

# **RESUME GUIDE – GRADUATE**

*Version 92010*

**Resume Writing Tips**

**Action Verbs**

**Resume Worksheet**

**Sample Reference Sheet**

**Sample Resumes**

**Readable Eye-Catching Resumes**

## **COVER LETTER GUIDE**

**How to Write a Cover Letter**

**Sample Cover Letters**

## **INTERVIEW GUIDE**

**Successful Interviewing**

**Cooperative Education Program  
College of Computer and Information Science**



**Northeastern University**

The Northeastern University Computer and Information Science Cooperative Education Resume Guide should be used in conjunction with the Undergraduate Catalog, Undergraduate and Graduate Student Handbook, Cooperative Education Handbook, and other procedural guide which contain Northeastern University's primary statements about academic programs, policies, and procedures; degree requirements; student responsibilities; and general personnel policies benefits and services.

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This information is provided in addition to the Cooperative Education Handbook published annually by the Departments of Cooperative Education, Northeastern University, Boston, Massachusetts. Its purpose, by further describing a specific program, is to augment, not to supplant the Cooperative Handbook.

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### Accreditation

The New England Association of Schools and Colleges, Inc accredit Northeastern University.

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### Equal Opportunity Policy

Northeastern University is an equal opportunity/affirmative action educational institution and employer.



Northeastern University

## RESUME WRITING

Your resume sells YOU! It is a personal summary of your experiences and qualifications for the position you are seeking. Often the first contact you have with employers is your resume. It informs them of your accomplishments, education, personal background, and work experience. Your resume also generates interest to get you to the next step – the interview.

Your resume tells an employer who you are, what you know, what you have done.

## RESUME HEADINGS

Begin by filling out a resume worksheet. It will help you organize the information you will be using in the resume. A good resume will include:

### **EDUCATION**

**College:** Include area of concentration; major and minor; indicate you are a candidate for a Bachelor of Science in Computer Science; expected date of graduation; academic achievements, honors, awards; extra-curricular activities (sports, clubs, committees).

**UNDERGRADUATE:** Include name and location of your high school; year of graduation; major programs studied; academic achievements; honors, science fair awards; all of your extra-curricular activities. Pertinent advanced courses such as drafting, computer technology, physics, calculus, machine shop and/or electronics should also be included.

### **COMPUTER BACKGROUND:**

List all computer languages you know and computer systems you are familiar with. Also, add special computer related experiences, i.e. owning a personal computer, writing programs, etc.

### **WORK EXPERIENCE:**

Include all work experiences, full or part-time, paid or volunteer. In reverse chronological order, the most recent being first, list the position you held, specific duties, place of employment and location, and dates of employment. The description of the duties of each job should emphasize the tasks performed, indicating specialties learned, skills developed, scope of responsibility, and results achieved. Of particular importance are experiences illustrating leadership potential, organizational ability, communication skills, ingenuity, and teamwork. Use ACTION VERBS! Answer the question "What did I actually do?" not "What was I suppose to do?"

### **INTERESTS/HOBBIES:**

Include all hobbies that you have and are involved in outside of school; Model Building, Chess, Auto Mechanics, Debating, Painting, Kits, Training Aardvarks. Try to choose hobbies which are "conversation starters".

### **COMMUNITY AND SERVICE ACTIVITIES:**

Include all community and service related activities you were involved with in high school or are presently involved.

### **REFERENCES:**

Under the heading "REFERENCES" the statement, "References will be supplied upon request" will suffice. (It is important, however, that you are prepared to give at least three references when filling out your company application form).

## RESUME NOTES

A good resume is brief and concise, typed neatly in block form with no errors. It must be easy to read. When preparing your resume, cover the following points:

Limit yourself to one page only. As a rule, two page resumes are acceptable only when you have over ten years of experience. Employers prefer to read only one page.

Make sure to print your resume on a good quality printer and make sure copies are crisp and clear.

Print it on 8" X 11" plain white bond paper in block form. Use margins between .75 inches and 1.25 inches. Use the same margin on all sides.

Double space between each section of the resume.

Spelling must be accurate. Use your dictionary or your spell check.

Use clear and concise statements describing your experiences. Use proper grammar and punctuation. Start phrases with action verbs.

Use a heading at the beginning of each section. Set it off by typing it in all caps, underlining the heading, or bolding.

Under the headings "EDUCATION" & "EXPERIENCE," the most recent should be listed first.

Have someone review your resume before you submit the final copy.

When describing your experiences start each sentence or bullet with a powerful action verb that will stand out and tell the employer that you have really done something.

## SUGGESTED ACTION VERBS

accomplished	contributed	explored	ordered	served
achieved	coordinated	fabricated	organized	serviced
adapted	created	filed	originated	shopped
added	debugged	financed	performed	shot
administered	decreased	gained	planned	sold
analyzed	delivered	generated	planted	solved
applied	delivered	hammered	prepared	sponsored
assembled	demonstrated	handled	produced	spread
assisted	designed	implemented	programmed	stapled
attained	developed	improved	provided	strengthened
attained	devised	increased	published	studied
augmented	documented	initiated	purchased	supervised
awarded	drafted	installed	raised	supplemented
boosted	drew	invented	reconciled	taught
bought	earned	investigated	reduced	tended
broadened	edited	laid-out	remodeled	tested
built	eliminated	launched	repaired	traced
calculated	ensured	leveled	reported	trained
calculated	established	maintained	researched	transformed

catered	evaluated	mastered	restored	transmitted
compiled	exceeded	measured	revamped	utilized
completed	excelled	modernized	revised	verified
conducted	expanded	observed	revitalized	washed
constructed	expedited	operated	saved	wrote

### Leadership, Decision Making, or Management Skills

allocated	founded	led	pioneered	spearheaded
determined	governed	managed	presided	sponsored
directed	hired	moderated	produced	staged
elected	initiated	motivated	recruited	started
enlisted	inspired	operated	represented	supervised
formed	instituted	oversaw	selected	

### Administrative, Organizational, and Follow-Through Skills

administered	delegated	headed	ordered	referred
appointed	determined	implemented	organized	regulated
arranged	directed	initiated	overhauled	reorganized
assembled	dispatched	installed	oversaw	represented
cataloged	dispensed	instituted	planned	revamped
centralized	disseminated	issued	prepared	reviewed
collected	distributed	launched	prescribed	routed
completed	eliminated	maintained	presided	scheduled
conducted	enforced	managed	processed	selected
consolidated	executed	motivated	provided	supervised
contracted	formalized	obtained	recorded	supplied
controlled	founded	offered	recruited	terminated
coordinated	governed	opened	rectified	updated

### Communication Skills

acquainted	contacted	handled	moderated	spoke
acted as liaison	correspond	informed	negotiated	summarized
advised	counseled	informed	notified	taught
advocated	demonstrated	instructed	presented	trained
answered	demonstrated	instructed	promoted	trained
apprised	displayed	interpreted	publicized	translated
arbitrated	drafted	interviewed	published	translated
authored	edited	introduced	recommended	wrote
briefed	educated	lectured	referred	
commented	explained	listened	reported	
conducted	familiarized	marketed	responded	
consulted	guided	mediated	sold	

### Analytical or Research Skills

amplified	computed	edited	interpreted	studied
analyzed	consulted	evaluated	interviewed	surveyed

analyzed	detected	examined	investigated	systemized
assessed	diagnosed	forecasted	programmed	tested
audited	differentiated	formulated	researched	
calculated	discovered	gathered	researched	
compiled	documented	identified	searched	

#### **Ability to Create or Innovate**

authored	conceived	created	devised	invented
composed	conceptualized	designed	established	originated
revolutionized				

#### **Counseling, Helping, or Mediating Skills**

aided	comforted	fostered	provided	treated
assisted	contributed	guided	settled	tutored
attended	counseled	instilled	supported	
collaborated	facilitated	mentored		

#### **Ability to Convince or Sell**

arbitrated	encouraged	negotiated	publicized	sold
convinced	marketed	persuaded	resolved	solicited
dissuaded	mediated	promoted	secured	

#### **Planning & Development**

broadened	devised	estimated	invented	prepared
created	discovered	improved	modified	produced
designed	drafted	initiated	planned	proposed
developed				

#### **Financial/Records Management**

allocated	classified	guaranteed	maximized	purchased
audited	collected	inventoried	minimized	scheduled
balanced	condensed	invested	monitored	tallied
catalogued	documented	listed	processed	traced
charted	expedited	logged	procured	updated

#### **Manual**

assembled	delivered	modernized	repaired	rewired
built	installed	navigated	replaced	trimmed
constructed	maintained	operated	restored	

# CCIS RESUME WORKSHEET I (Smallest Font any where 11 pts)

First and Last Name

[Http://www.blahblahblah.com](http://www.blahblahblah.com)

Street Address • City, State, Zip • Phone • email

Available: \_\_\_\_\_ (dates) \_\_\_\_\_

## EDUCATION

**NORTHEASTERN UNIVERSITY**, Boston, MA 201\_\_ - PRESENT

College of Computer and Information Science

Candidate for a Master of Science in Computer Science 201\_\_

Related Courses: (Use actual course titles) \_\_\_\_\_

Honors: \_\_\_\_\_

Activities: \_\_\_\_\_

### Project Title

Class (Name of class or other venue) 201\_\_

Brief description of project and tools used.

- \_\_\_\_\_
- \_\_\_\_\_

**UNDERGRADUATE INSTITUTION**, City, State, Country 201\_\_ - 201\_\_

Related Courses: \_\_\_\_\_

Honors: \_\_\_\_\_

Projects: \_\_\_\_\_

## COMPUTER KNOWLEDGE

Languages: \_\_\_\_\_

Systems: \_\_\_\_\_

Software: \_\_\_\_\_

Other: (if other related computer experience) \_\_\_\_\_

## WORK EXPERIENCE

**Job Title** \_\_\_\_\_

Company Name, City, State 201\_\_ - 201\_\_

Brief job description (2-5 bullets long, start with action words, do not use "I" or "My")

- \_\_\_\_\_
- \_\_\_\_\_

**Job Title** \_\_\_\_\_

Company Name, City, State 201\_\_ - 201\_\_

- (Include jobs such as summer, part time and volunteer)
- \_\_\_\_\_
- \_\_\_\_\_

## INTERESTS

List hobbies or interests. This is also a place to add special background information which is not covered elsewhere.

- \_\_\_\_\_

References will be furnished upon request

## Sample Resume Worksheet II

Name

Email

LOCAL ADDRESS

HOME ADDRESS

PHONE

PHONE

AVAILABLE: \_\_\_\_\_

### EDUCATION

**NORTHEASTERN UNIVERSITY**, Boston, MA 201\_\_ - PRESENT

College of Computer and Information Science/College of Bouve and Health Sciences

Candidate for a Master of Science in Health Informatics 201\_\_

Related Courses: *(Use actual course titles)* \_\_\_\_\_

Honors: \_\_\_\_\_

Activities: \_\_\_\_\_

### **Project Title**

Class (Name of class or other venue) 201\_\_

Brief description of project and tools used.

- \_\_\_\_\_
- \_\_\_\_\_

**UNDERGRADUATE INSTITUTION**, City, State 201\_\_ - 201\_\_

Related Courses: \_\_\_\_\_

Honors: \_\_\_\_\_

### COMPUTER KNOWLEDGE

Languages: \_\_\_\_\_

Systems: \_\_\_\_\_

Software: \_\_\_\_\_

Other: *(if other related computer experience)* \_\_\_\_\_

### WORK EXPERIENCE *(list most recent job first)*

**COMPANY NAME**, City, State 201\_\_ - 200\_\_

Job Title *(if applicable)* \_\_\_\_\_

Brief job description *(2-5 sentences or bullets, start with action words, do not use "I" or "My")*

- \_\_\_\_\_
- \_\_\_\_\_

**COMPANY NAME**, City, State 200\_\_ - 200\_\_

Job Title *(if applicable)* \_\_\_\_\_

Brief job description: \_\_\_\_\_

*(Include jobs such as summer, part time and volunteer)* \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_

### INTERESTS

List hobbies or interests. This is also a place to add special background information which is not covered elsewhere.

- \_\_\_\_\_
- \_\_\_\_\_

**References will be furnished upon request.**

## SAMPLE REFERENCE SHEET

### References for YOUR NAME

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1. **Name** of Reference Person

Title  
Organization  
Department  
Mail Stop or Office Number  
Street Address  
City, State, Zip code  
(Area Code) Phone Number  
E-mail (optional)  
Nature and length of relationship

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2. **Name** of 2nd Reference Person

Title  
Organization  
Department  
Mail Stop or Office Number  
Street Address  
City, State, Zip Code  
(Area Code) Phone Number  
E-mail (optional)  
Nature and length of relationship

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3. **Name** of 3rd Reference Person

Title  
Organization  
Department  
Mail Stop or Office Number  
Street Address  
City, State, Zip Code  
(Area Code) Phone Number  
E-mail (optional)  
Nature and length of relationship

#### *Reference Sheet Suggestions*

- *Ideally, students should have a minimum of one academic reference.*
- *When selecting reference providers, be sure to approach them in advance.*
- *Allow them the opportunity to decline the request.*
- *Approach only those persons you are reasonably sure would provide a positive image of you to employers.*
- *Let the reference person know why you seek a reference, who they can expect to hear from, and the time period during which they can expect to be contacted by those seeking the reference.*
- *Sometimes, a transcript and a resume is helpful to reference providers.*
- *Most resumes indicate that the candidate can furnish references. Bring references to the interview.*
- *Provide the list of references only if requested by the interviewer. Finally, be sure to thank your reference providers for their assistance and update them on your situation once you have finished interviewing.*

# Lizie Bennet

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208 Saint Stephen St Apt # 29 | Boston, MA - 02115 | (617)-514-8789 | [bennet.li@neu.edu](mailto:bennet.li@neu.edu)  
Available: May 8, 2010 – December 30, 2010

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## EDUCATION

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**Northeastern University**, Boston, MA September 2010 - present  
College of Computer and Information Science  
Candidate for a Master of Science in Computer Science, GPA: **3.5/4.0** December 2012  
Related Courses: Computer Systems, Databases, Advanced Databases

**University of Mumbai**, India June 2006 - July 2009  
Bachelor of Engineering in Computer Engineering, GPA: **3.4/4.0**  
Related Courses: Computer Networking, Operating Systems, Databases, Microprocessors,  
Computer Architecture, Data Structures, Design and Analysis of Algorithms, Distributed Computing

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## TECHNICAL KNOWLEDGE

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- **Operating Systems:** UNIX, Windows (98, 2000, XP)
- **Languages:** C, C++, Java, Visual Basic, SPSS
- **Web Applications:** HTML, DHTML, JavaScript, ASP.net
- **Databases:** MS Access, SQL Server

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## SPECIAL PROJECTS

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**Northeastern University**, Boston, MA October 2009

- Developed a website for the Computer Department Faculty Listing using three - tier architecture in **ASP.net** with database connectivity to the ASP development SQL server and having a well defined GUI.
- Implemented a Directed Acyclic Graph(DAG) in **Java**, involving real time server to server connections using socket programming along with files and multithreading applications.

**University of Mumbai**, India 2007

- **Audio Compression and in particular MP3 encoding:** Analyzed the audio compression techniques and implemented an algorithm in C++ on the MPEG Layer 3 compression standard.
- Implemented a **game** in **Java** having a well defined GUI and various event handling routines.

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## PROFESSIONAL EXPERIENCE

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**Northeastern University**, Boston, MA

- **Graduate Assistant** for Prof. Fareena Sultan and Prof. Andrew Rohm, College of Business Administration, for Spring 2006, from January 2006 to April 2006, assisting in their on-going research projects.
- **Teaching Assistant** for Prof. Fareena Sultan, College of Business Administration, for Fall 2009, from September 2009 to December 2009. Assisted extensively in various teaching and research related activities.

**Bristlecone India Ltd.**, Mumbai, India June 2007 – July 2007  
Developed a 'WEBSITE MONITORING' software in **C language** as a 1-month summer work project experience.

- Monitored the ICMP protocol for the specified server. Notified the respective people by email, message to mobile and pc if there was server FAILURE and further notification on RECOVERY.
- Created a daily log and a weekly log of the server status which recorded the FAILURE time and the RECOVERY time along with the date, and e-mailed to whomsoever concerned.

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## INTERESTS

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Passionate about sports especially Table-Tennis. Swimming, traveling and reading are my other hobbies.

*References available upon request*

# Ashok Nathalal

420 Pali Hill, Apt. 3B, Boston, MA 021115      000-000-0420.      [abc\\_fgh@rediffmail.com](mailto:abc_fgh@rediffmail.com)  
Available: **May 8, 2010 – Dec. 30, 2010**

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## EDUCATION

### Candidate for a Master of Science in Computer Science

Dec 2012

College of Computer and Information Science, Northeastern University, Boston, MA

Sept. 2009-present

- Related Courses: Analysis of Algorithms, Fundamentals of Computer Networks, Software Development Methodology, Network Security.

#### Projects:

- **Managing Software Development:** Managed and analyzed project for Hospital web site by developing Project plan, Use case diagram, Class diagram and Activity diagram using Rational Rose.
- **Socket Programming:** Designed and implemented stream and UDP client/server system for file transfer, using C and Java. (Applied concepts of TCP/IP and UDP protocol with programming concepts of Java & C)
- **Analysis of Algorithms:** Implemented various basic sorting algorithms in C and rigorously tested for their efficiency. (Applied fundamental concepts of various algorithms and programming concepts of C)

### Bachelor of Engineering: Information Technology, Mumbai University, India.

Sept 2005 – June 2009

- Related Courses: Software Engineering, Object Oriented Design, Database Management, Data Structures, Data Warehousing and mining, Information Security, Multimedia Systems.

#### Projects:

- **Inventory management:** Designed, created and managed a database system. (Applied concepts of Structured Query Language)
- **Automated Engineering Admission:** Designed and created a system to automate Engineering admission process. (Applied Software Engineering and Object Oriented Design concepts)

## TECHNICAL KNOWLEDGE

- **Operating Systems:** Windows 95/98/XP/NT, MS-DOS and basics of UNIX and Linux.
- **Languages:** C, C++, HTML, UML, Oracle embedded SQL, JavaScript, JAVA, Assembly.
- **Software:** Dream Weaver, Adobe Photoshop, Oracle and Rational Rose.

## EXPERIENCE

Digicom Software Pvt. Ltd., India.

Nov 2006 - Aug 2007

**Intern:** Provided detailed software solution.

- Created a software application for day to day activities of the firm, with Visual Basic and Access.
- Designed and implemented data warehouse to take strategic decisions according to organization requirements, with JavaScript, C and Oracle.
- Followed up with customers regularly during software development to ensure high level of satisfaction.
- Developed computer testing and benchmark standards and procedures.
- Administered the software after its delivery.
- Earned reputation for impeccable work and attention to detail.

## PROFILE

- Superior **work ethic**, with zero sick days during 10 months in last position.
- Highly **trainable**. Cited for self-directed efforts and excellent results by manager.      Nov 2006 - Aug 2007
- Trained to **identify and overcome obstacles** under pressure during time bounded project “Organization Automation Using Smart Cards” in Internship.

## INTERESTS

- Cycling, photography, painting, cooking, cricket, chess, swimming and singing.

**References will be furnished upon request**

## Jinal Otta

170, Hemenway St, Apt# 32, Boston, MA-02115

Cell: (311)915-3354

E-Mail: [patel.ji@neu.edu](mailto:patel.ji@neu.edu)

### EDUCATION

Available: May 8, 2006 - December 30, 2006

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#### Northeastern University

College of Computer and Information Science  
Candidate for a Master of Science in Computer Science  
GPA: 3.5/4.0

Boston, MA  
September 2005 - Present  
June 2007

Related Courses: Fundamentals of Computer Networks, Network Security, Analysis of Algorithms,  
Managing Software Design

#### Hemchandracharya North Gujarat University

Shri U. V. Patel College of Engineering  
Bachelor of Engineering in Computer Engineering  
GPA: 3.83/4.0

Mehsana, India  
September 2001- June 2005  
June 2005

Related Courses: Internet Engineering, Software Engineering, Artificial Intelligence, Data Structures,  
Theory of Formal and Finite Automata, Disk Operating System, Computer Organization

### Projects

- **Search Engine** July 2004 - December 2004  
Created and implemented software to search from a database and give detailed meaning of the term asked using ASP as front end, VBScript and MySQL.
- **Career Guide** July 2004 - December 2004  
Designed a Website for Career Guide to provide information about all the professional career fields with name and location of colleges in which they are being offered in India using ASP as front end, VBScript and MySQL.
- **Visual Sound Processing** January 2004 - June 2004  
Developed software to display frequency waves of given audio input and measures its value, using Visual C++.

### Publications

- **Data Mining** April 2005  
A technical paper, exploring the usage of Data Mining in Business Application. Presented in a national level technical event at *Computer Society of India, Ahmedabad, India.*
- **Parallel Virtual Machine** October 2004  
A technical paper, explaining how computers work faster as they are connected parallel. Presented in a national level technical event at *U. V. Patel College of Engineering, Mehsana, India.*
- **Cluster Computing** August 2004  
A technical paper, mining into depth of clusters and explaining how they are useful. Presented in a technical event at *Atmiya Institute of Technology and Science, Rajkot, India.*

### COMPUTER KNOWLEDGE

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Operating Systems: Windows 9x/NT/2000/XP, LINUX, DOS  
Languages: ASP, JSP, C, C++, Prolog, COBOL, HTML, SQL, Java, Perl  
Developing Tools: Visual C++, Visual Age for Java, Visual Basic 6.0, UML  
RDBMS: Oracle 8, MS Access, SQL Server 2000  
Scripts: FrontPage, VBScript

### WORK EXPERIENCE (Unpaid)

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#### AMTECH ELECTRONICS (I) LTD

- Developed the software to control and monitor multiple AC Drives
- Established serial communication between multiple AC Drives and Software using RS232 MODBUS Protocol
- Coded using Visual C++

Gandhinagar, India  
January 2005 - May 2005

### INTERESTS

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C Programming and Sketching.

References will be furnished upon request.

## NEED A. CO-OP

Available: May 08 2006 - Dec 30 2006  
Some St, Apt 99, Boston, MA 02115

(617) 373 - 7373  
co-op.n@neu.edu

### EDUCATION

**Northeastern University**, Boston, MA Sep 2005 - Present  
College of Computer and Information Science **CGPA:** 3.20/4.00  
Candidate for a Master of Science in Computer Science Dec 2007

**Awards:** Dean's Graduate Scholarship

**Activities:** Student member - Information Systems Security Association,  
Treasurer - Northeastern University Ballroom Dancing Club

#### Related Courses:

Introduction to Information Assurance  
Computer Systems and Networks

Ethics, Privacy and Digital Rights  
Security Risk Management and Assessment

**Idaho State University**, Some Place, ID Jan 2002 - Dec 2004

College of Electrical and Computer Engineering

Bachelor of Science in Computer Engineering

**CGPA:** 3.14/4.00

**Awards:** American Legion Military and Scholastic Excellence Award

**Activities:** Student cadet - Army Reserve Officer Training Candidate,  
Student member - Information Assurance Security Group,  
Vice President, Public Relations - Association of Asian Students at Idaho State University

#### Related Courses:

Computer Networking and Data Communications  
Introduction to Software Development Lifecycle  
Operating System: Principles and Practice

Advanced Protocols and Network Security  
Introduction to Database Management Systems  
Information Warfare

### SPECIAL PROJECTS

IT Student Volunteer, **A charity organization**, Boston, MA Jan 2005 - Present

- Assist non-profit organization to improve and streamline computing infrastructure
- Document computer asset and network, create automated back up procedure, overhaul database design

Cyber Defense Competition, **Idaho State University**, Some Place, ID Mar 2005

- Participated in a "defend the network" activity against practicing Information Assurance professionals
- Administered ID management and security on Fedora Core and Win XP systems

Evidence Inventory and Tracking Program, **Idaho State University**, Some Place, ID Jan 2004 - Dec 2004

- Set up and utilized MySQL database on Win XP for cataloging application to preserve Chain of Custody for Boone Police Department

### COMPUTER KNOWLEDGE

**Languages:** C, C++

**Platforms:** Win XP Pro

**Database:** MySQL

Support task tracking via Remedy AR System

Passive network monitoring via Ethereal

Network enumeration via Nmap

### WORK EXPERIENCE

Help Desk Assistant, **Northeastern University**, Boston, MA Oct 2005 - Present

- Resolve user accounts and generic computing issues, distribution of approved software packages
- Conduct maintenance of a network of Win XP Pro and OS X computers

Data Research Analyst Intern, **Great Systems Corp.**, Some Place, ID May 2005 - Aug 2005

- Validated securities research data using internet search tools and company's proprietary software
- Searched through official websites of stock exchanges across the world and SEC's EDGAR database

References will be furnished upon request

# Ashok Nathalal

420 Pali Hill, Apt. 3B, Boston, MA 021115      000-000-0420.      [abc\\_fgh@rediffmail.com](mailto:abc_fgh@rediffmail.com)  
Available: **May 8, 2006 – Dec 30, 2006**

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## EDUCATION

### Candidate for Master of Science in Computer Science

Dec 2007

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- Followed up with customers regularly during software development to ensure high level of satisfaction.
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## INTERESTS

- Cycling, photography, painting, cooking, cricket, chess, swimming and singing.

**References will be furnished upon request**

## Outs Tanding

Outstanding@ccs.neu.edu

Local Address  
124 St. Stephen St., # 3  
Boston, MA 02115  
(617) 373-4040

<http://www.ccs.neu.edu/home/Outstanding>  
**Available: July 3, 2006 - December 30, 2006**

Home Address  
40 Any Ave  
Boston, MA 02215  
(617) 294-2877

### EDUCATION

Northeastern University, Boston, MA September 2001-present

College of Computer Science

Candidate for a Bachelor of Science in Computer Science June 2007

Honors: Dean's List, Phi Kappa Phi certificate of recognition

QPA: 3.3/4.0

Related Courses: Fundamentals of Computer Science, Automata and Formal Language,  
Computer Organization and Programming, Functional Programming,  
Digital Electronics, Algorithms and Data Structures, Object-Oriented Design,  
Chaos and Fractals, Computer Engineering

North Kingstown High School, North Kingstown, RI September 1997, June 2001

### COMPUTER KNOWLEDGE

Languages: C, C++, Pascal, BASIC, Visual BASIC, FORTRAN, HTML, LISP

Systems: UNIX, Macintosh OS, Windows 95/ME/XP, VMS

Software: Word, Excel, Access, Works, WordPerfect, Navigator, Telnet, FTP

Other: Banyan VINES

Special Projects: Performed troubleshooting for hardware, software, and network problems  
for neighbors.

Created a working document that could be used to order companies requests  
using a Microsoft Access database.

### WORK EXPERIENCE

Bigtime University - Economics Department Medford, MA

Front-line Support Person March 2005-June 2005, January 2006--present

- Installed hardware such as new desktop PCs, memory upgrades, printers, and ethernet cards.
- Configured PCs for network access and TCP/IP applications such as Netscape, Telnet, and FTP.

Famous Government Laboratory Cambridge, MA

Northeastern University Technical Co-op Student January 2004-December 2005

- Processed data on VAX-11/780 and DEC 3000 computer systems, both running VMS.
- Wrote FORTRAN programs, VMS batch files, and Excel macros to facilitate processing of data.

Northeastern University - Residence Mail Services Boston, MA

Mail Associate, Assistant Manager, Shift Supervisor September 2002-March 2004

- Managed and supervised mailroom and its employees.
- Provided customer service for residents with package or mail delivery problems.

### INTERESTS

Internet, sports, television, movies, music, video games, baseball simulation games.

**References will be furnished upon request**

TIPS ON CREATING EYE-CATCHING,  
READABLE RESUMES

### **The Two Big Mistakes**

If you are applying for co-op, or if you are about to graduate and are beginning the big job hunt, you will be creating or updating your resume. You will spend hours typing and correcting it, and then send it to companies that will spend about thirty seconds looking it over before deciding whether to call you for an interview. If you are like most job applicants, you will make one of two big mistakes.

The first is to pay no attention to your resume's appearance. Use your word processing program's default font, even if it is difficult to read. Be careless with the position of text on the page, so that items that are supposed to be centered or right-justified come out looking crooked.

The second is to over-do it. Decorate your resume with several different fonts, italics, and elaborate formatting that will confuse potential interviewers and cause your resume to be set aside as unreadable.

Following are some suggestions from the science of typesetting on creating a distinctive resume that is also easy to read. The instructions are geared towards Microsoft Word users, since this is what CCIS uses. If you have different software, you will have to read the manual to find out what features are available.

### **Fonts**

Fonts may be proportionally-spaced or mono-spaced, serif or sans-serif. Serifs are the little tags on the ends of letter strokes that define the letter shape. Proportionally-spaced fonts use more space for wider letters, so that a W takes up more space than an I. Both proportional spacing and serifs make letter shapes more distinct so that text takes less time and effort to read.

Here are some examples of proportionally-spaced, serif fonts:

Palatino  
Century Schoolbook

Bookman  
Times

This document is set in Palatino. Which font you use is up to your taste and the capabilities of your computer. You may have fonts that look like these, but go by slightly different names (for instance, Times Roman). Not all computers and printers have Bookman or Century Schoolbook, though Times and Palatino are common. If you try to use these fonts, they may print out with ugly, ragged-looking letters. On the other hand, if you have a good printer, you may be able to print out a font that looks poor on your screen. Feel free to experiment.

Note that Times is a narrow font. It was designed for use in newspapers with columns, and it may look weak on a full-sized page. It is acceptable if you have nothing else available, however, and can be found even on very old computers and printers.

Here are some examples of mono-space or sans-serif fonts that you should avoid using:

Helvetica Geneva

Monaco

A special font to consider is:

Courier

Courier was designed to look like a typewriter. It is not proportionally-spaced, so should be avoided unless it is the only font your system provides. Courier may be useful if you want to print an email address in a mono-space font with a computerish appearance, but don't over-do it.

A font to avoid is:

New York

New York is Microsoft Word's default font. It never looks quite the same on the screen as it does when you print it out, and will cause problems as you try to decide how your resume should look.

Choose one font and use it for your entire resume (except for special-emphasis items, like an email address). Use the same font for cover letters, references, or other papers you may hand in with your resume.

### **Font Size**

A good, average size for a resume is 12 points. This document is 12 points. Be careful: all fonts are slightly different sizes, so that 12 point Palatino is bigger than 12 point Times. You may need to experiment to find the point size that looks best for the font you are using, and that fits your resume on one piece of paper without crowding it or leaving large spaces.

Microsoft Word lists only a few font sizes on the menus. It is easy to forget that other font sizes are still available. Look through Word help to find out how to get 11 or 13 point sizes if 12 isn't exactly right. Some other word processors can also do half-sizes (i.e. 12.5 points). **Never use a font smaller than 11 points on a resume**

### **Special Characters**

For lists of items, use a bullet (•). Do not use a period (.) or a letter (o). On a Macintosh, a bullet is generated by pressing "option-8." Microsoft Word provides several different ways to insert bullets. Different fonts may have different bullets. The font Zapf Dingbats consists entirely of different bullet-like items, for instance:

l u n r q d 4 J ?

As with any item of embellishment, Dingbats should be used sparingly, if at all.

If you need to use quotations (for instance, for the title of a play you directed), be sure to use “curly quotes” not "straight quotes," as curly quotes look more polished. To get curly quotes easily, use the “Smart Quotes” option under Microsoft Word Preferences.

Most computers also provide alternate characters for names with accents. On a Macintosh, the key sequence “option-e” followed by a letter will print that letter with an acute accent (for instance, Rémy). “option-n” followed by a letter will print a tilde (ñ) over the letter. “Option-u” similarly generates an umlaut (ö) and “option-i” a circumflex (â).

A hyphen (-) is not the same thing as a dash. A dash is longer, and is used to separate dates, for instance, September 93—January 94. To generate a dash on a Macintosh, either hold down the option key and type a hyphen, or hold down both option and shift and type a hyphen. Option generates an ‘N-dash,’ which is as wide as the letter N, and option-shift generates an ‘M-dash,’ which is as wide as an M.

### Emphasis

Two common ways of emphasizing text are *italics* and **boldface**. Italics should be used for book titles. Bold is used to emphasize crucial job information, such as the names of companies you have worked for and the title of your job. Emphasis is not a toy. If you emphasize everything in your resume, nothing will stand out.

### Position of Text

Avoid using spaces to position items on the page. A space on the screen is almost never the same size as a space printed out. Most word processors offer centering and right or left justified tabs to put lines on the right, left, or center side of the page.

This line is centered.

Left justified

Right justified with tab

Avoid using formats that justify your text so that the right and left margins both appear smooth. This form of formatting always takes longer to read, and may produce awkward spaces in the middle of a line. This paragraph has been justified for comparison. If a long word is causing a gap along your right margin, use a hyphen (-) to break it into pieces. Most word processors also provide auto-hyphenation.

Use document margins to position your resume on the page. This document has one-inch margins on the top, bottom, left, and right. If you are running out of room, however, you can reduce margins to .75 inch rather than making the font smaller.

Indents are used to set off information. The more general a piece of information, the closer it lies to the left margin. A category such as “Employment Experience” is on the left margin, while the companies you worked for may be slightly indented. This paragraph has a right indent of .5 inch, a left indent of 1 inch, and a first-line indent of .5 inch.

### Borders

You may wish to use a border or line to separate your address from the body of your resume or cover letter. A border or some form of line drawing is preferable to using an entire line of underscores ( \_ ) since when printed these underscores may leave spaces. A line of underscores looks like this:

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Microsoft Word offers these kinds of borders:

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Again, use borders sparingly.

### **Last Words**

If you are writing a cover letter, and you want to give it a distinctive look, copy your name and address, complete with all formatting and borders, onto the cover letter document. The interviewer will think you have your own custom stationery.

After you finish formatting your resume, stop and take a look. Do the lines, fonts, emphasis, and special characters you use make it easier to read your resume? Or are they distracting? If you have little experience but lots of formatting, someone reading your resume may think you are trying to hide behind formatting.

Good luck on the job hunt!

Thanks to **Lauren P. Burka** for this document contribution.

## HOW TO WRITE A COVER LETTER

A cover letter allows you to personalize your resume when it is mailed to prospective employers in response to advertisements or to inquire about possible interviews. The letter's main purpose is to advertise your strengths and assets in a way that would interest employers in interviewing you. It is also useful in that it can save valuable time by enabling you to visit only the most promising prospects or helping you avoid places where there is no interest in you as a prospective employee.

To attract the reader's ATTENTION, the cover letter must look good and be easy to read. Use of quality 8 1/2" X 11" paper, correct English, spelling, spacing, paragraphing, margins and above all, your resume must be flawless. Address it to a particular person by name, making sure that the spelling and title of the individual are correct. The person addressed should hold an influential position in the company. A good cover letter is not too long, so try to limit yours to only part of a single page.

The first paragraph should arouse the reader's INTEREST. This can be done by stating some particular knowledge you have of the reader's business, by a comment on some "timely" issue relating to the company's operation or by an impersonal statement of some outstanding fact relating to your ability that would appeal to the employer.

The body of the cover letter should make the employer DESIRE to interview you by explaining what you can do for his/her company. Put yourself in the employer's position as you write and present facts that will both be interesting and accurately describe your assets and qualifications. Your prospective employer will be interested in your ability to make and/or save money, to conserve time, to effectively assume and discharge responsibility and to produce results more rapidly and economically than anyone else. Do not stress your bad points, such as lack of experience or unemployment.

The last paragraph should request ACTION. Ask directly for an interview stating specific times and dates when you will call to arrange an interview. In all circumstances be courteous but use a direct approach.

The letter should end with the formal salutation, "Sincerely yours." Below the salutation, type your name and then add your signature. Remember the use of AIDA (ATTENTION, INTEREST, DESIRE, ACTION) will result in a cover letter that is both pleasing to read and effective.

**(COVER LETTER OUTLINE)**

Your Address  
City, State, Zip  
Date

(Ms. or Mr.) I.M. Hiring  
Personnel Manager  
Name of Company  
Company Address  
City, State, Zip

Dear (Ms. or Mr.) Hiring:

Your opening paragraph should arouse interest on the part of the reader. Tell the employer why you are writing the letter. Do not say in the first paragraph that you are looking for a job. Give information to show your specific interest in the company.

Your middle paragraphs should create desire. Give details of your background that will show the reader why one should consider you as a candidate. Be as specific as possible about the kind of a job you want. Don't make the reader try to guess what you would be interested in.

Refer the reader to your general qualifications on your enclosed resume or other material. Use as much space as you need to tell your story but keep it brief and to the point.

In your closing paragraph you ask for action. Ask for an appointment suggesting a time when you will contact the individual. You may now list your dates of availability.

Sincerely yours,

Your Signature

Type your name here

## Sample Cover Letter

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100 Anywhere Street  
Newton, MA 02160  
January 19, 2009

Mr. Joe Hiring  
Human Resource Manager  
XYZ Corporation  
134 Boylston St.  
Boston, MA 02117

Dear Mr. Hiring:

I am presently a student in the Northeastern University College of Computer and Information Science and I am applying for the IT Support Specialist co-op position that is presently posted on your website. I am familiar with the Windows XP, Mac OS, and Linux operating systems and have had experience programming in C++ and Java.

I am currently completing a course in Computer Organization and Design and have been teaching myself Linux. Additionally, I am working at a local Best Buy franchise selling computer peripheral equipment. This position has developed my customer service skills as well as my ability to troubleshoot problems with peripherals that arise under different operating systems.

My resume is enclosed for your review and consideration. I will telephone you during the week of June 3rd to discuss the possibility of setting up an interview. I will be available for full-time cooperative education employment from June 25, 2003 through December 31, 2003.

I look forward to speaking with you soon.

Sincerely yours,

[Signature]

Joe Needsajob

10 Anywhere Drive  
Brighton, Massachusetts 02134  
(749) 555-5680

May 15, 2009

Ms. Jane Doe  
JNC Corporation  
200 Right Here Circle  
Podunk, New York 82891

Dear Ms. Doe:

I am a student at Northeastern University who is currently working part-time with the JCN NAD Northeast Region Office as an Assistant Systems Analyst. Northeastern's co-op program allows students to work full-time for six-month intervals, and so for my next co-op I would like to be considered for a position at the JCN Armonk facility. Please feel free to contact my current supervisor, Bob Jones, for his evaluation of my professionalism and competence.

Through my previous college and work experience, I have developed a strong interest in computer-related research, and management support. My most recent work with JCN has been in the development of intelligent workstations in the business environment, and support of end users. I would like to continue this line of research, and perhaps gain some new skills in a different environment.

Currently I am enrolled in the Information Science Program at Northeastern University in Boston, Massachusetts. I completed a previous six-month co-op with the JCN World Trade Corporation in White Plains, New York. I will be available for employment during the period beginning June 25, 2003 and ending December 28, 2003.

Enclosed are my resume and copies of my previous JCN job evaluations for your review. These documents will provide a more comprehensive view of my qualifications. I will call you during the week of June 3<sup>rd</sup> to discuss the possibility of setting up an interview.

Sincerely yours,

Thurston Wallingford, III

enclosures

18 Somerset Drive  
Brighton, Massachusetts 02134  
(749) 232-6580

May 15, 2009

Ms. Cynthia Freitas  
JNC Corporation  
210 Hamilton Circle  
Armonk, New York 82891

Dear Ms. Freitas:

I am currently enrolled in the Information Science Program at Northeastern University in Boston, Massachusetts. I completed my second six-month co-op work period with the JCN World Trade Corporation in Plains, New York. I am now attending classes at Northeastern University and working as a part-time student at JCN NAD Northeast Region Office.

Through my previous college and work experience, I have developed a strong background and interest in computer related research, management education and support. Currently my interests are in the development of intelligent workstations in the business environment with further interests in the education and support of end users.

I would like to continue my career development in the microcomputer field. Due to my extensive knowledge of, and experience with, microcomputers, particularly with JCN, I would make an ideal candidate for co-op employment in the Armonk facility. I will be available for employment during the period beginning June 25, 2005 and ending December 31, 2005. Enclosed for your review is my resume and a copy of my JCN job evaluation. These provide a more comprehensive view of my qualifications.

I would appreciate a personal interview to discuss the possibility of beginning a co-op position in Armonk. I may be contacted at the above address and phone. Thank you for your time and interest. I look forward to speaking with you in the near future.

Sincerely yours,

Thurston Wallingford, III

## **SUCCESSFUL INTERVIEWING**

### ***TAME YOUR INTERVIEW FEARS***

Most people see the interviewer as the one with all the power. Remember, though, that you have something the interviewer wants, too, or you wouldn't be in the interview in the first place. Think of the interview not as an interrogation, but as a two-way conversation during which you and the employer determine whether you meet each other's needs. More often than not, the interviewer is nervous too.

Being properly prepared and informed about the interview process can help you focus your energy on what needs to be done and help you find the right job.

### ***MAKE YOURSELF THE BEST CANDIDATE***

#### **RESEARCH THE ORGANIZATION**

Learn as much as you can about the company *before* you go to the interview. Visit the company's web page or read company literature and find out about its *sales volume, competitors, services and products, size and reputation*. (For information on how to conduct research please refer to the **RESEARCH HANDOUT** at the Career Resource Center, or visit our web site at: [www.careerservices.neu.edu](http://www.careerservices.neu.edu))

#### **RESEARCH THE JOB**

In addition to researching the company, you also need to find out as much as you can about the job itself. Analyze the job description and match your experiences, interests and abilities to the job. Talk with people who have worked in similar positions in that organization or in other companies.

#### **KNOW YOURSELF**

Now that you have completed your company and job research, you need to turn the focus onto yourself. *How do your experience and qualifications fit with the requirements of the job?* Be able to discuss your strengths and weaknesses, your educational and work experiences, and your personal goals and values. Write down your accomplishments and prepare concrete and specific examples of these.

#### **PREPARE FOR AND ANTICIPATE QUESTIONS**

Be prepared to talk about your background, what you can bring to the company and why they should hire you. The questions in the Co-op Quiz are designed to help you prepare for the most common interview questions. Spend time thinking through your answers and practice them before your interview.

Read the job description thoroughly and anticipate questions that may be asked of you. Prepare answers beforehand to some of the more difficult or sensitive questions by practicing aloud or with a friend. You may also set up a videotaped mock interview with a Career Services staff member.

## **MAKE A LIST OF QUESTIONS TO ASK**

The questions you ask will reveal a lot about your level of interest in the company and your preparedness for the interview. Don't ask questions that could be easily answered through your own research. Instead ask questions, which demonstrate a genuine interest in, and knowledge of the company and the position.

### **Examples:**

- What characteristics does a successful person at your company have?
- Describe the typical co-op assignment.
- What have been some of the contributions made by individuals who have held this job previously?
- What are the problems I will be expected to solve?
- As I grow in this position, what options are there for additional responsibility?
- Could you tell me about the people with whom I will be working directly?
- How is a co-op student evaluated?
- When may I expect to hear from you regarding my candidacy?

## **MAKE A GOOD FIRST IMPRESSION**

During the first few minutes of the interview, the interviewer makes certain judgments about your character and work style based on your dress, demeanor and body language. Be on time; sit where the interviewer indicates; and don't smoke or chew gum. Smile and offer a firm handshake. Maintain good eye contact and control nervous mannerisms. Dress professionally. Conservative business attire is best.

## **PREPARE YOUR REFERENCES**

Develop a list of 3-5 people who can attest to your professional abilities. Your references might include former managers, co-workers, professors, clients or others who are familiar with your qualifications and on-the-job performance. Take copies of your list with you.

## **FOLLOW UP**

Ask for a business card during the interview.

Write a brief letter or e-mail of thanks for the interview. Reiterate your interest in the position and briefly state why you are the best candidate. Inquire about the next steps in the interview process, and when you will be contacted again. If you don't hear from anyone in a week, follow up with your co-op coordinator.

## **What do employers look for when they interview students?**

Naturally, all employers are looking for neat, clean, well-groomed, eager, energetic, enthusiastic, interested, observant, "sharp" people. These are the basics. But they are only the basics -the concrete block. To build and maintain an organization, employers need and look for more. The following are the most commonly sought after attributes most employers tell us they want.

## **Technical awareness.**

Review your technical skills prior to the interview.

Communication skills. In most cases, the means of communicating information is verbal (spoken and written) English.

Economic awareness. Every human endeavor leading to the creation of an organization has goals, which are essentially involved with the assembly, allocation, and utilization of material, energy, and human resources.

Career maturity. Professional occupations establish and enforce their own standards and criteria of membership, certification and recognition. This is done through professional societies and honor societies. You can apply for membership in most, but membership in the honor groups is by invitation only. Join early - fees are lower for students.

## ***WHAT KINDS OF QUESTIONS WILL I BE ASKED?***

### **TRADITIONAL QUESTIONS**

**"What are your strengths and weaknesses?"** The employer may be assessing how well you know yourself and how honest and open you are. You have an opportunity to showcase and give examples of your strengths and also to reveal a not too serious weakness. It is best to demonstrate how you are working to improve your stated weakness. For example, you might say, "My computer experience is somewhat limited. However, I recently took a week long training program on using Microsoft Office and I'm looking forward to building on the skills I learned."

**"Where do you see yourself in five years?"** They want to know if you are ambitious. If you find it hard to look five years out, try this: "Five years seems like a long time. I can see myself as a programmer analyst in two years. Five years from now, I might be a software developer or a systems analyst. I cannot know which direction I want to take until I've been in the field for awhile."

**"Why should I hire you?"** Here's where they find out how well you understand their needs and how confident you are of your qualifications for the position. A possible response could be: "I think you should hire me because I have the skills you need for this marketing support position. My technical skills exactly match the requirements as I've been using your software in my Co-op job. And my interpersonal skills are strong as a result of my student government experience."

**"Why do you want to work here?"** This is where the employer finds out how much you know about the organization. You want to convey your interest in contributing to their mission or in being part of an important project they've been awarded. For example: "I've read about your contract to develop tax accounting software for the federal government, and I want to be part of the action..."

### **BEHAVIOR-BASED INTERVIEW QUESTIONS**

Many employers use behavioral questions asking you to discuss **specific examples** of yourself as a successful employee. In responding, you may use examples from work, school, community service, or any setting in which you have had work-related success.

### **Examples of behavioral questions include:**

- Please give me an example of a time when you were confronted with a situation in which you had to learn a technical skill rapidly.
- Tell me about a situation in which you solved a technical problem as a member of a group or team. What was your role?
- This position requires meeting frequent deadlines. Please give me an example of a time when you had to work under time pressure.
- Tell me about a time when you had to deal with a difficult customer. How did you handle the situation and what happened?

### **Answering Behavior-Based Questions**

Strong answers to behavioral questions describe **specific situations** where **your actions** are the focus. In asking behavior-based questions, employers are attempting to get a "glimpse" of you as a worker. Often, behavioral questions cover specific "themes" required by the position, such as: time management, teamwork, initiative, organizational and communication skills, etc. In preparing for an interview, review the job description to discover what kinds of behavioral questions the employer may ask.

One strategy for answering behavior-based questions is to use the **S.T.A.R.** formula (Situation, Task, Action, Result). Using **S.T.A.R.** ensures that you deliver a complete and concise answer. For example, let's take the last question above and answer it according to the **S.T.A.R.** model.

**"Tell me about a time when you had to deal with a difficult customer. How did you handle the situation and what happened?"**

**Situation** "While working as a salesperson for Deluxe Caterers, I was given an account that had been mishandled by our company in the past. When this customer came in to place a large, new order, she was angry, expressing dissatisfaction with past service and asked us to guarantee superior work this time around."

**Task** "I wanted to maintain this customer relationship, but also to not promise service we could not deliver and compound the problem. I expressed regret to her over past service problems and told her I would review her order in detail with my supervisor and get back to her within 24 hours."

**Action** "I scheduled a meeting with my supervisor and we reviewed her order, identifying potential pitfalls, resulting in our adjusting the services we could provide. I then returned the customer's call, negotiated a new contract, and faxed it to her."

**Result** "While the customer was a little disappointed that we could not provide everything she wanted, she appreciated my being honest about what we could do. In the end both parties were happy."

Don't be frustrated if the interviewer interrupts you to ask probing questions that will enhance his or her understanding of your work style. This gives you an opportunity to clarify your response.

## TWENTY QUESTIONS

Below are some questions you may review to help you prepare for your interview.

1. Why are you interested in this position?
2. Tell me about yourself.
3. Can you describe a time on the job when something didn't go as planned?
4. Can you describe one or two of your most important accomplishments?
5. What is important to you in a company? What things do you look for in an organization?
6. Why did you major in x?
7. Can you think of a problem you have encountered when the old solutions didn't work and you came up with new ones?
8. What has been a high-pressure situation you have been under in recent years? How did you cope with this?
9. In your last review what did your supervisor suggest needed improvement?
10. What would you say is the most important thing you learned from your college career?
11. What qualities do you look for in a supervisor?
12. How do you handle stress?
13. What has been your favorite extracurricular activity in school and why?
14. Describe a situation in which you had to be creative. What did you find challenging and/or exciting about this?
15. List three things former coworkers would say about you.
16. What did you do in your last job that helped facilitate teamwork?
17. How would you describe your leadership style? Give specific examples of how you practice this.
18. How do you keep up with what's going on in your company/industry/profession?
19. What was the most important idea or suggestion you received recently from your co-workers or supervisor? What happened as a result?
20. Please give me an example of a conflict you have encountered and how you handled it?