— Ball State University Career Center —

CAREER GUIDE



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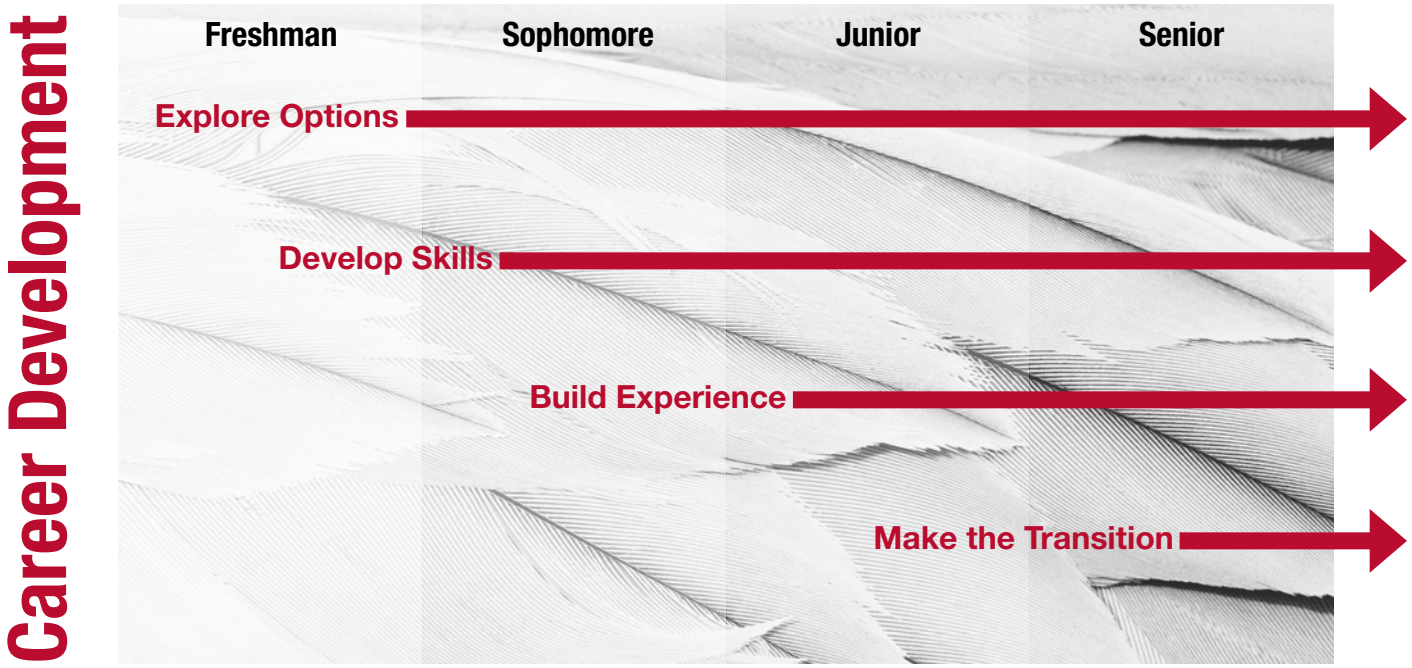
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BALL STATE
UNIVERSITY
Career Center

Your career development is a lifelong process that will constantly evolve as your life and career path change and improve.

The Career Center has identified four components of career development that students will need to engage with during their college experience—Exploring Options, Developing Skills, Building Experience, and Making the Transition. Your career journey won't always follow a linear path. You may even find yourself engaging some of these components at the same time; for instance, you may still be exploring options while starting to develop skills. However, it can be helpful to focus your attention on these areas in sequence, using what you learn in one component to build upon the next.The graphic below demonstrates the ideal timeframe for when you should be focusing your attention on certain tasks and opportunities:



Explore Options

- Identify your strengths, interests, and personality traits with our KEY Careers program and other great resources and tools
- Discover which majors and career paths line up best with your strengths, interests, and values
- Learn how to research careers and options using tools like Candid Career, Career Shift, and Vault

Develop Skills

- Attend Career Center interactive workshops, such as the Critical Thinking Escape Room or the Professionalism workshop
- Build a number of skills that match your desired career goals through the Career Ready program

Build Experience

- Serve as a leader in a student organization or volunteer with Student Voluntary Services
- Complete an internship, part-time job, on-campus job, or practicum to demonstrate the skills you are developing

Make the Transition

- Understand how to succeed in a full-time, professional job search
- Be prepared to communicate professionally with employers to interview, manage job offers, and negotiate salary packages
- Transition from student to professional seamlessly

Your College Timeline Checklist

Wondering where to start? We've got you covered! Below is a tentative roadmap to help you plan experiences and professional development opportunities over your time at Ball State. Try to check off several items from each list every semester. By the time graduation rolls around, you will be ready to hit the ground running!

Freshman Year + Summer 1

- ☐ Join a student organization
- ☐ Work an on-campus job
- ☐ Volunteer 30+ hours
- ☐ Take a career assessment
- ☐ Build a LinkedIn page
- ☐ Asses your strengths and skills
- ☐ Attend a job fair
- ☐ Talk to a Career Coach about:
  - Setting goals
  - Developing an action plan
  - Assessing career interests
  - Career exploration

Sophomore Year + Summer 2

- ☐ Arrange a job shadow
- ☐ Set up an Informational Interview*
- ☐ Do an internship or practicum
- ☐ Take on a role in a student organization
- ☐ Develop a working relationship with a professor or mentor
- ☐ Create a career plan
- ☐ Attend a job fair
- ☐ Talk to a Career Coach about:
  - Searching for an internship
  - Creating job search documents
  - Exploring careers

Junior Year + Summer 3

- ☐ Do an internship or experience
- ☐ Lead a student organization
- ☐ Conduct research with a professor
- ☐ Arrange 2+ Informational Interviews*
- ☐ Attend a conference or a networking event
- ☐ Attend a job fair
- ☐ Participate in a practice interview
- ☐ Talk with a Career Coach about:
  - Interviewing practice
  - Searching for a job
  - Networking tips

Senior Year

- ☐ Do an internship or experience
- ☐ Set up 3+ Informational Interviews*
- ☐ Attend a job fair
- ☐ Discuss the job search with a Career Coach
- ☐ Attend a conference in your industry
- ☐ Apply to (most) graduate schools by December
- ☐ Start applying to jobs by February
- ☐ Research reasonable starting salaries for your field

**An Informational Interview is a conversation with a current professional. It is often the best way to learn about a career, network, and discover job opportunities.*

Keep in mind this isn't a comprehensive list. Think of it as the starting line, not the finish line. Get creative and start to think of other ways to advance your career. Write down at least two ideas for ways to set yourself up for success:

1.

2.

Cardinal Career Link

Cardinal Career Link is the digital version of the entire Career Center. We're committed to helping you succeed. Whether you're working late into the night or rising early in the morning, you can be sure that when you're ready to invest in your career, we'll always be here to help.

Schedule Coaching Appointments

Students can meet one-on-one with a Career Coach specializing in their major and career concentration. Career Coaches can provide guidance in career exploration, insight on how to develop the key skills employers are seeking in new hires, and serve as a connection point to all of our alumni and industry partners.

Search for On-Campus Jobs, Internships, and Full-Time Jobs

Employers count on Ball State students to grow and sustain their companies and organizations. CCL isn't just a place for students. It's also a place where today's employers come to find young professionals who are innovative, experienced, and professional.

Practice Interviews

Interviews on Demand are available 24 hours a day on CCL. Record your responses to pre-loaded interview questions, which can be reviewed at a later date with a Career Coach.

Résumé Feedback

We are proud to collaborate with VMock, a career smart platform that utilizes machine learning, predictive analytics and artificial intelligence to help you optimize your skills. VMock reviews your résumé and instantly provides detailed feedback on how you can improve. Head to the VMock Résumé Review Pathway to get started.

Register for upcoming events

The Career Center provides innovative and interactive workshops on a variety of career topics. Register for a workshop of your choice on CCL.

Access Premium Resources Like Candid Career and Career Shift

Candid Career is an online library of thousands of career videos, including videos from over 150 Ball State alumni. If you are seeking career guidance, Candid Career videos cover virtually any industry, and provide relevant job details and advice to help you choose a career and be successful in it.

Career Shift is a job and internship board that pulls from multiple sources. It also has a robust directory of businesses and organizations, which you can search to identify possible companies of interest to you. Career Shift provides job titles, locations, and contact information for all employees at most organizations, allowing you to find, contact, and connect with professionals all over the world.

Mind Mapping

Mind Mapping is a three-part thought activity in which you start with a single word or concept and allow your mind to wander, branching out into many different words, ideas, and concepts. Next, examine your results to see if you can spot any common themes or ideas. Use this worksheet to create a Mind Map of your own. Don't overthink it as you come up with words for your Mind Map. Remember, there are no right or wrong answers. Don't freak out if your Mind Map doesn't seem organized when it's done.

Part 1

In each of the four quadrants, create a list of words that answer the question. You can write down as many or as few words as you like. Spend about one minute on each quadrant.

What do you find interesting?

What gets you energized and holds your attention?

What problems really bug you that you wish you could fix?

What are you good at?

Next, take a look at the words you wrote down in each of the four quadrants. Do you see any patterns or common themes? Try to come up with one word, maybe even one of the words you already wrote down, to sum up the theme of all the words in each quadrant (four words total).

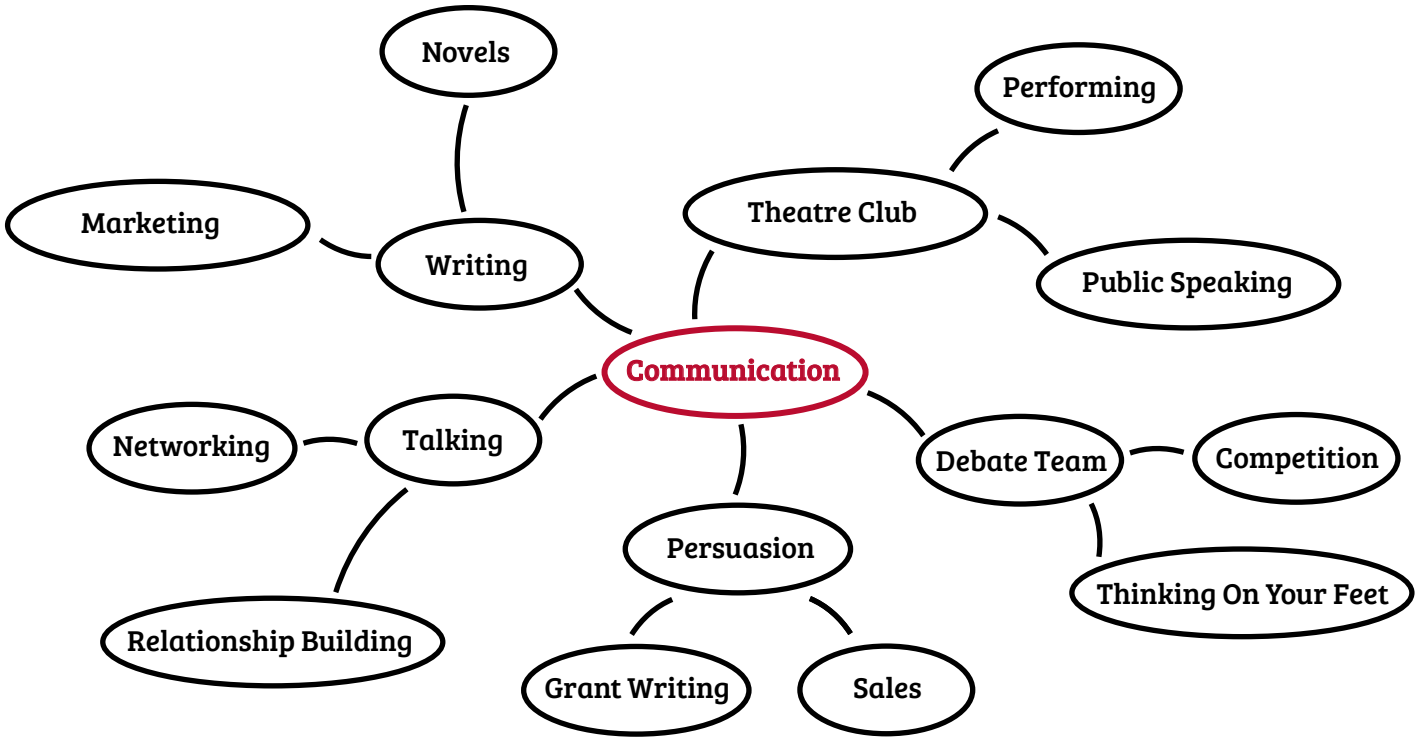
Mind Mapping Continued

Part 2

Take four separate sheets of paper and write the four words from Part 1 in the center of each page. Now, one at a time, look at the center word and write down the first six words, concepts, or ideas that come to mind. It could be a book you just read, a show you watched, a family member, an activity, a skill or adjective – basically anything that comes to mind.

Next, connect the six words in a circle around your center word like a web. Now, repeat the same process with your six outer words, writing two or three more words or ideas that come to mind. Don't overthink it – just go with your gut and write down what pops into your head.

Finally, look at your new list of 12 to 18 words on the outer portion of your Mind Map. Circle the three to five words that resonate with you or pop out to you for some reason. Again, don't overthink it. Trust your intuition.



Part 3

Look at your circled words for each Mind Map. Reflect on the words and ideas that came out of the activity. How did you arrive at the words from the original word? What do you like about the final words you chose? How are they similar or different? After you have spent some time thinking about these words, try to come up with a job or role that would embody or utilize these words. It could be starting a comic book club or a hiking group. It could be a marketing internship or becoming a tax auditor. There are no limitations. Your ideas don't have to be a specific job or something to build your résumé. It could be something you simply do because it brings you energy and life.

After you have completed this process for all four Mind Maps, reflect on the roles that came to the surface. How do these roles inform the questions you engaged at the beginning of the exercise – what kind of work do you find interesting, what keeps you energized and engaged, what are you good at, and what kind of problems do you want to address? Look for commonalities and areas of overlap between the four questions and the four roles that emerged. Repeat the process as many times as necessary until you find clarity.

Career Self-Assessment

Career self-assessments are designed to help you develop self-awareness and make more informed career and life decisions. Keep in mind that assessments aren't tests. There are no right or wrong answers, and no one type is better than another. Assessments are tools to help articulate your personality and interests, not to confine you to a single type. After completing the assessments, you may be matched with suggested careers. We recommend that you focus on your results and spend time reflecting on what they mean to you before you look too closely at the list of suggestions. It's always best to follow up the assessment with a one-on-one career coaching appointment to talk about the results.

You can access 16personalities.com or visit Career One Stop for personality, interest, and value assessments.
https://www.careeronestop.org/Toolkit/Careers/interest-assessment.aspx
https://www.careeronestop.org/Toolkit/Careers/work-values-matcher.aspx

Personality

Your personality determines your preferences and how you respond to people and events most naturally. It is not tied to skills or strengths as much as it is tied to your energy levels and gut reactions. Knowing your personality can help determine your workstyle and comfort zone. This assessment measures four areas of your personality and gives you one of 16 possible combinations of personality type.

Interests

Your career interests determine what kind of work you will find engaging and interesting. Sometimes these match your personality, but sometimes, you really want to work with people in spite of being an introvert, and that's okay! Your interests are an important tool in considering a career that you will find fulfilling. There are six different interest areas, and the assessment will help you identify your top three.

Values

Values are what make a healthy and enjoyable work environment for you. Understanding your values means understanding what kind of conditions, workplace, and coworkers will best help you thrive. This assessment presents six different value areas.

Career Self-Assessment

Use this page to keep track of your Personality, Interests, and Values.

Personality

Record your results by selecting one attribute from each pair below.

☐ Introvert ☐ Extravert ☐ Sensing ☐ Intuitive

☐ Feeling ☐ Thinking ☐ Judging ☐ Perceiving

My type

How would you describe your leadership style? Does your personality type make sense with your natural preferences when working with others?

Interests

Record your results by checking your top three interests below.

☐ Social ☐ Enterprising ☐ Conventional ☐ Realistic

☐ Investigative ☐ Artistic

Identify an activity that you participated in over the past month for class, your job, or a hobby that fits into your career interests. Did you enjoy the activity? Did it make you feel energized? Did you find it engaging?

Values

Record your results by checking your top three values below.

☐ Independence ☐ Achievement ☐ Recognition ☐ Working Conditions

☐ Relationships ☐ Support

Based on your values, how would you describe your ideal work environment?

O*Net Online

O*NET is a powerful research tool for learning more about a career field that interests you or for discovering related occupations to explore. This resource can give you an idea of what the typical day looks like for your chosen occupation, as well as the typical degree level and training required for the profession. Go to **www.onetonline.org**, and complete the following worksheet for two or three professions that are of interest to you.

Job Title 1

Typical employers

Other job titles for this occupation

Degree level most commonly help in this profession:

◉ High School | ○ Associate | ○ Bachelor | ○ Master | ○ Doctorate | ○ Post-Doctorate

Daily responsibilities and tasks that are interesting

Daily responsibilities and tasks that are not appealing

Related careers that sound interesting

Job Title 2

Typical employers

Other job titles for this occupation

Degree level most commonly help in this profession:

◉ High School | ○ Associate | ○ Bachelor | ○ Master | ○ Doctorate | ○ Post-Doctorate

Daily responsibilities and tasks that are interesting

Daily responsibilities and tasks that are not appealing

Related careers that sound interesting

Candid Careers

Candid Career is an online library of thousands of career videos, including videos from over 150 Ball State Alumni. For students seeking career guidance, Candid Career videos cover virtually any industry, and provide relevant job details and advice to help students choose a career and be successful in it.



Check out the videos here:
www.candidcareer.com/ballstate

How to Create a Power Greeting

Have you ever attended a job fair or networking event and felt unsure about how to start a conversation with a new contact or potential employer? Or, maybe you just met an influential person in passing and it felt a bit intimidating to put yourself out there? Your mind probably started racing with questions like, “How do I introduce myself? What’s my sales pitch? What do I say? How do I come across as likable and memorable?”

People often struggle to create a Power Greeting or provide a compelling answer to the common question “tell me about yourself.” Let’s make sure you aren’t one of those people by working on it right now. Answer the questions below to generate content for your Power Greeting. Come up with a quick pitch that includes as many of these answers as you can in about 30 seconds.

1. What’s your major?

2. What’s your career goal?

3. What makes you interested in your chosen profession?

4. What is something you have accomplished of which you are proud?

5. What is a meaningful experience you had in your profession?

6. What’s your interest in the organization or person to whom you are talking?

For Power Greetings, always keep it professional. Let them know who you are, why you are here, and what you are capable of doing. If possible, do your research ahead of time. Figure out if the person or organization has done some work that you find interesting or if you have worked on similar projects. This will help you connect with the individual and make the interaction memorable.

Example:
Hello, my name is Catherine. I am a junior in the Ball State Communications Department, and I’m interested in pursuing a career in public relations using social media. I’ve been running the social media account for my sorority for the last two semesters, and not only has it been really fun, but I’ve been able to grow our followers and our presence on campus by using it more actively and strategically. I’m also finishing up an internship at a local marketing firm where I’ve been working on a social media project. I’m interested in learning more about your organization, and how you think social media fits into your strategy.

How to Prepare for a Job Fair

Who should attend a job fair? EVERYONE! The job fair is a great place to strengthen your networking skills, find an internship, and land a career.

1. Research

Prior to attending a job fair, do your homework by researching which companies will be in attendance. It's important to have a good understanding of the organization and the positions for which they are hiring. Utilize the Career Fair Plus app on your smart phone to assist in your research. The Career Fair Plus app contains an overview of all the organizations attending the fair, including the positions being hired and the geographical location of all openings.

Think outside of the box when conducting your research. There are many organizations that are seeking candidates from ALL majors. Be open to seeking out opportunities that don't necessarily align with a typical organization in your field. You will be surprised at the opportunities that are available to you!

List five companies you would like to connect with at the job fair, what they do, and the positions they are hiring for that fit your job search criteria.

Organization
What they do
Open positions

Organization
What they do
Open positions

Organization
What they do
Open positions

Organization
What they do
Open positions

Organization
What they do
Open positions

How to Prepare for a Job Fair pt. 2

2. Questions
The primary way to find an internship or job is through networking. When you are networking at a job fair, it will be much easier if you have prepared ahead of time. Before attending the job fair, make sure to do your research on the organizations you want to connect with, have a power greeting ready to go, and arm yourself with a list of questions to get the conversation started.

When formulating questions, steer away from questions such as “What do you do?” as this is something you should already know from your research. Craft organization specific questions, as well as broad questions to ask all organizations. Be sure to have the questions written down ahead of time and take notes during the conversation. Here are a few sample questions, with space at the bottom to add your own.

- What do you like most about working for this organization?
- Why did you choose to work here?
- I saw you have this opening. Can you provide any additional information?
- Does this organization support professional development and growth?

The more you network, the easier it will become. The more information you have before entering the room, the more confident you will be. Practice your networking sills with a friend or Career Coach.

3. Practice Your Power Greeting
See How to Create a Power Greeting on page 13.

4. Résumé
After networking, your résumé is next in line as the most crucial element in the hiring process. Make sure you are gaining diverse experiences to add to your résumé so that you will stand out in the search process. Building your résumé takes time and intention. The Career Center has adopted VMock, an online résumé platform, to help you craft your résumé by providing instant feedback. Check out the various templates provided for reference as you get started. VMock will supply you with feedback based on industry standards and indicate how your résumé stacks up against your peer group in the same industry. Once your résumé reaches the approval threshold, schedule an appointment with your Career Coach to discuss how to take your résumé to the next level. You can access VMock through the VMock Pathway on Cardinal Career Link.

When creating your résumé, make sure to include these essential sections:
- Contact Information
- Education
- Experience

How to Prepare for a Job Fair pt. 3

5. Professional Dress

First impressions matter! Take time to select an outfit that will help you feel confident and look your best. Professional dress is highly recommended for a job fair and networking events. You will find examples of professional dress on the Career Center webpage, or search for ideas on Instagram and Pinterest. If you are in need of professional attire, you can reach out to Cardinal Closet on the Ball State University campus, facilitated by the Student Action Team. Cardinal Closet is open by appointment only. To set up an appointment, email sat@bsu.edu.

Things to keep in mind when selecting an appropriate outfit:
- Make sure to be professional yet comfortable at the same time.
- Ensure proper fit for each item.
- Attire should be free of wrinkles and stains.

See Dress to Impress on page 17 for additional details.

6. Follow Up

If you commit to each of the steps above, you are sure to make excellent contacts at the job fair. It's important to follow up with each and every one of those contacts after the event. Follow up with a LinkedIn connection and a proper thank you. You can send a handwritten card or an email. Be sure to ask for a business card at the fair to make follow up even easier. The note does not need to be lengthy. A couple of sentences thanking them for their time and reassuring your interest to them.

If you and the recruiter connect on any specific topic in your conversation, be sure to mention this in your note. This will help the individual remember the conversation and help you stand out.

Write a sample thank you note here:

Dress to Impress

staying professional & showing personality



Wearing a Suit?

Choose a black, blue, or grey suit and pair it with a white or a light colored shirt underneath.

Show off your personality by adding a pop of color or a simple pattern on your tie or bowtie.

Socks should be calf-length or higher, and black or a dark neutral in color. Belt and shoes are recommended to be black as well.

Wearing a Skirt or Dress?

Your skirt or dress should be black, blue, or grey. To show off your personality, add a pop of color or simple pattern on the blouse or the shoes.

Dresses and skirts should be knee length. Panty-hose are recommended, but not required.

Flat dress shoes or low heels are recommended.



Clothing

- Dress to your identity in a manner that represents you, following general rules of professionalism.
- You want to be evaluated on your skills and experience, not the way you dress. Don't allow what you are wearing to speak louder than you do. Make sure you are dressed in a manner that allows the employer to focus on who you are and not what you are wearing.
- Wear closed-toed, comfortable shoes. Keep in mind, you will be walking quite a bit on a concrete surface. Make sure your shoes are clean and polished.
- Try on your professional attire ahead of time at your residence and move around in it to see how it will feel while networking at the fair. Make sure everything fits and is without stains or wrinkles.

Accessories

- Accessories such as handbags, belts, and scarves should be coordinated with the outfit and match the most prominent neutral color in the wardrobe.
- Wear a minimal amount of small jewelry.
- Consider removing facial piercings for interviews if you are unsure of what the employer will think of them.

Grooming

- Make sure your hair is clean and well-groomed. Long hair should be pulled away from the face.
- Fingernails and hands should be clean and well-manicured. It is okay to paint your fingernails, but it should be neat and, in most cases, a neutral color.
- Facial hair should be well-groomed.
- Wear little to no perfume or cologne. Don't forget to shower and use deodorant.
- Consider covering tattoos for interviews if you are unsure of what the employer will think of them. In the workplace, be aware of what the organization's dress code policy states regarding tattoos.

Business Casual

While professional dress is the safest choice for in-person interviews and job fairs, business casual is acceptable at many networking events and in many workplaces. What does business casual look like?

-Button-down or polo shirts that are neatly pressed with modest necklines.

-Optional color-complimentary sport coat, sweater, cardigan, or vest.

-Colors and patterns that fall outside of the neutral spectrum are acceptable.

-Khaki pants, trousers, or a fingertip-length skirts can be worn, but typically no jeans.

-Shoes or boots that are clean and complimentary to your outfit are appropriate, however no sports shoes.

-Ties are optional.

Dress to Impress

Résumé Bullets Worksheet

Each experience entry on your résumé should provide four pieces of information: a date and time-frame, the organization or company you work for or with, the position or role that you held, and an explanation of what you did and how it relates to the position for which you are applying. Bullet points should use strong action verbs and language from the job description to make it very clear to the reader why this is valuable experience. Try to make each bullet point prove that you have a specific skill or ability instead of focusing on the duties of the job.

Use this worksheet to practice creating a few bullets for a position you have held. Then, consider having a friend look over it and try to guess what specific skills you are trying to demonstrate with this experience. If they can't guess, you may want to change the wording of your bullet points. Use the Power Verb list and the Résumé Examples in this book to help you as you write.

TIPS

1. Quantify information when possible (led a team of 19 students, instead of just "led a team").
2. Start with a skill-oriented verb such as "Organized", "Communicated", or "Led".
3. Use specific stories even if it wasn't part of your everyday tasks.

EXAMPLE

Coordinated three fundraising events for Dance Marathon, each of which raised over one thousand dollars. *Example Skills: Fundraising, Event Planning, Coordination*

Organization Date

Position

Bullet Points

•

•

•

Cover Letter Template

Name

(Your Contact Info) (Your Contact Info)

TIP: Consider using the same letterhead, font, and style from your résumé throughout the cover letter.

Date Submitted
Recipient Name
Recipient's Title or Department
Organization and Address

Dear Hiring Manager,

TIP: Try to find the name of hiring manager, even if you have to call the organization and ask for the name. If you cannot determine the name, "Hiring Manager" or "Recruiter" is appropriate. Avoid using "To whom it may concern" or "Sir/Madame."

Paragraph 1 (about 3-5 sentences)

- Reference the employer and mention why you are interested in the position. If you were referred or have spoken to someone at the company, you may want to mention it.
- Provide a reason that you are interested in this position and establish that this cover letter is unique to the recipient, not just copied from other job applications.
- If the position is an internship, state what you hope to learn.

Paragraph 2 (about 3-5 sentences)

- Re-read the job description and make sure you address the biggest needs by elaborating on your experience and providing examples that qualify you for the position.
- Make the connection between your experience and the job opening extremely clear, even if it seems obvious to you.
- If possible, mention a specific example of projects or accomplishments.
- Elaborate on your experience without simply listing everything already on your résumé.

Paragraph 3 (optional; about 3-5 sentences)

- Continue to elaborate on your experience if you need more room, or if the job description had many concepts and qualifications you want to address.
- Mention any experiences you were unable to list on your résumé.

TIP: When discussing your qualifications and keywords from the job description, consider using bullet points or bold font to emphasize the most important items and make them easier to read quickly.

Paragraph 4 (about 3-4 sentences)

- Restate your interest and confidence in the position and organization.
- Thank the reader for their time and indicate that you are looking forward to next steps.
- Consider providing a follow-up plan to give yourself accountability to initiate contact if you do not hear back within 1-2 weeks.

TIP: This is only one way to write a Cover Letter. You may do something different, but using this template or a similar strategy is often effective and fairly simple.

Sincerely,

Your Name TIP: Scan your actual signature and attach it here as an image.

Cover Letter Example

Alonso Johnson
4655 Boulevard Road
ajohnson@cardinal.mail
Muncie, Indiana 47304
765-555-4242

April 2, 2019
Mr. John Smith
Human Services Incorporated
123 Avenue Drive
Muncie, Indiana 47304

Dear Mr. Smith,

I am eager to express interest in the Youth Educator position at Human Services Incorporated. I first learned about this opportunity through a conversation with Donna Norman, a recruiter for HSI, who I was fortunate enough to meet at the Ball State Job Fair. Based on our conversation, I believe that I would be an excellent fit for this position and that HSI is a place that I could thrive as a professional. Having grown up in this area and having a drive to help youth populations, I am excited to apply.

My background and experience make me confident that I would excel in this position. For example, I have already had extensive experience working with individuals of age 8 to 14 through working as a Camp Counselor for three summers as well as through serving as an active volunteer with Motivate Our Minds and the Muncie Big Brothers/Big Sisters program. I have received feedback from supervisors and colleagues that I am genuine and comfortable with children in this age range and that I excel at empathy and communication skills. Furthermore, through serving on Ball State's Dance Marathon committee as well as leading in Hall Council, I have had multiple opportunities to take an active role in event and program planning and have had much success in doing so.

Based upon the qualifications listed in the job description, I believe that I would be an excellent Youth Educator at HSI, as demonstrated by my experience with children as well as my background in programming and event planning. Thank you very much for your consideration, and I hope for the opportunity to meet you soon for an interview. I will plan to follow up in a week to ensure that you have all of my application materials and information; please feel free to contact me in the meantime by email or by phone.

Sincerely,

Alonso Johnson

Alonso Johnson

Power Verb List

Analysis/Technical

acquired
analyzed
anticipated
applied
appraised
approximated
assembled
audited
built
calculated
charted
classified
collected
compiled
computed
concluded
conducted
constructed
correlated
critiqued
debugged
delivered
detected
devised
estimated
fabricated
figured
financed
formated
highlighted
innovated
installed
licensed
manufactured
mapped
multiplied
operated
programmed
proved
quantified
queried
regulated
scrutinized
studied
substantiated
tabulated
tested
tracked
valued

Leadership

accelerated
advised
allocated
allowed
appointed
approved
assigned
attained
authorized
chaired
coordinated
delegated
designated
educated
employed
empowered
enabled
enforced
enhanced
enlisted
evaluated
executed
facilitated
guided
hosted
improved
increased
influenced
initiated
inspired
instituted
involved
judged
launched
led
mentored
moderated
organized
originated
pioneered
prioritized
raised
recommended
recruited
spearheaded
supervised
trained
transformed
united

Helping

advanced
assured
bolstered
boosted
confirmed
distributed
encouraged
enriched
familiarized
filed
finished
grew
indexed
inventoried
lifted
merged
mobilized
obtained
prepared
prescribed
provided
redesigned
reorganized
restructured
revamped
saved
served
shared
slashed
submitted
sustained
treated
validated

Teamwork

accommodated
acknowledged
adjusted
altered
amended
blended
collaborated
contributed
cooperated
diversified
embraced
energized
fostered
gathered
harmonized
ignited
improvised
instructed
joined
mediated
motivated
participated
partnered
stimulated
tailored
volunteered
welcomed

Interviewing

Interviewing is often the most important part of the job application process for you, the candidate, and for the employer. If you have been invited to interview, it means that your résumé and background have proven you to be qualified for the job. Be confident when you go in to interview, but also make sure to prepare! Fill out these two pages to help you prepare for an upcoming interview.

The Job

Your first step should always be to review the company and job description. Do your homework and know as much about the organization as you can. Analyze the job posting so you know exactly what qualifications and skills the company is looking for in the ideal candidate.

This interview is for the position of at .

Based on the job description these are very important qualifications

What are three keywords that seem important in the job description (specific words that give you a good idea of what they're looking for)?

Research Topics

Here are some topics you may want to look into as you prepare for the interview.

Who - If possible, know who will be interviewing you and understand their role at the organization.

Where - Confirm the time of your interview and have a good idea of how long it will take you to get to your interview location. You should try to show up about 10 minutes early. Many candidates find it helpful to show up even earlier in case of traffic or other delays, but to wait until about 10 minutes before they enter the office. Showing up too early can be imposing on an employer's time.

What - What does the company do? What makes them unique? What are their current goals or projects that you are capable of learning about? Also, what skills and experience do you have that could contribute to the organization and those goals and projects?

Why - Know the organizations mission and have a good idea about what role they serve in their industry and community. Furthermore, understand and be able to articulate why you want to work there.

How - Review what to expect on interview day. There are several common interview formats, and you should know what to expect going in. Some examples may include a typical interview with one other person, and interview with a group, a Q and A or panel, having to give a presentation, touring the organization, or being interviewed over lunch.

Interview Questions and Your Answers

In this section, you will find a list of common interview questions as well as a template for crafting a good answer to two different types of questions.

Situational or Behavioral Questions:

Employers ask behavioral questions to learn how you conduct yourself in a variety of situations. They make judgements about your future behavior based on decisions you have made in the past.

Interviewing Part 2

These questions often begin with a phrase “Tell me about a time” or “Give me an example of a time you” -

- Resolved conflict with someone
- Went above and beyond
- Managed multiple tasks at once
- Had to think on your feet
- Led a team project
- Educated someone on a topic
- Used analytical skills
- Had to manage deadlines
- Solved a complex problem
- Provided great customer service
- Made a tough decision
- Planned or organized an event

P – A – R

For answering situational or behavioral questions, you will want to tell a specific story or provide a specific example. Saying “I work in a team all the time as a student” is an ineffective way to demonstrate your abilities. To help you tell a good story and keep your thoughts organized, use the PAR framework (Problem, Action, Result). PAR is a reminder to provide the specific example and context, talk about the actions you took to resolve the problem or fulfill your task, and what the results of your efforts were. You should think of several PAR stories that you would like to share before you go to your interview. For one of the example questions above, provide a framework of your PAR answer.

P

A

R

Other Interview Questions:

- Tell me about yourself.
- Where do you need improvement?
- What pay are you expecting?
- What do you know about us?
- Walk us through your résumé.
- What’s your social media look like?
- What’s your biggest strength?
- Why should we pick you?
- What is your long term goal?

These other interview questions can be tricky. You should be prepared to answer all of them by thinking ahead of time of some key talking points for questions that ask you about yourself or about the organization. Use the space below to jot down your biggest strength, a sharable weakness, and some points that you think an employer should definitely know about you.

Strength

Weakness

Key Points about you:

1.

2.

3.

Do you have any questions for us?

This is likely the last question you will be asked during the interview. You want to have several thoughtful questions prepared ahead of time. Not asking any questions could send the message that you’re not interested in the position or not fully prepared for the interview. Write down at least five questions you think would be helpful for you to ask during the interview. Avoid questions about benefits or time off until the employer actually makes you a job offer.

- What do you like about working here?
- What is the company’s plan for strategic growth over the next 5 years?
- How is success determined for this position?
- Can you tell me how an appropriate work life balance is managed?
- What opportunities are there for professional growth?

On-Campus Employment

Looking for a way to develop the skills employers want and make a little money to help pay for school? Why not consider an on-campus job.

On-campus student employment provides the opportunity to earn extra money, network, develop transferable skills, gain valuable experience, and get more involved on campus. Studies indicate that students who are active on their college campus perform better in the classroom and have greater success in post-undergraduate endeavors.

On-campus student employment is coordinated through the Ball State Career Center. To be eligible for employment, students must be currently working toward a Ball State degree, maintain at least part-time student status, and meet the qualification requirements set forth by the employer.

To begin the job application process, log in to Cardinal Career Link with your Ball State username and password. Browse through the current “On-Campus Student Employment” job postings, review the description and qualifications for each posting, and make note of the Career Center requisition number. Request up to six requisition numbers per day to obtain the application instructions.

The Career Center is open Monday – Friday, 8:00 a.m. to 5:00 p.m. during the fall and spring semesters and 7:30 a.m. to 4:00 p.m. during the summer semester. To learn more about on-campus student employment, call 765-285-5634 during regular business hours.



BALL STATE
UNIVERSITY
Career Center

Networking

We know that networking is the number one way to land a job or internship. For some, networking comes naturally. For others, it can be quite intimidating. The more prepared you are, the more at ease you will be. Remember, networking is a conversation. We have these every day.

In order to get the most out of networking, you need to know proper networking etiquette as well as the do's and don'ts.

Networking is:
- Cultivating and maintaining relationships
- Mutual exchange of advice and information
- Forming connections

Networking is not:
- Using or manipulating people
- Asking for a job
- One-sided
- Only when you need something

Where do you network? Anywhere! Networking can be formal or informal.

Formal: Campus organizations, networking events, career fairs, conferences, meetings, phone calls, alumni events, professional organizations

Informal: Casual or unexpected interactions, in the elevator, at lunch, the library, classes, at a basketball game, parties, family functions, community events

Name two places would be a good place for you to network.

1.

2.

DO's & DON'Ts

DO's

- **Do make a good first impression**
  First impressions last, so make sure you use positive non-verbals. Make eye contact, smile, and show interest in the individual. Demonstrate confidence by acting like you know what you're doing.

- **Do your homework before you have a networking conversation if you can**
  Sources like LinkedIn and CareerShift (accessible though Cardinal Career Link) can provide an invaluable insight into the individual's career path and the organization for which they work. Be proactive and prepared.

- **Do show your passion for the topics you are truly interested in**
  Let them see the true excitement and interest you have in your professional pursuits by demonstrating your knowledge and your hopes for the future.

DON'Ts

- **Don't dominate the conversation**
  The question "How did you get to where you are?" can be a powerful way to put the focus of attention

on the individual you're networking with. By listening to their professional story and journey, you will learn an immense amount of information from that one simple question. Showing someone that you are truly interested in them and what they have to say can be incredibly impactful in creating a positive professional relationship.

- **Don't forget to follow up**
  Always take the opportunity after a networking conversation to thank them for their time and insights. This is the true sign of a good professional-someone who takes the time to say thank you. It will leave a wonderful, positive impression in their mind.

- **Don't make it about getting a job**
  Honestly, the majority of people that you network with won't have a job to give. If this is your main goal, the conversation will not go well. Make the conversation about something they do have to give–advice. Everyone has advice they can share if you are willing to listen.







Informational Interviewing

An Informational Interview is an opportunity to learn more about an organization, career field, or individual by asking questions in a safe environment. The conversation typically starts by asking someone in your field about their career path, or perhaps what they like most about their current job. Make sure to prepare ahead of time by thoughtfully creating a list of questions that can't normally be answered just by Googling information online. An informational interview is a great way to start a professional networking relationship. You'll not only learn valuable information, but also start to build important connections in your field.

Reflect
What are you hoping to gain from the conversation?
- A networking contact
- Information about a company
- Learn more about a profession
- Discover options in your field
- Tips for entering the field

Reflect
What would you like to know about your field?

Identify
List 3 job titles that would be good targets

Identify
List 3 organizations that would be good targets

Identify
List 3 individuals that would be good targets

Did you know?
About 1 in 5 informational interviews lead to a job or internship opportunity? That's a way better return rate than online applications!

Connect
Draft a professional email explaining your intentions for reaching out to the individual, what you hope to learn, and that you're a student. Suggest three different times to meet and be clear whether it will be in person or over the phone. Reach out and send a reminder and calendar invitation if possible.

Prepare
Research the organization and individual with whom you will be meeting. Write down their current role, industry, and educational background.

Having trouble finding people? Use the following resources:
Linkedin
- BSU Alumni Tool
- Ball State Career Network

Career Shift
Cardinal Career Link

Prepare
Create a list of questions that you would like to ask the individual. Make sure they aren't questions you could easily Google.

Lead
Be ready to facilitate a good discussion with the individual you have arranged to meet. Some people can talk easily about themselves; some will need more guidance. Be ready for either and come prepared to listen actively.

Follow Up
Send a thank you note that mentions something specific you discussed. Email or hand-written notes are both acceptable. Connect on LinkedIn and stay in touch.

Finish
And just like that, you have a new contact and some great information!

Internship & Experiential Education Search Resources

General

Indeed.com

WorkandLearnIndiana.com

Idealist.org

USA Jobs

Governmentjobs.com

Cardinal Career Link

Career Shift

Glassdoor

Global Experience

Youtern

Charitable Advisors

Arts

Way Up (Animation)

Thinking Animation

Dream Careers (Apparel Design)

Production Hub (Telecommunications)

Entertainment Careers

Education

Higheredjobs.com

Sports

Work in Sports

Humanities

Book Jobs

Perker Dewey

Health

Summer Health Professions Education Program (SHPEP)

National Association of Advisors for the Health Professions (NAAHP) – Summer Opportunities

Sciences

Research Experience for Undergraduates (NSF) program through National Science Foundation (NSF)

Texas A&M Department of Wildlife and Fisheries

The Student Conservation Association

STEMUndergrads.science.gov

American Chemical Society Internships for Undergraduates

Technology

Techpoint

Students with Disabilities

Eskenazi Health Internship Program

Easter Seals

Workforce Recruitment Program

Indiana State Personnel Dept.
https://www.in.gov/spd/2335.htm

Receiving Multiple Job Offers

If you've built good job search documents, have networked in your industry, and are doing a high-quality job search, don't be surprised if you end up in a situation where you receive multiple job offers. Use these common questions to help you navigate a multiple-offer scenario.

Q: What should I say if an organization calls me and makes me an offer over the phone?

A: You should say, "Thank you for the offer," but do not say "yes" or "no" right away. After saying thank you and expressing excitement, ask how long you have to consider the offer and ask for a typed letter to be sent to your email so you can review the details.

Q: If I accept a job offer, can I still wait to hear back on other jobs and take a different job instead?

A: No. If you accept a job offer and then do not take it or quit immediately, it is disrespectful and costly to the organization you have agreed to work with. This could reflect poorly upon you in your industry.

Q: What should I do if I have received an offer from a company, but am still waiting on my top choice?

A: The first thing you should bargain for with the company that made the offer is time. Can you have the rest of the week or the weekend to think about it? During that time, it is appropriate to call your dream job if you have already interviewed and let them know you've received an offer but would prefer to work for them. Ask about where they are in the process. It's best not to specify the organization that made you the offer or discuss the pay amount of the offer.

Receiving Multiple Job Offers Cont.

Q: I've just accepted a job offer. Do I need to do anything with other applications I've already submitted?

A: Yes. You should contact everyone with which your application is still pending and let them know that you have accepted an offer from another organization. It is courteous to do this as quickly as possible after accepting an offer. At this point, you may share with them information on your new company to your comfort level, but remember that you have made a commitment to your new organization.

Q: I have two or three job offers and I can't decide between them. What should I do?

A: Only you can make this decision, but now is a great time to ask questions of those companies. These can be questions that you may have been uncomfortable asking in the interview about pay or benefits, as well as about the company's culture and mission. However, it is best to avoid mentioning the other organizations that have made you offers or even that you're trying to decide between several offers.

Q: When I'm asking for more time to decide on an offer, should I mention that I'm waiting to hear back from someone else?

A: No. This may send the message that you are not excited about their offer and that they are clearly not your top choice. That may be true, and they understand that you are applying to multiple places, but it is still a bad early interaction with someone who could be your new employer. Explain that you have many things to consider and you would like more time if possible. Whether you have multiple offers or not, taking a new job is a big decision and a big transition, and needing some time to think about the offer is reasonable.

Salary Negotiation Worksheet

Understanding your worth and how to get it!

Job Title Industry

Using this resource, **https://data.bls.gov/oes/#/home**, indicate the wage range for this occupation in the state where you would like to live and work:

$ to $
(10th Percentile) (50th Percentile)

Understand Your Value

What qualifications do you have that are 'preferred' job qualifications?

What else makes you stand out from other job candidates for this position?

Based on the above, explain why you are worth more than the minimum range.

Understand Your Needs

Anticipated cost of housing in your chosen location $

Anticipated cost of food and other expenses $

How much would you like to put towards savings each month $

Other Negotiating Items

Common and important workplace benefits this job offers:

☐ Retirement Contributions ☐ Health Insurance ☐ Life Insurance ☐ Vision and Dental Insurance

☐ Paid Time Off/Sick Time ☐ Maternity/Paternity Leave ☐ Paid Mileage or Transportation

Which of these might you be willing to take less pay in exchange for:

☐ Enjoyable/Fun Job ☐ Better Retirement Plan ☐ Better Insurance Plan ☐ Shorter Hours

☐ More Time Off ☐ Provided Housing ☐ Ability to Travel ☐ A Company Vehicle

☐ Free Food/Coffee at Work

Graduate School

Deciding if Graduate School is a Good Fit

Graduate school is a big decision. It will be a big investment of time, energy, and possibly finances. You will also emerge from a graduate program with a higher level of specialization than most undergraduate degrees. The more of these questions you say "yes" to, the more likely it is that graduate school is a good fit for you right now.

- Do I have a specific outcome in mind?
- Have I researched this graduate program?
- Can I explain to others why it's a good fit?
- Do I know how it will be financed?
- Is a graduate degree needed for the job I want?
- Do I know if I want a research or non-research option?
- Does a graduate program fit with my life right now?
- Is it typical for people in this field to go straight to graduate school?

Researching Graduate Schools

Do your homework before applying to graduate schools. The school and program you choose will have a large impact on your experience and your career since you'll be developing a higher level of expertise. Many students choose to apply to three to five schools, but this could vary based on your needs and the competitiveness of the program.

Research these topics and more when looking at program options:

- Availability of assistantships (research or graduate assistantships usually pay for your tuition)
- Cost, location, length of program, and other lifestyle considerations
- The faculty in the program (Is anyone there doing work you are interested in?)
- Curriculum (What exactly would you be learning and studying in the program?)
- Career Outcomes (Where do the graduates of this program typically go? What do they do?)
- Competitiveness (How many applicants versus how many spots available?)
- Speak to a current student in the program to hear about their experience

Applying for Graduate School

Graduate school applications are typically submitted between November and January of your senior year. Some programs may be earlier, and some may even allow you to apply through the summer before you begin. Make sure you research when items are due and give yourself plenty of time to complete the applications. Applications take longer than you may think.

Items usually reviewed by admissions committees:

- Transcripts and GPA (both cumulative and major-specific)
- Letters of Recommendation (usually three are requested)
- Standardized Exam (GRE or field-specific test. These can usually be taken early and retaken.)
- Personal Statement/Essay
- Résumé or CV (a CV is an academic type of résumé)
- Interview (after reviewing other materials, many programs will interview you)

Resume Examples

Charlie Matisse

cmattisse@bsu.edu | 317-555-1102 | 1 Marsh St. Muncie, IN

EDUCATION

Bachelor of Fine Arts — May 2021
Concentration: Visual Communication (Graphic Design)
Ball State University, Muncie, IN

EXPERIENCE

Junior Project Manager Digital — December 2018 – Present
Digital Corps Ball State University
- Create project time-lines exceeding deadline expectations
- Communicate frequently and professionally with clients to reach project goals
- Coordinate with team members in order for projects to be completed timely
- Implement self-guided software training that strengthen software skills

Marketing and Design Assistant — August 2018 – Present
Ball State University Dining
- Design banners, posters, logos, signage and webmaterial to promote dining events across Ball State University's campus
- Assist department with any additional tasks
- Disperse and hang promotional flyers around campus
- Earned Silver Addy Award for logo design

Intern — Summer 2019
IronGate Creative, Hagerstown, IN
- Developed design ideas for print and web use
- Collaborated with and led team in idea generation and executing concepts
- Designed marketing materials for clients to meet their needs

MEMBERSHIP

Professional Association for Design (AIGA)

SKILLS

Technical: Adobe Creative Suite, Word Press, Google G Suite, Video/Animation Tools
Languages: Spanish

Charlie Escalante

escalante@cardinal.mail | 555-555-5555 | Indianapolis, IN

EDUCATION

Ball State University Muncie, IN May 2019
Bachelor of Arts, Elementary Education GPA 3.4/4.0
Concentration, Gifted and Talented
Member Indiana State Teachers Association (ISTA)

LICENSURE/CERTIFICATION

Indiana Elementary Education, PK-6 (application pending)

STUDENT TEACHING AND FIELD EXPERIENCE

Student Teaching

South Putnam Community School District, Greencastle, IN January 2019 - May 2019

- Taught 29 fourth grade students, including 3 with IEPs
- Implemented learning centers to teach social studies concepts in small group
- Managed the classroom using a reward system for positive behavior
- Facilitated small group strategies for IEP students
- Conducted after school tutoring for students struggling with daily assignments
- Coordinated field trip to Anderson Symphony Orchestra for 60+ students
- Communicated with parents, guardians, and teachers regarding student progress
- Attended in service training on the implementation of a bullying prevention program

Practicums

St. Mary's School, Muncie, IN August 2018 - December 2018

- Envisioned and implemented math lessons for small group and whole class settings
- Created a lesson plan to spark female students' interests in mathematics
- Assessed 3 students' math proficiency developing learning plans to achieve grade level performance

Burris Laboratory School, Muncie, IN January 2018 - May 2018

- Observed classroom management style of experienced educator
- Integrated smart board technology into a lesson on the solar system

RELATED EXPERIENCE

Mentor, College Mentor for Kids, Muncie, IN September 2016 - May 2018

- Mentored an elementary aged female student for 3 years
- Used games to build student's confidence and self esteem
- Actively listened to child's personal and educational struggles

Counselor, Keenan-Stahl Boys & Girls Club, Indianapolis, IN Summer 2015, 2016, 2017

- Led successful summer programing for approximately 150 children ages 5-12
- Collaborated with team of 7 counselors to provide safe and fun activities
- Demonstrated strong communication skills through conversations with students and parents

Charlene Science

123 Street, Muncie, IN
cscience@bsu.edu | (555) 555-5555

EDUCATION

Bachelor of Science May 2022
Major: Chemistry GPA: 3.30/4.00
Ball State University, Muncie, IN
Honors: Dean's List – 3 semesters

RESEARCH EXPERIENCE

Undergraduate Research Assistant Aug 2017 – Present
Department of Chemistry, Ball State University, Faculty: Dr. Beth L. Professor

- Purpose: Determine how extreme air pressure affects organic molecules
- Methodology: Utilize pressure domes to examine behavior of bonds and structures in various molecules
- Responsibilities: Conducted literature reviews, assisted with writing manuscripts, performed lab techniques, responsible for compiling data

Lab Assistant Aug 2016 – Present
Department of Chemistry, Ball State University

- Performed and monitored titrations for various lab-based projects
- Assured lab safety in university facilities

Senior Thesis/Capstone Project June 2017 – May 2018
Honors College, Ball State University, Faculty Advisor: Dr. Ned. B. Professor

- Title: Molecule Formation in Proto Planetary Discs
- Purpose: Analyze the molecular characteristics of a gas giant orbiting around a T Tauri star
- Methods: Spectrometer analysis of molecular components of gas giant

RELEVANT EXPERIENCE

Teaching Assistant Aug 2014 – Dec 2016
Ball State Chemistry Department

- Tutored and taught basic chemistry concepts for introductory chemistry class for over 90 students each semester
- Facilitated lab activities for large numbers of students with limited experience
- Assisted with course planning, lecturing, and grading

Desk Staff Fall 2014
Ball State DeHority Hall

- Ensured safety of residents by monitoring visitors and maintaining codes of conduct
- Built community by answering questions and providing resources to residents

MEMBERSHIPS AND ORGANIZATIONS

American Chemical Society Aug 2017 – Present
Student Affiliates of the American Chemical Society Aug 2017 – Present
Vice President, Ball State
Alpha Alpha Alpha Sorority Aug 2016 – Present
Vice President Alumni Relations, Ball State

Charlene Freud

123 Tillotson Ave., Muncie, IN | cfreud@bsu.edu | 765-555-1234

EDUCATION

Ball State University, Muncie IN
Bachelor of Arts — May 2019
Major: Psychological Science
Minor: Spanish

Ball State University Study Abroad, Spain Program | Madrid, Spain — Spring 2018

RELEVANT EXPERIENCE

Department of Psychological Science, Ball State University, Muncie, IN — Spring 2019
Research Seminar

- Conducted a research study on action-specific theory of perception

Department of Psychological Science, Ball State University, Muncie, IN — Fall 2018
Teaching Assistant "Career Planning in Psychology"

- Graded weekly assignments of over 30 students
- Initiated assessment of students' 4-year plan

Department of Anthropology, Ball State University, Muncie, IN — Spring 2017
Immersive Learning

- Conducted interviews with community members
- Analyzed qualitative data of 25 participant surveys
- Developed an educational product to inform community on opioid epidemic

WORK EXPERIENCE

Ball State University Orientation Office of Admissions, Muncie, IN — May 2018 – July 2018
Orientation Leader

- Led and assisted approximately 200 incoming freshman daily around campus to acclimate and educate and to campus
- Collaborated with 9 team member and a coordinator to further enhance program and best represent our university
- Fostered development of new students and created meaningful, lasting relationships

VOLUNTEER EXPERIENCE

Motivate Our Minds, Muncie, IN — August 2016 – May 2019

- Created an enjoyable learning environment for children ages 12-16 learning study skills
- Emulated a positive attitude for children to model

CHARLENE NOOYO

cnooyi@cardinal.mail 1234 McKinley Ave, Muncie, IN
555.555.5555 linkedin.com/in/cnooyi

EDUCATION

Bachelor of Science December 2019

Business Administration 3.90/4.00 GPA
Miller College of Business Honors student
Ball State University, Muncie, IN

Selected Examples of Coursework:
Project Management, Labor Economics, Global Finance, Employment Law, Business Information Systems, Marketing Strategy, and Professional Speaking

Associate of Business Management May 2017

Ivy Tech Community College, Richmond, IN
4.00/4.00 GPA

RELEVANT EXPERIENCE

Automated Logistical Specialist Sep 2018 - Present

Unites States Army Reserve, Indianapolis, IN

- Write and maintain stock records and other documents such as inventory and material control
- Created process to simplify and standardize the collection and use of maintenance data for 75 vehicles
- Review and verify quantities of supplies received against bills of contracts, purchase requests and shipping documents regularly resulting in a 100% accuracy score

Assistant Manager Feb 2016 - Aug 2018

Finish Line Muncie, IN

- Earned promotion from store associate to assistant manager in March 2017
- Maintained clean and organized storefront to attract customers into the store
- Complied with corporate policies for store opening and closing, inventory control, and floor management
- Collaborated with store manager to train and hire 15 store associates
- Communicated with customers in friendly manner to improve customer experience

HONORS & AWARDS

Dean's List: 8 semesters
Alpha Kappa Psi; *New Member of the Year*
Military Excellence Award

SKILLS

Time Management	Leadership	Problem Solving
Team Building	Marketing	Persuasion
Microsoft Office	Organization	Customer Service

Charlie Zillmann

001 Bethel Ave. Apt A, Muncie, IN
czillman@bsu.edu | 765-555-2020

EDUCATION

Ball State University, Muncie, IN
Bachelor of Science in Communication — July 2020
Concentration: Organization Communication

Relevant Coursework:

Organizational Communication	Sociology of Gender
Communication Research Methods	Leadership Communication

EXPERIENCE

Ball State University, Bracken Library — August 2018 – Present
Library Student Assistant

- Answer customers questions regarding finding and borrowing library resources
- Process, label and scan incoming materials
- Utilize organization process for return of resources to assist in quicker restocking

Roots Burger Bar, Muncie, IN — August 2017 – Present

- Deliver excellent and timely service to customers
- Exceed upsell goals on a daily basis by an average of 5%
- Provide customers with order suggestions and answer menu related questions
- Increase store sales by promoting and encouraging daily specials

Walt Disney World Resort, Orlando, FL — Summer 2019
Park Greeter, Intern

- Greeted guests with a standard of exceptional service to help promote the magic of Disney
- Ensured safety of visitors during peak times and during special events
- Assisted guests with questions and directions about resort and demonstrated strong conflict resolution skills

ACTIVITIES

Comm Club, Ball State University — January 2017 – Present
Fundraiser Chair

- Coordinate activities to raise funds for organization projects
- Led fundraising team to achievement of club fundraising goals

Speech Team, Ball State University — January 2017 – Present

- Mentor and coach new team members

VOLUNTEER

Boys & Girls Club of Muncie — August 2016 – May 2018

- Cultivated a friendly and safe environment for children to learn and grow

Charlie Barton

765-555-5555 ● cbarton1@cardinal.mail ● linkedin.com/in/CharlieBarton

EDUCATION

Ball State University – Bachelor of Science in Nursing *May 2021*
Minor: Interpersonal Relations GPA: 3.75/4.0
Dean's List: 7/7 semesters
Ball State Nursing Association (NSNA)

CERTIFICATIONS

CPR Certified, American Heart Association *Exp. November 2022*
Certified American Red Cross Instructor *August 2018 - Present*

CLINICAL EXPERIENCE

Community North Hospital *May 2017 - Present*
Pediatric Unit
Indianapolis, IN

- Documented patient's symptoms and medical history for doctors' review
- Worked with team of 50 medical professionals to provide exceptional health care to children from birth to age 17
- Built professional, friendly, and approachable rapport with patients and families

Eskenazi Hospital *January 2017 - May 2017*
Medical Surgical Unit
Indianapolis, IN

- Interacted with families and patients from diverse ethnic, racial and generational backgrounds
- Collaborated with 5 nurses to provide a calm and peaceful recovery environment

ADDITIONAL EXPERIENCE

Family Care Center *August 2016 - December 2018*
Patient Care Associate
Muncie, IN

- Assisted nurses with patient care such as bathing, dressing, ambulating, and positioning patients
- Operated in high pressure situations with uncooperative patients in a calm manner

Day Care Center *Summer 2016, 2017, 2018*
Teacher/Attendant
Muncie, IN

- Supervised, taught, and socialized 10 toddlers to care for and respect each other
- Communicated with parents weekly regarding the activities and progress of their child