

# IES Internships

## STUDENT PREPARATION MANUAL

This manual was developed to serve as a resource available across the organization to help IES Abroad staff members speak consistently and reliably when providing career advisement to students. It is intended to function as a guide for best practices and should be treated as a standard for advising and preparing students for career and professional opportunities. This manual is confidential and proprietary to IES Internships, a unit of IES Abroad, and should not be shared outside of the organization.



# IES INTERNSHIPS

## STUDENT PREPARATION MANUAL

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# I. RÉSUMÉS

I.

# RÉSUMÉS

The purpose of a résumé is to market yourself to employers by providing a tailored snapshot of your education, experience, and skills in a way that is relevant to the industry to which you are applying. In most cases, its goal is to entice the reader to invite you to the interview, so it needs to stand out in order to be effective. On average, employers and recruiters might only spend **30 seconds** skimming your résumé to get through a stack of applications, thus you should be sure to highlight just the most important and relevant aspects of your background (as opposed to simply listing a comprehensive work history).

## **NOTE ABOUT CURRICULUM VITAE**

Many countries will use the term *Curriculum Vitae (CV)* when requesting application material, which is often interchangeable with the standard U.S. résumé format used in this guide. Be aware that U.S. CVs, however, tend to be different than U.S. résumés and international CVs, as they are more academic in nature and may be as exhaustive as necessary.

## **10 RÉSUMÉ DESIGN TIPS**

### ✓ **1. Length:**

While it may vary by field and level of experience, entry-level résumés should be kept to **1 page** of relevant experience.

### ✓ **2. Margins:**

Your content should be centered on the page, and there should be a balance of white space and text in your résumé. It is recommended that margins range from **0.5 inches to 1.5 inches**.

### ✓ **3. Font:**

Ideal fonts are those that are easy to read including **Times New Roman, Arial, Garamond, or Calibri** in a **10-12 point font size**. Additionally, avoid using colors, text boxes, or borders on your résumé to maintain professionalism and a clean appearance.

### ✓ **4. Consistency:**

Formatting (spacing, margins, bullets, punctuations, dates) and font (type, size, and effects) should remain consistent throughout your résumé. Using effects such as CAPS, bold, and italics are great ways to keep your résumé organized, so these should remain **uniform** for every section of your document.

### ✓ **5. Aesthetics:**

Your résumé should be structured using a **variety of headings**, as opposed to grouping everything into one section. Avoid using templates and consider customizing your résumé using any of the following categories:

- Education
- International Education/Experience
- Relevant Experience/Related Experience (e.g. *Teaching Experience*)
- Leadership & Activities/Volunteer Experience/Additional Experience
- Athletics
- Honors & Awards
- Skills & Interests

- ✓ **6. Accuracy:**  
Your résumé is often your first impression to an employer, so ensuring that it is **free of spelling or grammar errors** is crucial. Consider having your résumé looked over by 2-3 other people before submitting it for any opportunity.
- ✓ **7. Be concise:**  
The best way to remain succinct in your résumé is to **use bullet points** (rather than paragraph summaries) to convey what you did in each of your roles. Avoid the pronoun “I” and introductory phrases such as “My duties/responsibilities included”. Also avoid using “etc.” on your résumé, as it is too vague.
- ✓ **8. Demonstrate skill:**  
Be sure to **begin each bullet point with a strong action verb** to allow the reader to quickly identify your strengths that are relevant to the opportunity. Avoid using passive verbs such as “helped” or “assisted”, and instead consider the list of performance-based transferable skills on **page 5**. (Also, pay close attention to verb tenses in your bullets, as only current roles/projects should be in present tense.)
- ✓ **9. Show evidence:**  
It is easy to say that you have skills in a particular area, but in order to stand apart from other candidates, employers want to see proof. Be sure to **provide examples in your bullet points** as evidence of your skills and experience. *Show, don't just tell* the reader about your leadership, creativity, attention to detail, or ability to multitask by describing times when you have successfully demonstrated these in your previous roles.
- ✓ **10. Focus on strengths & accomplishments:**  
Employers view past success as an indicator of future performance. Your résumé should demonstrate your most relevant skills, achievements, and outcomes of your previous work. Rather than listing duties of your previous positions, highlight what *you* contributed to the position or organization. **Quantify** using numeric or impactful modifiers to **show the results** and impact of the work you did. Include necessary details (i.e. What? How? How much/many? How often? With whom?) to best convey the extent of your experience or how you helped improve or enhance efficiencies.

## TRANSFERABLE SKILLS

Transferable skills are those that can be utilized in a variety of work settings. Below are a sampling of transferable skills that can be used to lead strong action-oriented accomplishment statements in your résumé.

### **ADVERTISING/ PROMOTING**

Advertised  
Convinced  
Generated  
Improved  
Influenced  
Marketed  
Persuaded  
Promoted  
Recommended  
Represented  
Secured  
Sold

### **CLERICAL**

Administered  
Approved  
Arranged  
Cataloged  
Classified  
Collected  
Compiled  
Computed  
Conducted  
Dispatched  
Executed  
Examined  
Filed  
Generated  
Implemented  
Inspected  
Monitored  
Operated  
Organized  
Prepared  
Processed  
Purchased  
Recorded  
Retrieved  
Screened  
Sorted  
Specified  
Systematized  
Tabulated  
Validated

### **COMMUN- ICATION**

Addressed  
Approved  
Arbitrated  
Arranged  
Authored  
Collaborated  
Communicated  
Convinced  
Corresponded  
Counseled  
Demonstrated  
Developed  
Directed  
Edited

Enlisted  
Explained  
Facilitated  
Formulated  
Influenced  
Instructed  
Interviewed  
Interpreted  
Lectured  
Listened  
Mediated  
Moderated  
Negotiated  
Participated  
Persuaded  
Presented  
Presided  
Promoted  
Publicized  
Reconciled  
Recruited  
Spoke  
Translated  
Wrote

### **CREATIVE**

Acted  
Arranged  
Conceived  
Conceptualized  
Created  
Customized  
Designed  
Developed  
Devised  
Directed  
Enabled  
Enhanced  
Established  
Fashioned  
Formulated  
Illustrated  
Imagined  
Improvised  
Initiated  
Innovated  
Instituted  
Integrated  
Introduced  
Invented  
Originated  
Packaged  
Performed  
Planned  
Refined  
Reshaped  
Resolved  
Revitalized  
Shaped  
Solved  
Structured  
Visualized

### **ENTERPRISING**

Accomplished  
Assured  
Awarded  
Competed  
Determined  
Diverted  
Eliminated  
Evaluated  
Identified  
Improved  
Investigated  
Negotiated  
Pioneered  
Proposed  
Rectified  
Strengthened  
Surpassed

### **FINANCIAL**

Administered  
Allocated  
Analyzed  
Appraised  
Audited  
Balanced  
Budgeted  
Calculated  
Computed  
Developed  
Forecasted  
Invested  
Managed  
Marketed  
Planned  
Projected  
Researched

### **HELPING/ HUMAN RELATIONS**

Advised  
Assessed  
Assisted  
Clarified  
Coached  
Counseled  
Demonstrated  
Diagnosed  
Educated  
Empathized  
Expedited  
Facilitated  
Familiarized  
Guided  
Interviewed  
Motivated  
Recruited  
Referred  
Rehabilitated  
Represented  
Served

### **MANAGEMENT**

Administered  
Analyzed  
Assigned  
Attained  
Chaired  
Communicated  
Conducted  
Consolidated  
Consulted  
Contracted  
Controlled  
Coordinated  
Delegated  
Developed  
Directed  
Enacted  
Established  
Evaluated  
Exceeded  
Executed  
Expanded  
Implemented  
Improved  
Incorporated  
Increased  
Initiated  
Led  
Maintained  
Managed  
Negotiated  
Obtained  
Organized  
Oversaw  
Performed  
Persuaded  
Planned  
Prioritized  
Produced  
Recommended  
Reduced  
Repositioned  
Retained  
Reviewed  
Revised  
Scheduled  
Strengthened  
Supervised

### **STRATEGIC**

Analyzed  
Arranged  
Budgeted  
Catalogued  
Compared  
Compiled  
Completed  
Computed  
Decreased  
Distributed  
Examined  
Expanded  
Generated

Increased  
Leveraged  
Redesigned  
Reorganized  
Restructured  
Reviewed  
Revised  
Scheduled  
Synthesized  
Systematized

### **PUBLIC RELATIONS**

Advised  
Collaborated  
Conducted  
Consulted  
Counseled  
Employed  
Facilitated  
Guided  
Handled  
Hired  
Informed  
Monitored  
Motivated  
Planned  
Presented  
Promoted  
Represented  
Researched  
Responded  
Sponsored  
Strengthened  
Wrote

### **PROBLEM SOLVING**

Analyzed  
Appraised  
Diagnosed  
Examined  
Executed  
Planned  
Proved  
Reasoned  
Recognized  
Validated

### **RESEARCH**

Assessed  
Calculated  
Collected  
Clarified  
Collected  
Critiqued  
Classified  
Determined  
Developed  
Diagnosed  
Differentiated  
Evaluated  
Examined

Experimented  
Extrapolated  
Evaluated  
Examined  
Extracted  
Identified  
Inspected  
Interpreted  
Interviewed  
Investigated  
Organized  
Reviewed  
Searched  
Summarized  
Surveyed  
Synthesized  
Systematized  
Theorized

### **TECHNICAL**

Adjusted  
Aligned  
Assembled  
Built  
Calculated  
Computed  
Diagnosed  
Designed  
Devised  
Drafted  
Engineered  
Fabricated  
Installed  
Maintained  
Operated  
Overhauled  
Programmed  
Remodeled  
Repaired  
Solved  
Troubleshoot  
Upgraded

### **TEACHING/ TRAINING**

Adapted  
Advised  
Coached  
Communicated  
Coordinated  
Demonstrated  
Developed  
Enabled  
Encouraged  
Explained  
Facilitated  
Guided  
Informed  
Instructed  
Led  
Planned  
Taught  
Trained

## STANDARD RÉSUMÉ TEMPLATE

**Personal Information and photos are not appropriate on U.S. résumés but may vary by country**

FIRST NAME (NICKNAME IF APPLICABLE) LAST NAME

Email • Phone • Address

### EDUCATION

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COLLEGE/UNIVERSITY NAME

City, State

*Bachelor of Arts (or Science) in [Major]*

Expected Month Year

[List any minors or concentrations]

**Relevant Coursework** (Optional): Course Title, Course Title, Course Title

- GPA: X.XX/4.00 (if 3.0 or higher), Dean's List [Semester/Year Range]
- Scholarships/Honors/Awards

STUDY ABROAD PROGRAM/INSTITUTION

Location

*Area of Study*

Season Year/Date Range

HIGH SCHOOL NAME (Optional)

City, State

*Diploma*

Graduation Month Year

- SAT/ACT Scores (Optional)
- Scholarships/Honors/Awards (eg. National Merit Scholar)

### EXPERIENCE *(Your most relevant jobs, internships, or volunteer work in reverse chronological order)*

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ORGANIZATION NAME

City, State

*Position Title*

Month – Month Year

- **Bullet Formula: Action Verb + Accomplishment Statement (including details & quantifiers) + Results**
- **Bullet Example: Developed sponsorships with 3 leading financial publications including the Wall Street Journal, NY Times, and Business Week to publicize services, saving company \$5,000+ in marketing expenses**

ORGANIZATION NAME

City, State

*Position Title*

Month – Month Year

- Bullet
- Bullet

### LEADERSHIP & ACTIVITIES/ADDITIONAL EXPERIENCE/COMMUNITY SERVICE

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ORGANIZATION NAME/CLUB NAME, INSTITUTION NAME

Month Year – Month Year

*Title/Role*

- Activities, Involvement, Responsibilities

*(OR see below for additional formatting option to conserve space when bullets do not seem necessary)*

ORGANIZATION/CLUB NAME, *Title (if relevant)*, Institution/Location

Month Year – Month Year

### SKILLS & INTERESTS

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**Language:** Language Proficiencies (include level of competency)

**Computer/Social Media:** Technical Proficiencies (include level of competency and list programs)

**Interests:** Specific hobbies/demonstrated interests to show well-roundedness

(e.g. Completed 2 World Triathlons, Avid cruciverbalist)

# Résumé Samples

Pre-/Post-Internship & Industry-Specific

*THE RÉSUMÉ SAMPLES IN THIS PACKET ARE FICTIONAL AND INTENDED TO BE USED AS EXAMPLES, NOT AS TEMPLATES.*

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14	TECHNICAL



**NAME**

**Address, City, State  
Phone • Email**

**EDUCATION**

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**Georgetown University**, Washington, DC *Graduated June 2014*  
*Bachelor of Arts in Government, GPA 3.8/4.0*

- Honors Thesis: “Strengthening International Cooperation on Aviation Security”
- Member of Men’s Varsity Swim Team 2012-2014

**EXPERIENCE**

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**US Diplomacy Center**, Washington, DC *June 2013 – August 2013*  
*US Department of State Student Intern*

- Corresponded with constituents to improve understanding of foreign policy and of US culture and society
- Drafted and edited reports for senior-level US and foreign government officials

**MetLife**, Washington, DC *September 2012 – June 2013*  
*Government Relations Intern*

- Performed research and analysis on economic policy and foreign relations in efforts to collect global trade data
- Collaborated with IT department to develop a secure online tool for coordinating meetings with government officials

**Campaign for America**, Tampa, FL *July 2012 – September 2012*  
*Field Organizer Intern*

- Created database to organize and manage local and national volunteer assignments
- Developed 20 strategic partnerships with organizations to support outreach and increase regional field presence

**LEADERSHIP**

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**International Security Policy Society** *September 2013 – June 2014*  
*Undergraduate Fellow*

- Selected from competitive pool of 1,000+ nationally-ranked students
- Conducted political research and participated in weekly forums to discuss global perspectives on international security

**SKILLS & INTERESTS**

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**Languages** Conversational Spanish, Basic French

**Activities** Competitive swimmer since age 11, member of nationally-ranked Aquatic Team

**Interests** Commercial aviation and aerospace

**NAME**

Address | Telephone | Email

**EDUCATION**

**IES LONDON**, London UK

Study Abroad and Internship Program, Spring 2014

**UNIVERSITY OF CALIFORNIA**, San Diego, California

Candidate for Bachelor of Arts degree in Communications, May 2015

Cumulative Grade Point Average: 3.4/4.0

Relevant Courses: Marketing Theory, Cross-Cultural Communications, Introduction to Mass Communication

**INTERNATIONAL SCHOOL OF SWEDEN**, Stockholm, Sweden

International Baccalaureate Diploma awarded May 2011. Graduated in top 10% of class

**EXPERIENCE**

**Sports Marketing and Public Relations**, London UK

Wimbledon Lawn and Tennis Museum, Spring 2014

- Managed social media and external communications
- Served as represented at events by communicating with constituents and directing inquiries
- Maintained the facility and oversaw day-to-day operations of the museum under supervision

**LIVE 105**, XYZ Broadcasting Group, San Diego, California

Student Assistant, Nov 2012 - May 2013

- Planned and wrote scripts for radio interviews of local celebrities
- Managed 6 major promotions held at music venues in New York City
- Collaborated with disc jockeys to select music, organize contests, and supervise request hotline
- Utilised internet and library resources to compile detailed report on radio stations in the state of New York

**ABC DAY CARE**, Stockholm, Sweden

Teacher's Assistant, Summer 2011

- Designed play routines for 10 toddlers, which enhanced behaviour in less than 1 month
- Administered the ordering of all teaching supplies and maintained inventory
- Developed detailed weekly teaching plans and co-led 1 each month

**SKILLS**

**Computer:** Proficient in Microsoft Word and Excel; Knowledge of Access

**Language:** Fluent Swedish, Intermediate knowledge of French

**INTERESTS**

Skiing; Travel (spent Summer 2013 backpacking through Slovenia); Soccer (coached youth team for 5 years)

**NAME**

Email • Phone • Address

**EDUCATION**

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**DePaul University**

*Bachelor of Science in Business*

Chicago, IL  
Expected June 2015

- GPA: 3.76/4.00
- SAT: 1450/1600, ACT: 30
- Dean's List 2012-2014

**Portland High School**, Class of 2011

Portland, ME

**EXPERIENCE**

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**ABC Financial Services**

*Summer Analyst Intern*

Portland, ME  
Summer 2014

- Aided in the originations and executions of equity deal transactions
- Valued companies using complex financial models and multiples such as P/E ratios and EBITDA
- Collaborated with finance colleagues in the investment banking division to develop solutions for high-profile clients

**Investments, Inc**

*Data Analyst Intern for Commodity Data*

Chicago, IL  
October 2013 – February 2014

- Collected, reviewed, and input data into custom applications
- Monitored important developments in U.S. and international commodities markets
- Aided in development and implementation of validation checks and quality reviews of data feeds

**LEADERSHIP & ACTIVITIES**

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*President, DePaul Investment Club (DPUIC), DePaul University*

January 2014 – Present

- Utilize stock simulators and mock investment portfolios to promote interest in investment among students and to provide the opportunity for experience in the financial industry

*Member, Women's Tennis Team, DePaul University*

September 2013 – Present

- Participate in daily practices and weekly matches during season
- Named to All-BIG EAST team for 2013-2014 season

*Program Assistant, FEST, DePaul Activities Board, DePaul University*

September 2013 – Present

- Serve on planning committee for DePaul's largest student-produced concert event, FEST

**SKILLS & INTERESTS**

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**Language:** Fluent Polish

**Computer:** Proficient in Microsoft Office, Advanced Excel (macros), completed Bloomberg Essentials training

**Interests:** Attending Grand Slam tennis matches, options trading, Pilates

## Sample Résumé / EDUCATION

### NAME

Address ~ Phone ~ Email

#### EDUCATION

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**Bachelor of Arts, Elementary Teacher Education**  
University of Michigan

Expected May 2014  
Ann Arbor, MI

#### TEACHING-RELATED EXPERIENCE

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**Preschool Teaching Assistant**

Ann Arbor YMCA

October 2013-Present  
Ann Arbor, MI

- Facilitate child-centered learning through creative activities and independent exploration
- Create an inviting and stimulating environment through interactive classroom setup
- Communicate with parents weekly to maintain communication of child's progress

**Summer Teaching Aid**

The Early Learning School

Summer 2013  
Columbus, Ohio

- Implemented lesson plans in areas of Mathematics, English, Reading and Social Studies
- Guided students on the completion of various mathematics worksheets including domain/range, solving systems of equations, and finding perpendicular lines
- Executed classroom management through positive reinforcement and keeping students on task
- Developed file of activities for substitute teachers to be used for impromptu lesson plans

**Senior Summer Counselor**

The Early Learning School

Summer 2012  
Columbus, Ohio

- Developed lesson plans encouraging hands-on creativity, social skills, and analytical thinking
- Created and facilitated creative journals to encourage student exploration of interests

#### FIELD EXPERIENCES

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ABC Elementary School, Ann Arbor, MI

February 2011

- Designed and taught lessons for Reading Workshop in a fourth grade classroom
- Focused lessons on creating mental images as a reading strategy for comprehension

Ann Arbor Learning Center, Ann Arbor, MI

October 2010

- Created hands-on lesson for sixth grade science class on the phases of the moon
- Guided students on constructing solar space models in order to understand the phases

#### ACTIVITIES

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**Member**, International Reading Association

2009-Present

**Participant**, Intensive Spanish Immersion Program, Costa Rica

Spring 2008

#### PROFESSIONAL SKILLS & INTERESTS

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Proficient in Word, Excel, PowerPoint, Dreamweaver, Access

Eager to participate in extracurricular activities such as Drama, Journalism, Media/Film

**NAME**

Address, City, State Zip

Email • Phone

**EDUCATION**

**Bachelor of Arts in Economics with pre-medical coursework**, expected May 2014

**University of California, Berkeley**

- GPA: 3.69/4.00, Dean's List 2012 – 2013
- Relevant Coursework: Healthcare Reform (graduate level), Statistical Models & Methods
- National Merit Scholar

**Study Abroad:** Pune, India (Fall 2012); Paris, France (Spring 2013)

**WORK EXPERIENCE**

**Clinical Intern**, June 2013 – August 2013

**ABC Vitals**, Fremont, CA

- Identified opportunities for care improvement in dealing with high risk patients by discovering significant undiagnosed/undocumented diabetic complications after analyzing five years of screening data from 182 patients
- Presented data analysis in-person and in writing to investors and partner companies
- Conducted home and clinic observations with patients

**Research Assistant**, Spring 2012

**Chemistry Department**, University of California, Berkeley

- Identified mutations in MRSA by comparing experimental and database protein sequences

**Research Assistant**, Summer 2011

**San Francisco Academy**, San Francisco, CA

- Co-wrote a literature review, entered data, maintained devices for childhood obesity interventions
- Transcribed 30 interviews with P.E. teachers for quality evaluation research

**COMMUNITY INVOLVEMENT**

**Volunteer**, Summer 2012

**123 Street Youth Services**, San Francisco, CA

- Created and taught 10-week environmental science curriculum for urban farming summer program

**Triage and Vaccination Volunteer**, August – September 2011

**Emergency Care Clinic**, Santa Lucia, Guatemala

**Triage Volunteer and Diabetes Health Educator**, Summer 2010

**Village Health Center**, Fremont, CA

- Took weight and blood pressure of patients from an uninsured population
- Taught 5-week diabetes education class for newly diagnosed diabetics

**SKILLS & INTERESTS**

**Computer:** Proficient in Microsoft Excel, PowerPoint, Word, STATA

**Language:** Conversant in Spanish; Proficient in French and Mandarin

**Interests:** Organic gardening; Health food blogging; Mastering various styles of Guatemalan dance

**NAME**

**Address | Phone | Email**

**EDUCATION**

*Bachelor of Arts in History*  
**Eastern Illinois University**  
Grade Point Average: 3.4/4.0

**Expected May 2015**  
Charleston, IL

*Study Abroad, Paris*

**Autumn 2014**

- European Civilizations with an emphasis on France

**RELEVANT EXPERIENCE**

*Policy Intern*

**Summer 2013**

**Illinois Coalition for Immigrant and Refugee Rights**

Chicago, IL

- Evaluated over 20 surveys from member organizations to improve adult education programs
- Researched new public and private funding opportunities for programs and service organizations
- Coordinated press conferences, paralegal trainings, and community organizing

*Legal Intern*

**Fall 2013**

**Fifth Judicial Circuit Court, State of Illinois**

Charleston, IL

- Prepared and filed legal documents for pending foreclosure cases
- Researched assignments for legal issues pertaining to pending foreclosure cases
- Transported and delivered notices of foreclosure and assignments of mortgages to county recorders
- Maintained foreclosure information and records using Firefly Status Pro database
- Reviewed legal documents prior to filing with courts and proofed affidavits and court summons

*Administrative Assistant*

**August 2012 – April 2013**

**Lee Law Offices**

Charleston, IL

- Provided front-desk reception, clerical support, and customer service for personal injury attorney
- Trusted with managing all areas of inventory and operations within the privately-owned firm

**ADDITIONAL EXPERIENCE**

*Tool Rental Associate*

**Summers 2010 – 2012**

**Home Depot**

Milwaukee, WI

- Processed various sales transactions and generated daily balance sheets
- Established and maintained positive customer relations and demonstrated extensive knowledge of specialty departments

**SKILLS**

Proficient in Word, Excel, Outlook, Status Pro  
Functional in Westlaw, LexisNexis  
Conversational Spanish

**ACTIVITIES & INTERESTS**

2-Time Regional Water Ski Champion, Wisconsin Rapids  
Dedicated “Big Brother” of 8 years with Big Brothers Big Sisters of Metro Milwaukee

## Sample Résumé | TECHNICAL

### NAME

Address | Phone | Email

### EDUCATION:

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#### Bachelor of Science in Computer Science

University of Oklahoma, Norman, OK

Cumulative GPA: 3.0/4.0; Major GPA: 3.6/4.0

Expected May 2013

### TECHNICAL PROFICIENCIES:

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**Operating Systems:** Windows, Mac OSX, UNIX, DOS, Linux

**Software:** Microsoft Word, Excel, Publisher, PowerPoint, Front Page, Adobe InDesign

**Languages:** C++, HTML, JavaScript

**Databases:** Access, Microsoft SQL, InterSystems Caché, FileMaker Pro

### COURSE PROJECTS:

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#### Database Management Systems Course

Fall 2012

- Collaborated with team of 3 students to implement a DBMS including data models and query languages
- Analyzed impact of databases on individuals and organizations such as security and privacy

#### Computer Game Development Course

Spring 2011

- Utilized software development tools to enhance computer-based game with team of 4 students
- Refactored software by restructuring a sequence of transformations to alter the existing code

### RELATED EXPERIENCE:

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#### Database Analyst Intern

September 2012–Present

ABC Digital, Norman, OK

- Coordinate with senior management to design and implement large scale enterprise data processes
- Gain knowledge of best practices for advanced data manipulation, storage, and analysis strategies

#### Computer Lab Assistant

October 2011–July 2012

University of Oklahoma, Norman, OK

- Provided technical support and troubleshooting to students for computers, printers, and other equipment
- Record usage and statistical information for reporting and analytics purposes

### ACTIVITIES:

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Member, Engineers' Club

September 2011–Present

Member, Oklahoma Sailing Club

September 2010–Present

# Curriculum Vitae Samples

Country-Specific

*THE CURRICULUM VITAE SAMPLES IN THIS PACKET  
ARE FICTIONAL AND INTENDED TO BE USED AS  
EXAMPLES, NOT AS TEMPLATES.*

## PAGE

16	CHILE
17	CHINA
18	FRANCE
19	ITALY
20	ENGLAND
21	SPAIN



**NAME**

Address • Phone • Email

**EDUCACIÓN (EDUCATION)**

**Universidad Central de Chile, Santiago**

Cientista Político [Expected Graduation Date]

Licenciado en Ciencia Política

Bachiller en Ciencias Políticas y Administración Pública

**The Mackay School, Viña del Mar**

Bachillerato Internacional 2000-2002

**ANTECEDENTES LABORALES (WORK EXPERIENCE)**

- Profesor titular, Cátedra “Política Internacional e Integración Latinoamericana”. Facultad de Administración Pública, Universidad Bolivariana: 03/10-09/10.
- Miembro equipo de redacción, Revista “Enfoques”. Facultad de Ciencias Políticas y Administración Pública, Universidad Central de Chile: 03/08-02/10. Labores incluían, revisión de artículos académicos en español y traducción de artículos académicos en inglés.
- Practicante, Dirección Asia Pacífico, Ministerio de Relaciones Exteriores de Chile: 08/09-12/09. Asesor de Ministro Consejero y a cargo de información Foro de Cooperación América Latina – Asia del Este (FOCALAE).
- Ayudante, Cátedra “Introducción a la Ciencia Política”. Facultad de Ciencias Políticas y Administración Pública, Universidad Central de Chile: 03/09-12/09.

**PUBLICACIONES (PUBLICATIONS)**

**Capítulos en libros**

- “Gobernabilidad y seguridad, algunos problemas teóricos conceptuales”. En Cristian Garay (editor) Desafíos del sector defensa. Gobernabilidad y seguridad en América Latina. Santiago: USACH (en prensa)
- “¿Pueden estar los partidos políticos y los electores chilenos satisfechos con el Sistema Binominal? un análisis desde la Calidad de la Democracia”. En, José Jesús Naranjo y José Carlos Luque (coordinadores) Democracia y Ciudadanía en América Latina. UACM – UAM.

**CONGRESOS Y SEMINARIOS (PRESENTATION IN CONGRESSES AND SEMINARS)**

- “Declinación Hegemónica y la reorganización del Asia Pacífico: Chile y su rol en la negociación del TPP”. X Congreso Chileno de Ciencia Política (Santiago, 17 al 19 de Octubre de 2012).
- “Ser Ministro en Chile: Análisis de las trayectorias de los ministros y subsecretarios (viceministros) del Gobierno de Bachelet en Chile 2006-2010”. X Congreso Nacional Argentino de Ciencia Política (Córdoba 27 al 30 de Julio de 2011). Ponencia:

**HONORES Y FINANCIAMIENTO (HONORS AND FUNDING)**

- Beca Maestría, Gobierno de la República Popular China, Chinese Scholarship Council: 09/2010-07/2012.

**COMPETENCIAS (SKILLS)**

- Chino Mandarín, nivel básico (conversación).
- Manejo Microsoft Office (Word, Excel y PowerPoint).



**Current Address**  
805 East Seneca, No.2  
Ithaca, NY 14850

**YOUR NAME**  
Your email address  
Your phone number

**EDUCATION**

**Cornell University, College of Arts and Sciences, Ithaca, NY**  
**Candidate for Bachelor of Arts Degree**, expected May 2014  
**Majors:** Government and Economics, **Minor:** Business, **Cumulative GPA:** 3.55  
**Honors/Awards:** Dean’s List (Fall 2010, Spring 2012)  
Melvin P. Sevin Scholarship (Recognizes high-energy individuals involved in entrepreneurship)

**National Taiwan Normal University, Taipei, Taiwan, Summer 2011**  
Six-week intensive language program designed to promote Chinese language and culture

**RELEVANT COURSES**

Principles of Marketing	Intermediate Microeconomic Theory	Intermediate Mandarin
Consumer Behavior	Intermediate Macroeconomic Theory	Applied Econometrics

**RELEVANT EXPERIENCE**

**Fountain House, New York, NY** Summer 2012  
*Development Assistant*

- Led Fountain House—nonprofit that rehabilitates those with mental illness—in Chase Giving Competition: nominated, provided research for, and designed campaign
- Wrote initial contact letters and placed phone calls to Fizzy Lizzy, Brooklyn Oenology, Brooklyn Brewery, Trek, Amanda Burden, and Alicia Keys to secure sponsorship for FY13 fundraising events
- Drafted letters and compiled database of professionals for the board creating a new facility in Buenos Aires
- Designed invitations, programs, and inserts

**Cornell University, Ithaca, NY** Fall 2011-Spring 2012  
*University Representative for the Cornell Annual Fund*

- Contacted alumni in effort to increase financial support for and sense of connection to University
- Procured over \$20,000 in pledges
- Placed on leader board for fundraising dollars during 3 weeks

**LEADERSHIP AND ACTIVITIES**

**Cornell Club Sports Council, Ithaca, NY** Spring 2012-present  
*Outreach Chair*

- Created and directed Club Sports Fair: secured location, advertised event, and organized 36 teams
- Attracted over 500 attendees and increased awareness about the club sports community
- Plan and organize fundraisers and social events for club sports community

**College of Arts and Sciences, Cornell University, Ithaca, NY** Spring 2011-present  
*Executive Board Member, Ambassador*

- Plan Cornell Days: one week event in spring to welcome newly accepted students to Cornell
- Organize 50 ambassadors and schedule them to perspective student events
- Market Cornell to perspective students and their families through meetings and information sessions

**Delta Delta Delta Sorority** Spring 2011-present  
*Membership Recruitment Committee, Spirit Chair*

**ADDITIONAL SKILLS**

**Languages:** Proficient in Mandarin (studied for 5 years); Intermediate Spanish (studied for 3 semesters)  
**Computer:** Proficient in Microsoft Office Suite; Certified in Raiser’s Edge

**NAME**

Address

Phone | Email

**Recherche d'un stage en journalisme de 3 mois minimum, à partir de février 2014**

**FORMATION**

- Janvier-Mai 2014*     **IES Études Françaises**, un semestre dans les cours de prise de Paris dans le français comme faisant partie d'un programme pour étudier
- Mai-Juin 2013*     **Cours Trans Commerce d'Esclave d'Atlantique**, le fait d'étudier au Ghana depuis un mois, en voyageant et en apprenant du commerce d'esclave
- 2011-2015*     **Indiana University (Bloomington)**, spécialité Journalisme, Études internationale, Français, une université d'américain de quatre années similaire à la licence en France

**EXPERIENCES PROFESSIONNELLES**

- Janvier 2014-Présent*     **Chroniqueuse de voyage | Indiana Daily Student**, j'ai écrit une semaine à un article de Paris pour le journal de mon université
- Décembre 2012-Mai 2013*     **Correspondent de Politique | Indiana Daily Student**, j'ai écrit des événements politiques de Bloomington, Indiana et ai annoncé sur la gouvernance locale
- Août 2012-Janvier 2013*     **Assistant de Rédaction | Inside Magazine**, j'ai écrit pour le magazine de mon université des actualités universitaires
- May-Août 2012*     **Producteur Associé | Radio Health Journal**, a écrit des scripts pour une émission de radio, les gens interviewés et a annoncé sur les histoires de la santé.

**COMPETENCES SPECIFIQUES**

**Anglais:** Couramment, le premier langage

**Tamil:** Couramment pour la conversation

**Français:** Niveau correct (séjours linguistiques)

**Informatique/Bureaucratique:** Word, Excel, Power Point, Photoshop, InDesign

**CENTRES D'INTERET**

**Association:** Bénévolat, humanitaire, avocat, journaliste

**Voyages:** Japon, Inde, Singapour, États-Unis, Ghana, Angleterre

## **NAME**

Born in [Birthplace], D.O.B.

[Marital/Family Status]

Resides in [Address]

Tel.: (+39) 06/5555555

Cell.: 348/5555555

Email: email@email.it

## **DIPLOMAS**

- [Year of Graduation] – Classical high school diploma from Liceo Ginnasio Torquato Tasso, Rome
- [Month & Year of Graduation] – History degree from the university of Rome, La Sapienza with thesis in U.S. Foreign Policy 1960-1980 (Thesis Supervisor: Prof. Giordano)

## **WORK EXPERIENCE**

- July 2013 to the present, assumed by the IES, *Institute for International Education of Students*, Rome headquarters, as teacher during the fall semester of the course about Roman History
- September 2013 to the present, assumed by Pontificia Università della Santa Croce, in Rome, as teacher of Theory and Analysis of News-making
- January 2014 to the present assumed by Libera Università Lumsa, Roma, as teacher of “Ethical Issues in Journalism and the Media”

## **JOURNALISM**

- 2009 to the present: Associazione Giornalisti Al Quirinale, President – Dean of the Press Association by the Italian Presidency
- 2007 to the present: Political Correspondant from the Italian House of Representatives and Senate
- 2004-2007: Diplomatic Correspondant and Special Envoy for World Events (covers the collapse of the Communist regimes in Eastern Europe, Operation Restore Hope in Somalia, Operation Desert Storm in Kuwait, the main international conferences for European Unification, Us-Italian bilateral conferences and official trips, oggicial visits of Italian prime minister and Presidents worldwide)
- 2002 to the present: Member of the National Council of Italian Journalists’ Order

## **PUBLICATIONS**

- May 2012 “Corse dell’altro Mondo” (“Running the World”), Nutrimenti (Travel)
- July 2010 “Erich Priebke, lo strano caso dell’uomo delle Fosse Ardeatine”, (“Erich Priebke: the strange case of the Nazi who killed at Fosse Ardeatine”) L’Unità, (Biography, Contemporary History)
- October 2010 “Lezioni di Giornalismo” (“Lessons in Journalism”), Nutrimenti

## **Sample Curriculum Vitae / ENGLAND**

**Set page to standard UK "A4 (8.27 x 11.69)" paper size**

### **NAME**

Address  
Phone | Email

### **EDUCATION**

**University of Fashion**, Chicago, Illinois

*Expected May 2015*

Candidate for Bachelor of Science degree in Textile and Design

Relevant Classes: Screen Printing, Sewing I and II, Media and Design, Fashion Retailing

### **EXPERIENCE**

**Sequins, Bows and Ribbons Bridal Apparel** Savannah, Georgia

*Summer 2013*

*Retail Assistant*

- ◆ Provided preliminary information to prospective clients, including bridal and bridesmaid dress advice
- ◆ Demonstrated outstanding interpersonal skills working with clients on individual basis
- ◆ Coordinated fittings, alterations and veil orders

**Roses are Red** Chicago, Illinois

*January 2012 – May 2012*

*Florist*

- ◆ Designed elaborate seasonal window displays
- ◆ Organised customer orders and maintained inventory
- ◆ Arranged floral displays and delivered orders in timely fashion

**W.W. Shaw, Wedding Planner** Savannah, Georgia

*Summer 2011*

*Assistant to Wedding Planner*

- ◆ Provided assistance with all elements of wedding ceremony and reception planning
- ◆ Organised seating plans, table plan, floral arrangements
- ◆ Taught dancing at wedding receptions

### **SKILLS**

**Computer:** Proficient in Microsoft Word and Excel

**Language:** Advanced Russian

### **INTERESTS**

**Photography, Russian poetry, Dance: Waltz, Ballet and Tap**



**Nombre Apellido1 Apellido2**

Dirección

CP Ciudad

Fecha de nacimiento:

☎: 555 555 555

✉: ejemplo@ejemplo.com

**Formación académica**

**2008-2012 Titulación**  
Institución formadora y lugar  
Breve descripción de la formación

**2002-2008 Titulación**  
Institución formadora y lugar  
Breve descripción de la formación

**Formación extra académica**

**2008-2013 Titulación**  
Institución formadora y lugar  
Breve descripción de la formación

**Experiencia profesional**

**[Year Range] Nombre del grupo en el que se ha trabajado y lugar**  
Empresa: Breve descripción de la empresa (sector, actividad, N° de empleados...)  
Cargo: *Nombre del cargo que se ha desempeñado*  
Función: Descripción de las funciones que se han desempeñado en la empresa. No es necesario que sean muy detalladas, pero si que den una idea general de las capacidades del candidato.

**[Year Range] Nombre del grupo en el que se ha trabajado y lugar**  
Empresa: Breve descripción de la empresa (sector, actividad, N° de empleados...)  
Cargo: *Nombre del cargo que se ha desempeñado*  
Función: Descripción de las funciones que se han desempeñado en la empresa. No es necesario que sean muy detalladas, pero si que den una idea general de las capacidades del candidato.

**Idiomas**

**Idioma 1:** Nivel. Título  
**Idioma 2:** Nivel. Título

**Informática**

**Programa 1:** Nivel  
**Programa 2:** Nivel

**Otros datos de interés**

Carnet de conducir  
Disponibilidad para viajar  
Aficiones

## II. COVER LETTERS

# COVER LETTERS

The cover letter is your marketing tool, which bridges your qualifications to those required of the position to which you are applying. Its purpose is to advertise you well enough to secure an interview. More so than the résumé, the cover letter allows you to convey your passion and energy for the opportunity. The most important thing to keep in mind when drafting a cover letter is to convey how you are a good fit for what *they* are seeking—not just what you hope to get out of the opportunity.

## ***NOTE ABOUT COVER LETTERS FOR IES INTERNSHIPS PROGRAMS***

This letter should not be addressed to IES Internships. Instead, it should be targeted toward prospective internship hosts in the field in which you would like to work. Your letter will allow potential host organizations to better understand your interest, skills, and background experience, and it will help IES Internship Coordinators find the best possible placement for you.

## **COVER LETTER DESIGN TIPS**

- ✓ ***Length:*** Generally, all cover letters should be kept to **1 page** and laid out in standard business letter format, including address lines, date, salutation, and closing.
- ✓ ***Margins:*** It is recommended that margins range from **0.5 inches to 1.5 inches** depending on the length of your letter.
- ✓ ***Font:*** Ideal fonts are those that are easy to read including **Times New Roman, Arial, Garamond, or Calibri** in a **10-12 point font size**. Additionally, avoid using colors, text boxes, or borders in your letter to maintain professionalism and a clean appearance.
- ✓ ***Accuracy:*** Your cover letter should be **free of any spelling or grammar errors**. Consider having it looked over by 2-3 other people before submitting it for any opportunity.
- ✓ ***Be format:*** Remember that you are writing to a **professional** audience. “Text talk”, acronyms, and contractions are not appropriate. Additionally, the cover letter should focus on the company and what you can offer *them*. It is not meant to read like an essay, so be mindful of the number of “I”s you use.
- ✓ ***Be concise:*** Keep your letter short, sweet, and **to-the-point**. Also avoid using “etc.” in your writing, as it is too vague.
- ✓ ***Exude confidence:*** Use phrases such as “**I am confident** that...” instead of “I think” or “I believe”. Also, use active tense as opposed to passive “i-n-g” endings or the present perfect tense (“*have won*” or “*have gained*”).
- ✓ ***Do your research:*** **Research the industry, field, and the company/organization** or position itself if possible to best demonstrate your fit for the role. Carefully read the position description if provided, view the company’s website, and conduct informational interviews with individuals working in the field to learn more. This information is crucial to



demonstrating 1) why you want to work for this organization, 2) what you know about them, and 3) how you are a good fit based on their culture, their services/product, or their mission/philosophy.

### **PROTOCOL FOR EMAILING APPLICATION MATERIAL TO IES INTERNSHIPS PROGRAMS**

When submitting your cover letter and résumé via email, please take the following steps:

1. Attach your cover letter and résumé to the email as Word .doc files. Do not paste your cover letter into the body of the email.
2. In the subject line of your email, list the following: Last Name; Program; Term (e.g. Anderson; London Internship; Summer 2015). Send email to [enrollments@iesabroad.org](mailto:enrollments@iesabroad.org).

### **STANDARD COVER LETTER TEMPLATE**

Your present address  
City, State, Zip Code

Today's date

*If employer information is known, include the following:*

Individual's First & Last Name

Title

Company

Street Address

City, State, Zip Code

Dear Mr./Ms. Last Name or Sir or Madam:

*Introductory paragraph:*

Avoid opening with "My name is" and instead **begin by indicating your purpose for writing** and specifying the position/type of work for which you are applying or would like to be placed. Let the reader know **where you are from, what school you go/went to, and your area of study**. Grab the reader's attention early in your letter by mentioning **why you are specifically interested in the opportunity/field/organization**. **Introduce your top relevant skills/qualifications** that you can contribute to the role.

*Body paragraph(s):*

**Expand on your relevant skills/experiences** to demonstrate fit for the opportunity. Highlight your academics (if related), your practical work, internship, and/or volunteer experience, and any achievements. Most importantly, **tie your qualifications to the employer's needs** and the job description if available. (Avoid using bullet points in your cover letter or being redundant to what the reader will find in the résumé.) **For internships, indicate what you hope to achieve in the internship and what you hope to do in the future.**

*Conclusion:*

**Thank the reader for his/her time and consideration. Reiterate your enthusiasm and fit for the position. Indicate your desire for a personal interview.**

Sincerely,

Your Name Typed

## *Sample Cover Letter / IES INTERNSHIPS PROGRAM*

Your Address  
City, State Zip Code

Date

Dear Sir or Madam,

Please accept my application for the Summer Internship program in Barcelona. I am interested in gaining experience and a greater understanding of international healthcare practices. As a pre-medical student in my second year of college at the University of \_\_\_\_\_, my background is primarily in biomedical research. I also have two years of clinical experience and aspire to further develop my knowledge and experience in this field.

I am familiar with basic procedures of medical research due to my experience working in multiple medical research settings, such as my current job in the Gastroenterology Research Lab at the University of \_\_\_\_\_. These experiences motivated me to become more involved and knowledgeable about current advances in medicine, as well as taught me to be a fast learner and adapt quickly in new environments. By spending 100+ hours shadowing doctors across all specialties last summer, including oncology, I developed an understanding for the importance of medical research.

My previous and current coursework provide me with a solid foundation of scientific knowledge. My advanced Biology course was highly research-oriented and geared towards future biology researchers. I learned how to read and analyze scientific papers, as well as begin to think like a researcher. My career goal is to conduct health research professionally and eventually pursue a PhD in Public Health. I am confident that an internship in international healthcare, health policy, or health management will allow me to further develop by skills and knowledge to prepare me for a successful career after graduation.

I thank you for your time and consideration. I would greatly appreciate the opportunity to learn about the health industry in Spain. I look forward to hearing from you.

Sincerely,

Your Name

## **Sample Cover Letter / IES INTERNSHIPS PROGRAM**

Your Address  
City, State Zip Code

Date

Dear Sir or Madam,

I am writing to submit my application for a legal assistant internship in Sydney. After gaining experience working in file origination, file closing, and court filing for a civil process firm, I am looking for additional roles and responsibilities with an international firm that can expand my knowledge and skills within the legal field, while gaining a greater cultural understanding.

While interning for a civil process firm, I was trained on the legal processes of filing residential foreclosure, small claims, and arbitration cases starting with the cases' introduction to completion. I further increased my roles and responsibilities with each additional department position I obtained within the company and was recognized by my supervisor for efficiency and initiative. I am highly proficient with using and rapidly learning new technology systems and have considerable experience using Westlaw and Lexis Nexis. As a result of these proficiencies, I am able to offer a high level of expertise needed to handle complex cases.

With my level of skills and professionalism, I am confident I can be an integral asset to an Australian firm. Furthermore, the experience would allow me to establish a professional network and begin to lay the foundation for a long-term career in the wonderfully diverse city of Sydney.

Thank you for your consideration, and I look forward to speaking with you to discuss the opportunity further.

Sincerely,

Your Name

## *Sample Cover Letter / POST-INTERNSHIP*

Your Address  
City, State Zip Code

January 4, 2012

Company Name  
Company Address  
City, State Zip Code

Dear Sir or Madam,

I am writing in response to the investment banking summer analyst position posted on ABC Financial's website. My interest in your firm stems from a thirst for learning, and is driven by my passion for economics and problem-solving. As a junior at the University of \_\_\_\_\_ majoring in Economics, I am confident my international business experience and analytical skills will allow me to be a successful intern in ABC Financial's Summer Analyst program.

During my summer internship in London at XYZ's Management Control Department, I collaborated with four interns to ensure a high quality of work and timeliness in completing projects. Through this process, I developed the ability to be an effective team member in a new environment under challenging conditions. This skill is extremely valuable, especially in an increasingly globalized and collaborative world.

Furthermore, during my summer internship as a Data Analyst Intern at Investments, Inc, I worked on activating mutual funds in the firm's database. While performing this task, I faced a problem that required sharp analytical thinking. False inputs of dividend created different values for the fund company's calculation of cumulative returns. Mismatching values compromised the information's accuracy, so I constructed an excel spreadsheet to calculate the returns, and manipulated the inputs, allowing me to find the cause of the mismatch. This task developed my analytical thinking and attention to detail, which are crucial as an investment banking analyst.

Finally, my dedication, interpersonal skills, and keen interest in the financial markets will allow me to thrive given the opportunities available at ABC Financial. I would welcome the opportunity to further discuss the summer analyst program and my qualifications. Thank you for your consideration, and I look forward to hearing from you.

Sincerely,

Your Name

## *Sample Cover Letter / POST-INTERNSHIP*

Your Address  
City, State Zip Code

Date

Company Name  
Company Address  
City, State Zip Code

Dear Sir or Madam,

I am writing to express my interest in an internship opportunity at \_\_\_\_\_. I am a driven third year student at \_\_\_\_\_ University majoring in Anthropology, with a minor in Human Rights. I learned about your mission and strong history of advocating for equality several years ago when I began volunteering with your organization. The work your group does inspired me to want to pursue a career in nonprofit, and I would greatly appreciate the opportunity to contribute my passion, my skills in ethnography, and my international experience in social outreach.

This past summer, I interned with the Executive Director of a not-for-profit LGBTQ organization on an archiving project—similar to that which your team is currently launching. There, I handled the visual representations depicting the rise of LGBTQ community members. I managed documentation and preservation, as well as conducted behind-the-scenes work such as interview setup, community outreach, research, and data organization. In addition to my previous summer internship, I currently write a weekly Op-Ed for a minority-run student publication, in which I utilize my writing skills to engage the minority community of the University in current issues.

I look forward to hearing from you regarding this incredible opportunity. It would be an honor to represent \_\_\_\_\_. My background in research, writing, and editing, as well as my exposure to international affairs, will prove to be a great fit for the position. Please feel free to contact me at email@school.edu or 555-555-5555. Thank you for your time and consideration.

Sincerely,

Your Name

# III. PROFESSIONAL REFERENCE LETTERS

# PROFESSIONAL REFERENCE LETTERS

A professional letter of reference is a testimonial that describes your professional abilities, positive qualities, and work ethic. It should be written by a former workplace supervisor, be on company letterhead, dated and signed. It should include their name, title, company name, address and phone number as well as your name and their relationship to you.

## HOW DO I OBTAIN A LETTER OF REFERENCE?

### ✓ **1. Identifying the right person/people:**

It is important to ask people who can speak positively and genuinely about your background and performance. An insincere reference can be just as detrimental as a poor reference.

### ✓ **2. Requesting a reference letter:**

Consider asking for a reference indirectly through an email to avoid putting your potential referrer on the spot. In your note, explain why you have chosen him/her to serve as a reference. In the event that s/he does not feel comfortable, do not take it personally. The aim is to get a good reference—if it isn't glowing, you probably wouldn't benefit much from it anyway.

## SAMPLE REFERENCE LETTER REQUEST

Dear Mr./Mrs. Name,

I am writing to ask for your support in my internship search and was wondering if you would feel comfortable writing me a letter of reference. After having worked under your supervision and mentorship for the past two years, I believe your professional endorsement of my qualifications and skills would greatly strengthen my application.

If you are willing, I can gladly provide you with a copy of my résumé and any additional information that may be helpful to you. I am also free to meet at a mutually convenient time to discuss further. I deeply appreciate your time and consideration.

Sincerely,

Your Name

### ✓ **3. Setting expectations:**

Be sure to provide your referrer ample time to write your letter. Suggest a deadline that is a few weeks before your actual deadline as a grace period for yourself in case you need to send your referrer a gentle reminder.

Ask the individual who is writing your professional letter of reference to include his/her:

- Full name
- Professional Title
- Company/Organization Name
- Business Address
- Email Address
- Phone Number
- Relationship to you
- Years known

# IV. INTERVIEWING



# INTERVIEWING

The purpose of the interview is for the employer to determine if you are qualified for the position and whether you would be a good fit for their organization. As a candidate, it is your chance to highlight your most relevant skills and experiences as they relate to the opportunity. Additionally, the interview is also *your* opportunity to determine whether or not the organization is a good fit for *you*. Thus, the interview allows the employer to learn more about you and for you to learn more about the position and organizational culture.

## GENERAL INTERVIEW TIPS

### BEFORE THE INTERVIEW

- **Do your research!** Whenever possible, conduct as much research as you can on the field, the organization, and even the interviewer(s). Start by searching the internet, the company's website, and LinkedIn. Identify professional contacts who would be willing to have an informational interview to share first-hand knowledge.
- **Practice!** Prepare talking points to commonly asked questions (see the list beginning on [page 34](#)). Rehearse out loud, with other people, or record yourself via a webcam.
- **Turn off your cell phone** and avoid checking it while at the company/during the interview.

### DURING THE INTERVIEW

- During the interview, **be articulate, smile** when you talk, and **convey enthusiasm**.
- **Be professional** and polite at all times. Never speak poorly about former employers.
- Allow the interviewer to take the lead and **avoid dominating the conversation**.
- Be comfortable with some pauses or moments of silence. **Take your time** to collect your thoughts during the interview before blurting out responses.
- Express yourself clearly and concisely without rambling. Try to keep your answers to around **1 minute in length**.
- **Stay focused**. Remember the question being asked. If it helps, you may start and/or finish your response by incorporating the language the interviewer uses in the question (e.g. "My greatest strength is..." "That is why I view \_\_\_\_\_ as my greatest strength.")
- **Ask for a business card**. This will come in handy when following up with a thank-you note.

## TYPES OF INTERVIEWS

### PHONE INTERVIEWS

A phone interview can be a cost-effective and time-efficient way for employers to screen and interview candidates. Phone interviews typically last anywhere from 30–60 minutes and generally consist of traditional, behavioral, and situational interview questions. Since phone interviews do not allow for face-to-face interaction, there are some important factors to keep in mind to ensure that you perform well.

- Consider dressing in **professional attire** as if you were meeting the interviewer in-person. This will help put you in a professional mindset.
- **Avoid distractions**. Conduct the interview in a quiet, isolated location free from interruptions (e.g. your dorm room or apartment, a reserved room in the library or at your school's career center). Turn off any phone ringers or computer notifications. You may also

want to plan to take the call from a landline phone rather than your cell phone to avoid poor reception or a dropped call.

- **Have your résumé handy**, as you will likely want to refer to it at some points during the conversation.

## SKYPE INTERVIEWS

Skype and video interviews are becoming more common among employers as a way to connect with out-of-town candidates. It is a great alternative to the phone interview, as it virtually allows for “face-to-face” interaction. Skype interviews typically last anywhere from 30–60 minutes and generally consist of traditional, behavioral, and situational interview questions. There are, however, more technical issues to keep in mind when conducting Skype interviews.

- Always perform a **test-run** prior to ensure that your microphone/webcam are working properly and that positioning and lighting are suitable. (For best lighting, aim light at yourself from about 6ft in front of you, not behind you.)
- **Plan for technological difficulties**. Keep your computer plugged in so the battery doesn't drain, and keep your phone on hand (on silent) in case the interview must transition to phone at the last minute.
- **Use the highest-speed internet** connection you can to avoid time lags. You may also consider plugging your computer directly into your internet cable, rather than using a wireless connection.
- **Log onto Skype 10–15 minutes prior** to the scheduled interview start time in case the interviewer attempts to contact you a few minutes early.
- Dress in **professional attire** from head to toe (in case you have to stand to adjust your computer for any reason).
- **Avoid distractions**. Conduct the interview in a quiet, isolated location free from interruptions (e.g. your dorm room or apartment, a reserved room in the library or at your school's career center). Turn off any phone ringers or computer notifications. Also, be sure that the background where you'll be sitting is clean and tidy.
- Be sure to **look into the camera** during the interview (when you're not referring to your résumé, or course) as opposed to looking at the interviewer's face on the screen, which would cause you to appear to be looking down.

## ONE-ON-ONE/IN-PERSON INTERVIEWS

Some employers may request that local candidates interview in-person at the organization site. The in-person interview can be one of the best opportunities for a candidate to make a strong first impression. In-person interviews typically last anywhere from 30–60 minutes and generally consist of traditional, behavioral, and situational interview questions. Consider the following tips to ensure that your interview is a successful one.

- Be sure to **plan your travel** in advance (map out estimated time, logistics, transportation, etc.) to make certain you arrive on-time. (Budget 10–15 additional minutes in case you experience traffic or find yourself lost.)
- **Bring extra copies of your résumé**, cover letter, and any additional application material to show that you're prepared in case the interviewer doesn't have a copy or asks you to meet with other company representatives.
- Dress in **professional attire** from head to toe to make a strong impression.
- Upon arriving, observe the surroundings at the company to **gauge the organizational culture**. How are employees dressing, behaving, interacting with one another? What seems to be the productivity level? How is the office laid out/designed (i.e. does it seem conducive to collaboration or creativity)? What are employees discussing? What seems to be the overall mood/tone based on your initial impression?
- **Be polite** when interacting with any employees you meet at the organization. Be mindful

that you'll be evaluated throughout your entire visit.

- Greet the interviewer with a **firm hand shake**.
- Be mindful of your **body language**: Maintain **eye contact**, practice **good posture**, and avoid repeating nervous gestures (e.g. fidgeting, tapping a pen).

## PANEL INTERVIEWS

A panel interview consists of a committee of individuals (typically employees of the organization either from the same or different departments) interviewing one candidate. This interview format allows for different representatives of the company to form a collective opinion about a candidate's qualification and fit for a position. Like a standard in-person interview, a panel interview can typically last anywhere from 30–60 minutes and generally consists of traditional, behavioral, and situational interview questions. It is becoming more common that companies request final-round applicants to perform a presentation related to the role (e.g. an educational workshop, sales pitch) for the panel. In such cases, the candidate will be notified in advance in order to prepare. In addition to the general tips on **page 31**, consider the following advice when preparing for a panel interview.

- **Bring extra copies of your résumé**, cover letter, and any additional application material to show that you're prepared in case the panel members don't have copies.
- **Balance your attention, eye contact**, and a **positive disposition** equally with every person on the panel.

## GROUP INTERVIEWS

A group interview consists of multiple candidates interviewing together, often times competing for the same position. The group interview allows the employer to assess qualities in candidates that tend to best represent how one would likely perform on the job (e.g. interpersonal skills, teamwork style, problem solving abilities, etc.). Group interviews also allow employers to gauge your interest level in the opportunity and how well you stand out amongst other candidates. The format of this type of interview could be a single, large group or multiple, smaller groups, and could vary between round-robin introductions followed by questioning, to team projects.

As with any other type of interview, be sure to **dress professionally, be polite**, and be mindful of your **body language**. Furthermore, since candidates are evaluated based on their performance in the group, it is important to **be respectful to the other candidates** at all times (e.g. avoid interrupting/speaking over anyone when they have the floor).

## CASE INTERVIEWS

Case interviews tend to be more common amongst business, consulting, and finance employers who are interested in understanding candidates' analytical thinking skills and ability to think on their feet. In this type of interview, the candidate is provided with a situation or problem (usually a business case) that must be resolved. Candidates are typically aware in advance whether or not they will be conducting a case interview; however, they will not be provided any details about the specific case prior. The format is usually one-on-one and can last anywhere between 30-60 minutes. What's most important to remember when conducting a case interview is that you are being evaluated on how you approach problems under pressure, not necessarily whether or not you arrive at a correct answer. Consider the following steps to ensure you ace your next case interview.

- **Practice** doing cases on your own using some of these resources:
  - *Case in Point: Complete Case Interview Preparation* by Marc P. Cosentino
  - **Review company websites' tips**: *Bain & Company, The Boston Consulting Group, Deloitte, McKinsey & Company*

- **Be prepared with a few sheets of paper and a pencil** to jot down notes and document your work during the case interview (the interviewer may even collect your notes at the end to aid in assessing your performance).
- **Listen carefully**, as the interviewer isn't likely to share all necessary information initially.
- Interact with the interviewer—the case should be a dialogue, not a monologue. Probe further and **ask the interviewer focused questions** about the case.
- **Pace yourself**. Avoid jumping to any conclusions until you've attempted to gather all pertinent information.
- **Think out loud** and walk the interviewer through your thought process as you go.

## COMMON INTERVIEW QUESTIONS

### TRADITIONAL QUESTIONS

#### 1. ***Tell me about yourself.***

The interviewer's intent is to get to know you. Attempt to keep your answer succinct, 1-2 minutes, but also memorable. Considering starting by introducing where you are from and what you are currently doing (academically/professionally). Discuss 1-3 past experiences supporting your qualifications and ultimately your interest in the internship.

#### 2. ***Walk me through your résumé.***

The interviewer is interested to hear how you articulate your past educational and professional experiences. This is your opportunity to successfully market yourself. You may be asked to provide more details on various experiences, so know your résumé inside and out.

#### 3. ***What are your strengths and weaknesses?***

The intent of this question is to learn more about your abilities and your motivation to improve on areas of weakness. Be prepared to discuss at least 3 strengths and 3 weaknesses, including examples for each. When discussing weaknesses, specifically, avoid cliché answers such as “perfectionist” or “workaholic”. Instead, provide an authentic answer: Describe an area you view as needing personal development, and explain steps you're taking in order to improve.

#### 4. ***Give me an example or a situation in which...***

- ***You faced a conflict or difficulty at work or in school.***
- ***You had difficulty with a supervisor, co-worker, or peer.***
- ***You were in a leadership role or had a project you were most proud of.***

Behavioral Questions like these allow the interviewer to better understand how you might handle or resolve future workplace situations based on how you've reacted in past, similar circumstances. For these types of questions, you can draw on experiences from school or prior internship, work, or volunteer experiences. It is important to respond truthfully—even if the outcomes were negative—while conveying what you learned from the experience and how you could apply this knowledge to future situations.

Similarly, employers may rephrase these kinds of questions by asking *hypothetically* how you think you would handle a given situation in order to see how well you are able to think on your feet. These are called Situational Questions (e.g. “How would you deal with a problematic coworker in the office?”). It is also appropriate to draw on previous experiences when responding to situational questions such as these.

## MORE ON BEHAVIORAL & SITUATIONAL QUESTIONS

A helpful approach for responding to behavioral and situational interview questions is to use the **“STAR”** technique to succinctly describe how you have or how you would handle a given situation:

- ✓ Begin by describing the **Situation** at hand.
- ✓ State the key **Tasks** involved in the situation.
- ✓ Describe your **Actions** in response to the circumstances.
- ✓ Explain the **Results** of your actions in resolving the situation.

### 5. ***What are your career goals/where do you see yourself in the next 5 years?***

The interviewer is interested in knowing how serious you are about building your professional skills in a given academic or professional field. Are you planning to go back to graduate school? Are you interested in gaining a few years of actual real-world experience? Would you like to work as a full-time staff member of an organization similar to the one you are applying for? The interviewer may even be interested to know if you can see yourself in a permanent position with them after you complete your internship (and in that case, your response to this question becomes all the more important!).

## SAMPLE INTERVIEW QUESTIONS

### ACADEMIC/PROFESSIONAL INTEREST-RELATED QUESTIONS

1. Why did you choose your school/major/area of interest?
2. What activities are you involved in outside of school/work?
3. What are/were your favorite/least favorite classes? Why?
4. What did you enjoy most about your position?
5. How would your professor or past supervisors describe you?
6. Describe your most rewarding college experience.
7. What has had the most impact on your academic or professional interests?
8. Did you ever quit a job or a project? Why?
9. Did/Do you work while in school?
10. What was the most challenging part of your education/work?

### INTERNSHIP-RELATED QUESTIONS

11. Why are you interested in this internship?
12. What do you know about our organization/mission?
13. Why do you think you are qualified for this position?
14. What do you know about the issues faced by our organization/constituents?
15. Do you have any ideas on how to solve or address some of the issues our organization may face?
16. What type of work environment do you prefer?
17. What type of management style do you prefer in a supervisor?
18. What makes you unique from other candidates?
19. What type of job-related skills have you developed that may help you in this internship?
20. How would you assess your writing and communication skills?
21. How would you assess your computer/tech skills?
22. What do you want to learn from this internship?
23. What qualities do you think will make one successful in this internship?

24. Have you had previous internship experience? Why or why not?
25. What else do you think I should know about you?

### BEHAVIORAL QUESTIONS

26. Give me an example of a time in which you worked under a deadline.
27. Give me an example of a time you had to work as part of a team towards a shared goal.
28. Give me an example of a time you worked on multiple assignments at one time.
29. Give an example of a time in which you solved a problem for an employer, peer, or customer.
30. Describe a situation where you taught a concept to a peer, co-worker, or other person.
31. Describe a time when you disagreed with a supervisor.
32. Give me an example of a time you gave a presentation.
33. Describe a situation in which someone critiqued your work.
34. Give me an example of a time when you worked under minimal supervision.
35. Give an example of a creative piece of work you've completed.

### SITUATIONAL QUESTIONS

36. What would you do if a coworker was not sufficiently contributing on a team project?
37. How would you handle a situation in which the priorities of a project you were working on changed suddenly?
38. Describe how you would handle resistance when introducing a new idea to a team.
39. What would you do if you disagreed with the way your supervisor says to handle a problem?
40. Describe your idea of the most difficult type of supervisor to work with.

### QUESTIONS TO ASK THE INTERVIEWER

At the end of your interview, the employer will often ask “Do you have any questions for me?” It is important that you prepare at least 3-5 questions for the interviewer. These questions should be targeted and meaningful to further demonstrate your genuine interest in the opportunity. Avoid asking questions that could easily be answered on their website, as you will appear unprepared. Instead, consider some of the following:

1. What is the departmental structure?
2. Could you describe the work environment?
3. How would you describe your company's/organization's culture?
4. Can you tell me more about the organization's history?
5. What makes your product or service different from the competition?
6. What are the characteristics of a successful person at your company or organization?
7. What would be the primary responsibilities of the intern in this role?
8. What has your career path been with the organization?
9. What do you enjoy most about working for this organization?
10. Can you describe a typical day?

### ILLEGAL INTERVIEW QUESTIONS FOR U.S. EMPLOYERS TO ASK:

*Note.* Adapted from *A Student's Guide to Interviewing with Third-Party Recruiters*, with permission of the National Association of Colleges and Employers, copyright holder.

Federal and state laws prohibit prospective U.S. employers from asking candidates certain types of questions. Questions should be job-related and not used to determine personal information about you. While it is personal choice should you decide to bring these into the

conversation, employers should not directly ask you about any of the following discriminatory topics: **Race, National Origin, Birthplace, Color, Age, Sex, Religion, Disability, Marital/Family Status.**

In the event that an employer does ask about any of the above questions, you may consider the following options (*It is important that you also bring any violations to IES Internships' attention if they occur*):

- You may choose to answer the question
- You may attempt to avoid the question and change the topic
- You have the right to refuse to answer the question if you are uncomfortable or feel it could impact your candidacy
- You may answer the “intent” of the question (e.g. “If you are concerned about\_, I assure you this will not impede my success in this role.”)

#### **NOTE ABOUT WORK ELIGIBILITY FOR NON-U.S. CITIZENS**

Be aware that U.S. employers *can* ask candidates about future work eligibility. Examples of appropriate questions can include

- “Are you currently authorized to work in the United States on a full-time basis for any employer without restriction?”
- “Will you now or in the near future require employment visa sponsorship (i.e. H-1B visa)?”

#### **INTERVIEW FOLLOW-UP**

After your interview, it is strongly encouraged that you follow up with a thank-you note as not only a courtesy but also to reiterate your interest in the position. In most cases, a professionally written email is appropriate. You may also follow up with a hand-written, mailed card if you choose.

##### **General Tips:**

- Remember to ask for the interviewer’s card, so that you will have his/her contact information handy
- Send your thank-you email no later than 24 to 48 hours after the interview
- NOTE: For the IES Internships Program, specifically, students should avoid discussion of next steps with interviewers, as the IES Internship Coordinator is responsible for communications regarding the final matching process.

#### **SAMPLE THANK YOU NOTE**

Dear Mr./Mrs. Name,

I am writing to thank you for meeting with me yesterday regarding the Marketing Internship position. I was especially interested to hear how committed your team is to training and professional development for staff and interns. I have no doubt that my creative and technical skills would allow me to contribute to your team in significant ways. Again, I appreciate your time and interest.

Sincerely,

Your Name

# INTERVIEW PREPARATION TOOL

Preparation (not memorization) is key to conducting a successful interview. Begin by reflecting on your strengths and skills that are relevant to the position for which you're interviewing, then prepare 1-2 examples of times when you effectively demonstrated the following:

	<b>Example 1</b>	<b>Example 2</b>
<b>Leadership</b>		
<b>Communication Skills</b>		
<b>Key Strengths</b>		
<b>Weaknesses</b>		
<b>Teamwork</b>		
<b>Individual Contributions</b>		
<b>Relevant Work (Research, Presentations, etc.)</b>		
<b>Greatest Accomplishments</b>		
<b>Biggest Failure &amp; Lesson Learned</b>		



# V. PROFESSIONAL ATTIRE

## PROFESSIONAL ATTIRE FOR INTERVIEWS & THE WORKPLACE

How you dress for an interview or in the workplace is a direct reflection of your professionalism in the eyes of employers. There's a wide range of what may be considered "appropriate" professional attire depending on the industry and organization, thus it is important to familiarize yourself with the employer's dress policy and organizational culture. Consider these tips and guidelines below—and when in doubt, opt for more professional.

### BUSINESS FORMAL FOR WOMEN

**Hairstyle and makeup should be simple and conservative.**

**Ironed, button-up dress shirt or basic-colored blouse** (not too low-cut or revealing).

**Hygiene Tips:**

- Always wear deodorant
- Wear light perfume
- Keep nails neat and neutral-colored
- Maintain fresh breath
- Consider covering any visible tattoos



**Jewelry should be kept to a minimum** (3 pieces).

**Fitted pantsuit or skirt suit (with hose) in black, gray, or navy.** (Tip: Try sitting in suit prior to ensure appropriate length.)

**Polished, closed-toed shoes or modest high-heels** (in same color as belt).

### BUSINESS FORMAL FOR MEN

**Ironed, dress shirt in white or light color.**

**Hygiene Tips:**

- Always wear deodorant
- Wear light cologne
- Keep nails trimmed and clean
- Maintain fresh breath
- Consider covering any visible tattoos

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**Hairstyle should be simple and conservative** (Tip: Get a haircut 3-5 days prior to interview).

**Neatly tied tie in a classic color/design** (should not touch top of belt).

**Fitted, single-breasted suit in black, gray, or navy.** (Tip: Try sitting in suit prior to ensure appropriate length.)

**Polished shoes (in same color as belt) and dark, knee-length socks** (ideally same color as shoes).

## BUSINESS CASUAL (IN-BETWEEN BUSINESS FORMAL & CASUAL WEAR)

### WOMEN

- **Collared shirt** (dress shirt or polo), **blouse, or sweater set**
- **Trousers** (non-denim) or **reasonable length skirt/informal dress**
- **Modest, closed-toe shoes**

### MEN

- **Collared shirt** (dress shirt or polo)
- **Dark or khaki trousers**
- **Modest shoes or loafers**
- **Belt and socks in same color as shoes**
- **Optional blazer or tie**



### WHAT TO AVOID

- **Wrinkled, torn, or sloppy clothing**
- **Tank tops/spaghetti strap shirts**
- **Tight/revealing clothing**
- **Miniskirts**
- **Leggings** (worn as pants)
- **Athletic attire**
- **Shorts**
- **Jeans** (if company is conservative)
- **Sandals/flip flops**
- **Sneakers**

# VI. SOCIAL MEDIA USE

# SOCIAL MEDIA USE

## GUIDELINE FOR IES STUDENTS

Facebook, Twitter, and YouTube are some exciting social media outlets that students use for sharing knowledge, connecting with others, and making creative expression. IES Internships recognizes the value of these and other social media outlets and provides guidelines below to assist students in using social media effectively and safely.

### SOCIAL MEDIA USE EXPECTATIONS

✓ **1. Be respectful:**

Exercise good judgment when posting anything online. You can disagree with opinions but do so in a constructive and respectful manner. Be especially sensitive when dealing with posts about photos of minors, tragedies, or private matters. Understand that social media posts are public and can be accessed by anyone, including host families, professors, employers, parents, friends, etc.

✓ **2. Be transparent:**

Do not misrepresent yourself or use someone else's identity. Clearly disclose your affiliations, personal agendas, and any conflicts of interest. Never plagiarize and be sure to identify and/or link to sources for news, quotations, and photos whenever possible.

✓ **3. Add value and be accurate:**

You are encouraged to share knowledge freely but remember that dissemination of some information can be culturally inappropriate or illegal. Never make public information that is inaccurate or questionable. Photos should not be distorted, altered, or misrepresented. If a mistake is made, then admit the error and correct it immediately. Posts and comments should be relevant to the discussion.

✓ **4. Protect your identity and those of others:**

Social media channels are public and easily accessed. Personal information and intellectual property shared by you on social media sites can be misused by scam artists or identity thieves. Do not share personal information that can be used against you, your classmate(s), roommate(s), host family, or IES Internships staff, faculty members, or employers. Furthermore, students should refrain from publishing specific travel itineraries or program factsheets on public forums, such as TripIt.

Students are also not allowed to share information regarding internship projects they are working on or those of the company without the employer host's permission. Non-compliance with social media expectations may result in termination of a student's ability to use IES Internships' technological resources.

Students are expected to adhere to the IES Internships Information Technology Policy and the Code of Student Conduct in their participation in social media websites. Violations of these guidelines that are brought to the attention of IES Internships staff may be subject to administrative review and disciplinary sanctions. Students also should not use social media sites in a way that will put themselves, their fellow students, host families, or others at risk.

# VII. NETWORKING

# NETWORKING

You've probably heard the saying "It's not what you know, it's who you know". In today's competitive job market, this couldn't be truer. Networking is a crucial part of any job or internship search process, because it helps you develop contacts and build professional relationships.

Below are just some of the key advantages to professional networking:

- Getting to know people in a variety of fields allows you to gain insight into various fields/industries and possible career paths.
- Many opportunities aren't advertised, thus networking can open new doors to exciting opportunities that you may not even know exist.
- Even when a position is posted, knowing someone at the organization could help you get your foot in the door to meeting the right people responsible for hiring decisions.
- Employers often look to fill positions with someone they know and respect or through referrals of trusted colleagues.

## BUILDING YOUR PROFESSIONAL NETWORK

- Start with the people in your **immediate network** of friends, relatives, classmates, professors, alumni, and other acquaintances.
- Connect with the people you know via **LinkedIn**. This will allow you to search for and be introduced to their network of professional contacts.
- Find out if your school has an **alumni directory** where you can search alumni in various locations and career fields.
- In some industries, it is not uncommon to refer to an **organization's staff directory** and reach out directly to the individual with whom you are interested in speaking.

## FORMS OF NETWORKING

### GROUP NETWORKING

Group networking events provide an opportunity to make connections, gain information, and grow your contacts. This type of networking can take place at a career event, at professional conferences, or within a student group/club. Consider these helpful tips when attending a group networking event:

- **Review** any available information about speakers or other guests prior to the event so you have some talking points when interacting with attendees.
- **Be prepared** to make small talk by brushing up on current events in the news.
- **Be professional.** Dress in appropriate **business attire** to make a strong first impression. If you are of age, you might consider avoiding drinking at professional gatherings. Also, be careful never to gossip or speak poorly of previous employers or colleagues.
- **Introduce yourself** to as many people as possible (see **page 47** for guidance on Mastering Your 30-Second Pitch).
- **Ask questions!** (See **page 48** for suggested Networking Questions & Conversation Starters.)
- **Exchange business cards** and **follow up** with anyone with whom you made a strong connection. (If you decide to connect on LinkedIn, be sure to customize your message.)

## INFORMATIONAL INTERVIEWS

Informational interviews are not job interviews, but rather short conversations (usually anywhere from 30-60 minutes), in which you gather valuable information about an industry, organization, or individual's career path. Informational interviews can be conducted in-person or via phone or Skype. They can be casual (e.g. over coffee) or more formal (e.g. at the individual's place of employment). During an informational interview, the objective is to ask questions, learn about career paths, gain insight, and make connections with people who can help identify opportunities in their fields.

### **NOTE ABOUT JOB INQUIRIES**

You should not directly ask for a job during an informational interview. Informational interviews are for information gathering only. Similarly, you should always ask prior to sharing your résumé before, during, or after an informational interview.

Consider these helpful tips when preparing for an informational interview:

- **Do your research** on the person with whom you will be meeting to demonstrate a basic understanding of his/her role and background.
- **Be professional.** Always be courteous, respectful, and appreciative of your contact's time. If meeting in-person, dress in appropriate **business attire** to make a strong first impression.
- **Introduce yourself** to as many people as possible (see **page 47** for guidance on Mastering Your 30-Second Pitch).
- **Ask questions!** (See **page 48** for suggested Networking Questions & Conversation Starters.)
- Bring a notebook or padfolio to **take notes** during or after your interaction (this will prove to be helpful when it comes time to follow up).

## REQUESTING AN INFORMATIONAL INTERVIEW

Consider making your initial request for an informational interview via email, as this gives you time to craft your request and gives your contact time to respond.

- ✓ Briefly introduce yourself, your background, and/or your goals
- ✓ Indicate how you found their information and why you are interested in connecting
- ✓ Propose potential options for dates/times to speak. Be flexible and be mindful of time zone differences. If requesting an in-person meeting, suggest a location—ideally a public place like a coffee shop or at their place of employment.

### **SAMPLE EMAIL - INFORMATIONAL INTERVIEW REQUEST**

Dear Mr. Stevens:

My name is Anna Simon, and I am a sophomore at The University of \_\_\_\_\_ majoring in Business. Upon exploring the University's alumni database, I noticed that you have worked in the financial services industry for several years. I was wondering if you could spare twenty minutes of your time to speak with me about advice on breaking into the field. Your career trajectory is quite notable, and I would greatly appreciate any insight you could provide on ways to gain more practical experience.



I will be in the area for winter break December 12<sup>th</sup> thru the 21<sup>st</sup> and could meet in-person, perhaps for coffee or at your office, at a time that is convenient for you. Or, if you prefer, we could converse by phone.

Thank you for your time. I look forward to hearing from you.

Anna Simon  
annasimon@school.edu  
555-555-1234

## **DEVELOPING YOUR PROFESSIONAL INTRODUCTION**

### ***Mastering your 30-Second Pitch***

A 30-Second Pitch—sometimes referred to as an Elevator Pitch—is a conversation tool used for introducing yourself in a professional or academic environment. An effective 30-Second Pitch is one that is succinct, memorable, and delivered effortlessly to demonstrate your uniqueness. Having a clear introduction prepared will prove to be helpful the next time you are at a networking event, career fair, and even in an interview when faced with the “Tell me about yourself” question.

### **KEY COMPONENTS OF AN EFFECTIVE PITCH INCLUDE**

- ✓ Your name
- ✓ What you have been doing (academically/professionally)
- ✓ What you are interested in doing
- ✓ What kind of assistance/information you are seeking

### **REMEMBER TO ALSO BE MINDFUL OF YOUR BODY LANGUAGE**

- ✓ Develop a firm handshake (avoid the death grip, limp fish, or just fingers)
- ✓ Smile and maintain eye contact to convey your interest and enthusiasm

### **PRACTICE, PRACTICE, PRACTICE!**

The objective is to sound natural and comfortable in your delivery. Practice will help you sound focused, confident, and be less likely to ramble. Practice your pitch in front of the mirror and with friends until you get it right.

EXAMPLE:

“Hello. My name is Sam Jones, and I am a sophomore studying at \_\_\_\_\_ University majoring in Anthropology. This past summer I worked as a Research Assistant with one of my professors, where I conducted ethnographic fieldwork. The experience motivated me to want to pursue a career as a researcher. I am interested in learning more about your experience in the field. Could you talk about how you are enjoying your current role and what aspects of your work you find most exciting?”

## **NETWORKING QUESTIONS & CONVERSATION STARTERS**

Much of the value you gain from networking situations comes from the conversations you have. Consider the questions and conversation starters below the next time you are at a networking event or preparing for an informational interview.

1. How did you get started in this field?
2. Did you study or travel abroad in college?
3. What training or education is required for this type of work?
4. What aspects of your work do you find most/least exciting?
5. Can you describe a typical day at your job?
6. How would you describe the organizational culture at your job?
7. What key skills are needed to be successful in this type of work?
8. What types of career opportunities at your organization might be fitting to someone with my degree/background?
9. What advice would you give to someone in my position?
10. Are there 2-3 people that you respect in the field to whom you suggest I reach out/to whom you could introduce me?

## **NETWORKING FOLLOW-UP**

Remember to follow up with your contacts, as it is an important step in maintaining your professional network. After meeting a contact, send a brief email (ideally within 24-48 hours) thanking them for their time and advice. Writing a thank-you note is not only a courtesy but another opportunity for you to make a lasting impression.

You should also make attempts to reconnect with your new contact every few months to maintain the relationship. Consider sharing interesting articles you've read related to the industry or simply request a follow-up conversation. Just remember that the interactions should be two-sided and not solely about you or your job search.

### **SAMPLE THANK YOU NOTE**

Dear Mr. Stevens:

I am writing to thank you again for speaking with me today. I really enjoyed our conversation and learning more about the transitions you made in your career. I was intrigued to hear about how you successfully made the leap from working in the nonprofit world into the financial services industry. I am especially grateful for your guidance and will be sure to keep in touch as to how everything unfolds.

Additionally, I would like to thank you for offering to introduce me to your contacts from your previous firm. I am very much looking forward to connecting with them.

Sincerely,

Anna Simon

## SAMPLE CONTACT RECORD

Stay organized by keeping track of your contacts and correspondences. Utilize the template below or maintain a log using an electronic spreadsheet.

<b>CONTACT'S NAME:</b>		
<b>JOB TITLE:</b>		
<b>ORGANIZATION:</b>		
<b>INDUSTRY:</b>		
<b>PHONE:</b>		<b>EMAIL:</b>
<b>DATE OF CONTACT:</b>  /   /	<b>DATE OF FOLLOW-UP:</b>  /   /	<b>DATE OF THANK-YOU LETTER/EMAIL:</b>  /   /
<b>NOTES:</b>		