination from a biased employer.

Lastly, remember that your social presence in the digital world can mirror your professional success and abusing it can be bad for both your reputation and employment opportunities.
BUILD A FUTURE WITH THE
ONE ENERGY COMPANY
INVESTED IN YOUR SUCCESS.

Our success is dependent on the strength, skills and experience of our employees. That’s why we put our energy into providing an outstanding work environment for the exceptional people who call ONEOK home. And that’s not just talk. We back it up with a 401(k) match; three weeks of vacation; medical, dental and vision benefits; tuition reimbursement; an employee stock purchase plan; a profit sharing plan; and ongoing career development.

For more information about ONEOK, visit www.oneok.com, or go to www.oneok.com/Careers to learn about career opportunities.

ONEOK is an equal opportunity employer committed to diversity and inclusion.

#WeAreONEOK
ASSESSING YOUR PERSONAL BRAND
In order to ensure that you are presenting a positive social presence, begin by assessing your current personal brand as a whole. Start by “googling” yourself and see what appears. For a more defined search, place your name in quotations (i.e. “Joe Smith”) and hit search. You may want to try multiple search engines, such as Google, Bing, Yahoo, and so forth. Make sure to examine news results, videos, and images in addition to the main content.

After you identify your search results, determine how you would rate them.

- **Poor**: Search yields negative results or there are no results at all.
- **Average (3-5)**: A few results appear, but they do not significantly contribute to your positive social presence.
- **Good (5+)**: Results positively represent your social presence.

For additional testing, try searching by your email address, phone number, or residence and see if anything new appears. Any of the contact information that you include on your résumé or job application is fair game!

USING SOCIAL MEDIA TO IMPROVE YOUR JOB SEARCH
Once you have started to look for employment, it is important to understand that there is no longer a difference between your personal and professional image. Be aware that employers utilize social media to seek candidates and recruit new employees. In order to conduct yourself in a favorable light for a potential employer, be selective about the information you disclose online to help protect your privacy and reputation. It is also important to be mindful of the fact that your privacy settings do not necessarily prevent others from redistributing your content or posting on your site without approval.

What helps you on social media?
Employers have stated that the following information, which can be found on social media profiles, can make a candidate more desirable or help with a decision to extend a job offer.

- Candidate conveyed a professional image
- Candidate was well rounded and showed a wide range of interests
- Candidate was creative
- Candidate’s background information supported professional qualifications
- Candidate had great communication skills

What can keep you from getting a job?
Employers have also stated that they decided not to extend an offer of employment due to contradictory statements on an application after their social screening process. The following are examples of things that can contribute to a negative social media presence:

- Candidate posted provocative or inappropriate photos/information
- Candidate badmouthed previous employer
- Candidate made discriminatory comments regarding race, gender, religion, etc.
- Indication that candidate used drugs
- Candidate had poor communication skills
- Candidate was dishonest about qualifications

CONNECT WITH CAREER SERVICES

- fb.me/oucareerservices
- @gethiredsooner
- pinterest.com/oucs
- blogs.ou.edu/career
A résumé is a powerful marketing tool that summarizes your education, experiences, and skills for potential employers. It should be clear, concise, appealing, and informative. Your résumé should be tailored toward employment in a particular position or industry and therefore should highlight relevant experiences and accomplishments toward a respective field. A résumé prepared for one position may omit information that would be included in a résumé geared toward another position. You may want to create several résumés if your job search includes more than one type of position and/or industry. In all cases, your résumé should focus on your qualifications and transferable skills, while also implying future contributions you could make to the employer.
CREATING YOUR RÉSUMÉ

Steps to Start

Make a list of your current and past experiences and accomplishments relating to jobs, internships, campus activities, volunteer work, class projects, study abroad, sports, honors and awards, memberships, language skills, and computer/software knowledge. Be detailed and list dates and locations. To make it easier, check out the Résumé Worksheet at the end of this section.

Sections and headings can be whatever you think most appropriately categorizes your experiences and accomplishments. Headings draw the employer to what they are looking for, so categorize your experiences accordingly. Here are some examples: Education, Relevant Experience, Internships, Work Experience, Additional Experience, Leadership, Campus Involvement, Community Involvement, Volunteerism, Computer Skills, Technical Skills, Relevant Skills, Professional Associations, Honors/Awards, Accomplishments, Presentations, and Class Projects.

Generating Your Content

Organize your contact information, objective (if seeking an internship), and education. As mentioned above, sections are tailored to your experiences and there are not a set of sections you have to include. However, there is information that you may want to include that will be formatted differently than your other sections.

Contact information: Give your full name, complete mailing address, phone number (with area code), and email address. Your phone number should be a cell phone number. Your email address and voicemail message should reflect professionalism. You can list both your permanent address and your local address as long as you specify each.*

Objective: An objective statement is preferred when you are pursuing an internship. A well-written objective is concise and goal-oriented. An objective statement is not recommended when pursuing a full-time position.

Education: This section should include your degree (anticipated or obtained), major and/or minor field of study, graduation date, university name, and location (city/state). The information should be listed in the same format as on your diploma. Listing your Grade Point Average (GPA) is optional, but we recommend including it on your résumé if it is 3.0 or above. If it is lower, focus on a part of your GPA that could be higher, such as your Major GPA (calculated from the coursework derived from your major). You can also include relevant coursework here or as a standalone section. If you choose to include coursework, avoid introductory courses; list only courses related to the position you are applying for with the most advanced courses listed first, and do not list the course numbers.*

Example:

University of Oklahoma – Norman, OK
Bachelor of Science, May 20XX
Major: Psychology
Minor: Communications
Overall GPA: 3.67/4.00
Major GPA: 3.80/4.00

*Additional examples can be found at the end of this section.
BUILD YOUR BULLETS

Bullet points within your experiences should describe what was accomplished or learned. Think about “What,” “How,” and “Why.”

Bullet Point Tips:
- Incorporate numbers and quantitative data if possible (draws the eye)
- Use key words from the job description (see the Tailoring your Résumé example)
- Start bullets with action verbs (examples found on the Action Verbs page)
- Use present tense if the position or experience is current and past tense if not
- Never use full sentences or pronouns, only fragments
- Do not just list tasks/duties, remember to highlight accomplishments

Organize your résumé by deciding what experiences on your list you think are the most relevant to the position for which you want to apply. **Put the most relevant sections toward the top of your résumé.** Employers scan résumés for about 20 seconds, so the sooner they see how you could fit their needs, the better your chances of making it into the “yes” pile.

Résumés should pass the fold test. The most important information on the document should be above the “fold.” Recruiters often spend a minimal amount of time looking at résumés. The most important information should be at the top. When building your résumé, put yourself in the shoes of the recruiter to showcase what they are looking for. See an example below:

---

**What did you do?**

What was your task/duty?

**HOW did you do it?**

What tools, resources, technology, and skills did you use?

**WHY did you do it?**

Why was it important? What did you accomplish?

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Example

“Established long-term relationships with clients...”

“...by following through on commitments...”

“...which resulted in a 32% average increase in personal sales for three consecutive quarters.”

---

Completed bullet point: “Established long-term relationships with clients by following through on commitments which resulted in a 32% average increase in personal sales for three consecutive quarters.”

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**Need résumé help?**

Attend a workshop, stop by walk-in hours, or call and schedule an appointment!
SKILLS

Don’t Think You Have Any Relevant Skills? Think Again!

Class projects and assignments, part-time or full-time jobs, campus and community involvement, volunteerism, athletics, and so forth have equipped you with a wide range of skills that employers could find useful!

Let’s say you work part-time as a server in a restaurant. There are several skills that are acquired through that position, such as:

- Customer service, maintaining relationships with regular customers
- Conflict resolution with dissatisfied customers
- Time management/time efficiency
- Teamwork with co-workers
- Multitasking through serving tables simultaneously

These are all skills that most employers would find valuable that you could put on your résumé!

Skills On Your Resume

You can incorporate skills on your résumé through the descriptive bullet points within your experiences OR through a separate Skills section. A Skills section (sometimes called a Strengths section or a Summary of Qualifications) can list computer/technical skills, languages, communication/interpersonal skills, and any transferable skills in which you think an employer would be interested. When you are listing skills, try to be specific.

Example: “Diplomatic and assertive in communicating with people” instead of “Good people skills”

FORMATTING GUIDELINES

The physical appearance of your résumé is important. Employers can infer information about you based on the format of your résumé.

- Well-organized résumé = well-organized person
- Error-free résumé = attentive person
- Consistently formatted résumé = detail-oriented person

Here are some basic formatting guidelines:

- Keep your résumé to one page
- Use .5” to 1” margins
- Use 10 to 12 point font size for body of the text

- Headings can be 1 to 2 points larger and your name can be much larger (16 to 18 point)
- Use a simple, easy-to-read font such as Times New Roman or Arial; use the same font throughout document
- Print on 8.5” x 11” résumé paper (white or off-white only)
- Only use black ink, no color
- Headings, bullets, and sections should be aligned evenly with consistent spacing
- Avoid using symbols such as dashes (-), arrows (→), and diamonds (◊) as bullet points; stick with simple bullets such as circles (•) or squares (▪)
- Capitalization, boldface, italics, and/or indentation may be used to direct the user as long as you are consistent
RÉSUMÉ DO’S AND DON’TS

DO’S

- Remember who is reading your résumé. Be selective of what content to use and only include experiences and achievements that will be valuable to the employer.
- Include your study abroad experience! You can list it in your Education section or in Experience.
- Put your references on a separate page, not on your résumé. The phrase “References available upon request” is optional. Choose 3-5 professional references and format your Reference Page with the same font and heading as your résumé. See more about references and an example in the References section of this guide.
- Only present information once. If you have had several positions within one company, list the company followed by job titles and time periods. It is the same with multiple degrees from the same university.
- Save your résumé in PDF format before you send it to an employer to avoid any potential incompatibility issues.

DON’T’S

- Do not use graphics, unless you are in a creative field such as graphic design. Even then, use them sparingly.
- Never put personal photos of yourself on your résumé.
- Do not list unnecessary personal information such as your birth-date or social security number.
- Do not include high school information on your résumé after your freshman year of college.
- Do not exaggerate your achievements or “pad” your résumé. Be 100% honest.
- Do not sell your experiences short. Emphasize your accomplishments and utilize your skills.

ACTION VERBS

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### Creativity

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<td>Summarized</td>
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<tr>
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<td>Investigated</td>
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### Results

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<th>Pioneered</th>
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<td>Improved</td>
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<tr>
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### Organization

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<td>Revamped</td>
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### Assistance

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<tr>
<td>Assisted</td>
<td>Counseled</td>
<td>Provided</td>
<td>Supported</td>
</tr>
</tbody>
</table>
RÉSUMÉ CHECKLIST

1. Your name and contact information is included at the top.

2. Check with your department for the official name of your degree and be sure it is correct in your Education section.

3. Your sections are organized based on relevance to the position.

4. Descriptions of your experiences are bulleted, begin with action verbs, and are sentence fragments.

5. Pronouns such as “I,” “me,” “us,” “we,” and “our” are not used.

6. The appropriate verb tense is used throughout document.

7. The format of your dates and locations is consistent throughout (i.e., Apr. 20XX or April 20XX and OK or Oklahoma).

8. Your spacing and font sizes are consistent.

9. You have proofread your résumé for spelling, typographical, and grammatical errors! Be careful when using a computer “spell check” program, it won’t catch words in ALL CAPS because it thinks it is an acronym.

10. Come to OU Career Services to get your résumé critiqued! You can make an appointment or stop in during walk-in hours.
Don't forget to upload your resumé to handshake before your Career Services appointment!

Hey Sooners, take a leap of innovation

If you’re passionate about creating what’s next, our Development Programs can put you at the forefront of innovation. You’ll push everything you’ve learned at the University of Oklahoma to the limit, gaining the experience you need to build a lifelong career. With opportunities available across all areas of the company, this is your chance to break new ground and transform the way we do business.

Be the future at att.jobs/college or text ATT OU to 33733

MAX 12 msgs per month. Txt ATT STOP to 33733 to stop, HELP for help. Msg & Data rates may apply. Diversity is the AT&T way of standing apart. Equal Opportunity Employer. © 2017 AT&T Intellectual Property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property.
**Position description:**
Media sales representatives contact businesses globally to sell advertising space. In this position, you will help increase industry commerce by connecting buyers and sellers in specific industries.

**Responsibilities:**
- Manage leaders and drive the full sale cycle from introductory calls to closing deals.
- Assess clients’ advertising needs (over the phone) and build a campaign through digital media.
- Plan and organize your time effectively to perform 90+ sales calls each day.
- Identify areas of improvement to increase sales and productivity and assist in implementing solutions.
- Update and manage accurate information in the CRM tool for all assigned accounts.

**Qualifications:**
- Excellent communication skills (verbal and written).
- Ability to be quick witted and to have a clear and concise phone conversation.
- A confident and strong passion for sales and meeting sales goals.
- Ability to learn and implement feedback quickly.
- Strong computer skills.
- Self-motivated, driven, and possess a desire to achieve financial success.
- Strong work ethic.
- Highly team and goal oriented.
- Positive attitude and a good sense of humor.

**General Résumé (Before)**

Sweeping Plains Inc., Norman, OK
**Sales Intern**, May – August 20XX
- Provided customer service to clients which increased sales
- Used organizational skills to manage client accounts
- Answered phones and performed administrative tasks

Lazy Hawk Corporation, Oklahoma City, OK
**Account Assistant**, August 20XX – January 20XX
- Gained client accounts through effective communication
- Successfully worked autonomously after a short 3 week training

**Tailored Résumé (After)**

Sweeping Plains Inc., Norman, OK
**Sales Intern**, May – August 20XX
- Assessed clients’ needs through excellent customer service which increased personal sales by 28%
- Efficiently managed client accounts using the CRM tool
- Demonstrated exceptional phone communication by answering client calls and transferring them to the correct resource

Lazy Hawk Corporation, Oklahoma City, OK
**Account Assistant**, August 20XX – January 20XX
- Increased number of client accounts using effective, persuasive communication
- Learned protocol and procedures quickly as shown through practicing a high level of autonomy after only 3 weeks of training
- Successfully worked on a commission basis through establishing and maintaining client relationships
**JOB SEARCH LETTERS**

In your job search process, you may be required to write various job search letters in addition to providing your résumé. All the letters you write will give organizations an impression of you and, quite often, a letter is the first contact between you and a prospective employer. Therefore, it is important to plan the content, use an appropriate format, and proofread carefully.

There are several types of letters which you may use in a job search. In the examples ahead, you will find job search letters that can be used when first contacting an employer regarding a position, such as cover letters, inquiry letters, and networking letters. For follow-up letters, please refer to the Business Correspondence section of this guide.

Here are some things to remember as you write a job search letter:

- Write a targeted cover letter for each employer and position. You should never write, “To Whom It May Concern.”
- State in the first sentence why you are writing.
- Show that your career goals are aligned with both the position and the organization.
- Make your points concise; every point should support your readiness to contribute.
- If writing to a female, use “Ms.” rather than “Mrs.” to maintain business professionalism; if she is a doctor, use “Dr.”
- Use the same font that you used for your résumé to keep it cohesive; be sure the font is simple, easily-read, and is 10 to 12 point in size.
- End your letter with a business professional closing such as “Sincerely”, “Respectfully”, or “Regards.”
- Proofread for typos and accuracy of contact information; have several people review it.
- Your letter should not be more than one page.
- Encourage the employer to contact you.
  - Include contact information and sign your name at the end of the letter.
- If you are mailing your cover letter, include the word “Enclosure” at the end to indicate that your résumé is enclosed.

**How Should I Email a Job Search Letter?**

Many times, employers will ask you to email them your cover letter along with your résumé or you may want to email a job search letter rather than mail it. In these cases, your letter may be formatted differently.

*If the application instructions ask that you send a résumé and cover letter to a specific email address*, you should attach both your résumé and your cover letter and use the body of the message to concisely explain the purpose of the email. Your cover letter will be in the same format as if you were to mail it, except without your handwritten signature and the word “Enclosure” at the bottom. The body of the message should briefly note what position you are applying for, and that your résumé and cover letter are attached.

*If the application instructions indicate that you should send your résumé to a specific email address*, you should consider the body of your email as your cover letter. You should refrain from listing the date and their contact information. In an email, you do not need to include a handwritten signature before your typed name. After your typed name you should include your contact information. Additionally, you should type the phrase “Attached: Résumé” below your name to let the employer know that your résumé is attached to the email. The same rules apply if you are emailing an inquiry letter.

*When emailing a networking letter*, you should follow the same guidelines as emailing a résumé with the cover letter as the body of the message and as emailing an inquiry letter. However, when sending a networking letter you should not attach your résumé to the email unless you are asked to provide it.
Your Present Address
City, State Zip Code
Email Address (optional)
(Area Code) Phone Number (optional)

Month Date, Year

Mr./Ms./Dr. First and Last Name of Person
Title
Organization
Street Address
City, State Zip Code

Dear Mr./Ms./Dr. Last Name:

1st Paragraph “Why Am I Writing?”—Identify the position or field of work you are seeking. Identify how you heard of the opening or organization. Identify why you decided to contact the employer.

2nd Paragraph “Who Am I and Why Should You Hire Me?”—Identify your skills, experiences, and qualities and demonstrate how they relate to the position. Highlight one or two of your strongest qualifications and explain how they relate to the needs of the employer. Do NOT simply restate the facts that are on your résumé; show how you believe your qualifications could benefit the organization. Explain why you are specifically interested in the employer and the type of work, location, etc. Demonstrate your understanding of the duties of the position.

3rd Paragraph “My Next Step?”—Refer the reader to the enclosed/attached application, résumé, and other required documents. Close the letter with a strong interest in pursuing the next step of the employment process. Make sure your closing is assertive, elicits a response from the employer, and indicates whether you or the employer will follow up. Thank the reader for his/her time and consideration.

Sincerely,

Handwritten Signature

Typed Name

Enclosure

Use this layout to format your cover letter!
Want A. Career  
1234 Residence Ln. • Norman, OK 12345 • 405.325.1974 • student@ou.edu  

EDUCATION  
University of Oklahoma, Norman, OK  
Bachelor of Business Administration in Accounting  
Bachelor of Business Administration in Management Information Systems  
University of Oklahoma – Arezzo, Arezzo, Italy  
• Intense cultural immersion with an emphasis in Leadership  

PROFESSIONAL EXPERIENCE  
Management Intern  
COMPANY, Inc., Large City, OK  
May – August 2017  
• Created an exquisite application that was presented to the board of trustees  
• Worked with the senior staff to build a management tool  
• Collaborated in a diverse group of ten interns to accomplish assigned projects  
• Utilized IBM Forms Experience Builder & JavaScript for application development  

Constituency Intern  
Senator Thomas Jefferson, Large City, OK  
June – July 2015  
• Drafted memos for the Senator for issues relating to his constituency  
• Researched constituent requests in conjunction with other interns  
• Maintained contact with constituencies and discussed concerning issues  

LEADERSHIP EXPERIENCE  
Associate  
JCPenney Leadership Program, Norman, OK  
September 2017 – Present  
• Select leadership program for high achieving business students  
• Receive advanced leadership, professional development and networking skills training  

Ambassador  
Price College of Business Ambassador, Norman, OK  
August 2017 – Present  
• Facilitate interaction with prospective students and parents via informational tours of Price College  
• Serve as a liaison between prospective students and Price faculty/staff  
• Participate in productive student outreach activities on behalf of Price College  

Campus Activities Chair  
Beta Theta Pi, University of Oklahoma, Norman, OK  
March – December 2016  
• Informed 200 members of upcoming application deadlines and encouraged participation  
• Maintained accurate records of members on campus involvement  

Soonerthon - Golf Committee Chair  
Campus Activities Council, University of Oklahoma, Norman, OK  
September 2015 – March 2016  
• Coordinated with golf course to negotiate dates of tournament and course rates  
• Solicited local businesses and acquired sponsorship agreements for $4,000  
• Raised $12,000 for University of Oklahoma Children’s Miracle Network  

Class Mentor  
President’s Leadership Class, Norman, OK  
August 2015 – May 2016  
• Elite class of 120 freshmen selected from over 4,000 incoming students  
• Enhanced and developed leadership skills through attending specific workshops and seminars  

HONORS & ACTIVITIES  
President’s Honor Roll (3 Semesters)  
National Academy Scholar  
Price College Dean’s Honor Roll (3 semesters)  
Academic Achievement Society  
University College Dean’s Honor Roll (3 semesters)  
Higher Education Scholar  
President’s Leadership Class Scholarship  
Red Cross National Disaster  

A chronological résumé organizes your experiences by date. Typically, reverse chronological order is used because it allows you to emphasize your most recent activity as most important. This format is easy for employers to navigate, but remember not to simply write a fact sheet that highlights dates. Dates do not sell your ability and, therefore, should not dominate the résumé.

Cover letters are used when applying for a specific position. This is the most commonly used type of letter when responding to job postings during your job search. Be sure to mention the position for which you are applying in the first paragraph.

This example shows how you would format your letter if you were mailing it along with your résumé.

Dear Mr. Jones:

Recently, I heard through my involvement as a volunteer for the Sooner Showcase Career Fair that Koch Industries, Inc. is seeking qualified Accounting interns for Summer 20XX. I am very interested in this opportunity, and I share the belief that acquiring relevant experience as a student plays a vital role in building strong analytical and critical thinking skills, while properly preparing me for a future with Koch Industries.

As a current Business student at the University of Oklahoma, I have accounting and digital knowledge that I am confident would be beneficial to your department. My volunteer experience as a Golf Committee Chair, along with my many hours contributing as a Business Ambassador and JCPenney Leadership Associate has prepared me to work with people as a leader, contributor and strong team member. Also, I know the importance of managing multiple priorities, while focusing on providing a high level of efficiency and effectiveness.

Thank you for considering me as a potential Accounting intern to join the Wichita accounting team. My resume is enclosed for more details about my credentials. I look forward to meeting you to discuss my qualifications.

Sincerely,

Want A. Career

Want A. Career

Enclosure
SUMMARY OF QUALIFICATIONS

- Fluent in Spanish: able to read, write, speak, and translate
- Learned the value of cultural diversity through living and studying in foreign countries
- Able to communicate well with people of diverse backgrounds and cultures
- Passionate about organizing groups of individuals for community, campus organizations, and educational outreach
- Able to work well to achieve a common goal - demonstrated through work in student government, university student officer positions, and community and social leadership roles
- Familiar with: Adobe Photoshop, CQ5 Web CMS, Studio Abroad Terra Dotta System, Microsoft Excel, Microsoft PowerPoint, Microsoft Publisher, Microsoft Word, and Windows Vista

EDUCATION

University of Oklahoma, Norman, OK
BA in International and Area Studies with an emphasis in International Security Studies
Minor: Spanish
Graduation Date: May 20XX
GPA: 3.41/4.00

Pontificia Universidad Catolica del Peru, Lima, Peru
Semester Abroad - International Relations, Spring 20XX

Universidad de Alcala, Alcala de Henares, Spain
Summer Abroad - Spanish Language, Summer 20XX

ACTIVITIES

- President, ONE-Advocates for the Poor, August 20XX - Present
- Steering Committee and Campus Liaison, Founding Member, Norman Fair Trade, May 20XX - Present
- Advisory Board, OU Cousins, January - May 20XX
- International Affairs Society, August 20XX - Present
- OU Pre-Law Club, August 20XX - Present
- National Society of Collegiate Scholars, August 20XX - Present
- Center for English as a Second Language - Language Exchange Partner, January - April 20XX
- Phi Beta Delta International Honors Society, August 20XX - Present

HONORS

International Programs Center Board of Visitors Scholarship
School of International and Area Studies Latin American Studies Best Paper Prize
Presidential International Travel Fellowship Recipient
University College FACE (Participation, Achievement, Community, Excellence) Award

EMPLOYMENT HISTORY

University of Oklahoma Office of Education Abroad, Norman, OK
Student Assistant, January 20XX - Present
- Create and update student databases and web content
- Communicate with prospective students and partner universities abroad
- Compile survey statistics and create promotional and educational materials
- Hold weekly general information sessions and participate in publicity events

A targeted résumé focuses on your capabilities and accomplishments for a specific position or type of job, eliminating all irrelevant information. This allows you to project your ability, even if you do not have direct experience, through highlighting your experiences that are similar to the job description and job requirements.

Cover letter for full-time position with an abroad, nonprofit organization.

This example shows how you would format your letter if you were mailing it along with your résumé.

Michelle Tanner

Michelle Tanner

Enclosure
YOUR NAME HERE
902 Presidential Drive
Norman, OK 73069
(405) 555-2222
youremail@ou.edu

SKILLS
Sales Achievements
• Surpassed monthly sales goals while attending school and developing leadership skills within the community
• Implemented recruiting program that exceeded set goals two years in a row
• Received top salesman status by exceeding short-term and long-term goals
• Convincingly established and serviced a large customer base

Management
• Insured commercials were produced in the correct form and delivered to the proper television stations nationwide
• Managed 15 employees and applied marketing and advertising techniques while providing a service to customers
• Coordinated a group of employees and delegated authority to exceed set goals and objectives
• Supervised committee that conducted weekly grade checks, contacted tutors, and gave bi-weekly reports to 150 members
• Conclusively demonstrated ability to comply with city laws while serving a university community
• Launched a new program to improve scholastic goals of a university organization

Communication
• Demonstrated ability to verbally communicate with people on a corporate and personal level
• Composed monthly business letters to effectively update fraternity alumni
• Kept a large company and its vendors up to-date on a daily basis
• Designed a 12-page color brochure that convincingly informed 1500 people across the U.S.
• Composed a 25-page booklet presented to a city government

EDUCATION
University of Oklahoma
Norman, OK
Bachelor of Arts, Political Science, May 20XX

HONORS
Distinguished Citizen Award; Cornell Award for Outstanding Service; Selected to attend National Convention in Chicago; Selected to attend Centennial Leadership Symposium, Inter-Fraternity Council Rush Task Force (four out of 4390 fraternity men)

ACTIVITIES
Executive Staff for Administrative Affairs, SGA, appoint and oversee all campus committees; Vice-President, Omicron Delta Kappa, identified and selected outstanding individuals across campus for membership; Student Alumni Board, hosted alumni during campus social activities; United Way Cabinet, helped organize student campaign drives; Norman Chamber of Commerce, interfaced students with Board’s special projects

EXPERIENCE
Ackerman McQueen Advertising Agency, Oklahoma City, OK
Traffic Manager/Intern, May 20XX – Present
Dillard’s, Norman, OK
Sales Associate, August 20XX – May 20XX
Box Talent Agency, Norman, OK
Consultant, 20XX – Present
Self Employed, Oklahoma City, OK
Owner/Operator of Auto Detailing Business, 20XX – 20XX

A functional résumé goes beyond outlining your education and experience and enables you to draw from all life experiences by de-emphasizing historical sequence and focusing on your skill set. This allows you to organize skills or abilities gained from employment, volunteerism, internships, campus involvement, and coursework under skill headings or categories.

Cover letter for full-time position in sales with a pharmaceutical company.

This example shows how you would format your letter if you were emailing your application materials and attaching both your résumé and cover letter.

30 RÉSUMÉS & JOB SEARCH LETTERS

Dear Mr. Walker:

I am applying for the Sales Representative position advertised through the University of Oklahoma’s Handshake Job Board. The opportunity to work for Method Pharmaceuticals LLC is especially interesting to me because of your company’s focus on remarkable product development and distribution. Exceptional client accommodation is very important to me and I am excited about the potential opportunity to work for a company that emphasizes customer service.

My enclosed resume highlights my strengths in sales, leadership, and communication. Through my part-time work experience, I was awarded Top Salesman by surpassing monthly sales goals utilizing effective and persuasive communication. I established and maintained long-term relationships with clients, promoting customer loyalty and an increase in sales. In addition, I have held multiple leadership positions through campus involvement which have further developed my interpersonal and conflict resolution skills.

If you have any questions regarding my qualifications, please do not hesitate to call me at (405) 555-2222 or email me at houseofcards@ou.edu. I look forward to hearing from you.

Thank you very much for reviewing my application.

Sincerely,

Your Name
YOUR NAME
900 Fitzgerald Avenue • Norman, OK 73071 • 405-555-6789 • youremail@ou.edu

OBJECTIVE
Seeking an internship in the field of Journalism and Mass Communication

STRENGTHS
• Proven track record of editing, writing, and designing
• Experience in layout and production
• Technical expertise in Adobe Photoshop, Illustrator, and InDesign
• Sharp eye for details, while maintaining project overview
• Socialable, personable; communicate easily with a wide variety of personalities
• Earned Outstanding Achievement in State Contest for Young Journalists
• Achieved highest ranking in regional graphic design competition
• Nominated to represent high school in state journalism conference

RELEVANT EXPERIENCE
Tiger Newspaper, Norman HS, Norman, OK - June 20XX - July 20XX
• Edited, wrote, and designed layout for school newspaper
• Supervised peers, oversaw layout production, approved final edits
• Worked with a team to create school monthly newspaper and annual yearbook

Graphic Design Club, Norman HS, Norman, OK - August 20XX - May 20XX
• Attended regional, state, and national competitions for design in print and media
• Designed and created a new school logo utilizing Adobe InDesign

EDUCATION
University of Oklahoma, Norman, OK
BA in Journalism, major in Advertising, May 20XX

Norman High School, Norman, OK
May 20XX; GPA 3.8/4.00
Completed 4 college credit hours through AP coursework
Relevant Coursework: AP English, Advance Media, Digital Photography

HONORS & ACTIVITIES
President’s Leadership Class
Cox Communication Scholarship
Editor, Tiger High School Newspaper
Public Relations Officer, Student Council
Social Sorority
Special Olympics Volunteer
Team Captain, Undersized Walk-a-Thon
YWCA Swim Coach Volunteer

OTHER EXPERIENCE
Blue Bonnet Grill, Norman, OK
Server, May 20XX - Present
• Provide excellent customer service to clientele
• Train new servers on restaurant procedures

Bed Bath & Beyond, Norman, OK
Customer Service Support, May 20XX - April 20XX
• Handled monetary transactions, opened and closed register
• Interacted with customers and answered questions regarding products

References available upon request

February 25, 20XX
Mr. Harrison Wright
Human Resource Manager
Saxum
6305 Waterford Blvd, Suite 470
Oklahoma City, OK 73118

Dear Mr. Wright:

I was very excited when my friend, Billy Chambers, told me that there was an opening in your company’s Advertising Internship Program. As a former Saxum intern, he speaks very highly of your company and suggested that I apply for the opportunity. Saxum’s effort toward becoming one of the fastest-growing companies in the Oklahoma City area is particularly appealing. My intent is to find an internship with a strong, reputable company and I am confident that Saxum is an ideal setting for me.

In turn, my proven track record of editing, writing, and designing will be valuable to your organization. I am proficient in Adobe Photoshop, Illustrator, and InDesign and have demonstrated my expertise through receiving the highest ranking in a regional graphic design competition. Additionally, I have held multiple leadership positions including Public Relations Officer of my high school’s Student Council and, as a freshman, I have already shown leadership abilities at the University of Oklahoma through being chosen for President’s Leadership Class. As an Advertising Intern, I understand that I would be on a team that is responsible for several client accounts. Therefore, I am sure that my customer service skills gained from part-time work would also serve as beneficial.

I would love to meet with you to further discuss my qualifications. Please call or email me at your earliest convenience. Thank you again for your time and consideration.

Sincerely,

Your Name

Cover letters with a referral are used when you are applying for a position in an organization where you know a current or former employee. This creates an immediate connection with the employer.

This example shows how you would format your letter if you were emailing your application materials and attaching both your résumé and cover letter.

The phrase “references available upon request” is optional.
### Your Name

405-555-5555 • email@ou.edu • 1234 Sheldon Ave • Norman, OK 73072 • http://www.linkedin.com/pub/84549788

### Education

University of Oklahoma, Norman OK  
MS Mechanical Engineering, May 20XX, GPA: 4.0/4.0  
BS Mechanical Engineering with Special Distinction, May 20XX, GPA: 3.86/4.0

### Computer/Technical Skills

- Pro/Engineer Wildfire 3.0, Pro/Engineer Manufacturing, SolidWorks 6.0, MicroStation  
- C, Microsoft Visual Basic 6.0, Microsoft Visual Basic.net, MathCAD, AutoCAD  
- Adobe Photoshop, Quatro Pro, Microsoft Office: Access, Excel, PowerPoint, Word  
- Visometer, SAXS, WAXS, Vacuum Oven, Soldering, Air Tools

### Relevant Experience

**Graduate Research Assistant, August 20XX Present**  
Department of Engineering, University of Oklahoma  

- **Topic:** Enhancement of Nano-Clay Dispersion within an Aqueous Solution  
- **Design, collaborate, modify, and implement experiments based on research and hypotheses concerning nano-clay dispersion within aqueous solutions**  
- **Investigate the correlation between solution viscosities (10-20cP) and nano-clay dispersion based on various mixing procedures (Mixing Time: 5-24 hours, Methods: mechanical and microwave mixing)**  
- **Utilize facilities, equipment, literature, and other resources to determine degree of exfoliation and particle characteristics within a solution**  
- **Used WAXS and SEM images to characterize particulates**

**Undergraduate Research Project, August 20XX-May 20XX**  
Department of Engineering, University of Oklahoma  

- **Topic:** Assistive Transfer Device  
- **Researched, designed, customized, manufactured, and implemented a mechanical system which aids a physically disabled woman to move from her wheelchair and bed**  
- **Utilized knowledge of mechanical components and design to analyze stress, fatigue, and other failure methods ensuring quality mechanical systems (hand and computer-aided calculations performed)**  
- **Safety was the first priority: Factor of safety greater than 2.5**  
- **Customized system meeting an individual's needs (ergonomically and functionally)**  
- **Organized and compiled data, drawings, and finished product into report and working product**

**Intern, May-August 20XX**  
FMC Technologies Inc., Houston, TX  

- **Designed and modified surface wellhead products to enhance customers' performance and meet customers' requests**  
- **Learned and implemented FMC's design criteria**  
- **Utilized and collaborated with senior engineers in design reviews making appropriate design modifications**  
- **Developed and reviewed detailed drawings**  
- **Compiled and catalogued new product information**  
- **Interacted with vendors to investigate products and consistently met deadlines for product releases**

### Honors & Memberships

- American Society of Mechanical Engineers  
- Gamma Beta Phi Honor Society  
- Pi Tau Sigma  
- National Society of Collegiate Scholars

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**Inquiry letters are used to express interest and to inquire about opportunities that may be available within a particular organization, but may not be publicly posted.**

This example shows how you would format your letter if you were emailing it as the body of your email. Remember to attach your résumé.

---

Dear Ms. Farrah-Fowler:

I am writing to inquire about a Mechanical Engineering position at the Houston location of DXP Enterprises, Inc. The diversity amongst your large client base is particularly interesting to me. As a Master of Science student in Mechanical Engineering with a strong research background, I am confident that I could be an asset to your company.

Both in my internship experience and my research projects, I have accepted numerous challenges that have enhanced my problem solving abilities. As an intern with FMC Technologies Inc., I was confronted with designing and modifying surface wellhead products under strict deadlines. Originally unfamiliar with the company’s design criteria, I had to quickly learn and adapt to suit the needs of customers. In my research projects, I have become proficient in AutoCAD, SolidWorks, and Pro/Engineer Wildfire and have had opportunities to implement my design skills in practical applications.

Thank you taking the time to review my credentials and I look forward to hearing from you about a possible position within DXP Enterprises, Inc. If you need any more information from me, please call me at (405) 555-5555 or email me at bbtheory@ou.edu.

Sincerely,

Your Name

Attached: Resume
Recent graduate résumé toward a full-time position.

Dear Mr. Miller:

We met at the Norman NEXT fundraiser event this past Saturday and I enjoyed talking with you about the expansion of the financial industry. Per our conversation, I am hoping to meet with you, either over the phone or in person, to discuss potential contacts you may have who might be interested in hiring me.

To recap, I am a recent graduate from the University of Oklahoma with a BBA in Finance. I was a student-athlete for four years while completing my degree and maintaining a 3.62 GPA. In addition to my leadership skills, which can be found on my enclosed resume, I was on the Finance Committee of a student-run company in which we developed, marketed, and sold a product. We presented our product idea to a bank in order to obtain a loan to fund the project and I was in charge of creating the loan repayment schedule. I also assisted in preparing weekly financial and accounting reports.

Currently, I am looking for a position within the banking industry in which I can implement my strong finance background and my client-relationship abilities. I would like to find a bank that can offer growth potential and challenging learning opportunities.

I am aware of your busy schedule, but I would appreciate any assistance you can provide. Please let me know what your calendar looks like in the next couple of weeks and hopefully we can find a time to meet.

Thank you very much for your time. I look forward to talking with you soon and seeing you at another Norman NEXT meeting.

Sincerely,

Your Name

Networking letters are used as an initial contact with an industry professional to learn more about a career or organization. A great way to initiate an informational interview (see the Job Search Process section), they are usually sent to people who you believe can help you find a new job or who might know someone who can help you find a new job.

This example shows how you would format your letter if you were emailing it as the body of your email.

Do not attach your résumé.
REFERENCES

Employers will most likely ask you for a list of contacts who can give information about your work ethic, skills, character, and qualifications. Generally, you will be asked to provide 3-5 references, unless otherwise specified by a job description. Supervisors and professors who know you well and who can positively verify your professionalism make good references.

Before listing someone as a reference, always ask permission to ensure that he/she is willing to provide positive information about you. Provide an updated version of your résumé so that your references can prepare to answer questions.

Your Reference Page should be separate from your résumé, but have the same header to maintain a cohesive appearance. Use the same heading format as you did for your other resume headings/sections, and title the section “References.” Typically, you will list the name, job title, organization name, work address, work phone number, and email address for each of your references. However, you can also ask your references their preferred method(s) of contact and list only that information.

Remember, do not send your Reference Page with every application. Provide it only when requested by the employer.
RÉSUMÉ WORKSHEET

Professional Experience

(organization name) (city, state)
-
(position title) (month year - month year)

•

•

•

•

(organization name) (city, state)
-
(position title) (month year - month year)

•

•

•

•

(organization name) (city, state)
-
(position title) (month year - month year)

•

•

•

•
RÉSUMÉ WORKSHEET

Campus Involvement

________________________ - University of Oklahoma

(club name)

________________________

(position title)

(dates)

Skills

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Activities

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Honors/Awards

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
One of the largest & most successful midstream Oil & Gas companies in the U.S.

We own and operate a diversified portfolio of strategically located assets that play a vital role in the movement of U.S. and Canadian energy supplies.

Our most important assets are our people.

It's not easy to move over 6 million barrels of oil and natural gas liquids every day, or store billions of cubic feet of natural gas. It takes hard work, dedication, intelligence and talent.

If this describes you, then we would like to learn more about you.
FOLLOW-UP LETTERS

During the job search process there can be many situations in which you will need to create and send a follow-up letter or note. The importance of responding to interviews you are granted cannot be overemphasized. Many employers consider these follow-up letters to gauge your interest in their organization.

After an interview, it is strongly recommended that you send a thank you note to the interviewer expressing your appreciation for their time. You should state your interest in at least one or two aspects of the company or the position that you discussed. Supply any additional information or material that was requested during the interview or that may be helpful in the decision making process. Be sure to individualize your note.

Approximately five to ten days after the prospective employer has received your thank you note, you may want to call to, again, convey your interest in the organization. This call verifies your sincere interest in the organization, and it also serves the purpose of keeping your name fresh in the employer’s mind.

EMAIL ETIQUETTE

There are times when speed is of the essence in a job search. Quick and professional follow-up via email reinforces both your interest and candidacy. However, it is still important to follow that correspondence with either a hand-written note or a typed, mailed letter.

With email business correspondence, you must follow the same guidelines as if you were sending a typed, mailed letter.

Things to consider when utilizing email:

- Use a professional email address (jane.doe@email.com NOT foxyjane@email.com).
- Use a strong subject line to ensure it will be read (Grant Miller Resume: Website Designer NOT Owen, Inc. Résumé).
- Address the employer using a formal salutation (Dear Ms. Benton NOT Hey Penny).
- Format the body of your email the same as you would a typed letter; paragraphs and bullets clarify your message. Creating the body of the email in MS Word (for example) can help you develop a more structured email. You then can simply cut/copy and paste the content into the email text box.
- Be mindful of tone (ALL CAPS IS CONSIDERED SHOUTING).
- Spelling (Use email software tools to check spelling).
- Grammar and punctuation (txt msgng abbrevtns r cnfng).
- Include your full name and contact information in the closing or email signature.

Do This:
Sincerely,
Elizabeth Burke
University of Oklahoma Marketing Major
elizabeth.burke@ou.edu
(405) 325-XXXX

Not:
Best,
Lizzy
THANK YOU NOTE / LETTER
Send a thank you letter/note to follow-up and express continued interest with an employer after any contact like interviews, career fairs, site visits, or information sessions.

**Dear Mr. Matthews,**
Thank you for the opportunity to interview with you today. As we discussed, my internship experience combined with my coursework has given me the communication and problem-solving skills necessary to be successful as a Marketing Manager at Money International Corp.

Please feel free to contact me at (405) 555-5555 should you have additional questions. I am very interested in the position and hope to hear from you soon.

Thank you again for your time and consideration.

Regards,
Handwritten Signature

**Dear Ms. Rooney,**
I appreciate your courtesy and the time you took to answer my questions about the Architectural Internship during my visit to Crain, Inc. this morning. Thank you for the opportunity to visit with you and see your facilities. The interview and the tour made for an exciting and informative day.

Having seen your operation, I am enthused about the internship opportunity that Crain, Inc. offers. I look forward to your decision. Again, thank you for your hospitality and for all your efforts to arrange my visit.

Regards,
Handwritten Signature

**Dear Mr. Roth,**
I wanted to take this opportunity to thank you personally for all the time you spent with me when I visited your office. I have thought quite a lot about the possibility of joining your team and believe that in addition to the contributions I could make, I would benefit greatly by being exposed to your talent, wisdom, and experience.

If there is any other information I can provide to help expedite your decision, please let me know. I am very interested in working for Lexicon LLC and look forward to hearing about this position soon.

Sincerely,
Handwritten Signature

**Dear Mr. Matthews,**
It was a pleasure talking with you today at the career fair. I truly enjoyed our conversation and hearing about the position and learning more about the needs of Northwestern Mutual. In particular, I am impressed with the way your company operates and the ethical standards it upholds.

Thank you again for your time and the experience of getting to know you and your company better. I would welcome the opportunity to work for Northwestern Mutual, and I look forward to hearing from you soon.

Regards,
Handwritten Signature

PHONE ETIQUETTE
As previously mentioned, it is important to project a professional image. As much as you need a professional email address, you must also have a professional voicemail message. The message you record for your friends is not going to impress a potential employer. A simple message will serve you best.

As for leaving a message, you need to remember a couple of key points. First, be prepared to actually leave a message, have something loosely scripted out. Second, speak slowly and be sure to leave your name and phone number twice; once at the beginning of the message and again at the end.
ACKNOWLEDGING AN OFFER LETTER
Use to acknowledge a written job offer, even if you are not ready to accept or decline it. This can be either a mailed letter or an email.

2001 Berry Road
Norman, Oklahoma 73072

[Enter Month Date, Year]

Stephen J. Leaman
Senior Vice President
Prudential Preferred Financial Services
580 Walnut Street
Denver, Colorado 80202

Dear Mr. Leaman:

I am very pleased to accept your offer of an analyst position in the Commercial Division of Prudential Preferred Financial Services at an annual salary of $42,000. Having had the pleasure of choosing from several outstanding offers, it is clear to me that your position is the best opportunity in terms of challenging work and a supportive environment. My understanding is that employment is contingent upon passing a background check and routine drug test. There should be no difficulty in passing; subsequently, I will proceed with the necessary arrangements upon receipt of the information packet being sent to me. I am looking forward to starting on [Enter Month & Day].

My husband and I appreciate the information you have shared about your spouse relocation services; they were a significant factor in my final decision. He is currently evaluating several opportunities in the Denver area and will contact the Prudential Preferred Relocation Coordinator directly, if necessary.

Joining your organization and working with you and all the outstanding individuals I have met is an exciting prospect. Please let me know if you need any additional information. Thank you, especially, for your time and attention throughout this process.

Sincerely,

Handwritten Signature

Typed Name

900 Asp Avenue
Norman, OK 73019

[Enter Month Date, Year]

Dale A. Martin
Hiring Manager
A&B Construction
123 Post Road
Oklahoma City, OK 73003

Dear Ms. Martin:

It was gratifying to receive your letter on Monday, notifying me of your decision to offer me the position of Human Resources Benefits Coordinator. The opportunity to work for A&B Construction would be very fulfilling.

I am acknowledging this offer with respect to the terms and conditions illustrated. The offer has been made for an annual salary of $39,500. As requested, my final decision will be communicated to the company by [Enter Month & Date].

The position offered will certainly enhance my professional development in the field of Human Resource Management. I will carefully consider your offer. Thank you again for the time you have given me throughout this process.

Sincerely,

Handwritten Signature

Typed Name

ACCEPTING AN OFFER LETTER
Use to state your acceptance of a position and also reiterate different aspects of the job offer such as salary, benefits, work schedule, and start date.

40 | BUSINESS CORRESPONDENCE

40 | BUSINESS CORRESPONDENCE
SECOND INTERVIEW THANK YOU LETTER
Use to express gratitude for the interest which the employer has clearly shown in you. The letter will be your opportunity to affirm your continuing interest in the organization.

1234 Wondering Way
Moore, OK 73064

[Enter Month Date, Year]

Fred Amore
President
JAVA, Inc.
3214 Mission Valley Road
San Diego, CA 92101

Dear Mr. Amore:

The opportunity to visit JAVA, Inc. headquarters, during my second interview, was most enjoyable. I am thankful for the serious consideration JAVA, Inc. is giving my candidacy.

As we discussed, my advanced programming and management skills have prepared me well for the Project Manager position. This experience, along with my passion for advanced security systems, will make me a great fit for JAVA, Inc.'s goals of updating all programs.

Thank you again for the opportunity to get to know you and your organization better. Working for JAVA, Inc. would be a welcome opportunity and I anticipate your decision soon.

Sincerely,

Handwritten Signature

Typed Name

DECLINING AN OFFER
Use to inform the employer in writing that you are declining a job offer. Your letter should be polite, direct, and sent AFTER making a phone call.

2910 24th Ave. S.W.
Norman, Oklahoma 73072

[Enter Month Date, Year]

Karen Clark
Corporate Recruiter
Commercial Federal Bank
5th/3rd Center
Tulsa, Oklahoma 74103

Dear Ms. Clark:

Thank you for all the time and attention you and your organization have devoted to considering me for the position of Bank Management Associate in the Consumer Lending Division of Commercial Federal Bank. It has been an extremely productive and informative interview process, one of the most thorough and professional I experienced in my job search.

After careful deliberation, I must respectfully decline the invitation to join Commercial Federal Bank. Your offer was competitive, and the projected work assignments were attractive. However, another opportunity better meets my qualifications and career interests at this time. Please know that it was a very difficult decision.

Commercial Federal Bank’s recruitment process has been impressive and I have shared my positive experience with other students, faculty, and the Career Services staff. I hope that we will have occasion to interact again in the future.

Thank you for the time you have devoted to considering my application.

Respectfully,

Handwritten Signature

Typed Name
Dear Ms. Litt:

We met at the OU Spring Career Fair last week and I expressed an interest in Hitachi's Consulting Division. Thank you for taking the time to speak to me about this excellent opportunity. Based on our conversation and my own research, I am very impressed with your company and the training it provides. Consulting has always piqued my interest and it seems like Hitachi would be a great fit for me. I am self-motivated, enjoy independent work, and open to relocation.

During summer 20XX, I had the opportunity to intern with MVP Computer Services, Inc. for 10 weeks. While interning, I found my interests to be aligned with their process improvement projects. I was able to work with representatives and shadow a few site visits to witness jobs first hand. To me, the fieldwork and travel that accompanies this career is enjoyable. Hitachi Consulting is looking for personable individuals with a strong work ethic and motivational drive. The combination of my education, leadership roles, and customer service experience make me a strong candidate for this position.

Balancing class, work, athletics, and extracurricular activities is a constant challenge and has taught me several valuable lessons about being self-sufficient and organized. If chosen for this position, I am confident in my time management skills and ability to stay on task while working independently. Scheduling an interview would allow me to take the next step in becoming a consultant for Hitachi Consulting. If you have any questions, please email me at jill.lang-1@ou.edu; I have attached a copy of my resume for your convenience.

Sincerely,

Joan Harris
101 Alameda Ave
Norman, OK 73019
405-360-XXXX
JHarris@ou.edu

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Dear Ms. Hall,

Thank you for the opportunity to interview with NOV for the Next Generation Program. I have appreciated my interactions with all the individuals connected to the program. What I learned about NOV's Next Generation Program and NOV, the potential assignments, and the personal development possibilities is insightful.

To confirm our phone conversation from this afternoon, I must respectfully withdraw from consideration for the Next Generation Program. Furthering my education, starting next semester, has become my priority.

The time you and your group took to educate me about the Next Generation Program and NOV was impressive and most appreciated. Best wishes to you and your colleagues for continued success.

Sincerely,

LaShawn Garber
Accounting Major
Michael F. Price College of Business
University of Oklahoma, May 20XX
LaShawn.Garber-1@ou.edu
(405) 360-XXXX
REQUESTING ADDITIONAL TIME

If you are not ready to make a decision about an employment offer, it is permissible to request a delay. Make sure you have a concrete and appropriate reason to ask for an extension. Expecting to hear from another employer or considering multiple offers are a couple of legitimate reasons. Hoping to receive more interviews is not a concrete reason.

Do not wait until the last minute to ask for an extension. This looks like you do not think ahead and may indicate that you might behave the same way on the job.

Be tactful and diplomatic in your wording. You will need to explain your reasons to the employer; for instance, describing the importance of keeping your interview commitments to other employers.

For the sake of speed, phone the employer to discuss the situation. Changes that are made to the deadline should be followed-up in writing. This is a request that needs to be handled quickly; email is probably the best method to confirm your request.

Dear Ms. Lattimor:

Thank you for your telephone call yesterday offering me the position of [Enter Position] with [Enter Company]. Your confidence in me, coupled with the possibilities this position presents, is exciting both in terms of projects and locations.

You asked that I make a decision by [Enter Date]. This is an important decision and at this time I have additional offers to consider. Therefore, I am asking you to consider whether it would be possible for me to supply you with my decision by [Enter Date]. An extension would be gracious and most appreciated; be assured I will make a final decision by that date.

Thank you very much for your consideration of my request.

Sincerely,

Tom Brady
Communication Major, Dec 20XX
University of Oklahoma
tbrady@ou.edu
(405) 376-XXXX

LINKEDIN INVITATION

Use this type of correspondence after identifying specific individuals you would like to add to your network of connections. Keep in mind it is best to only add individuals you know or have met previously.

Example 1:
Dear Sophia,
I see that you are a member of [Enter Group]. I am also engaged with this group and would like to share some ideas with you. Please accept my invitation to connect.
Regards, Melanie

Example 2:
Robert,
It was nice meeting you at the [Enter Event]. Talking to you about [Enter Subject] was most enjoyable. I would appreciate the opportunity to connect with you.
Best, Tony

Example 3:
Mr. Specter,
I was looking at your profile and I am very impressed with your accomplishments. Please accept my request to connect; I’d love to talk to you about how you accomplished [Enter Subject].
Regards, Louis
Business professional dress is essential for an interview, a career fair, or a formal networking event.

**WOMEN’S PROFESSIONAL**

**Grooming** – Hairstyle should be simple and away from your face. If your hair falls below the shoulders, pull it back. Wear daytime, natural makeup. Keep fingernails short to medium length and manicured. Avoid bright nail polish colors and chipped nail polish. Perfume should be limited.

**Suit** – Wear a conservative, two-piece, (jacket and pants/skirt) matching business suit. The color should be black, dark grey, or navy. The jacket should button easily without pulling across the back. The sleeve length should be at or just below your wrist bone. The skirt should be around-knee length and should easily turn around your body. Straight skirts should hang from buttocks in a straight line and not form-fitting. Make sure there are no visible lines under the skirt.

**Blouse** – Wear a light colored blouse or button-down shirt with a conservative neckline. Your blouse should be long enough to be tucked in and should not pull across the chest.

**Hosiery** – Hose are no longer considered required dress. If you choose to wear them, hose should match your skin tone. You might want to buy an extra pair and carry them with you in case you get a run.

**Shoes** – Wear closed-toed, low-heel pumps or flats. Avoid sandals or “strappy” shoes.

**Accessories** – Count your accessories, including glasses, and wear no more than seven pieces. Think conservative and avoid dangling or hoop earrings. Do not wear more than one ring on each hand; cover up visible tattoos and piercings. Carry a purse or professional bag, but not both.

**MEN’S PROFESSIONAL**

**Grooming** – Hair should be neat and styled and should not touch your collar. Facial hair should be well-groomed. Keep your fingernails clean and trimmed. Avoid heavy fragrances.

**Suit** – Wear a conservative two-piece dark colored suit. Your jacket should cover the buttocks and the sleeve length should be at or just below your wrist bone. Make sure the jacket does not wrinkle across the back and the collar lies flat against the shirt. Your trousers should fall straight from the buttocks and the pockets should remain flat and not bulge.
**Shirt** – Wear a long-sleeved, light colored shirt that is well pressed with no wrinkles in the collar or cuffs. The collar of your shirt should be loose enough for one finger to fit in the neckline and should stand one-fourth to one-half inch above the collar of the suit. The sleeves should extend one-eighth to one-fourth inch below the jacket.

**Ties** – The width of your tie should match the lapel width and end at the top of the belt. Choose a small to medium pattern and leave the tie tack or clip at home.

**Shoes** – Select a dark colored, thin-soled shoe that ties. Make sure they are polished. Socks should blend with the trousers and shoes in a subtle pattern that looks solid from a distance. No white socks. Buy socks long enough to cover your calf so no skin shows when you sit or cross your legs.

**Accessories** – Your belt should be a simple, classic design in a color that matches your shoes. Remove all sports watches, bracelets, chains, piercings, earrings, or fancy rings.

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**BUSINESS CASUAL FOR MEN AND WOMEN**

You may be invited to a recruiting event where the recommended dress is business casual. Business casual is not as formal as a full interview suit, but not a casual as what you wear to class. When in doubt as to what is appropriate, simply ask. Err on the side of caution; it is best to dress up rather than dress down.

**Men** – Khakis, trousers, or suit pants can be paired with a knit shirt, or a collared, long-sleeved shirt that does not demand a tie. Add a leather belt, hard-soled shoes, and socks, and you will be well within the range of appropriate business casual dress. Leave the athletic shoes at home.

**Women** – Tailored shirts or blouses paired with skirts, slacks, and pantsuits are appropriate business casual choices. Other choices include a jacket or sweater set. Shoes should not show the toes. Do not confuse “after five” attire with business attire.

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For additional pictures, visit [pinterest.com/OUCS](http://pinterest.com/OUCS)
ACING THE INTERVIEW PROCESS
Interviews offer an opportunity for you and the prospective employer to evaluate each other. They give you the chance to convince the interviewer that you are the person for the job and learn more about the organization.

Prior to the Interview
• Purchase professional attire for your interviews.
• Put yourself in the shoes of the prospective employer and imagine what the ideal candidate for this particular position would look like from the employer’s perspective.
• Take some time to thoroughly review the job posting and job description (if you can get it), research the organization and its culture; talk to people who work there and can tell you about the culture/personality of the organization.
• Know your qualifications and strengths; be knowledgeable regarding the organization and position.
• Practice interviewing. Schedule a mock interview with a Career Services Adviser through your Handshake account or by calling (405) 325-1974.
• Optimal Interview is another great resource for mock interviews and can be accessed through your Handshake account.

Day of the Interview
• Take a portfolio with multiple copies of your résumé, a copy of your transcript, typed list of questions to ask the employer, and typed list of references; if appropriate, examples of work (e.g. portfolios).
• Leave your cell phone and other unnecessary items in your car or at home.
• Arrive at least 15 minutes early; anticipate traffic and parking problems and allow time to check your appearance, get organized, and catch your breath.
• Check in with the receptionist; find out the interviewer’s name and how to correctly pronounce it.
• Relax and be yourself!
• Be ready to smile and shake hands.
• Greet the interviewer by his/her last name in a friendly but professional manner. Do not address the interviewer by their first name unless specifically asked to do so.
• When you get into the interview room, remain standing until you are offered a seat.
**During the Interview**

- Sit straight with good posture. Place your arms and hands on the armrests of the chair or in your lap if there are no armrests. Avoid talking with your hands excessively.
- Retain the interviewer’s attention by varying the tempo of your speech and the tone of your voice.
- Interviews are a two-way street; make sure at the end of the interview, you have asked the recruiter questions to expand your knowledge of the position and organization.
- **Under no circumstances should you ask questions about salary, benefits, or information that is readily available, during the initial interview** (see Questions to Ask Employers).

**Speaking Style:** Be alert and enthusiastic, maintain a comfortable voice level, take the initiative in giving information, project confidence and poise.

**Content:** Provide clear, logical, direct, and relevant answers; demonstrate your interest in and enthusiasm for the job, the organization, and the profession; substantiate your answers by providing examples from past experience.

**Non-verbal:** Exhibit good posture (shoulders back, head up); maintain eye contact with interviewer(s).

**Follow-up on the Interview**

Provide references, application forms, or transcripts requested by the prospective employer. Obtain the name, title, and mailing address of the individual with whom you interviewed, and send a brief note or letter of appreciation for the interviewing opportunity (see the Job Search Letters section of this guide).

**STRUCTURE OF THE INTERVIEW**

No two interviews will be exactly alike. Numerous factors can influence the content and structure of an interview: the personality of the interviewer, your personality, time limitations, and even the physical setting of the interview can play a part. Most initial interviews seem to consist of four distinct parts: breaking the ice, questions by the interviewer, questions you ask, and the close.

**Breaking the ice:** Interviewers may use small talk in an attempt to establish a positive atmosphere and put you at ease. First impressions will be influenced by your appearance and manner. Remember, the overall evaluation of you as a candidate begins the very moment the interviewer greets you.

**Questions by the interviewer:** Your interviewer will ask questions to measure and evaluate your qualifications and suitability for employment.

The interviewer is measuring and evaluating how you handle yourself, your degree of self-confidence, your ability to relate to others, and your motivation. Most interviewers will seek information about your specific skills, knowledge, abilities, attitudes, and behaviors. Employers look for well-adjusted candidates who are self-starters, willing to take initiative, assume responsibility, and are not afraid to work.

Be prepared to discuss specifics about the organization, such as job responsibilities, operations, and mission statement. Know your immediate and long-range career objectives and be able to communicate them in an organized fashion.

**Questions to the interviewer:** At some point in the interview, typically towards the end, the interviewer will ask if you have any questions. Be prepared to ask intelligent questions that will show that you have done some research on the employer. You can reveal your interest in the organization by asking thoughtful, relevant questions. These questions frequently set candidates apart from one another. Discussions regarding geographical preference, mobility, salary, and benefits should always be initiated by the interviewer.
The close: Express a sincere interest in the job. Before leaving the interview, be certain you understand the next step. Will the interviewer contact you or should you make the next contact? Make sure you ask for a business card so that you can send them a thank you note.

QUESTIONS YOU SHOULD KNOW HOW TO HANDLE

Tell us about yourself.
Prepare several selling points about yourself. Give a quick 20-30 second “commercial” that overviews your experience and achievements.

What are your greatest strengths?
Sell yourself. If you don’t promote your strengths, nobody else will. Be “confidently humble.”

What is a weakness you have learned to manage?
Present your weakness as a positive and how you are managing it. Do not talk too long or emphasize your downfalls.

Why are you interested in working here?
Keep your answers simple and to the point. An impressive example includes: “I have followed your company and appreciate your desire to give back to the community.”

Why should we hire you?
Make a powerful statement about the value you will bring to their organization. Toot your own horn, but be wary of sounding arrogant.

Where do you see yourself five years from now?
Be aware that they might not want to hire someone who will be around for only a year or two. Feel free to say that you have one goal at the moment: to be the very best employee for that particular job.

What are some of your hobbies?
Emphasize any hobbies or activities that may relate to the job. Help the interviewer learn more about you and perceive you as a person, rather than a job candidate. Be engaging without divulging too much information.

Is there a question you were hoping we would ask today, but did not?
Consider this a “show and tell” opportunity. If appropriate, use materials from your portfolio to convince them how valuable you’ll be to their organization.

Do you have any questions for us?
Prepare five or six questions on an index card. Ask at least one question, even if all of your prepared questions have been answered. Never say, “No, you have answered all of my questions.”

Always be positive in your answers and emphasize your accomplishments and qualifications. Keep in mind the most important things you have to offer: your education, skills, talents, and abilities. No one can take them away from you.

QUESTIONS TO ASK EMPLOYERS

• Does your organization encourage further education?
• What are the expectations for a new hire?
• What qualities are you looking for in your new hires?
• How and when is an employee evaluated and promoted?
• How would you describe the management style of the organization?
• What is the most critical problem facing the organization at this time?
• Have you downsized your staff in the past two years?
• How will industry trends affect this organization?
• What are the organization’s strengths and weaknesses?
• What traits do the most successful people in the organization have in common?
• What amount of training is provided?
• Describe a typical first-year assignment.
• What drew you to the organization?
• How long have you worked with the organization?
• What is the next step in the interviewing process?
• What are the opportunities for growth?
PREPARING FOR BEHAVIORAL INTERVIEW QUESTIONS

Behavioral interviewing is designed to minimize personal impressions that might cloud the hiring decision. By focusing on the applicant’s actions and behaviors, rather than subjective impressions that can sometimes be misleading, interviewers can make more accurate hiring decisions.

While your skills and experiences could be a perfect match for a position you are seeking, an interviewer could discount your candidacy if you are unprepared, or struggle with the behavioral interview format.

STAR Method (Situation Task Action Result)
Use fairly recent stories to answer these questions. Vary your examples between academic and work experiences. Try to choose experiences that portray you in the most positive way. Here is a good example using the STAR Method:

Situation: A description of a specific, real-life situation or challenge you encountered.

Advertising revenue was falling off for the Oklahoma Daily and large numbers of long-term advertisers were not renewing their contracts.

Task: What was your role in this project?

I was asked to meet with the top three advertisers to find out why they were not renewing.

Action: A description of the tasks and actions you took to overcome the challenge.

I designed a new promotional packet to go with the rate sheet and compared the benefits of OU Daily circulation with other ad media in the area. I also set up a special training session for the account executives, discussing competitive selling strategies, with a College of Business professor.

Result: A summary of the results of those actions (try and quantify results whenever possible).

We signed contracts with 15 former advertisers for daily ads and five special supplements. This increased our new advertisers by twenty percent over the same period last year.

Panel Interviews
These are interviews conducted by two or more individuals.

Purpose: Sometimes, employers find it easier to bring mid to high level managers, with busy schedules, together to interview possible candidates.

By utilizing managers from several different departments, they will attempt to reveal the “real” person during the interview.

Process: The HR manager will be checking to make sure you are a good fit with the culture and people working at this organization. The hiring manager will want to know about your technical skills or business know-how. The manager from accounting will want to know if you are savvy enough to operate a business budget. Another technique used is the “good cop/bad cop” interview. In this scenario the interviewers will take turns being harsh or pushy in an attempt to see how you will handle stressful situations.

Even though your responses to the individual questions that you will be asked will not be any different, there are some important differences that you will need to consider and keep in mind when preparing for a panel interview:

• Once you find out that you are participating in a panel interview, find out who is on the panel and what functions they provide to the organization.
• When being introduced, it is important to commit everyone’s name to memory.
• When answering individual questions you must remember to maintain eye contact with every member of the panel. Pan all of the members beginning and ending with the person who asked you the question.
• At the conclusion, request a business card or contact information from the panel. Write a thank you note to each member within 24-48 hours after the interview.

ALTERNATIVE TYPES OF INTERVIEWS

Many employers are initially screening job applicants over the phone or through online platforms, such as Skype, to reduce recruiting costs. Sometimes you have no advance warning before you receive a call. Consider the following suggestions to be prepared for interview calls whenever they may come:

Online Platforms (such as Skype)
• Dress professionally; have a pen and paper to take notes.
• Secure an area with no distractions; check computer/webcam to ensure they are working beforehand.
• Remove any inappropriate décor or background that might distract the caller.

Unscheduled Phone Interviews
• Excuse yourself to find a quiet room with limited distractions.
• Pull out your résumé or portfolio (during the interviewing period, you may want to keep this with you at all times).
• If the telephone rings at a time when it is impossible to hold a meaningful conversation, tell the caller that although you are eager to talk, you cannot speak freely at the moment. Ask if you may call back at a mutually beneficial time.
• Express interest in the position and let the caller know your enthusiasm.
• Take down the caller’s name, title, and contact information so as to follow-up with a thank you note.

Scheduled Phone Interviews
• Plan ahead to be in a space with no distractions or interruptions. If you need access to a quiet space, you can call Career Services and reserve a room.
• Keep a copy of your résumé and cover letter handy.
• Grab a notepad to make notes during the conversation.
• Show enthusiasm over the phone.
• Smile and express interest in the company and position.
• Listen closely to everything the interviewer says. Think through your responses as carefully as you would if you were sitting across the desk from the recruiter. Remember to ask the questions you want answered and take notes.

Do you need to improve your interview skills? Check out Optimal Interview to practice at home or call and schedule a mock interview with one of our career advisers!
Listen closely to everything the interviewer says. Think through your responses as carefully as you would if you were sitting across the desk from the recruiter. Remember to ask the questions you want answered and take notes.

- At the conclusion of a telephone interview, the caller will usually explain what you should expect to happen next. If the interviewer fails to identify the next step, ask politely. Ask for their preferred contact information. Be certain you have noted his or her first and last name, title, mailing address, and telephone number. Finally, be sure to thank the person for calling.

**SECOND LEVEL ON-SITE INTERVIEWS**

The on-site interview is a business experience and you should regard it as such. Accept visit offers only if you have a reasonable interest in the employer. Your time is valuable and an organization’s expenditure of money and time on such visits is sizable.

**Purpose:** On-site interviews allow the employer to get a better idea of you as a member of the “team” and to allow you to decide if they offer the type of opportunity that best fits what you need for career satisfaction. Both parties have a lot at stake – the organization is investing its time and money; you are investing your time. Make sure you get the most information possible from the visit.

**Timing of On-Site Interviews**

Most employers who are interested in having you come in for a visit will contact you within two to five weeks after a first interview. Many will indicate a series of dates from which to choose. If you have not heard from an organization within this period, an inquiry about the status of your application is appropriate.

**Preparation for the Visit**

The key elements of successful on-site interviewing are preparation and presentation. You may want to do more in-depth research on the organization at this time. As with the first interview, prepare a list of appropriate questions to ask during the on-site interview. Ask questions about the job, the organization, and the location.

**Two-way street:** Not only is the organization interviewing you, you are interviewing the organization. You should leave the interview knowing whether or not you would like to work there. Be sure that you meet the person to whom you would report.
YOUR VISIT IS A SECOND CHANCE TO MAKE A GOOD IMPRESSION WITH A POTENTIAL EMPLOYER.

What to Expect
Many companies handle your visit “completely.” This may include being met at the airport by a representative of the organization, taken to your hotel/motel and then given a tour of the community. Dinner and an evening’s entertainment may be included.

- The next morning: a representative will meet you at the hotel and take you to the place of business. Following the day’s visit, you are then delivered to the airport. Or, you may be instructed to go to the hotel where you will find a packet of information telling you the plan for the next day. Following the visit, your departure also may also be “on your own.” Be prepared for either situation by bringing cash or a credit card.
- Be sure you understand all travel directions. If several weeks have elapsed since the arrangements were made, you may want to call the organization a day or two before the interview and confirm the date, time, location, and where someone from the organization is to meet you.
- Expect to be interviewed all day long. Companies typically conduct three to five hour-long interviews with various supervisors, managers, and officials with a break for lunch and perhaps a tour. Companies might also conduct testing or ask you to give a formal presentation in the interview. These interviews are a test of your poise, stamina, enthusiasm, and knowledge. From the moment you are met by the employer representative until you leave for home, you are being interviewed.

How to Handle Expenses
Your visit is a second chance to make a good impression with a potential employer. Your report of expenses incurred will be the third, and, perhaps, the lasting impression you will leave with that organization. In all instances, be prudent. How you spend an organization’s funds on a visit is a good indication of how you might spend those funds as an employee.

The employer usually expects to pay for all legitimate expenses incurred by you in connection with the visit. “Legitimate expenses” are defined as those which are necessary to get you there and back, covering the basic items of transportation costs. Make sure you have cash on hand for cabs, tips, etc.
Expenses not reimbursed include: personal entertainment or “side trips,” personal phone calls, alcoholic beverages, cigarettes, magazines, and expenses for persons other than the individual invited on the visit, except where the organization authorizes expenses for the applicant’s spouse. It is strongly advised to not touch anything in the hotel such as bottled water, items in the mini-bar and fridge as they incur an additional cost.

**Transportation**
Most employers favor coach fare for their own employees flying on organization business. Therefore, we recommend that you use coach fare where possible in the absence of employer instructions to the contrary. If you drive your own car, indicate your route and the round-trip mileage.

**Car Rental**
At times it may be necessary for you to use a rental car to reach an employer’s location. If so, we recommend you use a moderately priced vehicle. Again, be prepared to submit a receipt for the rental and gas.

**Food**
Employers expect you to eat adequate meals, and most are quite liberal in this respect. But if you have a choice between a $15.00 steak and a $30.00 steak, it would be smart to choose the less expensive one. Avoid drinking alcohol.

**Lodging**
Many employers make hotel/motel reservations for you in advance at lodging places of their choice. Many companies maintain monthly accounts with these hotel/motels. If the employer does not offer to make your reservations, the same principles of adequate accommodation, but at a reasonable rate, should be observed.

**Follow Up After the Interview**
After the visit, send thank you notes separate from the expense voucher, to the person who made the arrangements and the person for whom you would work. Additional correspondence may be written to individuals with whom you spent significant time. Reiterate your interest in the position, stressing the positive qualities that you will bring to the company.
ON-CAMPUS INTERVIEWS

Career Services’ On-Campus Interview Program offers an opportunity to interview for full-time positions, internships and co-ops. Representatives from a variety of organizations conduct interviews at Career Services during the fall and spring semesters. All students are encouraged to begin interviewing in the fall semesters whether they graduate in December, May or August.

You will log into Handshake to apply for interviews and you will be notified by email if you are selected. When you log into your Handshake account, it will show you the deadlines to apply for the position and to sign up if you are selected. You will want to check these weekly to see the new on-campus opportunities that have been added.

Logging into your Handshake account and clicking on the On-Campus Interviews tab will allow you to get an idea of the kinds of opportunities available. Although companies may indicate a preference for certain majors, you are encouraged to consider all the jobs for which you believe you are qualified. It is not uncommon for employers to interview students whose majors do not match the employers’ specified requirements.

ON-CAMPUS INTERVIEW POLICIES

In order for the On-Campus Interview Program to work effectively, all parties must meet certain obligations. Employers invest substantial time and money in recruitment efforts, so it is extremely important that students treat every interview as a commitment. Missed interviews are a very serious concern because they lower the employer’s impressions of our campus and take away other students’ opportunities.

Scheduling an interview with an employer and not showing up for the interview is considered a ”MISSED INTERVIEW.” Individuals with a missed interview will be blocked from applying for and scheduling future interviews. However, if you have interviews previously scheduled, be sure to attend those interviews!

Missed Interview Policy

If you fail to cancel and do not appear for a scheduled interview, you will receive an email, which will be copied to your department head, directing you to write a letter of apology to the employer and deliver it unsealed to Career Services with a stamped envelope addressed to the employer. Your opportunity to apply or sign up for additional On-Campus Interviews will be suspended until your letter is received by Career Services. Repeated occurrences will result in termination of your On-Campus Interview privileges.

Cancellation Policy

If you need to cancel a scheduled interview after the sign-up period has closed, you must contact Career Services in person or by phone ASAP. Excessive cancellations will result in suspension and possible termination of your On-Campus Interview privileges.
Established in 1965, Mewbourne Oil Company has grown into one of the more prominent independent oil and natural gas producers in the Anadarko and Permian Basins of Texas, Oklahoma and New Mexico. The company’s success over the years can be attributed to a conservative approach to the business and a philosophy of managing all phases of operations from "prospect to pipeline."

From the Company’s headquarters in Tyler, Texas, and with its three exploration offices located in Amarillo and Midland, Texas, and Oklahoma City, Oklahoma, along with four operation offices located in Perryton and Midland, Texas, Woodward, Oklahoma, and Hobbs, New Mexico, Mewbourne Oil Company develops oil and natural gas prospects, acquires leasehold interests, and serves as the operator in the drilling, completion and production of oil and natural gas wells. The company has focused its efforts on two of this country's most prolific producing regions, the Anadarko and Permian Basins. The Anadarko and Permian Basins have produced more than 42 billion barrels of oil and 220 trillion cubic feet of natural gas and contain many of the largest oil and natural gas fields in the United States.

With over 50 years of experience operating in the Anadarko and Permian Basins, the Company has developed an organization with extensive knowledge of the operations and opportunities which exist in these two producing areas. The long history of oil and natural gas drilling in these basins has provided an abundance of valuable historical data. Mewbourne's professionals are adept at utilizing this data to secure leasehold rights, evaluate potential drill sites and assess operations.

Historically, the Company has emphasized establishing long-life natural gas and oil reserves through the drilling of medium-depth vertical and horizontal wells between 3,000 and 20,000 feet deep. Prospective drill sites generally include field extensions, step-outs, trend plays and other anomalies that are believed to be contiguous to areas where the presence of oil and natural gas has already been established. The company currently operates over 2,100 wells.

Mewbourne Oil Company offers challenging and rewarding employment opportunities in professional positions including:

- Petroleum Engineer, Petroleum Geologist, Petroleum Land Management, Accountant

Mewbourne Oil Company has consistently been successful in attracting and retaining professional talent within the industry and at the university level. Not only does the company offer opportunities for experienced professionals, Mewbourne actively recruits for petroleum engineering, geology and petroleum land management students at the university level for summer internships and entry-level positions. We have demonstrated an ability to continue the development of these quality employees and to offer expanded growth opportunities regardless of the current business cycle the industry may be experiencing. Mewbourne Oil Company employs a hands-on philosophy which allows an employee to obtain valuable learning experience within a high visibility atmosphere where you are given meaningful responsibilities and are able to see directly your contribution to the corporation. The company is committed and prepared to meet the challenges and demands required to sustain its growth and progress with the employee and within the industry.

For further information regarding available positions, please contact:

Mewbourne Oil Company
P.O. Box 7698
Tyler, Texas 75711

Email: mocjobs@mewbourne.com
Career fairs are a great way to meet recruiters, look for internships and jobs, and research organizations. The face-to-face interactions at these events are an important part of the job search process. You may also increase your chances of interviewing with an organization – some organizations will only interview students they meet at the career fair. Since you have a very short time to make a good impression, make sure you are prepared.

**BEFORE THE CAREER FAIR**

**Develop a résumé** that highlights your accomplishments, skills, and experience. Prior to the career fair, have your résumé critiqued at Career Services (visit our website for information regarding walk-in hours). Print copies on résumé paper to hand out to the organizations you are targeting.

**Login to your Handshake account** and upload a résumé. You can then apply for interviews and if your profile is public, your résumé will be available for employers to see.

**Review the list of employers** participating in the career fair at www.hiresooner.com or through your Handshake account. Look at the organization’s profile and their targeted majors. Thoroughly research those that interest you and prepare questions to ask them at the career fair.

**Know yourself** before you go. Employers are most interested in candidates who know who they are and what they want. The “whatever-you-have-I’ll-do-anything” approach is not effective.

**Prepare a 20 to 30 second commercial** (“elevator” or “me” speech) to use with employers. Prepare a list of your skills and talents that set you apart from other candidates and be ready to present them to the employer. You can highlight your internships, work experiences, and characteristics that a candidate would have for the position(s) you are seeking.

For example, “Hello. I’m (your name), a junior majoring in Communication. I am looking for an internship related to marketing for next summer. I have been heavily involved on campus and have held several leadership roles and my summer internship in customer service has equipped me with the skills needed to be successful in sales. I read on your website that (name of organization) has an internship program in your marketing department, and would really like to learn more about this program.”

**Attend the “Career Fair Prep” sessions** held prior to the career fair.

**Do not bring any unnecessary items** to the career fair (i.e. backpacks or purses).

**AT THE CAREER FAIR**

**Dress professionally.** Career fairs require the same attention to dress as an interview. A dark suit is always appropriate. For more information about what to wear to a career fair check out the Professional Dress section in this guide or the Professional Dress page on our website.

**Be confident and show enthusiasm** for each organization. If you are excited about an organization or a position, let the employer know!

**Give a firm handshake** to the recruiter and look them in the eye. Say your name loudly enough that they can hear.

**Collect business cards** from each person you talk to so you can follow up after the career fair.

**Hand out résumés** to each employer. Some employers may not be able to accept hard copy résumés and will ask you to apply online. This is to comply with federal regulations about the way employers keep data on applicants. While this can be frustrating, it does NOT mean the employer is not interested or does not have opportunities available.
Review the map of employer booths and use your time efficiently. While you may have specific employers you want to speak with, take advantage of the opportunity to talk to others. You might discover an excellent opportunity you otherwise would have missed.

Be ready to ask questions. Your questions will depend on whether you are actively looking for a position or exploring careers.

Appropriate questions:
- What are the characteristics of an ideal candidate?
- Can you tell me about your training program?
- What are your expectations for a new hire?
- What is the overall structure of the department where the position is located?

Inappropriate questions:
- What jobs are you offering?
- What is the salary for this position?
- What can I do with a major in...?
- What benefits do you offer?

AFTER THE CAREER FAIR

Send a thank you note. If an employer was especially helpful or interesting, write a brief email or hand written note to let them know you appreciated the opportunity to visit. For examples, see the Business Correspondence section in this guide.

Look for opportunities to contact key organizations again. Find out when they will be back on campus. Check your Handshake account to see if the organizations you are interested in have scheduled on-campus interviews.

[For a complete listing of upcoming career fairs, check your Handshake account.]
FEDERAL GOVERNMENT JOBS

Federal government positions have a completely different hiring process that is essential to understand before diving into the applications. The most important aspect of this job search process is to be patient, as it is not uncommon to encounter a six to eight month (or longer) waiting period.

There are a wealth of opportunities working in the federal government with a wide variety of jobs that could be of interest. These positions give you a chance to make an impact in America and around the world, addressing mission-critical issues such as homeland security.

Examples include: Administration for Children and Families, Agency for International Development (USAID), Bureau of the Public Debt (USDT), Corporation for National and Community Service, and U.S. Department of State.

NON PROFIT ORGANIZATIONS

These organizations are designed to focus on various causes that will make a difference in the community or target the public it is serving. They receive their operating funds from foundations, government grants, fees for a provided service, or membership dues. Nonprofits have become more entrepreneurial by enhancing their marketing strategies, doing more with less, and helping generate income to fund social programs. Nonprofit and nongovernment organizations have a variety of different career paths, such as:

Think Tanks: Supports the creation and evolution of policy done by conducting research (ex. policy institutes or research centers).

Examples include: Center for Global Development, Carnegie Endowment for International Peace, and World Resources Institute.

International Development/Affairs: Improves the community on an international level (foreign aid, disaster relief, humanitarian aid, gender equality, infrastructure).

Examples include: World Neighbors, World Bank, and international relief agencies.

Human and Social Services: Supports the health, welfare, and needs of an individual or collective groups, such as the poor, sick, or elderly.

Examples include: Human Rights in International Affairs, Oklahoma Center for Nonprofits, food banks, and faith-based in community initiatives.

Environment/Conservations: Works with programs dedicated to environmental issues with a focus on environmental law and policy.

Examples include: Environmental Law Institute, World Wildlife Fund, and African Wildlife Foundation.
Accountability + Performance

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OUR SERVICES

Individual Assistance
Career Services can provide you with information and assistance with clarifying objectives and establishing goals to help you reach your career objectives.

Career Advisers are available each week by appointment or during scheduled walk-in hours, Monday through Thursday 1:30-4 p.m., for quick questions about topics such as résumés, cover letters, and job strategies.

Career Information Center
A collection of resources related to researching careers, salary data, hiring trends, résumé writing, interviewing, and applying to graduate school are available for browsing in Career Services.

Presentations
Each semester, Career Services conducts presentations on various job search topics. Typical presentations include:

- Using Career Services
- Résumé Writing
- Interviewing
- Job Search Strategy
- Business and Dining Etiquette
- Professional Dress and Developing a Professional Image
- Cover Letters and Other Job Search Correspondence
- How to Work a Career Fair
- Choosing a Major / Career
- Federal Government Employment
- Networking
- Internship/Co-op Job Search

Contact Career Services if you would like a presentation for your organization. Email oucs@ou.edu to schedule a presentation for your class, event, or student organization.

Mock Interviews
To prepare for the all-important interview, contact Career Services to participate in a mock interview. These allow you to hone your interviewing skills and receive valuable feedback. We also offer an online mock interview program, OptimalInterview, to practice your interviewing skills from home.

Internship and Co-op Programs
Career Advisers can help you identify opportunities for internships and co-ops, which integrate college studies with professional work experience in business, industry, government, or education.

Career Fairs
Career Services hosts/co-hosts a variety of career fairs, bringing employer representatives to campus to provide information and answer questions about their industries, organizations, and employment opportunities. Often times, interviews for full-time positions and internships are held the day after career fairs.


Our purpose is to make the products that help people go further, go faster, go higher, dream bigger and lead safer, more productive lives. Rooted in Safety, Honor and Commitment, and with over 140 years of experience, we don’t just produce energy. We bring a different kind of energy to life.

Join Us.
p66oncampus.jobs
ONLINE RESOURCES
Career Services offers a variety of online resources located on our website, including:

**OptimalResume**
Create and manage your résumé using this comprehensive web-based tool. This interactive program has over 250 samples to choose from and allows you to build a resume from scratch.

**OptimalInterview**
Optimal Interview allows you to explore questions you could be asked in your next interview and record yourself answering them. This tool also lets you share your videos to get feedback from professionals and offers tips on how to answer questions from an automated career coach.

**FOCUS2**
Use this online career guidance tool to assist you in self-assessment, choosing a major and exploring various careers.

**GOINGGLOBAL**
Explore more than 10,000 resources for finding internships and full-time positions abroad.

**Passport Careers**
Identify job and internship strategies, guidance, and resources for 57+ countries (250 cities).

**USA Career Guides by GOINGGLOBAL**
Navigate career and employment resources for the 40 largest metropolitan areas in the U.S. Also included in this search engine: job search resources, employment outlook, professional networking groups, cost of living, major employer listings by industry sector, non-profits, and volunteer opportunities. H1B Visa employer listings are also listed for all 50 states.

**Career Shift**
Search, select, and store job listings from all job boards and all company job postings. Find accurate contact information, including email addresses, for millions of companies and access to in-depth information about contacts and organizations.

**ARTSEARCH**
Navigate hundreds of opportunities in the arts and create email alerts based on your customized searches.
Handshake is a career management platform offered by Career Services that provides OU students and alumni exclusive access to on-campus interviewing, internships and full-time job opportunities, other online job search resources, career fairs, Career Services events, and contact information for over 5,000 organizations.

Search Employers
Search employers and review organization information.

On-Campus Interviewing
Search and apply for intern and full-time interviews with representatives from a variety of organizations.

Career Services Events
View and RSVP for upcoming Career Services events.

Career Fairs
View career fairs and information session dates. Browse a list of employers attending the career fairs.
**OU Online Job Board**
Throughout the year, employers post full-time and internship vacancies on the Online Job Board.

**Manage your Account**
Enter and edit information on your background and the type of positions you are seeking. Once your profile is complete, don’t forget to set it to “public” so employers can see your information.

**Recommended Resources**
Access free resources to assist with all areas of your job search. Find “resources” to the left for a full list of your resources.

**Personalized Feed**
Plug in your career interests and your feed will intuitively connect you with events, jobs, and articles that pertain to your interests.
Get the JOB SEARCH HELP YOU NEED

- Resume critiques
- Mock interviews
- Job listings
- Internships
- Lunch & Learn
- Career fairs
- Career counseling
- Workshops
- Webinars
- On-campus interviews

Subscribe to our social media pages and visit hiresooner.com to receive job postings and career services event updates.

Here to get you hired.

Sooner!

University of Oklahoma career services hiresooner.com

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