



2024-25

Career Services Guide

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Take advantage of all the Michigan National Guard has to offer! Serve part-time while attending college full-time. Joining the Guard will jump start your career by giving you the tools necessary to be successful. There are a variety of training options, education benefits, and employment opportunities we have to offer you.

Training

- Paid training at U.S. Army facilities
- Earn civilian certifications and licenses

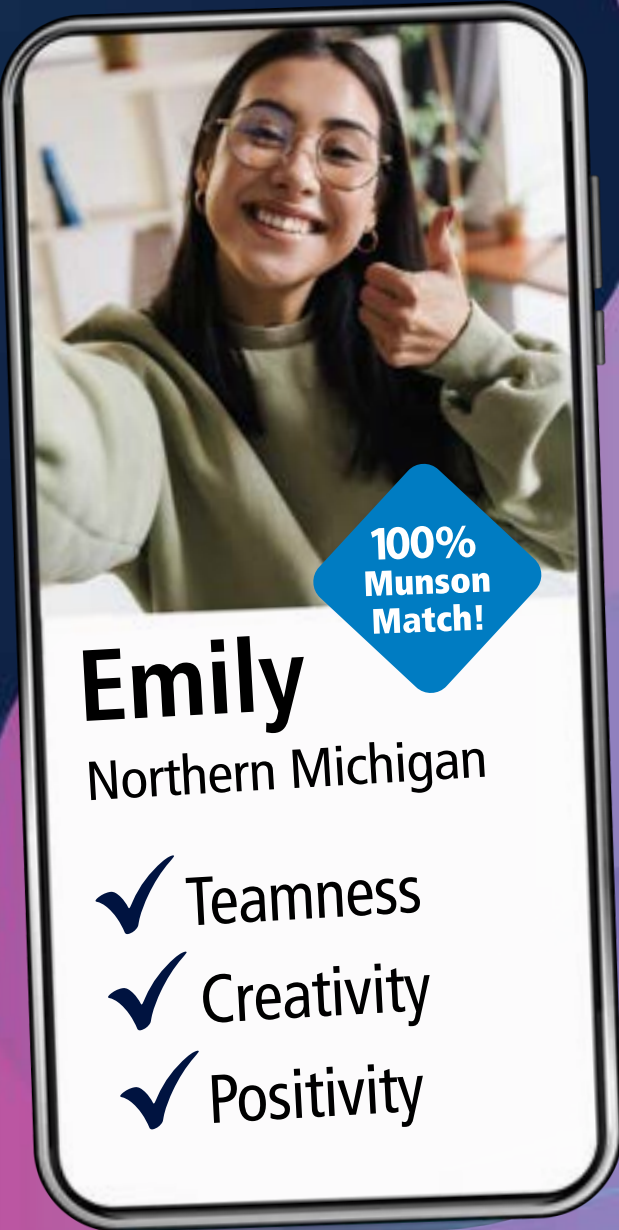
Employment

- Choose from over 100 different jobs
- Maintain a full-time civilian career
- Gain leadership and career skills for employment

Education

- State Tuition Grants
- Montgomery GI Bill
- Montgomery GI Bill Kicker
- Federal Tuition Assistance
- Student Loan Repayment



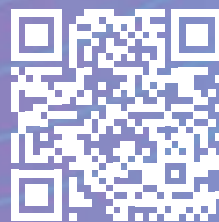


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Apply Today!

pinerest.org/academy




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A special thank-you





Thank you to these sponsors who are committed to professionally developing and actively hiring Davenport students and alumni.

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What is this symbol?

The pages with this symbol have content related to information students may find useful to reference during the ACES100 course.

A career worth sharing Believe in what you do

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Financial security, quality of life, community impact – a career with Modern Woodmen of America lets you promote values we can all agree on. But there's so much more. When you join our team, you'll not only have an awesome sense of purpose, you'll be appreciated for what you contribute – and compensated for it!

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UofMHealthSparrow.org/Careers.





About Career Services

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11  The DU Excellence System and ACES100



DU Career Services and the Employment Guarantee

We are committed to cultivating and connecting Davenport University's talent with employers in today's global marketplace.

Our services: In-person and virtual

Career decision-making

- Assessments
- Choosing a major
- Strategic career planning
- Graduate school decision-making

Experiential learning opportunities

- Credit- and noncredit-bearing internships
- Practicums
- On- and off-campus work-study
- Volunteer support
- Prior learning assessment

Career preparation and professional development

- Professional etiquette
- Personal branding and social media
- Résumés and cover letters
- Interview skills
- Networking
- Understanding the market and who hires our students/ alumni

Job search strategies and career transitions

- Designing and defining the search
- Transferable skills
- Employer and résumé referral
- Career fairs
- Salary negotiation

Make an appointment and attend Career Services events

To schedule an appointment with your career coach or to view and register for events, log in to Handshake: davenport.joinhandshake.com.



Did you know alumni receive lifelong career services?

The Davenport University Employment Guarantee

Career Services houses the Employment Guarantee. All students are encouraged to read and acknowledge the Employment Guarantee, as the criteria for eligibility are the best practices of successful alumni.

For more details and to acknowledge the Employment Guarantee, visit davenport.edu/employment-guarantee.



In Career Services, we are committed to helping you find a career that is aligned with your personal brand and identity.

Additional resources on our website are curated to accommodate unique populations with the right opportunities:

davenport.edu/career-services/guide-and-resources

Handshake



Bethany is actively hiring for several positions, including:

- Caseworkers
- Therapists
- Support staff
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Make a lifelong difference in the lives of refugee and immigrant children!

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careers@bethany.org



GR-340-AD-24232

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- Finance
- Marketing
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- Accounting
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- Sales
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- Actuarial
- Underwriting

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26
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WINNING
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The DU Excellence System and ACES100



Career Services plays an important role in the Career Investigative Assignment (CIA)

Exploring careers is important, but finding the right one for you can be tricky. Employers are now expecting career- and self-development as a skill produced throughout your time in college. Career-ready individuals are a coveted candidate type all their own.

Go to davenport.pathwayu.com to create an account. Then you can take four assessments to help pair you with possible jobs and career paths.

Looking for more? Schedule an appointment with your career coach, and ask about taking the Strong Interest Inventory: davenport.joinhandshake.com/appointments.



You will see this symbol throughout this Career Services Guide.

These pages have content directly related to information students will need to reference during the ACES100 course.

In addition, we offer:

- Résumé and cover letter reviews
- Mock interviews/interview preparation
- Job search coaching
- Career fairs and other events
- And MUCH MORE!

The DU Excellence System: Why employers care and what they seek in candidates

Your DU courses, faculty and staff will holistically help you develop a successful skill set that employers demand. Focus on these areas throughout your time in college. The National Association of Colleges and Employers (NACE) releases the top skills employers seek. See the list below, and notice the correlation.

DU Excellence System Competencies

- Analysis and problem-solving
- Civic and social responsibility
- Critical and creative thinking
- Ethical reasoning and action
- Global and intercultural competence
- Information and technology proficiency
- Leadership and teamwork
- Professional communication
- Written communication

NACE Career-Readiness Competencies

- Career development and self-development
- Communication
- Critical thinking
- Equity and inclusion
- Leadership
- Professionalism
- Teamwork
- Technology



NACE identifies “career development and self-development” as a new trending competency. This makes working with Career Services early and often of utmost importance.



WE WANT YOU TO BE OUR ROCK.

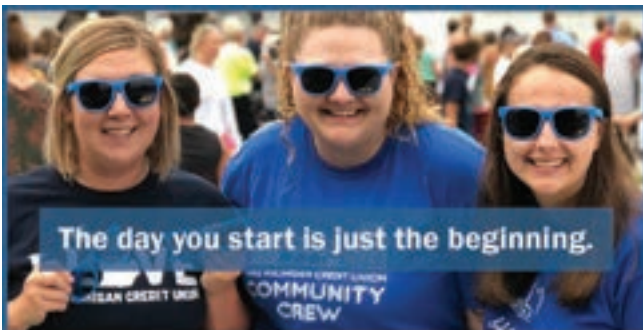


At Samaritas, we ask you to join us - to *"Be The Rock That Starts The Ripple"*

A ripple of transformation in the individual lives of the 15,000 people we help each year, and a ripple of positive change throughout our communities. Our team is growing at Samaritas! We are seeking more Rocks to join our team. We are always looking for additional employees who want to make a big impact and have a lot of fun doing so as part of an enthusiastic, collaborative team.



WEBSITE: WWW.SAMARITAS.ORG | SAMARITAS TALENT ACQUISITION HOTLINE: 855-678-7496 | EMAIL: RECRUITING@SAMARITAS.ORG




From training tracks and development opportunities to paid volunteer time and higher education benefits – you bring the talent, and we'll bring the rest.



Learn more or apply online at LMCU.org/Careers.

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- Clinical, non-clinical, technical and professional opportunities
- On-the-job training, flexible scheduling, competitive wages, benefits and PTO packages 
- Friendly culture

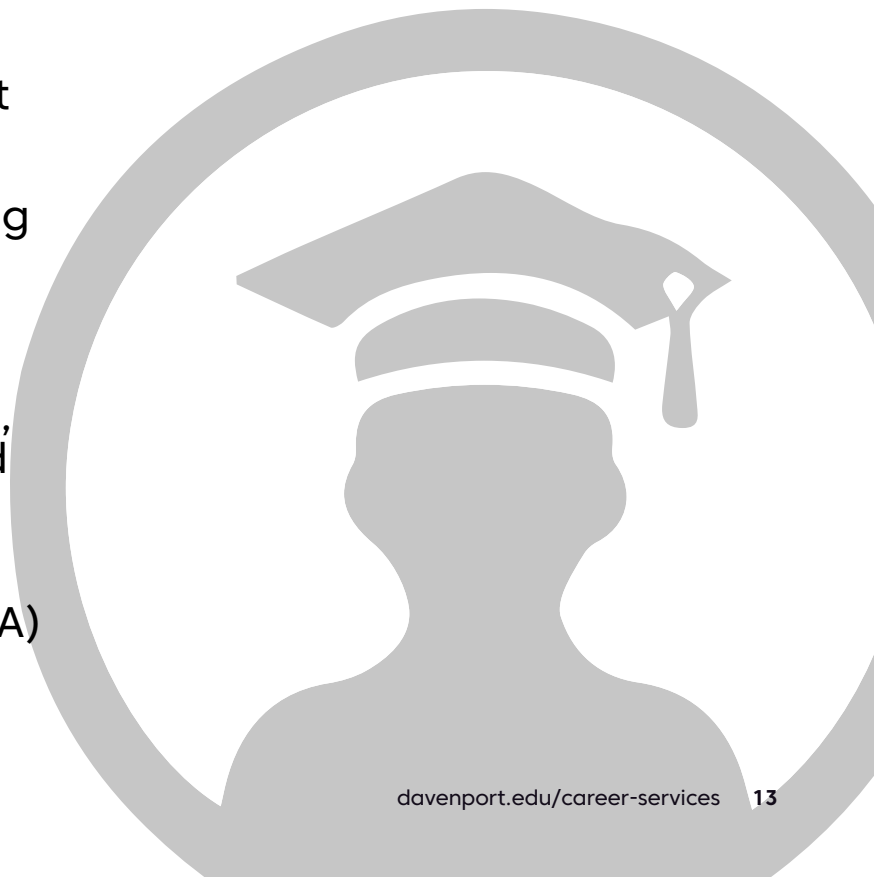
Find your perfect fit. Apply at hollandhospital.org/careers





Pick your career path

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Choosing a major that fits your career path

Use your interests and values

PathwayU is a great tool to help you discover careers that are appropriate for your major or to help you decide which major to choose. Go to davenport.pathwayu.com to create an account. Then you can take four assessments to help pair you with possible jobs and career paths.

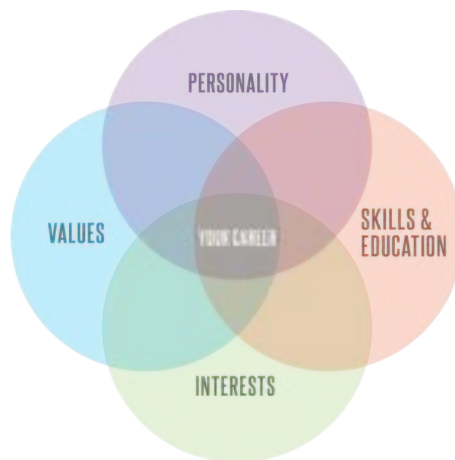


Contact your career coach to review your assessment results in PathwayU or the Strong Interest Inventory.

Choose your major

Checklist

- You have completed and reviewed your PathwayU or Strong Interest Inventory assessment with your career coach
- You have conducted career research based on your assessment findings and personal knowledge of your interests and goals
- You have identified individuals in your careers of interest and conducted an informational interview or a job shadow experience
- You have reviewed salary and outlook data and confirmed they meet your personal goals. See onetonline.org for salary ranges
- You have reviewed the options for majors, concentrations and specialties found in the undergraduate and graduate catalogs for the year of your enrollment or current year
- You have met with your academic advisor to discuss and confirm your major and specialty or area of concentration. In addition, you have reviewed your Degree Plan, which allows you to lay out required courses, term by term
- You have met with Career Services to discuss your decisions and goals and to create your professional development plan
- You are aware of the Employment Guarantee as it pertains to your chosen major and efforts while at Davenport University



Career planning checklist

<p>Have a plan</p>	<p>Work the plan Using Career Services Faculty Community</p>
<p>Start with awareness Year 1</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Meet with your career coach to explore your goals, options and interests so you can select a major <input type="checkbox"/> Conduct informational interviews through LinkedIn, friends, family and others in your network <input type="checkbox"/> Meet with your advisor to learn whether your major requires an internship or experiential learning <input type="checkbox"/> Investigate on- and off-campus opportunities to gain experience <input type="checkbox"/> Contact Career Services to discuss criminal background issues and challenging topics, such as termination, gaps in employment, age, disability or other perceived barriers to employment
<p>Develop your brand and expand your resources Year 2</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Log in and explore Handshake by visiting davenport.joinhandshake.com <input type="checkbox"/> Complete your profile in Handshake, and make it “public” to employers <input type="checkbox"/> Have your résumé reviewed by your career coach, and upload it to Handshake <input type="checkbox"/> Draft a meaningful, adaptable cover letter and thank-you letter <input type="checkbox"/> Join relevant groups, clubs or associations, and be an active member <input type="checkbox"/> Participate in career-related professional development events <input type="checkbox"/> Learn and understand Davenport University’s experiential learning process, and know when you’re eligible <input type="checkbox"/> Work with your career coach to brush up on your interview skills
<p>Gain experience Year 3</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Secure experience in your career field via internship, experiential learning, work-study or volunteer positions <input type="checkbox"/> Build your network and your online and social media presence <input type="checkbox"/> Update and learn to tailor your résumé to each desired opportunity <input type="checkbox"/> Fine-tune your elevator pitch and speak effectively about your personal brand <input type="checkbox"/> Attend career fairs, professional association meetings and other career-related events <input type="checkbox"/> Network with classmates, family, community members, mentors and peers <input type="checkbox"/> Apply for job opportunities, and track your progress
<p>Transition into success Year 4</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Develop a job search strategy with your career coach to understand job websites, including Handshake, LinkedIn and industry-specific networks <input type="checkbox"/> Create a reliable list of references <input type="checkbox"/> Fine-tune your interviewing skills by conducting an AI mock interview with Quinn: quinnia.io/access <input type="checkbox"/> Tell your career coach when you land a job!



Exploring careers and informational interviewing

This type of interview allows you to learn more about a company, position or professional field by speaking with professionals who are already performing in those roles.

Informational interviews

- Identify and research positions and the company (see page 52)
- Identify prospective professionals to interview from your network of friends, family affiliations, alumni associations, and LinkedIn and other social media
- Send a request to interview the individuals identified, and enclose a list of questions you'd like to ask (10-15 questions)
- Be respectful of time and place by scheduling the interview to meet the time, location and style of the professional you are interviewing (on-site, a neutral site, Skype, phone, FaceTime or other electronic format)
- While conducting the interview, **be prepared** to describe your goals, **ask clear questions and LISTEN**

Ask about job-shadowing options

- Seeing a day in the life of a professional already in the field helps affirm that a specific position is a viable option
- Afterward, send a thank-you note to those you've met with and stay connected with them. This is a great way to find a mentor and access a larger network of professionals in your field



Always follow up with a thank-you note (see page 37). It can be handwritten or emailed, but it's more personal and more likely to be read if it's handwritten.

Ask to shadow via email or LinkedIn message:

Dear Ms. Sparrow,

As a student at Davenport University, I am exploring careers to learn which would be best suited for me. I am very interested in the biological laboratory science profession and would appreciate the opportunity to talk to you about your work.

I found your information through Davenport's Alumni Association. After reading about your company's Biolife Reservation Initiative, I am confident that your insight could help me. If there is availability in your schedule over the next two weeks, please let me know. Ideally, we can meet for about half an hour.

Sincerely,
Pounce Panther
313 Prairie Pt.
Lansing, MI 48933
(616) 698-7111
ppanther@email.davenport.edu

Sample questions to ask in an informational interview or job shadow

About the job

- What types of tasks do you spend most of your time doing?
- What excites you most about this job?
- What are some of the more difficult or frustrating parts of this career?
- I really like doing _____. Do you have an opportunity to do that type of work in this career?
- What types of advancement opportunities are available for an entry-level worker in this career?
- I read that _____ is an issue in this occupation. Have you found that to be true?
- Is this career or industry changing? How so?

About working conditions

- What hours are typical for most jobs in this occupation?
- How often do you travel?

Questions about other careers and contacts

- Do you know of any similar careers that also use _____ or involve _____?
- I know that people in this career specialize in _____ and _____. Do you know of any other specialties?
- Can you suggest anyone else I could ask for information? May I tell them that you have referred me?

Questions about training

- What qualities should a person have to be in this field?
- What did your path look like to get into your job or position?
- Do you have any advice on how people interested in this career should prepare?

Company-specific questions

- What types of positions would someone with my major or skill set excel in?
- What advancement opportunities does the company offer for people in entry-level positions?
- If I see a job that I am interested in with this company, what is the best way to apply?
- What qualities do hiring managers at this company usually look for in ideal candidates?

ACES informational interview questions

- How long have you been a _____?
- How did you become interested in this career?
- What is your educational background?
- Was your education adequate, or were there areas in which you needed additional training?
- What would you change about your job if you had the opportunity?
- What skills do you wish you possessed when you started this job?
- What advice would you give someone starting out in this field?
- Is there any other information you believe would be helpful?



Be sure to utilize LinkedIn to connect with people you already know. If you cannot find anyone in the field whom you already know, find someone who can connect you and ask for an introduction! Go to Davenport University's LinkedIn page to easily search for and connect with alumni (see page 46).

Planning for graduate school

Need help deciding if graduate school is right for your career path?

Visit Career Services: davenport.joinhandshake.com/appointments.

Consider our programs

Consider the Davenport University graduate programs or post-bachelor certification programs found here: davenport.edu/academics/all-degree-programs.

Reasons to wait to pursue a graduate program

- You believe you will make more money in your first entry-level job with a graduate degree
- You are considering staying in college longer to avoid student loan payments
- You are not sure what career you want to pursue

Reasons to consider a graduate program

- You know what your career path requires, and a graduate degree is needed
- A graduate degree will help qualify you for a promotion
- Your company offers tuition reimbursement

More than a year before	<ul style="list-style-type: none">• Research programs• Take tests required for admission, such as the GRE, LSAT and MCAT• Identify people to write letters of recommendation• Investigate how you will pay for graduate school• Ask Career Services to aid in resources/decision-making materials
Before various deadlines (varies)	<ul style="list-style-type: none">• Perfect your personal statement/statement of purpose and résumé (ask Career Services for help)• Complete your applications (following instructions perfectly)• Obtain letters of recommendation four weeks prior to deadline• Request transcripts• Apply for scholarships and funding (varies from school to school)
The day/week after the deadline (varies)	<ul style="list-style-type: none">• Complete the FAFSA (Free Application for Federal Student Aid)• Send thank-you notes to letter of recommendation writers and any other people involved in your process



Find Davenport's graduate program offerings:
davenport.edu/academics/all-degree-programs

It's more than helping. It's healing.



**RESIDENTIAL
TREATMENT**



**OUTPATIENT
THERAPY SERVICES**



**COMMUNITY
PROGRAMS**



When the community is unsure where to turn, our team of compassionate clinicians, direct care professionals, program specialists, and support experts is waiting with open arms. We are ready to help children, teens, adults, and families rise above the challenges and hardships that weigh them down with a full continuum of behavioral & mental health services.

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Internships

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www.spendmend.com





Helping Patients and Independent Practices Thrive

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Start your career with an independent practice, and be a part of reimagining the future of health care.

HOW TO ENGAGE

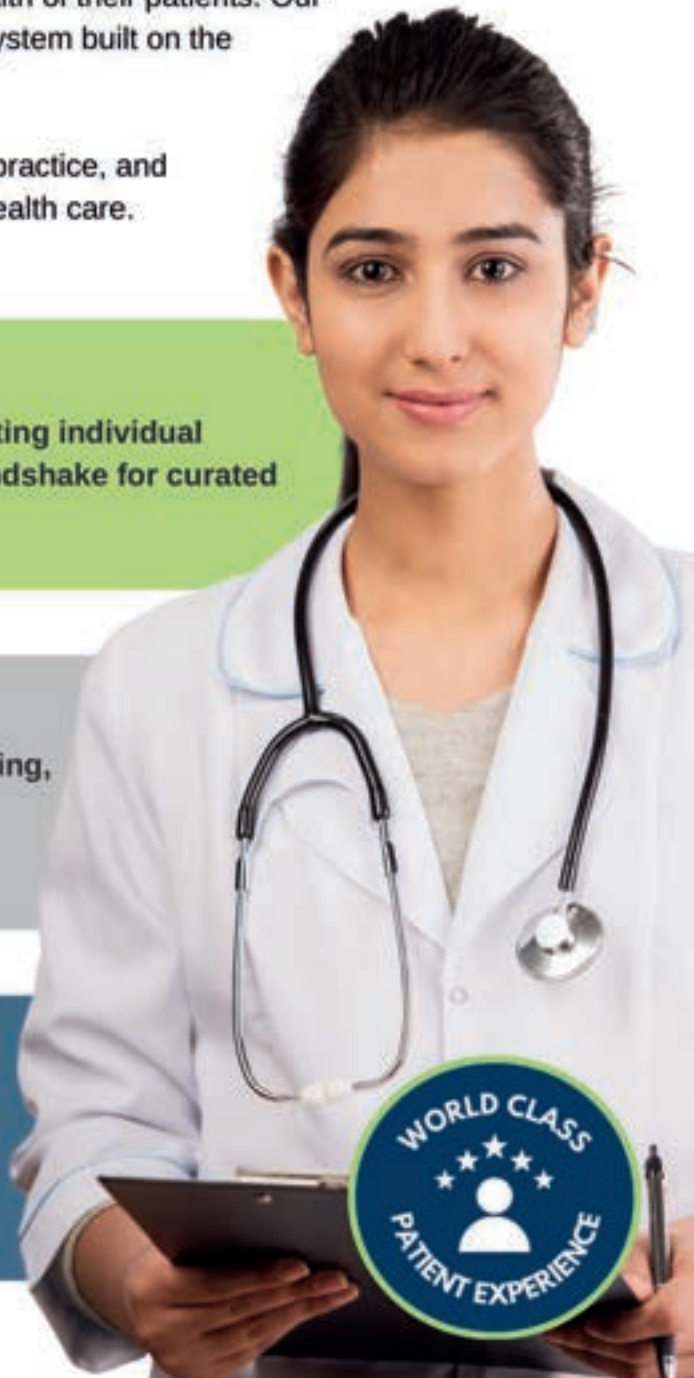
Explore immediate openings by visiting individual practice career sites, and watch Handshake for curated Answer Health opportunities.

CAREER OPPORTUNITIES

Openings in nursing, medical assisting, billing and collections, case management, and more.

LEARN MORE

Visit the Answer Health Practice Directory for a listing of clinic locations.



Community engagement

Student employment, including on- or off-campus work-study

- Before applying to positions, speak with Financial Aid to see if you are work-study eligible
- Search at jobs.davenport.edu and select “Students”
- Many of these roles can be used for an internship

Registered Student Organizations (RSOs)

Employers look for candidates who know how to get involved and have an impact

Professional associations

Contact your faculty or career coach for associations related to your field of study or interests

Volunteer work

- Be a person employers look for — someone with the ability to connect with the community
- Accept larger roles and build your leadership skills

Study abroad

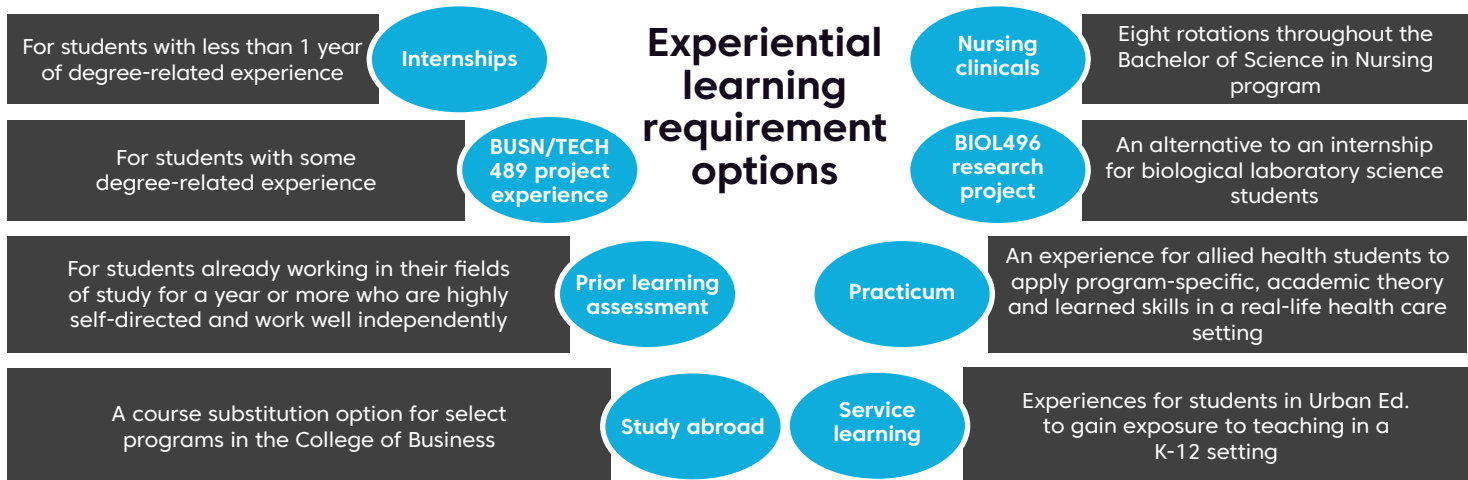
Gain experience, learn about new cultures and explore the world: my.davenport.edu/academics/student/study-abroad



ENGAGE@DU facilitates engagement by connecting students with organizations, departments and programs. Participate in RSOs or start your own: engage.davenport.edu.

Experiential learning

As we are committed to providing students the essential skills listed in the DU Excellence System (pg. 11), every bachelor’s program at DU contains an experiential learning requirement to provide real-world experience beyond the classroom. Based on your program, it is important to find which path or combination might be right for you.



Practicums — CoHP

1. **Complete the Practicum Seminar** in Blackboard (PREP102) before your appropriate deadline
2. **Meet with your career coach, and upload a résumé to Handshake** that obtains “Reviewed” status
3. **Meet with your program director** to determine academic eligibility
4. **Upload required immunizations** to Verified Credentials at scholar.verifiedcredentials.com/davenport:
 - MMR vaccine
 - TDaP vaccine
 - TB test
 - Seasonal flu vaccine
 - Varicella vaccine
 - Hepatitis B vaccine
 - COVID-19 vaccine
5. “Request an Experience” in Handshake prior to your deadline: davenport.joinhandshake.com/experiences
More information can be found on our website: my.davenport.edu/practicums.

Practicum Experience request deadlines:

Spring/Summer Experiences: Dec. 15
 Fall Experiences: April 15
 Winter Experiences: Aug. 15

Internships — CoB, CoT, CoAS

STEP 1: Waitlist, résumé, Internship Workshop and survey

1. Contact your academic advisor to verify the semester of academic eligibility (2.3 or better GPA) and to be added to the course waitlist
2. Connect with your career coach to work on your résumé, and upload it to Handshake. It is required to have a “Reviewed” status
3. Complete the Online Internship Workshop (PREP103) in Blackboard. Students receive access after they are added to the waitlist

STEP 2: Get selected — search, apply and interview for positions

- Utilize your network of friends and family members
- New jobs or promotions related to your degree can be used as your internship
- Utilize career fairs/events, LinkedIn (pg. 46) and other job search sites (pg. 40)
- Check Handshake (pg. 44) to view active internships.
- Interning with a DU department, a health care organization or an organization outside of Michigan? Not a U.S. citizen? Speak with your career coach, as advanced planning, additional paperwork and costs may apply

STEP 3: Request your internship in Handshake no later than the appropriate semester deadline:

Fall Experience — 15 Weeks	Winter Experience — 15 Weeks	Spring/Summer Experience — 12 Weeks
Aug. 15	Dec. 15	April 15

Collect all contact information before requesting the experience in Handshake, as you are not able to save a draft. Be thorough; 70% of your job description must be related to your major to be approved for class:
davenport.joinhandshake.com/experiences.

More information can be found on our website: my.davenport.edu/internships.

Prior Learning Assessment (PLA)

— for select internship and select practicum courses

PLA is designed for students who have at least a year of degree-related experience in their field of study. If you believe you have degree-relevant experience that meets the learning outcomes of an internship course, this process can result in receiving credit instead of taking that course.

Step 1: Contact the Assistant Vice Provost (AVP) for eligibility

- To avoid paying unnecessary fees, email the AVP to inquire about this option. Include any pertinent certifications and an updated résumé focused on the degree-related experience you plan to have assessed.
- For résumé assistance, contact your career coach.

Step 2: Department chair approval to proceed

- If the program’s department chair believes your experience qualifies for PLA, the AVP will contact you with the next steps. This entails several assignments and artifacts that prove you have met the learning outcomes of the designated course. There will be a **firm deadline** to complete these items.

Step 3: Review of artifacts and learning outcomes

- Regardless of credits being awarded, students are charged an assessment fee to initiate the review. This usually appears on the student’s e-bill.
- Once the department chair reviews the artifacts, they may or may not request changes or additional information or submissions before making the determination.
- If PLA credits are granted, they will be applied directly to your Degree Plan

More information can be found here: my.davenport.edu/academics/student/credit-prior-learning.



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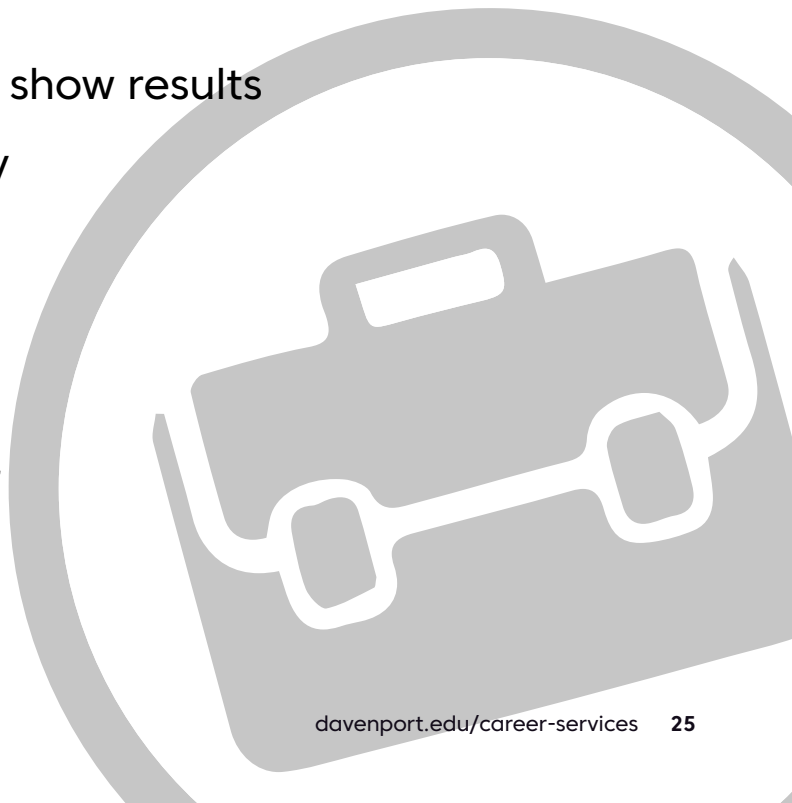
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Application documents

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Résumé checklist

Heading

- Make sure your name is large and in an easy-to-read font at the top of the page
- Follow your name with current contact information like phone and email address; home address is optional

Objective (optional)

Best used for part-time positions, internships or career fairs.

- Be brief, clear and concise
- Indicate realistic career plans that are specific to the company and position for which you are applying
- Be sure your résumé supports your stated objective

Education

- Omit extraneous or irrelevant words and high school information
- List degree(s) and majors accurately to match your transcript and in reverse chronological order
- Include school name and location, including city and state
- Provide only the month and year of graduation
- State overall GPA if it is 3.0 or higher
- Use two to five position-relevant course titles, if appropriate, as they appear on your transcript, not by course number

Experience

- Separate experience into “Relevant Experience” and “Additional Experience” sections if applicable
- Utilize a strategic order, such as reverse chronological order, when listing experience
- Include nonpaid roles like internships, activities, volunteer work and projects
- Provide complete information for each entry: organization, location, start and end dates, and position title
- Use action verbs like supervised, oversaw and designed to describe responsibilities and accomplishments
- Provide quantifying information when appropriate, such as “supervised 10 employees”
- Illustrate and focus on skills appropriate to the job for which you are applying

Technical skills or skills (optional)

- List any computer software you are familiar with and any certifications obtained
- Avoid listing transferable skills like “great communication,” “teamwork oriented” and “leadership skills”
- Categorize language proficiency as fluent, conversational or basic; international students, see page 48

Awards, honors, activities and volunteer experience (optional)

- Provide names of professional, community or campus organizations and position(s) held; include dates
- Indicate positions held and recognitions received from organizations
- Exclude high school activities and awards unless you are a first-semester freshman

Appearance, format and proofreading

- AVOID TEMPLATES — find one you like and then create it manually in Word for ease of editing
- Correct any misspellings and grammatical errors
- Use appropriate verb tense throughout
- Avoid personal pronouns, and use bullet points rather than complete sentences
- Use capitalization and punctuation consistently
- Use bold, italics, capitalization and spacing to produce a visually attractive document
- Use a font style and size that are appropriate, consistent and easy to read
- Arrange sections so the most important information is listed first, from top to bottom and left to right
- Ensure the résumé length is appropriate given your experience, with one page preferred and two pages maximum, except for federal résumés and CVs
- Do not include references or the phrase “References available upon request”
- Convert and upload your résumé in PDF format on all application platforms



Meet our AI résumé reviewer, Quinn.

Quinnia is a platform on which students can upload their résumés and get instant feedback. Give it a try: quinnia.io/access.

The reverse chronological résumé

Overall Format: Recruiters typically prefer chronological résumés. The résumé should be easy to read quickly and allow for the recruiters to understand the candidate's goal and determine whether the candidate is qualified. Be strategic about every word, but résumés with 475-600 words produce twice as many interviews as those outside of that range.

- A one-page résumé is recommended
- If using a two-page version, the most relevant information must be on the first page
- Experience is shown in reverse chronological order (most recent experience listed first)
- Bullet points are preferred for easy reading
- Font size in the body of your résumé should be 10-12 point; your name can be larger
- Margins should be 1/2" to 1" — left, right, top and bottom
- Each résumé should be customized to each position applied for
- Each properly crafted résumé should help drive the information shared in an interview

Related Coursework is a good addition for individuals with less experience. When used, the sections only include courses specific to the position applied for.

Summary of Qualifications is an alternative for more experienced individuals. The skills listed should be terms drawn from current and past experience.

Experience is more than just what you are paid for. It can include long-term volunteer work, leadership positions in an organization, internships and special projects. If transferable skills are gained, it is experience.

Use onetonline.org for action verb statement writing.

Technical Skills: List operating systems, software or hardware. Technology majors, see page 30 for an example.

Languages: Specify your level of fluency in a foreign language as fluent, conversational or basic. If applying internationally, English can be included as a language.

Honors can have its own section or be embedded in your education section.

Organizational Involvement: Title or type of involvement and the name of the organization are required. Span of involvement is optional.

Pounce Panther

313 Prairie Point | Lansing, MI 48933
616.698.7111 | PPanther@email.davenport.edu

EDUCATION:
Davenport University, Grand Rapids, MI
 Bachelor of Business Administration in **Management** **GPA: 3.68**
April 2026

○ **Related Coursework:** Principles of Project Management, Principles of Risk Management and Insurance, Insurance Company Operations and Regulations

○ **EXPERIENCE:**
Consumers Credit Union **Kalamazoo, MI**
Customer Service Representative **March 2024-Present**

- Balance and monitor cash items for 10,000+ accounts
- Monitor risk for account holders, and identify issues of delinquency
- Perform account transactions, account maintenance, customer correspondence, consistent balancing, and completing delegated reports and projects as scheduled
- Solve routine customer problems with professionalism and efficiency

Davenport University **Grand Rapids, MI**
Collegiate Athlete – Volleyball **August 2023-Present**

- Maintain and balance schedule efficiently to ensure academic and team success
- Attend scheduled practices, games and training sessions
- Analyze performance to identify strengths/weaknesses and make improvements
- Compete professionally by executing instructions from coaches
- Collaborate with a team of 22 to accomplish daily, weekly and seasonal goals
- Awarded "Most Coachable" for 2020 season

Buddy's Pizza **Detroit, MI**
Server **May 2021-February 2022**

- Ensured every customer was satisfied with their experience by providing high-level customer service
- Communicated with kitchen staff of 6 to effectively expedite food times to customers
- Managed a section of 15 tables with the potential for 75 guests at a time
- Trained new wait staff on proper technique and Buddy's Pizza protocol

Buddy's Pizza **January 2020-April 2021**
Host

- Greeted and welcomed customers before escorting them to their assigned tables
- Accommodated 50+ reservations per night through proper organization and time management

○ **TECHNICAL SKILLS:**
Software: Microsoft Excel, PowerPoint, Access, SAP, Photoshop, InDesign
Certifications: CPR, First-Aid, Project Management, DU Excellence System
 ○ **Languages:** Fluent in French, Conversational in Spanish

○ **HONORS:**
 President's List (3 semesters), President's Scholarship for Academic Excellence, Outstanding Service Award

○ **ORGANIZATIONAL INVOLVEMENT:**
 Student Association for Project Management, Alpha League, Habitat for Humanity, Panther Prowl Pack Leader



Key action verbs

Use these to help employers understand the qualitative aspect of your experience.

You want to capture three things in your “Experience” section, which should consist of bulleted action verb statements.

- You want to relate the statement to something transferable in the job description.
- You want to describe the tasks/responsibilities of the experience
- You want to tie in how you directly contributed to the outcome of tasks

Teamwork	Organization/ administrative	Customer service/ patient relations	Technical/ analytical	Communication	Leadership/ management
Accomplished	Arranged	Accommodated	Analyzed	Addressed	Administered
Achieved	Assembled	Advised	Ascertained	Advocated	Advised
Acknowledged	Budgeted	Adjusted	Assessed	Arbitrated	Allocated
Assisted	Calculated	Aided	Audited	Articulated	Allowed
Balanced	Cataloged	Alleviated	Compared	Attested	Appointed
Brainstormed	Centralized	Answered	Computed	Authored	Approved
Collaborated	Charted	Arranged	Conceptualized	Briefed	Assigned
Contributed	Classified	Collaborated	Concluded	Clarified	Authorized
Cooperated	Collected	Counseled	Confirmed	Communicated	Chaired
Coordinated	Compiled	Customized	Constructed	Composed	Coached
Diversified	Correlated	Dedicated	Determined	Contacted	Created
Elevated	Indexed	Eased	Devised	Convinced	Delegated
Encouraged	Inked	Educated	Diagnosed	Corresponded	Designed
Executed	Orchestrated	Fulfilled	Estimated	Demonstrated	Dispatched
Facilitated	Organized	Guaranteed	Evaluated	Drafted	Directed
Fostered	Oriented	Identified	Examined	Edited	Educated
Joined	Planned	Listened	Forecasted	Educated	Elicited
Mediated	Processed	Negotiated	Formulated	Explained	Empowered
Merged	Procured	Provided	Integrated	Illustrated	Enabled
Nominated	Purchased	Recommended	Investigated	Informed	Enhanced
Participated	Recorded	Related	Justified	Interpreted	Endorsed
Partnered	Regulated	Remedied	Measured	Interviewed	Guided
Supplemented	Scheduled	Repaired	Negotiated	Lectured	Hired
Teamed	Signed	Restored	Prescribed	Marketed	Influenced
United	Systematized	Restored	Prioritized	Persuaded	Instructed
		Satisfied	Projected	Presented	Interviewed
		Sold	Rated	Promoted	Judged
		Strengthened	Recommended	Proposed	Led
			Researched	Publicized	Monitored
			Scrutinized	Reported	Motivated
			Solved	Spoke	Officiated
			Validated	Summarized	Recruited
			Verified	Translated	Represented
				Transcribed	Solved
				Wrote	Spearheaded
					Supervised
					Trained



Mind your tenses

- Use the past-tense version of a word if you are no longer working in a position when describing past role responsibilities
- Use the present-tense version of a word if you are currently or just recently worked in the position you are describing
- Avoid action verbs with negative connotations or ending in “ing”

Action verb statements that show results (quantitative)

What are action verb statements that show accomplishments?

Accomplishments are things you started, completed, worked on, created, developed or made possible. They are things that happened because YOU were there. They can be a project or something created by you or in collaboration with others. They are always specific, and they are always things you played an active role in, even if others worked with you.

Note that the accomplishment described the job duty using “quantifying and qualifying” words. Accomplishments should be stated with easy-to-understand qualifying action verbs and/or in quantitative number (#, \$, %) statements. These positive results are the benefits your previous employers received for hiring your skills.

Summarize your accomplishments

For each action verb statement, write down the answers to the following questions:

- What was the preexisting problem, duty or situation?
- What work did you do? Be specific. The more detail and data, the better.
- What were the results? Quantify the results (use numbers)!

- How much?
- How many?
- How often?
- With whom?

After answering the questions above, summarize your answers in an action verb statement (bullet) and include it with your experience.

Here is a task, job duty or responsibility like those that appear on a typical résumé:

“Wrote weekly reports on sales and submitted these to the home office.”

Now the same task, job duty or responsibility written as a detailed accomplishment:

“Completed 134 summary reports on sales, including weekly volume, percent of increase and new clients seen.”



Use oneline.org for action verb statement writing.

A few more examples:

Before: Worked in accounts receivable
After: Reduced accounts receivable from 33% to 1.5% by collaborating with 12 different external vendors and redeveloping the internal invoicing procedures

Before: Supervised the IT department
After: Supervised 8 employees within the IT department, supporting 85 clients and 200+ end users

Before: Experienced working in the human resources field
After: Provided progressively responsible human resources services in a fast-paced manufacturing environment, managing the recruitment and retention of 240+ employees



Tips

- Do not use personal pronouns like I, my, me, we, our, etc.
- Do not talk about the company or the organizations; your résumé should focus on you and your experience

Résumé specifics by industry

Summary of qualifications

Experienced applicants can use this to highlight specific skills related to the desired position.

Accounting

Bold “**Sitting for CPA: [Expected Date]**” in the Education section.

Allied Health Practicums

Include an objective statement such as “To obtain a medical assisting practicum for Winter 2025.”

Nursing

Bold “**Eligible to sit for NCLEX-RN in [Month Year]**” in the “Education” or “Certifications and Licensure” section. Clinical experiences should be strategically placed above non-industry experience.

Legal

Bold “**ABA-approved program**” in the Education section; Westlaw in skills.

Marketing

There is freedom to include more color, design and creativity. Marketing recruiters are looking for candidates who stand out. Designs should be original and of your own making to best showcase your skills. Include links to your social media, and expect them to review it (see pg. 46). Make sure social media is appropriate and profile and privacy settings are updated.

Technology

A Technical Skills section shows recruiters your skill set. List all technical skills near the top of your résumé. Include projects to highlight these skills. Projects are important to include if you have not had an internship or experience in technology yet.

Military experience

Military experience is translated into civilian terms. See page 49.

Summary of qualifications

Professional Summary

- 3+ years of human resource and recruiting experience
- 10+ years of experience in customer service
- 5+ years of Navy service
- SHRM certified since May 2017
- Advanced knowledge in Excel, QuickBooks and ADP
- Bilingual in Spanish and English

Nursing example

Clinical Experience

Holland Hospital , Leadership, 90 hours	Winter 2025
Covenant Healthcare , Community, 90 hours	Winter 2025
Mary Free Bed , Pediatric Unit, 90 hours	Fall 2024
MyMichigan Health , Postpartum Unit, 90 hours	Fall 2024
Sparrow , Medical Surgical Unit, 140 hours	Winter 2024
U of M Health-West , Neuro Unit, 135 hours	Fall 2023
Pine Rest , Mental Health, 45 hours	Winter 2023
MediLodge , Long-Term Care, 90 hours	Fall 2022

- Obtained vital signs and measured and recorded intake and output
- Administered medications to patients and monitored for reactions or side effects
- Monitored, recorded and reported symptoms or changes in patients’ conditions
- Charted effectively with **Epic** software

Marketing example

Education

Davenport University, Grand Rapids, MI	GPA: 3.68
Bachelor of Business Administration in Marketing	May 2025
Course Certifications: HubSpot’s Inbound Marketing & Inbound Sales, Google Ads Fundamentals & Shopping Advertising Specialization, Google Analytics for Beginners	

Technical project example

Davenport University – Technical Consulting Class Project Technology Consultant

January 2023-May 2023

- Worked with the client as a technology consultant to redesign its website on Wix
- Implemented features per client’s requirements to give employees a better experience on the website
- Developed features on the website to include an HR suggestion box, employee surveys, Google integration and new-hire announcements
- Met with client regularly to provide updates on timelines, successes, roadblocks or changes in the project process
- Maintained a high level of communication with the client and HR manager to ensure client satisfaction

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Curriculum vitae (CV)

Latin for “course of life”

- It is often a longer document used to apply for specific types of positions: academic, teaching, research, grants or scholarships
- It is a complete record of your academic and professional achievements, so it does not have length restrictions
- It can include sections such as education, work history, skills, publications, public speaking and presentations, research, laboratory and field skills, awards and grants, teaching experience, licenses and certifications, study abroad, and professional memberships
- Many organizations will provide a format they want used to apply with a CV, so check the website for specific instructions
- An international posting may request a CV; this is usually synonymous with “résumé” but can vary by country



Résumé:

- Short: 1-2 pages but usually just one page
- Specific: Showcases only your most relevant skills and work experience
- Used to apply for nearly any job

CV:

- Long: No page limit, sometimes 20+ pages
- Comprehensive: Presents all of your positions, publications and achievements
- Used to apply for academic and scientific jobs

Federal résumé

- Sample résumé on the next page
- Tailor each federal résumé to EACH job announcement for which you apply
- Federal résumés do not have page limits: Include ALL experience (paid and unpaid), education, activities, special projects, military experience, research, etc.
- Be clear, not vague: Explain your skills as they directly relate to the qualifications
- Paragraph form is acceptable, but bullets are easier to read
- Use reverse chronological order ONLY

Defining your experiences:

- Include exact dates whenever possible — June 1, 20XX
- Describe paid and unpaid experience in the same manner by highlighting the transferable skills gained
- Do not speak in terms of what you were “responsible for”; speak in terms of what you did and what you did well
- Do not worry about being overqualified, as the issue is about having enough experience, not having too much
- Be repetitive to meet qualifications across multiple experiences
- Discuss both paid and unpaid experiences in great detail



For more details on what to include in your federal résumé, visit [usajobs.gov/help/faq/application/documents/résumé/what-to-include](https://usajobs.gov/help/faq/application/documents/resume/what-to-include).

Pounce Panther

6191 Kraft Ave. SE, Grand Rapids, MI 49512
517-698-7111 | ppanther@email.daveport.edu

U.S. Citizen | Federal Employee Status: None | Veteran Status: No | Disability Status: Yes | Clearance: None
Hiring Path: Open to the Public

Desired Position: Procurement Analyst, Library of Congress Legislative Branch

OBJECTIVE

To obtain a full time position in public service with (indicate the federal Agency and sub Agency) as a (Indicate the position, including the announcement number)

POSITION-RELATED COMPETENCIES | SUMMARY OF SKILLS

Industrial Automation Requirements Planning Operations Planning & Production Scheduling
Contract & Product Liability Data Analysis Operations Management Quality Management
Procurement and Global Sourcing Inventory Control & Management Sustainable Supply Chain Management
Intermodal Transportation Distribution Planning Green Sourcing Waste Reduction & Recycling

EXPERIENCE

Amazon 123 Street, Grand Rapids, MI 49518
Procurement Officer, Full-Time, Data Center Services, \$ XX.XX/hour Fall 2023 – Present
Supply Chain Specialist, Part-Time, \$17.00/hour Spring 2021 – Fall 2023

A Procurement Officer is the product category manager for 6 product lines included in the packaging materials category of, tape, boxes, labels, label resources, green source protective fillers and wrapping

- Achieved 32% decrease in landfill waste materials purchased while ensuring all recyclables met safety and quality standards for secure shipping and reduced damaged package complaints by 1.5% within a 3-state region.
- Monitored inventory levels to ensure that proper stock levels are maintained to support packaging and distribution team and received top ratings for cost-over-efficiency standards from management.
- Obtained a strong working knowledge of reverse logistics processes and warehouse distribution.

ArtPrize 345 K Street, Grand Rapids, MI 49508
Event Volunteer Spring 2020, 2021, 2022

- Provided excellent customer service to internal and external customers, including artists requesting assistance submitting materials for jury.
- Ensured over 300 works of art were secured and safeguarded against damage before, during and after exhibits and were constructed and disassembled, and achieved a 100% error-free success rate.
- Assisted artists in preparing and constructing exhibits.

ACCOMPLISHMENTS AND COMMUNITY INVOLVEMENT

ASCM Certified Supply Chain Professional (CPSM) Expected Spring 2024
ASCM Certified in Logistics Transportation and Distribution Summer 2022

EDUCATION

Davenport University, 6191 Kraft Ave SE, Grand Rapids, MI 49512 Spring 2024
Bachelor of Business Administration | Supply Chain Management GPA 3.40
6 Semester Dean's List Fall 2022 – Spring 202

VOLUNTEER AND COMMUNITY INVOLVEMENT

REFERENCES

If an objective is used, it must be specific.

This can be one of two things: (1) It can be a list of position-related skills that you possess to aid in revealing both transferable and position-essential skills as shown here, or (2) It can include full-sentence bullets:

- An introductory professional statement
- A carefully crafted statement with specific examples of relevant experiences
- Acquired skills, meaning a soft or transferable skills statement

This section should contain all of the elements of the skills summary. Experience for each position should be explained as if you are teaching someone for the first time what the role is and what it includes. Hiring managers are not allowed to assume you can or cannot do something. You must tell them what you have done and can do using both quantitative and qualitative values. Do not just list your responsibilities.

NOTE: Always include long-term or full-cycle volunteer activity in your work experience. See the "Volunteer and Community Involvement" section of the résumé.

Create a separate page for this with a minimum of three references.

Your volunteerism, if it is more than one day of community service, but an ongoing activity in a group you are active within should be included in your experience section regardless of whether you were paid. This section is for those short-term or one-time activities you participated in within your community, church or local group.

This can be two sections with bulleted statements about specific recognition, successes or statements about specific projects you've participated in as well as training and certifications you've received.



The traditional cover letter

Every job you apply for should have its own unique cover letter. If a posting has an optional cover letter, consider it MANDATORY!

To start, it is best to understand what a cover letter is for:

- It serves as a writing sample — how good is your written communication?
- It shows your level of interest in the company and position
- You can discuss personality traits and transferable skills that are not apparent from your résumé
- It is designed to create interest in reading your résumé and to get you an interview
- It provides another avenue for you to brand yourself
- Your résumé will establish whether you are qualified; your cover letter is designed to help readers determine whether you are a good fit

International students, see page 48.

Brand your cover letter with the same header as your résumé.

Use the date submitted.

Do your research: Find the correct address and contact, and address the letter to that person; “Dear Hiring Manager” is OK if a contact cannot be found.

Tell them you want what they have to offer! State exact match to the open position.

State why YOU are uniquely qualified. How will you do your job?

Make a direct ask for the interview or the position, and ALWAYS say thank you.

Additional tips:

- Always match your abilities and skills to the job description
- Pull the exact wording and terms used in the job description; for example, if they use the term “clients” to refer to customers, your cover letter (and résumé) should be tailored to that language
- The art is in your storytelling; write in a way that makes them picture you in the role by using concrete examples
- Cover letters can be more than three paragraphs but should never exceed one page

Pounce Panther
313 Prairie Point | Lansing, MI 48933
(616) 698-7111 | ppanther@email.davenport.edu

January 1, 2025
Mr. Randy Davenport
Steelcase Inc.
901 44th St. SE
Grand Rapids, MI 49508

Dear Mr. Davenport,

The opportunity presented by Steelcase for a product marketing specialist greatly interests me. Growing up in the Grand Rapids area, I have always dreamed of working for a large company like Steelcase. I believe that with my innovation and initiative, I could complement your team well.

My studies in marketing at Davenport University were designed to be a springboard for my future. Product and sales research courses have provided me with valuable insight into customer needs and wants. Social media expertise and my B2B sales experience complement my knowledge base as well, preparing me for such a challenging marketing position as the one at Steelcase. The innovation behind Steelcase furniture is certainly the wave of the future, and I want to bring my passion and excitement to your team.

Please refer to my enclosed résumé for further substantiation of my qualifications, education and experience. I would welcome the opportunity to become a part of the Steelcase marketing team. I can be reached at (616) 698-7111 during business hours. Thank you in advance for your consideration.

Sincerely,

(Handwritten signature or blank)
Pounce Panther

If you are emailing your application, the body of your email will be your cover letter, and you must attach all other requested documents. You will not need to have a formal header and address.

The comparison cover letter

Comparison cover letters are slightly different from the traditional style shown on the previous page. Be strategic about which style to use; the easiest choice is not always the best choice. Consider your industry. The comparison style could be beneficial for:

- Extremely large companies at which cover letters are only skimmed because of the number of applicants
- Job roles that have very little written communication (accounting, technology, clinical health)
- Written paragraphs work well when related skills are transferable
- Comparisons work well when there is a skill-for-skill match

Match header on your résumé.

Try to identify the exact person to whom the cover letter should be addressed. This can usually be accomplished by a web search or contacting the HR department and asking for the correct information.

If not, “Dear Recruiter” and “Dear Hiring Manager” are both acceptable.

Express your enthusiasm for the role. Notify them of how you identified the role, especially if it was a personal referral. Introduce yourself.

Match your skills with highlights from the job posting. Make it easy for recruiters to see you are a match!

Use the job description to pull out key language and terminology regarding what they are looking for in a quality candidate.

Then, on the right, use specific examples of how you meet that need. This could include classroom and educational experience, personal experience, vocational background, organizational affiliations, and other various involvements. Be specific and use data to support your qualifications.

Pounce Panther
 313 Prairie Point | Lansing, MI 48933
 (616) 698-7111 | ppanther@email.davenport.edu

January 1, 2025

Dear Hiring Manager:

I am a business professional with seven years of experience working in sales and customer service. I would love to have the opportunity to put my knowledge to use at Textron Fluid & Power as a customer services representative.

I have an excellent work ethic, and I am a loyal employee who always reports early for work and thrives on opportunities that allow me to go above and beyond what is required of me. I am excited to bring the following qualifications and experience to your position:

Job Requirements	My Qualifications
Experience in a customer service or technical environment	Seven years of customer service experience, which includes five years specifically in contributing individual sales to increase company revenue
Four-year college degree	Full-time student pursuing a BBA in marketing, expected graduation April 2026
Require Microsoft Word, Excel and Outlook knowledge	Extensive use of Microsoft Suite (Word, Excel Outlook and PowerPoint), with experience in data entry
Ability to work with people in a variety of situations and demonstrates good problem-solving skills	Quickly, politely and professionally managed multiple customer service and sales requests in a fast-paced environment

My experience has included a complete range of services in sales, data entry, purchasing (handling purchase orders) and customer service. I am confident that my background will prove to be an asset to your team, and I really want to meet with you so we can discuss the position and my qualifications in detail. I look forward to hearing from you soon.

Sincerely,

Pounce Panther



References

- Include three to five professional references in a document separate from your résumé
- Use professional references only: those who can speak of you as a professional, including work or volunteer supervisors, professors, coaches, project team members, colleagues and those you have supervised
- Contact your career coach about any concerns you have about using someone as a reference
- Check with each reference; ensure they are EXCITED about being a reference for you
- Make sure your reference contact information is up to date
- Send the job description to all references so they understand topics to cover and highlight about you

Pounce Panther
313 Prairie Point | Lansing, MI 48933
(616) 698-7111 | ppanther@email.davenport.edu

REFERENCES

Name (amount of time known)
Title
Company
Address
City, State ZIP
Email Address
Phone

Ms. Alex Anderson (6 years)
Supervisor
Superior Management
1515 W. Fulton
Grand Rapids, MI 49506
aanderson@superiormanagement.org
(616) 887-6238

Mr. Michael Brown (2 years)
Professor
Davenport University Maine College of Business
6191 Kraft Ave. SE
Grand Rapids, MI 49512
michael.brown@davenport.edu
(616) 555-1212



Employers will ask for your references when needed.

- Have your references ready to use to complete the online or paper application form
- Provide your references document when it is requested
- Address lines for references are optional



Headers on all application documents should match your résumé and cover letter.

Thank-you notes

Thank-you notes

- Can be typed or handwritten in a letter or email format
- A proper salutation is “Dear Mr./ Ms./Dr.”; be sure to write down the names of your interviewers or request their business cards
- Thank them for taking the time to meet with you
- Reference the date and time of the interview
- Reiterate your interest in the company
- Mention what you think they are looking for in a candidate and how you meet those needs
- Exude confidence in your ability to succeed in the role
- Include any anecdotal pieces of information that will make them remember something specific from the interview or about you
- Thank them for their consideration, and reiterate next steps and a time when you will follow up if you do not hear anything
- Do not prewrite thank-you notes—wait until you have completed the interview; thank-you notes are a great opportunity to clarify or confirm points made during the interview

Template

Dear [Interviewer]:

[Thank them for their time] + [mention something about your conversation that you found interesting or helpful] + [reiterate your interest in the job and company] + [emphasize what about your experience would make you good at the job].

Best,
[your name]

Email

Dear Ms. Sparrow:

I want to thank you for the opportunity to interview for the Brand Manager position on August 15. I enjoyed meeting you and learning more about your organization. My enthusiasm for the position and my interest in working with you are even stronger as a result of the interview.

You indicated that you are looking for an individual with experience in merchandising. I know that I am capable and knowledgeable and that my training has been excellent. My education and work experience parallel the job requirements. I am certain that I could make a significant contribution to your team and the organization.

I would like to reiterate my strong interest in the position and working with you and your team. You provide the kind of opportunity I seek. Please feel free to call if I can provide you with any additional information.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon.

Sincerely,

Pounce Panther

Handwritten

Dear Ms. Sparrow,

Thank you very much for the opportunity to interview for the medical assisting position. I enjoyed meeting you and learning more about your company. My enthusiasm for the position and my interest in working for Holland Hospital are even stronger as a result of the interview.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon!

*Sincerely,
Pounce Panther*

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Come grow with us!

Are you ready to get started on real projects, gain real skills and forge real connections? Contact our Human Resources department to discuss a paid GreenStone internship today.

Contact **Jonna Meyers** at 517-324-0214
Jonna.Meyers@greenstonefcs.com





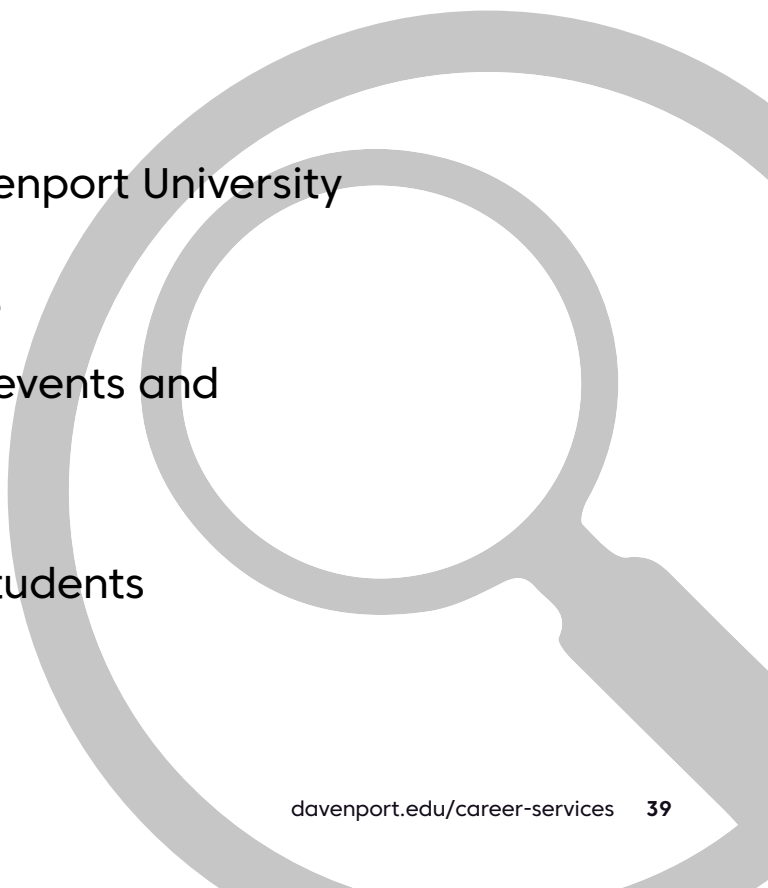
www.greenstonefcs.com/careers

GreenStone FCS is an equal opportunity provider and employer.



Job search strategies

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Where to search



Handshake

- Handshake is an online job platform designed to connect employers with student-level talent
- Find careers, jobs, internships, employer contacts, events and up-to-date Career Services information all in one spot!
davenport.joinhandshake.com



LinkedIn

- Use LinkedIn to find and cultivate connections. Reach out to recruiters and Davenport University alumni directly, and introduce yourself.



Google and Indeed.com



- These engines pull jobs from a broad network of websites
- Don't forget to explore using advanced search functions



Career Services

- Leverage connections through your career coach
- View and register for events in Handshake:
davenport.joinhandshake.com/events



Staffing firms and agencies

- They move quickly to serve their clients' needs immediately
- These opportunities can include temporary/contract, temp-to-hire or direct-hire positions



PathwayU

- Create an account and take the assessments
- PathwayU shows postings from Handshake and Indeed that align well with your interests and values:
davenport.pathwayu.com



Government jobs: township, city, state, federal, etc.

- State level: governmentjobs.com/careers/michigan
- Federal level: USAjobs.gov



Parker Dewey

- Micro-internships are short, paid projects that enable students from all majors to build and demonstrate skills while exploring a variety of career paths: info.parkerdewey.com/davenport



Avoid only using “quick/easy apply” features

- Even if you apply on the other sites listed on this page, it is best to apply directly through a company's website whenever possible.



Warning signs of fraudulent postings

- If it sounds too good to be true, it probably is
- If they ask you to cash a check before you have been hired
- If there is no formal interviewing, hiring or onboarding process
- If the sender's email address is not a corporate address
- If all interactions are by email
- If it has a high salary with no requirements
- If they request or send money

Report it to Career Services, and avoid it!

Proud hiring sponsors of Davenport University students and alumni



Reach out to any of our sponsors listed on page 42.

THEY ARE LOOKING FOR YOU!

Search strategies

Use all the tools in your toolkit — Apply on multiple career platforms all at once (see page 40). Explore additional tools and resources: davenport.edu/career-services/guide-and-resources

Avoid the search burnout — Spend a small amount of time 2-4 times a week applying instead of hours once a month.

Use your time wisely — Filter jobs by date posted or most recent first to make sure you are applying for the newest positions and avoiding positions that may be expired.

Increase your application numbers — Try to apply to at least 5-8 positions a week during your active job/internship search. The more positions you apply to, the more opportunities you will have to secure a great position.

Customize your résumés and cover letters — While quantity is important in the application, spending individual time on each application is also important. Customizing your résumé and cover letter to utilize the verbiage in the job description is key. It is acceptable to use OpenAI like ChatGPT to assist with this. Your Career Coach can assist you with this too.

Save all individualized résumés using company names and position titles to ensure you bring the correct résumé to the correlating job interview.

Track your search — Use a spreadsheet to track the positions by company that you have applied to. Use this to plan follow-up, track employer responses and share with your career coach. Include the company, position title and number, contact, email and phone, follow-up date, and responses. Add your short list of target companies and their career/jobs website. Use it to apply to positions regularly. Be sure to sign up for job alerts for your target companies too.

Follow up — Follow up with each company one week after you've applied. A respectful reminder that you are still available and interested in the opportunity might result in further communication from the employer. Follow up through email, phone, LinkedIn message or Handshake direct messaging.

Get offline — Remember, applying online is just one way to find opportunities. Take advantage of networking events and career fairs hosted by DU or other organizations to build your network.

Brainstorm with a career coach — Leverage the connections of Career Services. As a Davenport University graduate, you have access to Career Services for life: davenport.edu/career-services/career-services-team.



Completing applications

- Complete applications with honesty and without errors. Do not leave blank spaces/fields.
- Pay close attention to an employer's instructions when submitting an application. When in doubt, contact your career coach to discuss what is included and appropriate in any of these documents.
- Always complete all fields throughout every application.
- Human resources departments will require application information in different fields, so avoid using a statement like "See résumé." Employers need to report and organize large amounts of data.

Proud hiring sponsors of Davenport University students and alumni

Gold sponsors



Silver sponsors



Bronze and book sponsors



Check out the “Invests in Diversity” badge in Handshake.

Career Services is dedicated to connecting our diverse students with employers who invest in diversity. Employers who submit applications undergo a vetting process requiring them to prove that hiring diversely is a high priority.

Find the list of organizations in the Career Center tab in Handshake.

The State of Michigan wants to hire you!





See all State of Michigan department postings:



governmentjobs.com/careers/michigan

LinkedIn and online presence

How you are perceived:

- Your image appears on social media, Handshake, in class, at work and in public
- Are you acting professionally, following industry groups, obtaining certifications and showing leadership?
- Are you engaged in professional or community events, volunteering or contributing to something?

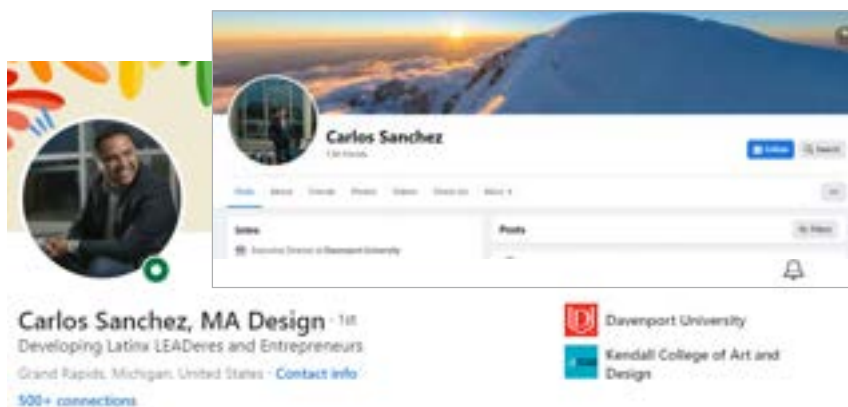
Words of advice:

- Google yourself. Do you like what you see, and are you OK with a potential employer seeing it?
- Be sure to edit your privacy settings to prevent unapproved persons from viewing your profile. When in doubt, make your profile private.

Profile basics checklist:

- Post a professional headshot for your profile picture
- Create a headline that is thought-provoking and that contains keywords you expect to be searched by
- Edit your URL to contain your name to improve searchability
- Include all education (even high school) to begin finding connections
- Include all past companies and job titles to give viewers or recruiters an idea of your professional background
- Select skills you want to market about yourself
- Ask for recommendations from connections to help validate your employment history

Meet Carlos Sanchez



Carlos' presence is:

- Professional
- Collaborative
- Motivated
- Positive
- Engaged
- Approachable

Carlos' presence is not:

- Negative
- Sloppy
- Aloof
- Mean
- Argumentative
- Disconnected

How to network

Networking is the most important part of LinkedIn. Who should you connect with? Ask yourself: Could they do a favor for you, or could you do a favor for them? If yes, CONNECT!

Use your connections to your advantage. Let them know if you applied for a job with their company, or ask them to connect you with someone you need to reach. LinkedIn job postings often have a recruiter assigned to them. Introduce yourself after applying.



Professional organizations and the DU alumni network

Navigate to Davenport University's Alumni homepage. This page offers insights on where our graduates have landed. You can search by location, company or industry. Stay relevant by following groups in your area or industry.






General guidelines for content to AVOID:

- Posts related to alcohol/ drugs or showing alcohol/ drugs in the background
- Promiscuous photos (of yourself, others or models)
- Complaints about work, co-workers and employers
- Large amounts of political-leaning opinions, facts or articles
- Proof of you conducting a prank or any illegal activity
- Anything with profanity

Attend Davenport University events and regional career fairs

Find and register for all Career Services events and fairs in Handshake:
davenport.joinhandshake.com/events.

How to attend and prepare for career events

<p>Days and weeks prior to the event</p> 	<ul style="list-style-type: none"> • Get your résumé reviewed by Career Services • Attend our preparatory workshops with Career Services • Review the list of companies attending • Research and target jobs available for you in those companies, and apply for the positions ahead of time (see page 52) • Practice your 30-second commercial/elevator pitch (see below) • Meet with your career coach to practice networking and to provide a rundown of what to expect
<p>The day of the event</p> 	<ul style="list-style-type: none"> • Dress to impress (see page 56) • Bring résumés and a padfolio to take notes • Prioritize your walk-through at the job fair by first visiting the booths of those companies you've applied to already or desire to work for most — but see as many companies as possible • Talk to everyone — remember, the goal is to network • Collect business cards, and take note of who you meet • For virtual fairs, always test your Wi-Fi connection and audio/visual components in advance • Be confident
<p>Within 24 hours after the event</p> 	<ul style="list-style-type: none"> • Follow up with the people you met: Send them an email, handwritten letter or connection request on LinkedIn. This is how you build relationships with employers and recruiters • Include a small piece of information from your conversation to help them remember you specifically • Thank them for taking the time to speak with you • Keep in mind that employers will see over 100 people at a fair; they are most likely to work with those who follow up

Tell me about yourself: 30-second commercial/elevator pitch

Include these elements when introducing yourself to employers:

- **Greeting:** Include your first and last name and a firm handshake
- **Education:** Accurately state your specific program and when you graduated or expect to graduate
- **Experience:** Share your related experience in the specific job you want or have applied for already — mention all internships
- **Strengths:** Emphasize skills you possess that are related to the qualifications of the position you want
- **Accomplishments:** Show accomplishments that emphasize your strengths
- **Professional style:** Demonstrate personal traits and characteristics that describe how you perform your job
- **Job search strategy:** Focus on what you want to do with your experience and which jobs you are interested in or have already applied for

International students

Work authorization options:

Opportunities to market your international assets

On-campus employment:

F-1 visa holders are eligible to work on campus for up to 20 hours per week when classes are in session.

Some restrictions apply; availability is limited.

Off-campus employment:

F-1 visa options:

- Before graduation, CPT = Curricular Practical Training, may apply for paid and unpaid internships or jobs
- After graduation, OPT = Optional Practical Training, may apply for 12 months of work authorization

Working in the U.S.

- Know your work authorization options, timelines and terminology: F-1 CPT, F-1 OPT and F-1 STEM
- Attend a DU- or community-hosted work authorization event
- Use your eligibility to your advantage
- Always market the positive elements of your international perspective
- Search for positions that use your spoken language(s)



Visit Handshake on your student connections

Communicating with employers

- Develop confidence in your English communication skills
- Use CPT to get in front of employers early
- Let employers know that CPT incurs no cost and no additional paperwork for them
- Employers only provide a position description and offer letter, as per usual recruiting practices
- Some employers don't understand work authorization and thus are hesitant to host or sponsor students or pursue work visas

Opportunities to market your international assets

- LinkedIn profile taglines
- Résumé headlines
- Networking conversations
- Cover letters

Get help and use resources

- Join Davenport University's Global Student Organization (GSO)
- DU international student employment: my.davenport.edu/international-students/work-authorization
- AILA is the professional organization for immigration lawyers. Visit aila.org to find an immigration lawyer in your area who can assist with complicated immigration matters
- United OPT and OPT Nation are job search aids to find companies offering OPT jobs to international candidates: unitedopt.com and optnation.com
- Use Handshake to find opportunities that fit your goals; each job posting indicates if an employer is open to OPT or CPT

A cover letter example for the final paragraph:

I want to make you aware that I am an international student available for an internship through my college. I will utilize my CPT as my work authorization and experience approval method. This is a process I will work through with Davenport University. I will only need an offer letter from you after being interviewed and selected. [If true:] I already have a U.S. Social Security number assigned through my past work experience with [COMPANY NAME].

In my future career steps with your organization, or any other U.S. company, I will be required to utilize the OPT and, later, the H-1B visa status process to transition to longer-term career options. I hope you might be open to that possibility after I prove myself. I strive to keep myself informed of the timing and requirements of international student graduate work and will make it as simple as possible for your organization to work with me. Thank you for your consideration of my application and situation; it is greatly appreciated!

Respectfully,

Your Name

Active military and veteran students



See your career coach for any of the following:

- Conversion of your military résumé to a civilian résumé
- Interview preparation and mock interviews
- Job search coaching
- Networking and events with local employers
- LinkedIn assistance and much more!
- Utilization of PathwayU Military Crosswalk:
davenport.pathwayu.com

The Military Crosswalk uses your MOS code, interests and values to see what civilian career options would be the best fit for you.



Step 1: Utilize contacts and resources through Davenport University

davenport.edu/military/student-services

Step 2: Make an appointment with Career Services

davenport.joinhandshake.com

Step 3: Use government websites

VA for Vets is one of the most user-friendly websites for veterans:

vaforvets.va.gov

Career InfoNet military to civilian occupation translator:

careerinfonet.org/moc

Understand military preference for you and qualifying spouses:

governmentjobs.com/careers/michigan/jobs/1385017/veterans-preference

Google has a new tool to assist military personnel. Search “jobs for vets,” and you will be prompted to enter your MOS code. Google will translate your past experience into information and current positions you would qualify for.

Military example

Many companies look for military experience. It is up to you to connect how your military experience would qualify you for civilian roles!

For example, if you were an Army specialist and led a bulk refueling crew, you could say, “Led a bulk refueling crew.”

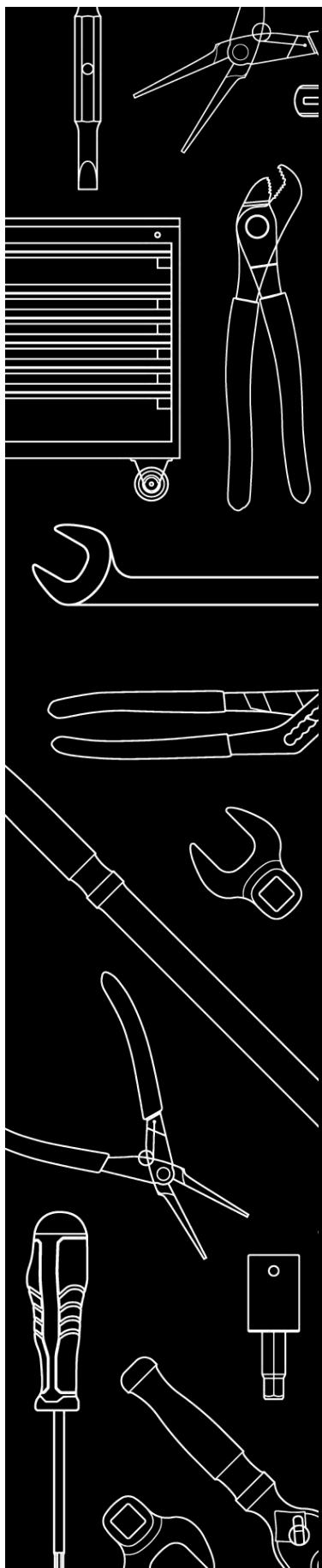
Or you could say:

MILITARY EXPERIENCE

Bulk Refueling Crew Lead

- Led a 5-person bulk refueling crew
- Transferred over 100,000 gallons of fuel in a combat environment with zero accidents
- Maintained and cared for military equipment worth over \$13 million
- Developed and implemented a strategic plan to mobilize 6 military aircrafts and 62 military personnel and all required equipment from Michigan to Iraq





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Interviewing and job offers

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- 53** Sample interview questions
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- 55** Video and phone interviewing
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- 57** Evaluating job offers and onboarding
- 58** Salary worksheet and negotiating offers
- 59**  Budgeting



Company research: They expect it!

There is nothing worse for an interviewer than a candidate who does not understand the basic job functions, the company or the company's industry. This is where candidates can set themselves apart. The more research you do, the easier it is to connect your experience and skills to the company and job description.

QUESTION

"Why should I hire you?"

ANSWER

"Aside from being qualified for the position, I noticed in my research that ... and I ..."



Places to research

- Company website
- LinkedIn and current employees
- Annual reports
- Better Business Bureau
- Glassdoor or Yelp
- Industry and business publications

Know the answers to the following questions:

1. What do you know about the company's mission, vision and values?
2. Where does the company operate, is there a headquarters, in how many locations and countries is it located, and how many people work there?
3. What does the company do? Does it provide a product or service? What is it? Is it high end or low end?
4. Who are the customers?
5. Who are the competitors?
6. Is the company family owned, publicly traded, nonprofit or government?
7. What is the office culture or organizational structure?
8. What makes the company special?
9. Any awards, recent news, industry changes/issues, etc.?
10. What departments, projects and products interest you? Why?

You may not be asked directly what you know about the organization, but get creative in order to incorporate your research into your interview answers.



"Be yourself. Who else is better qualified?"

– Frank Giblin

Q

Meet our AI résumé reviewer, Quinn.

Quinnia is a platform on which students can upload their résumés and get instant feedback.

Give it a try:

quinnia.io/access.



Write down the questions that come up during your research, and save them for when you are asked if you have any questions at the end of the interview.

Sample interview questions

Focus answers on “you as a professional”; avoid focusing answers on “you as an individual.”

Background

- Tell me about yourself (see page 47)
- Why are you interested in the role?
- What qualifies you for the role?
- What do you do in your free time?
- What is your biggest strength/weakness? What has been your biggest achievement?
- Why should we hire you?

Behavioral

See STAR answers on next page.

- Describe a time when you had a difficult customer and how you handled it
- What have you learned from a past mistake?
- How do you resolve conflict within a team?
- Describe a project that failed

Company and culture specific

- What do you know about our company?
- What led you to apply here?
- What qualifications/personality traits would you bring to our company/office/team?
- What database/software programs are you familiar with?
- Why do you want to work for our company?

Professionalism/work ethic

- How do you manage your time?
- How do you evaluate success?
- How do you work under pressure?
- What do you look for in a supervisor/manager?
- Describe your ideal work environment
- Do you work better independently or in a team?
- Describe your ideal job
- Where do you see yourself in 5-20 years?
- What are your short-term and long-term goals?

Academic

- What caused you to choose your particular major?
- What was your favorite course? Least favorite?
- What was your most rewarding experience in college?
- Did you complete an internship?

Questions for the interviewer when they ask if you have any questions

- How will you measure the success of the person in this position?
- What are your expectations of the person in this role in the first 90 days?
- What are some of the challenges in this position? Company?
- What do you think are the most important qualities for someone to have to excel in this position?
- Why do you enjoy working for this company?
- How would you describe the company culture?
- What are the company’s short- and long-term goals? What role would I play in those goals?
- What are the typical career paths in this company?
- Is there anything that concerns you about my background being a fit for this role?
- What is the timeline for next steps? If I haven’t heard from you by _____, is it all right if I follow up with you?



Illegal questions

- When do you plan to retire?
- Are you married?
- How old are you?
- Do you have or hope to have children soon?
- Do you have any health problems that would cause attendance issues?
- Where do you worship? What church do you belong to?
- Are you a Republican or a Democrat?
- Is English your first language?

It is acceptable not to answer illegal questions by simply pointing out that the question is illegal and that you would rather not get the interviewer into trouble by answering it.

Top 50 most common interview questions and answers:

tinyurl.com/CommonInterviewQandAs

Give a STAR answer to behavioral questions

When an interviewer asks for “an example of” or “a time when,” give them a STAR (situation, task, action, result) answer. Elaborate with direction! These questions are all about the art of storytelling.

It is hard to know exactly what situational questions an interviewer will ask, but look at the job description and decide what areas they are likely to focus on.

Example question

Give an example of when you provided great customer service.

Situation

Set the scene. What was the specific situation you were involved with? DO NOT pick a daily situation or duty you performed because it will be too general. This should relate to a specific project or moment in time.

In my time with Enterprise Rent-A-Car, customer service was always of the utmost importance. We had a customer who would fly into the airport every week and was always grouchy, so people tried to avoid helping him.

Task

What was the end goal or obstacle you faced?

I decided to focus on being the customer’s go-to person and made sure he consistently had a positive experience.

Action

What specific action did you take to accomplish the task? Keep focused on YOURSELF and YOUR ACTIONS, and do not get bogged down in the unrelated details. Do NOT dwell on a co-worker’s or a boss’s shortfalls and mistakes or issues you’ve had with them.

I set a reminder every week to set aside the specific car the customer liked and made him feel like a special customer. I would have his contract ready so I only needed to check his license, swipe his credit card and send him on his way in a timely manner.

Result

What was the outcome? Take credit for what happened. Give the story closure. What did you accomplish? Always end on a positive note even if you did not achieve the result you intended. What did you learn from the mistake?

After only a few weeks, I had built such a great relationship with him that he would even choose to wait in my line just to work with me!

To start, be prepared for STAR answers that relate to all of the following:

- Communication
- Teamwork
- Customer service
- Leadership
- Time management



Video and phone interviewing

The basics

- Establish the right time zone (CST/EST), and DO NOT BE LATE!
- Who is calling whom?
- Obtain an alternative phone number in case there are issues logging in to the online interview

Profile

- Have a professional photo as your icon and not a vacation or couple's photo

Be proactive to prevent technical problems

- Test your audio and video
- Make sure your audio doesn't echo or have static
- Make sure your lighting is adequate and your face can be seen; natural light works best
- Be sure to avoid glare and shadowed facial features
- Close all other browser tabs to avoid interruptions during the interview
- Choose a location where your Wi-Fi is strong and capable of streaming
- Use a PC or laptop. Do not use a tablet or phone. This will provide a steady video feed without shaking and will allow your hands to be free
- Use a headset to minimize echo and background noise
- Run a test with a friend to make sure you can be heard and seen clearly

Look and sound professional

- This is an interview; treat it like one — dress professionally from head to toe
- Speak slowly and clearly
- Eye contact is tricky since the interviewers are on screen, but try to look at your camera directly as much as possible — otherwise, it will appear as if you are looking down
- Keep gestures to a minimum; the interviewer can only see a limited area

Manage your environment

- Notify roommates and family members that you have an interview
- Make sure your pets and children are in a place where they cannot be heard
- Make sure your background is clean and clear, with no posters, laundry, trash, dishes or other visual distractions

What to have with you

- Bring your résumé, cover letter, job description and company research to refer to during your interview
- Adding sticky notes on your screen can remind you to address certain key points or just to smile!
- Do not rifle through papers during your interview; it is distracting and loud

Commonly used virtual interview platforms:



Make sure you download the appropriate software in advance of your interviews to avoid technical issues with your microphone and camera.



Meet our AI résumé reviewer, Quinn.

Quinnia is a platform on which students can upload their résumé and get instant feedback.

Give it a try:
quinnia.io/access.



Dress to impress

Better safe than sorry

Always go business professional if you are unsure.



Dress professionally

- Cleanliness and appropriate dress are a must
- Stick with solid colors and tighter-woven fabrics or simple patterns
- Men: charcoal-gray or dark-blue suits with a tasteful shirt and conservative tie
- Wear a belt
- Women: a good quality suit with a flattering, unrevealing blouse
- A skirt should be no shorter than the tips of your middle fingers or just above the knee for good measure
- Avoid tight or overly loose-fitting clothing
- Avoid shirts with lettering or graphics
- Make sure your outfit is wrinkle-free
- Heels or flats are OK! Just make sure you are comfortable walking potentially long distances, on stairs and on all types of terrain (hello, office tour!)
- Never wear white socks

Hair and makeup

- Appear well groomed and up to date in style: clean, neat and flattering

Pleasant body odor

- Don't forget deodorant
- Avoid perfumes and colognes

Smokers

- Don't smoke once you're in your interview attire
- Clean interview attire, and keep it in a smoke-free place

Accessories

- Avoid flashy jewelry/accessories
- Keep piercings to a minimum; if you have facial or body piercings that are noticeable, you should remove them before the interview

PRC

Panther Resource Closet

Access to DU resources and affordable clothing

The Panther Resource Closet (PRC) is a free resource for all DU students that provides food, hygiene items and professional clothing.

Visit the PRC, or request items through the Center for Campus Life: my.davenport.edu/student-life/resources/panther-resource-closet.

Business professional — VS — Business casual



Business professional is NOT business casual

Always wear a blazer or jacket over a dress shirt with a tie. Avoid bare shoulders.

Other options:

- Consider consignment or resale shops for new and gently used clothes.
- Get fitted at a professional retail clothier, and write down your correct measurements. Then search through online sales, outlets and clearance sales.



Evaluating job offers and onboarding

You have gotten through your interviews and have received the offer.

Do not feel pressured to accept an offer on the spot. It is always best to ask for at least 24 hours after receiving the **written offer** to make a final decision, even if you fully intend to accept it.

Salary

Can you live on this salary? Use the worksheet on the next page to make sure that you account for your current cost of living and that your bills will not exceed your projected take-home pay. While your current expenses alone may not be a reason to negotiate a higher wage, having a realistic expectation of what the salary is for a specific position based on industry standards should support your request. Before finalizing negotiations, ask about annual increases, what they are based on and how they have been issued in previous years. See onetonline.org and the NACE Salary Calculator for more information (see link on page 58).

Benefits

It is not always about the money! Benefits can be negotiable and can include insurance (medical, dental, vision, life, etc.), vacation, holidays, flexibility, overtime options, professional memberships, child care and retirement options. Keep in mind that benefits can make up about 40% of your total compensation.

Office environment and company culture

Will you enjoy it there? What are the personalities of your team members, and will you be comfortable with the management? If you got the impression you may not get along with your direct supervisor during the interview, take that into account. Do your attitudes, values and goals align? Is the office culture casual, business casual or business professional? Keep in mind what your wardrobe looks like; are you willing and able to buy new clothes if necessary?

Commuting and working remotely

This may sound trivial, but focus on what your commute will look like every day. Consider high-traffic times of day, gas, winter weather, construction, work-from-home flexibility, and how far away you are from children, day care or medical appointment locations. If you have the chance to work from home remotely, figure out how it can benefit your schedule.

Understand the cost of living

If you are moving to a different city or state, the cost of living will change. Use the CNN Money Calculator for different costs of living: money.cnn.com/calculator/pf/cost-of-living/.

If a company requires you to move, be sure to ask if it offers a relocation package.

Offer

Read offer letter (start date, paid time off, benefits, etc.), and confirm that the details discussed match what is in writing.

Verify

Offer letters and start dates may be contingent upon a background check, an official transcript, a physical or drug test, etc.

Sign a consent form for a background check, and order official transcripts if needed.

Onboarding

Complete required paperwork: tax forms, policy acceptance, etc.

An I-9 form will be required on your first day — provide original documentation to verify your identity and authorization to work in the U.S. to your manager or human resources.

Orientation

An orientation is common when you are a new hire; it may be in person or virtual.

Performance review

Many companies will have a 90-day evaluation for new hires.

When starting a new position, work with your manager to set goals for the next performance evaluation cycle.

Salary worksheet

Estimated salary per month	+
Estimated taxes (about 25% of salary — depending on filing status/type)	-
Medical insurance (including dental and vision)	-
Unreimbursed business expenses (gas, parking, etc.)	-
Car and rent/house payments	-
Monthly bills (gas, electric, water, cable/internet, phone, student loan payments, etc.)	-
Average grocery spending	-
Misc. consistent expenses (credit card debt, outstanding bills, child care, etc.)	-
TOTAL Can you live with the amount (per month) based on your lifestyle? Do not forget about emergency funds and retirement contributions. Consider bonuses and overtime.	=

Negotiating offers

It is always awkward

Be confident in your worth and clear on your expectations from the beginning. Avoid asking about salary in initial interviews. If the salary range is not posted in the job description or provided during the interview process, use onetonline.org to understand the range the position should merit. Gather the information, and decide what your realistic target number should be. Expect to be at the low end of a range unless:

- You have met all AND exceeded some requirements listed in the job description based upon experience and education
- You have achieved “preferred qualifications”
- You have worked for the company previously
- The compensation is not enough to incentivize you to leave your current role

Asking for a raise or promotion?

This is no easy task, so do not do it unrehearsed. Contact your career coach to have the conversation prepared before you make the big ask. This way, you are the more prepared person in the room!

Do your research! Understand the salary range for your region and experience level:

jobsearchintelligence.com/etc/jobseekers/salary-calculator.php



Not all offers are negotiable due to interoffice equity, company policy or budgets, or nonprofit status. Review the previous page. If a company is not able to offer you more, consider negotiating for moving costs, expense reimbursement such as mileage, schedule flexibility, additional vacation time, professional development, certifications or other benefits. Engaging in negotiations does not mean you will not accept the position if requests aren't met. Now it's time to discover what they are willing to pay to secure a great candidate. Contact Career Services to gain an impartial opinion and discuss how to best leverage yourself effectively through this conversation.

Budgeting

Use the worksheet below to build your budget. Use the column to the right of the cost column to track whether that expense is a need, want or savings expense.

Household:	Cost	Need, want or savings
Rent/mortgage		
Utilities (electric, gas, water)		
Cable and internet		
Home telephone		
Cellphone		
Other household expenses		
Total:		

Food:	Cost	Need, want or savings
Groceries		
Lunches and snacks		
Dining out		
Total:		

Transportation:	Cost	Need, want or savings
Car payment		
Insurance		
Gas		
Maintenance		
Public transportation		
Other (parking, etc.)		
Total:		

Children:	Cost	Need, want or savings
Day care		
Activities		
Total:		

Personal care:	Cost	Need, want or savings
Clothes and shoes		
Toiletries		
Laundry and cleaners		
Hair care		
Other		
Total:		

Entertainment:	Cost	Need, want or savings
Movies/sports tickets		
Trips		
Music/DVD purchases		
Books/magazines/newspapers		
Hobbies		
Other		
Total:		

Health care:	Cost	Need, want or savings
Doctor		
Dentist		
Prescriptions		
Insurance premiums		
Other		
Total:		

Miscellaneous:	Cost	Need, want or savings
Credit card payments		
Savings		
Education expenses		
Gifts and charity		
Pets		
Other		
Total:		

Budget alignment check

An ideal budget is 50% needs, 30% wants and 20% savings. Use the numbers from your budget above to see how balanced your budget is.

Needs ÷ take-home pay = budget %

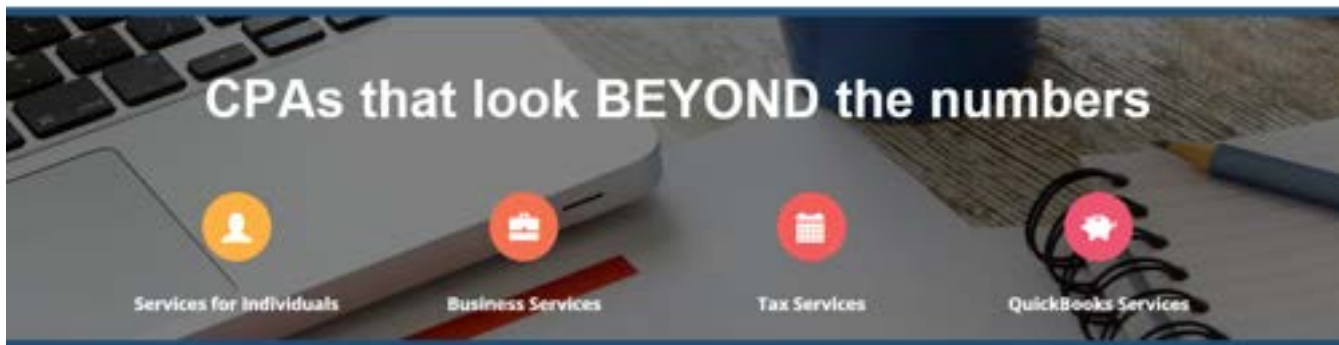
Wants ÷ take-home pay = budget %

Savings ÷ take-home pay = budget %



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