



RESUME, JOB SEARCH & INTERVIEWING

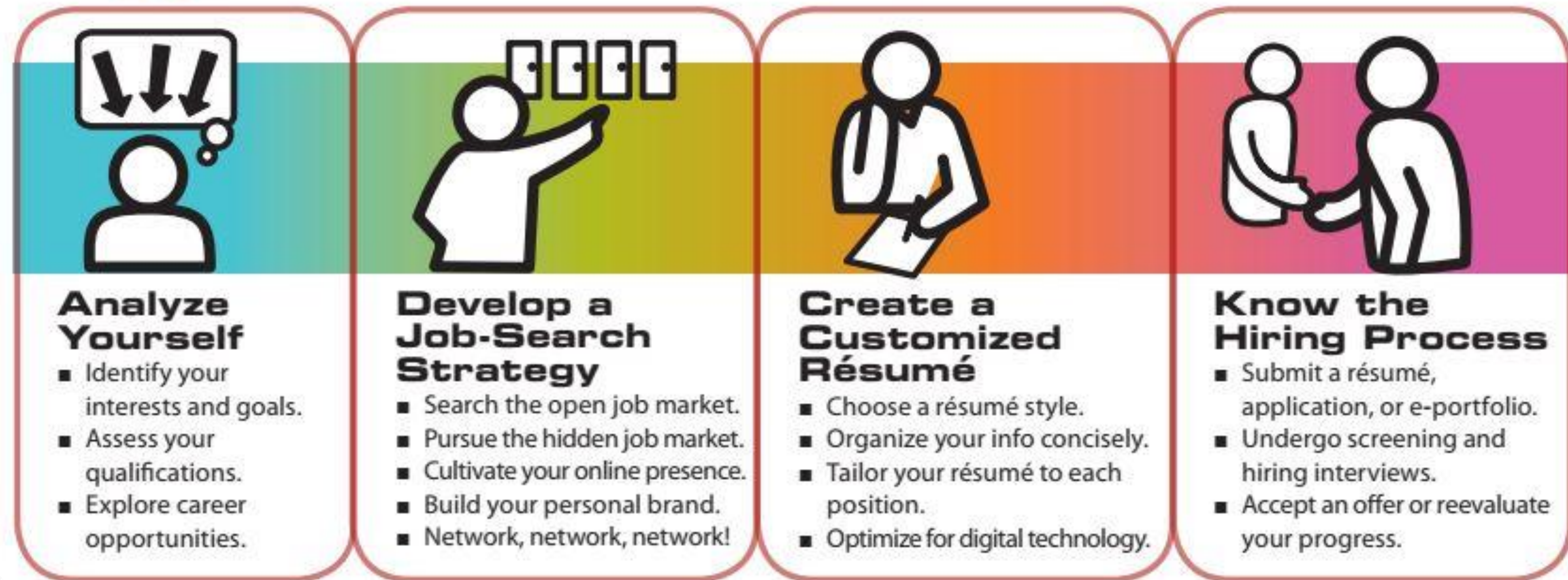
Aryan Eka Prastya Nugraha, S.E.,M.Pd
(2018)

13-1b **Beginning Your Job Search With Self-Analysis**

The first step in a job search is analyzing your interests and goals and evaluating your qualifications. This means looking inside yourself to explore what you like and dislike so that you can make good employment choices. Career counselors charge large sums for helping individuals learn about themselves. You can do the same self-examination—without spending a dime. For guidance in choosing a career that eventually proves to be satisfying, consider the following questions:

- What are you passionate about? Can you turn this passion into a career?
- Do you enjoy working with people, data, or things?
- Would you like to work for someone else or be your own boss?
- How important are salary, benefits, technology support, and job stability?
- How important are working environment, colleagues, and job stimulation?
- Must you work in a specific city, geographical area, or climate?
- Are you looking for security, travel opportunities, money, power, or prestige?
- How would you describe the perfect job, boss, and coworkers?

Figure 13.1 Job Searching in the Digital Age



Assessing Your Qualifications

Beyond your interests and goals, take a good look at your qualifications. Remember that today's job market is not so much about what you want, but what the employer wants. What assets do you have to offer? Your responses to the following questions will target your thinking as well as prepare a foundation for your résumé. Always keep in mind, though, that employers seek more than empty assurances; they will want proof of your qualifications.

- What technology skills can you present? What specific software programs are you familiar with, what Web experience do you have, and what social media skills can you offer?
- Do you communicate well in speech and in writing? How can you verify these talents?
- What other skills have you acquired in school, on the job, or through activities? How can you demonstrate these skills?
- Do you work well with people? Do you enjoy teamwork? What proof can you offer? Consider extracurricular activities, clubs, class projects, and jobs.
- Are you a leader, self-starter, or manager? What evidence can you offer? What leadership roles have you held?
- Do you speak, write, or understand another language?
- Do you learn quickly? Are you creative? How can you demonstrate these characteristics?
- What unique qualifications can you offer that make you stand out among candidates?

Trends in Sources of New Jobs



	2008	2010	2013
Networking (person-to-person contacts)	41%	47%	50%
Internet job boards (such as Monster, CollegeGrad, and company websites)	19%	24%	22%
Agencies (search firms placing candidates for a fee)	12%	10%	19%
Direct approach (cold calling)	9%	8%	8%
Newspapers/periodicals (classified ads)	7%	2%	1%
Other (combination of above, direct referral, and luck)	12%	9%	0%

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Source: Based on a Right Management (ManpowerGroup) Survey of 46,000–55,000

Seekers

Figure 13.3 Protecting Yourself When Posting at Online Job Boards



- **Use reputable, well-known sites** and never pay to post your résumé.
- **Don't divulge personal data** such as your date of birth, social security number, or home address. Use your city and state or region in place of your home address.
- **Set up a separate e-mail account** with a professional-sounding e-mail address for your job search.
- **Post privately** if possible. Doing so means that you can control who has access to your e-mail address and other information.
- **Keep careful records** of every site on which you posted. At the end of your job search, remove all posted résumés.
- **Don't include your references** or reveal their contact information without permission.
- **Don't respond to "blind" job postings** (those without company names or addresses). Unfortunately, scammers use online job boards to post fake job ads to gather your personal information.

Figure 13.4 Whom to Contact in Networking

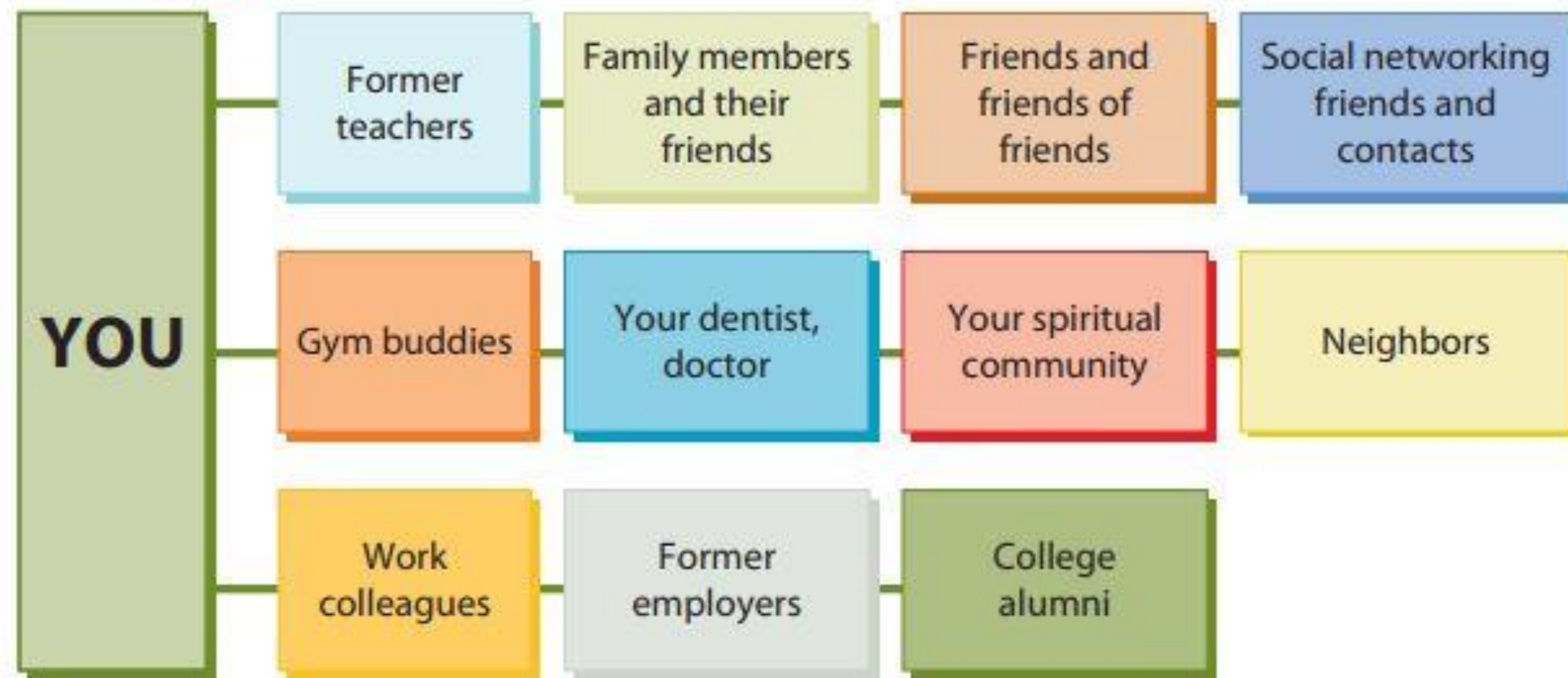


Figure **13.5** Harnessing the Power of LinkedIn

Five Ways College Students Can Use LinkedIn

- 1. Receiving Job Alerts.** LinkedIn sends notifications of recommended jobs.
- 2. Leveraging Your Network.** You may start with two connections but you can leverage those connections to thousands.
- 3. Researching a Company.** Before applying to a company, you can check it out on LinkedIn and locate valuable inside information.
- 4. Getting Recommendations.** LinkedIn takes the awkwardness out of asking for recommendations. It's so easy!
- 5. Helping Companies Find You.** Many companies are looking for skilled college grads, and a strong profile on LinkedIn can result in inquiries.



Creating a Customized Résumé

Figure 13.6 Branding YOU



Figure 13.8 Sample Reference List

References
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Provides
reference list
to be left at
interview

Lists
professional,
not personal,
references

Uses parallel
form for all
entries

Prints reference
list with heading
that matches
heading on
résumé

Lists only
people who
have given
permission

Chronological Résumé: Recent College Graduate With Related Experience

Bryanna A. Engstrom
1103 Wood Road
Boscobel, WI 53805

Home: (608) 375-1926 Cell: (608) 778-5195 E-mail: bengstrom@tds.net

SUMMARY OF QUALIFICATIONS

- Over three years' experience in administrative positions, working with business documents and interacting with customers
- Ability to keyboard (68 wpm) and use ten-key calculator (150 kpm)
- Proficient with Microsoft Word, Excel, Access, PowerPoint, SharePoint, and Publisher (passed MOS certification exam)
- Competent in Web research, written and oral communication, records management, desktop publishing, and proofreading and editing business documents
- Trained in QuickBooks, Flash, Photoshop, Dreamweaver

EXPERIENCE

Administrative Assistant, Work Study
Southwest Wisconsin Technical College, Fennimore, Wisconsin
August 2013–present

- Create letters, memos, reports, and forms in Microsoft Word
- Develop customized reports and labels using Microsoft Access
- Maintain departmental Microsoft Excel budget

Loan Support Specialist
Community First Bank, Boscobel, Wisconsin, May 2012– September 2013

- Prepared loan documents for consumer, residential, mortgage, agricultural, and commercial loans
- Ensured compliance with federal, state, and bank regulations
- Originated correspondence (oral and written) with customers and insurance agencies
- Ordered and interpreted appraisals, titles, and credit reports

Customer Sales Representative
Lands' End, Dodgeville, Wisconsin, Winter seasons 2012–2013

- Developed customer-service skills by serving 40+ online customers a day
- Resolved customer problems
- Entered catalog orders into computer system

EDUCATION

Southwest Wisconsin Technical College, Fennimore, Wisconsin
Major: Administrative Assistant with Help Desk certificate
AA degree expected May 2015. GPA in major: 3.8 (4.0 = A)

ACTIVITIES AND AWARDS

- Placed first in state BPA Administrative Assistant competition
- Served as SWTC Student Senate Representative
- Nominated for SWTC Ambassador Award (recognizes outstanding students for excellence in and out of classroom)

Omits objective to keep all options open

Focuses on skills and aptitudes that employers seek

Uses present-tense verb for current job

Arranges employment by job title for easy recognition

Combines activities and awards to show extracurricular involvement

Chronological Résumé: Current University Student With Limited Relevant Experience



Improves readability with bulleted lists	PROFESSIONAL EXPERIENCE	<p>Islands Restaurant, Brea, CA April 2012–present Head Food Server (nights and weekends)</p> <ul style="list-style-type: none">• Deliver friendly and professional customer service• Train and supervise other food servers• Handle large amounts of cash and perform accounting duties <p>Don Conkey & Partner, CPAs, Newport Beach, CA Fall 2013 General Office Assistant (part time)</p> <ul style="list-style-type: none">• Advised partners on how to develop a limited social media presence• Expedited mail, performed general office duties• Filed documents and entered customer data into computer	Describes experience specifically
	INTERNSHIP EXPERIENCE	<p>Beverly Hilton Hotel, Beverly Hills, CA Spring 2014 Intern</p> <ul style="list-style-type: none">• Conducted online research for potential social media promotion campaigns• Honed customer-service skills by interacting with guests• Polished writing skills by drafting restaurant reviews and other press kit items	
	HONORS AND AWARDS	<p>Was named “Volunteer of the Month” at the Susan G. Komen, Newport Beach, CA, charity for raising funds and organizing a local 5K Race for the Cure</p>	
	LANGUAGES	<p>Spanish (understand and read) French (near-native fluency)</p>	
	PROFESSIONAL MEMBERSHIPS	<p>American Marketing Association (Member) Public Relations Association of America (Treasurer)</p>	

Chronological Résumé: University Graduate With Substantial Experience

RACHEL M. CHOWDHRY

374 Cabot Drive
Thousand Oaks, CA 91359

E-Mail: rchowdhry@west.net
(805) 490-3310

OBJECTIVE

Senior Financial Management Position

SUMMARY OF QUALIFICATIONS

- Over 12 years' comprehensive experience in accounting industry, including over 8 years as a controller
- Certified Public Accountant (CPA)
- Demonstrated ability to handle all accounting functions for large, midsize, and small firms
- Ability to isolate problems, reduce expenses, and improve the bottom line, resulting in substantial cost savings
- Proven talent for interacting professionally with individuals at all levels, as demonstrated by performance review comments
- Experienced in P&L, audits, taxation, internal control, inventory, management, A/P, A/R, and cash management

Lists most impressive credentials

PROFESSIONAL HISTORY AND ACHIEVEMENTS

11/12 to present CONTROLLER

United Plastics, Inc., Newbury Park, California (extruder of polyethylene film for plastic aprons and gloves)

- Direct all facets of accounting and cash management for 160-employee, \$3 billion business
- Supervise inventory and production operations for tax compliance
- Talked owner into reducing sales prices, resulting in doubling first quarter 2014 sales
- Created cost accounting by product and pricing based on gross margin
- Increased line of credit with 12 major suppliers

Uses action verbs but includes many good nouns for possible computer scanning

Explains nature of employer's business because it is not immediately recognizable

Emphasizes
steady
employment
history by listing
dates FIRST

• **1/10 to 10/12 CONTROLLER**

Burgess Inc., Freeport, Illinois (major manufacturer of flashlight and lantern batteries)

- Managed all accounting, cash, payroll, credit, and collection operations for 175-employee business
- Implemented a new system for cost accounting, inventory control, and accounts payable, resulting in a \$100,000 annual savings
- Reduced staff from 11 persons to 5 with no loss in productivity
- Successfully reduced inventory levels from \$1.1 million to \$600,000

• **8/08 to 11/09 TREASURER/CONTROLLER**

The Builders of Winter, Winter, Wisconsin (manufacturer of modular housing)

- Supervised accounts receivable/payable, cash management, payroll, insurance
- Directed monthly and year-end closings, banking relations, and product costing
- Refinanced company with long-term loan, ensuring stability

Describes and
quantifies
specific
achievements

Rachel M. Chowdhry

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4/04 to 6/08 SUPERVISOR OF GENERAL ACCOUNTING

Levin National Batteries, St. Paul, Minnesota (local manufacturer of flashlight batteries)

- Completed monthly and year-end closing of ledgers for \$2 million business
- Audited freight bills, acted as interdepartmental liaison, prepared financial reports

**ADDITIONAL
INFORMATION**

Education: BBA degree, University of Minnesota, major: Accounting, 2003

Certification: Certified Public Accountant (CPA), 2005

Personal: Will travel and/or relocate

De-emphasizes
education because
work history is
more important for
mature candidates



YOUR TASK

BUAT RESUME SESUAI POSISI DAN PERUSAHAAN ATAU INSTANSI YANG SUDAH DIPILIH.

PILIH TIPE RESUME SESUAI DIRI ANDA !

RESUME INI DIGUNAKAN SEBAGAI PORTOFOLIO UNTUK INTERVIEWING

Interviewing and Following Up

14-1a **Purposes of Job Interviews**

You may know that from the employer's perspective, the interview is an opportunity to (a) assess your abilities in relation to the requirements of the position; (b) discuss your training, experience, knowledge, and abilities in more detail; (c) see what drives and motivates you; and (d) decide whether you would fit into the organization.

Types of Job Interviews

Screening Interviews. Screening interviews serve to eliminate applicants who fail to meet minimum requirements. Companies use screening interviews to save time and money by weeding out lesser-qualified candidates before scheduling face-to-face interviews. Although some are conducted during job fairs or on college campuses, many screening interviews take place on the telephone. Online screening questionnaires in multiple-choice format are another popular screening method preferred, for example, by accounting firm KPMG.¹ Screening interviews can also take place online, via Skype, for instance. In a recent poll, 63 percent of HR managers stated that they often conducted video interviews, up from 14 percent a year earlier.²

Hiring/Placement Interviews. The most promising candidates selected from screening interviews are invited to hiring/placement interviews. Hiring managers want to learn whether candidates are motivated, qualified, and a good fit for the position. Their goal is to learn how the candidate would fit into their organization. Conducted in depth, hiring/placement interviews may take many forms.

One-on-One Interviews. In one-on-one interviews, which are the most common type, you can expect to sit down with a company representative and talk about the job and your qualifications. If the representative is the hiring manager, questions will be specific and job related. If the representative is from human resources, the questions will probably be more general.

Panel Interviews. Panel interviews are typically conducted by people who will be your supervisors and colleagues. Usually seated around a table, interviewers take turns asking questions. Panel interviews are advantageous because they save the company time and money, and they show you how the staff works together. If possible before these interviews, try to gather basic biographical information about each panel member. When answering questions, maintain eye contact with the questioner as well as with the others.³

Group Interviews. Sometimes derisively called cattle-call interviews, group interviews occur when a company interviews several candidates for the same position at the same time. Some employers—for example, IBM, various airlines, and secondary school systems—use this technique to measure leadership skills and communication styles. During a group interview, stay focused on the interviewer,

Sequential Interviews. In a sequential interview, you meet individually with two or more interviewers one-on-one over the course of several hours or days. For example, you may meet with human resources representatives, your hiring manager, and potential future supervisors and colleagues in your division or department. You must listen carefully and respond positively to all interviewers. Promote your qualifications to each one; don't assume that any interviewer knows what was said in a previous interview. Keep your responses

Stress Interviews. Stress interviews are meant to test your reactions during nerve-racking situations and are common for jobs in which you will face significant stress. You may be forced to wait a long time before being greeted by the interviewer. You may be given a test with an impossible time limit, or one or more of the interviewers may treat you rudely.

Before the Interview

Figure 14.1 Anatomy of the Job Interview Process



5. End positively.

- Summarize your strongest qualifications.
- Show enthusiasm; say that you want the job!
- Ask what happens next.



- Practice using the STAR method to answer behavioral questions.

6. Follow up.

- Send a note thanking the interviewer.
- Contact your references.
- Check in with the interviewer if you hear nothing after five days.

Researching the Target Company

Scouring the Web for Important Company Data. Search the potential employer's website, news sources, trade journals, and industry directories.

Fighting Fear

- **Practice interviewing.** Try to get as much interviewing practice as you can—especially with real companies. The more times you experience the interview situation, the less nervous you will be. If offered, campus mock interviews also provide excellent practice, and the interviewers will offer tips for improvement.
- **Prepare thoroughly.** Research the company. Know how you will answer the most frequently asked questions. Be ready with success stories. Rehearse your closing statement. Knowing that you have done all you can to be ready for the interview is a tremendous fear preventive.
- **Understand the process.** Find out ahead of time how the interview will be structured. Will you be meeting with an individual, or will you be interviewed by a panel? Is this the first of a series of interviews? Don't be afraid to ask about these details before the interview so an unfamiliar situation won't catch you off guard.
- **Dress professionally.** If you know you look sharp, you will feel more confident.
- **Breathe deeply.** Take deep breaths, particularly if you feel anxious while waiting for the interviewer. Deep breathing makes you concentrate on something other than the interview and also provides much-needed oxygen.
- **Know that you are not alone.** Everyone feels some anxiety during a job interview. Interviewers expect some nervousness, and a skilled interviewer will try to put you at ease.

Figure 14.2 Ten Interview Actions to Avoid



Most Common **Interview Mistakes**

- 71% Answering a cell phone or texting
- 69% Dressing inappropriately
- 69% Appearing uninterested
- 66% Appearing arrogant
- 63% Denigrating a former employer
- 59% Talking while chewing gum



Most Outrageous **Interview Behavior**

Providing a detailed listing of how the previous employer angered the candidate

Hugging the hiring manager at the end of the interview

Eating all the candy from the candy bowl while trying to answer questions

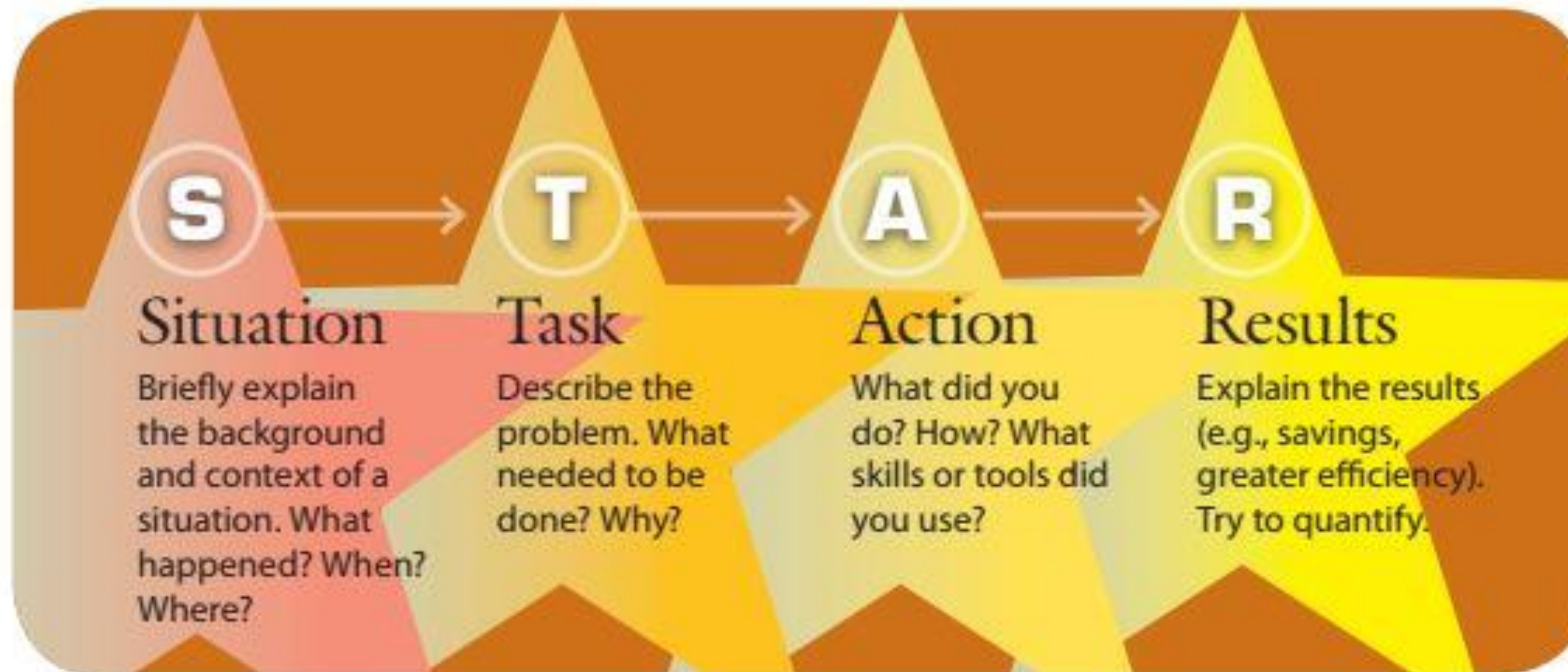
Blowing her nose and lining up the used tissues on the table in front of her

Throwing his beer can in the outside trash bin before coming into the office

Having a friend come in and say, "How much longer?"



Figure 14.4 Using the STAR Technique to Answer Behavioral Interview Questions







That's all. Thank you! 😊

Any Questions?