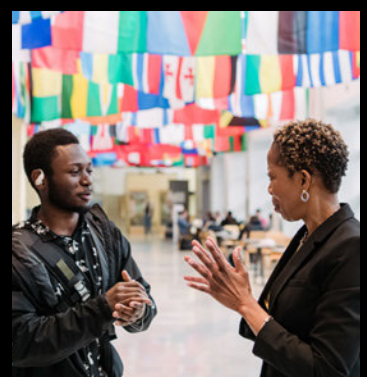




CAREER GUIDE 2023 2024



A Special Thank You to Our Employer Partners

GOLD



SILVER



BRONZE





**CAROLINE
BAKER**

ASSISTANT VICE PRESIDENT
FOR CAREERS AND
CORPORATE
PARTNERSHIPS



**CHRISTINE
ROUTZAHN**

Director

Welcome

Your dreams are what drive us. Let's reach them together.

Each academic year brings a fresh start. Whether you are a new student or returning to campus, it is an exciting time to be part of the UMBC community. You have an important part in shaping who you are and what UMBC will become in the years ahead.

Whether considering graduate or professional school, seeking an internship to gain experience, or employment after graduation, your success and career satisfaction are our primary goals.

Our Career Center team wants to help you discover the possibilities, gain experience through internships and research, and empower you to turn your strengths and interests into a meaningful career path.

This Career Guide is one of the tools that we have created to assist you with the career exploration and preparation process. In the following pages, you will find relevant and valuable information and exercises pertaining to all aspects of the internship and job search process including how to present your strengths and experience confidently on your résumé, write a cover letter that stands out from the rest, and promote yourself in interviews, whether in person or remote. Additionally, if you are exploring majors, you will find information on our career assessments, and career and major exploration.

Connect to thousands of jobs and internship opportunities in UMBC's job and internship platform, Handshake. You will receive personalized job recommendations, be able to connect with employers and peers working at organizations that interest you, and get an inside look at organizations with thousands of student reviews. Most importantly, take advantage of all the resources available and partner with us as you take steps toward realizing your career goals. We can help you explore your career options, weigh decisions, and connect you to employers seeking to hire UMBC talent at all academic levels.

During these times, it is especially important to think about your values, hopes, and dreams. Whatever path you choose, our Career Center team is committed to helping you with this process.

Best wishes on your career journey ahead! We look forward to working with you.

NAVIGATION TIPS

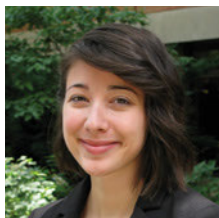
Sections of this guide are color-coded and named to match the corresponding section on the Career Center's website (careers.umbc.edu). There, you may find additional information such as résumé samples or resources for specific populations. Be sure to check the website in addition to this guide.

DON'T JUST READ IT, INTERACT WITH IT

The Career Guide is designed to be an interactive workbook to help you in your career planning efforts. Throughout the guide, you will find prompts asking you to answer questions, fill in charts, complete statements, or check off items from a list. We encourage you to complete the activities, write in the margins, and highlight important sections to get the most out of this resource.

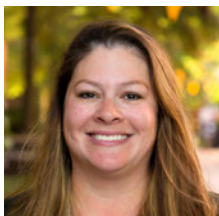
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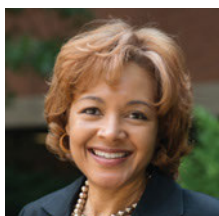
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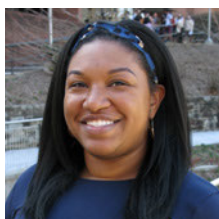
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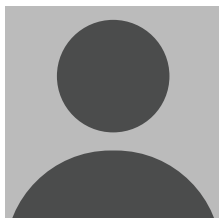
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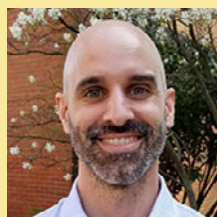
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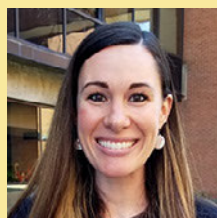
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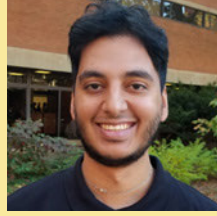
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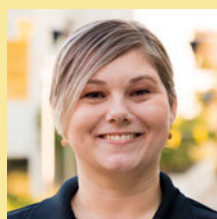
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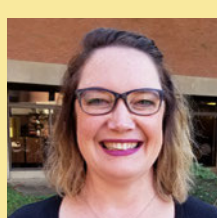
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Donna Poleski

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Specialist

MTIP/MIC RECEPTION

CAREER CENTER

AT A GLANCE

CAREER COUNSELING AND ADVISING

- Career and Major Exploration Counseling
- Career Assessment Instruments
- Graduate and Professional School Preparation
- Individual Appointments and Drop-Ins
- Practice (Mock) Interviews and Interview Prep
- Résumé, Cover Letter and CV Critiques
- Personal Statement Reviews
- Alumni Career Services

NETWORKING AND RECRUITING EVENTS

- Alumni Networking Programs
- Career Fairs
- Diversity Recruitment Event
- Information Sessions and Tables
- On The Road: Employer Site Visits
- On-Campus Interviews
- Retrievers Connect
- UMBC Connects

CAREER DEVELOPMENT PROGRAMS

- Career Month (April)
- Graduate School 101
- Keys to Success
- Building Skills for Career Success Course (PRAC 102)
- Senior Success Conference
- Workshops by Request
- Dining Etiquette Dinner

Full calendar of events available at careers.umbc.edu

CAREER RESOURCES

- Handshake — Job and Internship Database
- Career Assessments (Focus 2, MBTI)
- Big Interview
- Career Guide and Informational Handouts
- Graduate School Guide
- Online Workshops
- Vault: Online Career Library
- GoinGlobal
- Social Media (myUMBC, Instagram, LinkedIn)
- Weekly E-newsletter

JOBS AND INTERNSHIPS

- Intern Success Practicum (PRAC 95/98/99)
- The Inside Scoop: Internship and Career Industry Panels
- Internship Success Conference
- Job and Internship Strategy Coaching
- Support for Academic Credit Internships
- Handshake — Job and Internship Database

University of Maryland, Baltimore County
1000 Hilltop Circle, Math/Psychology 201
Baltimore, MD 21250
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STANDARD OFFICE HOURS

Monday – Friday, 8:30 a.m. – 5 p.m.

DROP-INS & EXPRESS APPOINTMENTS

Quick 15-minute sessions for: résumé or cover letter critique, and overview of services

Drop-Ins (In-Person, during Fall & Spring semester)
Monday – Thursday, 2 p.m. – 4 p.m.

Express Appointments (Virtual)

Friday, 2 p.m. – 4 p.m.; for additional hours see:
careers.umbc.edu/aboutus/contact/

SCHEDULING AN IN-PERSON OR VIRTUAL CAREER COACHING APPOINTMENT

Career Center professionals are available for in-person or virtual appointments Monday through Friday. Students and alumni may schedule individual 30- or 60-minute appointments through Handshake. Career Advisors support a multitude of appointments including résumé reviews, job/internship search assistance, interview prep, graduate school assistance, and career decision making. Simply log into your Handshake account, click on "Career Center" (top left) > "Appointments" > "Schedule a New Appointment." Or call us during office hours.

FOLLOW THE CAREER CENTER



Follow @UMBCcareers on Instagram or the "careers" myUMBC group for information on upcoming events, career planning tips, student intern highlights, and more!

OUR COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

UMBC redefines excellence in higher education through an inclusive culture that connects students, staff, faculty, family members, alumni, and employers to one another. As we consider the dynamic environment of our growing global interconnectedness, the Career Center values the visible and invisible social identities held by each individual. These can range from, but are not limited to, Age, (Dis)Ability Status, Dominant Language, Ethnicity, Gender, Gender Identity, Gender Expression, Nation of Origin, Race, Citizenship Status, Religion and Spirituality, and much more.

In response to the ongoing discrimination and prejudice in the world, the Career Center staff commits to support, empower, and educate our community and ourselves. We commit to support students and alumni in ensuring equitable access to career opportunities. We also recognize that these commitments are always ongoing and never complete.

OUR COMMITMENT TO STUDENTS AND ALUMNI

- To create a welcoming, supportive, inclusive, equitable, and accessible environment for all students and alumni to utilize the Career Center with confidence that we honor their full humanity, lived experiences, and intersecting identities
- To assist students in finding internships, co-ops, research opportunities and full-time employment with organizations that value diversity
- To design events and programs that actively consider and acknowledge the unique needs and experiences connected to various held social identities
- To empower students and alumni to integrate their identities into their job search process, post-graduate careers, and beyond
- To help students navigate challenges that may arise in their places of work, like challenges with cross-cultural communication, clarifying diversity expectations, and determining workplace culture

OUR COMMITMENT TO EMPLOYERS

- To share with employers UMBC's recommendations for Employer Best Practices in Diversity Recruitment
- To assist employers with the development of customized, multi-year recruitment strategies that will connect them with diverse talent
- To partner with internship, co-op and research supervisors to address issues and provide a positive working environment for students

OUR COMMITMENT TO THE UMBC COMMUNITY

- To help build an inclusive and equitable community at UMBC
- To share our knowledge and values of workplace diversity in collaboration with other units and departments of UMBC
- To invest in ongoing training and education for our Career Center staff

TABLE OF CONTENTS

What's New: Enhancing Your Job Search and Career Exploration with ChatGPT/A.I.	6
Are You Career Ready?	8

EXPLORE YOUR OPTIONS

Suggested Action Items	10
Self Assessment	11
Career Exploration	12
Goal Setting/Decision Making	14
Values	15
Weighted Pro-Con List	16

PREPARE YOUR DOCUMENTS

The Résumé: What It Is and How to Start	18
Tailoring Your Résumé Experiences to the Job Posting: Sample Job Posting	20
Sample Action Verb List	21
The Do's and Don'ts of Résumé Writing	23
Résumé Guidelines	24
Résumé Criteria	36
Curriculum Vitae (CV)	37
Getting Started with a Cover Letter	39
Sample Cover Letter: Application Letter	41
Requesting References and Letters of Recommendation	42
How to Develop a Personal Statement for Research Opportunities & Graduate School	44
Showcasing Your Work	46

BUILD YOUR NETWORK

Networking 101	48
10 Tips for Effective Networking	49
Informational Interviewing	50
Sample Informational Interview Questions	52
Body Language	55
Personal Branding	56
LinkedIn	58
Retrievers Connect	61

FIND A JOB OR INTERNSHIP

Internships, Co-ops and Research	63
Job and Internship Search Strategies	64
Getting Started in Handshake	66
Intern Success Practicum	67
Fellowships and Stipends for Applied Learning	68
Getting Started with Undergraduate Research: On-Campus Research at UMBC	71
The Career Fair: Meet and Greet Employers	72
Red Flags: "Is This Posting for Real?"	73
Government Job and Internship Search	74
Students with Disabilities	76
Tips for International Students	78
Tips for LGBTQIA+ Students	80

MASTER THE INTERVIEW

Three Key Steps to Interview Success	82
Stages of an Interview	83
Do Your Research	85
Types of Interviews	86
Technical Interviews	88
How To Prepare For Pre-Employment Tests	90
Dressing For Success	90
The Do's and Don'ts of a Professional Image	91
Practice, Practice, Practice	92
Behavior-Based Interviews	92
Common Interview Questions	94
Questions by Industry	95
Responding to Challenging Questions	96
Questions to Ask at the End of Your Interview	97
After the Interview	98
Post Interview Correspondence	99

TRANSITION INTO THE WORKFORCE

Evaluating Job Offers	100
Staying Productive While Working From Home	102
Gap Year	103

WHAT'S NEW

ENHANCING YOUR JOB SEARCH AND CAREER EXPLORATION WITH CHATGPT/A.I.

ChatGPT (Chat Generative Pre-trained Transformer), is an AI-powered (Artificial Intelligence) language model developed by OpenAI. It is a rapidly advancing technology – a versatile and valuable resource which, when used effectively, can greatly aid in your career exploration, job search, networking, and interviewing. Nonetheless, while ChatGPT can revolutionize career exploration, interviewing, and job search strategies, its limitations, benefits, risks, as well as ethical considerations, should always be considered.

LEVERAGING AI FOR CAREER EXPLORATION AND JOB SEARCH

ChatGPT can be a powerful tool for navigating today's complex job market. By prompting the model with queries about industries, job roles, required qualifications, and growth prospects, you can quickly obtain comprehensive information that can guide your career decisions and job search campaign. Additionally, by generating effective prompts that reflect personal preferences and aspirations, you can even gain insights into suitable career paths tailored to your unique strengths.

BENEFITS OF AI IN JOB SEARCH AND CAREER EXPLORATION

Using AI for career exploration and job search can be beneficial. AI can rapidly analyze vast amounts of data, such as current trends and emerging fields. Overwhelming information can be streamlined into helpful insights, making career exploration more manageable.

EXAMPLES OF BENEFITS:

- **Efficiency:** AI accelerates the job search process, saving you time and effort.
- **Personalization:** Tailored recommendations help you find opportunities aligned with your skills and interests.
- **Continuous Learning:** Stay updated with industry trends and skills in demand through AI-powered insights.

- **Confidence:** AI can boost your confidence by offering interview practice and career advice.

RISKS OF AI WITH YOUR JOB SEARCH

- **Overreliance:** Depending solely on AI may lead to missed opportunities or a lack of personalization.
- **Privacy Concerns:** Please do not share personal data with AI tools; it "remembers" what you enter. However, you may disable your chat history ("Settings" in lower left, "Data Controls," toggle off).
- **Bias:** AI systems may inadvertently perpetuate bias in job search recommendations.

NETWORKING AND BUILDING CONNECTIONS

AI tools can provide valuable assistance with your networking. By offering suggestions for how to reach out to industry professionals, crafting compelling networking messages, and practicing elevator pitches, it can help you build meaningful connections and expand your professional network.

AI-POWERED TOOLS FOR JOB SEARCH

Several AI-powered tools designed specifically for job search and career exploration have emerged. Platforms like **"CareerBot"** simulate career coaching conversations, helping users identify suitable paths and develop job-search strategies. **"JobFinderAI"** employs AI to match you with job openings tailored to your skills and preferences. These tools streamline the job search process, saving time and increasing the chances of finding the perfect fit.

AIDING INTERVIEW PREPARATION

ChatGPT can be an invaluable resource for interview preparation. It can even simulate interview scenarios and generate responses to common questions, which will help you to practice and refine your answers. It can also provide insights into industry-specific interview etiquette and expectations, giving you a competitive edge.

MASTERING THE ART OF PROMPTS

Using effective prompts is essential to getting the most out of ChatGPT. The output will only be as good as your input. Crafting clear and specific prompts helps extract accurate and relevant information. For instance, asking “What are the emerging roles in sustainable energy?” instead of “Tell me about job opportunities” will yield more useful results. Providing context and being explicit in queries can optimize the AI’s responses.

THE BOUNDARIES OF CHATGPT

Despite its capabilities, ChatGPT has limitations. It lacks the capacity for original thought and relies on the data it was trained on, which might not always be up-to-date or entirely accurate, or may even be “invented.” It is crucial to cross-reference the information obtained from ChatGPT with reliable sources provided by the Career Center.

ChatGPT can give you a great foundation, but you do need to provide it with guidance, and plan on taking it from 80% to 100% yourself. You must edit its output until you are satisfied with the results; **never rely on its initial output.**

A WORD OF WARNING – ETHICAL CONSIDERATIONS

While AI has transformative potential, it also poses risks. Overreliance on AI-generated advice can lead to gaps in your career management tool kit. Additionally, present in its training data, there is a risk of perpetuating bias, reinforcing existing inequalities. Ethical concerns also arise in cases where AI-generated content is presented as human-created, potentially misleading users.

Indeed, ChatGPT and AI-driven tools have the potential to revolutionize the way you approach career exploration, job search, and interview preparation. However, its usage should be balanced with critical thinking, cross-referencing, and ethical considerations. When used responsibly, the power of AI can help you navigate a dynamic job market more effectively and make informed career decisions that align with your career goals and strengths.

Open AI (ChatGPT* developer): <https://chat.openai.com/>
GPT-3.5 (free)/GPT-4(subscription)

SAMPLE PROMPTS

- What are some common interview questions a hiring manager could ask at a company that [explain what the company is/does]?
- How can I optimize my LinkedIn profile for searchability by including relevant keywords and phrases related to my target industry or profession?
- What are some strategies for researching the market rate salary for the _____ position at _____ company?
- What are the key factors to consider when choosing a career, and how do I weigh them against each other?
- Can you rewrite my bullet points to include more results-driven achievements with a focus on my experience in _____?
- What are the essential skills and qualifications for the [insert link to job posting] position at _____ company, and how can I demonstrate them in my cover letter?

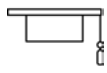
***Note:** ChatGpt is just one of many AI tools and the list is rapidly growing (e.g., Microsoft Bing).

ARE YOU CAREER READY?

Employers are looking to hire college students and recent graduates who know how to use their talents, strengths, and interests. These students are Career Ready. How do you become Career Ready? Mastering these Career Readiness Competencies will prepare you for a successful transition into the workplace.



CAREER READINESS COMPETENCIES



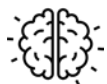
CAREER & SELF DEVELOPMENT

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.



COMMUNICATION

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.



CRITICAL THINKING

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



LEADERSHIP

Recognize and capitalize on personal and team strengths to achieve organizational goals.



EQUITY & INCLUSION

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



PROFESSIONALISM

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.



TEAMWORK

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.



TECHNOLOGY

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

Reflect on experiences (jobs/internships, student activities, volunteering, courses, etc.) Where you have had the opportunity to develop the core career ready skills employers want. Write out an example that demonstrates the use of that competency (example below).

COMPETENCY	EXPERIENCES	EXAMPLES
LEADERSHIP	<ul style="list-style-type: none">President of SororityGroup project for Macroeconomics	<ul style="list-style-type: none">Created fundraiser for animal shelter. Recruited help and delegated tasks to raise \$1500.Ran weekly meetings, collaborating with other leaders.Led group by creating system for everyone to complete their tasks and communicate. Presented to class.

Adapted from the NACE Career Readiness Competencies 2021



**We make collaboration,
diversity, and opportunity,
work for you.**

T. Rowe Price is a global investment firm managing more than \$1 trillion, with more than 7,900 associates located across 16 countries. We're committed to our associates' success, offering attractive opportunities in investment management, technology, accounting, sales, and marketing. If you're seeking a meaningful career in a culture that thrives on teamwork, contact us at **troweprice.com/careers**.

EXPLORE YOUR OPTIONS



SUGGESTED ACTION ITEMS

WE RECOGNIZE THAT THE CAREER DEVELOPMENT PROCESS IS FLUID AND THAT THESE ARE MERELY GUIDELINES.

FIRST AND SECOND YEAR

Meet with a Career Specialist to talk about your interests, abilities and values and take one of our career assessments. We can also help you explore majors and related career paths while developing your career goals.
Get involved with a campus club/organization or service-learning.
Check out our career exploration and development events such as “Keys to Success” and “Get the Inside Scoop” series.
Create or update your résumé. View our resources in this guide and on the Career Center’s website.
Do you use Handshake? Log on to update your account, upload your résumé, and search for job, research, internship and co-op opportunities.
Join our myUMBC group and social media sites and watch for the weekly Career Center announcements to ensure you receive the latest career information from the Career Center.
Apply for meaningful summer experiences, including internships, part-time jobs, research, and co-ops.
Attend the Fall and Spring Career & Internship Fairs.
Do you use Retrievers Connect? Log in and activate your profile. Tip: import your information from your LinkedIn Profile.

THIRD AND FOURTH YEAR

See a Career Specialist to ensure your career path is clear and you are on the right track with your career plans.
Polish your résumé and other job search and graduate school documents to ensure all experiences from college are included.
Search and apply for internship and job opportunities through your Handshake account.
Do you use Retrievers Connect? Log in and activate your profile. Tip: import your information from your LinkedIn Profile.
Prepare for internship and job interviews by using the Big Interview platform on our website. You can also schedule an appointment for a practice interview (see p. 92).
Participate in virtual interviews to connect with employers who visit campus.
Land an internship, co-op or research experience and register for the Intern Success Practicum (see p. 67).
Build skills through your campus club or professional organizations by taking on leadership positions.
Research industries and companies using resources on the Career Center’s website — for example, Vault.
Check out the events calendar on our website and plan to attend networking events such as Career Fairs, Career Month, and UMBC Connects Days.

SELF ASSESSMENT

The Career Center is here to help you navigate through the steps that can help you select the major or career that will be the best fit for you — self-assessment and career exploration. Whether you are thinking about choosing a major, a career field, or a graduate school, it all starts with you and who you are. Alignment between your personality, interests, values, and strengths ensures greater career success and satisfaction. Starting early allows you time to explore your options and to gain first-hand knowledge which can help to confirm your decision. Schedule an appointment with a Career Specialist for more information on action steps to take to support your career decision making.

Before you decide on a career path, it is important to first identify your motivations, interests, and strengths. It can be tempting to jump into a major, career, or job first, but the most effective decisions start with thoughtful preparation. “Who am I?,” “What is important to me?,” “Where am I going?” and “How am I going to get there?” are important questions to ask when preparing to make career decisions.

Self-assessment is one way the Career Center can support you through this process. Though there is no assessment that can make a decision for you, we offer several resources that can help you understand yourself better and provide potential career matches. Find links to the assessments by visiting our website and under “Quick Links” select “More Tools/ “Tools for Exploring Majors and Careers.” It can be helpful to schedule an appointment with a Career Specialist to discuss and interpret your assessment results. Below are assessments offered by the Career Center:

FOCUS 2: CAREER AND EDUCATION PLANNING ONLINE ASSESSMENT

Helps to identify your interests, personality, talents and values and then plan the education and training you will need. After taking Focus 2, you will obtain a customized report listing careers that match up to each of these areas.

MYERS-BRIGGS TYPE INDICATOR (MBTI)

Provides an accurate picture of your personality type. Understanding characteristics unique to each personality type provides insight on how your personality type can influence your decision making, and how you communicate and interact with others. The detailed report includes careers that match your type. You must schedule an appointment with our MBTI-certified counselors to obtain your results.



CAREER EXPLORATION

Learn more about the world of work and where you might fit in, drawing on what you know about yourself. Researching careers related to your major or strengths is another way to determine industries that could benefit from your unique skill sets. It is difficult to determine the best fit for you if you don't even know your options. Research is critical, but so is gaining a more personal perspective. Informational interviews, job shadowing, volunteering, and internships allow you to test the career fit. Seeing it yourself not only provides a more complete picture of what a career looks like, but it can validate whether or not you are making the right decision.



VAULT

Vault is a company database as well as a comprehensive career resource aimed at college students. It features their bestselling career and industry guides, videos, blogs, news and more. You can access Vault on the Career Center's website, under Quick Links.



MAJORS RESOURCES

These custom resources provide information about potential industries and jobs for most UMBC majors. Use these tools to explore careers, understand industries, and begin to consider experiential learning options. These can be found on our website under "Tool Kit" > "Tools for Exploring Majors & Careers."



FOCUS 2

Access your Focus 2 account from the Career Center's website (see Focus 2 under "Quick Links"). Once logged into FOCUS 2, go to the "Exploring the Possibilities" section for information on majors and industries.



O*NET

The O*NET system serves as the nation's primary source of occupational information, providing details about work activities, skills, required education, and more.



INFORMATIONAL INTERVIEWING

Informational interviewing is when you have a conversation with a professional who has a job you are considering or works for a company where you want to work. It allows you to directly connect with experienced professionals, gather information, and establish contacts in specific career fields. See the "Build Your Network" article (p. 48) for more information.



RESEARCHING COMPANIES

By researching companies and organizations through events, websites and literature, you can discover industries that could benefit from your unique skill sets. Refer to the "Master the Interview" section in this Guide for additional tips on how to research companies (see p. 85).



RETRIEVERS CONNECT

Retrievers Connect is a professional networking platform, just for UMBC students and alumni. This new platform is a way to connect alumni volunteers with students and other alumni to foster their career success (see p. 61).



LINKEDIN

Did you know that LinkedIn can be used as a resource for finding a major or career path? By exploring career paths of UMBC alumni and conducting informational interviews, it is easy to see where someone with your major or career interest has landed. You could even ask to shadow professionals at work. See the "Build Your Network" section in this Guide for additional LinkedIn tips (see p. 58).



WHAT CAN I DO WITH THIS MAJOR?

Find over 100 major profiles with information on common career paths, types of employers that hire in your field, and strategies to maximize opportunities as well as links to professional associations, and other job search resources.

Catalent
BIOLOGICS

now hiring in
**BALTIMORE/BIOPARK &
HARMANS/BWI IN MARYLAND**

**YOUR EXCITING CAREER IN
BIOTHERAPEUTICS AWAITS!**

Join us in our mission to develop,
manufacture and supply products that
help people live better, healthier lives.

Openings available in Quality, Manufacturing,
Engineering, Product Development and more!



BALTIMORE/BIOPARK

SCAN HERE
for additional
information



HARMANS/BWI



GRADUATE SCHOOL



@umbcgradschool

Take the Next Step!

- The Graduate School at UMBC offers over 80 master's, doctoral, and certificate programs
- Qualified alumni are eligible for our **\$1000 scholarship** that can be applied to any certificate or master's program
- Alumni can waive their application fee with code: **RetrieverAlum**

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GOAL SETTING/ DECISION MAKING

"A goal without a plan is just a wish" — Antoine de Saint-Exupéry

The most effective goals are SMART — specific, measurable, achievable, relevant, and timely. This method will ensure you set detailed goals with realistic steps, timelines, and outcomes that can be accomplished.

GOAL SETTING

S — Specific What exactly will you accomplish?	
M — Measurable How will you know when you have reached this goal?	
A — Achievable Is the goal realistic? Do you have the resources to achieve it? How will you overcome obstacles?	
R — Relevant Why is this goal meaningful? Is it in line with your values and other goals?	
T — Timely When will you achieve this goal?	

Career Specialists can help you set goals, make career decisions, and create your personalized career plan. Schedule a 60-minute appointment with a Career Specialist online via Handshake by clicking "Career Center" > "Appointments" > "Schedule A New Appointment," or by calling 410-455-2216.




Write your SMART goals down and review them regularly. If you're focusing on concrete goals you can visualize, you'll be more likely to accomplish them. Create a plan of action that identifies detailed steps that you will take along the way to ensure that you stay on track and make progress. If the overarching goal seems overwhelming, try breaking it down into smaller, more immediate and doable components. Think about your goals each day, and with every decision you make, ask yourself if that action will take you closer to, or further from, your set goals.

VALUES

The best career choices are ones that match your values. They represent the beliefs you have about what is important in your work and what makes it meaningful to you. When your values align with how you live and work, you tend to be more satisfied.

Consider each value listed below and indicate whether it is Always, Often, Sometimes, Seldom or Never valued. There are no right or wrong answers or better or worse values. Then take a deeper look at those things you always value and narrow it down to the top five of your most important values. See if you can even get it down to three. Which ones are you willing to compromise? What would a career look like that upholds your values?

	Advancement		Excitement		Job Security
	Aesthetics		Family		Leadership
	Affiliation		Fast-Paced/Timely		Make Decisions
	Altruism/Help Society		Financial Stability		Moral Fulfillment
	Authenticity		Flexibility		Personal Growth
	Autonomy		Fun		Recognition
	Challenge		Generating Knowledge		Status/Prestige
	Change/Variety		Harmony/Tranquility		Structure/Predictability
	Competition		Help Others		Teamwork
	Creativity		High Earnings		Work Alone
	Diversity		Influence People		Work/Life Balance

	CAREER OPTIONS UNDER CONSIDERATION			
 Career Values	K-12 School Counselor	University Psychology Professor	Private Therapist	HR Specialist
1. Autonomy	-1	2	3	0
2. Flexibility	2	3	3	2
3. Status/Prestige	0	2	3	?
4. Work/Life Balance	0	2	?	2
5. Work Alone	0	0	2	-1
Totals	1	9	11	3

Rate each career option according to how congruent it is with each of your values.

3

2

?

0

-1

Very CongruentCongruentMaybe CongruentIncongruentVery Incongruent

WEIGHTED PRO-CON LIST

This activity can help you lay out the important factors and considerations impacting your career decision. The final decision won't always be the highest rated option; it is a process of identifying all the factors for

ACTIVITY

consideration that provides the most insight into the decision making process.

1. At the top of the worksheet, list up to three options you are comparing.
2. In the "Factors/Values" column, list up to 10 important factors and values impacting your decision (e.g., desired location, affordability, time for social life, etc.). If you need help identifying your values, take the Focus 2 assessment available on the Career Center's website, complete the values exercise on page 14, or schedule or schedule a meeting with a Career Specialist.
3. In the "Importance" column, rate how important that factor or value is in your decision on a scale of 1 - 5
4. In the "Probability" column, rate the likelihood that each option will fulfill the factors and values selected on a scale of 1 - 5 where 1 = very little chance it will be fulfilled and 5 = no doubt it will be fulfilled.
5. Multiply the "Importance" number by the "Probability" number and enter it into the "Subtotal" column for each option.
6. Add the subtotals for each column and enter the amount at the bottom.
7. Compare the totals for each option.

SAMPLE

OPTIONS		Go to law school after graduation		Work 1-2 years before going to law school		Travel the world before law school	
Factors/Values	Importance	Probability	Subtotal	Probability	Subtotal	Probability	Subtotal
Prestige	3	5	15	3	9	1	3
My family will respect me	4	5	20	2	8	1	4
Save money	3	1	3	5	15	1	3
Personal growth and fulfillment	5	4	20	3	15	5	25
Reduce current stress	2	1	2	2	4	4	8
Early start on career	4	5	20	4	16	1	4
Take time to make sure law school is right for me	2	1	2	5	10	4	8
TOTALS:			82		77		55

WORKSHEET

OPTIONS							
Factors/Values	Importance	Probability	Subtotal	Probability	Subtotal	Probability	Subtotal
Refer to p. 15 for help identifying values							



GO FURTHER, RIGHT HERE

If you're interested in pursuing a graduate degree, certificate, or credential, we offer a range of programs designed to help you take your career to the next level. Our career-focused programs offer small, interactive classes, led by industry professionals, equipping you with the necessary skills, hands-on experience, and invaluable connections to launch your career successfully or thrive in your existing profession.

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PREPARE YOUR DOCUMENTS



THE RÉSUMÉ: WHAT IS IT AND HOW TO START

Your résumé is the gateway to landing an interview for a job, internship, or graduate school. It should display your experience, skills, education, and accomplishments. Résumés vary in length, but are typically one page for undergraduates and two pages for graduate students with professional experience. On average, employers spend only 5-7 seconds reviewing your résumé the first time they see it, so organization and format are key!

WHAT SHOULD I INCLUDE?

- ☐ Contact Information: Name, email, phone number, address (For address, you may opt to list your full street address or just your city and state); also include a LinkedIn address, personal website and/or a link to your portfolio (if you have them)
- ☐ Objective or Professional Summary/Profile **(Optional)**
- ☐ Education: College and University Attendance /Graduation Date
- ☐ Certifications and/or Training
- ☐ Licenses or Licensure
- ☐ Study Abroad or Educational Travel
- ☐ Relevant Coursework
- ☐ Skills/Strengths: Technical, Laboratory, or Foreign Languages
- ☐ Projects: Can be from courses or personal projects related to your career interests
- ☐ Work Experience
- ☐ Leadership Positions
- ☐ Military Experience
- ☐ Volunteer Work/Community Engagement
- ☐ Extracurricular Activities
- ☐ Honors/Awards/Achievements
- ☐ Publications / Patents
- ☐ Research/Professional Presentations
- ☐ Memberships/Affiliations/Professional Development

Résumés can be very subjective, so if you are unsure about formatting, schedule an Express Appointment or full length “résumé review” appointment in Handshake. These core section headings are only suggestions. You may customize your résumé by changing these headings and adding others.



WHAT ABOUT FORMATTING?

Organize your résumé using category headings in **bold**. See the guidelines and sample résumés on p. 24-35. Stay consistent throughout your document. Your résumé should have no more than two different font styles and sizes. Your header may be a larger font but all other information should be uniform and between a 10.5 and 12-point font.

HOW DO I DESCRIBE MY EXPERIENCES?

Including accomplishments on your résumé helps to market your skill sets. It also helps potential employers answer the question “*how can this person contribute to our company?*” Most hiring managers are aware of the main responsibilities of your job, so don’t take up valuable space on your résumé with basic information they most likely already know.

What is the difference between a duty and an accomplishment?

- Duties describe what you did, letting hiring managers know the scope of the job.
- Accomplishments demonstrate how well you did, illustrating your ability to contribute and excel.

STEP 1: MAKE A LIST

Brainstorm for a few minutes about each of your experiences. Think beyond just jobs and internships to volunteer and leadership experiences. Write down any and all contributions that come to mind, even if they seem insignificant. Ask yourself:

- What did I do above and beyond my normal duties? How did I take initiative?
- What transferable skills did I use?
- How did I stand out among other employees, such as consistently meeting or exceeding goals or quotas?
- Was I ever praised or recognized for a job well done? Did I receive any positive feedback, accolades, awards, or promotions?
- Did I develop and/or implement any new processes or make suggestions that improved things?
- What problems did I solve?
- Did I save the company money or time?
- What made me really great at my job?
- What am I most proud of?
- What are my strongest skills?

STEP 2: CRAFT BULLETED STATEMENTS

To write each statement:

- Begin with an action verb, using the appropriate tense (e.g., research - present vs. researched - past). See sample action verbs, p. 21.
- Mention the scope of your activities (e.g., number of staff managed, size of event, percentage of increase/decrease, number of articles written weekly). When they are in your favor, quantify with numbers. Note: When used in a sentence, numbers one – nine are spelled out; 10 and over, use digits.
- Detail the results, which could be the outcome of your actions (the added value) for the company or customers) or specific skills you gained or demonstrated in that experience. Focus on the skill sets that might be relevant to the position.
- Ensure that your bullet statements are specifically customized to match the position requirements. To increase your chances of getting noticed incorporate relevant keywords from the job description. It is crucial to list your experiences in a manner that highlights their importance and relevance to each job you are applying for. See p. 20.

DUTY	ACCOMPLISHMENT
Developed software	Built software development skills and collaborative project skills working in a team of five to seven students to produce a PC game demo.
Planned events	Coordinated food, entertainment, and set-up for Red Cross charity event that raised \$2,000 for Ukraine relief efforts.
Managed social media	Crafted 10 weekly X posts that increased followers by 18%.
Trained new hires	Trained 20 new employees resulting in increased customer satisfaction.

TAILORING YOUR RÉSUMÉ EXPERIENCES TO THE JOB POSTING

SAMPLE JOB POSTING

JOB TITLE: ENTRY LEVEL UX DESIGNER

KEY RESPONSIBILITIES

1. Work closely with our product and engineering teams to design effective and user-friendly software interfaces.
2. Contribute to all stages of the design process from user research to wireframing, from prototyping to final product development.
3. Perform usability tests and gather feedback to enhance the user experience.
4. Use various tools and techniques like sketches, diagrams, storyboards, user flow charts, wireframes, and prototypes.
5. Assist senior designers in creating and maintaining UX guidelines and design standards.

REQUIREMENTS

1. Bachelor's degree in Interaction Design, Graphic Design, Computer Science, or a related field.
2. Proficiency in design software like Adobe XD, Sketch, Figma, or equivalent.
3. Basic knowledge of HTML, CSS, and JavaScript.
4. Strong communication and collaboration skills.
5. A portfolio that demonstrates a strong understanding of UX principles, especially in relation to software interfaces.
6. Experience with user research, usability testing, and A/B testing is a plus.

SAMPLE RÉSUMÉ EXPERIENCE

UX DESIGN INTERN, ABC Software Solutions, City, State

May 2023 - August 2023

- Teamed with six designers in creating user-centered design concepts for our key product; collaborated regularly with both the product and engineering teams.
- Participated in all stages of the design process, from initial user research to final design implementation.
- Conducted usability tests and gathered user feedback to refine the software interface, which resulted in an increase of user satisfaction by 30%.
- Utilized design tools such as Adobe XD and Sketch for creating sketches, diagrams, storyboards, user flow charts, wireframes, and prototypes.
- Supported the Senior UX Designer in developing and maintaining the UX guidelines and design standards.

SAMPLE ACTION VERB LIST

Use key action verbs to describe your areas of effectiveness throughout your résumé. Use present tense verbs for current experiences and past for previous experiences.

CLERICAL OR DETAIL-ORIENTED

- Approved • Arranged • Cataloged • Classified
- Collected • Compiled • Dispatched • Divided
- Ensured • Executed • Generated • Implemented
- Inspected • Monitored • Operated • Organized
- Prepared • Processed • Purchased • Recorded
- Retrieved • Screened • Specified • Systematized
- Tabulated • Validated

COMMUNICATION

- Addressed • Arbitrated • Arranged • Authored
- Circulated • Collaborated • Composed • Convinced
- Corresponded • Developed • Directed • Drafted
- Edited • Engaged • Enlisted • Formulated
- Influenced • Interpreted • Lectured • Mediated
- Moderated • Negotiated • Persuaded • Promoted
- Publicized • Reconciled • Recruited • Strengthened
- Translated • Wrote

FINANCIAL

- Adjusted • Analyzed • Balanced • Budgeted
- Conceptualized • Created • Customized • Designed
- Developed • Directed • Established • Founded
- Illustrated • Initiated • Instituted • Integrated
- Introduced • Invented • Organized • Originated
- Performed • Planned • Revitalized • Shaped

HELPING

- Assessed • Assisted • Cared • Clarified • Coached
- Collaborated • Counseled • Demonstrated
- Diagnosed • Educated • Expedited • Facilitated
- Familiarized • Guided • Motivated • Referred
- Rehabilitated • Represented

MORE VERBS FOR ACCOMPLISHMENTS

- Achieved • Expanded • Improved • Initiated • Pioneered • Reduced • Sourced • Spearheaded • Transformed • Resolved

MANAGEMENT

- Administered • Analyzed • Assigned • Attained
- Chaired • Consolidated • Contracted
- Coordinated • Delegated • Developed • Directed
- Evaluated • Executed • Improved • Increased
- Organized • Oversaw • Planned • Prioritized
- Produced • Recommended • Reviewed
- Scheduled • Strengthened • Supervised

RESEARCH

- Analyzed • Clarified • Collected • Critiqued
- Diagnosed • Evaluated • Examined • Extracted
- Identified • Inspected • Interpreted • Interviewed
- Investigated • Organized • Presented
- Researched • Reviewed • Summarized
- Surveyed • Systematized

TEACHING

- Adapted • Advised • Clarified • Coached
- Communicated • Conducted • Coordinated
- Demystified • Developed • Enabled • Encouraged
- Evaluated • Explained • Facilitated • Guided
- Informed • Instructed • Persuaded • Set goals
- Stimulated • Taught • Trained

TECHNICAL

- Assembled • Built • Calculated • Computed
- Decoded • Designed • Devised • Engineered
- Fabricated • Maintained • Operated • Overhauled
- Programmed • Remodeled • Repaired • Solved
- Tested • Upgraded



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THE DO'S AND DON'TS OF RÉSUMÉ WRITING



	Customize your résumé to match a specific job description.
	Focus on positive results and accomplishments.
	Apply to multiple positions that match your career interests.
	Highlight specific accomplishments rather than expounding on every detail of your experience.
	Determine your job search objective prior to writing the résumé and tailor your résumé to the position.
	List the most important and relevant items first (this refers to categories and individual bullet points). List items in reverse chronological order (according to dates).
	Expand on professional, volunteer, research, extracurricular and classroom experiences to show transferable skills.
	Keep a consistent, easy to read format.
	Create strong, action-oriented bullet statements describing your work.
	Read your résumé out loud to yourself; you can often catch more errors this way than reading silently!
	Proofread your work. Utilize the Career Center, friends, and advisors to help you proofread.
	Qualify and quantify your experiences whenever possible. Include numbers and percentages.
	Highlight key words in the industry to assist with Applicant Tracking Software (ATS) screening challenges.

	Overgeneralize your skill set and write vague bullet points.
	Include objective statements that are generic.
	Use online templates and tables. Using templates can make your résumé more difficult to edit and format.
	Go over two pages. Most current students and recent graduates should have a one-page résumé, but this will depend on the amount of experience you have. If your résumé is more than one page, the second page should add value to the position.
	Mislead employers about your G.P.A., skills, or abilities.
	Submit references on the same page as your résumé.
	Include routine, general office duties (for example, making copies/answering the phones) unless you are applying for this type of job — for example, an on-campus job.
	Leave excessive white (blank) space at the bottom of the page.



RÉSUMÉ GUIDELINES

NAME
City, State Zip, Email, Phone

OBJECTIVE

Concise unique statement highlighting your relevant skills and/or education history and career goals in which you hope to apply or obtain in the position

Objectives should only be listed if you are seeking a specific role or industry

SUMMARY

Two to five bullet points or a brief three to four sentence paragraph highlighting your greatest strengths and skills as emphasized in your résumé

EDUCATION

University of Maryland, Baltimore County (UMBC)

Baltimore, MD

Bachelor of Science, Major

Graduation Date

Minor and/or Certifications

GPA: (Only list if 3.0 or above. You may list your "Major GPA" if higher than your cumulative GPA).

If you are a first-year student, you may include work and activities from high school. Once you enter your second year, only college activities and work should be included

Community College, City, State

Associate of Arts (If earned), Major

Graduation Date or Dates Attended

GPA: (Only list if 3.0 or above)

CERTIFICATIONS/LICENSES

Title of Certification/License

Date Received

RESEARCH, PUBLICATIONS AND PRESENTATIONS

Title of Presentation, Place/Organization Presented (Type)

Date

Indicate where the presentation or publication was presented and what type; i.e. research poster, paper, or oral presentation

RELEVANT PROJECTS

- **Title of Class (without course number)**
- One to two bullet points about your role, actions, and results of the project; use action verbs
- Gained experience with _____ to _____
- Mention what you learned from the project and who you worked with if applicable

Semester Year

RELEVANT COURSEWORK (OPTIONAL)

- Bulleted list of most applicable classes
- List major and minor courses relevant to the position applying
- Include no more than three lines of course work

SKILLS

Laboratory:

List laboratory tools used, procedures and techniques; such as Isothermal Titration Calorimetry (ITC), Cell Fractionation, Chromatography

Computer:

JAVA, HTML, Python, SQL Server, MS Visio/SharePoint

Quantitative/Analytic:

Data analysis, Polymath, Minitab, MATLAB

Interpersonal:

List adaptable or transferable skills

Can group all skill types together or use subcategories

Use subcategories to list technical skills

TECHNICAL SKILLS

Programming: JAVA, C++, C, HTML
Operating Systems: Windows Server 2012/2012 R2/2016, Windows 7/10
Software: MS Office 365/2016 Suite + MS Visio/Project/SharePoint, Exchange, Group Policy

DESIGN SKILLS

Advanced: MS Office Suite, Adobe Illustrator, Adobe Photoshop
Proficient: iMovie, Adobe InDesign, Dreamweaver
Novice: Adobe Flash

Can also list as a subcategory in the skills section. Include languages other than English

LANGUAGES

Spanish (conversational), Russian (basic), French (fluent)

PROFESSIONAL EXPERIENCE

Position Title, Company/Organization, City, State

- Two to five action statements highlighting your achievements, contributions, and tangible work accomplishments

Include jobs/internships related to the position — can also title “Experience” (Leadership/ Technical/Research/ Scientific/Management)

Start Date-End Date

ADDITIONAL EXPERIENCE

Position Title, Company/Organization, City, State

- One to three action statements describing your work
- Highlight achievements, contributions, and tangible work accomplished

Start Date-End Date

VOLUNTEER EXPERIENCE

Role, Organization

Add additional experience that is not related to the position you're applying for

Start Date-End Date

HONORS AND AWARDS

Award, Organization

Date Received

ACTIVITIES

Role, Organization/Club

- One to three achievement orientated tasks about your work with the organization; use action verbs

Start Date-End Date

MEMBERSHIPS

Role, Organization

Activities directly related to the position applying for may also be listed under “Relevant” or “Professional Experience”

Date/s Involved

FORMATTING TIP: When listing your experiences, there is no clear-cut rule about what goes first or second (e.g., company name or job title first), but once you decide it is important to be consistent throughout your résumé.

For additional sample résumés, check out our website: careers.umbc.edu.
 Click on Tool Kit > Samples & Downloads > Resumes/Curriculum Vitaes

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School Address
1000 Hilltop Circle
Baltimore, MD 21250

Permanent Address
100 Elm Street
Jobville, MD 55555

(555) 555-5555
ffinance@umbc.edu

EDUCATION	University of Maryland, Baltimore County (Baltimore, MD) BS in Financial Economics and a MBA Preparatory Certificate	May 20xx Cumulative GPA: 3.35/4.0 Major GPA: 3.56/4.0
RELATED COURSES	Financial Investment Analysis, Portfolio Analysis and Management, Financial and Managerial Accounting, Elements of Quantitative Methods of Management, Essential Mathematics for Economic Analysis	
EMPLOYMENT	<p><u>Operations Analyst (Internship)</u> <i>Morgan Stanley (Baltimore, MD)</i></p> <ul style="list-style-type: none"> Exhibited excellent teamwork and problem-solving skills by successfully automating a manual process for uploading commission data from an external system format to an in-house system format Subsequently following our group's presentation, assisted in the global implementation of a solution Developed flowcharts for various groups within Operations Risk and Control in order to improve overall efficiency and properly document group functions in compliance with federal regulators Analyzed the process for depositing physical securities and transferring restricted securities in order to mitigate costs Presented a specific range within Operations Risk and Control to senior management in order to outline the process and portray inefficiencies <p><u>Staff Accountant (Internship)</u> <i>Marsh and McLennan Companies-Marsh LLC (Hoboken, NJ)</i></p> <ul style="list-style-type: none"> Performed analytical procedures and variance analysis on monthly profit and loss and quarterly balance sheet submissions Reviewed monthly and quarterly submissions to ensure proper recording of amounts and adherence to US GAAP Prepared balance sheet tax schedules for international reporting entities of Marsh LLC Experienced significant exposure to foreign currency translation gain/loss and related transactions through consolidation of world-wide operating companies Learned about both HYPERION and ORACLE reporting software 	<p>Summer 20xx</p> <p>Summer 20xx</p>
VOLUNTEER WORK	<p><u>Make a Difference Mentoring Program</u> <i>Catonsville Middle School</i></p> <ul style="list-style-type: none"> Mentored 18-22 disadvantaged elementary school students (grades four and five) to promote academic and personal growth, while improving their overall organizational and communication skills <p><u>Ride with Pride Program</u> <i>Maryland Council for Special Equestrians</i></p> <ul style="list-style-type: none"> Assisted trainers in giving horseback riding lessons to children with disabilities 	<p>Fall 20xx</p> <p>Fall 20xx and 20xx</p>
SKILLS	<p><u>Computer:</u> Microsoft Office (Excel, Access, Project, Word, PowerPoint)</p> <p><u>Language:</u> Fluent in Spanish</p> <p><u>Interpersonal:</u> Ability to thrive in teams and possess natural leadership qualities, eager to accept new challenges and ability to work in diversified business environments</p>	
MEMBERSHIPS	Member of the National Society of Collegiate Scholars Member of the Accounting Club	
HONORS	Awarded an annual scholarship from the University of Maryland, Baltimore County America East Conference Men's Lacrosse All-Academic Team	20xx-20XX 20xx and 20xx
LEADERSHIP	<p>Lacrosse spokesman at a University of Maryland, Baltimore County Board of Visitors Accounting Club Public Relations Chair</p> <ul style="list-style-type: none"> Led and collaborated with a small team to design and execute promotions for events Designed innovative advertising materials for events Participated in fundraising for Make a Wish Foundation and local charities 	Fall 20XX 20XX-20XX

FRANCIS ENGINEER

Baltimore, MD 21250 • 410-455-2216 • m.engineer@umbc.edu

EDUCATION

University of Maryland, Baltimore County (UMBC)
 Bachelor of Science, Chemical Engineering, GPA: 3.59/4.00

Baltimore, MD
 Expected Graduation: May 20XX

STUDY ABROAD

UMBC Faculty-led – Climate Change in Costa Rica

Summer 20XX

CERTIFICATIONS

Safety and Chemical Engineering Education (SChE) Certificate Program

May 20XX

- Chemical Process Safety in the Chemical Process Industry

SChE Certificate Program – Chemical Reactivity Hazards

May 20XX

ACADEMIC AWARDS

Dottie Koh Memorial Scholarship

February 20XX

- Given to first-year female engineering students for demonstrating academic achievement

TECHNICAL SKILLS

Software: MATLAB, CorelDRAW, Microsoft Office (Excel, Word, PowerPoint)

Laboratory: Bacterial culture, spectrophotometry

PROJECTS

Rapid Microbial Detection – A Survey of Sensors and Instrumentation

Fall 20XX

- Designed and tested a sedimentation cassette to separate red blood cells from serum
- Assisted with building microfluidic cassettes via solvent assisted medium temperature and pressure method

Climate Change in Costa Rica – Selected Topics in Geography

Summer 20XX

- Collaborated with a group of four to practice participatory photo mapping, water quality monitoring, and field ecology techniques
- Engaged with rural communities to learn about the impact of climate change on crops

RELEVANT EXPERIENCE

Research Assistant, UMBC – Baltimore, MD

November 20XX – Present

- Analyze the growth and pattern of Staphylococcus Aureus cells to better understand molecular mechanisms of cell adhesion
- Evaluate formation of biofilms using confocal microscopy and imaging software

Fellow, Food and Drug Administration – Silver Spring, MD

June 20XX – August 20XX

- Conducted a literature review on parameters of continuous manufacturing processes for biotechnology products and presented findings on a poster
- Organized a spreadsheet of data from approved biological license applications

ADDITIONAL EXPERIENCE

Instructor, ClubSciKidz – Laurel, MD

January 20XX – August 20XX

Instructor, LET'S GO Boys and Girls – Baltimore, MD

September 20XX – December 20XX

- Educated kindergarten to second-grade students on topics about science and engineering
- Performed hands-on experiments to encourage students to pursue STEM related fields

LEADERSHIP/ EXTRACURRICULAR

Treasurer, Society of Women Engineers

May 20XX – Present

Vice President, Society of Women Engineers

May 20XX – May 20XX

Center for Women in Technology (CWIT) Affiliate

Fall 20XX – Present

Cheerleading Team

Fall 20XX

ABATE EXPERIENCED

Baltimore, MD 21250 • 410-455-2216 • name@umbc.edu

PROFILE

- Extensive experience in administering developmental and behavioral assessments as well as conducting comprehensive psychological evaluations
- Exceptional leadership experience in managing and training undergraduate research assistants

EDUCATION

University of Maryland, Baltimore County (UMBC)
Baltimore, MD
Ph.D., Applied Developmental Psychology
Expected: May 20XX

California State University
Los Angeles, CA
M.A., General Psychology
June 20XX

University of California
Los Angeles, CA
B.A., Psychology
June 20XX

CLINICAL EXPERIENCE

Children's National Medical Center
Clinical Psychology Extern

Washington, DC
May 20XX – Present

- Perform developmental assessment and evaluation of infants and young children referred for developmental and behavioral delays and/or problems, primarily in the range of birth to age three years
- Administer standardized developmental tests to infants and young children using Bayley-III, Bayley-IV, and DAS-II
- Engage in semi-structured play assessment to evaluate young children's development
- Conduct ADOS/ADI-R and comprehensive psychological evaluations

Kennedy Krieger Institute
Practicum

Baltimore, MD
May 20XX – October 20XX

- Conducted literature review on how to interpret questionnaire scores and results, such as BRIEF, JTCI, and Leyton Obsession Inventory
- Interviewed the adolescents and their parents about their home life using a semi-structured questionnaire

LEADERSHIP EXPERIENCE

Culture, Child, Adolescent Developmental Lab
Graduate Student Supervisor

Baltimore, MD
May 20XX- Present

- Manage a team of 40 undergraduate research assistants with regards to recruiting, training, supervising their work, and evaluating their performance
- Deliver training in a variety of tasks, including behavioral assessment administration, qualitative interviewing skills, coding observational behaviors of parent-child interaction, coding video-recorded self-regulation behaviors of young children

SKILLS

Clinical Testing

- Wechsler Intelligence Scale for Children – fifth edition (WISC-V)
- Bayley Scales of Infant and Toddler Development (Bayley-III, Bayley-IV)
- Differential Ability Scales – second edition (DAS-II)
- Autism Diagnostic Observation Schedule (ADOS)

Computer

- SPSS, R, SAS
- INTERACT Coding Software

Language

- Mandarin: native or bilingual proficiency
- Cantonese: Professional working proficiency

SELECTED PUBLICATIONS

- **Experienced, A.**, Smith, C., & Paul, C. (July, 2020). The Long-Term socialization goals of African immigrant mothers in the United States. *Journal of Family Studies*, 1-9.

SELECTED CONFERENCE PRESENTATIONS

- **Experienced, A.**, Smith, C., & Paul, C. (March, 2020). *Authoritative parenting, self-regulation, and psychological adjustment in African and European American emerging adults*. Paper presented at SRCD, Baltimore, MD.

Carla Combination

Baltimore, MD 21250 • 410.555.1234 • combination@umbc.edu

EDUCATION

University of Maryland, Baltimore County (UMBC)
Bachelor of Arts in Social Work (GPA: 4.0/4.0)

Baltimore, MD
Expected Graduation: May 20xx

SUMMARY OF QUALIFICATIONS

- Over eight years of progressive customer service experience in a health care environment
- Active speaker and listener, able to talk to others to convey information in a clear and concise manner
- Creative thinker, talent for applying, changing, and re-organizing ideas, while also being able to critically analyze challenging situations
- Dedicated to meeting deadlines and the needs of the organization, dependable in all aspects of the job
- High energy performer with strong organizational, interpersonal, and problem-solving skills

SKILLS SUMMARY

Client Relations

- Communicated with members and providers to furnish eligibility, benefits, claims, and authorization information
- Gained experience working with diverse groups of people
- Verified HIPAA regulations prior to releasing PHI on a member or provider
- Accurately documented intake information in database
- Directed members to providers or other local resources
- Quickly learned medical terminology, both medical and mental health, in addition to ICD-9 and CPT codes
- Received recognition from supervisors, members, and providers for exceptional customer service

Communications

- Collaborated between departments to solve member and/or provider issues
- Communicated effectively with clients, management, other departments, and co-workers
- Interacted with members and providers; de-escalated irate callers and callers in emotional crisis
- Used excellent listening skills which allowed members to feel at ease when discussing personal concerns
- Wrote monthly status reports detailing client concerns, follow-up procedures and outcomes

Organization

- Received monthly awards for maintaining above average standards of 85% availability, 98% quality assurance and perfect attendance which resulted in monthly bonuses and the opportunity to tele-commute
- Created and maintained weekly reports for staff and managers which increased call resolution
- Updated and maintained website improving communication within the department

Leadership

- Taught Sunday School class (6-7 year-olds) and Wednesday night youth group (8-12 year-olds)
- Directly supervised and mentored five foster children ranging from toddlers to adolescents
- Managed family daycare to include scheduling of daily activities, implemented lesson plans, prepared meals, and conducted parent meetings
- Served as advocate at IEP meetings twice a year

Computer

- SPSS, MS Office 2010 (Excel, Word, Access, PowerPoint)

VOLUNTEER EXPERIENCE

Teacher, Highway Church School, Baltimore, MD

09/xx–Present

Volunteer, Pat and John Smith – Foster Parents, Baltimore, MD

12/xx–Present

WORK EXPERIENCE

Customer Service Representative (Telecommuter), Johns Hopkins HealthCare, Glen Burnie, MD

02/xx–Present

Customer Service Associate, Magellan Behavioral Health, Columbia, MD

02/xx–01/xx

Message Center Specialist, Sears N.E. Regional Routing Office, Columbia, MD

12/xx–02/xx

Help Desk Analyst, T. Rowe Price (contract), Owings Mills, MD

09/xx–10/xx

Daycare Owner, A Home Away From Home Family Daycare, Baltimore, MD

07/xx–07/xx

Technical Support Specialist, TEKSystems (contract), Linthicum, MD

01/xx–04/xx

Technical Support Specialist, Legg Mason, Baltimore, MD

08/xx–11/xx

Go to our website
for more samples
and details
of how to write
Qualification
Statements

Marisol Media

Baltimore, MD 21250 • (410) 123-9876 • mm29@umbc.edu

EDUCATION

University of Maryland, Baltimore County (UMBC), Baltimore, MD
 Bachelor of Arts and Certificate of General Honors, Magna Cum Laude
 Double Major: Media and Communications Studies, Cultural Anthropology
 GPA: 3.91/4.00
 Worked 20 hours per week as a full-time student

May 20xx

STUDY ABROAD

Massey University, Auckland, New Zealand ISEP Study Abroad Semester

Spring 20xx

AWARDS and HONORS

President's List

Spring 20xx – Spring 20xx

University of Maryland, Baltimore County Centennial Scholarship

20xx

Invitee of Golden Key Honors Society

One of three students awarded by the faculty of the Media and Communication Studies Department for academic excellence and significant contribution to the enrichment of University life

RELEVANT EXPERIENCE**Artichoke Art Studio**, Gaithersburg, MD – *Art Teacher*

December 20xx – Present

- Instruct young children between the ages of 4 and 18 in a variety of art techniques, including drawing, painting, sculpting, and sewing
- Help children younger than 15-years-old produce artworks that exercise their creativity and motor skills and guide older students in creating works for their portfolios

The Private Museum, Singapore – *Intern*

July 20xx – August 20xx

- Worked full-time on two art exhibitions; wrote press releases and exhibition synopses for publication in brochures; researched artist biographies; conducted an interview with Cai Heng, a Chinese artist
- Planned two exhibition set-ups and contacted various media outlets to advertise and publicize events in local newspapers and magazines

OTHER EXPERIENCE**Self-Employed**, Rockville, MD – *Private English Tutor*

November 20xx – Present

- Conduct weekly private tutoring sessions in English and writing to two elementary and middle-school-aged children in their homes; help them with academic essays and to improve their writing skills
- Contribute to the significant improvement in their grades from C's to A's and B's

UMBC Campus Information Center, Baltimore, MD – *Desk Staff*

October 20xx – May 20xx

- Ensured that desk operations were in order by providing accurate information about the University
- Answered phone calls, carried out ticket sales for student events, operated the Lost and Found, and thoroughly responded to all questions and inquiries from customers

Zycraft Pte Ltd., Singapore – *Administrative Assistant*

August 20xx – February 20xx

- Processed financial and administrative paperwork for the company; organized special company events

SKILLSComputer: Proficient in Microsoft Word, and Excel; Advanced in PowerPointLanguage: Fluent in Mandarin (speak, read, write, translate)

Joe Junior Leader

Baltimore, MD 21250
 joelead1@umbc.edu • (410) 455-XXXX • LinkedIn: (shortened URL)

SUMMARY

Proven leader seeking to continue developing business and IT skills through an internship opportunity with a quality large scale business.

EDUCATION

University of Maryland, Baltimore County, Baltimore, MD
 Bachelor of Arts in Business Technology Administration
Honors: Dean's List
 GPA: 3.7/4.0

December 20XX

SKILLS

- Visual Basic.NET
- Relational Database Design, MS Access and SQL
- Statistics and Probability, Java, HTML, SQL, VPNs, Switches, IDSs
- Microsoft Office 2010 Professional (Excel, PowerPoint, Access)
- Public speaking

EMPLOYMENT HISTORY

Career Peer Advisor, **UMBC Career Center**, Baltimore, MD

August 20XX-Present

- Assist about 100 students each semester with resumes and cover letter development; demonstrate job search software
- Present 10 to 15 workshops and seminars each semester to groups of up to 100 students (all levels) in class rooms and residential facilities

Summer Compliance Intern, **LG Capital Management**, Owings Mills, MD

July 20XX-August 20XX

- Created over 150 directories, and over 300 forms, lists, trackers, checklists, and memorandums in support of transition from state to SEC regulation and oversight
- Performed daily trade reconciliations

AFATDS Specialist, **United States Army**, Fort Riley, KS

August 20XX-April 20XX

- Trained, coached, mentored, and evaluated soldiers in tactical and technical skills
- Supervised up to six soldiers in various daily tasks
- Established and managed wireless local area and metropolitan area networks over encrypted radio channels
- Provided physical protection and security for a variety of high-ranking military leaders in austere environments
- Conducted convoy and dismounted operations including experience as a bodyguard
- Developed and produced intelligence reports with distribution throughout Iraq combat area
- Wrote route and site reconnaissance reports for patrols operating within a 2,000-square mile area
- Supervised the authorized entry of up to 300 vehicles and 1200 pedestrians per hour at the International Zone in Iraq with zero security breaches or emergencies
- Facilitated partnership training with foreign personnel with and without translator assistance
- Operated within a three-man personnel action center to manage a physical filing system for up to 220 personnel
- Scheduled training and updated company personnel documents on Defense Training Management System

MILITARY TRAINING

Company Intelligence Support Team
 Warrior Leadership Course, with Honors
 Defense Training Management System (DTMS)

August 20XX
 May 20XX
 May 20XX

ORGANIZATIONAL INVOLVEMENT

Information Systems Security Association, Member
 Information Systems Council of Majors (ICOM), Member
 UMBC Cyber Defense Club, Member
 Veterans Student Association, President
 UMBC Debate Club, Member

October 20XX-Present
 April 20XX-Present
 January 20XX-Present
 June 20XX-Present
 February 20XX-Present

INTERESTS

Discovering new concepts, social philosophy, structuralism, international politics, automation, leadership, research and analysis, debate

JORDAN NEEDSAJOB

Catonsville, MD 21250 • (410)-209-XXXX

j.needsajob@umbc.edu

EDUCATION

University of Maryland, Baltimore County, Baltimore, MD
Bachelor of Science in Information Systems, GPA: 3.77/4.0

Expected: December 20XX

Community College of Baltimore County, Catonsville, MD
Major: Information Systems, GPA: 3.52/4.0

September 20XX - May 20XX

SUMMARY OF QUALIFICATIONS

- Skilled user of Microsoft Office Suite- Word, Excel, PowerPoint
- Over four years of progressive customer service experience
- Ability to work effectively on a team
- Dedicated to meeting deadlines and the needs of the organization
- Strong organizational, interpersonal, and problem solving skills
- Fluent in Spanish (speak, read, write, translate)

CUSTOMER SERVICE EXPERIENCE**Customer Associate, Whole Foods, Baltimore, MD**

September 20XX - May 20XX

- Delivered excellent service to 50-100 customers daily by presenting a friendly demeanor, and assuring all questions were answered promptly and accurately
- Communicated effectively with three supervisors regarding inventory and customer issues

Sales Associate, JC Penney, Columbia, MD

June 20XX - September 20XX

- Persuaded customers to buy based on personalized service and quality and met sales goals early
- Utilized time management skills while opening and closing the store within time constraints
- Collaborated with six team members to achieve sales and unit per transaction goals

LEADERSHIP EXPERIENCE**Vice President, Information Systems Council of Majors, UMBC**

September 20XX - Present

- Collaborate with clubs, faculty, staff, and area employers to sponsor career events
- Organize logistics for trips including: timeline, transportation, and budget
- Manage a \$1,000 annual budget, keeping track of expenses via an Excel spreadsheet

Event Coordinator, Information Systems Club, CCBC

September 20XX - May 20XX

- Facilitated and coordinated meetings with members and leaders of the group
- Researched industry-relevant topics and outreached to speakers

AWARDS/HONORS

- Dean's List (3.75+ GPA) Spring 20XX
- UMBC Centennial Scholarship 20XX
- Invitee of Golden Key Honors Society 20XX

RELATED COURSEWORK

- Fundamentals of Marketing
- Project Management
- Business Management
- Intro to Computer Systems

STEPHEN SCIENTIFIC

Baltimore, MD 21250 ■ 410-555-1234 ■ sscientific@umbc.edu

OBJECTIVE

An entry-level position as a Biochemical Laboratory Assistant with an emphasis on research lab procedures and clinical trial documentation.

EDUCATION

University of Maryland, Baltimore County
BS, Biochemistry and Molecular Biology; GPA: 3.71/4.00, Major GPA: 3.94/4.0
Worked 20 hours per week as a full-time student

Baltimore, MD
Expected: May 20xx

HONORS AND AWARDS

UMBC Honors College, Dean's List
Golden Key Honor Society
Phi Kappa Phi

August 20xx-May 20xx
September 20xx-Present
September 20xx-Present

CERTIFICATION

CPR and Advanced First Aid (Expires May 20xx)

RELEVANT COURSEWORK

Introduction to Biology Laboratory
Introduction to Chemistry Laboratory

Organic Chemistry Laboratory II
Genetics Laboratory Comprehensive Biochemistry I

SKILLS

Laboratory: Western Blotting, Pipetting Techniques, Agarose Electrophoresis, DNA Extraction and Purification, Polymerase Chain Reaction, Thin Lay Chromatography, Bacterial Gene Transformation, Gel Electrophoresis

Computer: SSPS, BASIC, Microsoft Office: Word, Excel, PowerPoint

Languages: Arabic (fluent)

RELEVANT EXPERIENCE**Johns Hopkins School of Medicine**

Research Intern

Baltimore, MD
August 20xx-Present

- Conduct research for a phase three clinical trial for a novel leukemia drug course
- Characterize HMGI expression in colon cancer and leukemia patient samples before and after treatment

Chesapeake Protein Expression and Recovery Laboratory

Research Intern

Savage, MD
June 20xx-December 20xx

- Conducted research using DsRed as a measure of protein expression in recombinant organisms
- Used molecular biology techniques to characterize the expression and purification of the fluorescent protein, DsRed

ADDITIONAL EXPERIENCE**Catonsville Gourmet**

Server

Catonsville, MD
April 20xx-Present

- Demonstrate commitment to extraordinary customer service; able to work as a proactive self-starter
- Train four to eight new employees; possess effective communication skills; demonstrate excellent time management abilities

EXTRACURRICULAR ACTIVITIES**Biochemistry Council of Majors, UMBC**

President

Baltimore, MD
May 20xx-Present

- Prepared meeting agendas, worked closely with faculty members to develop discussion topic

Freedom Alliance, UMBC

Treasurer

Baltimore, MD
September 20xx-May 20xx

- Managed accounts and led fundraising efforts, raising over \$8,000

Tanya Techy

Baltimore, MD 21250 | 410-455-2216 | tech@umbc.edu | www.linkedin.com/tanyatechy EDUCATION

University of Maryland, Baltimore County (UMBC) Bachelor of Science in Information Systems, GPA: 3.6/4.0 Honors: Dean's List	Baltimore, MD December 20xx
Howard Community College Associate of Arts in Information Technology – Web Development, GPA 3.4/4.0	Columbia, MD May 20xx

SKILLS

Hardware	Virtual Servers, VPN, Firewall
Operating Systems	Windows 7/10/vista/XP/Mac OS
Programming	HTML, JavaScript, SQL, MySQL, Java, PHP
Networking	Configure Firewalls, VPNs
Software	JGrasp, Microsoft Office (Word, PowerPoint, Excel)
Foreign Languages	Spanish (conversational)

PROJECTS

<i>Management in Information Systems</i>	December 20xx
<ul style="list-style-type: none"> Collaborated with a team to determine a business plan for a restaurant seeking to improve overall performance. Recommended a POS terminal, VOIP headset, and Squarespace to improve efficiency of operations. 	
<i>Protecting the Virtual Office – Final Project</i>	May 20xx
<ul style="list-style-type: none"> Worked with a team of four students to reconfigure the network of an expanding business to prevent any attacks. Eliminated vulnerabilities by applying patches, a firewall, and securing the Wi-Fi. 	
<i>Mobile Design and Development Principles – Final Project</i>	May 20xx
<ul style="list-style-type: none"> Created an interactive app for a preschool on an Android platform using Java. Incorporated a login and several display screens within the app, allowing parents and teachers to access student information. 	

ACADEMIC COURSEWORK

Management Information Systems	Applied Calculus	Introduction to Programming
Advanced JavaScript	Developing for the Web	Macroeconomics
Writings in Information Systems	Introduction to Java	Accounting I/II

WORK EXPERIENCE

Children's Manor Montessori School, Floater , Ellicott City, MD	June 20xx-April 20xx
<ul style="list-style-type: none"> Demonstrated flexibility and adaptability by monitoring 10-15 students (first through seventh-graders). Communicated professionally with parents, teachers, and administrators. 	
Sweet Frog Premium Frozen Yogurt, Supervisor , Ellicott City, MD	October 20xx-June 20xx
<ul style="list-style-type: none"> Showed time management skills by opening and closing the store in an efficient manner. Used problem-solving skills during busy shifts, including resolving any issues related to both employees and customers. 	

EXTRACURRICULAR ACTIVITIES

Participant, HackUMBC	April 20xx
<ul style="list-style-type: none"> Worked with a team of three seniors in a 24-hour time period to create an iOS/Android application. 	
Member, Information Systems Council of Majors (Secretary)	January 20xx-Present

6547 Bowman Street
Baltimore, MD 06074

410-455-XXXX

jsmith1@umbc.edu

www.behance.net/jsmith12435

JANE SMITH

EDUCATION

B.A., Media & Communication Studies
University of Maryland, Baltimore County
Capstone: Gentrification & Displacement
in Baltimore City
Expected Grad Date: May 20xx
GPA: 3.4/4.0

A.A., General Studies
Montgomery College
Grad Date: Dec 20xx
GPA: 3.8/4.0

TECHNICAL SKILLS

Adobe Photoshop
Adobe Lightroom
Adobe Premiere Pro
Adobe Audition
Final Cut
SPSS Statistics
Microsoft Office Suite

AWARDS

Urban Arts Leadership Program
20xx Fellowship Graduation
United States Senate

Certificate of Recognition
Mayor, City of Baltimore

Certificate of Completion
Greater Baltimore Cultural Alliance

WORK EXPERIENCE

Grant and Development Intern, Spotlighter Theater, Baltimore, MD
August 20xx - December 20xx

- Provided administrative support to the Executive Director, including organizing financial records, answering phone calls, and processing mail.
- Consolidated letters and answered phone calls reaching out to community partners seeking their assistances in our capital campaign.
- Coordinated community partnership activities contributing to campaign funds.
- Monitored and updated the donor database records with profile information.
- Conducted web-based research searching for potential donors and community partners.

Head Intern, Maryland TESOL National Convention, Baltimore, MD
February 20xx - June 20xx

- Collaborated with the president of Maryland TESOL and strategically planned a cultural art exhibition which displayed the experience of immigrants and refugees in Maryland.
- Developed partnerships with visual artists and organizations.
- Assembled contracts to protect Maryland TESOL and the visual artists from conflict of payment, damages, stolen artworks, and ownership.
- Arranged meeting with over 100 artists prior to exhibition to discuss inventory and any details regarding the exhibition and/or convention.

Urban Arts Leadership Program Fellow, Greater Baltimore Cultural Alliance, Baltimore, MD

October 20xx - June 20xx

- Participated in intensive leadership, networking, and professional training.
- Engaged in workshops on racial justice and strategic planning.
- Practiced essential skills such as grant writing, community engagement, and financial bookkeeping.
- Served as an art administrator fellow for five months at Jubilee Art, a nonprofit cultural art institution.

Research Assistant, Towson University, Towson, MD
May 20xx - July 20xx

- Conducted social research utilizing anthropological research methodologies and various media platforms.
- Collected and organized quantitative and qualitative data about topics affecting different parts of Baltimore City.
- Collaborated with my teammates and compiled collected data into a written ethnography, photo essay, video documentary, and audio documentary.

RÉSUMÉ CRITERIA

	MEETS CRITERIA?		
	Yes	Needs to be Improved	No
Presentation/Format			
Easy to read; not too crowded. Margins between .5 and one inch			
Ordered effectively — most important categories/information are listed first; reverse chronological order is used when items are dated			
Length (one full page ideal; if two pages, text fills at least half of second page)			
Standard fonts of 10.5 pt. or larger are used, but no larger than 12 pt.			
Uses consistent formatting (i.e., bolding all job titles, listing all dates the same way)			
Résumé template not used; résumé is tailored to the position applying for			
Strengths are clearly highlighted			
Grammar/Spelling			
Error-free and consistent use of grammar (i.e., periods or no periods at the end of descriptions)			
Objective (Optional/Summary of Qualifications/Profile)			
States position and industry sought			
Focuses on candidate's strengths and employers' needs			
Education Section (Please do not list your high school)			
Includes UMBC, degree, anticipated graduation date, major, minor or relevant area of focus			
Includes only relevant educational experiences (typically high school and transfer institutions are not included); if multiple schools are included, they're listed in reverse chronological order			
Overall and/or major/upper level 3.0+ GPA included; select honors may be included			
Includes work statement, if applicable (i.e., Worked 20 hours/week as a full-time student)			
Lists a few, select relevant courses, if applicable (use no more than three lines)			
Experience Section(s)			
Relevance of each experience/how it supports the position is clear (i.e., not just a job description or responsibilities but detailed accomplishments, strengths and skill development)			
Bullet point descriptions begin with strong action verbs and use the correct/consistent tense			
Proper format — includes job title, employer/organization, dates, city/state			
Relevant/similar experiences are grouped together (i.e., separate sections for Relevant Experience and Other Experience) and may include paid and non-paid experiences (for example, volunteer, internships, campus involvement)			
Within each section, information is in reverse chronological order (most recent experiences first)			
Skills Section			
Relevant skills (e.g., field-specific, technical, transferable) are highlighted, possibly sub-categorized			
Listed skills are backed up/proven throughout résumé			
Résumé Content			
Content is relevant; supports goal of the résumé			
Strengths and value to offer the employer are clear and supported; focuses on the employer's needs			
May include a Summary of Qualifications or Profile section			
Additional categories/information (for example, Honors, Activities, Leadership, Professional Memberships, Community Engagement) are included, if applicable			
References are not listed in the body of the résumé (refer to page 16)			

CURRICULUM VITAE (CV)

A curriculum vitae (Latin for “course of life”) is a comprehensive description of your academic credentials and scholarly achievements. It differs from a résumé, which focuses on relevant industry experience. For graduate students who are pursuing careers in academia or research, a CV is a necessary document. The CV is most commonly used by doctoral students, however Master’s students may also be asked to submit a CV for research or teaching positions. Many graduate students have both a résumé and a CV. If you are not sure which one to use, refer to the instructions on the position announcement or ask the employer.

ADDITIONAL ONLINE RESOURCES

Search the **Chronicle of Higher Education’s** online archives for advice about CVs.

Look for the CVs of faculty members at UMBC; often they are accessible online.

Check out “**Academia.edu.**” Make a free account and access a variety of resources for your CV.

HOW LONG SHOULD MY CV BE?

CVs for current graduate students are approximately **three pages long**; for more experienced individuals, the CV can be multiple pages long.

HOW SHOULD I ORGANIZE MY CV?

There is no set order in which to list your information. Consider the relevancy of the information to the requirements of the position you seek and list the most pertinent sections first. Academic positions are highly competitive — the initial CV review is 20-30 seconds, so the key is clear organization!

WHAT SHOULD I INCLUDE?

Your CV should showcase the depth and breadth of your accomplishments and contributions. The following information can be included:

contact information — name, city, state, and email
education — degrees, awarding institutions, completion dates
dissertation/thesis title(s) — names of well-known advisor(s)
professional affiliations/memberships — include description of service/leadership roles (e.g., memberships on professional boards, or committees)
research and teaching interests — provide summary
skills — may include languages, laboratory, computer
publications — comprehensive list
honors, awards — fellowships, grants (include dates awarded)
activities/involvement/service to your current institution (committees such as the SGA; highlight leadership roles)
conference presentations (including dates)

grant writing/proposals
professional certifications
teaching experience
research experience
search committees
patent disclosure(s)

Different disciplines may require additional sections, such as “Performances” (performing arts), “Film Production Highlights” (for example, MFA). Consult with your advisor and other faculty to learn about conventions for your specific field. Ask your faculty members to view your CV.



Start. Grow. Thrive.

bwtech@UMBC provides new ventures with the resources they need to develop and grow. Our diverse research park community of 112 companies employs nearly 1,700 staff and 166 student interns and generates over \$700M in labor income and business sales.

UMBC faculty & students, and startups across Maryland, can benefit from our:

- Expert business mentors and education programs
- High-value networking and growth capitol connection opportunities
- Dynamic workspaces: offices, wet labs, and places to gather

Learn about internship opportunities at bwtech.umbc.edu/interns



GETTING STARTED WITH A COVER LETTER

The purpose of a cover letter is to ignite an employer's interest in you as a candidate. This is your opportunity to elaborate on your expertise and experience and show the employer that you are the best match for the opportunity. Each cover letter is tailored to the organization and position. No two cover letters should contain exactly the same information and wording! Analyze the position description carefully, pick out key phrases and infuse them into your document. Match your letter to the requirements point by point by emphasizing key parts of your résumé.

BUSINESS LETTER FORMAT

Your Name
City, State, Zip

Date of Writing

You may also match your résumé header

Jane Doe
Job Title
Company
Street Address
City, State Zip

Use a colon vs. a comma.

Dear Jane Doe: (If unknown, write "Dear Hiring Manager")

First paragraph: Attract the employer's interest by briefly touching on your specific interest in the company and/or position and showing you have researched the company. If you have been referred by someone or met a recruiter at a career event, here is where you mention it. You want to convince the reader that you are interested in them by clearly explaining why you want to work for them and how you would contribute to the organization — your last sentence of the first paragraph should be a loose thesis statement about why you are a strong candidate.

Second (and possibly third) paragraph: Select a few examples of your experiences, skills, and qualities that match the position and show how you are uniquely qualified. You can write about a related class project, extracurricular activity, volunteer, academic or work experience. This is the place to "tell your story" and show what you bring to the table.

You can refer to key aspects of the résumé which relate to the job or employer, but do not simply list items from your résumé. A cover letter should build on the résumé, not restate it!

Closing paragraph: Reiterate your interest and enthusiasm for the position. Request an interview and indicate how and when you can be contacted. Suggest that you will call to discuss interview possibilities. Thank the reader for their consideration.

Sincerely,
Your name typed

Be sure to
have your cover
letter reviewed
before submitting
it for
positions!

Use first and
last name unless
you're sure of
their personal
pronouns

Schedule a
review or email
resumereviews@
umbc.edu

TIPS FOR CREATING A WINNING COVER LETTER

1 MATCH, BUT DON'T REITERATE, YOUR RÉSUMÉ

Never claim experience in your cover letter that isn't reflected on your résumé. At the same time, your cover letter shouldn't simply restate your résumé. Use your cover letter as an opportunity to expand on relevant projects and skills listed on your résumé.

2 KEEP IT SHORT

Tell your story. However, the ideal cover letter is roughly a 3/4-page to a full page in length. A concise letter demonstrates that you are focused and have strong communication skills.

3 STATE THE POSITION AND YOUR SOURCE

The recruiter who reads your letter may be hiring for several positions. Clearly state the job title in the first paragraph of the letter, preferably in the first sentence, and how you learned of the position.

4 RESEARCH

Go to the organization's website along with looking them up on LinkedIn! Or, search for the employer on Vault (available in the "Tool Kit" on the Career Center's website). Make it clear in your cover letter that you have researched the organization and understand their mission and overall work.

5 PERSONALIZE EACH LETTER AND EXPLAIN WHY YOU WANT THE POSITION

Always answer, "Why this position?" Clearly state how the position fits into your overall career plans and what you find exciting about the opportunity and the organization. Aim to grab the attention of the reader in the first paragraph.

6 CLEARLY DESCRIBE WAYS YOU WILL CONTRIBUTE — NOT HOW YOU EXPECT TO BENEFIT

In each paragraph in the body of the cover letter, select one or two specific examples of how your skills, experiences and qualities directly fit the company's needs and position description.

7 FOCUS ON YOUR STRENGTHS, NOT YOUR WEAKNESSES

Your job is to convince the recruiter you are qualified. Keep the letter positive. If you are changing careers, the cover letter can shed light on your great transferable skills and unique accomplishments related to the job. Be sure to use positive, powerful nouns and verbs.

8 MINIMIZE THE USE OF "I"

Don't overuse "I" in your document. Vary your sentence structure to keep the reader engaged. Also, use "you" or "your" more than "I," "me," or "my."

9 STATE HOW AND WHEN YOU PLAN TO FOLLOW-UP

Too many job seekers never follow up after sending a résumé. Clearly explain in your letter the manner in which you will follow up via phone or email to discuss the possibility of an interview. Then, do what you say you will do.

10 PROOFREAD

Using spell check is not enough. Many recruiters will dismiss even the most qualified candidate if there is only one typo or grammar error. Reread your letter two or three times, then ask yet another person to review it.

SAMPLE COVER LETTER:

APPLICATION LETTER

Your name
City, State Zip Code

Date

Recruiter Name (if known)
Job Title (if known)
Human Rights Watch
350 Fifth Avenue, 34th Floor
New York, NY 10118-3299

If applying on an unfamiliar website, omit your street address on your cover letter and résumé, and just list your designated job search email address. The headers of your résumé and cover letter should match.

Dear Hiring Manager:

Use recruiter's name, if known.

It is with an immense interest that I apply for the associate position in your Development and Outreach Department, which I learned about through Handshake at the University of Maryland, Baltimore County. I seek this position with the intent of utilizing my expertise in the non-profit industry, my passion for community development, and my two years of administrative work experience to reinforce your mission.

As an advocate of upholding the cultural values of the community, I am drawn to the Human Rights Watch's commitment to defending the rights of people worldwide. I believe in exposing injustices through social research and media, with the goal of bettering the lives of those who are oppressed.

I have over two years of research and administrative experience. My degrees in Media and Communication Studies and Cultural Anthropology have emphasized methods of conducting valid research, utilizing new technologies to communicate, inform, survey, and entertain diverse audiences. As a grant and development Intern I organized financial records, managed donations, corresponded with community partners, and conducting web-based research.

Additionally, as an Urban Arts Leadership Program Fellow, I engaged in professional training on assisting non-profit organizations and participated in human rights advocacy. As a teaching assistant at Jubilee Arts, I supervised and guided a team of 10 youth workers, which contributed to the revitalization of the neighborhood of Sandtown-Winchester. This leadership position prepared me to train, coordinate, and supervise interns

I am confident in my ability to support the Director of Americas Initiatives, while simultaneously organizing fiscal year-end solicitations, and conducting prospect research.

I would be thrilled to have an opportunity to interview with you. Please feel free to contact me by phone at 410-123-4567, or by email at xxxx@umbc.edu. Thank you for your time and consideration.

Kind regards,

Your name typed



Using AI to write your cover letter? First see the ChatGPT/A.I. article on p. 6.

REQUESTING REFERENCES

AND LETTERS OF RECOMMENDATION

When interviewing candidates for employment, employers often request references and letters of recommendation to provide insight into your skills, accomplishments, and character. Having good references can elevate a potential candidate to a top-choice candidate.

✓ WHO SHOULD YOU ASK?

Select people who are able to provide examples of your expertise, character, and work ethic. Good references are people who are professional and hold positions of responsibility. Examples include professors, academic advisors, graduate assistants, internship/work supervisors, coaches, or community leaders (if they have first-hand knowledge of your work).

✗ WHO NOT TO ASK

Unless you have worked with them in a professional setting, don't use family and friends. High school teachers are generally not appropriate for use after your first year of college.

⚙ HOW SHOULD YOU ASK?

Depending on your comfort level with the individual, you may choose to contact them directly (by calling or visiting them in person) or indirectly (via email). The indirect approach allows people to easily say no if they feel they don't know you well enough or just would not have time to be a reference or write a letter. Keep in mind that you want a good reference so if someone says no, it's probably a good thing. Be sure to give your references enough notice, particularly if a reference letter or form is required. A minimum of two weeks is generally expected.

💬 PREPARING/COACHING YOUR REFERENCES

Once you have your references secured, it is important to speak with each about the image you would like to have portrayed to potential employers. Be sure to share copies of your résumé and copies of the position description with all of your references. Make sure they know what your career goal is and why you will succeed in that position. Discuss your strengths, weaknesses, leadership skills, and communication abilities with all references. Make sure you like what they have to say about you; otherwise, you may have to find new references.

✉ FOLLOWING UP

Regardless of whether or not you get the position you want, you should thank your references for taking time to help you. Be sure to send a thank you email letting them know whether or not you got the job.

SAMPLE REFERENCE LIST FORMAT

The header should match your résumé and cover letter header.

Dr./First and Last Name

Title

Organization Name

Organization Address

Daytime Telephone

Email

Mention your professional relationship.

***List 3-4 professional/
academic references**

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- 11,700 employees nationwide
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- 4,000 charities and organizations benefited



What's in a Career for You

1

COMPETITIVE COMPENSATION & BENEFITS

2

WORK-LIFE BENEFITS

3

POWERING COMMUNITIES

4

EMPLOYEE RESOURCE GROUPS

Areas	Generation	Commercial	Corporate
Definition	Consists of nuclear, wind, solar, natural gas and hydro facilities and offices	Made up of electricity and natural gas procurement, energy management options, and renewable supply facilities and offices	Collection of business functions used to support both Generation and Commercial businesses
Common Areas	Chemistry	Commercial Operations	Accounting & Finance
	Engineering	Customer Care	Communications
	Environmental	HVAC	Corporate Affairs
	Facilities	Innovation	Corporate Development
	Health & Safety	Marketing and Sales	Government & Regulatory Affairs
	Innovation	Origination	Human Resources
	Maintenance	Regulatory/Compliance	Information Technology
	Operations	Risk Management	Legal & Claims
	Project Management	Strategic Planning	Marketing
	Radiation Protection	Support Services	Logistics/Supply Chain
	Security	Sustainability	
	Training	Wholesale Energy	

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HOW TO DEVELOP A PERSONAL STATEMENT

FOR RESEARCH OPPORTUNITIES AND GRADUATE SCHOOL

Are you interested in research? These opportunities are a great way to gain experience in many different fields. Most research opportunities require you to highlight your passions and research interests in the form of a personal statement.

PURPOSE

- State your professional goals and what or how you hope to contribute to this program.
- Share your interest and enthusiasm for the specific work you are applying to do.
- Demonstrate what you can contribute to the program to which you are applying.
- State the specific lab/department you want to work in and why.

FIRST STEPS

Read the personal statement prompt/question carefully and analyze what it is asking for.



Visualize your audience: will this be read by a scientist? A physician? An administrator?



Make yourself as desirable to the selector as possible while being honest about yourself.

THE BASICS

Recite your research interests as they relate to the work you are applying for.	
Share your year of study, current major, related academic and career goals, and impressive academic credentials.	

EXPERIENCE IN THE FIELD

Mention special connection to this work such as any prior experience.	
Write something unique about your research interests or an idea that fuels your own research interests.	

YOUR PROPOSED CONTRIBUTIONS TO THE PROGRAM AND HOW YOU WOULD BENEFIT

List personal qualities that would benefit the program, demonstrated through examples.

State what you can do for them and what you seek to gain from the opportunity.

Explain how this specific work fits into your academic and research goals.

WRITING AND MECHANICS

- Check that the opening statement is supported in the body and consistent with the closing statement.
- Make positive statements: “I have experience in...” not “I don’t have experience in x, but do have...”
- Organize the statement so it flows from sentence to sentence and paragraph to paragraph. Your statement should tell a story about your professional journey.
- Proofread for grammar, spelling, paragraph breaks, and correct punctuation.
- Use the more powerful “I am,” rather than “I have always been.”
- Use strong word choices, particularly verbs and adjectives.
- Craft clear, engaging opening and closing sentences.
- Correct grammar and mechanics convey your attention to detail.
- Limit overuse of “I” at the beginning of each paragraph.
- Reading aloud is one of the best ways to ensure proper grammar and syntax.

QUESTIONS TO ASK YOURSELF

- ☐ Does this statement show my interest in this specific program, or could it be sent to any program?
- ☐ Does this statement describe me specifically, or could any good student in my field use this?



AVOID

- Clichés such as “to make the world a better place;” instead, explain exactly how such a lofty goal will be achieved. Please do not exaggerate.
- Providing unrelated information, for example, explaining when you learned you were not interested in computers.
- Using phrases like “this opportunity will be fun and interesting for me;” focus on what you can contribute.
- Restating the question/topic, rewriting your transcript or résumé.
- Any background earlier than high school.

ADDITIONAL SUGGESTIONS

- Share your finished personal statement with the faculty member writing your recommendations.
- Limit the statement to one-and-a-half to two pages with at least one-and-a-half line spacing.
- Reread the personal statement multiple times out loud for clarity, logic, and flow.
- Include a header with your name on each page, which will be numbered as well.
- Have someone else read the statement.

**From the UMBC Office of Undergraduate Research*

SHOWCASING YOUR WORK

In order to give employers a full understanding of what you have to offer and give yourself an edge in today's competitive job market, consider showing work samples. This is not just for arts students! Portfolios can be used to show samples of your writing, technical projects, design projects, presentations, video productions, game development, and photography skills. Some employers even require applicants to submit writing samples or e-portfolio links with their application materials.

WRITING SAMPLES

Strong writing is a critical skill across industries. Writing samples help employers gauge your writing ability and style. Be sure to submit samples that are relevant to the industry and position to which you are applying! If you are unsure what the employer is looking for with the sample, it is O.K. to ask for clarity. It is best to submit recent samples. Also, be sure to remove any personal identifiers such as name, address, or email of those referenced (unless requested by the employer).

How Long Should a Writing Sample Be?

Samples should be concise; one to four pages are usually sufficient. Reviewers are primarily interested in how well you convey your ideas as opposed to specific content.

What Should I Consider When Selecting a Writing Sample?

Follow employer's instructions; it is O.K. to ask for clarity if you are unsure what they are looking for. If the employer does not specify, submit a sample that closely matches the subject matter or position. If you have no relevant work experience (for example, you are applying for an entry-level job), you may submit a school assignment. Examples include a lab report for a science-related position, an op-ed article for a journalism position, or an assignment from a business or technical writing class.

PORTFOLIOS AND PERSONAL WEBSITES

Portfolios and personal websites (referred to as e-portfolios often times) build on your résumé and are the best ways to showcase your work to employers and graduate schools. They include artifacts and documents that demonstrate your accomplishments and skills. Presentations, charts, reports, personal statements, a list of professional development programs, conferences attended, speeches, and accolades such as links to articles you were mentioned in are all examples of content to be included. It is important to also include lots of photos.

Students may have both physical portfolios and e-portfolios. In fields such as teaching, engineering, and journalism, work samples are often requested and a central portfolio or website is the perfect place for such samples to be displayed.

Computing students should use **GitHub** as the platform to display programming projects. However, only post your best work there. This link should be included on the résumé as well.

EXAMPLES OF WRITING SAMPLES:

- Research paper
- Policy brief or memo
- Lab report
- Blog post relevant to industry
- Op-ed
- Newspaper article

Especially for entry-level jobs, class papers are perfectly acceptable if they are most relevant to the position.

For a nominal fee, you can purchase your own domain for a personal website. However, there are several free platforms you can use.

CHECK OUT:

- ArtStation (games/video/entertainment)
- Canva
- Dribbble
- FolioSpaces
- FolioTek
- Vimeo (video)
- Weebly
- Wix
- WordPress
- YouTube (create a channel to display video work)



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NETWORKING 101

WHAT IS NETWORKING?

Networking is the process of making personal and professional connections and building relationships over time. Connections exist everywhere.

Be Intentional. Create a network of helpful contacts to support your career goals and aspirations.

Gather Information. Learn about industries and potential employers.

Show Initiative. Build relationships that you can access when you need career direction.

24/7 NETWORKING

FORMAL NETWORKING

Career Center events, career fairs, departmental and campus events, alumni outreach

INFORMAL NETWORKING

Friends and family, campus social events, community organizations, personal connections

WHY NETWORK?

There are millions of job positions waiting to be filled. Unfortunately, you will probably only see about 5-25% of them. These other “hidden” jobs are not advertised and subsequently filled by word-of-mouth. According to the U.S. Department of Labor, approximately 70% of jobs are found through social and professional networks. Networking has become an essential tool to break into this “hidden job market.”



TRADE AND PROFESSIONAL ASSOCIATIONS

Just about all occupations have some sort of professional association or group at the local, national or international level. Professional associations are great places to build your network, learn about employment trends in your industry, and locate job and internship opportunities. Find associations related to your career through the Career Center’s “Major Resources /What Can I do With This Major” web page or through faculty recommendations. Volunteering at association events can be a great way to meet lots of people in your field, and student membership in professional associations is often discounted to help you get your network started.

10 TIPS FOR EFFECTIVE NETWORKING

PREPARE AHEAD

- Be timely for scheduled meetings.
- Be prepared with your résumé and contact information.
- Develop an organized system for recording industry notes.
- If in-person, you may want to bring extra copies of your résumé.

PRESENT YOURSELF WELL

- Stand for introductions, shake hands and make eye contact.
- Opt for formal introduction titles (e.g., Dr. Brown) unless given permission to do otherwise.

DO YOUR RESEARCH

- Learn about the employer ahead of time and prepare thoughtful questions.
- Be aware of industry trends and newsworthy events happening at the company.

GROW YOUR NETWORK

- Attend events, job fairs and make professional connections through school, work or social events.
- Evolve your networking by exploring contacts in your extended network (like LinkedIn).

ASK QUESTIONS AND LISTEN ACTIVELY

- Pose open-ended questions that facilitate conversation.
- Build relationships through demonstrating strong communication skills.

These networking tips also apply in the virtual world. Due to increased virtual networking events, learn to market yourself online and build new virtual connections.

EXPAND YOUR ONLINE PRESENCE

- Make connections through professional social media to keep up on trends and connect with new people and organizations.
- Maintain active profiles on sites and keep them updated with current academic and professional information.

ASK FOR HELP

- Ask for advice from professionals who have been through this process.
- Be clear that you are asking for information and help, not a job opportunity.

ALWAYS BE READY TO GIVE YOUR PITCH

- Be ready to market yourself on the spot with your 30-second commercial.
- Know and be ready to communicate your strengths and skills.

BE CONSCIOUS OF YOUR DIGITAL IMAGE

- Clean up your online identity by using tools like privacy settings and Google Alerts.
- Be aware that employers may search your social media using your email address or phone number.

STAY IN TOUCH WITH YOUR NETWORK

- Follow up regularly with your contacts to maintain a professional relationship. This includes UMBC faculty/instructors.
- Personalize emails and LinkedIn or Retrievers Connect messages to all networking contacts.
- Contribute in your professional network by attending meetings or being active on professional social media.

INFORMATIONAL INTERVIEWING:

READY, SET, RETRIEVE!

Informational interviewing is a career education tool that can help you learn about a profession, grow your network, and better understand an organization — all by asking questions.

WHY ARE INFORMATIONAL INTERVIEWS HELPFUL?

- To learn about yourself and about possible career options appropriate for you.
- To get valuable information for your job hunting and career planning processes.
- To enlarge your circle of expert contacts in the area. It's never too early to establish contacts. Remember, it is who you know (or get to know) that often gets you a job or internship.
- To learn about a particular organization, how you might fit in, and what problems or needs you might be able to help the employer solve. Knowing this will help you develop needed skills and qualifications for the industry you are considering.

WHO SHOULD I INTERVIEW AND WHERE DO I FIND THEM?

Identifying people to connect with is easy through Retrievers Connect, a platform for engaging with UMBC alumni. Look for individuals who work in settings you might enjoy and jobs or industries that interest you. You can also connect with alumni through LinkedIn. See p. 61 to learn more about Retrievers Connect and p. 60 for LinkedIn networking tips.



WHO'S IN MY NETWORK?

List individuals, companies, alumni, professional associations, or other resources that you could tap for an informational interview.

INFORMATIONAL INTERVIEW TO-DO LIST

- First impressions are always important, so treat this interview accordingly. Dress professionally, arrive early and be courteous to everyone you meet.
- Observe the details of the work environment; take note of the small things like dress style, how people communicate, and presence or absence of humor; consider how these play into your values. Be sure to take notes so that you can refer to them later.
- Show enthusiasm but be mindful of your contact's time and schedule.
- Collect business cards from the people you meet and ask if they have any referrals that you could contact.

The above information can also be adapted to virtual informational interviews.

HOW DO I SET UP AN INFORMATIONAL INTERVIEW?

Depending on how you've networked with your contact, you can call, email or send a LinkedIn or Retrievers Connect message requesting an informational interview. Explain your request and clarify that you're looking to learn more about the profession or company, NOT seeking a job interview. Schedule the meeting at their convenience, and allow 30-60 minutes for a meaningful conversation. If you are meeting at your contact's office, make sure you have clear directions. It's always good to follow up phone conversations with a confirmation email.

HOW DO I WRITE AN EMAIL REQUESTING AN INFORMATIONAL INTERVIEW?

- Show your interest in the company/industry and share your source of information.
- Outline your strongest qualifications by focusing on bigger picture occupational goals (think about what direction you're headed in and how it would help this person to know that). This is a great place to do some personal branding and marketing, too.
- Suggest an action plan by requesting an interview and write that you'll be following up via a phone call to talk about informational interview details.
- Express your appreciation for their time and assistance.

HOW SHOULD I PREPARE FOR AN INFORMATIONAL INTERVIEW?

- Research the job, company/industry, and person. You can meet with a Career Specialist or use online resources such as the company website, LinkedIn, Vault, and the FOCUS 2 assessment.
- Know your own interests, skills, values, and how they relate to the career field represented by the person you will be interviewing.
- Have plenty of thoughtful and open-ended questions prepared to spark conversation.

SAMPLE REQUEST EMAIL

Dear Andrew Chen:

This summer I will graduate from UMBC with a degree in Physics and would like to talk to professionals working in the field to discover exactly what jobs are like from people who are doing them.

Your name was in a very interesting article I recently read in *The Baltimore Business Journal* on physicists working in the Baltimore area, and I am writing to you in the hope that you will be able to help me by either spending half an hour with me at your convenience or by referring me to someone in the area whom you would recommend.

May I call you this week to see if I can arrange a meeting or get your advice for a referral? I understand that you are busy, and I appreciate your help. I look forward to talking with you. I can be reached at (410) 555-1234.

Sincerely,

Your name typed here



SAMPLE INFORMATIONAL INTERVIEW QUESTIONS

QUESTIONS ABOUT AN OCCUPATION

Would you please describe a typical work day?

What type of education and training are recommended as preparation for the job? Distinguish between what is desirable and what is necessary.

Is there a certification employers look for?

Which skills are particularly important? Are there any personal qualities or abilities that are most marketable?

What kind of work experience would employers look for in this field? How might a student obtain this work experience?

While a student, what can I do to make myself stand out? Specific coursework? Research? Internships? On-campus involvement?

How would you describe someone who would excel in this career?

What other steps are necessary to enter this occupation (e.g., required testing, join a union)?

What is a typical entry level title?

What are the opportunities for advancement? Is an advanced degree needed? If so, in which area?

What are the different work settings in which people in this occupation may be employed?

What are some related occupations? Are there occupations doing similar work, but at different levels, such as assistant, paraprofessional?

Are there professional organizations that you would recommend?

PERSONAL ASPECTS OF THE CAREER

What attracted you to this career path?

What satisfaction do you find in your work? What are the rewards, both tangible and intangible?

What are some of the challenges you find in the work? What are some of the stresses and frustrations? Did your training prepare you for these?

What was your first job out of college? How has your career path led you to your current role?

Tell me about a few projects you recently worked on.

What would surprise people about your daily work?

What previous professional experiences have helped you the most in this role?

What are some of the joys and challenges about your work setting, its structure, its facilities, the people?

What do you wish someone would have told you before you started this career?

What advice do you have for an entry-level candidate interested in doing what you do?

Does your career permit you to lead the kind of life you would like to live? How does your career affect your style of life - the required work load, the time commitment, work-life balance?

If you could go back in time, is there anything you would do differently?

PROSPECTS OF THE CAREER

What advice do you have for finding a job in this field?

What are current employment prospects locally? Elsewhere?

What future trends do you see?

How will these changes affect the plans and training for people interested in this career?

What challenges do you think a person entering this field now can expect to encounter?

ADDITIONAL QUESTIONS

Are there any questions I didn't ask that I should be?

Would it be all right for us to stay in touch?

Are you willing to provide any feedback on my résumé?

Can you recommend other people that I should speak to about this? Who can you refer me to that shares my interests and goals

QUESTIONS TO ASK YOURSELF AFTER THE INTERVIEW

Which aspects of the job would you like?

Which aspects of the job would you dislike? What would make them more tolerable?

What is your reaction to the conditions (e.g. stress, anxieties) of this occupation? Do you think you would be able to handle them?

What is your reaction to the amount of freedom or flexibility the worker has in determining what they do on the job?

Do you already have (or could you acquire) the skills and personal characteristics necessary for this job or career?

How do you feel about the duties described in relation to your strengths and weaknesses?

Are you willing to complete the necessary education and training?

What challenges do you think a person entering this field now can expect to encounter?

NEXT STEPS

- Be sure to send a thank-you note and stay connected to your new contact.
- Reflect on skills and experiences you need to build and brainstorm ways to build upon your strengths.
- Write down key takeaways, companies to explore, future contacts, potential internship sites, and advice.

THE THANK-YOU LETTER/EMAIL

Expressing your gratitude is an important professional step and not one to skip. Within 24 hours, send a thank-you note or email, and be sure to:

- Compliment their knowledge, expertise, helpfulness, and company/organization.
- Define how the person helped you.
- Thank them for the information they provided and share details of any next steps that were discussed such as a referral or a new resource for you to explore.
- Say you will keep them advised of your progress — maintaining your network is a key to professional growth.

SAMPLE THANK-YOU EMAIL

Dear <First and Last Name>:

Thank you very much for taking the time to meet with me on Thursday to discuss the professional growth possibilities in _____ industry.

I was impressed by your knowledge of _____ and appreciated your insight regarding the ways I can use my skills to contribute to _____.

You gave me the name of _____ at _____ to contact, and we have an appointment scheduled early next month when she returns from a business trip.

I will be in contact from time to time, to keep you posted on my career research and will send a copy of my updated résumé as soon as it is ready. Thank you for your help and valuable information.

Sincerely,
<Your name>

UMBC

*Be You,
With Us*



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BODY LANGUAGE:

WHAT YOU SAY WITHOUT SAYING ANYTHING

In networking and interviewing, body language is a significant part of making a strong first impression. How you present yourself can indicate positivity, enthusiasm and openness, but it can also communicate aggressiveness, lack of confidence or discomfort. The best way to evaluate body language is to get feedback from others. Practice with a friend, colleague or a career counselor in a practice (mock) interview setting.

Avoid hiding your hands, fidgeting or playing with your hair.

Smile and nod to show interest and focus on the conversation.

Sit up straight and avoid slouching or closed body language.

Make and maintain eye contact.

Try not to cross your arms across your body; instead, place your hands in your lap.

Networking events are great ways to practice conveying positive body language messages prior to an interview. Make sure to think about these aspects as you attend career fairs and other networking opportunities that provide you the ability to make a connection!

Adapted from Smith, J. (2011, August 31). Interview body language mistakes that can cost you the job. Forbes.com

PERSONAL BRANDING:

MAKING THE IMPRESSION YOU'RE AIMING FOR

Personal branding is an important (and sometimes underestimated) component of career development, and presenting a confident personal brand when networking can be the key to gaining access to new opportunities. As you're beginning to think about what you are portraying, there's a simple equation to consider:

Authentic

Just as company brands are built on providing quality goods and services, personal brands are built on people delivering on their claims and showcasing the strengths they identify. Being genuine and authentic when communicating your brand can help build confidence within your network.



Consistent

People are confused by mixed messages, so think carefully about what you'd like to convey. Then share that consistently across all platforms, whether it's during networking events, formal interviews, or through social media.



Trustworthy

What's the value of being trustworthy? Reputations grow, opportunities arise and growth and development are more accessible than ever. When people trust your brand, they trust you. Earning someone's trust is a valuable first step toward developing your professional brand.



EXERCISE

WHAT'S YOUR BRAND?

List five things (adjectives) that you'd like an employer to say/think about you when reading your application or interviewing you:

List five adjectives that people often use to describe you (ask them, if you need to):

Is there a gap between what you want to convey and what you actually portray? Brainstorm some ideas to shift your personal brand so that your brand says what you mean to say:

"A personal brand statement, however, explains why you do what you do. It helps you to stand out and shows the world what you're capable of."

-Hannah Houg

Adapted from "Personal Branding: Who You Are vs. Who You Want To Portray" by Alan J. McMillan (Vault, 2016)

CRAFTING YOUR 30-SECOND COMMERCIAL

A great way to introduce yourself and your personal brand is through a 30-second commercial that you can “deliver” when meeting people for the first time at networking events such as career fairs or information sessions. First impressions are important and can make people nervous, so it’s important to practice this beforehand. Think about a commercial; introduce the product (yourself), highlight the key points (academics, relevant experiences, strengths), and make the sale (state your goals and what you can bring). The goal of a 30-second commercial is to make a brief, memorable impression when you meet someone.

YOUR 30-SECOND COMMERCIAL SHOULD

- Identify who you are
- Highlight a few strengths and accomplishments
- Show how you can bring added value to an organization
- Be concise

As you can see in the sample pitches, the students highlight their names, major/industry, strengths, and specific interest in the organization. Remember, the 30-second commercial can also be useful when writing résumés/cover letters, writing emails to employers, or when leaving voicemails. Also, don’t forget to PRACTICE. Practicing will help you deliver your 30-second commercial seamlessly with confidence. However, you don’t want to sound like a robot!

Sample Pitches:

Hello, my name is Barry Stewart and I am a UMBC student studying financial economics with an accounting certificate. I am in my junior year and I am very interested in an accounting internship with your firm. Currently, I am serving as the treasurer for the UMBC Accounting Club where I have been effective in managing our budget for events, activities and outreach programs. I believe my enthusiasm for helping others increase their financial literacy mirrors your firm's dedication to helping others navigate their tough financial situations.

Hi, my name is Noor Ahmad and I am a visual arts major at UMBC. I am graduating in May and looking for full-time opportunities that engage my creativity and also allow me to use my strong interpersonal skills. Through volunteering at a non-profit in Baltimore, I found that I can connect visual arts and helping people better understand themselves and their community roles. My knowledge of current technology and a detail-oriented perspective can help me to make a valuable contribution to collaborative work environments.

EXERCISE

Who you are:

Key points:

Goal/value added (what problems can you help to solve?):

Now write a draft (6 – 8 lines):

Be sure to use Big Interview to practice; record your response to the question, “Tell me something about yourself.”
See p. 82.

LINKEDIN:

SOCIAL NETWORKING, PROFESSIONAL STYLE

WHAT IS PROFESSIONAL SOCIAL NETWORKING?

Your gateway to reaching 930 million professionals in 200 different countries, including UMBC alumni, top influencers in your field, and recruiters looking for people with your talents and skills.

WHY LINKEDIN?

You can connect with professionals in your field, source new job and intern opportunities, explore industries and companies of interest and build an online network to learn and share content.

HOW CAN I LEARN MORE?

Just starting out? Schedule a 30-minute “LinkedIn Profile” appointment to get the foundations. Want to know more about the functions of LinkedIn and how you can use it to network and find employment? Schedule a 60-minute “LinkedIn Advanced Strategies” appointment.



DO'S vs DON'TS

Upload a photo — profiles with photos are more likely to receive views.

✗ Use a casual photo with others in it or a selfie (think the difference between headshot and Facebook profile).

Customize your headline so that it stands out and says who you are (not just what you do).

✗ Let LinkedIn automatically select your last job title as your headline — especially if you're changing careers.

Write a meaningful summary that snapshots your strengths and identifies what you're seeking in a position.

✗ Copy and paste a generic or clichéd description of the jobs you're seeking.

Ask for recommendations from professionals with whom you've worked, and offer to recommend them as well.

✗ Sit back and wait to be recommended.

Carefully proofread and edit your profile as a professional document.

✗ Use slang or humor that could be misconstrued.

LINKEDIN PRESENCE: START WITH A PROFILE

Your LinkedIn profile is your online professional presence, so don't just fill in the necessary categories. Include things like: experience (work and internships), projects (academic or personal), volunteer work, activities, certifications, student organizations, and skills.

PHOTOS

Choose a professional headshot or photo of yourself alone for your profile picture. LinkedIn lets you choose a background photo from their images, or you can select a photo of your own to customize your profile appearance. Color, texture, professionalism and industry relevance are things to consider.

CONNECTIONS

The number of direct connections you currently have. The larger your network, the wider audience you can reach, so work on getting this number up there. Remember that connections should be relevant and meaningful and that your foundation network may be family, friends, professors, employers and coworkers — but the network will grow if you nurture it.

HEADLINE

Create a catchy headline with keywords to target your area of study or career ambitions — LinkedIn automatically substitutes your current role here, so if you are a career changer, make sure this matches your new goals.

SKILLS

The Skills section is a great way to draw attention to your profile. Add skills to your profile that demonstrate your abilities, and think wide ranging — technical, computer, communication, interpersonal, problem-solving and more.

The screenshot shows a LinkedIn profile for Pete Toph. The header has a blue background with a white network diagram. On the left is a circular profile picture of Pete Toph, a young man with glasses and a beard. To the right of the photo is a circular callout with the text: **BONUS FEATURES:** You can now add your name pronunciation and customize your background. Below the photo, the name 'Pete Toph' is followed by '(He/Him)'. His title is 'UMBC Technology Student/Creative Problem Solver' and his location is 'Baltimore, Maryland'. There are links for 'See 5 connections' and 'See contact info'. To the right of the profile information are two buttons: 'Message' and 'More...'. Below the buttons is the University of Maryland Baltimore County logo and name. The 'About' section is visible at the bottom, starting with 'Rising UMBC junior with a strong academic background in IT, combined with excellent real-world experience working both independently and within a team. Adobe CC programs, Linux, Oracle, as well as database administration and excellent customer service skills... see more'.

ABOUT

Only the first three lines of the “About” section (formerly the Summary) will be visible before the reader clicks “see more,” so what you include in the first three lines must capture the reader’s attention. Make sure it’s not about you, but about the reader. Include your strengths and skills in a creative and attention-getting way — think 30-second commercial in text format. Overall, this section is a summary of what you have to offer.

PUBLIC PROFILE URL

Customize this link to make it easier for people to find your profile, and you can add it to your website, business card or other professional documents.

ALUMNI NETWORKING ON LINKEDIN

To find UMBC alumni, scroll to the Education section of your profile and click on the UMBC icon. Next, click on "Alumni."



You can selectively search for relevant alumni connections based on location, company, industry, major or relevant skills.



If you find a relevant alumni connection and want to open up a line of communication, be sure to:

- Explore their profile to determine if they are of interest and then send a connection request or message. When sending a connection requests, don't click "send now" right away. Instead, click "add note" and customize your message.
- When you're writing your inquiry, identify yourself as a UMBC student/alumni and state your interest in connecting with them.
- Don't be put off if you don't receive a response — remember that not everyone uses social media for the same reason; cold networking may not be their thing.

NETWORKING ON LINKEDIN

The conversation on LinkedIn starts through connecting and "connect" always begins with a message. The message feature of LinkedIn is a running chat but remember that professional networking is different from casual correspondence. Here are two samples of different networking outreach messages based on whether it's a familiar contact or someone you've never met.

ALREADY CONNECTED IN PERSON

"Hello Ana, it was great seeing you at the Animation Convention in Baltimore last week. I really enjoyed our conversation about your project, and I hope that we can collaborate soon. I'd love to introduce you to some of my contacts as well so feel free to reach out. Best regards, Taylor."

NEW CONNECTION/COLD CALL

"Ms. Grant, I recently attended your networking presentation during UMBC's Career Month event, and I wanted to thank you for sharing all of your valuable expertise. I especially appreciated your insights on using social media as a professional networking tool. Would you please help me to build my professional network by accepting my invitation? I would enjoy staying connected with you as I continue to develop my professional brand. Thank you."

NETWORKING JUST FOR UMBC STUDENTS AND ALUMNI

Retrievers Connect is a professional networking platform launched by the UMBC Career Center and Office of Alumni Engagement as a way to foster the career success of the UMBC community.

THE BENEFITS

You will have the chance to learn from those who have been in your shoes, discover industries and trends, and possibly get feedback on your résumé and interviewing skills. These connections could provide you with an inside look into internship and career opportunities as well.

YOU WILL BE ABLE TO:

- Connect directly with alumni through email and video chat by region, organization, or industry.
- Learn about career options in your field and gain knowledge of the work environment.
- Ask alumni about their graduate or professional school experiences.
- Join industry communities.



GET STARTED

It is quick and easy to register using your UMBC ID or your LinkedIn profile at retrieversconnect.umbc.edu. When joining the community, you will be prompted to answer a few questions regarding your educational background and interests related to connecting with others. Questions? Contact retrieversconnect@umbc.edu.

MAKING THE MOST OF RETRIEVERS CONNECT

Be active! Ask questions, join groups, connect with new people, and check out our resources. People are waiting for you to connect with them. Everyone in the Retrievers Connect community is here to support one another.

BRING YOUR CURIOSITY TO LIFE

**Launch your career in a truly
vibrant science & technology
business.**

Learn about our Rockville, MD site:
bit.ly/workyourmagicRCK



We are a leading supplier to the global Life Science industry with solutions and services for research, biotechnology development and production, and pharmaceutical drug therapy development and production.



Make a Difference in Children's Lives Today

Join Kennedy Krieger Institute's Neurobehavioral Team as a Clinical Assistant

Help children with intellectual and developmental disabilities and severe behavioral challenges while working in a supportive team environment with great benefits!

We're seeking talented, ambitious and compassionate people to join our team. You'll have quick opportunities for advancement, receive professional training and have great benefits. Flexible full-time and part-time work schedules are available days, nights and weekends.

Responsibilities:

- Provide hands-on care to children, teens and young adults diagnosed with autism spectrum disorder and/or intellectual disabilities who also have severe and challenging behaviors
- Assist with activities of daily living (e.g., toileting, feeding and bathing)
- Learn about and help collect data for assessment and treatment purposes

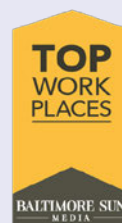
Benefits:

- Full- and part-time opportunities for both degreed (BA/S) and non-degreed (high school diploma, GED, AA) candidates
- Flexible work schedules that can accommodate student classes
- Competitive entry-level starting pay (\$17–18/hour), with a \$2/hour raise upon completion of RBT coursework
- Opportunities for professional career advancement
- Tuition reimbursement
- Medical and dental insurance
- 401(k) retirement plan with employer contributions available
- Paid leave
- Discounted MTA passes and Live Near Your Work benefits
- Free parking

Apply online: KennedyKrieger.org/Careers
(Search: Clinical Assistant)

NBU_Recruitment@KennedyKrieger.org

Kennedy Krieger Institute is an equal opportunity/affirmative action employer and encourages individuals from underrepresented groups to apply.






INTERNSHIPS, CO-OPS, AND RESEARCH

Gaining real-world experience is one of the best ways to make yourself a competitive candidate for full-time jobs and graduate school. Consider participating in one or more of these popular applied learning experiences:

INTERNSHIPS are supervised, structured learning experiences in a professional setting that allow you to gain valuable work experience in your chosen field of study. Internships typically require a minimum of 120 hours on site (at least 10 hours per week during the fall and spring and either part-time or full-time during the summer).

CO-OPS are paid positions that require you to alternate semesters between full-time work and full-time academic study for at least two semesters. Students are often offered full-time employment with the organization upon graduation.

RESEARCH OPPORTUNITIES are open to all majors and are available both on and off campus. These experiences offer a unique way to better understand your academic interests, advance your research skills and consider how graduate school may play a role in your future. Paid summer positions with housing and travel are also available. To get started see p. 71.



To begin this process, we recommend coming in for a résumé review

“HOW ELSE CAN I GAIN EXPERIENCE?”

Employers are interested in any experience that allows you to develop skills that will be relevant to the workplace. You can include more than internships, co-ops, and research such as:

Volunteering and Service-Learning

Any kind of service to your community is valuable. Service-Learning is a structured volunteer experience recognized by UMBC that may sometimes be part of a for-credit course. Contact The Shriver Center (located in Public Policy) to learn about how to pursue experiences in local nonprofits and schools.

Micro-Internships

Short-term, paid, professional assignments for all majors that are like those given to new hires or interns. These projects enable students to demonstrate skills, explore career paths, and build their networks. Create a free account on Parker Dewey to explore available projects. You can also gain experience by job simulations available on theforage.com.

Personal Projects and Entrepreneurship

Did you make a short film, start a small business, develop an app, build a computer or write a popular blog? If it's relevant to your career interests, it can boost your appeal to employers.

Campus Involvement

Leadership in any campus organization, no matter the interest area, is likely to impress employers. Think of ways you can make a significant impact like recruiting new members, improving events, or implementing strategies to promote efficiency.

JOB AND INTERNSHIP SEARCH STRATEGIES

The process of searching for a job or internship is really the process of marketing your skill sets — convincing an employer to “buy” what you have to offer. To do this effectively, and to be competitive, you will need to know what you’re selling (for example, your skills, experience, education, and interests) and who you’re selling it to (the targeted position, industry, and employer). Next, you will need to come up with a good advertising brochure (your résumé) and an effective sales strategy (job and internship search techniques targeting your field).

1. MAKE AN APPOINTMENT.

Career Advisors are available to assist you one-on-one by helping you to map out an effective job or internship search strategy. Schedule an appointment online through Handshake.

2. NETWORK.

Tell your family, friends, professors and former employers that you are looking for a job or internship. Don’t downplay your skills — they won’t advocate for you if you can’t advocate for yourself (see Informal Networking on p. 48).

3. IDENTIFY POSSIBLE EMPLOYERS.

Taking a proactive approach can help you tap into the hidden job market. Remember, over half of current position openings are never posted, so it’s critical that you take the initiative to reach out and inquire about opportunities.

- Identify organizations in your area that are doing the kind of work that interests you.
- Use Buzzfile to identify employers by state and industry/major.
- Consider organizations you’re already affiliated with or interested in.

4. RESEARCH AND CONTACT EMPLOYERS DIRECTLY.

- Once you have a list of employers you would like to target, research the companies (see p. 85) and contact them. Systematically contact each one through email or LinkedIn (see p. 58). Make sure to tailor your pitch to the company, and that your language is professional.
- *For example: “As a junior Visual Arts major at UMBC, I’ve spent the past few years learning about film production, and I am hoping to apply my skills in new settings. The work that your studio has produced for local arts festivals is impressive, and I would love to contribute to it. Would you consider discussing the possibility of taking me on as an intern?”*

5. MAKE THE MOST OF CAREER CENTER RESOURCES, RECRUITING EVENTS, AND HANDSHAKE.

- **Use Handshake** to research and apply to opportunities. Over 40,000 positions are posted each year seeking UMBC candidates.
- **Attend career fairs** both in person and virtually (see p. 72). They are a great opportunity. You can speak with multiple employers at one place and time. Career fairs are the place to introduce your résumé and yourself. The Career Center hosts a large career fair in the fall and spring and advertises many additional fairs each year.
- **Attend information sessions.** There you can learn about specific employers and meet with their representatives.
- **Attend UMBC Connects events.** These events give you an in-depth look at the organization. You will have an opportunity to have meaningful networking conversations with multiple people from the organization. They typically last for about three hours and include multiple components such as employee or intern panels, networking, and a general information session. Students can attend all or part of each UMBC Connects day.
- **Check out the calendar of events** on our myUMBC group. For some events, you should RSVP through Handshake under the “Events” section.
- **Join or volunteer at trade or professional associations.** You will be able to meet people in your targeted industry and learn about potential employers and current openings. Use the “Tool Kit” tab and the “Major Resources” page on our website to identify associations and industry specific search engines.

6. FOLLOW UP WITH EMPLOYERS.

When conducting a job search, it is important to be organized and to follow up with employers if it has been about two weeks since you submitted your application. After attending one of the recruiting events above, ALWAYS connect with the employers via email or LinkedIn. It is appropriate to follow up by phone as well, especially after you have applied for a position and want to check in to determine where the employer is with their hiring process. Keep track of your communication and applications throughout your search using an Excel file or a Google Sheet.

SAMPLE JOB/INTERNSHIP SEARCH RECORD

ORGANIZATION	POSITION	CONTACT PERSON	PHONE	EMAIL	TYPE OF CONTACT & DATE	ACTION NEEDED	IMPORTANT LINKS	DATE APPLIED
ABC Corp.	Job #58	Rahul Kumar	##	??	Sent Email 11/5	Apply via Handshake	URL	11/29
A News Co.	Job #3	Pham Cho	??	@	Met at UMBC info session 10/29	Connect on LinkedIn	URL	11/3
XYZ Tech, Inc.	Job #67	Aisha Johnson	##	@	Applied on website	Follow-up in 2 weeks	URL	10/7

GETTING STARTED IN HANDSHAKE

Handshake is a job and internship search platform that focuses on an individualized experience for students at UMBC. Apply for part-time and full-time jobs as well as research and internship/co-op opportunities.

1. Log in to Handshake. Simply type "Handshake" in the search bar of myUMBC, or navigate to our website (careers.umbc.edu) and under "Quick Links," click the Handshake "Login" button.
2. In the upper right, click on your initials, then "My Profile." Complete your education, work experience, and organization sections. You can add your photo, customize your page, publish or not publish your personal profile and share via an external link, if desired. Fill in any additional fields that will help Handshake suggest relevant jobs and events to you.
3. Upload your résumé in .pdf, .doc, or .docx format. On your profile page, scroll down to "Documents" and click "Upload." Please be sure to check out the résumé section of this guide (starting on p. 18) and sample résumés (see p. 24-35).
4. To apply for positions in Handshake, we ask that your résumé first be reviewed by a Career Peer or Career Advisor. Come during drop-in hours (Mon. – Thurs. from 2 – 4 p.m.), email us (resumereviews@umbc.edu), or schedule a 30-minute or 15-minute express appointment (log in to your Handshake account, click "Career Center" in the toolbar on your left, then "Appointments").
5. Apply for positions under "Jobs." Search by job title, company, location, and more. Click on "All Filters" for additional search options such as position type, major, or industry.

ADDITIONAL RESOURCES

- **EMPLOYMENT AGENCIES:** One way to gain experience is to connect with a third-party recruiter at a local agency for temporary or temp-to-permanent opportunities. See a Career Specialist for a list of recommended agencies.
- **NON-UMBC JOB AND INTERNSHIP WEBSITES:** If you are having trouble finding opportunities through Handshake, try external sites such as [Indeed.com](https://www.indeed.com), [Idealist.org](https://www.idealists.org) (for nonprofits), [Internships.com](https://www.internships.com), or check LinkedIn's job search section.
- **INDUSTRY-SPECIFIC JOB AND INTERNSHIP WEBSITES:** There might be specific online databases for people seeking opportunities in your field. Check out "Majors Resources" and "Bzzzzfile" on careers.umbc.edu/tools/.

TIPS FOR USING HANDSHAKE

WHAT KIND OF POSITIONS ARE IN HANDSHAKE?

All kinds! We have full-time jobs (entry-level and experienced), part-time and on-campus jobs, internships, co-ops, research positions, fellowships, entrepreneurial opportunities, and temporary positions.

I CAME UP WITH TOO MANY OR IRRELEVANT RESULTS.

Using Handshake, you can filter results by a variety of criteria such as major, job role, and industry. Explore the different filters and add new ones to narrow your search.

I WAS HOPING FOR MORE SEARCH RESULTS.

There may be several reasons. First, make sure you have selected a broad range of majors (focus on your skill set versus your major) and try searching by keyword. Also, remember that employers are constantly posting positions to Handshake. You may be searching in an "off-season." To create a **job alert**, click "filters" and set your criteria. On the left above the job postings, click "save your search." Once your search is saved, you can "edit your notifications" to be emailed jobs matching your criteria.

Handshake

INTERN SUCCESS PRACTICUM

Congratulations! You've landed an internship, co-op, or research experience. Now, ask yourself: How will you make the most of it? How will you make a great impression, overcome challenges, and build a relationship with your supervisor? And how will your experience be recognized on your UMBC transcript?

WHAT IS THE PRACTICUM (“PRAC”)?

The Career Center offers an online, asynchronous, zero-credit course, designed to provide valuable support and resources during your internship, co-op, or research experience of 120 + hours. PRAC 95/98/99, better known as the Intern Success Practicum, aims to help you make the most of your experience and maximize your professional growth. PRAC is pass/fail and must be completed simultaneously with your internship. There is NO tuition or fees, and the requirements can be completed online.

HOW TO REGISTER

Log in to Handshake, then navigate to Career Center > Experiences.



Click “Submit an Experience” and complete the required fields.



Once you have submitted your request, attach a letter or email verifying that you have been offered the position. The information should be documented on the organization's letterhead or sent by a representative from the organization's email domain.

Want to know more about the Practicum?

Contact:

internships@umbc.edu

BENEFITS OF THE PRACTICUM

RECOGNITION

Your experience is sanctioned by UMBC and noted on your official academic transcript.

WEEKLY TIPS

Relevant workshops and employer panels help you take your experience to the next level.

DEDICATED CAREER COACHES

Receive personalized guidance and support from a team of career coaches who will assist you in overcoming any obstacles and offer valuable advice throughout your internship journey.

GROW YOUR CONNECTIONS

Engage with a community of like-minded peers who are also participating in the PRAC program. Share your experiences, learn from others, and expand your professional network.

PERFORMANCE EVALUATIONS

Receive valuable feedback on your performance during your internship from your site supervisors. These evaluations can help you identify areas of improvement and foster your personal and professional growth.

SELF-REFLECTION AND GOAL SETTING

The PRAC course emphasizes self-reflection and goal setting while providing a platform for you to identify your strengths and weaknesses. PRAC encourages setting SMART goals for your internship/co-op/research and facilitates open and honest dialogue about your experience.

FELLOWSHIPS, APPLIED LEARNING, AND STIPENDS

Although many internship and research opportunities are paid, some are not — particularly at start-up companies and in the nonprofit sector. If you are interested in entrepreneurship, public service, or on-campus undergraduate research, consider applying for funding through these programs.

PUBLIC SERVICE SCHOLARS PROGRAMS

The Shriver Center coordinates several fellowship programs on behalf of the state of Maryland. All fellows for these programs are paid a stipend.

- **GOVERNOR'S SUMMER INTERNSHIP PROGRAM (GSIP)**
Introduces Maryland's best and brightest college students to the challenges and rewards of working within state government.
- **SONDHEIM NONPROFIT LEADERSHIP PROGRAM**
Introduces Maryland's undergraduate and graduate students to the nonprofit sector.
- **SONDHEIM PUBLIC SERVICE LAW PROGRAM**
Supports pre-law students who are committed to serving full-time in a 10-week summer internship in public service and/or assists in providing legal services to low-income Maryland residents.
- **MARYLAND DEPARTMENT OF TRANSPORTATION (MDOT) FELLOWS PROGRAM**
Exposes students to careers in the state sector within Maryland's integrative transportation system. These programs take place during the summer, with application deadlines in the spring. Visit the UMBC Shriver Center's website to learn more.

MARYLAND TECHNOLOGY INTERNSHIP PROGRAM

- **MARYLAND TECHNOLOGY INTERNSHIP PROGRAM**
The Maryland Technology Internship Program (MTIP) helps Maryland retain top tech talent by increasing the number of paid technical internships offered in the state. Administered by UMBC and funded by the State of Maryland, the program offers financial assistance to technology-based businesses, as well as state and local agencies, as an incentive to hire more interns.
- **MARYLAND INSTITUTE FOR INNOVATIVE COMPUTING**
The Maryland Institute for Innovative Computing works to fully support state agencies in expanding their technical talent pipeline through intern recruitment, compensation, mentoring, and conversion.
- **DIGITAL TECH CREDENTIAL**
This is a free program for UMBC students to gain the digital skills needed for entry-level jobs in this region. This program is being implemented by UMBC and is recognized by regional businesses as a differentiator when selecting the best candidate.

SHATTUCK FAMILY INTERNSHIP PROGRAM FOR ENTREPRENEURSHIP AND SOCIAL CHANGE

This fall and spring program places students from diverse backgrounds in mentored internships to better prepare them to launch start-up or nonprofit ventures. Students receive a stipend, as well as training and hands-on experience to empower them to become the next generation of entrepreneurs or nonprofit leaders. Visit the UMBC's Alex. Brown Center for Entrepreneurship website to learn more.

UNDERGRADUATE RESEARCH AWARDS (URA)

UMBC's Undergraduate Research Awards provide up to \$1,500 to undergraduate students to support their year-long research or creative work with a UMBC faculty mentor. UMBC students of all years and disciplines are invited to apply. Application deadlines are in the spring.

In addition, Entrepreneurship URAs provide up to \$1,500 to undergraduate researchers to support the development of a solution to either a technical or social problem in collaboration with a UMBC faculty mentor. Visit UMBC's Office of Undergraduate Research website to learn more.

The Morgan Stanley logo is displayed in white text against a blue background with a complex, overlapping grid pattern.

Morgan Stanley Baltimore

At Morgan Stanley Baltimore, we aim to build a community that can deliver the finest financial thinking, products and performance in the world. Our people come from diverse backgrounds, and we all are high achievers who share integrity, intellectual curiosity and the desire to work in a friendly, inspiring environment.

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Visit www.morganstanley.com/campus

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- Doing the Right Thing
- Giving Back
- Commitment to Diversity and Inclusion



Questions? Email baltcampusrec@morganstanley.com

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Only here can I work on Marine One on Day One.



Archana
Senior Manager
International Programs



GETTING STARTED WITH UNDERGRADUATE RESEARCH

ON - CAMPUS RESEARCH AT UMBC

STEP 1

IDENTIFY RESEARCH TOPICS

Investigate aspects of your field that you would be interested in researching.

	Consider what has interested you most in your coursework.
	Read about current research at UMBC on the websites of academic departments. Hint: click the “Faculty” page to learn about specific professors’ interests.
	Talk to current and past professors, teaching assistants, and advisors about potential research topics.
	Visit UMBC’s Undergraduate Research page (ur.umbc.edu) and click “myMajor.”
	Search potential topics through AOK Library.

DEADLINES FOR SUMMER RESEARCH

Start your search for summer opportunities in November. Apply by early February. Decisions are sometimes made as early as March.

STEP 2

REACH OUT

After identifying three to four areas of interest, begin contacting professors/researchers who are engaged in research in these areas and communicate your interest. Begin two to three months in advance.

Send an introductory email.

Include:

	Your name, year in school, and major.
	How you came to know of the individual and their research.
	Your reasons for seeking research experience (short-term goal — obtain research experience; long-term goal — go to graduate school).
	Attach your résumé.

Follow up.

Visit UMBC professors during in-person or virtual office hours.

	Be prepared to share your résumé.
	Remind professor who you are and why you are visiting.
	Be direct and succinct; professors will want to see you have come prepared.

OFF-CAMPUS RESEARCH OPPORTUNITIES

OFFICE OF UNDERGRADUATE RESEARCH AT UMBC

UMBC’s Office of Undergraduate Research (ur.umbc.edu) has a wealth of resources to help students obtain research at various institutions both locally and across the country. Multiple workshops are offered each fall and research opportunities are also posted in Handshake.

THE CAREER FAIR

MEET AND GREET EMPLOYERS

DO YOUR RESEARCH

Create a list of representatives that you'd like to speak with and make sure you know about their products and services, as well as any employment needs they might have. The UMBC Career Center will post a list of registered employers prior to the fall and spring fairs, including the major fields of study for which they are recruiting.

RÉSUMÉ READY

If in person, prepare by printing multiple copies of your updated résumé and by choosing a professional outfit (see p. 90). Career fairs are not as formal as interviews, but you should dress in business or "business casual" attire.

BUILD YOUR BRAND

Updating your résumé, dressing professionally, practicing your pitch, and building connections with employers are important strategies for both in-person and virtual career fairs. When meeting recruiters at career fairs, it is important to make a strong first impression. By developing your personalized "30-second commercial" (see p. 57), you will be able to quickly and effectively market yourself. Don't forget to ask recruiters for the best way to follow-up with them after the fair and be sure to thank them for their time.

IN IT TO WIN IT

Getting the most out of a career fair means interacting with employers, asking and answering questions, and gathering information to grow your professional network. Be confident in your verbal communication and body language, and use career fairs to practice and perfect your 30-second commercial. Career fairs can help you prepare for interviews, so connect with as many people as you can to get comfortable. Be prepared to share your résumé with recruiters and get their contact information if possible.

TAKE IT FROM HERE

Follow up with all of your new networking connections by joining their LinkedIn network (see p. 58) and sending emails that remind an employer that you met at the career fair. Remember details of conversations, jot down talking points and craft professional correspondence that helps to solidify your image in a recruiter's mind.

"WHAT IF THEY AREN'T RECRUITING FOR MY MAJOR?"

Keep an eye out for employers who indicate they are hiring for "all majors," which will be advertised in the Career Fair booklet and online prior to the fair. Many small and medium-sized companies have limited recruiting budgets, so while they might not advertise that they are recruiting all majors, you can explore opportunities by talking with representatives, researching online for opportunities, and using your LinkedIn network.

VIRTUAL CAREER FAIRS

- Register and upload your résumé at least one week prior. Employers may be able to preview your credentials!
- Review resources and/or attend a session on navigating the fair's virtual platform.
- Test your technology in advance to avoid tech issues during the event.
- Prepare a written version of your 30-second commercial to share with recruiters via chat (see p. 57 of this guide for an example).
- Dress well and ensure an appropriate background for video chatting (no distractions).

TIP: Need help preparing for the career fair? Schedule an appointment for a résumé review, to practice your 30-second commercial, and identify employers that you should target at the fair.

RED FLAGS

“IS THIS POSTING FOR REAL?”

Research the validity of an organization on:

www.bbb.org

www.anywho.com

Have you ever seen a position posted that seems to be administrative in nature; however, once the company is contacted, the description suddenly changes and the “employer” is offering to send you a check for a significant amount of money...all you need to do is deposit the check and return a portion of the funds using a wire service? This is a job scam.

These scams involve a con artist who pretends to be an employer and uses a job advertisement to lure an unsuspecting job seeker. Con artists are quite convincing, and may even use real company names and corporate logos to convince you that they are legitimate employers. Once you wire them money, there is no chance of recovering funds. Don't fall for it! Avoid applying or responding to positions that have these fraudulent job red flags:

- You must provide your credit card, bank account number, social security number or other personal financial documentation.
- Contact names, numbers and email addresses don't match the company's contact information (such as the domain in the contact's email address does not match the domain used by real representatives of the company). For example, employers calling itself “Omega, Inc.” With a “Yahoo!” email address.
- Scammers often use phishing emails. The “FROM” address on an email can easily be spoofed/faked. Just because it looks like it came from an “@umbc.edu” address or someone you know, it doesn't always mean it came from that person. Never click on the links in a phishing email. For additional information about online safety and best practices see the UMBC Cyber security Awareness FAQ.
- The job posting includes many spelling and grammatical errors.
- You are offered a large payment either in exchange for allowing the use of your bank account or before work has commenced.
- You are asked to forward, transfer or wire money to/for an employer. If you see words like “package-forwarding,” “wiring funds,” “PayPal,” “eBay” or “foreign agent agreement,” be cautious.
- If you receive a job offer for something you haven't applied for.
- The position description neglects to mention what the job responsibilities actually are and instead focuses on the amount of money to be made.
- The employer responds to you immediately after you submit your résumé (not including an auto-response you may receive acknowledging receipt of your résumé). Typically, résumés sent to an employer are reviewed by multiple individuals or aren't viewed until the posting has closed.

If you are unsure about the validity of a job emailed to you, just ignore the sender and delete the message. If you find a questionably fraudulent job posted in Handshake, please report it to the Career Center, careers@umbc.edu

WHAT TO DO IF YOU ARE THE VICTIM OF A SCAM

- Notify the UMBC Police Department, 410-455-5555 and Career Center, 410-455-2216.
- If you have already fallen victim to this scam and transferred funds to someone, please file a complaint with the FBI's Internet Crime Complaint Center (www.ic3.gov).
- If you have sent money to a fraudulent employer, notify your bank or credit card company to close the account and dispute charges.
- If the incident occurred completely over the internet, file an incident report with the Federal Trade Commission at reportfraud.ftc.gov or by calling 1-877-382-4357.
- Ripoff Report® is a worldwide consumer reporting website and publication, by consumers, for consumers, to file and document complaints about companies or individuals (ripoffreport.com).
- Contact UMBC's DoIT Security (security@umbc.edu); forward the email with full headers. If you have shared personal information, follow DoIT's recommendations.

GOVERNMENT JOB AND INTERNSHIP SEARCH

The federal government recruits and hires students and recent graduates interested in careers in public service. These job openings will be in many different career fields and at a variety of government agencies. When applying for a federal government position, it is important that you start early and have a strategy. Identify your strengths and skills and determine which agencies you would like to target. Ideally, aim for an agency that fits or matches your unique skill sets. Keep in mind that federal jobs also require tailored information in applicant résumés.



FEDERAL WORK PROGRAMS

Student hiring programs are often a "foot in the door." The following is a summary of the U.S. government work programs for current students and recent graduates. "Pathways" is a pipeline for entry-level talent. For additional information on each of these programs use [USAjobs.gov](https://www.usajobs.gov) > "Explore hiring paths" > "Students & recent graduates."

RECENT GRADUATES PROGRAM

Provides developmental experiences in the federal government intended to promote possible careers in the civil service to recent graduates (within the previous two years and two to six years for vets) from qualifying educational institutions or programs.

INTERNSHIP PROGRAM

This program is designed to provide students enrolled in a wide variety of educational institutions with opportunities to work in agencies and explore federal careers while still in school.

PRESIDENTIAL MANAGEMENT FELLOWS PROGRAM

An entry-level, two-year government-wide flagship leadership development program for advanced degree candidates (graduate and professional). It is designed to attract and select from among the most competitive candidates in the country. Upon successful completion of the program, participants will be eligible for conversion to full-time federal employment.

WORKFORCE RECRUITMENT PROGRAM (WRP)

This program is for students with any type of disability: a direct hiring program managed by The Department of Labor, WRP connects public and private sector employers nationwide with highly motivated current students and recent graduates with disabilities who are seeking internships or permanent jobs.

To qualify for WRP, a *Schedule A* letter must be provided. The *Schedule A* letter documents that you are differently abled. The letter can be obtained from a licensed medical professional, a certified vocational rehabilitation professional, or any federal or state agency that provides disability benefits. It is not required that your specific disability, medical history, or need for an accommodation be stated in the letter.

The WRP is run on an annual basis and requires an informational interview with a WRP recruiter. Registration takes place in the early fall. If you are interested in this program, contact Stephanie Taylor-Okoukoni in the Career Center, staylor18@umbc.edu, for more information.

**Remember to use
Résumé Builder,
a helpful résumé
tool in USAJOBS.**

PREPARE FOR A WAIT!

It can take weeks to months before you will hear back about an application and there may be little or no communication from the agency. Don't let a long wait deter you — federal employment can be very rewarding.

Note: In order to apply for most federal government positions, United States citizenship is required.

FEDERAL JOB SEARCH STRATEGIES

- Go to USAjobs.gov and create an account. We suggest you “build” your résumé in the system. However, you can also upload a document.
- Be sure to tailor your résumé to match each position for which you apply.
- When initially submitting your transcript, it may be unofficial, but be sure to have an official one before going to the interview.
- In USAjobs, you may save searches and set up customized alerts so that you will receive email notifications. However, don’t rely on this. You should still check USAjobs regularly.
- When you receive an alert, apply right away if you meet the minimum qualifications and are interested in the position. When applying for government jobs, time is of the essence.
- Consider various locations. Most government agencies allow teleworking.
- Check YouTube and social media such as LinkedIn; some agencies have channels which include videos full of tips and resources on their application process.
- Aim for a government internship while you are a student. Many agencies convert their interns to permanent when you receive your degree.
- If you are targeting a specific agency, apply directly on the agency website. Submit several applications to the same agency; some of the positions may even have the same job title.

TIPS ON WRITING THE FEDERAL GOVERNMENT RÉSUMÉ

Most government agencies will now accept a standard résumé; However, applications tailored for specific jobs that are a good match for your skills and talents will be more successful than sending out a standard résumé for many jobs. So, be sure to tailor your résumé for each position.

	Your employment section is most critical. You must go into detail and describe each position thoroughly.
	For each position, include key words and core competencies to highlight your accomplishments. Be sure to match your skills (stated in the job announcement) to the position.
	Write your accomplishments in the active voice; for example: researched and developed vs. responsible for researching and developing (this is in the passive voice). See p. 21 for action verbs.
	When summarizing what you did, follow the CCAR approach: C (Context): What is the context? C (Challenge): What is the challenge you handled? A (Action): What action did you take to resolve the problem? R (Result): What was the outcome?
	Write a “compelling story” using CCAR. Be sure to include numbers, figures, and percentages where applicable.
	Bullet points are not required on the government résumé, but feel free to use them.
	The rule about page length does not apply here — the more detail, the better. The typical length for a recent graduate should be between two to three pages.

FEDERAL RÉSUMÉ SAMPLE: PROOF OF RELATED KNOWLEDGE, SKILLS, AND ABILITIES*

Applied engineering principles and concept knowledge to evaluate designs for \$5MC-130 Hercules rinse rack that complied with military regulations and FAA height restrictions. Researched concepts that incorporated a reverse-osmosis water-filtration system to reclaim used water to reduce water usage and required minimal maintenance over the system’s lifetime. Reviewed plans, manuals, instruction books, technical standards and guides to identify problem areas and assess feasibility. Performed cost analysis on potential rinse rack positions and systems.

**Adapted from “Student’s Federal Career Guide, 3rd Edition” e-book by Kathryn Troutman and Paul Brinkley*

STUDENTS WITH DISABILITIES

CAREER CENTER WEBSITE RESOURCES

*Click on Students >
Additional Career Resources for
Specific Populations >
Students with Disabilities*

Student Disability Services (SDS)

UMBC's office serving students with disabilities and the best place to start learning about both university specific and general resources.

Job Accommodation Network (JAN)

The leading resource for information on workplace accommodations and disability employment issues provided by the US Dept. of Labor.

The DO-IT Center (Disabilities, Opportunities, Internet working, and Technology)

An organization that uses evidence-based practices to empower people with disabilities and maximize potential through programs and research.

Workforce Recruitment Program (WRP)

To qualify for WRP, students must provide a *Schedule A* letter which removes hiring barriers and accelerates the federal government hiring process.

See p. 74 of this guide for additional information.

If you're a student with a disability, you might have specific questions or concerns about approaching the job search process, navigating interviews, and determining if, when, or how to disclose your disability. The Career Center and The Office of Student Disability Services (SDS) and Accessibility Resources are essential to help you understand your rights and responsibilities and how they apply to the world of work.

It is important to remember that you are not required to disclose your disability to an employer. What you should know is that if you require accommodations to perform the essential functions of the job, then you need to disclose disability-based limitations in order to gain access to those accommodations. Disclosure is personal and challenging; luckily, there are resources to help you.

WHAT YOU SHOULD KNOW ABOUT ADA

Under the Americans with Disabilities Act (ADA), you must be qualified to perform the essential functions or duties of the job, with or without a reasonable accommodation. You need to know that:

- You're entitled to reasonable accommodations for your disability (but must ask for them and follow their process). Be prepared to suggest possible options that will allow you to do the job safely and productively.
- You may request accommodations regardless of whether the opportunity is an internship (paid or unpaid), full-time, or part-time.
- An employer is required to keep your disability confidential from other employees.



PRE-EMPLOYMENT/INTERNSHIPS/RESEARCH OPPORTUNITIES

AREA OF CONCERN	QUESTIONS TO ASK YOURSELF	THINGS TO DO
DISCLOSING YOUR DISABILITY	<ul style="list-style-type: none"> • What's the size and background of the employer? • What are the requirements of the position? Can I perform the job functions with or without reasonable accommodation? • What's the style of the employer? What information is available about their accommodation process? • Do they embrace diversity? Am I comfortable sharing my disability? Do I know my strengths and challenges related to this job? 	<ul style="list-style-type: none"> • Meet with UMBC's ADA Coordinator through the SDS office for information on when and how to disclose your disability. • Come to the Career Center and practice disclosing in an "interview prep," "mock interview" or "evaluating offers" session. • View the Career Center website for tools to assess whether or not disclosure is necessary.
SITE SELECTION/ ENVIRONMENT	<ul style="list-style-type: none"> • Is this a space where my disability might affect my ability to do this job? • Does this environment have a culture in which my disability will be embraced? 	<ul style="list-style-type: none"> • Talk with your network of academic advisors, internship coordinators, former interns and counselors to get more information about the employment space and environment — don't wait until after your first day.
INTERVIEWING	<ul style="list-style-type: none"> • Do I need accommodations to perform well in this interview? • What type of interview is this? • Do I feel confident in my ability to talk about my strengths and skills in this interview setting? 	<ul style="list-style-type: none"> • Schedule an "interview prep" or "mock interview" appointment at the Career Center. • Practice before an online interview to build your confidence. Login to Big Interview from the Career Center's website to record and review your practice sessions.

WHAT TO DO POST-OFFER

Even if you didn't disclose a disability to your employer during the hiring process but find that you want to request an accommodation, it's important to ask for it. It's not too late! The employer will need to review your specific situation in order to determine a reasonable accommodation in the workplace for a documented disability. You may be required to share documentation of your diagnosis, limitations and recommended accommodation(s) with human resources. Be sure to identify resources at your new job, such as human resources staff who have supportive roles for employees with disabilities, an EEO (Equal Employment Opportunity) or fair practices officer, a business person, and/or the ADA coordinator, and you can always visit the Career Center for an advising appointment.

TIPS FOR INTERNATIONAL STUDENTS

As an international student, you bring a set of unique experiences and perspectives. You may come to UMBC with strong skills from previous work experience in your home country. Employers here in the United States can greatly benefit from your skill sets. Learn to leverage your identity as an international student.

While some employers such as those associated with the U. S. Department of Defense have citizenship limitations on who they can hire, many employers are just looking for the best talent out there. Above all, employers want to hire individuals who will be an asset to their organization. Your job is to sell yourself to show you are the best fit for their needs.

LOOKING FOR AN ON-CAMPUS JOB?

If you are looking for an on-campus job, you will want to have a résumé tailored to this purpose. For example, if you are applying for a cashier position at the campus bookstore, a résumé focused on technical skills and experiences will not help to get that job, as it needs to include skills and experiences that involve customer service, strong communication, teamwork, and possibly volunteer or extracurricular activities. For a sample on-campus job résumé, see p. 32.

F-1 SPECIFIC JOB/INTERNSHIP SEARCH RESOURCES

Links to these resources can be found at careers.umbc.edu. Click on "Students" > "Additional Resources for Specific Populations" > "International Students."

- My Visa Jobs Report
- E-verify H1B Database
- InternationalStudent.com
- usavisanow.com
- GoinGlobal — H1B database
- Log on to Big Interview found under "Quick Links" on the Career Center's website. Click on "Curriculum" > "Interview Playbooks" > "ESL/English as a Second Language"

RÉSUMÉ TIPS

There are several differences between U.S. résumés and non-U.S. résumés. In order to match what U.S. employers are looking for, follow these tips:

- Focus on information that relates to the position you are applying to or field you are interested in, NOT personal details (i.e., age, marital status, race, or religion)
- Never include a photo. Graphics are typically included only for art and design majors
- Do not list hobbies unless related to the position
- If you list languages under your skills section, don't list English, as it will be assumed that you are fluent in English
- List your G.P.A. (grade point average) using a 4.0 scale — for example, 3.0/4.0). If you need assistance converting your GPA from a different scale, meet with a Career Specialist or use an online G.P.A. conversion resource
- Be concise. Showcase your skills and experiences well, but you don't want to overwhelm the employer
- Most relevant information should always be listed first



WORKING OFF CAMPUS: CPT BASICS (CURRICULAR PRACTICAL TRAINING)

The Career Center works closely with International Student and Scholar Services (ISSS) to help students with F-1 Visas obtain CPT to work off-campus in internships, research, and co-op positions.

One of the requirements for CPT is that your off-campus work is connected to your academics. Students with F-1 Visas looking to work off-campus must enroll in the Career Center's Intern Success Practicum for the work experience to connect to your UMBC academic record. See p. 67 for more information about the Intern Success Practicum.

IMPORTANT: Review the ISSS website to learn more about requirements for CPT. Please note that you cannot legally begin any off-campus employment until you have a new I-20 showing your work permission, and this can only be obtained once you have completed all steps of the CPT application process.

INTERVIEWING TIPS FOR INTERNATIONAL STUDENTS

- Practice — Interviewing is a skill. Be sure to practice responding to questions and consider scheduling a practice (mock) interview or prep appointment with a Career Specialist. To learn more about preparing for interviews, see p. 82
- Sell yourself — Be able to say why they should hire you
- Never ask about salary, vacation or other benefits in an interview — Wait until you've been offered the job
- Research — Be sure to thoroughly research the organization before the interview
- Know the process — Be prepared to discuss your status honestly and to explain the OPT/sponsorship process to employers who may be unfamiliar
- Follow up — Ask the interviewer where they're at in the hiring process and when you can expect to hear back
- Be punctual — Be not only on time, but 10 minutes early
- Smile and show your enthusiasm for the company/position
- Give a firm handshake — To both men and women, if this does not conflict with your customs or religion. *Note: Handshaking is not advisable during a major health scare.*
- Make eye contact — It's expected and conveys confidence and honesty
- Demonstrate your professionalism — Wear a business suit, shower, press your clothes, keep make-up and cologne/perfume to a minimum
- Communicate effectively — Be sensitive to clues that you're being misunderstood

! Meeting with a Career Specialist can help you to set yourself up for success with the U.S. internship/job search.

TIPS FOR LGBTQIA+ STUDENTS

As a lesbian, gay, bisexual, transgender or queer (LGBTQIA+) student preparing for entry into the workforce, you may find yourself faced with additional career planning challenges related to your sexual orientation or gender identity. The following job search tips are designed as a starting point for those identifying as LGBTQIA+. There are no hard and fast rules. We encourage you to address questions on your job search and coming out at work with a career counselor.

HOW OUT DO YOU WANT TO BE IN THE WORKPLACE?

Coming out is a personal decision. It is up to you to determine how important it is to be out and under what circumstances. For many people, their sexual orientation is such an integral part of their identity that to remain closeted in the workplace would seem disingenuous. Others, however, might prefer to maintain separation between their personal and professional lives, only sharing information about their orientation with close friends. The bottom line is that for now you must decide what is best for you.

RÉSUMÉ WRITING — HOW MUCH TO INCLUDE?

Should LGBTQIA+ related activities be included on the résumé? Consider your audience and determine ahead of time how out you want to be. As with any potentially controversial group affiliation, such as political or religious activities, you will want to weigh the pros and cons of including such information. One strategy is to simply omit any reference to LGBTQIA+ organizations or activities. If you do choose to include LGBTQIA+ related information on your résumé, be certain to highlight relevant skills such as leadership, budgeting, event planning, public speaking and organizational skills. Another approach is to list the organization generically, for example, as an “Anti-Discrimination Organization,” and then document your accomplishments from this experience.

RESEARCHING ORGANIZATION POLICIES AND CLIMATE

Prior to the interview, always research an organization's official policies and resources. Does the employer have LGBTQIA+ employee groups, non-discrimination policies, and domestic partnership benefits (if marriage is not legal in that state)? If your job search takes you to unfamiliar geographic regions, try to determine if the organization is located in a state, county, city or community that prohibits discrimination on the basis of sexual orientation and/or gender identity.

INTERVIEW STRATEGIES

As with writing a résumé, you should decide ahead of time about how out you are ultimately willing to be during the interview process. Preparing for interviews is critical. Depending on the strategies you have used to include LGBTQIA+ related activities on your résumé, you might have already given the interviewer some indication of your affiliations. If that is the case, you should be prepared to discuss how your experiences have developed desirable leadership, communication, and interpersonal skills. You could “test the waters” with an interviewer by asking about the organization's diversity initiatives. To be more direct, you might ask, “Can you tell me more about diversity in the workplace and related policies, as they might deal with race, ethnicity, sexual orientation and the like?”

CHECK OUT OUR WEBSITE FOR ADDITIONAL RESOURCES:

Click on Students > Additional Career Resources for Specific Populations > LGBTQIA+ Students

For additional interview tips, check out Big Interview on our website (“Quick Links/Big Interview”).

Adapted from the University of Pennsylvania's “LGBTQIA+ Career Planning & Job Search Guide”



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THREE KEY STEPS TO INTERVIEW SUCCESS

You landed an interview — **Congratulations!** Your résumé and cover letter caught an employer's attention, potentially among numerous candidates. Now it's time to make a more personal connection, whether it's in person or through the phone or Zoom/Teams. Interviews are often the most important decision-making component for an employer, so making sure you're prepared to do your best is part of your career development. We've narrowed the vast field of interview prep down to three key steps — follow these to find interview success.

DO YOUR RESEARCH

Knowledge is power, and in this case, your competitive edge when demonstrating your value to an employer. Knowing about their business, mission, industry, and products or services shows enthusiasm and helps to build your personal brand. For additional information, see "Do Your Research" on p. 85.



PLAN THE DETAILS

How can you best prep for your interview? After analyzing the job description, brainstorm a list of your key skills and experiences that match the position. Come up with examples to demonstrate that you have those skills. Have copies of your résumé, a reference list, a professional outfit on hand, and a clear path to your destination.



PRACTICE, PRACTICE, PRACTICE!

The potential for interview success is exponentially increased by reviewing and practicing your responses. Interview questions vary depending on the type of interview, but there are some questions that everyone should be prepared to answer. Practice is key.

HOW THE CAREER CENTER CAN HELP WITH YOUR INTERVIEW PREP

Career Center Appointments

We offer two types of appointments to help you become interview ready: interview preparation and practice (mock) interviews. During an interview prep appointment, we will review the basics, what to expect, provide tips, and give strategies for answering common interview questions. In a practice interview, we simulate a real interview and provide feedback and coaching on your answers. You have the option of recording the session so you can review it later.



Log in to Big Interview from the Career Center's website ("Quick Links") or my.umbc.edu/go/biginterview to gain access to a helpful video curriculum that includes interviewing fundamentals and best practices, tips for phone or virtual interviews, and strategies for common questions. There is also a question library for specific industries and suggestions on how to craft your best answers. After you learn tips and tricks, you can use your webcam to record yourself answering practice questions. It may seem awkward, but it is helpful to rate how you did. After recording your practice interview, you can also send it to the Career Center for feedback. Email your video link to interviews@umbc.edu.

STAGES OF AN INTERVIEW

1. INTRODUCTION

- Make a confident first impression with a strong handshake,* good posture, and consistent eye contact. See p. 55 for more about Body Language.
- Reiterate your name when you meet new individuals as you're being escorted into the interview room.
- Make sure you learn the names of your interviewers.

2. QUESTION & ANSWER

- The longest part of the interview — be prepared for a series of questions and possible follow-up questions based on your responses.
- Vary your eye contact, smile, and take your time to generate meaningful responses.

3. YOUR QUESTIONS

- Come prepared with a list of questions to ask the employer — think about the position, the company, and the industry when generating your questions.
- Modify your questions to match the tone and information shared in the interview if necessary.
- Take notes on what is shared.

4. CLOSING/WRAP-UP

- End on a positive note by sharing your enthusiasm and interest in the position. Leave a positive impression by smiling and shaking hands.
- Get contact information for your interviewers so that you can follow up.

ON-CAMPUS AND VIRTUAL INTERVIEWS

Throughout the academic year, the Career Center assists employers from a variety of industries with coordinating on-campus or virtual interviews. Students can apply to full-time and internship positions and may be invited by an employer to participate in an interview.

HOW TO FIND JOBS WITH AN INTERVIEW SCHEDULE

Log into your Handshake account and select "Jobs" in the upper-left corner of the screen. From the Jobs page, click the "All Filters" option (above the job posting.) Scroll down to the check boxes and click "Interviewing on campus." Select your filters, and then click "Show Results" in the lower-right corner. Positions with an attached interview schedule will be displayed. You will need to submit an application to be considered for an interview.

If you are invited to interview with an employer and are seeking a quiet space, the Career Center's interview rooms are available for UMBC students to reserve. The rooms are equipped with a dry-erase board, and a computer with wired internet connection and a webcam. To reserve a room, please complete the request form found on the Career Center's website (careers.umbc.edu/interviewrooms/).



M&T Tech



Open Positions



Buffalo, NY & Wilmington, DE

This program follows a hybrid model allowing you to be remote for a portion of the week

TECHNOLOGY DEVELOPMENT PROGRAM

- 2 year, 2 part rotational program
- Ability to design your unique career path
- Bachelor's degree in computer science, engineering, data science, cybersecurity or related STEM field

TECHNOLOGY INTERNSHIP PROGRAM

- 10 week, paid full-time internship
- Housing options and support
- Challenging, project based program
- Pre-qualification for the TDP
- Familiarity in coding, software engineering, data science, cybersecurity or educational focus in a STEM major

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DO YOUR RESEARCH

Your knowledge of the organization or company where you're interviewing will play a big role in the success of your interview. Thoroughly researching the company will help you:

- Answer common questions about why this organization or position is a good fit, or what you find most interesting about the work. Taking the time to get to know your employer's details shows genuine interest and boosts your appeal.
- To become more aware of the employer's desired skill sets. Also, looking up company employees on LinkedIn can help you see the strengths they value and then you can align your strengths.
- Ask thoughtful questions. Make the most of your first impression by asking questions about things you've learned from your research. Again, efforts are rewarded in the interview process.

WHAT YOU SHOULD RESEARCH

INFORMATION ABOUT THE ORGANIZATION

- What's the size, structure and ownership?
- What are the company's services and products?
- What's the public image of the company and what does it represent?
- Who are the competitors and how does the company stand in comparison?
- What's the company's history — are there any current events that I need to know about?

INFORMATION ABOUT THE POSITION

- What are the qualifications and attributes that the position is seeking?
- Are there any questions that may be challenging for me to answer based on the posting?
- Do I have a firm understanding of the position in general and in the context of this particular organization?

INFORMATION ABOUT THE INDUSTRY

- What are major issues that the industry is up against?
- What's the state of the industry: on the rise or facing challenges?
- What can I learn about this industry from the news, recent events, prominent leaders, trends and history?

WHERE TO CONDUCT RESEARCH

INFORMATION ABOUT THE ORGANIZATION

- Review the company/organization's websites and social media accounts, including any sub-accounts or hashtags related to the department/division/program.
- Check out their company profile and list of self-identified employees on LinkedIn.
- Search Handshake for their employer profile.
- Attend their employer information sessions, networking events, tables and site visits offered through the Career Center.
- See **Vault** guides and employer database (access from careers.umbc.edu/tools/).
- Check out **Buzzfile** to find out what majors and in what states the employer hires (access from careers.umbc.edu/tools/).
- Conduct informational interviews with UMBC alumni, and current or former employees of this organization (see p. 50-53).

INFORMATION ABOUT THE POSITION AND INDUSTRY

- Find links to national trade and professional associations and other industry resources on the "Major Resources" page of the Career Center's website.
- Review relevant LinkedIn articles.
- Read relevant industry magazines and blogs.
- Go to **O*NET** (www.onetonline.org) for comprehensive occupational and job outlook information.

TYPES OF JOB INTERVIEWS

	WHAT DOES THIS LOOK LIKE?	WHAT SHOULD I EXPECT?	PREP FOR SUCCESS
CASE INTERVIEW	A problem-solving interview that provides you with a scenario and information; you are tasked with providing logical solutions using what you're given and any existing outside knowledge	Your ability to problem-solve is being assessed, so you'll be expected to explain your logic and reasoning in relation to the task	Be prepared to take notes; take time to think through your response, ask thoughtful questions, and explain how you arrived at a solution; watch case interviews online in advance
GROUP/ PANEL INTERVIEW	Three or more interviewers, most often key members of the organization who represent different departments or areas	This style of interview attempts to assess your competency and gain multiple perspectives around you as a candidate	Be sure to address all of your interviewers equally and make memorable connections — even though some might not be relevant to your role, they are assessing your strengths
ON-SITE INTERVIEW	Extensive, in-person interview where you can see the work environment, interact with other employees and make your strongest case for employment	These can last 2 – 3 hours; occasionally you will be asked to present material on a relevant topic or to participate in a group presentation with other candidates	Ask questions about what to expect as these can vary based on the organization; be sure to take time to prepare a meaningful presentation — bring back-up technology if needed
SCREENING INTERVIEW	Often a 30-minute interview conducted by a human resources representative, possibly on campus, over the phone or online	In this type of situation, an employer is assessing your overall presence and how well you can communicate	Review your résumé and be prepared to answer basic questions about your background — these serve to “screen” viable candidates for a more formal interview
SERIES INTERVIEW	All-encompassing on-site interviews that can span several days and be comprised of a variety of activities and requirements	These are usually for academia and executive level positions	These are a marathon, not a sprint, so it's important to prepare for a process and think through the logistics as much as the content

REMOTE INTERVIEWS:

What to Know about Phone/Videoconferencing Etiquette

Employers are using technology more than ever to screen applicants. These interviews might be either live or recorded and viewed at a later date. During a virtual interview, aim to focus on communicating yourself clearly and be sure to prepare like you would for an in-person interview. For practice and tips on best practices for phone and virtual interviews, log into Big Interview (our video training platform) from the Career Center's website (Tool kit/ Additional Job Search Tools/Big Interview).

VIDEO-CONFERENCING

- Keep focused on the camera so that you appear to make eye contact with your interviewer.
- Dress for an in-person interview (no casual clothes).
- Test it out! Make a practice call to a friend prior to the interview to make sure that your audio/video are clear. Be sure to find a spot with the strongest connection (and clean backdrop).
- Limit distractions.
- Make sure your background surroundings are neutral and professional.
- Find a spot with good lighting and minimal glare. You can reserve a room in the Career Center for your remote interview.
- Pay attention to your posture and body language. Use your facial expressions to show you are engaged and listening.
- Close other programs on your computer.

PHONE

- Do your best to minimize any distractions or connection challenges. (If needed, you can reserve a room in the Career Center for your interview.)
- Project energy and enthusiasm through your tone and voice.
- Speak clearly and audibly to avoid miscommunications.
- Have your documents (résumé, job description) in front of you for reference and consider highlighting keywords or phrases you want to be sure to use. Just don't read verbatim, which sounds overly rehearsed and not authentic.

BOTH

- Next to your computer, arrange notes outlining your relevant skill sets along with examples using (STAR – see p. 93) that match the position requirements as well as your résumé and job description, but refer to them as little as possible. You don't want to seem like you are reading. Consider highlighting keywords or phrases you want to be sure to use.
- Make sure that your surroundings are distraction-free to ensure that your interviewer will be able to clearly see and hear you.
- Research the organization's website prior to the interview, taking note of their mission, values, and current information.
- Keep track of your time, so you'll need to be able to see a clock.
- Prepare thoughtful questions beforehand.
- As with any interview – be sure to follow up!

TECHNICAL INTERVIEWS

WHAT IS A TECHNICAL INTERVIEW?

These interviews are designed to gauge your problem-solving skills, your ability to think under pressure, and your technical knowledge in your chosen field. In a technical interview, the interviewer wants to see how you think through a problem to reach a solution. Reaching the “correct” answer is not necessarily a requirement.

WHAT TYPES OF TECHNICAL QUESTIONS CAN I EXPECT?

Technical interviews may include general problem-solving questions, coding exercises, or logic puzzles as well as focused technical questions that are specific to the job you are applying for. Ask the recruiter what you can expect during the technical interview. For example, will you be given a coding task? This will help you to better prepare.

GENERAL PROBLEM-SOLVING QUESTIONS

These type of questions test your analytical thinking skills rather than specific knowledge of your field. These questions take a variety of forms. They may be open-ended with a variety of possible answers (“How would you improve the design of this pen?”), or they may be more precise, requiring a definite answer (“Why are manhole covers round?”). Some employers may ask you to solve logic puzzles.

FOCUSED TECHNICAL QUESTIONS

These focus on knowledge and skills required to perform the job. To prepare for these questions, familiarize yourself with the job description and the technical skills required, and then brush up on those skills.

For additional information on technical interviews, go to the Career Center's website: [Students/Master the Interview/Types of Interviews](#).

WHAT IS THE BEST APPROACH TO ANSWERING A TECHNICAL QUESTION?

Think out loud. According to recruiters, the most important thing to remember when answering technical questions is to verbalize your thought process. The interviewer is just as interested in your approach and efficient problem-solving as they are in your solution.

Draw pictures and show your work visually. Summarize your thought process after working in silence so the interviewer understands your problem-solving strategy. Always use examples!

Ask clarifying questions. Make sure you understand the question and have all the information you need to solve the problem. Some questions may be intentionally ambiguous to gauge your confidence in asking questions and your ability to gather data to tackle problems that are not clearly defined.

Don't bluff your way through an answer. If you don't know the answer, take some time to think it through. Think out loud as you consider possible approaches. If you have absolutely no idea, admit that you don't know. Admitting that you don't know is better than bluffing.

Sample Technical Question:

“Write a function
to return the n^{th} element in the
Fibonacci sequence?”





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HOW TO PREPARE FOR PRE-EMPLOYMENT TESTS

When applying for a job, you may be asked to take an employment test as part of the screening process. Employers administer personality tests to determine if you are a good fit for the job and if the job is a good fit for you. Types of pre-employment tests may include: aptitude, personality, skills, and job knowledge. The pre-employment test is usually only one of a number of factors used to determine your suitability for the job.

Don't sweat personality tests — there are no right or wrong answers. Personality tests are designed to measure “traits” that are associated with successful performance of a certain job. For example, a position involving sales would require applicants who

tend to be outgoing and competitive, so the employer may give a personality test to determine if you have those traits.

If your prospective employer sees you are nervous or upset about being asked to take an assessment, they may be concerned about how you will handle the normal day-to-day job stress, so try to relax and you will actually fair better. It is not recommended that you try to fake it and answer questions in the way that you think the employer wants. The goal of the hiring manager is to save time and money by recruiting and training someone who will be a great fit for their organization. So, don't fake your way through a personality test. Whatever your personality is, there is a job that is right for you.

DRESSING FOR SUCCESS

BUSINESS CASUAL

Business casual is the balance between formal interview attire (like suits) and informal dress (like jeans and t-shirts). Every organization has its own version of business casual, which makes it a little hard to define. When choosing business casual for the office, take a look at what your coworkers are wearing as a model and, if in doubt, play it safe with more conservative clothes. Here are some examples of common business casual pieces to add to your wardrobe:

Some general rules of thumb are:

- Avoid clothes that are very casual, like jeans, t-shirts or athletic clothing and to opt instead for black or khaki pants, slacks or skirts.
- Neutral colors like black, navy and gray are good foundations (you can always accessorize with color and style).
- Avoid visible body piercings and tattoos until you know about the organization's policies.



DO'S AND DON'TS OF A PROFESSIONAL IMAGE: ONLINE AND IN-PERSON

Do's



- Choose professional, tailored attire. Two piece suits or dresses are customary in most professions. Consider the formality of the industry and company where you will interview — dress a bit more formal than their day-to-day attire. Your professional image should be the same whether in-person or online.
- Opt for solid, traditional colors and select conservative makeup and hairstyles.
- Choose dress shoes in good condition or heels below three inches.
- Dress as the gender you will present as if hired or that makes you feel comfortable.
- Check your breath and personal hygiene, including hair and nails before entering — mints are a great emergency tool.
- For virtual interviews, consider your background and surroundings.

Don'ts



- Wear wrinkled or informal clothing — they do not make a great first impression.
- Choose accessories that might distract, like large jewelry, and ornate ties, belts, or purses.
- Wear outfits that are not in good condition, such as shirts missing buttons, or stockings with runs.
- Wear anything that makes you feel uncomfortable — confidence is key.
- Wear overpowering perfume or cologne.
- Select dresses or skirts that are above the knee, or outfits with low necklines.

Different office cultures expect different levels of professional dress. For a first-time meeting, it is safest to opt for business professional.



PRACTICE, PRACTICE, PRACTICE

PRACTICE INTERVIEW APPOINTMENTS

WANT TO PRACTICE THIS SKILL MORE?



In order to build your confidence and ensure you are presenting yourself well, be sure to practice before an interview. Big Interview can be used to build your own STAR stories, record your interview answers and get feedback from your supervisors, faculty, mentors, and even the Career Center by sending your videos to interviews@umbc.edu. If you want in-person feedback, you can schedule a practice (mock) interview with Career Center staff by logging into Handshake or by calling 410-455-2216.

BEHAVIOR-BASED INTERVIEWS

Behavioral-based interviewing is based on the premise that a person's recent, relevant past performance is the best predictor of future performance. Instead of asking how you might behave in a particular situation, a behavioral interviewer will want to learn about how you did behave during certain situations. You will be asked to provide a specific example of a past situation or task to demonstrate the way you performed in that specific situation or task.

HOW DO I ANSWER A BEHAVIORAL QUESTION?

Prepare for behavioral questions by recalling recent situations that demonstrate your relevant skills. Use examples from your work experience, classes, leadership, teamwork or customer service experience. Be sure that each story has a beginning, middle, and end. Be specific; give a detailed account of one event. Use the STAR technique described on the following page to structure your answer. Expect the interviewer to question and probe; for example, "What did you say?" "What were you thinking?" "What was your role?" Answers can take one to two minutes and should be descriptive, yet concise.



The S.T.A.R. technique is an easy method to use when responding to behavioral questions. It prompts you to hit key facts in the example or scenario that you're sharing. This model helps you to be detailed but still remain concise, and to share enough information to provide a clear picture without over-sharing cumbersome or unnecessary details.

EXERCISE

Your Turn! Fill in the Blanks

SITUATION

Describe the situation you encountered that will highlight your skill or strength. Remember to identify the setting of the example.

TASK

Describe the goal or the task that you had to complete while you were in this situation. Be concise but able to provide details if prompted.

ACTION

Describe the specific action YOU took to remedy the task or situation. This should highlight a strength or skill that you possess, and this is the focal point of your anecdote!

RESULT

Explain the results of your actions. Make sure the outcome reflects positively on you (even if the result itself was not favorable — e.g., things didn't go as planned, but you learned the skill).

EXAMPLE

- S** → I was a member of a collaborative team that was conducting research for UMBC's undergraduate research program with the goal of presenting at URCAD.
- T** → One of our team members was repeatedly failing to show up for our meetings, was not meeting deadlines, and created a problem for other members in the group. My goal/task was to check in with the team member, express our concerns, and offer any needed assistance.
- A** → I decided to meet with that group member individually so I could explain the team's frustration in private. During our meeting, he shared that he had challenges with keeping organized, and that was mostly why he was missing our meetings and deadlines. I helped him to map out our team meetings for the future and checked in with him one day prior to the meetings to ensure that he was up to date.
- R** → After we started communicating more, this group member was more engaged and successfully met his deadlines. By modeling good organization skills and keeping him up to date, we were all able to more effectively complete our research in time for the URCAD presentation.

COMMON INTERVIEW QUESTIONS

ACADEMIC

- ☐ How did you choose your major?
- ☐ Tell me about a time that you encountered an academic challenge such as a difficult decision or a heavy semester. How did you deal with that?
- ☐ Which of your courses or projects have helped prepare you for this internship?

BEHAVIORAL

(Use the S.T.A.R. technique to brainstorm responses to these.)

- ☐ Provide an example of a time when you used good judgment and logic in solving a problem.
- ☐ Describe a time in which you were faced with problems or stresses that tested your coping skills. How did you respond? What was the outcome? Looking back, what could you have done better?
- ☐ Give me an example of an important goal that you set in the past and tell me about your success in reaching it.
- ☐ Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- ☐ Describe a situation where your decisions were challenged by your supervisor/professor. How did you react? What was the outcome?
- ☐ Describe a situation where you made a compromise for the over-all good of the team. Why was compromising the right thing to do? What was the outcome?
- ☐ Tell me about a time when you learned a valuable lesson from a success or a failure. How did this event shape your approach to problem solving?
- ☐ Tell me about a time when you delegated a project efficiently.

- ☐ Describe a time in which you worked with a difficult supervisor or teammate.
- ☐ Describe a time when you “went the extra mile” to help someone? Why did you assist them? What was the outcome?
- ☐ Let’s say your manager gave you ten things to do by 5:00 p.m. and you realized that you couldn’t finish them all. What would you do? How would you prioritize them?
- ☐ Give an example of when you were able to learn a new skill in a short period of time.

GENERAL

- ☐ Tell me about yourself.
- ☐ Why are you excited about this opportunity?
- ☐ What are your greatest strengths? What is a weakness or challenge for you?
- ☐ Why do you want to work for this company?
- ☐ What specific goals do you hope to accomplish in the next 5 years?
- ☐ Why are you the best candidate for this job?
- ☐ How do you handle ambiguity?
- ☐ Do you work best alone or with others?
- ☐ What traits do you think one would need to be successful in this industry? Do you have those traits?
- ☐ Do you have any questions for me?

Additional industry-related questions can be found in Big Interview on our website (“Quick Links/Big Interview”).

QUESTIONS BY INDUSTRY

BUSINESS/FINANCE

- ☐ In your opinion, what elements are necessary for a successful team and why?
- ☐ Tell me about the project you are most proud of, and what your contribution was.
- ☐ Pitch a stock. What have you been following in the news?
- ☐ What do you recall as the greatest trends affecting the economy today?

SCIENTIFIC/ANALYTICAL

- ☐ How do you approach a multi-step problem?
- ☐ Tell us about the most recent research that you've conducted or participated in.
- ☐ Tell us about a time when you had to analyze information and make a recommendation. What were your thought processes? What was your reasoning behind your decision?

SERVICE/NON-PROFIT

- ☐ What attracted you to working for a nonprofit organization?
- ☐ Tell me about your most rewarding volunteer experiences.
- ☐ Do you have a personal connection to our mission? If so, why?
- ☐ Tell me about your experience with fundraising.
- ☐ Tell me about a time when you raised community awareness for a cause.
- ☐ Describe a time when you accomplished big results on a limited budget.

TECHNICAL

- ☐ Tell me about one of your most recent computer programming or technical projects. What did you contribute and what results did you achieve?
- ☐ Tell me about a time when you successfully explained a project's status or technical issue to a customer.
- ☐ Share an experience in which you improved the performance of existing software.

RED FLAG

IS THAT QUESTION ILLEGAL?

Be wary if the interviewer asks any questions about:

- Age
- Citizenship/nationality
- Details of your discharge from military service
- Marital status
- Physical, or invisible disability
- Political, religious or ethnic organizations
- Prior arrests (however, it is legal to ask about convictions)
- Race/ethnicity
- Religion
- Sexual orientation
- Whether you've had, or plan to have, children

Employers cannot legally ask direct questions about any of the above, and you are NOT obligated to supply this information. If they do. However, they may legally ask indirect questions such as, "Are you eligible to work in the U.S.?" or "Can you fully perform the functions of this job?"

HOW SHOULD YOU RESPOND IF YOU ARE ASKED AN ILLEGAL QUESTION?

Becoming offended or saying, "Isn't that illegal?" Will probably not help your chances of landing the job. You may choose to answer the question, if you feel comfortable doing so. Or you may deflect the question and refocus the conversation on more relevant topics. For example, if asked, "Do you plan to have children?" You could say, "My personal life is important to me, but I have always been deeply committed to my work."

RESPONDING TO CHALLENGING QUESTIONS

During the interview, expect to be asked the following questions. These questions are challenging in that there are a variety of methods and strategies for how to effectively respond. It is strongly recommended that you practice in Big Interview and/or schedule an appointment to meet with a Career Specialist for assistance with these and other questions:

“TELL ME ABOUT YOURSELF.”

This is the perfect opportunity to share your 30-second commercial customized for the job you're interviewing for (see p. 57). Give an overview of your education, skills and experience related to this job. Practice, Practice, Practice!

“WHAT IS YOUR MAJOR WEAKNESS?”

There are several strategies for dealing with this question:

- **STRATEGY 1:** Identify a weakness that will not significantly hinder you in the job for which you are interviewing. Then highlight a strength that compensates for the weakness, and/or you can describe steps you are taking to overcome the weakness.
- **STRATEGY 2:** Point out something that they already know but does not appear to be a stumbling block (a low G.P.A., or a lack of certain technical skills, and then explain why this would not impact your success).
- **STRATEGY 3:** Be careful identifying a “weakness” that may also be viewed as a strength. Sharing that you are a “perfectionist” or “take on too much” can come across as cliché if not properly explained. Use this method with caution.

“WHY DO YOU WANT TO WORK FOR THIS ORGANIZATION?”

This is where your organization research can help you to shine. Knowing why you're a good fit, not just for a job but for a company, can make you stand out. Know what their goals are and how you fit into them.

“WHY DID YOU LEAVE YOUR LAST JOB?”

The employer is trying to find out if you had any problems on your last job. Never say anything negative about yourself or your previous employer. Some common reasons for leaving might be: general layoff, job was temporary, moved to a new area, company went out of business, no room for advancement, wanted a job more aligned with your skills, or looking for more challenge.

“WHAT ARE YOUR FUTURE CAREER PLANS?”

The employer wants to know if you are ambitious, plan ahead, and set goals for yourself. It's acceptable to communicate that you are considering several options as opposed to describing specific details. In the case of an internship, the employer may also want to know if you would consider working for them full-time after graduation.

RESPONDING TO SALARY QUESTIONS

When responding to questions about salary, it is important to research salaries appropriate for the position, location, and level of qualifications. Avoid naming an exact figure. If the amount you give is too high you might eliminate yourself; if too low, you might undersell. For additional information, see “Evaluating Job Offers” on p. 101.

QUESTIONS TO ASK AT THE END OF YOUR INTERVIEW

The most effective questions to ask are ones that come from your employer research (see p. 85) or show interest in the position or organization. You want to show what you can do for the company, not what the company can do for you.

	How does the area I would be working in fit into the overall organizational structure?
	What are the next steps in the interview process? How would you like to be contacted for follow up?
	Are there alternatives for remote or hybrid work schedules?
	Can you describe the corporate culture or atmosphere of your company?
	What kind of supervision and training would I receive?
	How will I receive feedback on my job performance?
	Would I be working on my own or on a team? Can I meet my team members?
	Would I be working with people outside of the company? Clients? Vendors?
	Have you ever hired a UMBC student before? Are they currently working for you? May I speak to them at some point?
	How would you describe the ideal candidate for this job?
	What do you enjoy most about working here? What would you change if you could?
	What specific projects do you see me starting first?
	What particular computer equipment and software do you use?



ARE THERE QUESTIONS I SHOULD NOT ASK?

It is best practice not to ask about salary, benefits, vacations, holidays with pay, or sick days so that you do not make a negative impression (see p. 101 on salary requirements). Wait for the manager to bring up the issue of salary or wages. When they ask what salary you expect, ask what the standard salary is for your qualifications. Keep in mind that the company has a set salary for each job description and level of experience. So, play it safe. Ask the manager to throw out the first figure.



IF I WANT THIS JOB, SHOULD I ASK FOR IT?

Absolutely. Managers get frustrated when people don't say that they really want the job.

If the manager seems to be someone you'd like to work for, if the company seems solid and reputable, if they offer the security, growth, and challenge that you want, look the manager straight in the eye and tell them you want the job.

AFTER THE INTERVIEW

Once the in-person portion of the interview has concluded, there are important steps to be taken. The most important step is to send a letter and/or email thanking the employer for their time (see example on p. 99).

THANK-YOU LETTERS

A thank-you letter is probably the most overlooked tool used by job seekers! Thank-you letters give you an opportunity to thank the interviewer for their time, restate your interest in the position, and include any information about yourself that you may not have mentioned during the interview. Remember that thank-you letters/emails are most effective if they are received within 24-hours after your interview!

It is important to send a tailored thank-you letter or email to each person you met with during your interview. This is where you will want to reference the notes you took during your interview and address concerns/information that was shared. You may mail or email a thank-you letter, though be sure not to lose the “formality” of the letter if you choose to send it by email.

FOLLOWING UP

Typically, there is no action to be taken after sending your thank-you letter or email. However, sometimes the employer will give you a date when they will be making a decision. If the date has passed and you have not received a response, you may email or place a call to the employer to check the status of your application.

If you receive another job offer while you are waiting, simply contact the first employer to notify them that another offer has been extended to you. If you are their top candidate, this will alert the employer that you need a response sooner, potentially yielding you a job offer faster. If you choose to accept the alternate job offer, you should contact the first employer as soon as possible to withdraw your application. For help with making this important decision, be sure to review the section on evaluating job offers in this guide (see p. 100).



Check out ERT's opportunities here!



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POST-INTERVIEW CORRESPONDENCE

Thank-You Letter: Post-Job Interview	Withdrawal Letter
<p>Dr. Foster Walker, Director (your address, date) Technical Design Group Atlantic Engineering Systems, Inc. 1220 Warwick Ave. Newport News, VA 23607</p> <p>Dear Dr. Walker:</p> <p>Thank you very much for interviewing me yesterday for the associate engineer position. I enjoyed meeting you and learning more about your research and design work.</p> <p>My enthusiasm for the position and my interest in working for AES were strengthened as a result of the interview. My education and previous hands-on experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the firm over time.</p> <p>I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I am seeking. Please feel free to contact me at (410) 444-5555 or at email@umbc.edu if I can provide you with any additional information.</p> <p>Again, thank you for the interview and your consideration.</p> <p>Sincerely, (Four blank lines for your signature, if mailing a hard copy) Robert Rameriz</p>	<p>Ralph Smith, President (your address, date) S.T. Ayer Corporation 6921 Hilltop Boulevard Baltimore, Maryland 21250</p> <p>Dear Ralph Smith:</p> <p>I am writing to inform you that I am withdrawing my application for the test engineer position. As I indicated during our interview, I have been exploring several employment possibilities. This week I was offered an administrative position with a local county government agency and, after careful consideration, I have decided to accept that offer. The position provides a very good match for my interests at this point in my career.</p> <p>I want to thank you for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. You have an impressive company, and I wish you and your staff well.</p> <p>Sincerely, (Four blank lines for your signature, if mailing a hard copy) Regina Stacey</p>
Acceptance	Offer Decline Letter
<p>Amanda Davis, Division Manager (your address, date) Maryland Department of Human Resources 1000 Hilltop Circle Baltimore, MD 21250</p> <p>Dear Amanda Davis:</p> <p>I am writing to confirm my acceptance of the Human Services Specialist position and to tell you how delighted I am to be joining the Maryland Department of Human Resources. The work is exactly what I have prepared for and hoped to do. I feel confident that I can make a significant contribution to the organization, and I am grateful for the opportunity you have given me.</p> <p>As we discussed, I will report to work at 8:30 a.m. on May 28 and will have completed the medical examination and drug testing by the start date. Additionally, I shall complete all employment and insurance forms for the new employee orientation on May 29. As we discussed, my starting salary will be \$50,000 and health and life insurance benefits will be provided after 60 days of employment.</p> <p>I look forward to working with you and your excellent team. I appreciate your confidence in me and am very happy to be joining your team.</p> <p>Sincerely, (Four blank lines for your signature, if mailing a hard copy) Pamela Martin</p>	<p>Amanda Stockwell (your address, date) Sales and Marketing Division Colonial Properties, Ltd. 1700 Colonial Parkway Baltimore, MD 21250</p> <p>Dear Amanda Stockwell:</p> <p>Thank you very much for offering me the position of Customer Service Manager with Colonial Properties. I appreciate your discussing the details of the position with me and giving me time to consider your offer.</p> <p>You have an impressive organization and there are many aspects of the position which are very appealing to me. However, I believe it is in our mutual best interest that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.</p> <p>I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your fine staff.</p> <p>Sincerely, (Four blank lines for your signature, if mailing a hard copy) Dina Bernstein</p>

TRANSITION INTO THE WORKFORCE

EVALUATING JOB OFFERS

TIMING, TONE, TACTICS, AND TIPS

You've successfully sold yourself during the interview and now the moment has come; the employer has selected YOU for the position! Congratulations! Now what? How do you know if the offer is fair? The process of accepting an offer can be overwhelming and intimidating. It is essential to proceed through this process with tact and professionalism. Below you will find tips on how to evaluate an offer.

TONE, TIMELINESS, AND TACTICS

TONE Be positive and persuasive — talk about how great you are. Think “win-win!”

TIMELINESS While it is acceptable to ask for additional time to evaluate, it is also crucial at this stage to be mindful of the employer's time frame and desire to fill the position.

TACTICS Always communicate with the employer throughout the process. If you are awaiting word about an offer from another employer, be sure to explain your situation. It is also appropriate to call employers you are waiting to hear back from to tell them you have received another offer and inquire as to their time frame for making a decision.

EVALUATE THE WHOLE OFFER

POSITION — Nature of the work/duties, hours



LOCATION — Moving and cost of living, distance to work, teleworking options



BENEFITS — Such as, health, dental, vision, retirement, remote/on-site options, paid time off, stock options



COMPENSATION/SALARY — Benchmark the position(s) by researching the market value of the position(s) in your city/state. Consider:

- Financial needs, family considerations, professional development, and advancement
- Know your bottom line — the amount required to live at your comfort level. Use this figure to guide you as you evaluate whether to accept an offer



= DECISION

ACCEPTANCE IN WRITING

Once you make a decision, make sure you act quickly and accept the position in writing. If you are accepting the position, notify the hiring manager confirming that you gladly accept the offer. Keep it short and state the agreed upon salary and start date. When rejecting an offer, make sure you politely thank the employer for their time and interest. It is important to be courteous and respectful in this type of letter as well (see sample acceptance and withdrawal letters in this guide on p. 99).

AFTER ACCEPTING — NEXT STEPS...

THE DEAL IS DONE — Once you have accepted an offer (even if verbally), you are obligated to that employer even if you get a better offer later. Immediately stop interviewing and cancel all interviews. Telling an employer “no” after you have said “yes” is both unethical and unprofessional; remember, you are building your personal brand with each step of your career. A brand that can’t be trusted isn’t a brand you’d like to have!

RESPONDING TO SALARY QUESTIONS

Do some research beforehand so that you have an idea of the general range for positions in your field and level of experience. Additionally, be sure to research typical salary ranges for the organization making you the offer. Meet with a Career Specialist or visit the Career Center’s website for salary research tools and resources. Good places to begin are “Negotiating and Evaluating Offers.” You can also find tools to help benchmark salaries based on position and location. During negotiations, try one or more of the following tactics:

- Demonstrate that you are knowledgeable about the going rate: “My research has shown that Information Systems interns typically earn between \$15-\$23, with an average of \$19 an hour. Given my strong qualifications, I feel that a salary in the range of \$17-\$20 would be appropriate.”
- Turn the question back to the employer: “What would a person with my background, skills and qualifications typically earn in this position?”
- If they are inflexible on the salary, ask if any other aspects of the compensation package are negotiable such as vacation time or the option to work remote/hybrid. But remember, you should never try to negotiate before you have a firm offer.



Our interview-prep software, Big Interview, has great resources on salary negotiation and tips for your first 90 days on your new job. Access Big Interview from the Career Center’s website under “Quick Links” or directly at: my.umbc.edu/go/biginterview.

FACTORS TO CONSIDER WHEN ACCEPTING AN OFFER

- Advancement potential
- Benefits package (health/life insurance, retirement package)
- Company culture and ethics
- Flexible work hours or ability to negotiate start date
- Industry trends
- Job “fit” — an alignment of skill sets
- Job security
- Job status: full-time vs. contractual
- Location/lifestyle/commute
- Nature of the work; related to your career goals (short- and/or long-term)
- Overall work-life balance
- Professional development
- Salary (current/future); based on commission
- Supervision/feedback
- Travel
- Tuition reimbursement (graduate school, certifications)

WHAT’S A FAIR SALARY?

Because this process may be unfamiliar, we encourage you to schedule an “Interview Preparation/Evaluating Job Offers” appointment (30-minute or 60-minute — your choice) for more in-depth guidance. The Career Center is here to help you navigate this process with confidence.

STAYING PRODUCTIVE WHILE WORKING FROM HOME

Working from home can bring several benefits such as a sense of freedom, working independently, the ability to manage your own schedule, flexibility, and the absence of a commute. However, challenges also come with it such as feeling isolated, difficulty building relationships with colleagues and managers, and inadequate work space and equipment.

If you're just starting out on your remote work journey, remember that there are no one-size-fits-all solutions for each person, but here are some tips to help you successfully navigate the challenges of working remotely.

SET UP A QUIET, PRODUCTIVE WORKSPACE AND CREATE STRUCTURE

Arrange a designated clutter-free area with a proper desk and chair. Make sure you have a strong internet connection, a computer (ask your employer if they will provide the needed equipment or if you have to supply your own) and a phone. Ensure you have anti-virus software installed (e.g., Malwarebytes). Also it's really nice to have a good pair of headphones, particularly one with an attached mic for conference calls. Check for appropriate lighting and background. Create a productive work environment at home by structuring your day and avoiding distractions. Have a plan; schedule out your day.

COLLABORATE WITH CO-WORKERS

Don't just email your co-workers, but use instant messenger and video conferencing tools for your remote meetings. These tools will allow you to hold meetings and get that real-time human interaction. In addition, learn how to use screen share and the chat features. Screen sharing allows others to see what's on your computer screen. (See box at the bottom for examples of these tools). These tools are ways for you to feel more connected with your co-workers. Once

you get a feel for how they use these tools, you will be able to communicate just like you're in the same room.

SET YOUR PROFESSIONAL GOALS

What would you like to achieve or accomplish at work? Write this out. Speak to your supervisor and ask what milestones and skills you'll need. For example, you will need to be able to work independently, have great research skills to help you solve problems you don't have the answers to and also be able to troubleshoot IT issues that might arise with your home computer. In addition, schedule frequent check-ins with your supervisor; track and share your accomplishments.

TOOLS FOR WORKING REMOTELY

VIDEO CONFERENCING/CHAT TOOLS

- Blue Jeans
- Google Hangouts
- GoToMeeting
- join.me
- Microsoft Teams
- Skype
- Slack (chat tool)
- Webex
- Zoom

FILE STORAGE AND SHARING

- Box
- Dropbox
- Google Drive

PROJECT MANAGEMENT

- Basecamp
- Trello

GAP YEAR

WHAT IS A GAP YEAR?

A gap year is time used to explore your strengths, interests, and the world around you. This generally involves taking six to 12 months "off," which may be taken before, during, or after college, or even during your professional career. If you find yourself struggling to identify your talents and passions, you may benefit from taking a gap year to help you answer important existential questions such as "Who am I?," "Where am I going?," and "How am I going to get there?"

TYPES OF GAP YEAR OPTIONS

ALTERNATIVE WORK EXPERIENCES: Jobs or internships in the U.S. or abroad, see Going Global on the Career Center's website. Also, consider micro-internships (visit info.parkerdewey.com/umbc) or job simulations on www.theforage.com.

LEARNING OPPORTUNITIES: Study abroad or a semester at sea. Check out the UMBC Center for Global Engagement.

TEMPORARY AGENCIES: Placement in a short-term or temporary job.

For more gap year resources see:

careers.umbc.edu/students/gradschool/gap-year/

TRAVELING: Long-term hiking, backpacking or a cross country road trip to explore less traveled areas of the U.S., and other countries.

VOLUNTEERING: Local, national, or international organizations in areas such as health or education.

PROS

- Obtain meaningful experiences and give back to others
- See other parts of the country or world
- Helps with self-exploration and career decision-making
- Learn transferable skills that can be added to your résumé
- Gain more time to prepare graduate school applications

CONS

- Delays the start of graduate school or employment
- May impact repayment of college loans if volunteering
- Miss family and friends back home

Thinking about Graduate School?



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For You?

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Apply

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Grad School

Selecting the
Best Program

Completing
Applications

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INDEX

Body Language 55
Career Fair 72
Cover Letter
 Getting Started with a Cover Letter 39
 Sample Cover Letter 41
Curriculum Vitae (CV) 37
Disabilities 76-77
Exploration
 Career Exploration 12
 Gap Year 103
 Goal Setting/Decision Making 14
 Myers-Briggs Type Indicator (MBTI) 11
 Self Assessment 11
Handshake
 Getting Started in Handshake 66
 Tips for Using Handshake 66
Informational Interviewing
 How to Prepare for an Informational Interview 51
 Request an Informational Interview (Sample) 51
 Sample Informational Interview Questions 52-53
 Thank-You Letter After an Informational Interview (Sample) 53
 Why, Who and How of Informational Interviewing 50-51
International Students 78-79
Internships, Co-ops and Research
 Fellowships, Applied Learning, and Stipends 68
 Get Started With Undergraduate Research 71
 Getting Recognition on Your Transcript 67
 Government Job and Internship Search 74-75
 Intern Success Practicum 67
 Job and Internship Search Strategies 64-65
 Tips for International Students 78-79
 Tips for LGBTQIA+ Students 80
Interviewing
 Behavior-Based Interview 92
 Common Interview Questions 94
 Evaluating Job Offers 100
 How to Prepare for Pre-Employment Tests 90
 Post Interview Correspondence (Sample Letters) 99
 Practice Interview Appointments 92
 Questions by Industry 95
 Questions to Ask at the End of Your Interview 97
 Red Flags: "Is That Question Legal?" 95
 Research the Employer, Position and Industry 85
 Responding to Salary Questions 101
 Stages of an Interview 83
 Technical Interviews 88
 Three Key Steps to Interview Success 82
 Tips for International Students 78-79
 Tips for LGBTQIA+ Students 80
 Types of Interviews 86-87
 What to Wear 90-91
Jobs
 Acceptance in Writing 101
 Are You Career Ready? 8
 Evaluating Job Offers 100-101
 Government Job and Internship Search 74-75
 Handshake 66
 Job and Internship Search Strategies 64-65
 Red Flags: "Is This Posting for Real?" 73
 Students with Disabilities 76-77
LinkedIn
 Alumni Networking 60
 LinkedIn: Social Networking, Professional Style 58-59

Profile (Sample) 59
Networking
 Informational Interviewing 50-53
 LinkedIn 58-60
 Networking 48
 10 Tips for Effective Networking 49
 30-Second Commercial 57
Personal Branding 56
Personal Statement 44-45
Portfolios and Personal Websites 46
References and Letters of Recommendation 42
Résumé
 Action Verb List 21
 Résumé Criteria Rubric 36
 Résumé Guidelines 24-25
 Tailoring Your Résumé Experiences to the Job Posting 20
 The Do's and Don'ts of Résumé Writing 23
 Tips for International Students 78-79
 Tips for LGBTQIA+ Students 80
 Tips on Writing a Federal Government Résumé 75
 What it is and How to Start 18
Résumé (Samples)
 Business Sample Résumé 26
 Engineering Sample Résumé 27
 Experienced Sample Résumé 28
 Functional/Chronological Combined Sample Résumé 29
 Liberal Arts Sample Résumé 30
 Military Service Sample Résumé 31
 On-Campus Jobs Résumé 32
 Sample Résumé Guidelines 24-25
 Science Sample Résumé 33
 Technology Sample Résumé 34
 Visual Arts Sample Résumé 35
Undergraduate Research 71
Writing Samples 46

INDEX OF ADVERTISERS

BGE an Exelon Company 81
bwtech@UMBC 36
Catalent 13
Chesapeake Employers Insurance 89
Cipher Tech Solutions 13
CISCO 54
Constellation 41
ERT Corp 98
JHU Applied Physics Laboratory 104
Kennedy Krieger Institute 62
Lockheed Martin 70
M&T Tech 84
Malden Solutions LLC 84
Merrick & Company 84
Millipore Sigma 61
Morgan Stanley 69
Northrop Grumman 20
NSA 84
Quandel Enterprises, LLC 13
Service Coordination 45
Spalding Consulting, Inc. 45
T. Rowe Price 9
UMBC Division of Professional Studies (Level Up) 17
UMBC Graduate School 13



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