



CAREER DEVELOPMENT GUIDE



WELCOME

Queens University of Charlotte believes students and alumni should feel individually supported in navigating their careers and future. With that in mind, Queens Vandiver Center for Career Development is here to help you along the journey of exploring, managing, and growing your career. Whether you are seeking an internship, first job, entry into graduate school, career change or advancement, we are here for you each step of the way.

This career guide serves as a resource for gaining industry knowledge, finding an internship, preparing for post-graduate plans and learning more about yourself. Questions on a resume? Check out page 34. Want to know more about grad school? We have that on page 67. Wherever you are in your career journey, Vandiver Center for Career Development is here with resources and connections to make this process a positive and productive experience.

We look forward to helping you make your mark in the world.

Best wishes,

Vandiver Center for Career Development Team

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CAREER PLANNING AND EXPLORATION: ARE YOU CAREER READY?

As you navigate the connection between your experiences and learning, think about the key attributes that characterize a Queens graduate and the career competencies employers seek.



Honorable Engagement: A Queens graduate acts with integrity and compassion and has the courage to enact these values in a variety of situations and communities.



Agile Thinking: A Queens graduate can think creatively and respond with insight when faced with new situations, ideas, and information.



Civic Mindedness: A Queens graduate is civically minded and engaged, with the knowledge, skills, and civic identity necessary to engage effectively in local, state, and national contexts.



Professional Adeptness: A Queens graduate demonstrates a strong understanding of the skills, knowledge, and attitudes associated with a professional setting and possesses the initiative to positively contribute to that environment.



Global Mindedness: A Queens graduate is globally minded and engaged, with the intercultural competence, humility, and confidence necessary to skillfully navigate an increasingly connected and diverse world.



Communication: Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.



Career and Self-Development: Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships.



Critical Thinking: Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



Equity & Inclusion: Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



Leadership: Recognize and capitalize on personal and team strengths to achieve organizational goals.



Teamwork: Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.



Technology: Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

CAREER PLANNING AND EXPLORATION: CREATING AN EPORTFOLIO

An ePortfolio allows you to organize, document, and display your most significant learning experiences all in one digital space. The reflective learning process of creating and building a portfolio over time deepens your learning and yields a dynamic showcase that can be share with employers, admissions offices and more. Think of the ePortfolio as an extension of your resume that brings your thought process, ability to make connections to learning and actual work to life.

Queens students are encouraged to utilize [Portfolium](#), an ePortfolio system that allows students to archive examples of their academic work and co-curricular experiences. Work artifacts (examples of learning) such as papers, presentations, projects, media files, sketches, designs, essays, and photos can be uploaded to support your story. Portfolium functions like a cross between a social media platform and an archive so that students may make their identity, knowledge, and skills visible to any audience they choose. Consider adding your completed and updated Portfolium link to your resume (see page 37 for an example).

To find out how to create, personalize, and manage your Portfolium profile, visit this link: <https://www.queens.edu/academics/yes-and-initiative/portfolium.html>

The screenshot displays a Portfolium profile for Erin Tyler. The header includes a search bar, navigation icons for Home, Discover, Jobs, Tasks, Notifications, and Me, and a '+ NEW PROJECT' button. The profile banner features a background image of a campus with a lighthouse tower, a profile picture of Erin Tyler, her name, a verified status, and a bio: 'Queens University of Charlotte student proudly showcasing my work and projects'. Below the bio is a URL and a '+ CONNECT' button. The main content area is divided into three sections: 'PROFILE', 'PORTFOLIO', and 'CONNECTIONS'. The 'PROFILE' section is active and contains an 'Overview' sidebar with statistics (3 Projects, 17 Skills, 4 Connections) and a search bar for skills. The 'Introduction' section contains a text block about Erin's background and interests. The 'Education' section lists 'Queens University of Charlotte' with the degree 'Bachelor of Science in Nursing, Pre-Nursing' from 2019 to 2023.

CAREER PLANNING AND EXPLORATION: CAREER EXPLORATION ACTIVITY

The first step in career development is to understand yourself. Below is an activity to reflect and ask yourself some questions pertaining to what you'd like in a workplace and career. Upon completion of this activity, [schedule an appointment](#) with a Vandiver Career Coach to discuss what careers may be a fit for your interests, values, skills, and abilities.

My preferred kinds of people to work with:
e.g. children or elderly

- 1.
- 2.
- 3.
- 4.
- 5.

My preferred working conditions:
e.g. outside or in a laboratory

- 1.
- 2.
- 3.
- 4.
- 5.

What I'm good at (transferable skills):
e.g. solving problems

- 1.
- 2.
- 3.
- 4.
- 5.

My goal, purpose, or mission in life:
e.g. help underserved

- 1.
- 2.
- 3.
- 4.
- 5.

My fields of interest:
e.g. literature

- 1.
- 2.
- 3.
- 4.
- 5.

Level of responsibility I'd like:

My preferred salary range:

Other job benefits/perks I hope for:

My preferred places to live:
e.g. Raleigh, NC

- 1.
- 2.
- 3.

My preferred geographic factors:
e.g. must be near airport

- 1.
- 2.
- 3.

Ask yourself:

- What sticks out to you from above?
- What are themes or similarities that you see?
- What surprises you?

Inspired by What Color Is Your Parachute? Book by Richard Nelson Bolles and Katharine Brooks.

CAREER PLANNING AND EXPLORATION: ROYAL CAREER READINESS ACTION PLAN

Career development is a process and everyone's plan is different depending on your goals. The below guide will help you stay on the track to becoming career-ready.

<p>Explore Yourself Understand your interests, skills, personality, values, and strengths, and explore major/program and career fields of interest.</p>	<ul style="list-style-type: none"> • Complete the flower exercise on page 5 in the career guide • Schedule an appointment with a career coach to discuss interests, values, personality, and skills • Meet with your Academic Adviser to discuss majors/programs and minors at Queens • Review the curriculum and requirements for different majors/programs at Queens • Research potential majors and occupations using the Occupational Outlook Handbook and What Can I Do With This Major? • Take a variety of courses to determine what interests you and sparks enthusiasm • Get involved in clubs and organizations on campus • Speak with faculty members in departments that interest you • Traditional Undergraduates = Take INT 201 Career Connections during your sophomore year
<p>Gain Industry Knowledge Learn more about careers and fields of interest.</p>	<ul style="list-style-type: none"> • Conduct informational interviews with professionals in fields of interest • Explore academic research opportunities with faculty members on campus • Explore graduate school options by researching programs online and talking with the pre-professional advisors on campus • Search O*NET Online and Queens student outcome data for job outlooks and salaries

<p>Get Prepared Create professional materials and practice your skills.</p>	<ul style="list-style-type: none"> • Read the weekly Queens Career Flash newsletter email for the latest on events, jobs/ internships and resources • Create or update your Handshake profile • Create or update your LinkedIn profile • Create or update your Canvas Student Portfolio • Build a resume using the Career Development Guide and meet with a Vandiver Center Career Coach to review • Practice your interview skills by scheduling a mock interview
<p>Build Your Network & Take Action Start cultivating your network, gaining co-curricular experiences, partaking in internships and applying to post-graduate opportunities.</p>	<ul style="list-style-type: none"> • Volunteer at Queens and the greater community • Attend Schmoozapalooza (Queens’ annual professional networking event), and career events • Participate in the John Belk International Program experience • Use LinkedIn to build your network and showcase your professional knowledge/ experience • Participate in at least one internship and take the appropriate INT 400 internship class(es) • Join professional organizations related to your career goal or field of interest (i.e., American Institute of Graphic Arts) • Apply to service programs or graduate school • Apply for full-time positions

GETTING STARTED WITH HANDSHAKE

As Queens students and alumni, you have complete access to Handshake, a premier online career job board platform. Handshake provides easy access to job and internship postings, career events, career coaching appointments and resources. In fact, it's the preferred posting platform for major organizations and employers.

Create an Account

Creating a new Handshake account is quick and easy:

1. Go to <https://queens.joinhandshake.com/>
2. Click on "Queens University of Charlotte Handshake Login".
3. Use your Single Sign-on credentials.
4. Once you are logged in, you will see your personal dashboard. Fill in your personal profile with accurate demographic and academic information (see below for more tips).

Tip: Just like LinkedIn, the more information you provide the better the profile. Handshake personalizes searches and suggestions to fit your needs based on academic, professional, and personal experiences.

Complete Your Profile

Attract top organizations and employers by following these steps for a complete and attention grabbing profile:

1. Complete your "Education" section with major/program and start/end dates.
2. Complete your "Work Experience" with job title, employer, time period and location.
3. Add co-curricular or extracurricular activities to show you are a well-rounded and engaged individual.
4. Add multiple skills, course documents and project materials that highlight your best and most relevant work.
5. Add a profile picture.

QUEENS INTERNSHIP PROGRAM OVERVIEW

Program Overview

The Queens Internship Program prepares students with the knowledge, hands-on experience and confidence they need to become effective professionals ready for the global stage. The internship experience at Queens is designed to help students explore interests and make purposeful career choices, while gaining practical experience. Vandiver Center for Career Development supports students with a comprehensive career development curriculum, one-on-one career advising, resume, cover letter and interview assistance, events, Handshake job and internship board and more. All information can be found on [MyQueens](#).

Requirements and Eligibility

Queens Traditional Undergrad (TUG) students must complete internship courses (INT 401 and INT 402, OR INT 403, pass/fail online courses) to fulfill the internship graduation requirement. Music Therapy, Education Majors and Nursing Majors are exempt from this requirement. Transfer students with 36+ hours are also exempt from this requirement, except when required by major (Interior Architecture and Design, Exercise and Sports Science, Health Promotion, Health Sciences, Human Services Studies, Sport Management. Required credit hours differ by major). See your advisor for specific requirements.

Handshake Profile

The screenshot shows a Handshake profile for Tab Viana. The profile header includes a profile picture, the name "Tab Viana", and the university "Queens University of Charlotte" with the details "Junior" and "Graduates May 2023". The major is listed as "Biology" at the "College of Arts and Sciences".

The profile is divided into several sections:

- Education:** Lists "Queens University of Charlotte" as the primary education, with a Bachelor's degree in the College of Arts and Sciences, ending in May 2023. The major is Biology, and there is a minor in Computing/Data Analytics. The cumulative GPA is 3.73.
- Work Experience:** Includes two roles:
 - Public Relations and Social Media Manager** at HealthCare Justice NC, from April 2021 to present (5 months). Responsibilities include updating social media, promoting club events, and making T-shirts.
 - Ambassador** at Wing Haven Garden and Bird Sanctuary, from February 2019 to present (2 years, 7 months). Responsibilities include helping with events, participating in plant sales, greeting guests, and assisting with plant care.
- Personal Information:** Shows the email address "viana1@queens.edu", gender as "Female", and student-specified gender as "Woman". It also indicates the profile is locked by school and hidden from employers.
- Labels:** A search bar with the text "Type to search..." and a "Create Label" button.
- Actions:** A "Send a Message" button and a status indicating "Student has no Appointments".

YOUR BRAND: NETWORKING AND PROFESSIONAL DRESS

Studies indicate that 80% of jobs are found through a referral. That's because your network of connections can greatly increase your access to professional opportunities.

Ways to Create and Grow a Network

There are many ways to create and grow your network:

- Join organizations both on LinkedIn and in the community. Ones to consider include professional organizations, sports clubs, and volunteer organizations.
- Request informational interviews. Use an informational interview to gain insight into the organization and make a good impression as a potential future candidate (see page 20 for more on informational interviews).
- Attend events such as Schmoozapalooza (Queens' professional networking event), professional events and on-campus get togethers to meet new people and expand your network.
- Follow up with contacts via email or LinkedIn messaging to thank them for their time and emphasize your enthusiasm in meeting. Ideally, mention a few points that were discussed in the conversation.
- Keep in contact with your contacts every 3-4 months so they remember who you are. Share an interesting article you read, ask them to meet for coffee, and check in on a project they are working on. Avoid "out-of-the-blue" networking where you reach out to your contacts only when you need something.



Preparing for Networking Events

When preparing for a networking event, such as Schmoozapalooza, below are some tips:

- Research participating organizations and individuals that interest you. Reach out to alumni at the organizations you are most interested in for information and insight.
- Prepare a 30-second elevator pitch and practice it (see page 17 for more on elevator pitches).
- Prepare three questions you can ask each employer based on your research to spark dialogue. Avoid the question “What does your company do?” as you should know this beforehand from research.
- Update your resume. If attending in-person, print copies to bring with you.
- Strategize who you want to talk to first at the event.
- After talking to a person, try to get a business card or contact information. Write down notes on the conversation you had so that you may provide a meaningful follow-up later.

Professional Dress

Your professional brand speaks volumes about you. And, the way you dress affects the way you are perceived by others and “branded”. Through dress, you can demonstrate your values, skills, work ethic and capability as a professional. Dressing to impress can positively impact your professional reputation.

- **Do your research.** Understand the dress code and norms for the industry you are entering.
- **Details matter.** Make sure your attire is clean and wrinkle free.
- **Be comfortable.** Break in shoes beforehand. Remove tags and pocket seams.
- **Minimize distractions.** Minimize perfumes, avoid overly form fitting clothing, limit accessories.
- **Be authentic.** While we want you to understand industry norms around dress, at the end of the day, be true to who you are as an individual.



LINKEDIN: CREATING A PROFILE

LinkedIn is the world's largest virtual professional network. Developing and maintaining a strong LinkedIn presence can help showcase your accomplishments, connect you to opportunities and increase your network.

Think about LinkedIn like a snowball. The LinkedIn platform itself is the hill covered in snow. As you create a ball of snow (starting a LinkedIn profile) and roll it down the hill (add more details) the snowball (your LinkedIn profile) becomes larger and more impactful because of the amount of snow (content) that covers more ground (networking suggestions, job opportunities, etc.) on LinkedIn.

CREATE A COMPELLING LINKEDIN PROFILE

- 1 Profile Photo.** Your profile headshot should showcase who you are as a professional. Make sure the image is recent, high resolution and focuses on the bust (head and shoulders) or torso (head to waist) areas. Stay away from selfies and images with others.
- 2 Cover Photo.** Your cover photo can showcase your place of work, personality or image that speaks to your brand.
- 3 Headline.** Think about this like the heading of a newspaper - short, sweet, and to the point. Tell your reader who you are and/or what you are interested in obtaining in your future:
 - “Finance Student at Queens looking for summer 2022 internship”
 - “Queens University of Charlotte student making a difference in world politics”
 - “Baseball player and communication student at Queens University of Charlotte”
 - “Creative writing freelancer specializing in children’s books and short stories”
- 4 About Section.** This space can be used to share more about what drives you as a professional, what your skills are, and what you are seeking.
- 5 Experience Section.** Similar to a resume, include your previous and current experiences. This can include full-time and part-time jobs, internships on-campus roles and more. As with the resume, include information that showcases your transferable skills and most relevant experiences. You can add elements of your resume’s bullet points here to help flesh out each experience. Attach or link to projects you’ve worked on. Be sure to gain permission before sharing anything from a place of work.

Gabrielle Frens · 2nd
 Senior Music Therapy Student at Queens University of Charlotte
 Charlotte, North Carolina, United States · [Contact info](#)

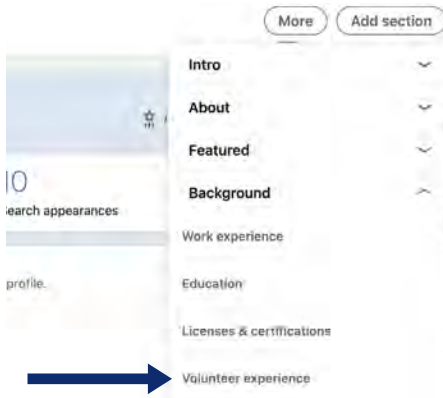
Queens University of Charlotte
 Queens University of Charlotte

70 connections

About

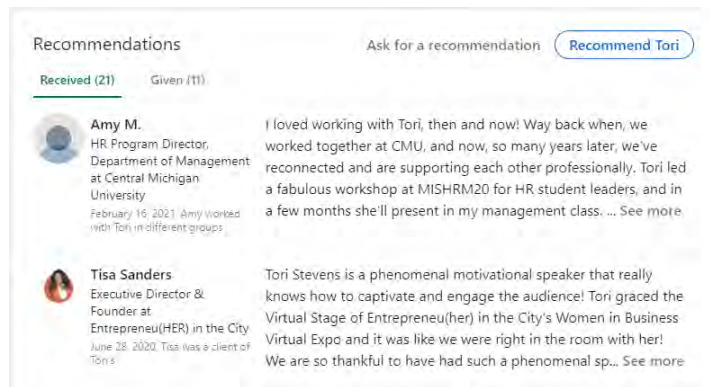
As a Music Therapy student, I have had the opportunity to work with multiple clients and groups, including young children, adolescents, adults with developmental disabilities, and elderly adults. I have played piano for over 12 years, guitar for 8 years, and ukulele for 6 years, and I am proficient with percussion instruments. Being a Music Therapist will allow me to serve others in my community through my love of music. I am also heavily involved in my campus community, which has allowed me to grow in public speaking, organizing events, and leading groups.

- 6 Education Section.** List the institutions where you have obtained degrees and certifications in reverse chronological order. Include study abroad under this section and detail the specifics of your experience.
- 7 Licenses & Certifications.** Include professional licenses and certifications required for the career or position you are seeking.
- 8 Volunteer Experience.** This section helps others understand who you are outside of the workplace. It can also shine a light on your leadership abilities. Be sure to include the organization's information, dates you were active and what you accomplished.



9 Skills. Add skills that are transferable and relevant to the career or position you seek. LinkedIn also has a skills quiz tool to help you identify what to showcase. You can include up to 50 skills.

10 Recommendations. Recommendations from those who know you well speak volumes about how you are seen by others in the workplace. These recommendations are like references and testimonials about you as a professional. To many, these can be just as important as other credentials. It's important to both offer recommendations to others and solicit some for your profile.



11 Accomplishments. Include awards and other notable accomplishments here.

12 Interests. Follow professional groups, organizations, companies, your alma mater and more so that others understand what you are interested in as a professional. These selections also help populate your newsfeed with relevant topics. This will help you stay on top of the latest information from professionals like you. If you are interested in working for an organization in the future, this is the perfect place to start gathering details.

LinkedIn: Building a Network

✓ **Connect with those you do know.**

Once you have created a profile, the real power of LinkedIn is creating a brand and building a network. Start by connecting with those people you already know.

- Classmates
- Teammates
- Professors
- Supervisors and colleagues

✓ **Connect with those you do not know, yet.**

Next, start to connect with those you do not know. You want to build these connections before you need them. Use the LinkedIn alumni tool to find Queens alumni and go to individual organization pages to find individuals in roles that you aspire to be in. This may seem strange initially, but remember the mission of LinkedIn is for people to connect to others who either have/are/want to do something similar or might have value to add to one another. Below is what the different connection levels mean. Always send a personalized connection message when you connect with someone. Sample messages are below.

- **1st:** You are directly connected.
- **2nd:** You are one connection removed from someone.
- **3rd:** You are two connections removed from someone.

✓ **Post content.**

- Videos, articles, quotes, pictures, etc. that you find interesting, or others will see the value in (and likely comment or engage with you).
- Make it a goal to post 1-2 times a week to increase your engagement.
- Tagging individuals or including hashtags will broaden your reach on others' personal pages.

✓ **Stay active.**

- Announce your accomplishments and major updates. Don't forget to thank and tag those who helped you along the way.
- Post content and comment on posts. These could be videos and articles you find interesting and would likely engage conversation.
- Join LinkedIn professional associations and solicit endorsements who can speak highly of you.
- Regularly offer support, new ideas or check-in with your connections. That way, you are a valued networker and not an "out-of-the-blue" one.
- Contribute to LinkedIn's knowledge base and increase your visibility by writing insightful comments, or posting something newsworthy. You can also post videos and quotes to increase engagement to your profile.

Sample Networking Requests

Example of an Email Message Request

Subject: Informational Interview Request – Queens Finance Student

Dear Ms. Hundahl:

I hope this note finds you well. It's always great to connect with a fellow Royal. Our mutual contact, Dr. Clifton Carr, professor of finance at Queens, suggested I contact you to learn more about your career path from Queens to finance at Huffton Mills. From what I understand, you navigated the career search successfully. As a fellow Royal, I would like to see if you would connect for an informational interview so that I may learn more.

As a finance student, I am exploring which career path to pursue. Securities, trading, and investment banking careers all sound interesting to me. My goal is to begin interviewing early next semester with a clear sense of direction and I believe your advice may help me understand short and long-term career implications of each path.

Thank you for considering my request.

Sincerely,

*John Wall
Queens University of Charlotte, Class of 2026*

Example of a LinkedIn Message Request

Dear Mr. Jones:

I am a current Queens student. Go Royals! Your career path and education background are of interest to me. As a third-year psychology student, I am considering various career paths. One path I am considering is organizational communication. As a professional in this field, I am writing to ask if you would have time to connect for an informational interview via phone or Zoom so I could learn more. Thank you for considering my request.

Ben Smith

ELEVATOR PITCHES

Think about the elevator pitch as a short movie preview that features the best of you and helps the audience understand what your value is. An elevator pitch will help you communicate your brand in a succinct and effective manner before losing someone's attention (typically 30 seconds to a minute). The key is to be short, detailed, and to the point. This is your opportunity to showcase who you are and make a potentially helpful connection.

While it can be hard to talk about your own accomplishments, it is important to share your value in making a connection. After all, if you don't pitch yourself to others, who will? You cannot wait for someone else to tell you that you are worthy of sharing your own experiences. If you do this, you'll always be waiting. Recognize that an elevator pitch is a snapshot of where you currently are (self-awareness) and thoughts pertaining to where you want to go (vision).

1

Aim to start a conversation

- State who you are, what you have to offer and what you're interested in.
- Speak to news, interests, and topics related to the organization or industry.
- Be concise and don't cram your entire resume into an introduction. Your pitch should provide enough information to garner interest and lead into a conversation.
- Avoid rattling off showy buzzwords and corporate jargon which may sound inauthentic.

2

Continuing the conversation

- Go with the flow and allow your new acquaintance to take the lead on topics.
- Ask your new acquaintance good follow up questions that show your genuine interest.
- Practice active listening when the other person is talking.

3

Follow up

- Be sure to exchange business cards so you may follow up.
- Follow up with an email no more than 1-2 days following your initial meeting. Be sure to recall a particular topic of discussion or interest in the note. This will help the individual remember who you are and show genuine interest.

Elevator Pitch Examples

Telling potential employers about yourself with a few years of experience:

- My name is Juan Soon and I am currently attending Queens University of Charlotte, majoring in marketing with a leadership minor. I have seen the power marketing has when selling products. As a junior, I have worked as a summer intern at XYZ company. I have been a key contributor to their summer sales which resulted in a 25% revenue increase. I thrive on being creative and client focused to drive revenue growth. I would be a strong match for the ABC internship position at your company. As I have studied your company website, I am drawn to your culture of constant innovation.
- My name is Anna Weis and a recent graduate of Queens University of Charlotte with a bachelor's degree in biology. While at Queens, I completed a research internship at ABC Healthcare, led two student organizations (X & Y) and completed a capstone paper on XYZ topic. Much of my success can be attributed to my time management skills and proactive nature. DEF company's mission statement of serving others resonates with me and I believe my research experiences can be an asset to your lab assistant position.
- Hello, my name is John Evans and I am sophomore at Queens University of Charlotte majoring in communications. I am interested in internship positions within the information technology department. I want to expand my knowledge in this area and build upon my academic background, specifically in the field of mobile applications. I have experience in information sharing and online collaborations with student organizations and know I can help XYZ company grow the mobile application area as a development intern.

Individual with many years of experience:

- Hello, my name is Leo Smith. I am a business development manager, innovator and strong communicator. In finance, I've used these skills to lead cross-departmental teams to strong profits. I'm looking for an opportunity to share these abilities with an organization like XYZ. I believe my abilities are well-suited to advancing the goals of XYZ and can be part of the organization's 2030 strategic plan to leverage donor funds for operational needs. I recently obtained my Master's degree in Health Administration and these skills help round out my ability to understand the nuances of finance in this space.
- My name is Luanna Woo. I'm an award-winning human resources professional who has built talented teams across many sectors and workforce landscapes. In addition to working for organizations like ABC, and XYZ, I am a proud veteran. These collective experiences have made me the agile and compassionate professional I am today. I am invigorated by your CEO's latest announcement about building out the new headquarters focused on supporting underserved communities, and I am interested to know more about how someone with my background can help.

Elevator Pitch Design

After you craft your pitch, remember that practice makes perfect! Your elevator pitch should not sound like you are reading a script. Practice until it is seamless and conversational. Use the below as a guide to developing your pitch.

Hello, my name is _____ . I am _____
(name) (a Queens graduate, a Queens student)

majoring in _____ and interested in _____
(major) (interests)

Recently, I have been _____
(working, interning, volunteering, etc.)

in/at _____ to gain experience in _____
(area of interest) (area of interests)

My strong interests lie in _____
(desired position and industry)

I'm looking for a/an _____ and am particularly interested in
(internship, job etc.)

_____. I find your company's
(company, profession, industry, etc.)

_____ very
(research findings, business strategies, new marketing plan, community involvement, etc)

exciting. Can you please tell me more about how _____
(aforementioned topic.)

will affect the work you're doing?

INFORMATIONAL INTERVIEWING

The informational interview is an opportunity for you to gain insight into an industry, company, or role you're interested in. It also helps you further develop a connection to the individual you meet.

Informational interviews are about 30 minutes in length and this time should be used wisely. Come to the interview having researched the individual's background, the organization and industry. This will help you craft questions for the individual that will bring you the most insight. It's not enough to ask someone to simply "tell me about your career" or ask "what advice do you have for me?". It may be helpful to send the individual questions ahead of time.

Begin With the End in Mind

Think about what your goal is for the informational interview. This will help you prepare for the interview. Do you want the individual to:

- Be your professional mentor?
- Advocate for you if a position becomes available?
- Share insight into how to navigate a career path?
- Provide a professional reference?

Prepare and Practice

- Do your homework on the organization. Check out the website's "About Us" section and read about recent news.
- Prepare your elevator pitch as it relates to this specific meeting (see page 17 for more on elevator pitches).
- Study up on industry lingo, review the organization's job descriptions and know who competitors are.
- Review the individual's LinkedIn profile and be prepared to ask specific questions (see next page for more on questions).
- Practice active listening and take notes if appropriate.
- Be open to thoughts, feedback, and perspective.



Think Like a Journalist

Approach the conversation (informational interview) like a journalist would. You are looking to gather more knowledge, information, and thoughts from someone who has more experience than you within a field, role, or organization. Here are some questions to consider asking:

- Per your LinkedIn profile, I see you've obtained a degree in X major. What drove you to pursue that course of study and how has it impacted your work today?
- What are 1-2 things I can do within my academic experience now that will serve me in my future?
- What are some "must do" action items one should do to break into this field?
- What is your day-to-day role like?
- How have you seen the industry that you are in change or grow over the years?
- What do you think is the future of ABC when considering X trend in the industry?
- How do you keep up with new developments within your space?
- What qualities do you look for in a new hire?
- Have you been mentored throughout your career? If so, how was the mentorship helpful? How might I go about seeking a mentor?

Follow Up

This individual took time out of a busy schedule to meet you. Be sure to follow up with an email thank you note (see page 65 for more on thank you notes).

INTERNSHIP AND JOB SEARCH: GETTING STARTED

Whether you are searching for your first internship, job or making a career change as a seasoned professional, it's important to remember that a search requires research, networking and preparation.

Make a Plan and Get Organized

- Think about the types of organizations and positions that best align with your experiences, values, areas of interest and goals.
- Stay up-to-date on industries, organizations and occupations by speaking with a career coach, researching online, reading trade literature and following professional organizations.
- Update your resume, LinkedIn profile, reference list, cover letter documents and ePortfolio.
- Conduct a social media audit and adjust privacy settings as needed.
- Make sure your voicemail greeting is professional.
- Set up a Google Alert and other saved search features on job websites. These time saving tips will delivery insight directly to your inbox.
- Create a job search Excel or Google Sheets file. This will allow you to keep all information in one place. Include the position you applied to title, company name, link to the application, date of application, status (“awaiting response”, “phone interview scheduled for X date” and action items (“send thank you note”, “fill out hiring paperwork”).

Leverage Your Network and Apply

- Let everyone you know you are searching – peers, faculty members, neighbors, family members, friends, etc.
- Go to LinkedIn. Who are you connected with that can provide an introduction? Who is an alum in a field of interest that you can do an informational interview with?
- Look up networking events in your area and check the “Book of Lists” (published by many large cities) for key industry contact information.
- Update your Queens Handshake profile and search for positions.
- Check organizations’ individual websites for career postings and apply directly.

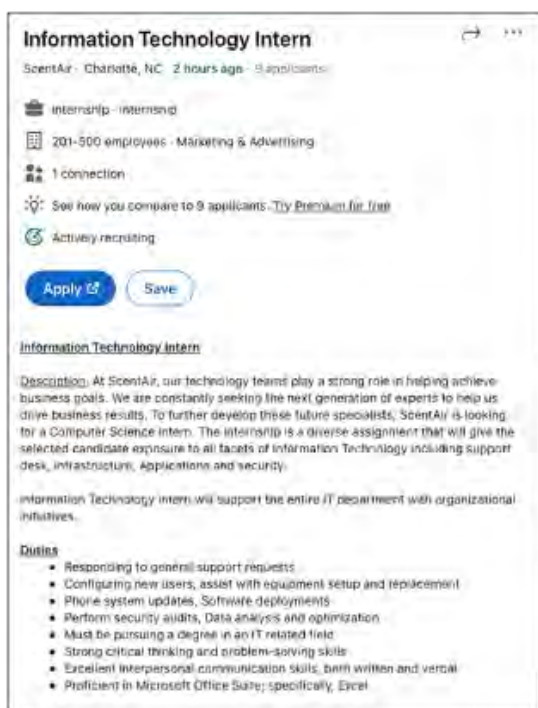
International Students Job Searching in the United States

Below are resources that provide information on organizations that support H1B visas. To learn more about your work authorization options, such as curricular practical training (CPT) and optional practical training (OPT), inquire with the [Center for International Education](#).

- H1B Employer Information: <https://www.myvisajobs.com/>
- Database of H1B Employers: <https://www.uscis.gov/tools/reports-and-studies/h-1b-employer-data-hub>
- Job Searching: <http://www.goinglobal.com/>

INTERNSHIP AND JOB SEARCH: KEYWORDS

Think of job descriptions as Cliff Notes, the ultimate abbreviated guide to what an employer is looking for in a candidate. Through a job description, the employer is very clearly detailing their ideal candidate. Since the goal of your resume and/or LinkedIn is to showcase what you have to offer, leverage the words and phrases within the job description through your bullet point sentences associated with experiences, part-time jobs, internships, clubs, organizations, and volunteer sections.



Follow this company to keep up with future jobs/what's happening within their space.

Leverage the connection you have in common currently and recognize there are up to 500 individuals you could additionally reach out to.

If your LinkedIn profile is up-to-date, you can submit your LinkedIn profile instead of a resume to a company.

Use select language from the job description to share some commonality in your communications and theirs like...
Helping achieve business goals
Drive business results
Diverse assignments
Exposure to facets

You can also use words from the duties section in your resume and cover letter like...
Respond
Configure
Perform
Critical thinking & problem solving
interpersonal communication skills

Keywords can also be helpful when exploring what jobs and industries interest you. Try this:

- Select 7-10 job descriptions that are intriguing to you. Don't worry about where the position is located, if the title is "too senior" or "out of reach" for the time being. Do phrases and words within the job description resonate with you?
- Highlight the words and phrases with the following coding:



Green = "I love this type of work", "This is my mission", "I am good at this", "I can do this forever"



Yellow = "What the does this mean?", "I need more information to decide"

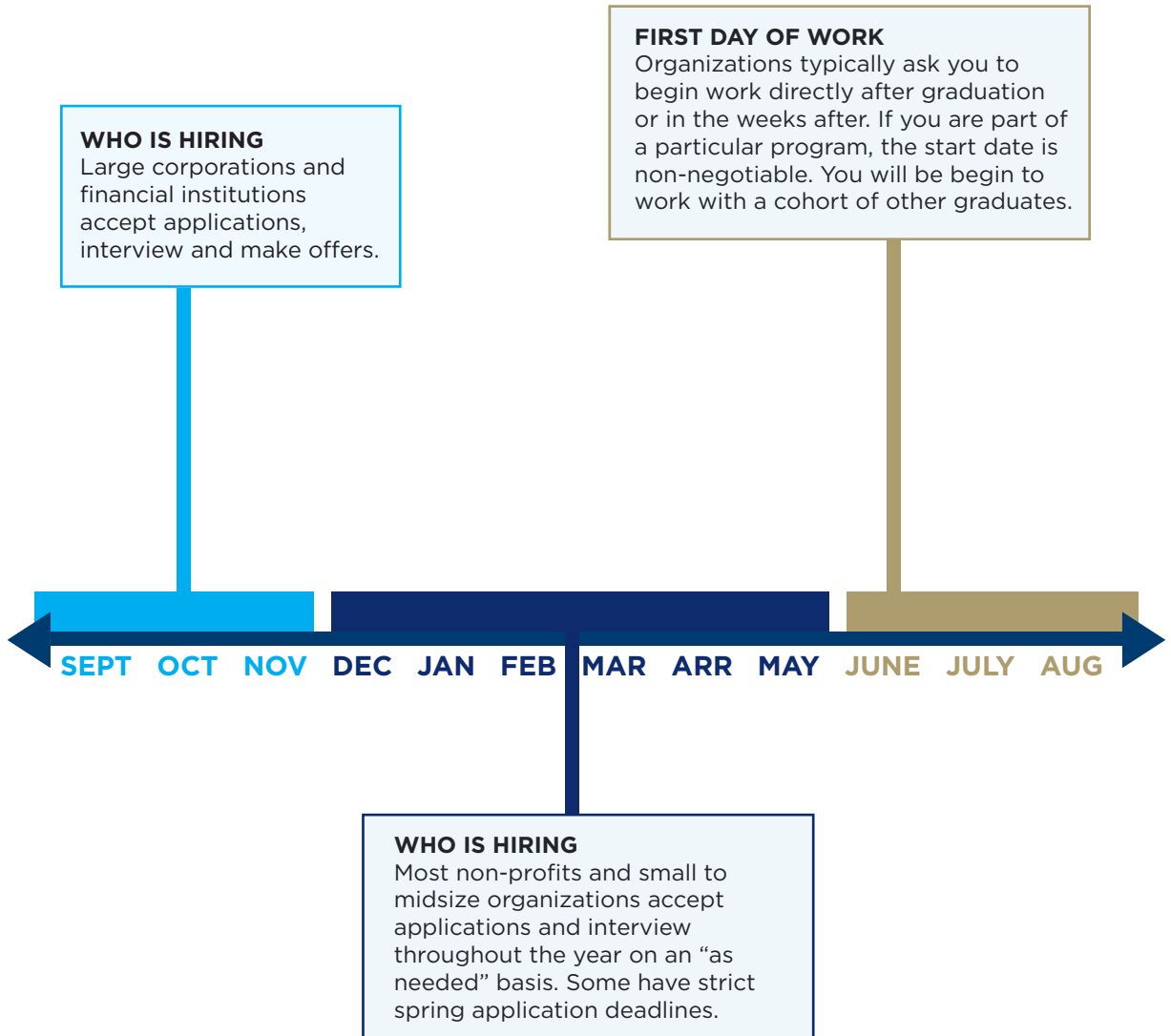


Red = "I'm not interested in this work", "I would be drained by this after work"

Step back and process. What are themes that you can see within your green and red highlights? What further exploration do you need on yellow highlights?

HIRING TIMELINE FOR GRADUATING STUDENTS

Each organization has unique hiring timeliness based on industry. The below graphic showcases hiring timeliness to consider for a May graduate.



RESUMES: FORMAT

A resume is a unique document that highlights your experience, education, accomplishments, skills and more. Use this checklist as a guide to craft your resume based on industry standards and norms. Following this checklist, you will find a variety of resume samples with various levels of experience, career goals and more.

Contact Information / Header

- Use the same header on all application documents (resume, cover letter and references documents).
- Include your legal first and last name in a larger font size (14-16).
- Add your main phone number and professional email address (no nicknames and preferably your name).
- Include your city and state. Your mailing address is optional unless required by the employer.
- Include the URL to your updated and active LinkedIn profile.
- If applicable to your field, include a link to your work and/or Queens [Canvas Student Portfolio](#) account.

Formatting and Overall Appearance

- Traditional undergraduates and recent graduates should keep resumes to one-page. Academic CVs and those with more experience may have a longer resume.
- Avoid using templates to avoid a “cookie cutter” appearance and formatting issues.
- Use 10-12 point font size for all text below the header in a sans-serif fonts like Arial and Calibri or a legible serif font like Garamond.
- Use black type only. Designers may use limited color (1-2 colors in addition to black).
- Differentiate sections with headings: Education, Experience, Skills, Projects, Leadership, Certifications, Awards, etc.
- Organize headings in order of importance to show your most relevant information.
- Check that margins are between .5”- 1” to allow enough white space around text for visual appeal and legibility. Use adequate white space between sections to keep your resume from appearing crowded.
- Be consistent with spacing, alignment, and punctuation. Whatever style you use, stick with it throughout.
- Emphasize headers and titles/organizations with bold, italics, underlining, and/or capitalization.
- Save your resume as a PDF to preserve formatting upon submission.
- Use your name in the file name when emailing your resume as an attachment. E.g., KateSmithResume.

Education

- ❑ Include the formal name of the institution (“Queens University of Charlotte”), city and state, full degree name “Bachelor of Science”, etc.), majors/minors/programs, and graduation month/year. Include study abroad experiences and previous degrees.
- ❑ Do not include high school information. First year resumes may include select high school information (see page 34 for a first year student resume example).
- ❑ Include courses that focus on your knowledge and skills. Other relevant work may include projects, research, and capstone or dissertation titles.
- ❑ GPA is optional. GPAs of 3.0 and higher are often included for current students.
- ❑ Include academic awards, honors, and scholarships if appropriate (sometimes this is a separate section).

Experience

- ❑ Experiences can include employment, volunteer work, activities, leadership roles, research projects, affiliations, trainings, conference participation, and memberships.
- ❑ List employer name/organization and your title. List the city and state of employment.
- ❑ Duration of employment can be listed with the starting month year and ending month year (e.g., “May 2021-June 2022”). If your work is ongoing, add “present” or “current” instead of an end date. Be consistent in how you list months and years. Either spell out the months or abbreviate throughout.
- ❑ Utilize the right margin for contextual information like locations and dates to increase readability. This helps the reader scan quickly down the left margin for the most relevant information like place of employment and job title.
- ❑ List experiences in reverse chronological order (starting with most recent) based on the end date.
- ❑ Create strong bullet points by describing your experience using action verbs and accomplishments (see page 28 for more on writing bullets). Order your bullets in order of relevance and importance to the specific job you’re applying for.
- ❑ Ensure descriptions of current roles use present tense verbs (“create”, “manage”, etc.) and previous roles use past tense verbs (“created”, “managed”, etc.).
- ❑ Where possible, measure your achievements with numbers, percentages, and results. Metrics help to quantify your accomplishments.

Skills

- ❑ Highlight skills in which you are proficient and group them together.
 - Technical (hard) skills: Software proficiency, computer programming languages, laboratory, web design, interior design, etc.
 - Language (hard) skills: Fluent in Spanish, Conversant in Mandarin, etc.
 - Industry specific skills: Vendor negotiation, mood board creation, editing skills, profit and loss planning, etc.

Notes: Transferable (soft) skills should be expanded upon in the bullet points of your experience. They can also be listed in the skills section for further emphasis.

Tailor your resume by including the transferable skills listed in the job description for the position you're applying for (see page 30 for more on tailoring your resume).

Content, Punctuation and Grammar

- ❑ Use spell check! Ensure syntax and grammar are correct.
- ❑ Write in a clear and concise manner. A resume should never be wordy.
- ❑ Use keywords tailored to the specific job description (see page 30 for more on tailoring your resume to a job description).
- ❑ Don't write in the first person (e.g. "I", "my").

Double Check for Common Mistakes

- ❑ Do not use text boxes, shading, photos, graphs, headers, and footers.
- ❑ Do not include phrases like "References Available Upon Request". Also, do not include your references' contact information. Create a separate reference document (see page 60 for more on reference documents).
- ❑ Avoid using passive phrases like "Worked with" or "Responsible for." Also, avoid starting your bullets with the same phrases. Using "Assisted with" for many bullets is redundant and not powerful.

Optional Addition: Adding a Summary

Candidates with significant experience in a field may choose to start a resume with a brief overview of professional skills. This section is less common for new college graduates. A professional summary may also be helpful for those seeking a career change.

RESUMES: WRITING BULLETS

Convey your experiences with short and to-the-point descriptors (bulleted statements). Each bullet should focus on transferable skills and accomplishments versus the task.

- **Beginning:** Start each bullet point with a power verb. These words focus **on what you did** (see page 32-33 for more on power verbs).
- **Middle:** With nouns, you'll state **the who and/or what**. Be specific. What type of data, students, stakeholders, projects, documents, social media platforms, etc. were involved in the work you did.
- **End:** Focus on **result**. When you performed the work, what was the transferable skill gained or used? How did your work impact the organization or generate the desired result?

Here are some examples:

- Increased brand awareness amongst United Service Organization students through a social media campaign which contributed to 20% user growth
- Collaborated with a team of 15 volunteers to develop low income housing for the Myrtle Beach community resulting in a 5% decrease in housing needs
- Supported coaches with teaching basketball fundamentals to high school students resulting in increased wins over the season
- Transcribed therapist interviews and translated recruitment materials from English to Spanish to increase outreach efforts

Review your resume's bullet points with these steps to check for power verbs, nouns and results.

1. Place a circle around the "beginning" or power verbs.
2. Place a square around the "middle" or specific noun section.
3. Underline the "end" result.

Example:

Develop connect points with key stake holders to create tactics associated with brand awareness, candidate diversity pipeline, and retention to enable growth and increase retention of leader talent pool.

Beyond projects and daily work, bullets can also include important information about your soft skills and other accomplishments. If you have the following experience or accomplishments, they can be added to your bullets.

- Supervision of others
- Team and/or project management
- Speaking engagements
- Problem identification and solution implementation
- Leadership roles
- Conflict management
- Promotions
- Awards, scholarships
- Media appearances and citations
- Published work or exhibited art
- Research project
- Certifications

Media Appearance

ТРИАТЛОН ДРЖАВНО ПРВЕНСТВО НА ОЛИМПИЈСКИ Титуле Томину и Ђу

Милан Томин из новогорског клуба Триатлониста и Иза Ђуковић, чланица Спортклуба из Београда освојили су титуле на Првенству Србије на олимпијској дистанци на Сребрном језеру.

Другу годину заредом, у Великом Градниту одржава се трка на стази од 1,5 км пливања, 40 км војаче бицикла и 10 км трчања у организацији клуба Триатлониста. Томин је био апсолутно без конкуренције и на циљу је стигао после једног сата, 55 минута и 20 секунди. На победничком постољу придружио му се Петар Ђивочковић (Гашин Панчево) резултатом 2:11:07, док је Боран Ђурић (Триатлониста) заузео треће место.



Speaking Engagement



Research Projects



Teamwork



RESUMES: TAILORING FOR SPECIFIC POSITIONS

Employers prefer resumes that are easy to read, and specifically, tailored to the position they're hiring for. Put yourself in an employer's shoes. The job description tells you exactly what to include in your resume. By utilizing these details, and tailoring your resume bullets, skills and accomplishments to mirror it, you are giving them exactly what they want to see in a candidate. While it may be hard to leave some hard earned items off your resume that are not transferable or relevant, an intentionally curated resume will make a bigger impact. This same concept can be applied to writing a convincing cover letter.

After you have written a concise and results oriented resume following a format that works well for your industry and needs, ask yourself the following questions to perform a resume/job description audit:

- Are there elements of my resume that are not relevant to the position I'm applying for? If so, can I rework these parts to be more transferable in nature to this position?
- Do I have the experience, skills and qualifications listed in the job description? If so, are those elements clearly stated on my resume?

Here is an example of a job description and how it may translate into the resume's experience and skills section:

Job description for: Copy Editor, Dr. Doolittle Children's Magazine
Dr. Doolittle Children's Magazine seeks an experienced copy editor to support international and seasonal editions of this high circulation publication.

Duties and responsibilities:

- Proofread text and correct spelling, grammar, and punctuation errors
- Verify factual correctness of information, such as dates and statistics
- Check text for style, readability, and adherence to brand policies
- Rewrite text to improve clarity, readability and audience
- Report on output quality and improvement opportunities
- Supervise the work of an intern and train new employees
- Proficient Microsoft Office and Grammarly software
- Spanish fluency

Here is a sample excerpt of a resume tailored for the above experience. The matching colors show how the resume was written with intentional mapping back to the job description in mind.

EXPERIENCE

Charlotte Observer, Charlotte, NC
Media Intern

August 2021-Present

- Reviewed all outgoing Instagram and LinkedIn posts with the audience and brand guidelines in mind
- Proofread blog entries for grammatical errors and clarity
- Prepared quarterly reports on process improvements in order to maximize quality of posts and views
- Managed a database of freelance writers and created a training manual for onboarding

Raptor Mania, Gastonia, NC May-August 2019
Lead Intern

- Provided interns with professional development experiences through active mentoring, weekly projects and team building activities.
- Utilized Microsoft Office to develop a streamlined data base of new hires
- Fact checked civilian write ups on bird sightings using scientific databases.

SKILLS

- Exceptional proof reading and editing
- Proficient Instagram, Facebook, Twitter, Snap Chat, LinkedIn, WordPress
- Proficient Microsoft Office, Grammarly
- Fluent Spanish

RESUMES: ACTION VERBS AND POWER WORDS

Power verbs can be inserted at the beginning of each bullet point sentence. Power verbs enable you to showcase transferable and discipline specific skills. Diversify your words to express the skills and experiences you have to offer.

Management/ Leadership

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired
Hosted
Improved
Implemented
Increased
Initiated
Led
Managed
Merged
Motivated
Organized

Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Replaced
Restored
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated
Transformed

Communication

Addressed
Advertised
Arbitrated
Arranged
Articulated
Authored
Collaborated
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Debated
Defined
Described
Discussed

Drafted
Edited
Elicited
Enlisted
Explained
Expressed
Formulated
Furnished
Incorporated
Influenced
Interacted
Interpreted
Interviewed
Involved
Joined
Judged
Lectured
Listened
Marketed
Mediated
Moderated
Negotiated
Observed
Outlined
Participated
Persuaded
Presented
Proposed
Publicized
Reconciled
Recruited
Referred
Reinforced
Reported
Resolved
Responded
Solicited
Spoke
Suggested
Summarized

Synthesized
Translated
Wrote

Research

Clarified
Collected
Compared
Conducted
Detected
Determined
Diagnosed
Evaluated
Examined
Experimented
Explored
Extracted
Gathered
Identified
Inspected
Interpreted
Invented
Investigated
Located
Measured
Researched
Reviewed
Searched
Solved
Summarized
Surveyed
Systematized

Technical

Adapted
Applied
Assembled
Built
Calculated
Computed

Conserved
Constructed
Designed
Determined
Engineered
Maintained
Operated
Printed
Programmed
Regulated
Remodeled
Solved
Specialized
Standardized
Studied
Upgraded
Utilized

Teaching

Advised
Coached
Critiqued
Enabled
Encouraged
Explained
Facilitated
Focused
Guided
Individualized
Informed
Instilled
Instructed
Motivated
Persuaded
Simulated
Stimulated
Taught
Tested
Trained
Transmitted
Tutored

Financial/ Data

Adjusted
Allocated

Appraised
Assessed
Audited
Balanced
Budgeted
Corrected
Estimated
Prepared
Projected
Reduced
Retrieved
Creative
Acted
Began
Combined
Composed
Conceptualized
Condensed
Created
Customized
Displayed
Drew
Entertained
Fashioned
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Performed
Photographed
Revised
Revitalized
Shaped

Helping

Advocated
Aided
Answered
Assisted
Contributed
Cooperated
Counseled

Demonstrated
Educated
Ensured
Expedited
Familiarized
Furthered
Helped
Insured
Intervened
Prevented
Provided
Rehabilitated
Represented
Simplified
Supplied
Supported
Volunteered

Organization/ Detail

Catalogued
Categorized
Chartered
Classified
Coded
Compiled
Corrected
Distributed
Inspected
Logged
Maintained
Monitored
Obtained
Operated
Ordered
Processed
Purchased
Recorded
Registered
Reserved
Responded
Routed
Screened
Served
Submitted
Supplied

Updated
Validated
Verified

Personal Qualities

Accurate
Analytical
Autonomous
Confident
Consistent
Decisive
Deliberate
Dependable
Efficient
Energetic
Enterprising
Enthusiastic
Flexible
Improvement
Independent
Initiative
Innovative
Listen
Organized
Passionate
Patient
Persuasive
Precise
Reliable
Structured
Supportive
Systematic

Note: These words are listed in the PAST TENSE. Use past tense verbs for experiences you've completed. Use present tense verbs for current and ongoing experiences.

FIRST YEAR STUDENT RESUME

Rex Royal

Charlotte, NC

704-574-9021, royalrex@queens.edu

EDUCATION

Queens University of Charlotte
Bachelor of Arts in Sociology

Charlotte, NC
Expected May 2025

East Mecklenburg High School

3.9 Grade Point Average

- AP Scholar with Distinction
- National Honor Society

EXPERIENCE

Aldi
Sales Associate

Gastonia, NC
May 2020 - August 2020

- Handled sales transactions in a high-volume, fast-paced grocery store
- Resolved shopper complaints, and processed merchandise returns and exchanges efficiently
- Supervised the unloading of stock and reshelving of frozen food section to ensure efficient replenishment
- Followed COVID-19 protocols in adherence of state regulations to create a safe shopping environment

DePaul Family Business

Volunteer

Gastonia, NC
July 2019 - September 2019

- Answered phones and handled projects, including the development of a new filing system
- Performed data entry using Microsoft Excel to maintained accurate records

Elizabeth Lane Elementary School

Literacy Tutor

Charlotte, NC

- Taught weekly reading lessons to first and second graders and assessed progress against regional standards
- Marketed program to recruit tutors by speaking at local middle and high school assemblies

ACTIVITIES

Queens University of Charlotte, Circle K
Boy Scouts of America, Eagle Scout Award
East Mecklenburg High School Varsity Soccer

August 2021 - Present
May 2020
September 2017 - May 2019

SKILLS

Proficient in Microsoft Word, Excel and PowerPoint; Google Suite; Zoom
CPR Certification

***Note:** High school information and activities are acceptable for first year students only. After the first year, your resume should not include high school or related information.

NURSING RESUME

LUCIE LEE, RN

1900 Selwyn Ave., Charlotte, NC | (704) 123-4567 | lucie.lee@gmail.com

OBJECTIVE

Recent nursing graduate seeking entry level RN opportunity

SKILLS

Patient assessment, medication administration, checking and monitoring vital signs, Fluent in Spanish

EDUCATION

Queens University of Charlotte, Charlotte, NC
Bachelor of Science in Nursing, Current GPA 3.8/4.0
Study Abroad: Cusco, Peru

May 2021

East Lincoln High School, Denver, NC
Health Sciences

May 2021

LICENSURES & CERTIFICATIONS

Registered Nurse: North Carolina Board of Nursing, #123456
Certified Nursing Assistant 1 (CNA): North Carolina Board of Nursing, #123456
Basic Life Support certification, American Heart Association

STUDENT CLINICAL EXPERIENCE

ATRIUM HEALTH, Charlotte, NC
Orthopedic Surgery
Medical Surgical Unit

January – May 2021, September 2021 – Present
September 2021 – Present
January – May 2021

NOVANT HEALTH, Charlotte, NC
Intensive Care Unit (ICU)

August – December 2020

GASTON HOSPICE, Gastonia, NC

January – May 2020

PRIOR WORK EXPERIENCE

CaroMont Health, Gastonia, NC
Nurse Aide Externship

May – August 2020

- Assisted patients with bathing and meals
- Collaborated with treatment team to help manage patient conditions with regular testing, vitals, and assessments

ORGANIZATIONS & VOLUNTEER WORK

Executive Member, Association of Nursing Students
Sigma Theta Tau International Honor Society of Nursing
American Red Cross Blood Drive Assistant Volunteer

January 2020 – Present
January 2020 – Present
August 2015 – Present

Footnotes:

- For the prior work experience section, focus on transferable skills that relate to the nursing field such as time management, organization, customer service, and communication.
- Only list active licenses. For each license, add ID number if possible for quick verification.
- If you are an ABSN student, add degree from previous institutions.
- Do not list credential after name unless you have completed NCLEX and received license.
- Only include high school education if it is directly related to the health sciences field.

TEACHING RESUME

Louis Bowen

1900 Selwyn Ave., Charlotte, NC | (704) 123-4567 | louis.bowen@gmail.com
www.portfolium.com/LouisBowen/portfolio

EDUCATION

Queens University of Charlotte, Charlotte, NC
Bachelor of Arts in Elementary Education
Study Abroad: Paris, France

May 2025

CERTIFICATION

North Carolina Standard Professional 1 Educator's License

May 2025

TEACHING EXPERIENCES

Sharon Woods Elementary School, Charlotte, NC
Practicum Student

Spring 2025

- Designed science units and lessons aligned with, or exceeding, Common Core State Standards for gifted 2nd grade students.
- Utilized ongoing informal and formal assessments to measure effectiveness of teaching reading, writing, and word work initiatives.

Elizabeth Lane Elementary School, Matthews, NC
Clinical Student

Fall 2024

- Differentiated instruction for students with exceptionalities and English language learners.
- Implemented classroom management techniques to maximize order and organization.

Idlewild Elementary School, Charlotte, NC
Clinical Student

Spring 2021

- Integrated technology in the classroom and in the creation of lesson plans.
- Communicated effectively with parents by providing progress reports and documentation.

LEADERSHIP EXPERIENCE

Queens University of Charlotte, Charlotte, NC
Admissions Ambassador

October 2024-Present

- Provide guided tours to prospective students and parents.
- Create social media campaign to attract prospective students to attend the university.
- Organize admissions collateral for campus visitors.

Peer Tutor

January-May 2023

Center for Student Success, Queens University of Charlotte

- Host One-on-one or small group peer support for students in all stages of course development.
- Participated in ongoing diversity, equity, and inclusion trainings.

Skills

- Microsoft Office
- Google Suite
- Canvas
- PowerSchool
- SMART Board

MUSIC THERAPY RESUME

Penny Lane

Charlotte, NC
penny.lane1@gmail.com | 704.555.5555
www.portfolium.com/PennyLane/portfolio

EDUCATION

Queens University of Charlotte, Charlotte, NC
Bachelor of Music, Music Therapy GPA: 3.56

Candidate May 2022

CLINICAL EXPERIENCES

Queens University of Charlotte, Music Therapy Clinic, Charlotte, NC

January 2020 - Present

- Auditory Processing Disorder / ADHD
- Solo lead group of 15 young adults
- Supervisor: Elizabeth Lewis, MT-BC

Cyzner Institute, Charlotte, NC

August 2019 - December 2019

- Early Childhood Intervention
- Co-led group of 12 children
- Supervisor: Nick Jasperse, MT-BC

The Ivey, Charlotte, NC

January 2019 - May 2019

- Dementia
- Solo led group of 20 adults
- Supervisor: Adam Chu, MT-BC

ADDITIONAL EXPERIENCE

St. Gabriel Catholic Church, Charlotte, NC

June 2018 - August 2018

Camp Counselor

- Created and led art and music activities including instrument playing and singalongs for 30 students ages 4-10
- Supervised and managed behavior of 15 children on weekly field trips to different locations
- Updated camp class information on website for the following year

LEADERSHIP EXPERIENCE

Queens Build4Cause, Vice President

January 2019 - Present

Queens Music Therapy Club, Treasurer

September 2018 - Present

PROFESSIONAL MEMBERSHIP

American Music Therapy Association

January 2018 - Present

- Member of the Academic Approval Committee, Student Representative

SKILLS

- Conversational in Spanish
- CPR Certified
- Microsoft Word, Excel, PowerPoint

DESIGN STUDENT RESUME



Malik Powell

Charlotte, NC
Malik.powell@powell.com
704-333-1234
www.malikdesigns.com

EDUCATION

QUEENS UNIVERSITY OF CHARLOTTE, Charlotte NC May 2023
Bachelor of Arts, Graphic Design
- Coursework: Digital Typography, Interactive and Web Design, Digital Illustration

EXPERIENCE

WRAY WARD, Charlotte NC May 2022 – Present
Graphic Design Intern
- Collaborating with seven other interns to create a new brand identity for the non-profit organization Girls Rock Raleigh.
- Designing a new logo and brand identity for the architecture agency Redpoint.
- Writing five blog headers for Wray Ward's website articles.
- Partnering with Art Directors to create visual concepts for the City Mag.

MOONLIGHT GRAPHICS, Charlotte NC May 2021 – August 2021
Graphic Design Assistant
- Color corrected photographs before press.
- Created and presented design concept boards.
- Designed logo for clients including Brewco and Carte.
- Prepared regular competitor research analysis.
- Presented new concepts to prospective clients which contributed to the addition of four new accounts.

STARBUCKS, Greensboro, NC April 2019 – October 2021
Barista
- Prepared and served beverages in a high traffic café.
- Performed store opening and closing duties.
- Organized weekly musical guest schedules.

SKILLS

EXPERT

Photoshop
InDesign
PowerPoint

PROFICIENT

Illustrator
Dreamweaver
Excel

COMPETENT

Autocad
Sketch

*Note: Most Art and Design students will have a traditional resume and a design resume. A design resume utilizes a specific color palette and tries to communicate as much as possible with imagery to reduce the amount of text. Talk with your faculty about creating a design resume.

EXERCISE AND SPORT SCIENCES RESUME

Simone Phelps

Raleigh, NC | simone.phelps@gmail.com | (919) 234-7211

EDUCATION

Queens University of Charlotte, Blair College of Health, Charlotte, NC
Bachelor of Science, Exercise & Sport Sciences, Psychology Minor, Pre-OT Concentration
Cumulative GPA: 3.72

Candidate May 2021

EXPERIENCE

JV Head Volleyball Coach, **Ardrey Kell High School**, Charlotte, NC August 2020-January 2021

- Promoted athletics as a continuation of the classroom by encouraging a healthy lifestyle, time management, teamwork, leadership, and a positive self-image.
- Managed administrative responsibilities on game days, such as collecting COVID-19 questionnaires and distributing jerseys so 18 girls were prepared to play.
- Designed and executed practice plans three times a week in technical skills that resulted in improved abilities.

Intern, **Atrium Health Carolinas Rehabilitation**, Charlotte, NC June 2020-July 2020

- Assisted occupational and physical therapists with patient care to increase strength, balance, and independence.
- Implemented centralized donation bins and storage locations to promote easy access for therapists.
- Sanitized therapy beds, games, and machines after each use to protect from COVID-19.
- Managed morning checklist to ensure therapy room were clean and properly stocked.

Assistant Travel Coach, **Carolina Juniors Volleyball Club**, Charlotte, NC January 2018-May 2020

- Coached 10 middle and high school players three times a week in technical skills to optimize development.
- Developed relationships amongst team members to encourage collaboration and teamwork through leadership capabilities.

After School Teacher, **The Cornwell Center**, Charlotte, NC April 2019-March 2020

- Assisted 30 elementary students complete homework and read daily to create productive academic practice.
- Oversaw aspects of the afterschool program to ensure teachers and students work efficiently to maximize time in enjoyable activities.

Intern, **Exercise and Sport Science Laboratory**, Charlotte, NC August 2019-December 2019

- Completed fitness testing, such as maximal aerobic and body composition, with clients to gather accurate physiological data.
- Scheduled 10-15 clients a week to maximize usage of the laboratory and provide clients with enough time to complete all tests in private.
- Demonstrated knowledge of tests by debriefing clients and explaining fitness results to assure they can utilize the data in fitness programs.

EXTRACURRICULAR ACTIVITIES

Kinesiology Student Club January 2018-Present
Pre-Health Student Association August 2018-Present
Chi Omega Fraternity, Social Events Director August 2019-August 2020

SKILLS & CERTIFICATIONS

CPR Certification August 2020
Wellness promotion, patient relationship development, collaboration, leadership, conflict mediation, organization

AWARDS AND CERTIFICATIONS

Preyer Honor's Program Member August 2017-Present
Exercise & Sport Science Student of the Year August 2020-May 2021
Dean's List Fall 2017, Spring 2018, Fall 2019, Spring 2020, Fall 2020
Presidential Scholar Recipient February 2017

SPORT MANAGEMENT RESUME

Lydia Woods

1111 Royals Drive, Charlotte, NC 28888 | 704-555-5555 | woodsl@queens.edu

PROFESSIONAL SUMMARY

Knowledgeable in sports, marketing, ticket sales, data analytics, public speaking, and athletics. Interested in beginning a long-term career within the sports industry.

EDUCATION

Queens University of Charlotte, Charlotte NC

Expected 5/2022

Bachelor of Science: Sport Management and Minor: Business Administration

INDUSTRY EXPERIENCE

Game Day Operations Associate (Part-time): *Charlotte Checkers, Charlotte, NC* 3/2021-Present

- Proof game notes, produce scorecards, compile rosters, and create other department materials.
- Support various departments in the organization and contribute to the overall guest experience.
- Managed aspects of event operations, including event operations including vendor load-in, signage, giveaways, registration, and hospitality.

Marketing Intern: *First Tee Charlotte, Charlotte, NC* 1/2021-5/2021

- Worked with the Director of Marketing and Promotions about all aspects of sports marketing and community engagement, including children's promotions, community events and engagement, street marketing, and giveaways.
- Assisted with editing and preparing media guides, registrations, and other tasks associated with the event planning.

Game Day Operations Intern: *Queens University of Charlotte Athletics, Charlotte, NC* 1/2020-12/2021

- Worked with the Facilities Operations Manager on daily operational setup and upkeep all of Queens athletic facilities and grounds.
- Performed administrative duties, such as answering telephones, filing, and making copies to ensure a tidy and efficient office space.

Ticket Sales Intern: *Gastonia Honey Hunters, Charlotte, NC* 8/2019-7/2020

- Processed full-life cycle of sales process from sales, ticketing, fulfillment to gameday experiences.
- Supported ballpark operations, community appearance logistics, and promotional activities.

PRESENTATIONS AND CONFERENCES

- Undergraduate Presenter & Convention Attendee: North American Society for Sport Management (NASSM). New Orleans, L.A. Woods, L. (2021). Sport Marketing Practices within Collegiate Athletics.
- Senior Research Paper Presenter: Queens University of Charlotte: Woods, L. (2020). The Effects of the Pandemic on Sport Consumer Behavior.
- Conference Attendee: NC-SHAPE-SM Conference, Winston Salem, NC: November 2019

AWARDS, MEMBERSHIPS, AND VOLUNTEER EXPERIENCE

- NC-SHAPE-SM: Member
- NASSM: Member
- Track and Field: Student Athlete and Team Captain
- Queens Gaming Club and Esports: Member
- Kinesiology Club: Vice-President
- Sport Marketing Association: President
- NCAA DII Student Athlete of the Month
- Sport Management Student Major of the Year

SKILLS AND QUALIFICATIONS

- Proficient in MS Word, PowerPoint, Publisher and Excel and, various social media platforms.
- Excellent written and verbal communication skills, professionalism, and customer service.
- Knowledge of game operations, analytics, marketing, and promotions.
- Highly organized and detail-oriented with the ability to efficiently work on multiple projects.

COMMUNICATION AND MULTIMEDIA STORYTELLING RESUME

Amina Aziz

Mooreville, NC | aziza@queens.edu | (919) 118-4321

EDUCATION

Queens University of Charlotte, Charlotte NC

Candidate: December 2021

Knight School of Communication: Bachelor of Arts, Communications

Cumulative GPA: 3.99, Dean's List 2018-2020

EXPERIENCE

North Carolina Health News, Chapel Hill, NC

May 2021- Present

Reporting Intern

- Selected for highly competitive Emma Bowen Foundation Fellowship aiming to create a more diverse media
- Attended committee hearings at the North Carolina Capitol building weekly to report on bills and laws passed through North Carolina General Assembly for same-day publication
- Curated interview questions, conducted interviews and wrote stories for publication weekly

Charlotte Journalism Collaborative, Charlotte, NC

November 2020–June 2021

Social Media and Research Intern

- Conducted research on the Charlotte housing crisis and created documents with solutions for journalists to review
- Designed educational infographics daily via Canva to post on all three social media platforms including Twitter, Facebook, and Instagram
- Collaborated weekly with the Director and reporters from all six media partners on Zoom to work on various projects

Political Awareness LLC, Detroit, MI

June 2020– September 2020

Journalism, Social Media, and Editing Intern

- Conducted political research and wrote unbiased weekly journalistic articles with integrity
- Led the Instagram social media team and responsible for designing infographics for daily Instagram posts
- Collaborated weekly with fellow interns on Zoom to work on various projects

Cary Magazine, Cary, NC

May 2020- September 2020

Staff Writing Intern

- Crafted interview questions and conducted phone interviews with various individuals in the Triangle area for the "Who's Cary" column
- Wrote 500-1,000 word stories highlighting notable events and organizations
- Developed story ideation in conjunction with supervisor and reported all stages of process to supervisor

LEADERSHIP EXPERIENCE

Queens University Chronicle, Charlotte, NC

February 2019 – December 2021

News Staff Writer

- Research on-campus topics relevant to Queens students in order to provide insight through investigative journalism
- Interview students, faculty, and staff for various stories and transcribe interviews for use in comprehensive "News Now" segments

TEA at Queens, Charlotte, NC

December 2018- December 2021

Co-President

- Collaborated with co-president to organize and execute events advocating women's rights
- Promoted and market events via social media, university newsletter and flyers to increase outreach

SKILLS

- Adobe Premiere Pro, Canva Creations, Asana
- Creative Writing, Interviewing Skills, Research, Instagram
- Bilingual in English and Farsi

AWARDS AND ACCOMPLISHMENTS

Preyer Honors Program Scholar, Virtual DNC Reporting Program- Selected Participant, Lambda Pi Eta Honors Society

RESEARCH CURRICULUM VITAE (CV)

Jamie Hansen

Bethesda, MD

jamie.hansen@gmail.com, (202) 444-1234

<https://researchgate.net/jhansen>

EDUCATION

Queens University of Charlotte, Charlotte, NC

Bachelor of Science, Major: Biochemistry (GPA: 4.0), Minor: Biology

12/2024

Academic Awards

- Latin Honors – summa cum laude, 2021/22 Queens Men's Scholar-Athlete of the Year.

Marshalltown Community College, Marshalltown, IA

Associate of Arts, Major: Social Science (GPA: 4.0)

5/2021

Academic Awards:

- National Junior College Athletics Association, Academic Achievement 2015 (Academic All-American)
-

RESEARCH INTEREST

Investigations of tunnel alignment on the frictional force experienced by graphs multifactorial and causes of anterior cruciate ligament surgery failure.

EXPERIENCE

Atrium Health, Research Technician in the Ortho Engineering Lab, Charlotte, NC

5/2024-Present

- Participated in project research design in collaboration with senior researcher and clinicians to determine association between laboratory findings and clinical outcomes of a treatment based on adipose tissue preparation
- Created protocols for sample analysis (cell culture, immunohistochemistry, and flow cytometry)
- Learned and operated Tekscan hardware and software
- Collaborated with professional engineers and surgeons to conduct experiments and analyze results
 - Studied a novel method of meniscal root repair
 - Studied the effect of tunnel alignment on the frictional force experienced by ACL grafts

Atrium Health, Intern at the Department of Surgery-Research Lab, Charlotte, NC

2/2023 – 10/2023

- Worked together with physicians and research scientists in clinical research
- Performed projects under direct supervision of lab director and post-doctoral fellow
- Measured, extracted, and analyzed data using lab instruments and equipment to complete designated projects
- Interpreted results and presented in front of scientific review board
- Co-authored research articles for publication in peer reviewed medical journals

Sigma Medical Center, Mellon Summer Scholar-Biomedical Research, Charlotte NC

5/2022-8/2022

- Selected as 1 of 20 students from a pool of 200+ undergraduate and graduate applicants
- Performed detailed bench work and analysis in an intensive 10-weeks program. Including:
- Designed and presented poster on our research projects – Awarded Best Poster Presentation
- Learned a comprehensive introduction to the fundamentals of the research process. Including:
 - Accessing data and information from peer-reviewed articles through weekly mentor-led Journal Clubs
 - Introduction to biomedical statistics
 - Data recording and analysis

SKILLS

Lab skills:

- General: safe laboratory practices, chemical handling and disposal, ethical conduct and laboratory practices, technical scientific writing and record-keeping
- Cell biology and clinical sample processing: cell culture, blood, platelet, plasma, and serum sample preparation and analysis, cell respirometry, thromboelastography (TEG)
- Proteomic: ELISA, Western Blots, SDS-PAGE
- Molecular biology and biotechnology: RNA and DNA extraction PCR (conventional, real time), bacterial culture, staining, quantification, identification, gene cloning (using CRISPR)
- Bioinformatics: mycobacterium genome sequencing
- Chemistry: chemical synthesis and analysis, optical spectroscopy (UV-vis, FT-IR, fluorescence), mass spectrometry, structure determination methods (1D NMR),
- Chromatography and separations (HPLC, electrophoresis)

Biomedical and biochemistry research presentation skills

Literature searching: PubMed, Google Scholar, Clinical Key

Software: TekScan, Microsoft Office

Data Analysis: GraphPad Prism

Languages: Fluent Spanish and English, Conversant Portuguese and French

PUBLICATIONS

Evans, S.O., Hansen, J.D., McKillop, I.A., & Zkaney, M.T. (2018). 1583: Mitochondrial respiration and structural integrity of platelets are impaired during storage. *Critical Care Medicine*, 46 (1 Suppl 1), 776-776. doi:10.1097/01.ccm.0000529584.96671.30

Every M.K., Hansen, J.D., Tase, H.A., Wong, S.M., et al. Mycobacterium phage Ebony, complete genome. Published (2013) GenBank, doi:MH338236.1

PRESENTATIONS

Able M.L., Hansen, J.D., McDonald B.D. (2013, June). Evaluation of platelet function stored in platelet additive solution (PAS) for 15 days at 4 C. Poster presentation, 2018 Military Health System Research Symposium (MHSRS). Kissimmee, FL.

Able M.L., Hansen, J.D., McDonald B.D., Peace, S.L. (2015, August) Substrate-dependent modulation of oxidative phosphorylation in stored platelets following supplementation with resveratrol and cytochrome c. Poster presentation; 41st Annual Conference on Shock - Shock Society, Scottsdale, AZ.

OTHER AWARDS AND ACCOMPLISHMENTS

South Atlantic Conference (SAC), 2024 Men's soccer All-Tournament Team

Queens University of Charlotte, 2023/24 Men's Come-Back Athlete of the Year, 2024 Undergrad Representative of the "YES/AND PROMISE"

National Junior College Athletics Association, Men's soccer All-American 2019/2020, 2020/2021

Iowa Community College Athletic Conference (ICCAC), Student-Athlete First Team All-ICCAC

2019/2020; Men's Soccer First Team All-ICCAC 2019/2020

National Soccer Coaches Association of America (NSCAA), Men's Soccer First Team All-Region 2019/2020

SCIENCE RESUME

ANGELINA GEIGER

(704) 987-6541 | geiger.angelina@gmail.com | Winston-Salem, NC

EDUCATION

Queens University of Charlotte Charlotte, NC
Bachelor of Arts in Biochemistry, Minor Environmental Studies Expected May 2022
• Relevant Coursework: Environmental Assessment Practices, Environmental Geology, GIS, Organic Chemistry
• GPA: 3.3

LAB SKILLS

- Knowledge of and experience with organic synthesis and purification techniques
- Biochemistry and molecular biology lab techniques, including sterile technique, PCR, DNA purification and gel extraction, agarose gel-electrophoresis, yeast/bacterial cell culture, recombinant DNA plasmid purification, and bacterial/yeast transformation
- Direct experience running instruments and interpreting data using NMR, IR, GC, and HPLC
- Experience following detailed laboratory protocols with minimal supervision
- Hands-on experience in buffer, media and solution preparations

ADDITIONAL SKILLS

- Excellent written communication skills and report writing
- Data entry and analysis experience using MS Excel database
- Organizational ability demonstrated in efficient and accurate supply orders
- Proficient with MS Word, Excel, PowerPoint, Adobe Photoshop, Windows and Mac OS

RESEARCH EXPERIENCE

Laboratory Research Assistant – Supervised by Dr. Scott Weir, Queens University of Charlotte Fall 2021 - Present
• Maintained breeding colony of poison dart frogs for research projects
• Collaborated with Dr. Weir on a project investigating the dermal toxicity of several pesticides to salamanders
• Maintained salamanders in the lab and helped with dosing as well as data collection following dosing
• Managed data collection in preparation for future published research

Animal Education Intern – Discovery Place Science, Charlotte, NC Spring 2021
• Created an animal database and content for social media and blog; provided with full creative freedom to write content using a variety of platforms for the general public
• Wrote fact sheets for database of museum species as quick reference for future educational opportunities

Intern at New Zealand Department of Conservation – Supervised by Bruce McKinley, Auckland, NZ Summer 2020
• Transcribed historic data sheets of endangered silvereye bird. Converted written datasheets from 1992-1998 to a digital format in Excel to allow future analysis of patterns in the data

TEACHING EXPERIENCE

Supplemental Instruction Leader, Center for Student Success, Queens University of Charlotte Spring 2021
• Worked closely with designated faculty of course to ensure learning and content delivery
• Held one-on-one or small group peer support for students in all stages of course development

CO-CURRICULAR & VOLUNTEER EXPERIENCE

Member, Queens University of Charlotte, Hillel Fall 2019 - Present
Member, American Chemical Society, Queens University of Charlotte Chapter Fall 2019 - Present
Member, Queens University of Charlotte, Green Team Fall 2020 - Spring 2021

SOCIAL SCIENCE RESUME

Kelly McNeil

Norfolk, VA · (757) 408-1263 · mcneilk@queens.edu

EDUCATION

Queens University of Charlotte, Charlotte, NC
Bachelor of Arts in Psychology, Minor in Interfaith Studies
• GPA 3.7; Dean's List all semesters

Expected May 2022

EXPERIENCE

CHARLOTTE RACIAL JUSTICE CONSORTIUM, CHARLOTTE, NC

Racial Justice Fellow: Fall 2020- present

- Participate in an in-depth training focused on racial equity and facilitating racial healing circles.
- Research racial histories of Queens University of Charlotte and Charlotte as a whole.
- Attend people of color caucus meetings to practice racial equity skill building and de-biasing strategies.
- Create and present project to Charlotte community.

QUEENS UNIVERSITY OF CHARLOTTE, CHARLOTTE, NC

Psychology Department Research Assistant: Fall 2019 - Spring 2020

- Conducted and led interviews for bilingualism study. Ensured confidentiality during the study.
- Analyzed survey and interview results to better understand connections to daily life implications.
- Coded surveys in SPSS, and created graphs and charts.
- Recruited participants for bilingualism study with careful attention paid to criteria for study participants.

UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE, CHARLOTTE, NC

Policy Clinic and Prisoner Reentry Program Researcher & Analyst: Summer 2018

- Identified strengths and weaknesses of effective prisoner reentry work programs.
- Conducted research and analysis of existing reentry work programs across the country.
- Advised clinic on best practices for prisoner reentry programs and their implementation.

LEADERSHIP EXPERIENCE

QUEENS UNIVERSITY OF CHARLOTTE, CHARLOTTE, NC

Transition to University Intern / Leader: Summer 2019 - Spring 2021

- Provided researched backed solutions to settings in which group conflict occurred.
- Led a weekly focus group of ten students to understand retention issues and develop initiatives.
- Partook in religious and cultural diversity training and certification programs to gain a better understanding of varied perspectives and voices.

QUEENS UNIVERSITY OF CHARLOTTE, CHARLOTTE, NC

Road Map Scholar: Fall 2020 – Spring 2021

- Coordinated peer led discussions in first-year experience courses in collaboration with faculty.
- Attended programs and facilitated curricular/co-curricular discussions with first-year students.
- Helped build community among first-year students and bring awareness to university resources.

ADDITIONAL TRAINING AND COMMUNITY INVOLVEMENT

QUEENS UNIVERSITY OF CHARLOTTE, CHARLOTTE, NC

25 hours of training in diversity, equity, and inclusion: Spring 2021

White Privilege Institute, CHARLOTTE, NC

Planning Committee Member: Fall 2020- present

SKILLS

Proficient in Microsoft Word, Excel, Access and PowerPoint and SPSS

WRITING RESUME

Harper Collins

New York, NY · (212)747-8890 · collins.harper2@gmail.com

EDUCATION

Queens University of Charlotte

Bachelor of Arts in English Literature, Minor in French

- GPA 3.3

Charlotte, NC
Candidate May 2022

Study Abroad, Athens, Greece

May 2019

Psychological and Physical Well-being in the Pursuit of Life, Love, and Happiness

- Engaged in course exploring the perceptions of and cultural factors affecting happiness in Greece and the United States
- Conducted and transcribed five interviews on well-being as part of a qualitative study

EXPERIENCE

Writing Consultant

August 2021 - Present

- Center for Student Success, Queens University of Charlotte, Charlotte, NC
- Provide one-on-one or small group peer support for students in all stages of the composition process: brainstorming, organizing, documenting
- Utilize scaffolding of critical reading, deep learning, and time management practices
- Use foundational knowledge on literacy practices in a variety of contexts

Editorial Staff

January - May 2021

Signet, Queens University of Charlotte Literary Magazine, Charlotte, NC

- Created print and digital content curation for a yearly publication which included design and layout experience
- Provided copyediting and proofreading for a 20-page publication
- Experience promoting the magazine through creating marketing pieces and writing press releases
- Planned an event launch which hosted 20 guests and was held via RingCentral

Youth Ministry Intern

May - August 2019

Myers Park Youth Ministry Program, Charlotte NC

- Worked closely with a team of five people and lead around 600 youth both middle and high school
- Chaperoned trips for middle and high school in several different cities
- Coordinated civil rights pilgrimage for high school youth where we toured significant historical sites
- Planned summer youth group events to help keep youth engaged through the summer months
- Used my creativity and organizational skills to lead unique bible studies, worship and small groups

SKILLS AND CERTIFICATIONS

Level II Internationally Certified Tutor through the College Reading and Learning Association (CRLA)

Conversant French

Proficient Adobe Suite

COMMUNITY INVOLVEMENT

Member Recruitment Chair, Alpha Kappa Alpha Sorority

February 2020 - Present

- Organized a two-week recruitment program resulting in a +50% increased membership
- Awarded chapter of the year at the regional convention
- Engage in community and philanthropic work aimed at enhancing social, economic, and educational well-being of the local community

HUMANITIES RESUME

Oskar Antonov

Charlotte, NC | o.antonov@gmail.com | (704) 457-0912

EDUCATION

Queens University of Charlotte, Charlotte, NC

Candidate May 2022

Bachelor of Arts, History, Minor in Spanish

Cumulative GPA: 3.9, Major GPA: 3.96

Thesis: On Permanent Sabbatical: Political Persecution of Education Professionals in White Terror Spain

Language Immersion Experience, Expanish Language School, Buenos Aires, Argentina

Spring 2021

- Lived with a host family learning about the Argentinian culture and Spanish language
- Took a full academic course load fully in the Spanish language

EXPERIENCE

Catawba Indian Nation, Rock Hill, SC

January-May 2021

Geographic Information System and Archive Management Intern

- Performed digitization and transcription of paper records into the organization's document cloud
- Creation of a geo-referenced spreadsheet of over 100 sites of cultural and archaeological significance
- Developed an interactive map of geo-referenced materials for future use by the Catawba Indian Nation

Sylvan Learning of Ballantyne, Charlotte, NC

June-August 2021

Learning Instructor

- Delivered individualized lesson plans to students to increase their understanding of academic material
- Provided homework support to middle- and high-school students to supplement their learning
- Handled online instruction of remote students during COVID-19

Queens University of Charlotte, History Department, Charlotte, NC

October 2020-January 2021

Research Assistant, Database Developer

- Assembled an Excel database mapping 19th-century Italian opera performers throughout Latin America
- Examined Spanish-language newsprint sources to track and compile biographies of 200 performers who traveled through South and Central America
- Initiated communication between the History Department and the World Languages Department to facilitate more extensive research

Sarasota County, Sarasota, FL

May-July 2020

Historical Resources Intern

- Inventoried maps and small artifact collections, which involved locating and collecting detailed reports
- Processed inbound materials by assigning accession numbers and creating thorough descriptions
- Interacted with customers to provide them research tips and materials to achieve their research goals

Queens University of Charlotte, Charlotte, NC

September-December 2019

THRIVE Mentor

- Participated in diversity, equity, and inclusion trainings
- Assisted traditionally underserved students to successfully transition to Queens
- Facilitated college readiness skills workshops and coordinated social gatherings
- Met individually with five THRIVE mentees during THRIVE week and during the academic year

SKILLS

Record and Database Research, Archival Research

ArcGIS Mapping Software

Microsoft Word, Excel, and PowerPoint

PastPerfect Museum Software

AWARDS AND ACCOMPLISHMENTS

Phi Kappa Phi, Inducted: Spring 2020

Preyer History Fellowship, Recipient, Fall 2017 - Spring 2021

Phi Alpha Theta History Honors Society, Inducted: Fall 2018

ARTS RESUME

Bruno Wang

(704) 111-1457 • brunowang@queens.edu • <http://www.bwang-portfolio.com>

EDUCATION

Queens University of Charlotte, Charlotte NC
Bachelor of Arts in Music, Minor in Art History

Candidate 5/2023

International Student Exchange Program (ISEP), Università Cattolica del Sacro Cuore, Milan, Italy
Studied different cultures through service projects and global-oriented classes

9-12/2021

RELEVANT EXPERIENCE

Classical Music Association of Charlotte, Charlotte, NC
Choral Union Member

8/2022-Present

- Selected based on competitive audition process and academic performance
- Rehearse five hours per week as an ensemble along with additional private vocal lessons
- Maintain a busy performance schedule, including four to six full concert performances annually

Mint Museum, Charlotte, NC
Archives Intern

5-8/2021

- Carefully photographed print collection for digital archives, employing both photography software and the collection management system (The Museum System)
- Utilized proper art handling techniques for works on paper to maintain integrity

Charlotte Symphony Orchestra, Charlotte, NC
Marketing Intern

2-5/2021

- Designed and produced marketing pieces for the 2021 Magic of Christmas series
- Attended meetings with community partners to discuss ways to make music accessible to school aged children
- Selected as lead intern for the spring 2021 internship program cohort and provided mentorship during the orientation period

LEADERSHIP EXPERIENCE

Queens University of Charlotte, Charlotte, NC
Resident Assistant

8/2021-Present

- Create, coordinate, and lead student-centered educational hall programs to promote social growth and wellness
- Ensure a safe, educational, and inclusive living space for 25 residential students
- Communicate, correspond, and collaborate with on and off-campus offices such as counseling, student activities, campus security and maintenance
- Effectively resolve conflicts between residents to ensure a harmonious environment
- Managed a \$599 budget for residence hall activities

INVOLVEMENT

Member, Alpha Psi Omega - Theatre Honor Society
Volunteer, Sarah Belk Gambrell Center for the Arts
Cellist

8/2020-Present

8/2020-Present

12/2015-Present

*Note: additional sections may include grants and awards, exhibitions, notable performances, and skills. Check with your faculty for industry expertise.

*Note: a portfolio or audition tapes may be a necessary part of an application process.

PRE-LAW RESUME

Ruth Yu

Columbia, SC
ruth.yu@gmail.com
(803) 902 -1234

<https://www.linkedin.com/in/RuthYu>

EDUCATION

Queens University of Charlotte, Charlotte, NC
Bachelor of Arts Political Science, Legal Studies Minor Cumulative
GPA: 3.81

Conferred: May 2021

PROFESSIONAL EXPERIENCE

Compass Group USA, Charlotte, NC
Legal Intern

August 2020-May 2021

- Maintained physical and electronic matter management files
- Researched and drafted responses to attorney demand letters and various charges
- Handled administration of litigation hold memos to relevant witnesses
- Administered data entry and maintenance of legal case tracking database

Congresswoman Alma Adams, High Point, NC
Administration Intern

September 2019-May 2020

- Attended community meetings and transcribes notes to provide insight to Congresswoman Adams
- Fielded phone calls and listened to constituent concerns

Queens University of Charlotte, Charlotte, NC
Resident Assistant

September 2019-May 2020

- Created relationships and cultivated community with residents
- Developed leadership skills and abilities through training in conflict management and diversity programming

Forest City Owls, Forest City, NC
Operations Intern

May - August 2019

- Responsible for creating, formatting and printing all tickets with strict deadlines
- Organized seating for groups, season ticket holders, and game packages
- Managed operations for game days, special events and theme nights

Duke University School of Law, Durham, NC
Duke Law PLUS Fellowship

June 2019

- One of 26 students selected for a competitive law studies program
- Gained a deep understanding of the law through coursework and simulations
- Researched resources available for law school and navigating a career

AWARDS & ACOMPLISHMENTS

Queens University of Charlotte, Charlotte, NC
Asian Student Union, Executive Board Member and Public Relations Officer

September 2019-May 2021

Judy Moore Leadership in Service Scholar
Scholarship Recipient for Community Service

September 2019-May 2021

VOLUNTEER WORK

International House, Charlotte, NC
Volunteer

May 2020-Present

Queens University of Charlotte, Charlotte, NC
Transition 2 University Student Athlete Facilitator

January-April 2019

SKILLS

Microsoft Word, Excel, Social Media

*Note: If you are interested in the legal field reach out to Queens Pre-law advisor Dr. Mark Kelso

*Note: You can list related courses in the "Education" section of your resume

FINANCE AND ACCOUNTING RESUME

Tracy Morton

Charlotte, NC | tracymorton@gmail.com | (900) 567-9888 | linkedin.com/in/tracymorton/

EDUCATION

Queens University of Charlotte, McColl School of Business, Charlotte, NC Candidate May 2023
Bachelor of Business Administration, Majors: Finance and Accounting; Minor: Data Analytics
Preyer Honors Program, Dean's List: Fall 2019, Spring 2020 GPA 4.0
Relevant Coursework: Financial Modeling, Managing Risk, Management Accounting, Audit Systems

ESSCA School of Management, Shanghai China May - August 2021
Summer Program Participant
Relevant Coursework: Chinese Business Practices, Data Analytics, Import/Export Shanghai, International Trade

Training the Street's, Charlotte, NC May - August 2020
Foundations of Financial Modeling Workshop
Relevant Trainings: Microsoft Excel, Financial Modeling, Fundamentals of Cash flow modeling

LEADERSHIP EXPERIENCE

Queens University of Charlotte, Charlotte, NC August 2020 - Present
Student Athlete, Division II Volleyball

- Commit 30 + hours to practice, weight training, conditioning, traveling, and games while balancing 20 credit hours
- Follow NCAA policies and guidelines to create a supportive and effective team dynamic
- All SAC Conference Freshman Award recipient 2019
- Awarded 2020-2021 Athletic Royal Society Honoree

Queens University of Charlotte, Charlotte, NC February 2020
Invited Participant, Business Leadership Program

- Selected as 1 of 10 students to participate in the Dean's Business Leadership Program, which focused on personal, professional and career development
- Gained industry and leadership insight from executives at Ally Bank, Federal Reserve Bank, and Well Fargo
- Attended skill labs tailored for individual strength development

EXPERIENCE

Pinnacle Bank, Lincoln, NE April - August 2021
Loan Intern

- Communicated with team members to complete loan transactions, process payments, and close accounts
- Assisted loan officers with consumer and commercial loan arrangements
- Connected with customers to assess how satisfaction

Copple Family YMCA, Charlotte, NC June - August 2019
Swim Instructor

- Group and private swim lesson instructor
- Certified lifeguard through Red Cross

Smoothie King, Lincoln, NE May - July 2018
Associate

- Worked cash register to process payments and record sales at a high traffic location
- Performed store opening and closing duties

VOLUNTEERING

St Peter's Catholic School, Charlotte, NC May - August 2020
Tutored elementary school students in reading and math

SKILLS

Proficient in Microsoft Word, Excel, and PowerPoint; Experience using Adobe Illustrator and Photoshop
Financial modeling, cash flow planning, accounting statement preparation

MANAGEMENT RESUME

Quinn Baxt

quinnbaxt@gmail.com | (704) 126-1987 | www.linkedin.com/in/QuinnBaxt

EDUCATION

Queens University of Charlotte; Charlotte, NC Expected Graduation: May 2023
McColl School of Business | *Bachelor of Business Administration: Management* GPA: 4.00
College of Arts and Sciences | *Bachelor of Arts: Mathematics*
Presidential Scholar 2020 (Merit Scholarship)

Central Piedmont Community College (CPCC); Charlotte, NC May 2020
Associate in Arts: Business Administration GPA: 3.62

- Phi Theta Kappa Honor Society (Requires 3.5 GPA)
- Ruth G. Shaw Women's Leadership Program (Merit Scholarship)
- Key Coursework: Financial Accounting, Managerial Accounting, Microeconomics, Macroeconomics, Introduction to Business, Statistical Method I, Brief Calculus

EXPERIENCE

CPCC Subway Restaurant Central Campus, Cashier; Charlotte, NC February 2020 – March 2020

- Memorized menus to quickly and effectively address customers' needs
- Provided excellent customer service through active listening and courtesy
- Performed payment transactions by handling the register

LEADERSHIP & PROFESSIONAL DEVELOPMENT

Queens University Student Government Organization (SGA), Junior Class President; Charlotte NC November 2020 – Present

- Lead the junior class by hosting town halls and voicing their needs to the SGA senate
- Serve as a voting member of the SGA senate and the chairwoman for the committee on Resources, Advocacy, and Awareness

Queens Pitch Competition, "Baby Bites for Littles", Participant; McColl School of Business Spring 2020

- Created, proposed, and delivered an innovative pitch idea and business plan to a 10 local Charlotte entrepreneur judges
- Competed in two rounds of competition providing experience submitting ideas pre-recorded and live to a 200+ member audience
- Awarded third place out of 22 participants earning \$1,000 towards my business plan

CPCC Foundation, Student Ambassador; Charlotte, NC July 2019 – May 2020

- Served as a student representative at events organized by the college's foundation
- Volunteered for the planning and preparation of the foundation's events

CPCC Model United Nations, Member; Charlotte, NC February 2019 – May 2020

- Applied business and economics concepts in a political and diplomatic setting
- Conducted research to provide resolutions to environmental and international trade-related issues
- Competed at the Southern Regional Model United Nations, the Carolina and the Harvard National Model United Nations (March 2019, October 2019, February 2020)

CPCC Peer Mentoring Program, Peer Mentor Scholar; Charlotte, NC February 2019 – May 2020

- Assisted new students in their orientations and acclimation to the college
- Provided staff support to the college to assist in student registrations

CPCC Global Student Association, Vice-President; Charlotte, NC August 2018 – May 2019

- Assisted in the preparation and presentation of meeting agendas
- Created and presented various intercultural events on campus in order to develop students' intercultural awareness

VOLUNTEERISM & ACTIVITIES

- Member, Queens Business Club August 2021 – Present
- Leah's House of Refuge, Martin Luther King Holiday Volunteerism Challenge January 2020
- Samaritan's Feet, Martin Luther King Holiday Volunteerism Challenge January 2019

SKILLS

Computer: Microsoft Office
Bilingual: English and French

MARKETING RESUME

Samiria Smith

Matthews, NC · (704) 122-2019 · smith.samiria@gmail.com · <https://portfolium.com/ssmith>

EDUCATION

QUEENS UNIVERSITY OF CHARLOTTE, McCOLL SCHOOL OF BUSINESS, Charlotte, NC
Bachelor of Business Administration, Marketing
GPA: 3.76

May 2022

Awards and Honors

Dean's List Student
McColl School of Business Scholarship

Porter B. Byrum Endowed Scholarship
DECA Scholarship

Relevant Coursework

Consumer Behavior
Marketing Research
Sales Management

Digital Marketing
International Marketing
Marketing Management

EXPERIENCE

QUEENS UNIVERSITY OF CHARLOTTE, Charlotte, NC

May 2019-Present

Marketing Intern

- Managed various university departments' requests for marketing materials
- Mediated communication between campus clients, graphic designers, and printers
- Worked 14 hours weekly while attending school full-time

VIRGINIA BEACH PARKS AND RECREATION, Virginia Beach, VA

June-August 2019

Social Media Intern

- Designed social media campaigns that showcase the program's youth workers and financial literacy advocacy
- Tracked Twitter engagement and created a report detailing results
- Increased Twitter followership by 37%
- Averaged 15.8K monthly Twitter impressions

LEADERSHIP EXPERIENCE AND RECOGNITION

QUEENS UNIVERSITY OF CHARLOTTE, Student Government Vice President

August 2020-Present

QUEENS UNIVERSITY OF CHARLOTTE, Case Clubs of America, Member

May 2019-August 2020

- 2020 Regional Conference, Retail Management Case Study 1st Place Winner
- 2019 International Conference, Marketing Management Case Study Competition

INTER-GREEK COUNCIL, Vice President of Public Relations

April 2019-April 2020

- Increased social media engagement by 23% in the first month through promotional campaigns aimed at target demographic

SKILLS & CERTIFICATIONS

- Microsoft Office Certified
- Proficient in Basecamp and Tableau
- Intermediate SQL

MID-LEVEL EXPERIENCE RESUME

ALEX GOMEZ

1900 Selwyn Avenue | Charlotte, North Carolina 28274 | alex_gomez@gmail.com | 980-123-5555

EDUCATION

Queens University of Charlotte, Charlotte, NC

Master of Science in Talent and Organization Development, McColl School of Business

May 2021

Bachelor of Arts in Communication, Knight School of Communication

May 2017

EXPERIENCE

Mint Museum, Charlotte, NC

September 2022 to Present

Marketing Director

- Build and execute audience development strategy through social media engagement and created web content for Mint Museum website
- Strategies have increased audience and information requests by +15% in Q1 2021
- Ensure successful execution of digital marketing programs by coordinating with production, finance, and vendors
- Compile weekly reporting on key performance indicators, sales and online engagement metrics, forecasting, and budget responsibilities

Coca-Cola, Atlanta, GA

October 2020 to May 2022

Digital Marketing Associate

- Developed blog entries and content for "Life and You" through a digital marketing campaign
- Co-managed CRM strategy and analysis by providing weekly and quarterly updates
- Developed online sweepstakes campaigns to promote products and drive viewership
- Collaborated on planning and analysis of online advertising campaigns
- Promoted from Administrative Assistant to Digital Marketing Associate

Administrative Assistant

September 2018 to October 2020

- Corresponded with external vendor inquiries such as purchasing, accounting and general administration
- Organized purchase orders and invoices to ensure daily reconciliations within the department
- Distributed weekly wrap up reports for department including quantitative and qualitative data

Danone, Paris, France

June to August 2016

International Business Development Intern

- Analyzed sales for Europe, Asia and North America and compared customer buying trends
- Wrote competitor analysis report that was utilized to build overall strategic plan

VOLUNTEER WORK

Arts & Science Council, Charlotte, NC

May 2019 to Present

- Regularly provide event planning assistance to Blumenthal Performing Arts events

SKILLS

- Microsoft Office, Google Analytics, Adobe Creative Suite, SQL, and Tableau
- Expertise in the digital space, including social media platforms (Facebook, Twitter, YouTube, Snapchat, Instagram, Tumblr, Blogger), CRM and B2B strategic planning

GRADUATE STUDENT RESUME

JACKSON HENDERSON

Charlotte, NC 28209, hendersonj@gmail.com, 980-123-4567

OBJECTIVE

Organization Development graduate student with ten years of experience working with team dynamics, recruitment and professional development seeking non-profit management position.

EDUCATION

QUEENS UNIVERSITY OF CHARLOTTE, Charlotte, NC Candidate May 2024

Master of Science, Organization Development, GPA: 3.62

Capstone Project: The study of non-profit personnel morale in economic recession.

FLORIDA STATE UNIVERSITY, Tallahassee, FL May 2014

Bachelor of Science, Biology

RELATED EXPERIENCE

TIAA, Charlotte, NC January 2022-Present

Recruitment and Human Resources Intern

- Review and provide suggestions for employee handbook.
- Compile executive briefings for board meetings.
- Upload and update positions to job portal.

AMERICAN RED CROSS, Tallahassee, FL June 2019-December 2022

Orientation Volunteer

- Assisted new volunteers in understanding the organization's culture.
- Authored a "How-To" guidebook for new volunteers.

OTHER EXPERIENCE

ECOSERVICE, Tallahassee, FL September 2019-December 2020

Community Specialist

- Developed marketing strategy to increase organization's visibility.
- Planned annual fundraising gala and increased funding by 15%, +\$85K.
- Provided opportunities for professional growth ensuring low personnel turnover.

MEDICONSTRUCTS, Tallahassee, FL August 2014-August 2019

Research Associate

March 2016-August 2019

- Conducted lab tests to identify and isolate the microbial agents responsible for causing adolescent health issues.
- Evaluated the antimicrobial efficacy of new products using strict practices and procedures.

Assistant Lab Technician August 2014-February 2016

- Updated laboratory databases.

SKILLS

Microsoft Word, Excel and PowerPoint, PeopleSoft, Internet Research.

MBTI certified, executive coaching, risk assessment and growth planning, team development.

SKILLS-BASED RESUME

Olivia Urie, MHA

87 Collins Avenue, Wilmington, NC 98543
(324) 209-6543, urie.olivia@gmail.com

PROFESSIONAL SUMMARY

Account manager with superior analytical skills applied to contract negotiations, business processes, data collection and management for Fortune 500 institutions. Consistently promoted to positions of increased responsibility, advancing two times within a three-year period. Proven leadership in training employees and conducting formal presentations to all levels of management.

SELECTED ACCOMPLISHMENTS

- Delivered over \$20MM in financing to individuals and businesses.
- Increased sales year over year by developing key products and supporting processes.
- Ranked #1 regionally in repeat clientele.
- Recognized for lowest turnover rate in team retention.

SKILLS

Sales and New Account Development

Developed new accounts in underdeveloped sectors.

- Prospected potential clients by conducting research based on market trends.
- Provide new and prospective clients with industry news, full-service consultations and follow up.
- Successfully increased readership by more than 40 percent over a two-year period.

Team Development

Provided account team members with regular professional development training.

- Included team in ideation sessions regularly that are contributed to short and long term strategic plans.
- Developed “micro-pod” update sessions where account members report out on successes and next steps.
- Provided regular feedback sessions on performance at team and individual levels.

EXPERIENCE

Account Executive, Acuproducts, Sacramento, CA

April 2019-August 2020

Assistant Account Executive, Acuproducts, Sacramento, CA

June 2018-April 2019

Owner, Barker Lounge Dog Grooming, Exeter, CA

May 2015-July 2017

Marketing Trainee, Brewco, Los Angeles, CA

May 2014-September 2015

EDUCATION

Queens University of Charlotte, Charlotte, NC

May 2023

Master of Health Administration, Health Administration

Brandon College, Exeter, CA,

May 2014

Bachelor of Science, Sport Management

COMMUNITY SERVICE

Lucky Puppy Rescue, Sacramento, CA

June 2017-present

WRITING A COVER LETTER

A cover letter is an important document that should accompany your resume. The cover letter is not only an introduction, but an opportunity to highlight the most relevant aspects of your experience to strategically pitch why you are interested and what you can offer the employer.

What is the best way to send a cover letter?

These days, sending your resume and cover letter digitally is the preferred delivery method. For your email application, the subject of the email should be your name and the job title. Your cover letter should be formatted as a standard business letter (see pages 58-59 for sample cover letters). Many organizations will also ask you to supply your resume and cover letter through their online application system.

Do I have to write a new cover letter for every role?

Customize your letters so that the reader does not get the sense that you are sending the same cover letter to every employer and job opportunity. Always fine tune the information you highlight for that particular employer and position. Look for key responsibilities as listed in the job description and identify relevant experiences. These are the skills you should highlight in your cover letter. Be sure to quantify your accomplishments whenever possible.

What are the components of a cover letter?

- **Heading:** Use the same heading as on your resume. Follow this with the date, and then address the letter as Dear Mr. or Ms. (insert last name). If you cannot find the contact information, use “Dear Hiring Committee” or “Dear Hiring Manager” rather than “To whom it may concern”.
- **First Paragraph (4-6 sentences):** Use the first paragraph to let the reader know who you are (A rising junior at Queens studying Communications), the position you are applying for and how you found it. Highlight why you think you are a good candidate for the role, and speak to something in recent news or about the mission of the company that shows your interest and alignment with the organization.
- **Second Paragraph (6-8 sentences or bullets):** Highlight your key qualifications in relation to the job you are applying for. This is not the place to reiterate your whole resume. Instead, take a more curated approach by giving an example of past experiences that highlight the qualifications, skills and responsibilities mentioned in the job description. This section can be written in paragraph or bullet form (see pages 58-59 for sample cover letters).

- **Third Paragraph** (4-6 sentences): In the last paragraph, reiterate your interest in the opportunity and your willingness to interview. Indicate that you are attaching your resume and are available to answer any questions about your qualifications. Thank the employer for considering your candidacy.
- **Closing:** End your letter with a formal closing salutation, such as “Sincerely,” or “Thank you,”.

Any formatting tips for writing a cover letter?

- A cover letter should not exceed one page in length.
- Double-check that you have changed the organization information for each cover letter.
- Proofread the letter for spelling and grammatical errors.
- Spell everything completely; do not use informal speech or abbreviations. For example, use “I am” instead of “I’m.” Your letter will be viewed as a sample of your ability to communicate in the workplace.

Heading	May Byrd Charlotte, NC 28274 908-123-5565, may.byrd@gmail.com
Date	March 18, 2023
Address	Dr. Tony Lopez The Mint Museum Director of Archives 150 Randolph Road Charlotte, NC 28210
First Paragraph	Dear Dr. Lopez, I am applying for the position of Archives Manager at The Mint Museum. Our mutual contact Professor Lin suggested I apply for the position. Following my undergraduate education at Queens University of Charlotte, I worked in a variety of regional galleries and believe The Mint Museum is where I can make the biggest impact. I was excited to learn about the recent Mills Foundation grant to support the antiquities archive. As mentioned in the job description, such artifacts require the expertise of one with experience in the latest technology and processes. I am uniquely qualified to support this endeavor.
Second Paragraph	Of particular note, in my previous role at Hudson River Gallery, I led efforts to preserve the works of Maria Casper. Over the course of two years, the 200 piece collection was preserved, restored and archived as digital assets. I negotiated a contract for and implemented Frame Source technology to streamline the archival process from intake to digital imaging. In doing so, there are clear status updates and action prompts for each of Ms. Casper's pieces. This initiative has also allowed the works to be viewed by public audiences through social media and an online portal. Prior to my role at Hudson River Gallery, I attained a Bachelor of Arts in Arts Leadership and Administration from Queens University of Charlotte. My capstone focused on the cultural impact of art in times of war, a topic that correlates well with the museum's focus on community empathy and the arts.
Third Paragraph	I have attached my resume for your review. My specific archival and project management experiences, research abilities and alignment with The Mint Museum's mission make me an ideal candidate to support the archival division. Please let me know if you have any questions.
Closing	Thank you, May Byrd 908-123-5565, may.byrd@gmail.com

COVER LETTER SAMPLE (BULLETED FORMAT)

Alex Gomez
578 Providence Road, Apartment 4A
Charlotte, NC 28274
908-123-5555, alex_gomez@yahoo.com

March 18, 2023

Mr. Quincy Smith
The Coca-Cola Company
Recruiting Manager
6789 Cola Avenue
Atlanta, GA 30032

Dear Mr. Smith:

I am a recent graduate of Queens University of Charlotte with a Bachelor of Business Administration in Marketing. I am applying for the position of Brand Management Assistant within the international wholesale division. Coca-Cola's recent acquisition of international brands like Juice Up and Sea Water demonstrate the leadership and innovative strategies I would like to support.

While at Queens, I interned at Ford and Bank of America in their marketing departments. In this capacity, I gained the following experience in:

- **Competitor Research and Analysis-** In order to stay ahead of national automotive social media trends, I created a spreadsheet detailing key competitors' campaigns and presented a gap analysis to the marketing leadership team. My suggestion of appealing to the Millennial generation through nostalgic themes is currently in use at Ford and has helped increase engagement by 15% year over year.
- **Project Management-** At Bank of America, I supported a rebranding campaign by creating a comprehensive timeline and resources document that was used organization-wide. As a result, the rebranding project was completed in a streamlined and timely fashion.
- **Mentorship-** As the selected lead intern at Bank of America, I mentored fellow interns in professionalism in the workplace and organized social activities. End of program feedback indicated that my mentorship provided peer-to-peer engagement that supported an inclusive work environment.

I have attached my resume for your review. My collective experiences, leadership abilities and enthusiasm for Coca-Cola, Inc. make me an ideal candidate to support the next phase in the international wholesale division. Please let me know if you have any questions.

Thank you,
Alex Gomez

***Note:** This cover letter serves as a sample only. Be sure to write an original letter of your own that follows guidelines detailed on page 57.

COVER LETTER SAMPLE (PARAGRAPH FORMAT)

May Byrd

Charlotte, NC · 908-123-5565 · may.byrd@gmail.com

March 18, 2023

Dear Dr. Lopez,

I am applying for the position of Archives Manager at The Mint Museum. Our mutual contact Professor Lin suggested I apply for the position. Following my undergraduate education at Queens University of Charlotte, I worked in a variety of regional galleries and believe The Mint Museum is where I can make the biggest impact. I was excited to learn about the recent Mills Foundation grant to support the antiquities archive. As mentioned in the job description, such artifacts require the expertise of one with experience in the latest technology and processes. I am uniquely qualified to support this endeavor.

Of particular note, in my previous role at Hudson River Gallery, I led efforts to preserve the works of Maria Casper. Over the course of two years, the 200 piece collection was preserved, restored and archived as digital assets. I negotiated a contract for and implemented Frame Source technology to streamline the archival process from intake to digital imaging. In doing so, there are clear status updates and action prompts for each of Ms. Casper's pieces. This initiative has also allowed the works to be viewed by public audiences through social media and an online portal. Prior to my role at Hudson River Gallery, I attained a Bachelor of Arts in Arts Leadership and Administration from Queens University of Charlotte. My capstone focused on the cultural impact of art in times of war, a topic that correlates well with the museum's focus on community empathy and the arts.

I have attached my resume for your review. My specific archival and project management experiences, research abilities and alignment with The Mint Museum's mission make me an ideal candidate to support the archival division. Please let me know if you have any questions.

Thank you,
May Byrd

***Note:** This cover letter serves as a sample only. Be sure to write an original letter of your own that follows guidelines detailed on page 57.

REFERENCE PAGE

What is a Reference?

References provide employers with more insight into your capabilities, fit and aptitude. When starting a job or internship search, select references who are articulate, readily available, professional and knowledgeable enough about your work experience to be effective.

Who is a Reference?

References are typically colleagues, former supervisors, professors and professional mentors who you have stayed in touch with over the last several years and who have agreed to assist you. You typically need 3-4 references. Cultivate relationships early by building relationships with faculty and staff at Queens.

Obtain Permission

Before listing names and contact information, seek permission from the individuals you want to list as references. Provide your references a your resume, job description for what you're applying for and let them know they might be contacted.

Create a Separate Reference Page

Do not include reference information on your resume. This type of information takes up space and prematurely provides your contact's details. Instead, create a separate page that includes a heading (this should be the same heading used on your resume and cover letter). Include the following reference information: name, title, organization, phone number, and email address.

Say Thank You

Send your references a thank you note or letter. Let them know the outcome of your job search and continue to stay in touch with them.

Sample Reference Document

Bob Cat
Volunteer Coordinator
Habitat for Humanity
704-123-4567
catb@habitat.org

Sandy Times
Account Manager
Performing Arts Center of New Valley
203-111-1234
sandy.times@artsvalley.org

Yael Littlerock
Transportation Manager
City of Charlotte
704-131-6789
Y.Littlerock@cityofcharlotte.org

THE INTERVIEW PROCESS

Interviews can be intimidating if you don't know what to expect. It's common to feel nervous and overwhelmed. This section will help ensure you are well prepared to complete a successful interview and land your next job or internship opportunity.

What is an interview?

Interviews allow an employer to get to know you and determine if you are the best qualified for the position. Throughout the interview, the employer wants to know the answers to the following questions:

1. Do you have the skills and experience to complete the job successfully?
2. Are you motivated to do the work needed for the job?
3. Are you a fit for the organization?

But remember, interviews are two-fold. This is your chance to answer the following questions throughout the interview process:

1. Does this work interest and challenge me?
2. What opportunities will I have to contribute?
3. Are the people and work environment a fit for me?
4. Will this position help me reach my career goals?

While an interview itself can range in length (15 minutes – 2 hours or more) and consist of a variety of questions, the interview process typically includes three stages: pre-interview, interview, and post-interview.

Stage 1: Pre-Interview

You secured an interview with an employer. What's next?

You've worked hard crafting a resume and cover letter, and took time searching for jobs and completing tedious job applications. Finally, you have received a call to schedule an interview. Preparing for an interview takes more than just searching common interview questions on the internet. You must make a lasting impression that shows you are the right candidate for the job. Here are interview preparation strategies:

1. Know Yourself

Throughout the interview, you will need to explain why you are the right candidate for the job. Take time to think about how you plan to highlight your experiences and skills when addressing questions throughout the interview.

- What specific skills, experiences, and other attributes do you want to convey to an employer?
- Be aware of your weaknesses and craft responses to show strategies you used to overcome these areas for improvement.
- Consider why you applied for this position and be ready to discuss your motivations with the interviewer.

- Your answers should be authentic, relevant to the job and with the employer as the main audience in mind. Remember that they are looking for someone to help advance their organization's goals. Frame your answers with the organization's goals in mind.

2. Do Your Research

Research is key when preparing for a successful interview. Here are a few things to consider in your research:

- Familiarize yourself with the content highlighted on a company website, social media, and press releases for current news and other findings.
- Know the employer's mission, vision, and values.
- Get to know the product or service of the organization. If the organization sells a particular product, think about purchasing that product and using it.
- Understand who competitors are in the landscape.

Quick Tip: Is there a Queens alumni member that works for the employer? If so, don't be afraid to reach out and seek additional information about the organization.

3. Prepare Questions to Ask Interviewer

Plan three to five questions to ask the interviewer. This helps show your preparation and interest in the organization and position.

Examples:

- What are the skills and attributes you value most from someone in this position?
- How does the company measure performance for this position?
- What are the immediate priorities that must be addressed in the first three months?
- What do you enjoy most about working here?
- How will this position and division support the organization's strategic plan?

4. Practice

Interviews can be stressful. For most people, it's not natural to speak persuasively about your strengths. With some additional practice, you will feel better prepared and confident. Here are some ideas to consider:

- Ask friends and family to practice your responses to typical interview questions.
- Be prepared to provide specific examples with your responses.
- Schedule a mock-interview session with a career coach.
- Utilize the career office's virtual interview tool.

STAGE 2: THE INTERVIEW

It's the moment you have been waiting for! This is your chance to demonstrate that you are the best candidate for the available position.

You may encounter different kinds of interviews, even within one hiring process. Here are common formats:

1. **Phone Interview:** This format is typically used as an initial screening process and can last anywhere from 10 minutes to an hour.
2. **Virtual Interview:** Virtual interviews can be conducted live using tools like WebEx or Skype, or prerecorded with tools like HireVue.
3. **Lunch or Dinner Interview:** Although this interview can appear more relaxed than others, remember that you are still being evaluated by the interviewer.
4. **One-on-One Interview:** This common interview format is held with you and the interviewer.
5. **Group Interview:** You may sometimes meet with several key team members in one meeting for a group interview.

Virtual Interviewing Tip

- Dress to impress: While a virtual interview is not in-person like a traditional one-on-one interview, you still want to make a lasting impression. A nice dress shirt/blouse, jacket and pants will do.
- Check your tech: Review your interview instructions and test the technology needed for your interview. Make sure your internet connection is steady, your audio and mic work properly, and your camera functions well with proper lighting.
- Limit distractions: Distractions can throw you off your game and cause frustration for recruiters. Make sure you have a quiet, clean space where you can complete a successful virtual interview.

Types of Interview Questions:

1. **Traditional:** These interview questions are used to gain information about the applicant's background, level of interest, skills, and reasons for applying.

Examples:

- Tell us about yourself?
- What are your short-term/long-term goals?
- How do you see yourself contributing to our organization?
- What are your strengths and weaknesses?
- Why are you interested in working for _____?
- What is an industry trend and how would you address it?
- Walk me through your resume and portfolio.

2. Behavioral: An interviewer will ask behavioral questions to better understand the applicant's situational behavior and soft skills. Behavioral questions are popular with employers because past performance is the most reliable indicator of future results.

Examples:

- Tell me about a time when you dealt with conflict in the workplace?
- How do you handle difficult situations?
- When you worked on multiple projects, how did you prioritize your work?
- Describe a time when you went above and beyond the requirements for a project.

3. Case/Technical: These questions pose a scenario for the applicant to solve. The applicants process and answer provide insight into critical thinking and analysis skills.

Examples:

- Your client is a marketing firm and they made a \$50 million profit last year. This year, they are on track to lose \$25 million. How do you turn it around?
- Using HTML or CSS, reformat this webpage for optimal user experience.

Using S.T.A.R. Method for Answering Behavioral-Type Questions

The S.T.A.R. method is an effective approach to answering behavioral-type interview questions.

S	T	A	R
Describe a specific SITUATION in which your demonstrated the skill in question. Consider examples from previous jobs, internships, classwork, volunteer experiences, athletics, etc.	What goal or TASK were you working towards?	Relay the ACTION that you took. Keep the focus on you. Use the word "I", not "We" when describing the action.	Talk about the multiple, positive RESULTS . Don't be shy about taking credit for what you accomplished. Be specific and empathize tangible results, such as metrics and anecdotal evidence.

S.T.A.R Response Example:

Question: Discuss a time when you were on a team and one member wasn't contributing as much as others.

Answer: I had been assigned to a team to build a canoe out of cardboard. One of our team members wasn't showing up for meetings or doing his assignments. I finally met with him in private, explained the frustration the rest of the team felt and asked if there was anything I could do to help him. He told me he was preoccupied with a class he wasn't passing, so I found someone to help him with his other course. He was then able to spend more time on our project, and he was grateful I had helped him. We finished our project on time and received an A.

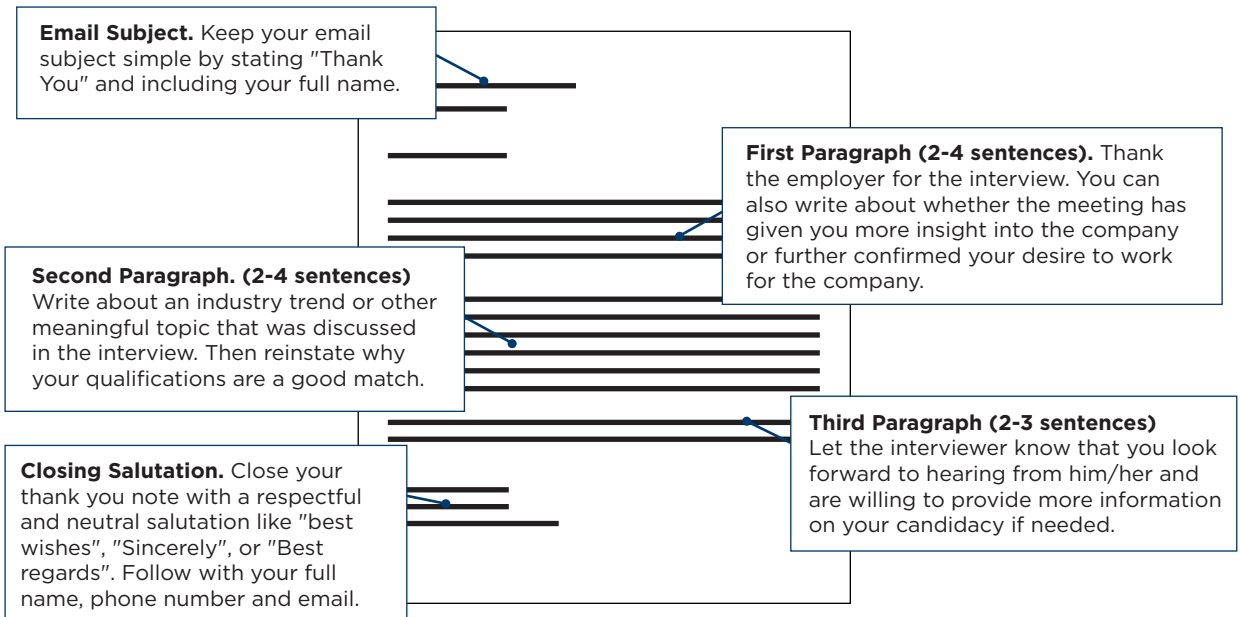
Stage 3: Post-Interview

At the end of your interview, make yourself memorable by doing the following :

1. Restate your interest in the position and summarize how you will add value to the organization.
2. Ask about the next steps in the interview process.
3. Collect a business card so that you can send a follow-up thank you email to each individual you met. This also helps to ensure titles and spelling of names are correct for any future correspondences.

Thank You Letter

After completing an interview, following up with a thank you letter is courteous and a great way to show an employer your interest in their available opportunity. It should be timely (ideally within 24 hours), formal, and without grammatical errors. While it may be tempting to send a single e-mail to everyone you met during the interview, it is preferable to write an individualized message to each.



TOTAL COMPENSATION AND CONSIDERATIONS

Congratulations! You received a job offer! Now you have a lot of thinking to do. Deciding whether or not you should accept a job offer should include careful thought and include compensation considerations. Areas of a total compensation package to consider may include:

- Base salary
- Retirement benefits
- Stock options or units
- Medical and dental coverage
- Tuition assistance
- Vacation time
- Sick time
- Incremental annual raise potential
- Bonuses
- Relocation assistance
- Flexible work schedule
- Life and accident insurance
- Professional development funds
- Additional perks (food, gym, phone)
- Tuition assistance

To find industry norms on salary information, below are some websites to consider.

- www.bls.gov
- www.salary.com
- www.glassdoor.com
- www.payscale.com

When given an offer, it is acceptable to try to negotiate a salary. Schedule an appointment with a career coach discuss strategies.

Accepting an Offer

Once ready to accept an offer, sending an acceptance letter confirms you are taking the job and shows your appreciation for the offer. This letter also helps to clarify and restate your understanding of the position. In the letter, include:

- Your acceptance of employment, position name and start date.
- The agreed upon salary, work location, hours and other details previously discussed (e.g., orientation dates, human resources form deadlines).
- Your appreciation and enthusiasm for this opportunity.

Declining an Offer

If you decide to decline a job offer, be professional, concise and courteous. If you have accepted a job offer while in the application or interview process with other organizations, inform these employers about your decision and withdraw your candidacy as soon as possible. Remember, you never know if a contact or company might be part of your future plans. Keep your options open by thanking those you interacted with for the opportunity. You don't need to provide specific reasons for declining.

GRADUATE SCHOOL PLANNING

Once you have made the decision to attend graduate school to advance your career, speak with a career coach, faculty and others in your field of interest to understand more about the process.

If you plan to attend graduate school directly after completing your undergraduate degree, be mindful of the next class's application deadlines. Fall entry application deadlines are typically between December and March of the prior academic year. It's a good idea to review admissions deadlines for each program you apply to.

Beginning your graduate school application process while an undergrad requires time, preparation and planning. Follow these guidelines to stay on track:

Junior Year

- Assess your career goals and decide if pursuing graduate school is the right choice for you.
- Research programs through program open houses, websites, and discussions with faculty, your career coach and those in the field.
- Review graduate program curricula, application requirements, course prerequisites, and financial aid information.
- Research graduate admission entrance exams (e.g. GRE, GMAT, LSAT, MCAT, etc.). If a requirement prepare and register.

Between Junior and Senior Year

- Consider visiting the graduate schools of interest.
- Draft your application essays.
- Ask your career coach, faculty member, and a writing consultant to review your essay.
- Research fellowships, teaching assistantships, scholarships, grants, loans, working assistantships, company funding and support and other funding opportunities.

Senior Year, Fall Semester

- Take the graduate admission entrance exam.
- Request letters of recommendation from faculty and employers several months before they are due.
- Request official transcripts.
- Apply on time. Submitting early, especially for rolling deadlines is highly recommended.
- Complete the Free Application for Federal Student Aid (FAFSA) application as early as October 1st.

Senior Year, Spring Semester

- Check to make sure all applications are submitted.
- Schedule interviews and campus visits.
- Select school and mail a deposit.
- Send thank you notes to letter of recommendation writers and mentors.
- Inform other graduate programs of your decision to decline admission.

GRADUATE SCHOOL APPLICATION COMPONENT CHECKLIST

- Application Essays** (Statement of Purpose and/or Personal Statement)
Graduate and professional schools typically require essays as part of the application packet. They use this writing sample to assess your writing skills, background, future interests and why their program is the best fit for you. In addition to application essays, graduate schools may ask for other writing samples, portfolios, diversity statements or other materials specific to that field and program.
- Graduate Entrance Exam**
Some programs require entrance exams. First, see if they are required. Second, see if you take the exam at many points throughout the year (GRE and GMAT) or only on certain dates a year (MCAT and LSAT). Research resources about how to prepare for the exam.
- Curriculum Vitae (CV) or Resume**
A CV or resume documenting your academic and professional background is typically required (see pages 34-55 for samples).
- Letters of Recommendation**
Most programs require 3-4 letters of recommendation. These letters give the reader a better understanding of your academic performance, interest in the field and goals and abilities. Give your letter of recommendation writers ample time to create the letter (at least three months in advance is ideal). Provide your recommender with your CV/resume and admission essays. Provide your recommender a reasonable deadline that is ahead of the actual one to account for delays. Always thank your recommender for helping you with this process.
- Official Transcripts**
Inquire with your university registrar's office to obtain official transcripts or have them sent directly to the schools you are applying for.
- Free Application for Federal Student Air (FAFSA)**
The federal government provides financial aid to students who qualify. Visit <https://studentaid.gov/> for more information.
- Interview**
Many programs will interview applicants as part of the admissions process. This interview will give you a chance to describe your qualifications in-person and ask important questions about the program. The interview may also be used to assess your candidacy for research assistantships, fellowships or teaching assistantships. Schedule a mock interview with a career coach to practice.

GRADUATE SCHOOL APPLICATION ESSAYS

Statement of Purpose

The statement of purpose, also known as the statement of intent, is most typically used in fields with a research emphasis. Unlike a personal statement, a statement of purpose does not focus on personal stories, activities or family background. It instead focuses on the program you are applying to, your academic background, why you have chosen the particular field and why the specific program is a good fit for you.

- Discuss your interest in the chosen field and how you have arrived at that interest.
- Focus on how your related experience has prepared you for graduate/professional school.
- Describe why the program is a good fit. Demonstrate your research on the program.
- Explain how this graduate program will allow you to reach your postgraduate school career goals.

Personal Statement

The personal statement is most commonly seen in professional school applications and social science fields. The personal statement allows candidates to explain their experiences (personal and professional), academics, skills, interests, passions and motivations as it relates to the field of study they are entering. A personal statement tells a story that is supported by specific experiences and examples. It should be compelling, well-written and unique.

- Share your background or a personal experience and how it developed your interest in the field. Include traits that distinguish you, and “aha moments” that brought you to pursue this field.
- Connect your background or personal experience to how it led you to pursue this field of study.
- Discuss related experiences such as extracurricular activities, volunteer work, internships, research, leadership positions and independent studies and, how they have confirmed your interest and prepared you for graduate school. Remember to select specific experiences; do not simply relist your resume.
- Share future career goals and how this program will prepare you to reach those goals.
- Include why this specific program aligns with your interests and is the best for you. Speak to specifics in the program’s philosophy, the school’s mission, or specifics of the curriculum.

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