

# GUIDE TO GETTING THE *Job*

OZARKS TECHNICAL  
COMMUNITY COLLEGE  
*Career Services*



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# EMPLOYMENT *Applications*



# THE PURPOSE OF AN APPLICATION

Most companies require a prospective employee to fill out an application prior to interviewing. It is a legal document that is used to start your employment file. You may be asked to complete an application even if you have already submitted a résumé and cover letter. That way, the employer has a verified and signed record of your personal and employment history.

An application should present the job seeker in the most positive way possible, without lying. It is used in many instances to reduce the number of applicants interviewed, as job applications are generally designed to help spot strengths and weaknesses quickly, and screen people in or out of prospective positions.

## HINTS FOR GETTING STARTED

The application is often the first impression an employer has about you. Your application gives the employer an outline of your background and is usually the first step in the hiring process. An employer will pay particular attention to your work history, length of employment, specific duties, and reasons for leaving a position. Remember, you are trying to entice the interviewer to want to get to know you better, and ultimately hire you. You want to make a great first impression. In essence, the application becomes a calling card (please look at me!), it screens you in or out, and creates an agenda for the interview.



### GUIDELINES TO FILLING OUT A STRONG AND SOLID APPLICATION:

- 1 **Look over the document** and read the directions carefully before filling it out.
- 2 **Always print or type** unless otherwise instructed. Neatness counts!
- 3 **Use a black or blue pen**, not a pencil.
- 4 **Answer every question** in a positive manner.
- 5 **Be accurate.** Make sure all words are spelled correctly and avoid abbreviations if possible.
- 6 **Never leave a blank space.** If a question does not apply to you, write N/A (not applicable).
- 8 **Be honest and don't exaggerate.** Never give false information, as this may disqualify you from a job opportunity or cause you to be terminated at a later date.
- 9 **Make sure your reason for leaving each job is honest**, but as positive as possible.
- 10 **Use a copy of your résumé as a guide**, but do not use "see résumé" on an application.
- 11 **Don't forget to sign and date the application!** It's a legal document.



# THE STRUCTURE OF AN APPLICATION

It's important for your job applications to be complete, correct (free from errors) and accurate. **Be prepared!** Bring all of your information to fill out each application completely. Here is most of the information you will need to complete an application for employment, including tips and suggestions that will help you make a great first impression.



## PERSONAL INFORMATION

- Name — *Full legal name, generally last name first*
- Address
- City, state, ZIP code
- Phone number — *Use a number where you can be reached during the day*
- Social security number — *If required*
- Eligibility to work in U.S.
- Felony convictions — *Not your arrest record*
- If under age, working paper certificate — *Many jobs require you to be at least 18 years old*



## POSITION / AVAILABILITY

- Title of the job you are applying for — *Be specific, don't use the word "any"*
- Hours/days available to work
- When you can start work — *Try to give your current employer at least a two-week notice*



## EDUCATION

- Schools/colleges attended — *Use the correct spelling of Ozarks Technical Community College*
- Major — *Use the proper terminology*
- Degree/diploma — *Associate of Applied Science in... or Associate of Arts Transfer degree*
- Graduation date(s) — *This may not be on an application because it can determine your age*



## WORK HISTORY

- Names, addresses and phone numbers of previous employers — *Even if the company is no longer in business*
- Supervisor's name
- Dates of employment — *Month and year is sufficient*
- Salary — *Not always required*
- Reason for leaving — *Be honest and positive*



## REFERENCES

Another key part of your application is the reference section. Your choice of references may make the difference in whether or not you get the job. Ask permission from at least three of your references ahead of time so they'll be prepared for the call from your prospective employer.



# FILLING OUT AN APPLICATION



## APPLYING FOR A JOB IN PERSON


- **Be prepared** for a brief on-the-spot interview.
- **Always be polite and friendly** to the receptionist. Your application may never get past their desk.
- **Bring a pen** so you don't need to borrow one to fill out the application.
- **Fill out your own application.** Don't have someone else fill it out for you.
- **Fill out one application for each position** you desire. Avoid multiple job titles on one application.
- **Make sure your contact information allows employers to contact you** easily during business hours.
- **Know what days/hours you are available** to work.
- **Grooming is important.** Dress should be, at the least, neat and tidy. Business casual is usually appropriate.
- **Call after two weeks** to check on the status of your application.



## APPLYING FOR A JOB BY EMAIL

- **When applying for jobs via email, write a concise message** to the employer letting them know of your intent to apply for a position. Then attach your cover letter, résumé and application.
- **Proofread your email** for grammar and spelling (do not trust spell-check software). Remember, this is your chance to make a critical first impression; even an emailed note needs to be professional and error-free.
- **Be brief and to the point.** Your application cover letter should not be any longer than three or four short paragraphs.
- **Make sure you include a signature** with your full name, email address and phone number.
- **Include the title of the position** for which you are applying in the subject line of your message.
- **Be sure that your email address/screen name** has a professional tone.





# COVER LETTERS AND OTHER JOB SEARCH *Correspondence*



# THE PURPOSE OF A COVER LETTER

These are all **important points** to prospective employers that your **résumé** cannot always express.

1225 Sherman Ave.  
Springfield, MO 65809

April 20, 2021

Ms. Mary Kay Nelson  
Director of Information Technology  
Ozarks Technical Community College  
1001 E. Chestnut Expressway  
Springfield, MO 65802

**Dear Ms. Nelson:**

I am applying for the web developer position at Ozarks Technical Community College. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C, C++, Visual Basic, Assembler, Java, and SQL. In addition, I have extensive experience in using several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. My experience as a department computer consultant gave me exposure to PC (Windows 7, NT, XP) and Macintosh platforms as well as Novell and NT LANs. Additionally, I worked as a summer intern in computing operations for a local newspaper where I gained knowledge of enterprise systems and e-commerce operations. My enclosed résumé provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I'm confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Ozarks Technical Community College. Your school has an excellent reputation and comes highly recommended to me.

I have enclosed my résumé and would appreciate your consideration for an interview to discuss my qualifications and to learn more about this opportunity. Should you need to reach me, please feel free to contact me at 417-555-5555 or mlopez@otc.edu.

Thank you for your consideration. I look forward to talking with you.

Sincerely,

*Marisa Lopez*

Marisa Lopez

1

**To tell** the employer what type of position you are seeking and provide your résumé objective.

2

**To entice** the employer to learn more about you by reading your résumé.

3

**To impress** the employer by showcasing your knowledge about the company and/or its goals.

4

**To show** the employer how well you can express yourself.



# GETTING STARTED

- 1 Address the letter to a specific individual.** Call to request the name and title of the person who will be considering your application. If you are unsure of the gender of your addressee, always ask, and in your salutation, write "Dear Mr." or "Dear Ms." (never Mrs. or Miss). Avoid "To Whom It May Concern." If you cannot find an individual to send the letter to, you may direct the letter to someone with a specific job title such as Human Resources Manager, Director of Editorial Services, or Dear Sir or Madam.
- 2 Write an attention-getting introduction.** Remember, you are trying to entice the reader to want to get to know you better, and ultimately hire you.
- 3 State the position for which you are applying and point out your relevant qualifications.** Do not merely repeat the contents of your résumé. Select specific experiences relevant to the job and discuss them. Fill in the blanks your résumé leaves open. Tell the employer why you are uniquely suited for the job. Avoid using "I" to start every sentence.
- 4 Tailor your letters to the needs of the company and the requirements of the position.** How will the employer benefit by hiring you? Job postings and company publications offer clues about what to stress in your letter. Get inside information about the workings of your chosen industry and let them know that you are aware of – and possess – exactly what it is they are looking for in an employee.
- 5 Inform employers of your intention to contact them within a specific period of time** (e.g., a week, 10 days, two weeks). Then, be sure to carry out the follow-up action you mention. It's a good idea to tell the employer how to reach you during business hours.
- 6 Match your stationery and résumé in size, weight and shade.** Also, do not exceed one page. You are trying to get their attention in an organized and concise manner.
- 7 Don't forget to sound positive and confident!**



# THE STRUCTURE OF A COVER LETTER

Your Street Address  
City, State ZIP code

Date  
Mr./Ms. Recruiter's Full Name  
Recruiter's Title, Department Name  
Company Name  
Street Address  
City, State, ZIP code

Dear Mr./Ms. Last Name Only:

**The opening paragraph** should state **why you are writing** and why you are interested in the organization. You should name the specific position for which you are applying. Also, tell the employer how you became aware of the vacancy. If a former employer or someone else referred you to the employer, this is the best place to drop that person's name and mention that he or she suggested you write.

**The second paragraph** is where you draw attention to your résumé and highlight specific skills relevant to the potential employer. This paragraph is devoted to explaining **your qualifications**. Cite achievements and qualifications related to the position desired. If you have qualifications that are not noted on your résumé, this is your opportunity to discuss them.

**The third paragraph**, sometimes combined with the second paragraph, states why you are right for this job and **demonstrates your knowledge of the employer and their goals**. Tell them why you should be considered for the position for which you are applying. A little bit of homework on the company or the industry can really pay off by showing the employer that you are serious about your application, and informed about the type of work and experience that it requires.

**The closing paragraph** states **what you will do next** (such as calling to arrange an appointment at the employer's convenience) or what you would like the recipient of the letter to do next. Ask for an interview. Mention that you are including your résumé. Inform the employer when you will make contact with them again. In your closing, thank the employer for their time.

Sincerely,

*Your Signature Here*

# SAMPLE COVER LETTER

9781 College Street  
Springfield, MO 65807

April 15, 2021

Ms. Laura Liu  
Web Manager  
Amazon  
P.O. Box 6898  
Seattle, WA 98961

**Dear Ms. Liu:**

While researching information on Amazon, I discovered an opening in the web development department as a web designer. Upon graduation from Ozarks Technical Community College this May with a degree in Computer Information Science, I would like to use the knowledge, skills and experience to promote internet businesses like yours.

I have had extensive experience in web design, along with writing creatively in the corporate world. However, my true interest lies in how to merge innovative writing with cutting-edge technology. For the past year, I have been working in the web development office at Ozarks Technical Community College improving the content of the website. In addition to my online experience, I have also worked for an e-commerce business located in Springfield. I am confident that I could bring creativity, grace-under-pressure, and style to the job.

I understand that Amazon has been on the forefront of technology since its beginning in 1995. With my flair for the creative and my ability to reach a rainbow of readers, I am well-suited to help your company expand well into the millennium. Your mission to transform internet buying into the fastest, easiest and most enjoyable experience possible is one that I could substantially aid with my web design experience.

More importantly, though, a letter and résumé can only tell you so much about my motivations and qualifications. I would like to discuss my background with you in person and would be willing to travel to Seattle at my own expense to do so. I'll call you at the end of next week to confirm that you have received my enclosed résumé and portfolio and to discuss whether such a meeting would be possible. Thank you for your consideration.

Sincerely,

*Harper Smith*

Harper Smith





# SAMPLE THANK YOU EMAIL

**Dear Mr. James,**

I would like to thank you for setting aside time to speak with me regarding the Accounting Specialist position. After the interview, I am even more excited about this wonderful opportunity.

If you have any follow-up questions, please do not hesitate to contact me at 417-555-5555 or [janesmith@gmail.com](mailto:janesmith@gmail.com). I look forward to hearing from you in the near future.

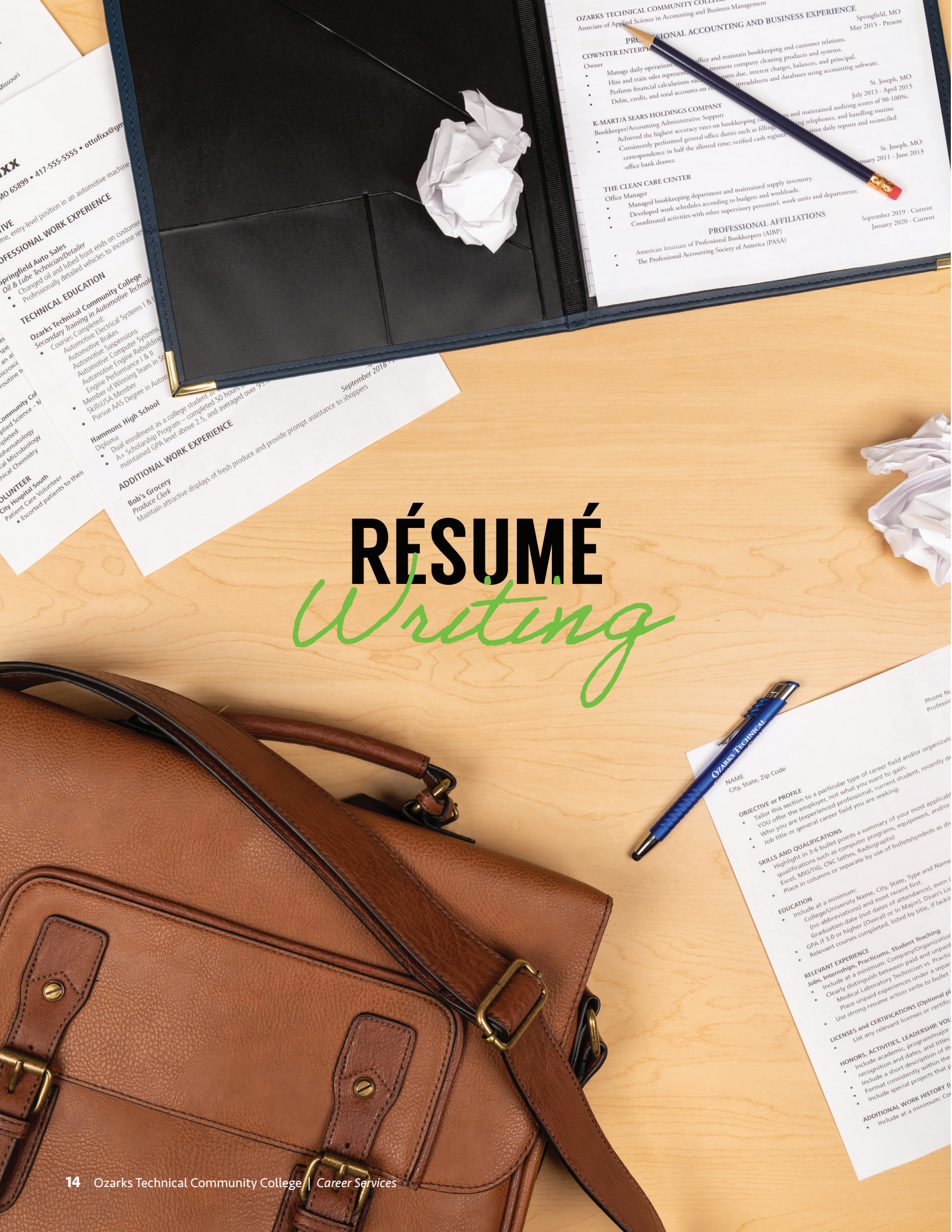
Sincerely,

Jane Smith



# RÉSUMÉ

## Writing



OZARKS TECHNICAL COMMUNITY COLLEGE  
Associate of Applied Science in Accounting and Business Management

**PROFESSIONAL ACCOUNTING AND BUSINESS EXPERIENCE**

**COWENTER ENTERPRISES**  
Owner  
• Manage daily operations of the office and maintain bookkeeping and customer relations.  
• Hire and train sales representatives to promote company cleaning products and systems.  
• Perform financial calculations such as accounts due, interest charges, balances, and principal.  
• Debit, credit, and total accounts on checkbooks, spreadsheets and databases using accounting software.  
St. Joseph, MO  
July 2013 - April 2015

**K-MART/A SEARS HOLDINGS COMPANY**  
Bookkeeper/Accounting Administrative Support  
• Achieved the highest accuracy rates on bookkeeping calculations and maintained auditing scores of 90-100%.  
• Consistently performed general office duties such as filling out reports, handling routine correspondence in half the allotted time; verified cash register and office bank drawer.  
St. Joseph, MO  
January 2011 - June 2013

**THE CLEAN CARE CENTER**  
Office Manager  
• Managed bookkeeping department and maintained supply inventory.  
• Developed work schedules according to budgets and workloads.  
• Coordinated activities with other supervisory personnel, work units and departments.  
September 2019 - Current  
January 2020 - Current

**PROFESSIONAL AFFILIATIONS**

- American Institute of Professional Bookkeepers (AIBP)
- The Professional Accounting Society of America (PASA)

MO 65899 • 417-555-5555 • ottofixxx@gmail.com

**PROFESSIONAL WORK EXPERIENCE**

**Springfield Auto Sales**  
Oil & Lube Technician/Detailer  
• Changed oil and lubed front ends on customer vehicles to increase revenue.  
• Professionally detailed vehicles to increase revenue.

**TECHNICAL EDUCATION**

**Ozarks Technical Community College**  
Secondary Training in Automotive Technology  
• Courses Completed:  
• Automotive Electrical Systems I & II  
• Automotive Brakes  
• Automotive Suspensions  
• Automotive Computer Systems  
• Automotive Engine Rebuilding  
• Automotive Performance I & II  
• Engine Performance Team in SkillsUSA  
• Member of Winning Team in SkillsUSA  
• Pursue AAS Degree in Automotive Technology

**Hammons High School**  
Diploma  
• Dual enrollment as a college student and maintained GPA level above 2.5, and averaged over 95%.

**ADDITIONAL WORK EXPERIENCE**

**Bob's Grocery**  
Produce Clerk  
• Maintain attractive displays of fresh produce and provide prompt assistance to shoppers  
September 2018 - Present

Phone Number  
Professional

NAME  
City, State, Zip Code

**OBJECTIVE OR PROFILE**

- Tailor this section to a particular type of career field and/or organization.
- YOU offer the employer, not what you want to gain.
- Who you are (experienced professional, current student, recently graduated, etc.)
- Job title or general career field you are seeking.

**SKILLS AND QUALIFICATIONS**

- Highlight in 3-6 bullet points a summary of your most applicable qualifications such as computer programs, equipment, and software.
- Excel, MIG/IG, CNC lathes, radiographs
- Place in columns or separate by use of bullet/symbols as desired.

**EDUCATION**

- Include at a minimum:  
• College/University Name, City, State, Type and Name (no abbreviations) and most recent first.  
• Graduation date (not dates of attendance), Dean's List, etc.
- GPA if 3.0 or higher (Overall or in Major), Dean's List, etc.
- Relevant courses completed, listed by title, if lacking.

**RELEVANT EXPERIENCE**

**JOBS, INTERNSHIPS, PRACTICES, STUDENT TEACHING**

- Include at a minimum: Company/Organization Name, City, State, Type and Name (no abbreviations) and most recent first.
- Clearly distinguish between paid and unpaid jobs.
- Medical Laboratory Technician vs. Practice
- Place unpaid experiences under a separate heading.
- Use strong resume action verbs to bullet.

**LICENSES AND CERTIFICATIONS (Optional)**

- List any relevant licenses or certifications.

**HONORS, ACTIVITIES, LEADERSHIP**

- Include academic, program/major, and titles.
- Include recognition and dates, and titles.
- Include a short description of the activity.
- Format consistently within the section.
- Include special projects that pertain to the career field.

**ADDITIONAL WORK HISTORY (Optional)**

- Include at a minimum: Company/Organization Name, City, State, Type and Name (no abbreviations) and most recent first.



# PIECING TOGETHER YOUR RÉSUMÉ

A résumé should be long enough to entice hiring managers to call you for job interviews. However, most résumés will be one page in length. There is no right way to construct a résumé, but by **following these suggestions**, you will be able to make a concise representation of the knowledge, skills and experiences you could bring into the workplace.



## ✓ ENVISION WHAT THE EMPLOYER WANTS

- Are they looking for people with a lot of experience in one area, or those who have general experience in many areas?
- Are they looking for people who are willing to work their way up the ladder?
- Do they want someone who is willing to travel?



## ✓ ASSESS YOUR OWN INTERESTS, SKILLS, ABILITIES, EXPERIENCE & PERSONAL CHARACTERISTICS

- What do you do best?
- What tasks do you enjoy doing?
- What are the areas in which you have experience and skill?
- What are the areas that you would like to learn about?
- How does all of this information pertain to the job for which you are applying?



## ✓ CONSTRUCT A ROUGH DRAFT OF YOUR RÉSUMÉ

On the following pages are some typical résumé sections; however, the sections you include, and their order, will vary depending upon your own personal experiences, education and skills. Create sections that reflect your unique experiences and skills, and organize within the résumé so that the most relevant sections are first.

# TYPICAL RÉSUMÉ SECTIONS

## NAME

Phone Number | Professional Email

### PROFILE

- Tailor this section to a particular type of career field and/or organization. Highlight what value you offer the employer, not what you want to gain.
- Who you are (experienced professional, current student, recently degreed, etc.)
- Include the job title or general career field you are seeking.

### SKILLS AND QUALIFICATIONS

- Highlight in 3 - 6 bullet points a summary of your most applicable and/or transferable skills and qualifications, such as computer programs, equipment and/or procedures (e.g., 10 - Key to Touch, Excel, MIG/TIG, CNC lathes, Radiographs).
- Place in columns or separate by use of bullets/symbols as dividers between data points.

### EDUCATION

- Include at a minimum:
  - College/university name, city, state, type and name of degree/certificate, seeking or earned (no abbreviations) and most recent first.
  - Graduation date (not dates attended), even if in the near future, or "In Progress"
- GPA if 3.0 or higher (overall or in major), Dean's List, Cum Laude, etc.
- Add relevant courses completed, listed by title, if lacking related work experience.

### RELEVANT EXPERIENCE

#### Jobs, Internships, Practicums, Student Teaching

- Include at a minimum: company/business name, job title, city, state, employment dates.
- Clearly distinguish between paid and unpaid experiences through the job title:
  - Medical Laboratory Technician vs. Practicum Student
  - Place unpaid experiences under a separate section like MEDICAL PRACTICUMS
- Use strong résumé action verbs to bullet 3 - 5 accomplishment statements.

### LICENSES AND CERTIFICATIONS (Optional placement under EDUCATION)

- List any relevant licenses or certifications and date of certification or pending certification.

### HONORS, ACTIVITIES, LEADERSHIP, VOLUNTEER EXPERIENCE

- Include academic, program/major and college associations, committees, employment or academic recognition and dates, and titles (President, Chair, Secretary, Member, etc.)
- Include a short description of the group and/or your duties if it is not obvious to the reader.
- Format consistently within the section and use bullets to avoid long lists.
- Include special projects that provided you with "real work" experience.

### ADDITIONAL WORK HISTORY (Unrelated experiences but indicates employability)

- Include at a minimum: company/organization name, job title, city, states, employment dates.

## Sarah E. Williams

somewhere@gmail.com | (417)447-1234  
LinkedIn Profile: [www.linkedin.com/in/sarahwilliams/](http://www.linkedin.com/in/sarahwilliams/)

Harmony | Responsibility | Communication | Discipline | Relator  
Business Professional | Team Leader | Entrepreneur

### SUMMARY OF QUALIFICATIONS

- Over ten years of experience in support and managerial positions
- Communication skills proven through meetings with supervisors/other departments
- Sound knowledge of specialized accounting software applications

### EDUCATION

OZARKS TECHNICAL COMMUNITY COLLEGE Springfield, MO  
**Associate of Applied Science in Accounting and Business Management** May 2020

### PROFESSIONAL ACCOUNTING AND BUSINESS EXPERIENCE

COWNTER ENTERPRISES Springfield, MO  
**Owner** May 2015 - Present

- Manage daily operations of sales office and maintain bookkeeping and customer relations.
- Hire and train sales representatives to promote company cleaning products and systems.
- Perform financial calculations such as amounts due, interest charges, balances, and principal.
- Debit, credit and total accounts on computer spreadsheets and databases using accounting software.

K-MART/A SEARS HOLDINGS COMPANY St. Joseph, MO  
**Bookkeeper/Accounting Administrative Support** January 2011 - June 2013

- Achieved the highest accuracy rates on bookkeeping calculations and maintained auditing scores of 90 – 100%.
- Consistently performed general office duties such as filing, answering telephones, and handling route correspondence in half the allotted time; verified cash register tapes against daily reports and reconciled office bank drawer.

THE CLEAN CARE CENTER St. Joseph, MO  
**Office Manager** January 2011 - June 2013

- Managed bookkeeping department and maintained supply inventory.
- Developed work schedules according to budgets and workloads.
- Coordinated activities with other supervisory personnel, work units and departments.

### PROFESSIONAL AFFILIATIONS

- American Institute of Professional Bookkeepers (AIBP) September 2019 - Current
- The Professional Accounting Society of America (PASA) January 2020 - Current





# IMA WELDER

417-555-1234

imawelder@email.com

## WELDER • FITTER • ASSEMBLER

### WELDING SKILLS & QUALIFICATIONS

Knowledgeable in various joint designs and welding positions and processes

Shielded metal arc welding | Oxy-fuel cutting | Plasma arc cutting | Carbon arc cutting and gouging | Gas metal flux cored arc | Gas tungsten arc and inspections

### TECHNICAL EDUCATION

Ozarks Technical Community College

Springfield, MO

**Certificate, Stainless Steel Pathway**

May 2023

- GTAW and GMAW on stainless steel sheet metal and plate.
- Inspection and documentation procedures.
- Polishing and finishing procedures up to 180 grit.

### TECHNICAL CERTIFICATIONS

- OSHA 10 certified
- AWS D1.6 3G groove weld
- Crosby Rigging certified
- Forklift certified

### WELDING EXPERIENCE

Ozarks Technical Community College

Springfield, MO

**Welding Student**

August 2021 – Present

- Inspect, measure, or test completed metal work pieces to ensure conformance to specifications, using measuring and testing devices.
- Read blueprints, work orders, or production schedules to determine product or job instructions or specifications.
- AWS and ASME groove welds in 1G, 2G, and 3G positions.
- Set up, operate, or tend welding machines that join or bond components to fabricate metal products or assemblies.

### EMPLOYMENT HISTORY

Company Name

Springfield, MO

**Job Title**

Dates of Employment

- Accomplishment statement
- Accomplishment statement
- Accomplishment statement



## IMA WELDER

417-555-1234

imawelder@email.com

### REFERENCES

**Hank Ryan**

Welding Technology Instructor  
Ozarks Technical Community College  
Springfield, MO 65802  
(417) 447-8226  
ryanh@otc.edu

**Jim Bridwell**

Welding Technology Instructor  
Ozarks Technical Community College  
Springfield, MO 65802  
(417) 447-8119  
bridwelc@otc.edu

**Steve Austin**

Welding Technology Instructor  
Ozarks Technical Community College  
Springfield, MO 65802  
(417) 447-8112  
austinst@otc.edu

**Mary Jones**

Former Supervisor  
Joe's Diner  
Springfield, MO 65899  
(417) 555-6109  
jonesm@email.com

**Bob Brown**

High School Math Teacher/FCA Advisor  
Hammons High School  
Springfield, MO 65899  
(417) 555-5678  
bbrown@email.com

**Stella Smith**

417-252-2525 | stellasmith@email.com

**SKILLS AND QUALIFICATIONS**

Performed quality control, maintenance, and analysis on the following analyzers:

- Lead Care II Blood Lead Testing Systems
- Vitros ECIQ/ECI Immunodiagnostic system
- Vitros 5, 1 (Hgb A1c and Urine Drug Screens)
- NRatio PT Monitoring system
- Coulter HmX Hematology Analyzer with Autoloader
- Clinitek Status Analyzer Siemens Model #48912

**EDUCATION**

Ozarks Technical Community College

Springfield, MO

**Associate of Applied Science – Medical Laboratory Technician**

May 2020

Relevant Courses Completed:

- Immunohematology
- Clinical Microbiology
- Clinical Chemistry

**CLINICAL SITE EXPERIENCE**

Regional Rehabilitation Center

Mt. Vernon, MO

**Practicum**

Spring 2020

- Verified, recorded, and reported lab results on all performed tests
- Performed phlebotomy; vein punctures and finger sticks; 250+ successful Venipunctures
- Performed CBC hematology analysis and manual cells count

Community Hospital

Lebanon, MO

**Practicum**

Fall 2019

- Analyzed routine urinalysis and waived tests
- Conducted multiple blood chemistry analysis
- Observed and helped with specimen processing
- Operated and calibrated an assortment of laboratory/testing equipment and performed various chemical and microscopic tests
- Conducted stat and routine testing on a variety of specimens quickly and accurately

**VOLUNTEER**

City Hospital South

Springfield, MO

**Patient Care Volunteer**

Summer 2019

- Escorted patients to their destination and provided progress reports to families



# ACTION VERBS

Use this list of **action verbs** to compose short, concise phrases for your résumé.



## MANAGEMENT LEADERSHIP SKILLS

Administered  
Authorized  
Coordinated  
Decided  
Established  
Improved  
Managed  
Motivated  
Recommended  
Supervised



## TECHNICAL SKILLS

Assembled  
Built  
Calculated  
Designed  
Determined  
Developed  
Maintained  
Operated  
Repaired  
Solved  
Utilized



## CREATIVE SKILLS

Adapted  
Created  
Customized  
Designed  
Entertained  
Established  
Fashioned



## COMMUNICATION/PEOPLE SKILLS

Collaborated  
Communicated  
Developed  
Discussed  
Edited  
Explained  
Involved  
Listened  
Participated  
Presented  
Responded  
Wrote



## TEACHING SKILLS

Advised  
Coached  
Encouraged  
Facilitated  
Guided  
Instructed  
Motivated  
Taught  
Trained  
Tutored



## HELPING SKILLS

Advocated  
Assisted  
Coached  
Collaborated



## ORGANIZATION/DETAIL SKILLS

Approved  
Arranged  
Categorized  
Corrected  
Corresponded  
Distributed  
Implemented  
Maintained  
Operated



## RESEARCH SKILLS

Collected  
Compared  
Determined  
Diagnosed  
Examined  
Experimented  
Researched  
Reviewed  
Tested



## FINANCIAL SKILLS

Administered  
Analyzed  
Budgeted  
Calculated  
Determined  
Developed  
Estimated  
Planned  
Projected





# SUCCESSFUL *Interviewing*





# GENERAL INTERVIEW PREPARATION

Employers expect today's applicants to be ready for the interview. Sitting passively in an interview will not get you the job. Research is necessary. Employers expect interview candidates to be knowledgeable and aware of industry trends. **Preparation is the key to getting a job.** Listed below are some general guidelines to assist you in preparing for interviews.



## KNOW YOURSELF

- What you want to do and where you want to do it
- What you have to offer
- Strengths, skills, accomplishments and goals
- Contact OTC Career Services for a Strengths Assessment



## LOOK THE PART

- Conservative, well-tailored look in wardrobe
- Minimal jewelry
- Well-groomed appearance (hair, nails, etc.)
- Minimal use of perfume or aftershave



## RESEARCH THE COMPANY AND THE JOB

Gather info from OTC Career Services, company literature, internet, library, friends and faculty, on-site observation and current employees

- Provides you with general knowledge about the company
- Allows you to learn information specific to the position within the company
- Gives you the ability to ask informed questions
- Provides you with more knowledgeable and intelligent answers
- Offers you insight into whether or not you would want to work for the company



## KNOW HOW TO ANSWER AND ASK THE RIGHT QUESTIONS

- Anticipate key questions
- Review and practice answering the most commonly asked interview questions
- Demonstrate interest in the company/position through your questions



## POSSESS EFFECTIVE COMMUNICATION SKILLS

What you say (verbal) must match your body language (nonverbal) or people will pay more attention to your body language than to what you are saying.

- **Verbal:** clear, concise, relevant responses
- **Nonverbal:** good eye contact, good posture, appropriate facial expressions and hand gestures



## FOLLOW UP AFTER THE INTERVIEW

- Send an email of appreciation thanking the employer and restating interest in the company

# TIPS ON INTERVIEWING

Interviewing is a skill that can be **learned**. And, like any other skill, it takes **determination, care, practice, and coaching**.

- 1 **Be on time.** This means 10-15 minutes early.
- 2 **Be prepared.** Know the interviewer's name and how to pronounce it. You should use Mr. or Ms. Also be familiar with the company's major products or services, the organization of the company and its major competitors.
- 3 **Bring several copies of your résumé and references in a folder.** This demonstrates that you are prepared.
- 4 **Watch your nonverbal communication.** Pay attention to your physical posture. Maintain appropriate eye contact (don't stare). Sit at a reasonable distance from the interviewer. Feel free to place your chair at an angle in order to get comfortable.
- 5 **Don't be embarrassed by nervousness.** Interviewers are human and are probably nervous too. In fact, nervousness is a good sign because it shows that you are taking the interview seriously. However, try to avoid nervous mannerisms like tapping your fingers, swinging your leg or playing with your rings.
- 6 **Be sure you understand the question.** Feel free to ask for clarification.
- 7 **Wait for an offer to talk about salary.** Let the interviewer bring up this subject.
- 8 **Bring a pen and paper, but don't take notes during the interview.** Immediately following the interview, write down as much as you can remember, as well as jotting down your feelings and impressions. After a number of interviews, you will be glad you didn't trust your memory to remember everything.
- 9 **Never slight a former employer, colleague, teacher or institution.** If there were problems with previous experiences, try to put your answer in the positive rather than the negative. If you slight a former employer, the interviewer may assume that you will someday do the same to them.
- 10 **Prepare to ask questions.** When asked for comments or questions, have several ready. This demonstrates that you are prepared and interested.
- 11 **Don't expect an offer on the spot.** Offers usually follow the interview, sometimes two or three weeks later. If by chance you would be offered the position on the spot, it is appropriate for you to ask for one or two days thinking time before responding.
- 12 **Be enthusiastic!** Showing enthusiasm and interest in the job can make the difference.
- 13 **Be yourself.** You don't want to get hired on the basis of something you are not. You want to be hired for who you are: You!

# ARE YOU CAREER-READY?

You've learned what you can in the classroom, now you're headed out into the real world to put that knowledge to use. However, landing the perfect job often requires a whole other set of skills. Employers want to hire college students and graduates who demonstrate career readiness talents and strengths. Mastering the following competencies will help make you a competitive candidate with valued skills and prepare you for employment.

## **Critical Thinking & Problem Solving**

Exercise sound reasoning and analytical thinking. Use knowledge, facts, and data to solve problems and make decisions.

## **Career Management**

Identify and articulate skills, strengths, knowledge, and experiences relevant to career goals. Identify areas for professional growth. Navigate career options and pursue opportunities.

## **Digital Technology**

Select and utilize technology ethically to solve problems and accomplish goals. Demonstrate effective adaptability to new and emerging technologies.

## **Teamwork & Collaboration**

Build collaborative relationships representing diverse cultures, races, ages, genders, religions, lifestyles and viewpoints. Work within team structure, negotiate and manage conflicts.

## **Professionalism & Work Ethic**

Demonstrate personal accountability and effective work habits: punctuality, time management, working productively with others, and understanding the impact of non-verbal communication on professional work image. Exhibit integrity and ethical behavior.

## **Leadership**

Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. Manage emotions and use empathetic skills to guide and motivate. Prioritize, organize, and delegate work.

## **Oral & Written Communication Skills**

Articulate thoughts and ideas clearly and effectively in written and oral forms to a variety of audiences. Demonstrate public speaking skills.

## **Global & Intercultural Fluency**

Value, respect and learn from diverse cultures, races, ages, genders, sexual orientations and religions. Demonstrate openness, inclusiveness and sensitivity.



# INTERVIEW AND PROFESSIONAL DRESS

Did you know that a hiring decision can take place within the first few minutes of your interview? This means that dressing appropriately and making a great first impression is very important. **Business Formal** is the standard dress code for a job or internship interview. **Business Casual** is often the dress code in many offices and should be worn once you've landed the job or interview.

## BUSINESS FORMAL



1. Pant suit (dark color) 2. Conservative tie 3. Dark polished shoes 4. Portfolio, pen, and extra copies of your résumé

**Other business formal options include:** skirt suit (preferably a dark color), two-piece, single-breasted suit (preferably a dark color), white dress shirt with a white undershirt underneath and conservative tie, solid (or subtle-patterned) blouse or top.



## AVOID THE FOLLOWING ATTIRE:

- Jeans or casual sundresses
- Clothing with holes or rips
- Athletic clothing or sneakers
- Clothing too tight or revealing
- Clothing with wrinkles or inappropriate images

## BUSINESS CASUAL



1. Jacket or cardigan 2. Conservative top 3. Dark pants or khakis 4. Closed-toed shoes

**Other business casual options include:** Simple, knee-length dress, collared button up shirt with a white undershirt underneath or a collared knit polo shirt.

# INTERVIEW QUESTIONS

The interviewer determines the course of the interview, but **you** determine the content! **There are several different kinds of questions you may encounter in your interview.**

**Direct questions** require a specific answer or just a one or two word answer like yes or no.

**Examples:**

- What do you do at your present job?
- When are you available to start working?

**Open-ended questions** do not have one specific answer. They provide the interviewee an opportunity to expand and communicate more about what their experiences have been and what they hope to offer a prospective employer. A one-word response is generally not appropriate for open-ended questions.

**Examples:**

- Tell me about yourself.
- What can you offer our company?

**Behavioral questions** indicate to the employer your possible future performance based on your past performance in similar situations. Traditional questions only give the employer general answers, whereas behavioral questioning involves much more storytelling and additional questions regarding the interviewee's story. With this technique, the interviewer is looking for responses to certain situations.

**Examples:**

- Describe the most significant or creative presentation, you have had to complete.
- Tell about a time when you had to go above and beyond the call of duty.

**Discriminatory and unlawful questions**

are protected by federal, state, and local laws. Regulations exist that prohibit discrimination on the basis of race, color, religion, national origin or citizenship, ancestry, medical condition, physical handicap, marital status, arrest record, group affiliations, and age.

**Examples:**

- What church do you go to?
- How old are you?
- Do you prefer Ms., Miss, or Mrs.?

**Questions to ask an employer** show that you are interested in the position and that you have thought about how you would fit in with the organization. Have some questions prepared to ask the interviewer before you go into an interview. Never ask any information that can be found readily on paper, in a brochure or on the website.

**Examples:**

- What characteristics do you look for in applicants?
- Will you notify me or may I contact you?
- Can I provide you with any further information?





## BEHAVIOR-BASED INTERVIEWING: STAR INTERVIEWING TECHNIQUE

What exactly is behavior-based interviewing? It's a newer style of questioning that more companies and organizations are using in their hiring processes. The basic premise behind behavior-based interviewing is this: **The most accurate predictor of future performance is past performance in a similar situation.** It provides more objective facts on which to base employment decisions than other interviewing methods. Traditional interviewers ask general questions such as "Tell me about yourself." The process of behavior-based interviewing is much more probing and tries to pinpoint certain characteristics. One strategy for preparing for behavioral interviews is to use the STAR technique.

**ST**

**Situation  
or  
Task**

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience or any relevant event.

**Example:**

Advertising revenue was falling off for my college newspaper, *The Eagle*, and large numbers of long-term advertisers were not renewing contracts.

**A**

**Action  
You  
Took**

Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. Don't tell what you might do, tell what you did.

**Example:**

I designed a new promotional packet to go with the rate sheet and compared the benefits of *The Eagle* circulation with other ad media in the area. I also set up a special training session for the account executives with a School of Business Administration professor who discussed competitive selling strategies.

**R**

**Results  
You  
Achieved**

What happened? How did the event end? What did you accomplish? What did you learn?

**Example:**

We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent (quantity is always good) over the same period last year.



# EXAMPLE INTERVIEW QUESTIONS

## DIRECT AND OPEN-ENDED QUESTIONS

1. What do you consider your greatest strength?
2. How would you describe yourself?
3. How do you work under pressure?
4. What are your long-range and short-range goals and objectives, when and why did you establish these goals, and how are you preparing yourself to achieve them?
5. How has your college experience prepared you for a career in (\_\_\_\_\_)?
6. Do you have plans for continued study? An advanced degree?
7. In what ways do you think you can make a contribution to our company?
8. What are your major weaknesses?
9. What does success mean to you?
10. Are you a leader? Give me examples.

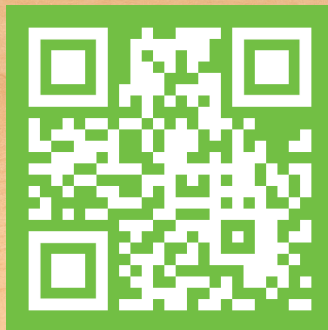
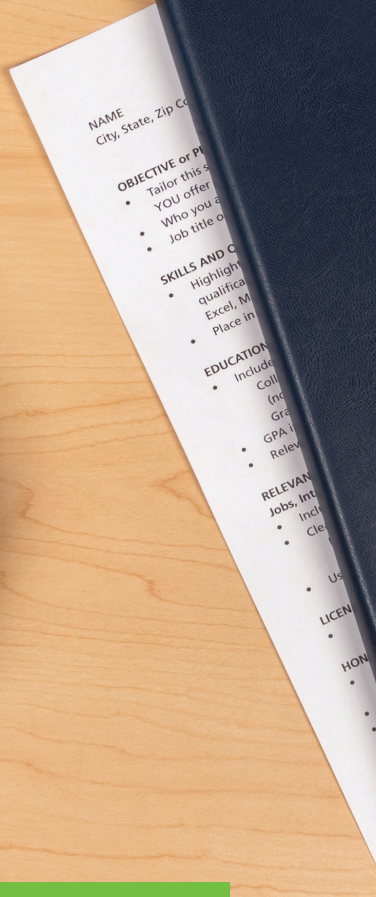
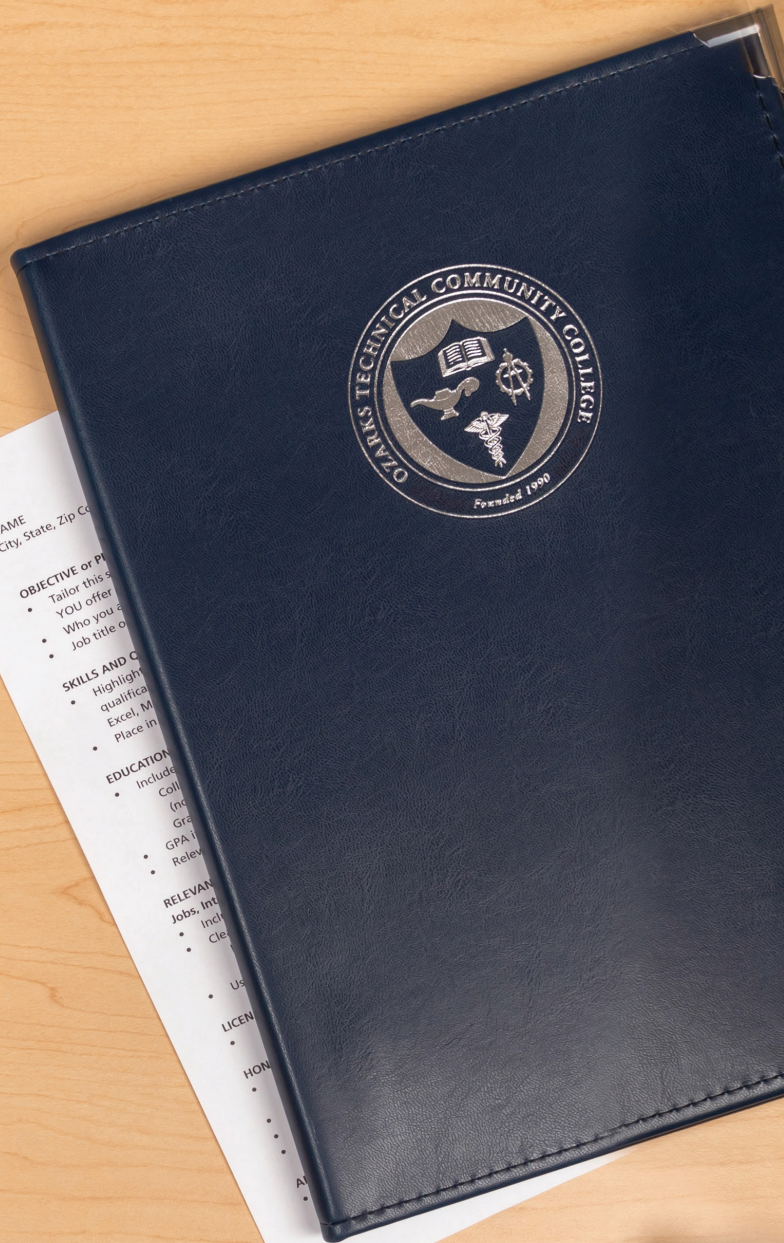
## BEHAVIOR-BASED QUESTIONS

1. Give me an example of a time when you set a goal and were able to meet or achieve it.
2. Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
3. Tell me about a difficult decision you've made in the last year.
4. Give me an example of a time when you tried to accomplish something and failed.
5. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker (or group member).

## QUESTIONS YOU MIGHT ASK AN EMPLOYER

1. What traits or characteristics do you usually look for in an employee?
2. What have you liked most and least about working for (\_\_\_\_\_)?
3. What do you consider to be your organization's three most important assets?
4. What are the main objectives and responsibilities of the position?
5. Can you describe a typical day?
6. What additional training might be necessary for this position?
7. What qualities are you looking for in a new hire?
8. Are there any further questions about my qualifications I can answer?
9. What is the next step in the process?
10. When do you expect to make a hiring decision for this position?





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