



# JOB SEARCH SKILLS BOOKLET

Applications, Resumes,  
Cover Letters and Interviews



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# Getting Started: Proactive Ways to Get a Job

- Use the Career Services Office at NTC and check out the Career Services website at: [www.ntc.edu/students/career-services](http://www.ntc.edu/students/career-services).
- Register for [Handshake](#) to get connected with employers and receive job postings.
- Start with people you know. One of the best ways to get a job is to “network.” Networking involves the exchange of information from one person to another, or a group, or an institution. Find out about job leads from a teacher, employer, a relative, a neighbor, a classmate, or someone else. Give them your resume.
- Don’t be afraid to make “cold calls.” Call places of employment that might hire someone with your credentials.
- Look at businesses that post jobs on their website and be willing to call the business to make sure the positions are still available.
- Answer newspaper advertisements.
- Use career sites to post your resume and cover letter, such as Wisconsin TechConnect/Handshake.
- Use the services of job centers and employment agencies.
- Be ready to “sell yourself.” Why would someone want to hire you? Practice stating what you can do for a business and why you would be a good hire.
- Be sure your voice mail greeting is set up and professional. When a possible employer is calling, you want to portray yourself as professionally as possible.
- Join a professional organization related to your career field.

## **The Elevator Speech:**

An Elevator Speech gives your audience the “who, what, and why” in about a minute – the length of time it takes to ride from the top to the bottom of a building in an elevator. In job interviews, an Elevator Speech can provide the answer to at least two common interview questions: “Tell me about yourself” and “Why should I hire you?” To start your elevator speech, visit: [http://studentlife.ntc.edu/wp-content/uploads/2020/09/web\\_InterviewBookends.pdf](http://studentlife.ntc.edu/wp-content/uploads/2020/09/web_InterviewBookends.pdf).

## **Social Media and Your Job Search:**

Social media and networking can be used to help find and land a job; however, it can also jeopardize job placement if used improperly. Check out these tips: [http://studentlife.ntc.edu/wp-content/uploads/2020/09/web\\_SocialMedia.pdf](http://studentlife.ntc.edu/wp-content/uploads/2020/09/web_SocialMedia.pdf).

## **Internet Job Hunting:**

There are many online resources available to job seekers. For a list of recommended job search sites, visit: <https://www.ntc.edu/students/career-services/find-job>.

## **Job Fairs:**

NTC Career Services offers targeted job fairs for NTC students and alumni. For information you should know before, during, and after the fair, visit: [http://studentlife.ntc.edu/wp-content/uploads/2020/09/web\\_PreparefortheFair.pdf](http://studentlife.ntc.edu/wp-content/uploads/2020/09/web_PreparefortheFair.pdf). Additionally, for a schedule of events, visit <https://www.ntc.edu/students/career-services/attend-job-fair>.

# Job Applications

When completing an application, be prepared with the following:

- Personal Information – your name, address, phone number, e-mail address, and social security number
- Education – schools and dates attended as well as graduation dates and degrees
- Work Experience – current and prior jobs, including company’s name, address, phone number, supervisor’s name, your responsibilities, salary, dates of employment and reasons for leaving
- Three Professional References – name, their relationship to you (e.g. supervisor), company, title, address, phone, and e-mail

## Tips for Completing

- Make sure you have all of the information that you need with you and answer all questions.
- Neat and clean counts, with no spelling errors, by deadline.
- Read the entire application first and especially read the directions carefully. This is your first impression.
- If possible, type the application. Otherwise use black ink and print neatly with no cross-outs. It is better to take two applications and do a trial run.
- Be honest and state reasons for leaving a job in a positive manner.
- Include volunteer or unpaid jobs as work experiences.
- The application is all about why you would be a good hire for the job. Relate your work experiences accordingly.
- Choose references carefully; work supervisors and teachers could be your first choices.
- If there is something on your application that could be considered negative, explain how you have learned from the experience.
- Salary expected could be written as “negotiable” or a range.
- Fill in all the blanks, even optional areas.
- “Keywords” in the job posting or job description would be appropriate to use.

## Research the Company

Use the following questions to research a business. Use the answers to customize your cover letter/resume and to target your responses in an interview.

- Name of business.
- Main business address and phone number. Other locations?
- When did the business initially start and who was the founder?
- What is their mission, vision and values?
- What is their product or service?
- Has the business received any awards in the last couple of years and for what?
- Is the business known for doing any specific volunteer work in the community, and if so, what?
- Could you identify any competitors in the district or nationally of the business?
- What industry trends may be affecting the business?
- Does the business have plans for expansion?
- What is the business’s culture like? What kind of expectations does the business have of its employees? (Research by someone who works there.)

# Diversity in Job Seeking & Employment

From the people we meet in our communities to the coworkers we share office space with, diversity is an ever-present part of our daily lives. It's no surprise, then, employers are looking for candidates with diverse backgrounds and who can respectfully and appreciatively work with a wide array of people.

Diversity can include, but is not limited to

- Race
- Gender
- Religion
- Marital Status
- Age
- Disabilities
- Medical Issues
- Ethnic Background
- Country of Origin
- Sexual Orientation

While federal and state laws prohibit prospective employers from asking certain questions related to diversity, there are appropriate times and ways to identify yourself as a diverse candidate or an individual who respects diversity. This section will help guide you through it.

## 5 Tips to Show Diversity during the Hiring Process

1. Share diverse team work experience(s), such as working in a department with different ethnicities, serving clients in different countries, being part of a geographically dispersed team, etc.
2. Welcome diverse viewpoints and opinions. For example, share a time you've incorporated others' opinions and backgrounds in your decisions.
3. Highlight volunteer experience(s) showcasing your service with local organizations, fundraising, and advocacy groups.
4. Include experience being on company committees and outreach programs.
5. If multilingual, be sure to mention this on your resume and during your interview.

For more information, check out Five Tips to Show Diversity in your Resume by Aubrey Lacuna:

<https://goqnotes.com/68980/five-tips-to-show-diversity-in-your-resume/>.

## Why or Why Not Identify Yourself as a Diverse Candidate and How

To prevent discrimination or the appearance of discrimination, hiring managers generally are not privy to the personal characteristics about a candidate that are unrelated to job performance. This includes those related to diversity (see list above).

Based on your unique experiences and skills you may still want to share your diverse background with a prospective employer. But, how do you know if you want to share it?

Consider first reviewing the company's website and social media accounts. See if diversity is included in their mission and vision. What messages are they sending about inclusion, equity, and accessibility? If you find information that matches your values, you may feel comfortable voluntarily sharing your diverse information.

This can be done through items included in your cover letter and resume and examples you share during the interview, such as:

- Highlight academic or professional diversity related connections, such as student clubs or professional organizations with a focus on diversity, including and/or belonging.
- Include any relevant training (e.g. ally training, Safe Space, anti-bias, etc.)  
*Consider completing one or more of the self-tests from Harvard's Project Implicit®. Visit <https://implicit.harvard.edu/implicit/takeatest.html> to get started. After reviewing the information, click "I wish to proceed" at the bottom.*
- Spotlight leadership and involvement with events or committees that are focused on diversity.
- Self-identify as a diverse candidate. For example, "as an LGBT engineer, I make it a priority to include a wide range of diverse voices in all my projects". *For more examples, see the sample resumes for human services, IT and nursing.*
- Include military/armed services experience.
- Mention relevant awards or achievements.
- Ask questions about the department's or company's commitment to diversity.

## Interview Questions to Ask an Employer

In addition to reviewing a company's social media, website, mission and vision, you can learn a lot about a company's commitment to inclusion and equity by asking questions during the interview. Here are some examples:

- How would you describe the culture of <insert company name>?
- How important is diversity to <insert company name> and what value does it bring to you?
- What <insert company name> doing to actively ensure everyone feels included?
- What kind of diversity, inclusion, and cultural competence training do you offer to employees?

## Illegal Interview Questions

While it's appropriate for you to self-disclose information and to ask questions of the employer related to diversity, federal and state law prohibits prospective employers from asking certain questions that are not related to the job they are hiring for. Questions should be job-related and not used to find out personal information.

In a nutshell, employers should not be asking about your race, gender, religion, marital status, age, disabilities, medical issues, ethnic background, country of origin or sexual orientation.

While interviews are meant to specifically address your ability to meet the demands of the work you're being hired to do, some interviewers may pose questions – often unintentionally – that delve into personal matters and how they relate to your employment. In some instances, the interviewer may not know the question is illegal.

Personal questions can definitely be off-putting and make an interviewee uncomfortable. When considering how to respond, it's important to remember you want to keep the interview positive. Do your best to avoid becoming upset or uncomfortable. From an objective point-of-view, continue treating the interview with the goal of getting the job offer. If you are offered the position, you can choose to decline if you determine the organization is not a right fit.

*Here are a few examples of how to handle an illegal interview question.*

A question focused around starting a family may be meant to ascertain your commitment to your job and career. One way to respond is to reiterate your interest in growing with the company:



Q: Are you planning on starting a family? Will you be having children?

A: I'm not there yet. I am interested in the possibilities for growth and career development with <insert company name>. Can you tell me about it?

Another method of response is by providing a diplomatic non-answer reassuring your ability to perform the duties of the position and the time commitment.

Q: Given your family, do you need a flexible schedule? Are you planning to have more children?

A: I am excited about the opportunity to work at <insert company name> and know I will be able to perform all the duties of the position as outlined. Can you tell me more about the position responsibilities?

Q: Are you a citizen of the United States?

A: I am authorized to work in the United States.

You can also ask a question to determine why the interviewer is asking. This will subtly flag the interviewer to the inappropriateness of the question while also giving you an opportunity to find out what they really want to know, which in turn allows you to address the actual question.

A: Before I answer I would like to understand how that question is relevant to my ability to perform this role.

Another option would be to dodge the question:

A: I prefer to keep my personal and professional lives separate as this does not impact my ability to work.

Whichever way you choose to answer, it's good to remember the interview is also an opportunity for you to determine if the organization is a right fit for you. You can get a feel for the company's culture by:

- Reviewing their website and social media. What are the organization's values? What type of information do they share on social media and what are the handles they use? Are they family friendly in the information shared? What can you learn from looking at management of the company – are there women leaders?
- Keying in to the workplace. Are doors open or closed? Do employees have personal touches – such as family photos – in their workspace?
- Asking questions about diversity and inclusion. A company that values diversity and inclusion is likely supportive of employees from a wide variety of family situations. A couple sample questions: How important is diversity to you as an organization and what value does it bring to you? What are you doing as an organization to actively ensure everyone feels included? What kind of diversity, inclusion, and cultural competence training do you offer to employees? What programs does the company have in place to support diversity and/or what are the plans to include in the future?



# Veterans Employment Resources

As a veteran or active duty member you have a unique set of skills and experiences to offer to potential employers. Per U.S. Veterans magazine, you already have “the sought-after leadership qualities based on [your] ability to meet deadlines, supervise teams and work in extreme conditions.” Consider these additional demonstrated soft skills from your active service:

- strong work ethic and dedication
- disciplined team player
- organized
- dependable
- real-time problem-solver
- efficient
- perform under pressure
- accelerated learning curve
- leadership
- diversity and inclusion in action
- respect for procedures
- integrity
- global outlook
- technological savvy
- conscious of health and safety standards
- triumph over diversity

For more information about these and other related soft skills, check out 10 Reasons to Hire Vets from military.com: <https://www.military.com/hiring-veterans/resources/10-reasons-to-hire-vets.html>.

## How to use Armed Forces Experience in the Job Search Process

### *Cover Letter*

Paragraph three of your cover letter should overview your soft skills. You can reference your time as a service member and the skills you learned. For example, “As a dedicated member of the National Guard from 2012-2020, I was a disciplined team player who worked under pressure and used critical thinking to solve real-time challenges.”

### *Resume*

Be sure to include your armed services career on your resume within your work experience. Use the TAOnline.com Jobs Thesaurus (<https://www.taonline.com/jobsaurus/>) to convert your MOS/AFSC/Ratings code to a civilian occupation.

### *More Information*

For additional resources, check out the Veterans Employment Toolkit from the U.S. Department of Veterans Affairs - <https://www.va.gov/vetsinworkplace/veteranresources.asp>.

# Disability Employment Resources

According to a 2012 report from the U.S. Census Bureau, one in five Americans has a disability. Whether it's visible or hidden, it can add a layer of complexity when applying and interviewing for a job. There's no one-right-way approach to sharing your disability with potential employers. Review the information here and determine what's best for you.

## The Law

Employers are prohibited from asking about whether or not you have a disability. The Americans with Disabilities Act forbids employers from discriminating against applicants or employees based on their disability.

However, it is important to remember under Title I, an employee "satisfies the skill, experience, education and other job-related requirements of the employment position, and, who with or without reasonable accommodation, can perform the essential functions of such position."

This puts the responsibility on the applicant or employee to disclose their disability or to ask for accommodations if needed.

## Accommodations

Companies with more than 15 employees are required to provide accommodations. While you still have to meet the basic requirements of the job duties, the accommodation may change how you accomplish those requirements/tasks.

Before putting in an application, review the job description carefully to make sure you will be able to do the core responsibilities.

Be proactive in identifying any challenges you might have with performing the job duties and tasks. Then brainstorm solutions. In short, come up with a list of solutions to duties you may struggle with if you need an accommodation.

## If, How and When to Share

You may be wondering if it's best to disclose your disability and when or how to do so. Here are some things to consider:

### *Benefits of Sharing*

- You are living your life authentically for a company that supports individuals with disabilities.
- You can lead the conversation, set expectations, and put interviewers at ease – particularly for a visible disability.
- Through your disability, you've learned adaptability, flexibility, creative problem-solving skills, and working with diversity. These are tangible soft skills employers are seeking. Share your strengths!
- It creates an opportunity for an employer to share how they support employees with disabilities giving you a look at if the company/position are a good fit for you.

### *Disadvantages of Sharing*

- Bias and misperceptions still exist, which could leave you open to discrimination.
- If you share your disability prior to the interview, it could risk your first impression being that of 'a disabled person' instead of the competent professional you are.

- You may not feel comfortable sharing your personal information with a stranger; and you should not feel obligated to do so.

### *When to Share*

#### Pre-interview

If you have a visible disability, sharing the details pre-interview may be helpful. Then, during the interview you can keep the focus on your qualifications and work experience. An example, “I use a wheelchair, so it would be helpful to meet in a room with a door that’s wide enough to accommodate my chair.”

You may choose to share it in your cover letter by framing your disability positively and how you can contribute to a business. Be sure to highlight good experiences with previous employers as well to pave the way for discussions about reasonable accommodations in the future.

Ultimately, weigh the pros/cons of how sharing or not sharing may impact the first impression created during the interview.

#### During the Interview

Wait for an appropriate question to share more about yourself.

- What are your strengths?
- Why should we hire you?

This opens up the opportunity to share your disability in a positive light. Think about how your disability has shaped your personality or helped you problem solve.

Share your strengths! Remember, your disability has given you unique experiences and skill sets you can bring to the position. Highlight them – flexibility, adaptability, critical thinking, creative problem solving, approaching challenges from a new angle, etc.

It’s important not to dwell on it, but sharing it opens the door for accommodations if you are chosen for the position. Plus, it shows self-confidence.

Additionally, you can preemptively address concerns interviewers may have that they are legally not allowed to ask. It allows you to be your own best advocate.

#### After the Interview

If you haven’t disclosed prior to this point and you are offered the position, if you need adaptations or accommodations you’ll want to make your employer aware. It can be beneficial to share this before your first day so it isn’t a surprise.

### *References/Resources*

- Get more ideas on disclosing a disability from the Job Accommodation Network: <https://askjan.org/topics/Disability-Disclosure.cfm>.
- See the workbook on disability disclosure, developed by TransCen, Inc. for the National Collaborative on Workforce and Disability for Youth: <https://www.ncwd-youth.info/publications/the-411-on-disability-disclosure-a-workbook-for-youth-with-disabilities/>.
- Pieces of “if, how and when to share” were pulled from <https://www.topcv.com/career-advice/disclose-disability-job-search>.
- Additional information was pulled from <https://www.thebalancecareers.com/disclosing-disability-during-a-job-search-4158349> and <https://www.indeed.com/career-advice/career-development/when-and-how-to-disclose-a-disability>.

# Returning to the Workforce

Employers use your application materials to determine your qualifications and fit for their organization and the position. They also look at your employment history and its trends, such as frequent job changes, length of employment and gaps in your work history.

Careersidekick.com shares the following sample potential employment gaps:

- Caring for a sick family member
- Caring for a young child
- Any medical or health issue
- Taking time off to relocate and find a job in a new state/city
- Pursuing further education or going back to school
- Pursuing any other type of professional training
- Taking time off to travel, study, work on a solo project, etc.
- Trying to start a business or freelance career
- You were laid off, your former company downsized, etc... and you had trouble finding a job after
- You are furloughed – laid off temporarily with a possibility of being recalled to your position
- You were actively searching but had trouble finding a job that was the right fit

## How to Address Employment Gaps

If you have gaps in your employment history or are returning to the workforce after an extended break, you may want to briefly address this in your cover letter and resume as well as during your interview.

### *Proactive Suggestions*

If you find yourself in an unemployed situation, consider keeping busy and increasing your skills through volunteerism, education, certifications and more. These experiences can be added to your resume to show your drive to your career and professional development during employment gaps. Examples:

- Parent-Teachers Association (PTA)
- Charity work
- Fundraisers
- Online courses or conferences related to your career field
- Freelance projects
- Membership in professional organizations (allows you to stay current in the field, know trends, network, receive updates, etc.)
- Work-at-home/self-employment

### *Cover Letter*

- Explain the gap and tell them the full – yet concise – story instead of allowing them to make assumptions based on your resume.
- If you've been furloughed, explain what's driving you to job search.
- Be sure to share information on things you've done to increase your skills or use your talents during the gaps, such as volunteering or education.

### *Resume*

- One way to explain gaps on your resume is to list years instead of months for previous positions (e.g. 2014-2016). This works with small 2-3 month gaps; not gaps longer than a year.
- Another approach is to use the top half of your resume to highlight your summary of qualifications and key competencies with your chronological list of work experience below.

- If your gaps are longer or more frequent, consider listing them as you would other employment on your application including the month/year of start/end times. Add a note listing your reason for the gap in employment. (e.g. I took a hiatus from work in order to care for an elderly family member in need.)
- If you've been furloughed, next to your employer, put your start date to present and then put furloughed in parentheses next to it.
- If you've completed certifications or education during a gap, be sure to include it on your resume.
- Create a volunteer section on your resume and include those experiences similar to your work history. Be sure to add in start/end dates and bullet points of transferable skills and knowledge.

### *Interview*

- Explain the situation clearly but briefly by providing core facts; not a ton of personal details.
- Show the situation has ended or is no longer a factor.
- Reiterate your interest in their position and bring the focus back onto this job interview and this position.
- Remember to sound like an in-demand job candidate. You want it to sound like you're being selective and focused on find the best fit for the long term, rather than just accepting the first job you come across.
- Be upfront and honest.

### *Samples for Inspiration*

- Cover Letter or Interview Sample 1:  
I had to resign from my previous position to care for an aging family member. I did this for the past year. Since then, my siblings and I have hired a full-time caregiver so I no longer need to be present, and am fully available to work now and in the future. So I've begun job searching and I'm focused on finding a sales supervisor or manager position that will help me advance my career further now.
- Cover Letter or Interview Sample 2:  
I was laid off nine months ago. I started my job search immediately after, and I'm looking for sales supervisor or sales manager positions now to continue advancing my career. I've had a number of interviews but haven't found the right fit yet. One thing I'm looking for is a chance to mentor and train team members, and manage a team directly. I saw that mentioned on the job description for this position... can you tell me more about that?
- Resume Sample 1:  
Job Title: Parenting Expert  
Description: With 10+ years' experience as a marketing manager, I can now proudly add parenting a highly energized 3-year-old girl to my repertoire. Skills gained include working under intense pressure as well as superior efficiency of managing tasks within constantly changing and unforgiving timelines.
- Resume Sample 2:  
Job Title: Career Break  
Description: Took a career hiatus to raise my twins who are now in school full time, allowing me to refocus on my career. Maintained my link with the industry by completing a refresher course in digital marketing, as well as an executive MBA module with a specific focus on marketing strategy."

### *References/Resources*

- <https://careersidekick.com/explaining-gaps-in-employment/>
- <https://www.forbes.com/sites/carolinecastrillon/2021/03/14/5-ways-to-handle-an-employment-gap-on-your-resume>
- <https://www.businessnewsdaily.com/8522-parenting-skills-resume.html>

# Emailing Your Resume and Cover Letter

When emailing your resume and cover letter, you are giving the business a first impression of your writing skills. Give as much attention to your email as you do your cover letter and resume. The cover letter and resume should each be a separate document attached in a .pdf format to an email when sending electronically.

TO: enter the correct email address and double check for accuracy

CC: leave blank unless you've been instructed to copy additional people

BCC: leave blank

Subject: identify your name and the position sought

Email Body Text:

Good morning/afternoon, name of recipient.

After your greeting line, offer an introductory paragraph that states the position you are applying for. If you spoke with the individual previously, recap that previous conversation and how you came to apply for the position.

Next write a couple of sentences describing why you are interested in the position and company. Identify a couple of reasons why you would be a good hire by connecting your skills to the specific job qualifications.

End the body of your email with a final paragraph thanking the employer for his/her consideration and that you look forward to hearing from them. Mention that your resume and cover letter are attached.

Sincerely,

Your Name

Email Address

Phone Number

## Sample Email Message

**Subject:** TC Timberwolf – Registered Nurse Position

Dear Ms. Doe,

I'm writing to apply for the registered nurse position at Aspirus Wausau Hospital.

I recently received my Nursing Associate Degree from Northcentral Technical College (NTC) and have 10+ years of experience caring for patients in both CNA and LPN roles. I believe you will find my qualifications meet your requirements, and I would love the opportunity to learn more about your position.

I've attached my cover letter and resume for your review. I hope you'll contact me at your convenience to discuss the position and to arrange an interview. Thank you for your time.

Sincerely,

TC Timberwolf

TCTimberwolf@students.ntc.edu

715-675-3331

# Cover Letters

A good cover letter allows the prospective employer to “hear your voice” and “see your personality.” It should reflect your personality, enthusiasm and specific reasons as to why you would be a good hire for the company. Never underestimate the importance of the first paragraph. The employer may not read beyond it.

## Cover Letter Check List

Use this checklist to ensure your cover letter includes everything an employer is looking for.

CONTACT “HEADER” INFORMATION	
	Match header with resume. Include name, address, phone, professional email. See samples in Job Search Skills Booklet for different styles.
	Current Date in long format (e.g. September 7, 2020)
	Address block including interviewer’s name, title, name of business, street address, city, state and zip code
	Dear Mr./Ms.
1st INTRODUCTION PARAGRAPH	
	Name the specific position and company.
	If referred by someone from the organization identify that using their first and last name.
	Clearly state any connection to the organization such as internship, clinical, volunteer position or interactions you’ve had with employees/recruiters.
	Briefly highlight why you are interested in the position and organization and why you specifically will be a good hire.
2nd BODY PARAGRAPH	
	Explain why education or work experience benefits the employer.
	Specify what related work skills you have to benefit the business.
	Expand on the experiences in which you developed relevant qualifications, skills, or abilities, providing clear examples, inviting the employer to review your résumé. Does not simply restate what appears on your resume.
	Incorporate keywords from the position description to demonstrate a strong match.
3rd BODY PARAGRAPH	
	Elaborate on your interpersonal skills and leadership skills.

	Give examples of these skills and how you’ve used them to make a difference.
	Again, incorporate keywords from the position description.
CLOSING PARAGRAPH	
	Ask for an interview without being pushy.
	Thank the employer.
	Identify how to reach you by including your phone number and/or email.
CLOSING & SIGNATURE	
	Formal closing, such as Sincerely, Regards or Best regards. Be sure to put a comma after your closing.
	Include space for your signature.
	Type your full name.
	Sign before sending.
SPELLING	
	All the words used are familiar to people; industry-specific terms should be recognizable to those within the field, industry and/or company.
	All words are spelled correctly – do NOT rely on spell check.
GRAMMAR	
	All verbs in each specific experience are in the same tense. Current positions should be in the present tense; past positions in the past tense.
	All proper nouns are capitalized.
FORMAT	
	Single spaced with a double space between paragraphs.
	Left aligned.
	Block formatted instead of indented.
	Length is ¾ of a page.



## Cover Letter Template

Header  
(The same one as on the resume)

Date

Individual's name  
Individual's Title  
Name of the Business  
Street Address  
City, State, and Zip Code

Dear (Mr. Ms.) \_\_\_\_\_ It is preferable to use a name, but if one is not identified, use "To the attention of:" and the Job Number or title of position.

First Paragraph:

- Name the specific position and company for which you are applying. (You can mention specifics about the company, too).
- If referred by someone from the organization identify that using their first and last name.
- Why would you be a good hire for this position? This is very important to add and the statement should not be generic. What makes you any different than anyone else?

Second Paragraph:

- Explain why your education or work experience would benefit the employer. Detail work experiences that relate to this job.
- Specifically, what work skills, related to program, would you be able to use that would benefit the business.

Third Paragraph:

- Elaborate on your interpersonal skills, your leadership skills, and etc. that an employer would value.
- Give examples of these skills and how you have used them to make a difference.
- *Tip: This would also be an appropriate space to highlight how you are a diverse candidate. See the Diversity in Job Seeking & Employment section of this booklet.*

Fourth Paragraph:

- Ask for an interview without being pushy.
- Thank the employer.
- Identify how to reach you.

Sincerely,

(Space for your signature)

Your name typed

# Resumes

Resumes have one purpose: to get you an interview. Employers have about 30 seconds to read resumes. The resume and cover letter should be tweaked every time you send it according to what skills you have to offer for that specific job in that business. Use the job description and ask yourself, “What can I do for this company and how is it reflected in my resume?”

There are thousands of ways to do a resume. If you ask for advice from multiple sources, take the best of what you hear from each. Be your own self advocate and you decide what best describes what you can do for that specific job.

## What Every Resume Might Include

Your resume should be all about your accomplishments, not tasks. Although every resume is different, the following items are usually included in a resume:

- **Heading:** Includes your name, address, phone number and email address.
- **Objective or Summary:** Objective includes the specific job you are applying for, the company you are applying to, and why you are the best fit for the position. What sets you apart from others?
- **Education:** Start with your most recent education (and then go back in time) and include the name of the school, location, date of graduation, and your program. Other types of training can be included. It is not necessary to include your high school education.
- **Related Skills:** If you have little work experience, highlight your specific skills as they relate to the job and your program.
- **Projects:** Another category could be school projects that relate to the job description.
- **Work Experience:** Work can include full-time and part-time jobs, internships, clinical and volunteer experiences. Start with the most recent experience and then go back in time.
- **Achievements/Volunteer Experience:** Any awards or honors that you may have received or activities that you have participated in, both in school and in the community.

The next page offers a checklist for a standard resume. In addition to the sections included on the checklist, you may find the following additional sections helpful. These could be included after your work experience.

<b>ADDITIONAL SECTIONS</b> <i>If appropriate, include one or more of these sections after Work Experience.</i>	
	<b>AWARDS/HONORS:</b> Includes the official name for each honor or award and official name of organization or group.
	<b>ACTIVITIES/COMMUNITY SERVICE/VOLUNTEER EXPERIENCE:</b> Includes official name of each organization, city and state, position or leadership role held, dates of involvement; does not use acronyms unless defined within the resume
	<b>SKILLS/QUALIFICATIONS:</b> languages, publications, research projects, computer program (list software/languages), tools/equipment, military services.
	<b>ACADEMIC EXPERIENCE/RELATED COURSEWORK/RELATED PROJECTS:</b> Includes the title of the course and/or project and the semester completed; does not include course #; identifies independent vs. group, role within group, applicable skills/knowledge, and any specific technical skills.

## Resume Check List

Use this checklist to ensure your resume includes everything an employer needs.

CONTACT "HEADER" INFORMATION	
	Name, address, phone, professional email. Matches cover letter. See sample resumes in Job Search Skills Booklet for different styles.
OBJECTIVE/SUMMARY (optional)	
	3-5 sentence fragments.
	Clear statement that targets a specific position, role, job function, organization or industry.
	Focused on what you can offer.
EDUCATION	
	Name of College and Location. ( <i>Northcentral is one word</i> ) <i>Example: Northcentral Technical College, Wausau, WI</i>
	Official name of your degree or certificate. <i>Example: Associate Degree: Administrative Assistant</i>
	Anticipated date of graduation with month and year or just date of graduation with month and year if you've already graduated. <i>Examples: Anticipated Graduation: May 2022 / December 2022</i>
	GPA - Consider including your GPA if 3.5 or above.
WORK EXPERIENCE	
	Work experience(s) includes job title/role, organization name, location (city, state) and dates employed. <i>Ex: Manager. Applebee's, Wausau, WI December 2015-May 2019</i>
	Dates of prior work experiences are listed in reverse chronological order (most recent to least recent) within each section.
	Generally, you do not need to go back beyond ten years of experience unless it directly relates to the position you are applying for.
	Bullet points start with action verbs (not "responsible for" or "duties included"); includes specific examples to emphasize transferrable skills and knowledge, and describes key accomplishments and contributions. <i>Ex: Welcomed customers and led them to their seat or Maintains work operations by following policies and procedures</i>
	All verbs in each specific experience are in the same tense. Current

	positions should be present tense; past positions in past tense
	Do not include personal information, such as gender identity, birth date, age, race, marital status
	Do not use personal pronouns, such as "I," "me," "my," "we," "our"
	If appropriate, include additional sections after Work Experience for Awards/Honors, Volunteer Experience, Skills/Qualifications, etc.
SPELLING	
	All words used are familiar to people; industry-specific terms should be recognizable to those within the field, industry and/or company.
	All words are spelled correctly. Do not rely on spell check.
GRAMMAR	
	All proper nouns are capitalized.
	Date format can include month, semester or season. Be consistent throughout the resume; capitalize seasons when associated with a date. <i>Ex: 11/2019; November 2019; Fall 2019</i>
	There are no commas between month and year or semester and year. <i>Ex: November 2018; Summer 2019; Fall 2020</i>
	Use of punctuation is consistent. If you use periods at the end of your phrases, make sure they are at the end of all phrases.
FORMAT	
	Number of line spaces between categories or items is consistent.
	There is a nice balance on the page, not too much or too little white space. At arm's length, the text and white space look balanced.
	Margins are appropriate (between 1 inch and ½ inch) and consistent.
	The font style and spacing is the same throughout the resume.
	Headings stand out from the text, using bold, italics, capitalization, lines, etc. Be consistent.
	Your name is larger than the rest of the text. (14-18 point font)
	Font size is between 10-12 point.
	Resume is one page and only the front side of the paper is used.
	There are no graphics or photos included.

## Resume Statements Relating to Field of Study

Start your statements with action verbs. Below are relevant examples for some NTC programs.

### *Agriculture:*

- Record information about crops, such as pesticide use, yields or costs
- Determine and apply crop protection products
- Identify plants, pests, and weeds to determine the selection and application of pesticides, and fertilizers
- Assist with planning and facilitating activities that support agriculture
- Have awareness of sound environmental practices
- Able to start up own dairy production business
- Familiar with aspects of family dairy farming
- Strong work ethic, able to work independently
- Examine, monitor and care for dairy cattle
- Apply skills and training in the areas of clinic and office procedures
- Developed strong work ethic and good working skills

### *Business:*

- Verified details of business transactions
- Sorted documents, such as invoices and checks
- Calculated financial data for use in maintaining accounting records
- Typed vouchers, invoices, checks, and account statements
- Coordinated office services
- Completed reports including time/attendance records, new hires, and budget expenditures
- Analyzed record-keeping systems, personnel, and budgetary requirements
- Collaborate with company executives to find ways to save money and increase profits
- Plan strategies to accomplish goals of businesses
- Communicate directly to first-line supervisors who direct workers
- Help supervisors organize work so that it can be done more efficiently
- Develop digital marketing strategies to anticipate and satisfy market needs
- Create a marketing campaign that targets on the go messaging through social media
- Evaluate information through market research to make business decisions
- Use basic accounting and financial skills
- Demonstrate a basic understanding of insurance applications and policies
- Utilize marketing techniques and selling skills to obtain new clients
- Design application and web user interfaces for usability
- Gather and analyze business requirements
- Apply best practices of the Agile software development methodology
- Able to provide technical support, assistance, advice, troubleshooting, training and documentation to computer users for hardware, software and systems
- Have a working knowledge of computer hardware and software
- Familiar with the Internet, designing, developing, and publishing web sites
- Design databases and create data-driven applications
- Query and mine databases to generate reports in support of business intelligence
- Participate effectively within a software development team
- Design databases and create data-driven applications
- Participate effectively within a software development team
- Query and main databases to generate reports in support of business intelligence
- Create mobile applications

*Business Continued:*

- Design databases and create data-driven applications
- Apply existing knowledge to learning new languages and tools
- Able to install, maintain, manage, and enhance local area and wide area networks (LAN/WAN)
- Familiar with wireless technologies, voice-over-IP, the Internet and cloud services, web server management, network routers and standard network troubleshooting procedures
- Able to manage network operating systems such as Windows server and Linux network
- Test desktop, web, and mobile applications
- Design application and web users interfaces for usability
- Work effectively on a software development team
- Write software applications using leading programming languages
- Design application and web user interfaces for usability
- Design databases and create data-driven applications
- Develop, build, and configure dynamic and interactive websites or applications
- Produce effective, web-optimized graphics
- Create web pages and design web sites
- Create web pages and design web sites
- Write web applications using leading programming languages
- Work effectively on a web development team
- Can perform data entry tasks using Microsoft Word and Excel
- Provide excellent customer service skills
- Able to multi-task to meet the needs of the demands of the office
- Demonstrate the skills to plan and operate a small business
- Develop business and marketing plan for a small business
- Create promotional marketing tools
- Have understanding of needed skills in human relations, motivation, leadership, delegation, labor relations, problem solving, decision-making and communication
- Trained in techniques for stress management and time management
- Perform supervisory management functions to achieve organizational objectives
- Prepare and analyze health insurance claims
- Provide appropriate customer service in person, in writing, or on the phone
- Protect the confidentiality of health-related information
- Implement appropriate curriculum for different age groups
- Provide a respectful, diverse, and inclusive program
- Integrate safe, healthy, and nutritional practices within the program
- Prepared to work for entry-level position in a variety of human service agencies
- Acquired skills needed to work with individuals, groups, and communities
- Able to work with people of diverse racial, ethnic, and cultural backgrounds
- Awareness of Federal and State guidelines related to clinical records
- Understanding of professional ethics and confidentiality
- Assisted with development of client treatment plans
- Understand the importance of working with a diverse clientele
- Have experience tracking progress of clients through Excel
- Provide feedback in a positive, client-focused manner
- Acts as a communication link between the deaf or hard-of-hearing student and the classroom teacher
- Demonstrate knowledge of hearing loss and its implications to education
- Understand deafness and work as part of a deaf education team

### *Health:*

- Meet the dental health needs of individuals
- Recognize symptoms of medical/dental emergencies
- Demonstrate ethical and professional behavior
- Able to perform clerical functions including bookkeeping and data entry
- Understand concepts of insurance when processing claims
- Work with the patient to prepare for the doctor
- Knowledge and use of HCPCS/CPT coding system
- Use ICD coding system to assign diagnostic and procedure codes
- Familiar with laws relating to confidentiality
- Provides clinical information for disease prevention, medical diagnosis and treatment of the patient by processing specimens and performing laboratory tests
- Perform tests manually, with automated equipment or both
- Practice laboratory safety and regulatory compliance
- Assist individuals, families and communities reach the optimal level of health
- Lead the multidisciplinary health care team to provide effective patient care throughout the lifespan
- Assist individuals who experience health alterations move toward optimal health
- Able to perform basic routine radiographic examinations as well as more complex procedures involving the heart, brain, and spinal cord
- Model professional and ethical behavior consistent with the A.R.R.T. Code of Ethics?
- Operate radiological and magnetic imaging equipment to produce images of the patients' body to determine the presence of cancer
- Understand the importance of effective and appropriate communication with patients, family, physicians and hospital staff
- Prepare sterile surgical fields following accepted professional standards
- Prepare the patient, operating room and surgical team for the preoperative phase

### *Public Safety:*

- Ability to meet, talk with, and understand people
- Apply problem-solving techniques
- Able to react calmly in an emergency
- Integrate pathophysiological principles and assessment findings to provide appropriate patient care
- Apply incident management skills during emergency incidents
- Demonstrate professional conduct and behavior as well as sensitivity to diverse cultures and individuals

### *Technical and Trades:*

- Assist industrial engineers with problems involving the production of goods and services
- Knowledge of production, quality control, manufacturing, material handling and costing processes
- Focus on Industrial, Environment, or Safety
- Ability to produce drawings for single family and multifamily units
- Estimate costs for building homes
- Specify building systems for residential and commercial use
- Work effectively on automotive maintenance and diagnostic and repair jobs
- Diagnose problems and complete repairs on vehicles
- Perform preventive maintenance on equipment and machines
- Diagnose and repair major systems in diesel and heavy equipment industry
- Document complaint, cause and correction
- Practice personal and professional work habits

*Technical and Trades Continued:*

- Analyze and fabricate electromechanical systems
- Troubleshoot electromechanical systems
- Possess good problem-solving skills
- Design and layout basic print jobs
- Produce a wide range of printed products on printing presses and bindery equipment
- Able to work well with others
- Able to draw and design machinery parts using 2D and 3D computerized drawing software
- Analyze and solve mechanical design/machine tool problems
- Perform programming, set-up, and operation of CNC machine tools
- Work with engineers in the design and preparation of engineering drawings
- Draw and design machinery parts and products using conventional methods and computer-assisted design and drafting systems
- Able to use computer application software
- Interpret welding drawings and program and operate robotic welders
- Produce shield metal arc, gas metal arc, flux core, and gas tungsten welds
- Program and operate CNC cutting and forming equipment
- Understand manufacturing, marketing, and distribution, and end use of wood products
- Design efficient manufacturing processes for wood products
- Interpret blueprints and use computer technology
- Set up and operate manual machine tools
- Able to work independently with precision, accuracy, and craftsmanship
- Develop strategies to anticipate and satisfy market needs
- Promote products, services, images and/or ideas to achieve a desired outcome
- Evaluate information through the market research process to make business decisions
- Evaluate information through the market research process to make business decisions
- Design promotional, marketing, and strategic plans
- Develop strategies to anticipate and satisfy market needs
- Able to complete a video project from pre-production through post-production
- Have worked with 2D and 3D animation
- Can create advanced editing techniques in completion of videos



## Transferable Skills

If I have not worked in the field, what skills would I put down on a resume and cover letter? What experience can I share in the interview?

A transferable skill is:

A skill that is not limited to a specific academic discipline, area of knowledge, job, or task and is useful in any work situation, e.g. communication or organizational skills (Encarta Dictionaries)

What are some of your transferable skills? With each transferable skill below, be prepared to give a personal example.

Transferable Skill	Description - referencing
Communication	write, speak and listen
Time Management	organize, responsible, dependable, think ahead, learn quickly, efficient, set goals
Critical Thinking	analyze, explain, create, problem solver
Team Collaboration	pleasant, helpful, trustworthy, motivate others, adaptable, take instructions
Leadership	decision maker, analyze, explain, set goals, organizer, delegate ,motivate others
Attitude	adaptable, confident, pleasant, energetic, helpful, trustworthy, motivate others, nurturing
Detail Oriented	order, calculate, operate, assemble
Work Ethic	"go above and beyond," get things done, set goals
Intelligence	quick learner, think ahead, forecast

Your example should show the skill in action. For instance:

- Describe the communication skills used when working with a challenging patient/customer.
- Outline your specific role during a team project/assignment.
- With specific examples, demonstrate times you've gone above and beyond what was expected of you in your position/job.
- Illustrate your time management skills – balancing class time, studying, work, home life, volunteerism, community involvement, etc.
- Use involvement with student clubs, volunteer organizations, and community service to showcase examples of transferable skills.

## Action Words

On a resume, when describing skills or work experience, start with an action verb. Each phrase should be long enough to capture the interest of the reader, perhaps seven to nine words. Do not use the same action word to begin each phrase.

Accomplish	Decide	Initiate	Propose
Achieve	Define	Inspect	Provide
Act	Delegate	Install	Publicize
Address	Demonstrate	Institute	Publish
Adjust	Design	Instruct	Purchase
Administer	Determine	Interpret	Recommend
Advertise	Develop	Interview	Reconcile
Advise	Devise	Investigate	Record
Analyze	Direct	Judge	Recruit
Apply	Distribute	Lead	Redesign
Approve	Document	Maintain	Reduce
Arrange	Edit	Manage	Renew
Assemble	Educate	Manipulate	Report
Assess	Enforce	Market	Represent
Assign	Enlarge	Mediate	Research
Assist	Enlist	Mentor	Resolve
Attain	Establish	Moderate	Review
Budget	Estimate	Modify	Revise
Build	Evaluate	Monitor	Scan
Calculate	Evaluate	Negotiate	Schedule
Catalog	Examine	Observe	Screen
Chair	Expand	Obtain	Select
Charter	Facilitate	Obtain operate	Serve
Coach	Familiarize	Operate	Solve
Collect	Forecast	Organize	Speak
Communicate	Formulate	Originate	Summarize
Compare	Gather	Participate	Supervise
Complete	Generate	Perceive	Survey
Compute	Govern	Perform	Teach
Conduct	Guide	Persuade	Train
Consult	Handle	Plan	Update
Contract	Hire	Prepare	Utilize
Control	Identify	Present	Volunteer
Cooperate	Implement	Preside	Write
Coordinate	Improve	Process	Wrote
Counsel	Increase	Produce	
Create	Inform	Promote	

# Sample Cover Letters & Resumes

## Agriculture – Dairy Science, Agri-Business

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

**Objective:** To obtain the agricultural assistant position at Foremost Farms where my internship experience and passion for agriculture will set me apart from others.

### Education:

Northcentral Technical College, Wausau, WI  
Associate Degrees: Agri-Business & Dairy Science      Anticipated Graduation: May 2022

### Agricultural Skills:

- Assist with planning and facilitating activities that support agriculture
- Apply Best Management Practices in production agriculture
- Summarize stages of agriculture time lines and planning development
- Promote sound environmental practices in agriculture setting
- Familiar with aspects of family dairy farming

### Internship Experience:

Intern. Dairy Farm USA, Wausau, WI      August 2021 - Current

- Update marketing materials
- Assist with crop planning, planting, tending, and harvesting
- Coordinate schedules of other agriculture workers and community patrons
- Set-up and staff booth at Wausau Farmers Market on weekly basis
- Inspect gardens for insect invasions
- Collect soil samples for nutrient testing

### Work Experience:

Farm Laborer. Family Dairy Farm, Wausau, WI      January 2015 – Current

- Examine, monitor, and care for dairy cattle
- Assist with milking 60 dairy cows every evening during the week
- Help with crop planning, planting, tending, and harvesting
- Have developed strong work ethic and good working skills

### Achievements:

- Received Dairy Science Scholarship from NTC Foundation      Fall 2021
- NTC's President's List for High Academic Honor      Fall 2020 – 2021

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

January 1, 2021

Jane Doe  
Hiring Manager  
Foremost Farms  
2294 Randall Rd.  
Athens, WI 54411

Dear Ms. Doe,

I am applying for the agricultural assistant position at Foremost Farms, which I saw posted on your careers webpage. My experience working on a dairy farm, education at Northcentral Technical College (NTC), and internship experience within the agricultural field make me a qualified candidate for your position. Additionally, I am very passionate about agriculture and how it impacts our world.

I'm currently attending NTC for their Agri-Business and Dairy Science Associate Degrees, and I will graduate in May 2022. These program experiences have given me a better sense of planning and facilitating activities that support agriculture. Additionally, I've become more aware of sound environmental practices that will make a great impact. My internship and work experiences have also taught me about the dairy production business and different aspects of family dairy farming. All of these experiences have given me a better understanding of the agriculture business from start to finish regardless of season.

My experiences have also helped develop my strong work ethic, attention to detail, ability to work independently and an even greater appreciation for the agriculture industry. I've always had a passion for agriculture, but my experiences have made me better equipped to work in the industry.

Thank you for considering me for your position. I would appreciate an opportunity to interview with your company. I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

## Business - Accounting Assistant

### TC Timberwolf

1000 W. Campus Drive, Wausau, WI 54401 | 715-675-3331 | TCTimberwolf@gmail.com

---

**Objective:** To obtain an accounting assistant position at Church Mutual Insurance Company where my attention to detail and understanding of QuickBooks will set me apart from others.

**Education:** Northcentral Technical College (NTC), Wausau, WI  
Associate Degree: Accounting, GPA: 3.8 May 2021

**Technical Skills:**

- Proficient with QuickBooks
- Knowledgeable of TaxSlayer
- Proficient with Microsoft Office: Word, Excel, PowerPoint, Access

**Related Volunteer Experience:**

- Volunteer with VITA (Volunteer Income Tax Assistance) during tax season

**Work Experience:**

**Line Worker** | Marathon Cheese, Marathon, WI Jan. 2016-May 2021

- Worked in a fast paced environment to complete tasks efficiently
- Collaborated as a team to assure product delivery
- Worked flexible hours including weekends to meet demands
- Inspected all products on line for exact specifications
- Promoted to team leader because of dependability and work ethic

**Cashier** | County Market, Wausau, WI Oct. 2012-Jan. 2016

- Greeted customers by name, and rang orders accurately
- Balanced money in cash register at the end of the day
- Helped keep the books for owner of the business
- Came to work on time, and did not ever miss work

**Achievements:**

- NTC's President's List for High Academic Honor Fall 2019 – Spring 2021
- Member of Phi Theta Kappa Honor Society at NTC Fall 2020 – Spring 2021
- Member of Business Professionals of American (BPA) Fall 2020 – Spring 2021

### TC Timberwolf

1000 W. Campus Drive, Wausau, WI 54401 | 715-675-3331 | TCTimberwolf@gmail.com

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June 1, 2021

Jane Doe  
Accounting Manager  
Church Mutual Insurance Company  
3000 Schuster Lane  
Merrill, WI 54452

Dear Ms. Doe,

I am applying for the accounting assistant position at Church Mutual Insurance Company, which I saw posted on your careers webpage. My experience aligns well with the qualifications you are seeking, in particular the experience I've gained through my program at Northcentral Technical College (NTC) and my volunteer position with Volunteer Income Tax Assistance (VITA). I'm certain I would make a valuable addition to your organization.

My education at NTC and prior work experiences have taught me invoicing, vendor management and document control. Moreover, while my on-the-job experience has afforded me a well-rounded skill set, including first-rate clerical and problem solving abilities, I excel at overseeing accounts payable and receivable, tracking spending and creating detailed reports, improving workflow processes and department efficiency and providing clerical support to other accounting staff.

In addition to my experiences, I am extremely enthusiastic and have a passion for accounting. In previous positions, I've been recognized by my supervisors for my attention to detail and organization. Additionally, I have strong customer service skills, which is important when working with customers or clients.

Thank you for your time and consideration. I would love the opportunity to interview for your accounting assistant position. To schedule an interview, I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

### TC Timberwolf

1000 W. Campus Drive | Wausau, WI 54401  
715-675-3331 | TCTimberwolf@gmail.com

---

**Objective:** To obtain a programmer position at Greenheck and utilize my programming language skills to provide new opportunities for growth by incorporating a wide range of diverse voices.

#### Education:

Northcentral Technical College: Wausau, WI  
Associate Degree: IT-Software Developer, GPA 3.5      Anticipated Graduation: Dec. 2021

#### Computer Skills:

##### Programming Languages:

- C#, ASP.NET, ASP.NET MVC, HTML, JavaScript, CSS, jQuery, SQL

##### Software Applications:

- Visual Studio.Net, Access, Excel, PowerPoint, Word

##### Web Applications:

- Asp.net, Dreamweaver, Publisher

##### Operating Systems:

- Windows XP

#### Customer Service Skills:

- Ask engaging questions to identify issues or concerns
- Provide prompt feedback to decision makers at the business
- Instill rapport and trust of consumers by identifying needs
- Listen carefully to the needs of the customer and provide positive feedback

#### Related Work Experience:

**Assistant Programmer** | Wisconsin Bank, Wausau, WI      March 2016-Present

- Maintain and upkeep web pages on the internet
- Debug and troubleshoot software programs
- Change databases in order to meet the needs of customers
- Install and test hardware and software to provide continual improvement

#### Achievements:

- President of NTC's Computer Club      January 2021 - Present

### TC Timberwolf

1000 W. Campus Drive | Wausau, WI 54401  
715-675-3331 | TCTimberwolf@gmail.com

---

November 1, 2021

John Doe  
Programming Manager  
Greenheck  
400 Ross Ave.  
Schofield, WI 54476

Dear Mr. Doe,

I am applying for the programmer position at Greenheck, which I learned about from one of my instructors at Northcentral Technical College (NTC). They referred me to the position because they felt my skillset matched your job description, and I agree. My education and programming experience make me a qualified candidate for your position.

I am currently enrolled in NTC's Software Developer Associate Degree program and will graduate this coming December. My education has given me experience with several programming languages, such as HTML, JavaScript, and C#. Additionally, my education helped me become familiar with Windows XP. My work experiences also benefit me in this role because they have taught me valuable customer service skills which allow me to work with a wide variety of people from different cultures and backgrounds. Plus, my 5+ years of programming experience allowed me to see firsthand what programming is all about.

In addition to technical skills, I've also developed my soft skills throughout the years. For example, my education and work experiences have taught me to be organized, have attention-to-detail, and excellent communication skills, both verbally and written. As an LGBT programmer, I also include a wide range of diverse voices in all my projects. These are skills I will bring to your position as well.

Thank you for your time and consideration. I would love the opportunity to interview for your position. To schedule an interview, I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

## Community Service – Human Services

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

**Objective:** To obtain a XXX-hour internship for fall semester at North Central Health Care.

**Education:**

Northcentral Technical College (NTC): Wausau, WI  
Associate Degree: Human Services, GPA: 3.5      Anticipated Graduation: May 2022

**Related Work Experiences:**

**Volunteer.** Boys and Girls Club, Wausau, WI      September 2018- Present

- Drive children ages five to fifteen to scheduled events
- Work one-on-one with children to tutor math
- Act as a “big brother” to mentor disadvantaged youth
- Document information in an Excel spreadsheet

**Volunteer.** Colonial Manor, Wausau, WI      August 2016- September 2018

- Assisted elderly residents with tasks, including writing letters
- Played chess, bingo, and cards with residents
- Brought my dog to provide comfort and love to residents
- Listened carefully to the needs of residents

**Other Work Experiences:**

**Cashier.** McDonalds, Wausau, WI      October 2020-Present

- Greet customers with a smile and provide prompt service
- Work under time restraints and pressure with diligence
- Listen patiently to concerns of customers and resolve issues
- Serve over fifty people in the span of a lunch hour
- Work with customers over the phone quickly and efficiently

**Achievements:**

- Member of NTC’s Human Services Club      September 2021 – Present
- NTC’s President List for High Academic Honor      Fall 2020 – Spring 2022

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

January 1, 2021

Jane Doe  
Program Director  
North Central Health Care  
1100 Lake View Dr.  
Wausau, WI 54403

Dear Ms. Doe,

I am applying for the human services internship position at North Central Health Care, which I learned about from one of my instructors. I’m interested in this opportunity because I’m truly passionate about using my skill set to help others. Your job description resonated with me, and my education and work experiences make me a great candidate for your position.

I will graduate from Northcentral Technical College (NTC) with my Human Services Associate Degree in May 2022. My education at NTC has taught me how to be an active listener, work with individuals of all ages and backgrounds, how to be detail oriented in my notes and reports, and have empathy for my clients. In addition to the skills I’ve learned through my program, my work experiences have also taught me customer service skills, which will benefit my work with clients. These experiences, along with my diverse cultural background, have taught me how to listen attentively, respond to others’ needs and concerns, and also handle stressful situations.

Additionally, my empathetic and sincere attitude will benefit me as I work with clients. Fellow students, instructors, and employers have told me that I’m easy to speak with and they can tell I’m truly listening to what they have to say. My goal is to build trusting relationships with my clients and that will be the attitude I bring to this position.

Thank you for your time and consideration. I am very interested in an opportunity to interview for your position. I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf



## Health – Dental Assistant

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

**Objective:** To obtain a dental assistant position at Szmanda Dental where my dedication to patient care and willingness to “go above and beyond” to create a successful team will help the clinic grow and be recognized as the very best.

### Education:

Northcentral Technical College (NTC): Wausau, WI  
Technical Diploma: Dental Assistant, GPA: 3.5      Anticipated Graduation: May 2022

### Dental Assistant Skills:

- Work with 15 patients in dental clinic setting at NTC
- Demonstrate ethical and professional behavior
- Able to perform clerical functions including data entry
- Work with the patient to prepare for the dentist
- Familiar with laws relating to confidentiality
- Understand the importance of effective and appropriate communication with patients, family, and staff

### Work Experience:

Customer Service Representative. Kohl's, Wausau, WI      Sept. 2020-Present

- Serve 50 to 60 customers daily with questions regarding returns
- Analyze each situation to determine appropriate course of action
- Provide service with a smile and assure customers' needs are met
- Work flexible hours, including weekends and nights
- Work as a team to assure product is safely stored and reviewed

Cashier. Target, Schofield, WI      Oct. 2018-Sept. 2020

- Worked flexible hours to meet the demands of the holidays
- Rang up purchases for approximately 45 customers daily
- Answered all customer questions including any concerns
- Presented information positively to all customers
- Remembered that the customer is number one

### Achievements:

- President of NTC's Dental Assistant Club      Fall 2021-Present

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

April 1, 2022

John Doe  
HR Director  
Szmanda Dental  
227071 Hummingbird Rd.  
Wausau, WI 54401

Dear Mr. Doe,

I am applying for the dental assistant position at Szmanda Dental, which I learned about from Handshake. I'm excited about your opportunity because my education and work experiences have prepared me for this role and qualify me as a candidate. My positive attitude and ability to provide outstanding care to patients make me a great fit for Szmanda Dental.

I will graduate from Northcentral Technical College's (NTC's) dental assistant program in May 2022. My education, specifically my clinical experience, has given me the opportunity to work with a number of patients who have a variety of needs. I've learned to efficiently manage a large patient load, help prepare patients for the dentist, communicate effectively with both patients and the dentist, and also provide outstanding care to all patients. In addition to my education, my work experiences have helped strengthen my customer service skills, which will benefit my work with patients.

In addition to the skills I've learned through my program and work experiences, I've also developed my soft skills throughout the years. For example, I've honed in on my communication skills, both written and verbal, my active listening skills, and also my attention to detail. All of which are essential skills for the dental assistant role.

Thank you for your time and consideration. I hope to hear from you regarding scheduling an interview. I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf



# Health - Nursing

## TC Timberwolf

1000 W. Campus Drive, Wausau, WI 54401 • 715-675-3331 • TCTimberwolf@gmail.com

**Objective:** To obtain a nursing position at Aspirus Wausau Hospital where my desire is to provide compassionate care to diverse patients and their families.

### Education:

Northcentral Technical College: Wausau, WI  
Associate Degree: Nursing Anticipated Graduation: May 2022

University of Wisconsin: Oshkosh, WI  
Bachelor of Science Degree: Nursing Anticipated Graduation: May 2024

### Licensures/Certifications:

Licensed Practice Nurse, certification number  
Certified Nursing Assistant, certification number  
Cardiopulmonary Resuscitation, certification number

### Clinical Sites:

- Aspirus Wausau Hospital – OB Unit January – April 2022
- North Central Health Care – Rehabilitation Unit September – December 2021
- Ascension St. Clare's – ICU January – April 2021

### Related Work Experience:

Nurse Intern | Aspirus Wausau Hospital, Wausau, WI September 2021-Present

- Provide assistance on several floors, including pediatrics
- Monitor the progress of four patients daily, including taking vitals
- Meet as a team with other staff to assess the needs of the patients
- Listen carefully to the needs of patients and make sure requests are heard

Certified Nursing Assistant | Shiloh Health Center, Wittenberg, WI June 2019-Present

- Work with six to eight patients daily to assess vital needs
- Follow instructions given by staff and follow through on requests
- Meet patients and family with a smile and answer questions
- Offer to work overtime as needed and willing to flex shift
- Spend time with each patient to assure customer satisfaction

### Achievements:

- Member of NTC's Student Nurse Club Fall 2020 – Spring 2022
- Recipient of Nursing Scholarship from NTC Foundation Fall 2021

## TC Timberwolf

1000 W. Campus Drive, Wausau, WI 54401 • 715-675-3331 • TCTimberwolf@gmail.com

April 1, 2022

Jane Doe  
HR Generalist  
Aspirus Wausau Hospital  
333 Pine Ridge Blvd.  
Wausau, WI 54401

Dear Ms. Doe,

I'm excited to apply for the registered nurse position in the Pediatric Department at Aspirus Wausau Hospital, which I heard about from Dr. James Smith. Throughout my clinical training and internship experience, I've had an opportunity to work with many diverse patients and enjoy doing everything I can to meet their unique needs. During my clinicals and internship, I most enjoyed working in pediatrics and would love to continue working with children.

The nursing program at Northcentral Technical College (NTC), along with my CNA and internship experience, has taught me how to manage several patients at once, speak with families and patients in regards to their medical condition(s), accurately chart for each patient, and listen carefully to their needs and concerns. I learned how to connect with each patient in a way that makes them feel comfortable in the hospital, and I was able to communicate clearly with the doctors and fellow nurses to ensure proper care for the patients I worked with.

In addition to the skills I've learned through NTC's nursing program and my work experiences, I will bring a positive attitude and demeanor to your hospital. Additionally, my attention to detail and kind approach with patients will set me apart from others. Providing the best possible care to your patients will be my top priority.

Thank you for your time and consideration. I look forward to hopefully learning more about your opportunity. To schedule an interview, I can be reached at 715-675-3331 or TCTimberwolf@gmail.com.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

## Public Safety – Criminal Justice

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

**Objective:** To obtain a police officer position for the Wausau Police Department where my commitment to the community's safety and law enforcement experience and training will set me apart from others.

### Education:

Northcentral Technical College, Wausau, WI  
Associate Degree: Criminal Justice Studies May 2021  
Technical Diploma: Law Enforcement 720 Academy Anticipated Graduation: Dec. 2021

### Certifications:

Cardiopulmonary Resuscitation (CPR), certification number  
American Heart Association First Aid, certification number

### Criminal Justice Skills:

- Able to maintain calm and composed under stressful situations.
- Strong oral and written communication skills.
- Ability to control high tense situations in a variety of settings.
- Active listening skills when dealing with individuals of all ages and walks of life.
- Apply problem-solving techniques.

### Work Experience:

Security Officer. Northcentral Technical College, Wausau, WI September 2019 - Current

- Monitor 4 separate office/classroom buildings with approximately 500 employees and 500 students looking for disturbances, safety hazards, and illegal activity.
- Respond to incidents and emergencies on campus in accordance with the college's security and safety protocols.
- Complete all required paperwork and reports with attention to detail and in a timely manner.
- Greet and engage with staff, students, and external community members with a friendly and positive attitude.
- React calmly in stressful situations.

### Achievements:

- NTC's President's List for High Academic Honor Fall 2019 – Spring 2021
- Received Criminal Justice Scholarship from NTC's Foundation Spring 2020

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

January 1, 2021

John Doe  
Hiring Manager  
Wausau Police Department  
515 Grand Ave.  
Wausau, WI 54403

Dear Mr. Doe,

I am excited to submit my application for the police officer position with the Wausau Police Department, which I learned about from my instructor. I recently received my Criminal Justice Associate Degree from Northcentral Technical College's (NTC) and will graduate from their Law Enforcement Academy in December 2021. I believe my education, skills gained through the academy, and passion for community safety make me a qualified candidate for your position.

My training at NTC has taught me how to handle stressful situations with a calm and composed attitude. Additionally, these experiences taught me how to navigate a number of tense situations in a variety of settings. I have the ability to apply problem-solving techniques and respond calmly in an emergency. I've been able to apply these experiences and skills in my Security Officer position at NTC as well. In this role, I've been able to provide a safe environment for the staff and students of NTC.

In addition to the skills I've learned through my program and academy experience, I also have strong written and oral communication skills. I'm able to converse with individuals of all ages and walks of life. Additionally, I am organized and have attention to detail, which will benefit me in my role as a police officer.

Thank you for considering me for this position. I would appreciate the opportunity to interview with your department and can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you soon.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

# Technology & Trades - Welding

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

**Objective:** To obtain a welding position at Schuette|Metals where my attention to detail and precision will set me apart from others.

## Education:

Northcentral Technical College: Wausau, WI  
Associate Degree: Welding Fabrication & Robotics December 2020  
Technical Diploma: Welding Technician December 2018

## Welding Skills:

- Able to produce shielded metal arc welds, gas metal arc welds, flux core welds and gas tungsten arc welds
- Can program and operate CNC forming and cutting equipment
- Provide layout and fabricate weldments per print specification
- Able to interpret welding drawings
- Understand the importance of industry-recognized safety practices

## Work History:

**Laborer** | Wausau Paper, Brokaw, WI Jan. 2017 – Dec. 2020

- Worked at a manufacturing plant and completed work as a team
- Followed work orders to specifications and completed in a timely manner
- Assumed responsibility as team leader and supervised work team of five
- Floated between departments as needed and or requested
- Worked overtime to meet the needs of the customer
- Was a dependable employee that rarely missed work
- Completed additional training in safety regulations and LEAN operations

**Laborer** | SNE Corporation, Mosinee, WI Oct. 1995 – Jan. 2017

- Completed projects according to specifications of blueprints
- Worked as part of a construction crew and repaired equipment
- Gave attention to detail and understood the importance of accuracy
- Helped coordinate overtime projects as needed
- Awarded the “outstanding” performer award of 1999

**TC Timberwolf**  
1000 W. Campus Drive  
Wausau, WI 54401  
715-675-3331  
TCTimberwolf@gmail.com

January 1, 2021

John Doe  
Project Manager  
Schuette Metals  
1604 Morrison Ave.  
Rothschild, WI 54474

Dear Mr. Doe,

I am applying for the welding position at Johnson Industries, which I saw posted on Handshake. My years of experience in the manufacturing industry and welding skills make me a great candidate for your opportunity.

I recently graduated from Northcentral Technical College (NTC) with my Welding Fabrication & Robotics Associate Degree. In addition, I also previously completed the Welding Technician Technical Diploma. My education at NTC taught me how to produce a variety of welds, how to program and operate CNC equipment, interpret welding drawings, and also a number of important safety practices. My years of experience in the manufacturing industry also provided me a wealth of knowledge that will benefit me as a welder.

In addition to the technical skills I've learned through my education and work experiences, I have attention to detail, which is essential to being an accurate welder. I am also creative, which aids in my drawings and welds.

Thank you for your time and consideration. I would appreciate an opportunity to interview for your welding position. To schedule an interview, I can be reached at 715-675-3331 or TCTimberwolf@gmail.com. I look forward to hearing from you.

Sincerely,

*(Leave space for your physical signature)*

TC Timberwolf

# References

When asking individuals to be your reference, make sure you include those that can attest to your work skills in the workplace or your skills in the classroom. Unless personal references are requested, it is best to not ask family members, relatives, or friends to be a reference. A work supervisor, an instructor, or someone else who can attest to your skills that would be an impartial reference would be a good choice.

Most important, all of us want a good reference.

- Make sure you ask the individual if he/she would be willing to give you a reference.
- Let the individual know where you are applying and, when possible, provide a copy of the job posting so they know what skills to speak to if contacted.
- If a period of time lapses, and you would like to use them as a reference again, please contact them. Confirm they can still speak to your skills and that you have their correct contact details (email, phone, etc.).

The references should be listed on a separate sheet of paper, using the same header as on the resume and cover letter. Include the name of the individual, position and your relationship, business, city, state, zip code, phone number and email address. Put the references in the order that you would like the individuals to be called. Three references should be sufficient.

## Reference Template

**(Header – the same as your cover letter and resume)**

### References

Jane Smith  
Financial Service Team leader, Work Supervisor  
American National Bank  
3020 North 5th Street  
Wausau, WI 54401  
715.000.0000  
jsmith@americannationalbank.com

## Student Reference Form

At Northcentral Technical College, all instructors are advised to complete the [Student Reference Form](#), a form which can be found on the Career Services webpage. This form is used by students who are seeking a job or an internship and wish to gain a reference from an instructor. When you complete this form online, your instructor will be notified to complete the reference form and will email it to the designated employer. If no designated employer is provided, you will need to provide your instructor with an employer's email at a later time and will not need to complete this form again.

# Letter of Recommendation

A Letter of Recommendation may be included in the application process or in an interview. When requesting a Letter of Recommendation, consider a current or past employer, an instructor who can attest to your skills or someone else who knows your strengths and skills.

To assist those who might be writing a Letter of Recommendation on your behalf:

- Provide a copy of your grade point average and program
- A copy of current resume
- List some of your accomplishments including volunteer or internship experiences
- If available, include information on who the letter is being sent to
- Give them plenty of time to write a letter – at least two weeks

Follow-up with a thank-you letter and remember to tell them the outcome of your job search.

# Portfolio

## Is it important that I have a portfolio?

Portfolios are used to showcase your work. It should be bound, titled, and organized in a logical manner. Some programs would be more likely than others to have portfolios.

A portfolio is an additional tool to use during an interview. The key is to intentionally introduce the portfolio during the interview, not haphazardly at the end of the interview. A logical point of introduction would be when discussing your strengths or skills.

## Portfolio Contents

- Identification page – your name, program
- Copies of resume and cover letter
- Letters of recommendation
- A copy of your transcript
- Special awards, licenses, certifications, news articles
- Projects that show evidence of the quality of your work
- Evidence of volunteer or special achievement experience

## Electronic Portfolio

If you have an electronic portfolio, the URL link may be sited in the resume or cover letter. An electronic portfolio allows you to demonstrate your ability using a computer.

# Interview Process

If you are chosen for an interview, you are one of the few. Be ready to sell yourself. Look your best. Learn about the company. Be ready with questions. Prepare for interviews using the resources available online at <https://studentlife.ntc.edu/soft-skills/>.

## Preparing for the Interview

- Research the company; know the company's mission and core values; be aware of any current news about the company, for example: if they recently won an award, are expanding or starting a new product line. Be sure to 'google' the company or search for the company on a local newspaper site.
- Have someone else critique your resume and cover letter, and how you look.
- Have a basic understanding of yourself and what values and skills you bring to the company.
- Be prepared to give specific examples of how you could contribute to the business.
- Listen to the questions carefully. Sell yourself while at the same time be mindful of the time. The interview is about what you can do for them.
- Be knowledgeable about the company and the industry.
- Practice interviewing as much as possible, with emphasis on personalizing your answers by giving examples.
- Dress for Success. Take a good look at the clothes you are wearing to the interview. Would it be appropriate attire for the position that you would like to have? Should you be wearing a suit? Is your outfit too revealing? Are your clothes clean and pressed? Make sure you appear fresh – have you taken a bath or shower, combed your hair, brushed your teeth, used deodorant?

## During the Interview

### *Get off to a Good Start*

- Arrive 10 minutes early for the interview.
- Know how to give a proper handshake. Practice a solid handshake that is sincere – let the interviewer take the lead.
- While shaking hands, maintain eye contact and offer a nice greeting.
- Have your cell phone turned off.
- Don't chew gum.
- Cover up any tattoos.
- Take out any body piercings that might be considered inappropriate by anyone.

### *Body Language*

- Use natural gestures. Smile. Sit up straight and lean slightly forward.
- Keep arms uncrossed.
- Establish eye contact.
- Show interest and demonstrate a positive attitude by nodding.
- Try to relax. Exhibit patience.

### *General Guidelines*

- Arrive prepared with several copies of your resume and cover letter. You want to have a copy of your resume for each member of the interview panel.
- Listen carefully to the questions before you give your answer.

- When an interviewer is asking questions that are open-ended, such as “Tell me a little about yourself,” make sure that your background information relates to the job itself and when and why you developed an interest in a specific field.
- If asked, “Why did you leave your last job,” try to be positive rather than dwelling on issues.
- Prepare for the interview by thinking of several strengths you have that relate to the job you are seeking.
- Weaknesses should be turned around and presented in a positive manner by describing how you have overcome them.
- Research the company before you interview to show your motivation.
- Always have a plan for furthering your professional growth by education or work experiences.
- Stay away from the topic of salary and time off when first interviewing for the job.
- A concluding question may be, “Why hire you?” Be ready to give your best reason as to why you would be the best hire and give examples.
- Make sure that you have thanked the interviewers for their time and ask when you will be hearing from them on their decision.
- Ask appropriate questions related to the position or the company.
- It is appropriate to ask how the follow-up is done by the company.

### **After the Interview**

If you do not hear from the company within the time stated during the interview, it is appropriate to call and check the status of the position – many companies prefer email inquiries.

If you did not get the position, it is appropriate to ask how you could better prepare for a future interview.



# Common Interview Questions

- Tell me a little about yourself. **Emphasize your passion for the career. Relate this question to what skills you have to offer and how the skills have been developed over the years.**
- Why do you want to work here? **Bring up positive examples about the company.**
- Why should I hire you? **What skills do you have that make you stand out?**
- Why did you leave your last job? **Be positive. Never dwell on negatives of the last job.**
- What are your strengths? **Be able to offer 3-5 strengths and know these strengths well.**
- What are your weaknesses? **Be sure to add how you are improving your weak area.**
- Do you prefer to work alone or with a team?
- What are your goals? **Mention ways that you will continually improve including education.**
- What specific skills do you bring to our business?
- What can you do for the company or me? **Be prepared; practice what skill sets you have.**
- What motivates you?
- What has been your biggest challenge/failure? **Mention what you learned from it and how it made you better.**
- What has been your biggest accomplishment?
- Do you have reason to believe that you would have difficulty performing any of the essential job duties?
- Do you have reason to believe that you would have difficulty meeting the company work schedule?
- How did your education prepare you for this position?
- What do you know about our company? **Research the company, check online, and know more than the basics.**
- What would you like to do in your future, 5 years down the road? **Always look to improve yourself.**
- Do you have plans for continued education? **Be honest, continuing on in school for some programs is an expectation.**
- What made you decide to enter this field? **Talk about your passion.**
- What qualities do you feel that you would need to have to be hired for this position?
- What would your current supervisor say about you?
- How do you like to spend your spare time? **If possible, relate it to the job itself.**
- Give an example of when you multi-tasked to complete a project. **Give specific examples that relate to the job you are trying to get.**
- Give an example of how well you can work under pressure or stress.
- Do you have any questions that you would like to ask me? **Always have questions. Aim for three to five in case some are answered through earlier discussion in the interview.**
- What was your favorite subject in school and your least favorite subject? **Make sure any negative is turned into a positive.**
- Describe your dream job.

## Behavior-Based Interview Questions

### *Interpersonal Skills*

- How important is it for you to be liked, and why?
- Explain five interpersonal skills that best describe you.
- How do you go about building relationships based upon trust and respect?
- What have you done in the past to contribute toward a teamwork environment?
- Give me an example of a time when you went above and beyond the call of duty.

### *Time Management*

- Describe your current projects and how you keep them scheduled for on-time delivery.

- Describe a time when a project under your direction was late and how you dealt with the issue.

### *Risk Taking/Decision Making*

- Describe a time when you weighed the pros and cons of a risk and why you decided to take it.
- What factors must be present for you to make a decision?
- Describe a decision you made and came to regret, and why.

### *Problem Solving*

- Give an example of a time when you helped solve a problem at work or school. What exactly did you do to solve the problem and how did it improve the business?
- What did you do to logically solve the problem?
- Did you initiate the problem solving on your own, or did you enlist others to help you?

## **Appropriate Questions to Ask in an Interview**

- Try to ask questions that show you are interested in a good “fit” rather than in simply getting a job.
- What would a typical day be like for me at this position?
- Who would be my supervisor, and tell me about his/her job?
- Do you provide incentives for continual training and development?
- How will my performance be evaluated?
- Is there opportunity for growth in your company?
- Where does the company hope to be in a few years?
- What type of person is likely to be successful in this company and/or position?
- What is the industry outlook?
- What is your history with the company?
- What advice do you have for people new to the company?
- What is the next step in the interview process?
- What is your onboarding and/or orientation process?
- What types of continuing education or professional development opportunities are available in your organization?
- Can you tell me more about the salary and benefits for this position? *(Ask this question near the end of your questions. It should not be the leading question.)*
- How important is diversity to you as an organization and what value does it bring to you?
- What are you doing as an organization to actively ensure everyone feels included?
- What kind of diversity, inclusion, and cultural competence training do you offer to employees?
- What programs does the company have in place to support diversity and/or what are the plans to include in the future?

# Thank-You Letter

A thank-you letter is sent after a job interview to show your appreciation of the opportunity to interview. A “thank-you” letter should be focused on thanking the employer. Include any additional information that you feel would be relevant. Thank-you notes may be handwritten or typed and either mailed or emailed.

A few hints when composing a letter:

- Include your header (address, city, state, zip code)
- Date
- Include the name of the person who interviewed you, position, company, address, city, state, and zip code
- Address formally: Dear Mr. Smith

Show your warmth and appreciation for the opportunity to interview for this position with this individual. Reemphasize your strongest qualifications, without restating the resume and cover letter. The thank-you letter can be short; even one to two sentences may be adequate.

## Thank-You Letter Template

Header (The same one as on your resume and cover letter)

Date

Interviewer’s Name and Title

Name of Company

City, State, Zip

Dear \_\_\_\_\_:

The first paragraph should thank the person for the interview. Include the date of the interview. Tell the person what you learned about the company/job that impressed you the most.

The second paragraph should indicate your feelings about how you perceive your capabilities to perform the job description discussed. Relate to some previous education and/or work experience that will again emphasize your worth to the company. State that you really want the job and that you can excel at all responsibilities included. (This second paragraph is optional. It is basically reselling you.)

The final paragraph should include your telephone number and the best times to contact you. State that you hope the person selected is you because you know that you will be an asset to the company.

Sincerely,

Sign your name here

## Sample Thank-You Letter

TC Timberwolf  
1000 W Campus Drive  
Wausau, WI 54401  
111-222-3333  
TCTimberwolf@students.ntc.edu

January 1, 2021

Dear Mr. Doe,

Thank you so much for the opportunity to interview with you yesterday for the mechanical design position. I enjoyed learning about (name of company) and am hopeful that I will be considered for the position.

My AUTOCAD experience will fit nicely with the demands and rigor of the position, and my ability to multi-task to accomplish needed projects will work to your benefit.

Please let me know if you have any additional questions that I could answer. Thank you.

Sincerely,

TC Timberwolf