



Middle Georgia
State University

CENTER FOR CAREER & LEADERSHIP DEVELOPMENT

Aviation

Resume & Cover Letter Resources



**Use Handshake to connect with our services,
employers, and additional resources.**

Center for Career & Leadership Development

mga.joinhandshake.com/appointments

careerservices@mga.edu

Macon: Student Life Center, 261 | 478-471-2714

Cochran: Sanford Hall, 112 | 478-934-3110

Resume Checklist

Important tip: Read the job description, speak to the skills and experience needed, and follow the directions for submitting any job application materials. Focus on key words found in the job description and avoid resume templates so that your resume can be run through an Applicant Tracking System.

Overall Appearance and Content

- Avoids using generic templates found online. Refer to MGA examples from the CCLD and create your own format in Word
- Organized, easy to read with appropriate use of bold, underlining, italics, etc. and info separated into categories
- Looks appropriate for your profession (no pictures, colored, or script font, etc.)
- Makes efficient use of space but maintains at least .5 inch margins around the edge
- Limiting to 1-page helps you focus on your goal; however, if everything you include speaks directly to the job description and you are uploading to a company's website, 2 pages can be acceptable. Keep information relevant to the job.
- Supports and substantiates objective/goal
- Does not use full sentences (no "I" statements)
- Free from grammatical, spelling, & punctuation errors
- If sent in person, printed on high quality resume paper; sent electronically, final product saved as a PDF

Contact Information

- Is clearly presented at top of page
- Includes one telephone number and one email address with a professional sound to it
- Includes current address or desired relocation city; mailing address is not required

Skills

- Include a technical skills section for your field or use keywords in descriptions of your experience to
- May include tools and shop equipment for AMST students; specific programming skills for IT students
- Do not list soft skills; incorporate these in your Experience descriptions instead

Flight Hours (if applicable)

- List types of aircraft, flight types and hours logged. Update regularly. List before education if you are applying for a position that requires a certain number of hours, ratings, and certificates

Certifications, Licensure

- List those related to your specific field. If scheduled to test, include testing date. Update when complete

Education & Training Section

- Includes degree(s), major and institution; most recent degree listed first. Do not include high school unless you are a current dual enrollment student
- Includes graduation date
- GPA is included if over 3.0
- Includes relevant coursework (no course numbers), especially if it shows key skills for your field
- Includes Study Abroad, if applicable
- Include applicable trainings

Experience Section

- Includes employer name, job title, dates of employment (month, year) and location (city, state)
- Listed in reverse chronological order within sections
- Uses concise phrases starting with action verbs
- Descriptions detail skills, accomplishments and results rather than tasks/duties unrelated to objective

Leadership/Activities/Honors

- Shows well roundedness
- Choose most significant involvement and honors that you could elaborate on in an interview
- Emphasizes/describes leadership roles similar to your experience section
- Lists scholarships only if significant, makes you stand out

References

- Listed on a separate page with same header as resume
- Always ask your references if they will provide a good reference for you before you list them
- Verify that all information is correct; update regularly

RESUME ACTION VERBS

When describing your experiences, start each bulleted phrase with a strong action verb to demonstrate a specific skill. Avoid starting your phrases with the words “responsible for.” Instead, you want to provide the reader with a visual of how you acted on the job. Use the words listed to create a clear picture of your experiences.

Management / Leadership Skills

- assigned
- attained
- chaired
- collaborated
- consolidated
- contracted
- cooperated
- coordinated
- delegated
- directed
- enforced
- enlisted
- executed
- expedited
- facilitated
- governed
- improved
- increased
- initiated
- inspired
- led
- listened
- managed
- mediated
- motivated
- oversaw
- planned
- prioritized
- produced
- recommended
- represented
- reviewed
- revitalized
- scheduled
- shaped
- strategized
- strengthened
- spearheaded
- supervised

Communication Skills

- addressed
- arbitrated
- authored
- clarified
- conveyed
- convinced
- corresponded
- directed
- drafted
- edited
- explained
- formulated
- influenced
- informed
- interpreted
- interviewed

- lectured
- mediated
- moderated
- negotiated
- persuaded
- promoted
- publicized
- reconciled
- recruited
- reported
- summarized
- translated

Research Skills

- analyzed
- calculated
- collected
- compared
- conducted
- critiqued
- defined
- evaluated
- examined
- extracted
- forecasted
- formulated
- gathered
- identified
- inspected
- predicted
- quantified
- reviewed
- summarized
- surveyed
- systematized
- tested

Technical Skills

- analyzed
- assembled
- built
- calculated
- computed
- constructed
- designed
- devised
- engineered
- fabricated
- located
- maintained
- modified
- operated
- overhauled
- programmed
- remodeled
- repaired
- solved
- supplied
- upgraded

Teaching Skills

- adapted
- advised
- coached
- communicated
- coordinated
- demonstrated
- developed
- enabled
- encouraged
- evaluated
- explained
- facilitated
- guided
- informed
- instructed
- persuaded
- set goals
- stimulated
- trained

Financial Skills

- administered
- allocated
- analyzed
- appraised
- audited
- balanced
- budgeted
- calculated
- computed
- developed
- forecasted
- marketed
- planned
- projected

Creative / Design Skills

- acted
- built
- choreographed
- composed
- conceptualized
- created
- customized
- designed
- directed
- entertained
- established
- fashioned
- founded
- illustrated
- incorporated
- instituted
- integrated
- introduced
- invented
- originated
- performed

- photographed
- planned
- revitalized
- shaped

Helping Skills

- administered
- assessed
- assisted
- clarified
- coached
- communicated
- coordinated
- counseled
- demonstrated
- diagnosed
- dispensed
- educated
- evaluated
- expedited
- facilitated
- familiarized
- guided
- monitored
- motivated
- operated
- performed
- recorded
- referred
- rehabilitated
- represented

Clerical / Detail Skills

- approved
- arranged
- catalogued
- classified
- collected
- compiled
- dispatched
- executed
- generated
- implemented
- inspected
- monitored
- operated
- organized
- prepared
- processed
- purchased
- recorded
- retrieved
- screened
- specified
- systematized
- tabulated
- validated

First Name Last Name

123 Eastman, Georgia 31055 • (222) 123-1234 • sample.resume@gmail.com

OBJECTIVE

Full-time position in Aircraft Structural Maintenance; willing to relocate

EDUCATION

Middle Georgia State University School of Aviation, May 2023

Associate of Applied Science in Aircraft Structural Technology, GPA: 3.3

Certificate, Aircraft Structural Technology (Completed May 2021)

COURSES

Structural Layout, Fabrication & Sealants

Aviation Career Employability Skills 1

Aviation Career Employability Skills 2

Tech Publications & Aerospace Quality Control

Aircraft Aerodynamics & Structural Fundamentals

Applied Technical Math

Aircraft Blueprint Reading

Composites and Bonded Structures

Aircraft Metallurgy & Corrosion Control

Basic Blueprint Reading

SHOP EQUIPMENT AND TOOLS

Rivet gun with rivet sets and Safety springs

Pneumatic drill with drill bits and chucks key

Countersink bit

Cutting wheel

Micrometer

Bucking Bars

Deadblow and Ballpeen hammer

Omada

Press Brake

Electric Shear

Rotex Punch

Air Hose

Microstop

90-degree grinder

Clecos with cleco pliers

Dial Caliper

Flat, round, and vixen files

Autoclave

Cornice Brake

Automatic slip roll

Throatless Shear

Rivet Punch and Squeezer

WORK EXPERIENCE

Wal-Mart Supermarket, Eastman, GA

2019 – present

- Unload freight from trucks, stocks merchandise, and rotates merchandise by date in order to maintain freshness
- Assist with providing hands-on customer service, operation of computerized cash register, and verification of processes associated with the automated ordering system

Eastman Paper Company, Eastman, GA

2016 – 2019

- Operated heavy machinery (including the “Bobcat” also known as a Skid steer, tractors, and sky lifts)
- Followed OSHA guidelines for manufacturing and demonstrated the use of personal protective equipment (PPE)
- Used Microsoft word, PowerPoint, and Excel to perform administrative functions

CAMPUS LEADERSHIP

President, Aircraft Structural Club - Middle Georgia State University

Vice President, Peer Career Advisor - Middle Georgia State University

Jane Sample

(123) 456-7890 • jane.sampleresume@mga.edu • Macon, GA 31206

FLIGHT EXPERIENCE

Total Time: xxx/Total Required Hours

PIC:

Multi-Engine:

Single-Engine:

Complex:

Actual Instrument:

Sim Instrument:

Cross Country:

Night:

Flight hours updated 05/12/2022

*Include what you currently have, round down to whole numbers – remove flight categories that do not apply to you at this time

CERTIFICATES AND RATINGS

Highest License earned, date received Additional rating, date received

First Class Medical, issued date

US Passport, expires date

FCC Radio Operators Permit, issued date

*Start with the most recent licenses/ratings received; Do not include certificates and ratings that do not yet apply to you

EDUCATION

Bachelor of Science, Aviation Science and Management

Aug 2019 - present

Concentration: Flight, GPA: 3.4

Middle Georgia State University, Eastman, GA

Expected May 2023

Some airlines want to see flight hours, certificates, and ratings first before Education. In general the CCLD will tell students to put Education first, but your flight hours are what will get you the interview. For you, putting Flight hours, certificates, and ratings first makes sense for your industry; for students in AMST, the Management concentration for Aviation, and other majors, listing Education first is standard.

EMPLOYMENT EXPERIENCE

Student Assistant

Middle Georgia State University School of Aviation, Eastman, GA

Aug 2019 – May 2021

- Copied, sorted, and compiled various documents for the School of Aviation which improved organization and historical data collection.
- Performed clerical and data entry tasks and filed important documents according to standards of confidentiality.
- Handled all daily communication and inquiries of students, staff, faculty and visitors entering the office.

Cashier

Kroger, Atlanta, GA

May 2018 – April 2019

- Provided customer service in a fast-paced environment
- Assisted with closing and opening of the store

LEADERSHIP & INVOLVEMENT

Middle Georgia State University Women in Aviation

- President, January 2021 – present

January 2019 – present

Middle Georgia State University Emerging Leaders

August 2021 – May 2022

HONORS & AWARDS

Award/Scholarship Name

Award/Scholarship Name

Applying to a specific airline? Attend their recruiting events on campus, ask questions of them at career fairs, and check the careers portion of their website to address any specific resume requirements such as page limits, special format, categories needed, etc.

Amy Aviation

Atlanta, GA | (987) 654-3210 | amy.aviation@mga.edu

OBJECTIVE

Air Traffic Management student seeking summer internship opportunity in aviation management

EDUCATION

A.A.S., Air Traffic Management

Middle Georgia State University, School of Aviation, Eastman, GA

May 2023

GPA: 3.7

RELEVANT COURSEWORK

- Aviation Meteorology
- Aviation Safety
- Private Pilot Ground School
- Aviation Law & Insurance
- Human Factors/Crew Management
- Instrument Flight & Non-Radar

SKILLS

- Flight planning
- Non-graphic weather
- Computer flight plan system knowledge
- Knowledge of navigation and air traffic procedures
- Problem solving
- Visual-motor coordination
- Spatial awareness
- Federal Aviation Administration regulations

WORK EXPERIENCE

Delta Airlines, Cargo Agent, Atlanta, GA

May – August 2022

- Operated ground support equipment such as tugs, forklifts, and tow tractors.
- Practiced safety-conscious behaviors in all operational processes and procedures while performing under time constraints.
- Operated scanners and computers to ensure mail and cargo are routed correctly to the destination.

Outback, Server, Atlanta, GA

January – July 2021

- Provided outstanding customer service in a fast-paced and changing environment.
- Used problem solving and time management skills to balance multiple tasks.
- Assisted in scheduling and training of new hires regarding company best practices.

LEADERSHIP EXPERIENCE

Middle Georgia State University

Aug 2021 – present

Women in Aviation, Event Planning Chair

- Develop and implement a detailed logistics plan for each event
- Communicate and coordinate with site set-up crew
- Update membership at weekly meetings

Middle Georgia State University

Student Government Association (SGA), Junior Senator

Aug 2021 – May 2022

- Communicated concerns and issues of junior students to develop strategies for an improved student experience
- Wrote and passed legislation to improve parking for students

Kenneth Sample

(987) 654-3210 | Warner Robins, GA 31088
kenneth.sample@mga.edu

OBJECTIVE

Bachelor of Science degree in Aviation Science & Management seeking an entry-level Aviation Administration position.

EDUCATION

Bachelor of Science, Aviation Science and Management

Concentration: Management

Middle Georgia State University, School of Aviation, Eastman, GA

Dec 2022

GPA: 3.7

RELEVANT COURSEWORK

- Aviation Safety
- Aviation Regulations
- Aviation Law & Insurance
- Principles of Microeconomics
- Airport Management
- Business Ethics
- Aviation Financial Management
- Airport Operations, Security & Maintenance

RELATED PROJECTS

Airport Management: Oversaw project as group leader. Coordinated team objectives and clarified all questions and concerns. Composed executive summary. Presented final presentation to the dean and airline executives.

SKILLS

- Microsoft Office: Word, Excel, PowerPoint, Outlook
- Data Analysis: SPSS
- Communication and Project Management: Teams, Slack, Trello

INTERNSHIP EXPERIENCE

Airport Intern

May – July 2021 and 2022

Hartsfield-Jackson Atlanta International Airport

- Performed and observed various tasks in airside operations including a successful completion of the annual FAA airport inspection
- Assisted in completing the necessary revisions to the airport's official handbook of rules and regulations, emergency plan and an implementation of a new no smoking policy
- Explored the various aspects of the airport community including: airline, car rental, fixed based operate, corporate flight department, and FAA traffic control tower

LEADERSHIP EXPERIENCE

Middle Georgia State University

Student Government Association (SGA), Junior Senator

Aug 2021 – May 2022

- Communicated concerns and issues of junior students to develop strategies for an improved student experience
- Wrote and passed legislation to improve parking for students

Duke Knight

Macon, GA ▪ (478) 444-444-4444 ▪ duke.knight@mga.edu

Professional References

Dr. Faculty Member (professor)

Associate Professor, Middle Georgia State University
(706) 222-2222
faculty.member@mga.edu

Hairy Dawg (colleague/co-worker)

Mascot, University of Georgia
hairydawg@uga.edu

Rosa Evans (supervisor)

CEO/Founder
Knights-R-Us
(770) 555-5555



What Should I Include in My Federal Resume?

Information repurposed from USAJOBS.GOV. Updated 10/4/2022

The following information is for jobs with the federal government, which includes opportunities at Robins Air Force Base and the Federal Aviation Administration (FAA).

When applying to a job with the FAA, you will create an account in USAJobs and upload your resume; you will be forwarded to the AVIATOR site once you select "Apply for this job now." Students in Air Traffic Management who are planning to use their degree to work with the FAA after completing all of their air traffic control training would use this process. Air Traffic Management students who are not pursuing federal positions should refer to other resume samples to craft their resumes.

Keep in mind that your federal resume can be several pages long and will include work and volunteer experiences with detailed descriptions as well as numbers of hours you worked or volunteered each week and salary information. **When applying to non-federal jobs, be sure to create a different resume to match those positions; a non-federal resume is usually just 1-page, more concise, and does not include salary, hours per week, etc.**

Whether you're a current federal employee or new to the Federal Government, your resume is the primary way for you to communicate your education, skills and experience.

Before you get started

Read the entire job announcement. Focus on the following sections to understand whether or not you qualify for the position. This critical information is found under:

- **Duties and Qualifications**
- **How to Apply** (including a preview of the assessment questionnaire)
- **How You Will be Evaluated**

Make sure you have the required experience and/or education before you apply. Hiring agencies use the job announcement to describe the job and the required qualifications, including:

- Level and amount of experience
- Education
- Training

What to include in your resume

Federal jobs often require that you have experience in a particular type of work for a certain period of time. You must show how your skills and experiences **meet the qualifications and requirements listed in the job announcement** to be considered for the job.

Include dates, hours, level of experience and examples for each work experience

For each work experience you list, make sure you include:

- Start and end dates (including the month and year).

- The number of hours you worked per week.
- The level and amount of experience—for instance, whether you served as a project manager or a team member helps to illustrate your level of experience.
- Examples of relevant experiences and accomplishments that prove you can perform the tasks at the level required for the job as stated in the job announcement. Your experience needs to address every required qualification.

Example

Program Analyst GS-343-11

January 2009 - Present

40 Hours/Week

\$63,000/Year

- Experience/Accomplishment
- Experience/Accomplishment

Include volunteer work and roles in community organizations

Don't limit yourself to only including paid work experience. Include relevant volunteer work or community organizations roles that demonstrate your ability to do the job.

Use numbers to highlight your accomplishments

Use numbers, percentages or dollars to highlight your accomplishments—you can find this information in things like your performance reviews, previous job descriptions, awards and letters of recommendation.

When explaining your accomplishments:

- Include examples of how you saved money, earned money, or managed money.
- Include examples of how you saved or managed time.

Examples

- “Improved efficiency of document processing by 25% over the previous year”.
- “Wrote 25 news releases in a three-week period under daily deadlines”.
- “Managed a student organization budget of more than \$7,000”.
- “Wrote prospect letter that has brought in more than \$25,000 in donations to date”.

These statements show what you accomplished in concrete terms.

More resume writing tips

Customize your resume

You should tailor your resume to the job announcement rather than sending out the same resume for every job. Customizing your resume helps you match your competencies, knowledge, skills, abilities and

experience to the requirements for each job. Emphasize your strengths and include everything you've done that relates to the job you're seeking. Leave out experience that isn't relevant.

Use similar terms and address every required qualification

Your experience needs to address every required qualification in the job announcement. Hiring agencies will look for specific terms in your resume to make sure you have the experience they're seeking.

For example, if the qualifications section says you need experience with "MS Project" you need to use the words "MS Project" in your resume.

Organize your resume to make it easy to understand

You need to organize your resume to help agencies evaluate your experience. If you don't provide the information required for the hiring agency to determine your qualifications, you might not be considered for the job.

- Use reverse chronological order to list your experience—start with your most recent experience first and work your way back.
- Provide greater detail for experience that is relevant to the job for which you are applying.
- Show all experiences and accomplishments under the job in which you earned it. This helps agencies determine the amount of experience you have with that particular skill.
- Use either bullet or paragraph format to describe your experiences and accomplishments.
- Use plain language—avoid using acronyms and terms that are not easily understood.

Be concise

Hiring agencies often receive dozens or even hundreds of resumes for certain positions. Hiring managers quickly skim through submissions and eliminate candidates who clearly are not qualified. Look at your resume and ask:

- Can a hiring manager see my main credentials within 10 to 15 seconds?
- Does critical information jump off the page?
- Do I effectively sell myself on the top quarter of the first page?

Review your resume before you apply

Check your resume for spelling and grammatical errors and have someone else, with a good eye for detail, review your resume.

Important facts about the federal hiring process

- The Federal Government does have a standard job application. Your resume is your application.
- Hiring agencies use the job announcement to describe the job and list the required qualifications and responsibilities.
- After applying, the hiring agency uses the information in your resume to verify if you have the required qualifications stated in the job announcement.
- Once the hiring agency has determined who is qualified, they may use other assessments such as interviews or testing to determine the best qualified applications.

Using the Resume Builder in USAJobs.Gov

You can also build your federal resume using the Resume Builder in USAJobs. Follow these steps.

To build a resume in USAJOBS:

1. Sign into USAJOBS.
2. Go to your **Documents**.
3. Make sure you're in the **Resumes** section and select the **Upload or build resume** button.
4. Click **Build resume**.
5. Name your new resume and click **Next**.
6. Click **Add Work Experience**, enter the required information and click **Save Work Experience**. To add additional work experience repeat this step or click **Next** to continue with your education information.
7. Click **Add Education**, enter the required information and click **Save Education**. Repeat this step to add additional education or click **Next** to continue with your references. You may also click **Finish** if you don't want to add more information.
8. Click **Add Reference**, enter the required information and click **Save Reference**. Repeat this step to add an additional reference or click **Next** to continue to the next step.
9. You can enter additional information on your resume such as job related training, language skills, organizations/affiliations, professional publications, and other information. Click the corresponding button under each section to add your information, enter your information and click **Add** or **Save** for each section once completed.
10. Click **Finish** to save your resume. Your new resume will appear in your **Documents** list.
11. Click **View** on the resume icon to preview your resume. To edit your resume click **Edit** on the resume icon and it will bring you to the first page of your resume in the resume builder tool.

Save your work periodically

For security reasons, your session will time out after a period of inactivity. We recommend you **Save** periodically so that you do not lose any work.

Updating your resume

In order to capture changes that you have made to your profile you will need to build a new resume. USAJOBS does not automatically update existing resumes. This allows you to easily keep a set of resumes to apply to different jobs and only apply changes when you desire.

Tips for formatting resumes in USAJOBS resume builder

You can copy and paste text from Word documents into the resume builder. However, some formatting in these documents may not work in the USAJOBS resume builder. To fix formatting errors inside your resume, you must first save the original file in a .txt format.

To copy and paste from Word:

1. Open up your Word document or other word processing tool.
2. Select the **File** tab at the top.
3. Go to the **Save As** option.
4. Choose to save it as a **Plain Text (.txt)** file.
5. Open the new file and ensure the text appears in an acceptable format.
6. Copy and paste your resume text into the resume builder.

To edit your USAJOBS resume-builder resume:

1. Click on your username at the top of the page and select **Documents** from the menu.
2. Find the resume you want to edit and click "Edit" (located below the resume).
3. This will bring you to the first page of your resume.

Tips for submitting resumes to agencies

Some agencies accept uploaded resumes and resumes created using the USAJOBS resume builder, while some may only accept one or the other. Even though you may have both types of resumes in the **Document** section of your profile, the agency determines which ones to accept when you are applying online. The **Apply** button displayed on the job announcement page activates the process for a job seeker to complete an application.

USAJOBS automatically provides a list of available resumes and other documents to attach to your application, and will only display resumes and documents the hiring agency is willing to accept. For example, if the hiring agency only accepts resumes created using the USAJOBS resume builder, then your uploaded resumes will not be available to add to your application. Please pay special attention to the **How to Apply** section of the job announcement to find out which resume format and documents are accepted and how to submit them to the hiring agency.

Interview and Professional Attire Tips for Success

The Center for Career & Leadership Development offers in-person mock interviews by appointment. Students should wear professional attire to in-person mock interviews. Need a professional outfit? Shop our Professional Clothing Closet located in Macon and Cochran.

WHAT ARE ORGANIZATIONS LOOKING FOR WHEN THEY INTERVIEW YOU?

- When answering interview questions, remember that organizations want to know two things:
 - Are you a good fit for the program/organization?
 - Do you have the skills, abilities, and experience to do the job/complete the program?

WHAT TO EXPECT

WHEN YOU GET THE CALL FOR AN INTERVIEW, ASK THESE QUESTIONS:

- How long will the interview be? Will there be multiple interviews with different people?
- How many people will I meet with that day?
- Will other candidates be interviewing that day as well?
- Will the interview be in-person or over the phone or via Skype?
- What is the dress code? (for in-person interviews)

SCHOLARSHIP, LEADERSHIP, GRAD SCHOOL INTERVIEWS

- Treat these just as you would a professional job interview. Even if you're not going into a business field, professional attire is expected of those entering a leadership role or a professional career, so that means you! And just like in a job interview, you would prepare to talk about your interest in the program and how your skills and experiences align with the program.

TYPES OF INTERVIEWS

- **SCREENING INTERVIEWS:** Initial interview to see if you would go to the next round of interviews.
- **PHONE/VIDEO INTERVIEWS:** Interview conducted over the phone or computer. Sometimes used as a screening tool but more organizations use this method for final interviews, particularly for internships, to save on travel costs.
- **PANEL INTERVIEWS:** In this situation, several people interview you at once.
- **GROUP INTERVIEW:** You and the other candidates are interviewed at the same time. In this situation, you want to find a good balance between speaking up and also allowing others to talk and share their ideas as well.
- **SITUATIONAL/CASE INTERVIEWS:** In a second interview, the interviewer could use these types of questions to determine whether or not you are the right fit for the job. Thorough answers will tell the interviewer about your past behavior and will be used to predict future behavior. The interviewer will ask you to consider situations or specific cases in order to see how you would behave in a real or hypothetical situation.

DO YOUR HOMEWORK

Always research the company/organization and opportunity before the interview. Be able to describe how your skills and experiences match the organization and opportunity. Use the organization's website, Handshake description, LinkedIn, news articles, and other resources to conduct your research.

Be able to answer this question: Why do you want to work in this field/complete this program?

Create a list of questions you want to ask during the interview. Ask about company culture, job duties, expectations, projects, and any other aspect that will help you make a better decision about accepting or not accepting the job.

THE STAR INTERVIEW METHOD. KNOW YOURSELF...SO YOU CAN ANSWER ANY INTERVIEW QUESTION

Can you speak to each bullet point and experienced listed on your resume? Anything on your resume could become an interview question. What have been your most significant accomplishments? Challenges? Conflicts? Failures? Successes? Know them and be able to talk about what you have learned from them. These situations can help you answer a variety of behavior based questions. Known as behavioral interviewing, some recruiters will also refer to it as STAR Interviewing because you will want to use the **The STAR Method to answer any** question that requires you to draw from past experiences. State the **(S)ituation** and the **(T)ask** you needed to complete. Describe the **(A)ction** and the **(R)esult**. Be brief in your description. Emphasize the results or what you learned and how it connects to the opportunity you want.



Prepare to answer these questions (Be specific – always back up your answer with an example from experience).

Tell me about yourself

Why should we choose you?

What is your biggest strength?

Tell me about a time you failed.

What is your biggest weakness?

Why do you want to go into this field?

PREPARE YOUR ELEVATOR PITCH/INTRODUCTION

- Be ready for the “Tell me about yourself” question. The organization wants to know about your experiences and how they fit with the opportunity. It’s more than an autobiography. Tell them what you value and why the opportunity matters to you.
- Focus more on the professional than the personal. Do not spend time repeating information that is on your resume.
- Smile, show your personality. Rather than memorize a speech, know the key items you want to discuss in your introduction. You want to sound natural and relaxed.

PREPARE QUESTIONS TO ASK

At job interviews you are evaluated partly on your answers to the interviewer’s questions, and partly by the questions you ask and don’t ask. Asking about salary and benefits sends one message; asking about the guts of the job, its challenges and performance expectations, sends another. **“The more performance-related your questions, the better.”**

By asking questions, you show that you are interested. Use the 4 C’s to Create your list of questions.

1. **Connect:** You want to connect with the interviewer by asking a question like; “What do you like about working at this company?”
2. **Culture:** You want to find out what it is really like to be a part of the organization and what the expectations are. You would ask a questions like; “What makes someone successful or unsuccessful in this position?”
3. **Challenges:** Ask them a question like; “What are some challenges that a new hire might expect?” This will give you a chance to resale your qualifications and experience.
4. **Close:** All ways tell them how excited you are about the opportunity. Always ask what the next step in the process is. You should ask when and if it is okay to contact them after that time has elapsed.

WHAT NOT TO TALK ABOUT DURING AN INTERVIEW

Did you know that there are questions an employer should never ask during an interview? An employer should not ask you about your marital status/family status, citizenship status, disabilities, age, and religion. So that means, you shouldn’t bring it up either because you never know how the interviewer might let it play into their decision. For instance, that you are planning to start a family soon, the employer’s bias could impact their decision to hire you even when you are the most qualified. In addition, getting too personal in an interview takes away from the professional purpose of the conversation.

MAKING THE BEST IMPRESSION

- **Turn your cell phone off before the interview and put it away so that you are not distracted.**
- Dress professionally for full-time, internship, campus opportunity, and grad school interviews. Even for casual work environments, you want to show that you can be professional. For part-time jobs, it is still important to look your best during the interview.
- Know where you are interviewing so that you arrive on time. Show up at least 15 minutes early.
- When you meet someone, smile and offer a firm handshake.
- Use good eye contact.
- Maintain good posture, but lean in slightly to show interest in what your interviewer is saying.
- Focus on the professional. It’s ok to share some personal information such as a hobby (if it is relevant to the conversation), but be careful about disclosing too much personal information during your interview.
- Avoid filler words such as “like,” “um/uh,” “stuff,” “kind of,” “I mean,” etc. If you are prepared with what you want to say, you are less likely to look for these placeholders in your conversation.
- Do **not** ask about salary during the interview. You should ask salary questions during the application process or once you receive an offer. By doing your research ahead of time, you should have an idea of what the salary is so that you can use the interview to discuss your true interest in the position.
 - Some employers will ask you about your salary requirements. Use resources such as **salary.com** to look up salary information for the job you want within your zip code. When asked, offer a range rather than an exact number so that you seem flexible.

WHAT TO BRING

- Padfolio. Use the legal pad to have a list of questions. Bring extra copies of your resume.
- If interviewing off campus, have directions to the location and the phone number of the person who is interviewing you.
- If interviewing for several hours, bring a professional bag and stock it with water and other items you might need that day.

AFTER THE INTERVIEW

- Send a thank you email or note to the interviewer. This is your first chance to follow-up. An additional follow-up via phone or email would be appropriate 1 or 2 weeks later, depending on when they told you they would contact you.

DRESS FOR SUCCESS: WHAT TO WEAR IN PROFESSIONAL SETTINGS

You never have a second chance to make a first impression. For career fairs and professional interviews, you want to wear professional attire. On a basic level, professional attire is much different than what we might wear to class or even to work every day. It's a step up from khakis and a polo but not as formal as a tuxedo. Once hired, you might find that business casual is appropriate for most days but in an interview setting, you want to show that you are ready for leadership roles and greater responsibility in the future. Check out The Professional Closet in the CCLD on the Macon and Cochran campuses for inexpensive professional options. Our staff can also help you identify appropriate items for your interview.

- **When choosing an interview outfit, ask yourself:** Is it appropriate for working in a professional environment?
- **Items that WORK:**
 - Pants (not jeans - khakis are ok but something in a more professional fabric and color works best)
 - Button-down shirt with a tie, blazer, and slacks. White or light blue are popular colors.
 - Blazer or tailored cardigan (these are a must if wearing a sleeveless shirt)
 - Dark, conservative colors for blazers, sweaters, slacks, skirts, and dresses. Avoid more casual, fun colors and busy patterns.
 - Modestly cut blouses or button-down shirts with sleeves (if not wearing a jacket or cardigan). Avoid sheer blouses! Choose a solid color or small pattern that isn't distracting.
 - Knee-length skirt or dress. Pair it with a blazer for a more professional look. Hosiery is still acceptable but not always required – when hired, check the dress code of your company.
 - Dress shoes (avoid open-toed shoes). Heels or flats are appropriate.
 - Trouser socks or hosiery with pants – never wear white or black athletic socks. If you like to show your personality with your socks, just keep your audience in mind before going too far.
 - Be neatly groomed. Always shower, trim hair and nails.

- **What to avoid:**

- Low-cut blouses, t-shirts, or other casual tops.
- Sleeveless shirts without a blazer or cardigan.
- Faded, ratty khakis that have seen better days. Fresh khakis are ok but not the best professional option.
- Skirts that are shorter than knee-length.
- Boat/deck shoes, tennis shoes, duck boots, or sandals.
- Super high heels. 2 – 3 inches is the maximum. Flats are ok! It's important to be comfortable.
- Too much jewelry or makeup. A little goes a long way!

- **The Deal on Business Casual.** Once we get the job, business casual may be our normal attire. For some interviews, business casual may be fine – just think about your environment. Typically, this means, conservative dresses, skirts, nice pants (khakis are ok, jeans typically are not), sweater, blouse or button-down shirt (no t-shirts). Sport coats and blazers can pull an outfit together but a tie is optional.

- **What about Casual Fridays?** This isn't a given at every organization. Clarify before you wear jeans and your favorite MGA t-shirt, which paired with a blazer could make a great casual Friday look for the office.



EXAMPLES OF PROFESSIONAL ATTIRE



EXAMPLES OF BUSINESS CASUAL ATTIRE





Writing an Effective Cover Letter

What is the purpose of the cover letter? The cover letter tells an employer why they are receiving your resume and for which job you are applying. Study the job description so that you can specifically communicate what you are applying for and how your skills and experience best match the position. You can practice writing a cover letter but you will have to write a new one each time you apply for a job. If you do not change your cover letter with each job application, you will be less likely to convince a potential employer that you really want the job.

When do you send a cover letter? If you are applying for a job by mailing, emailing, or faxing a resume, you should always send a cover letter. Pay close attention to the job posting to which you are applying. In most instances, the application process will require both a resume and a cover letter.

What if I apply for a job on-line? If the online process allows you to upload a cover letter, then ALWAYS send a cover letter. Read the directions and act accordingly. If you are emailing the resume, attaching a cover letter in addition to a brief but professional email message is very acceptable.

Do I take a cover letter to a job fair or to an on-campus interview? No. A cover letter is unnecessary since you are meeting in-person.

Jane Austin

Relocating to Atlanta, GA | (478) 555-5555

janeaustin@mga.edu

November 1, 2019

Ms. Katherine Ortiz
Director of Human Resources
Express Airlines
10656 Columbia Parkway
Atlanta, GA 31301

Dear Ms. Ortiz:

I am interested in the Customer Service Agent position with Express Airlines that you have listed on Handshake with Middle Georgia State University. I believe my customer service work experience and academic background in aviation and airline management make me a great fit for this position.

As you will note in the enclosed resume, I will be graduating in December with a degree in Aviation Science and Management with a concentration in Management. Previously, I obtained a certificate in Airline Management. In addition, I have two years of experience in customer service within the retail industry. In this role, I have also trained new associates on the company's customer service model.

I would appreciate the opportunity to meet with you to discuss this opportunity in person. Contact me by phone at (478) 555-5555 or email at janeaustin@mga.edu to schedule an interview. Thank you for your time and consideration.

Sincerely,

Jane Austin

Although you can follow the typical business letter format for writing your address, an easy and eye catching option is to copy your resume heading to the top of the cover letter.

Date you are writing the letter

Address of the person you are writing

Salutation: Always write to a person. Take the time to find out the hiring manager's name or appropriate title.

Paragraph 1 explains why you are writing. Include information such as:

- 1) Why you are interested?
- 2) Willingness to relocate (if applicable)
- 3) How you found out about the job and/or how the position relates to your goals.

Paragraph 2 is your sales pitch. Discuss how your skills, experiences, and strengths fit the position.

Suggested topics include:

- 1) A direct (and sincere) interest you have in what the organization does.
- 2) Emphasizing the skills/experiences that you have that meet the employer's needs.
- 3) Giving one or two related examples of accomplishments that relate to key qualifications and job duties.
- 4) Experiences could include courses you have taken, class projects, campus involvement, or related work experience/skills.

Paragraph 3 is where you create a plan of action:

- 1) Ask for an interview.
- 2) What will you do next?
- 3) Thank the person for their time or indicate your eagerness to speak with them further.

Signature:

Sincerely or Best Regards are the best ways to end a business letter.