



VIRGINIA BANKERS ASSOCIATION  
**BANK INTERNSHIP**  
PROGRAM

# Resumé Workshop, Interview Skills and Human Resources Best Practices

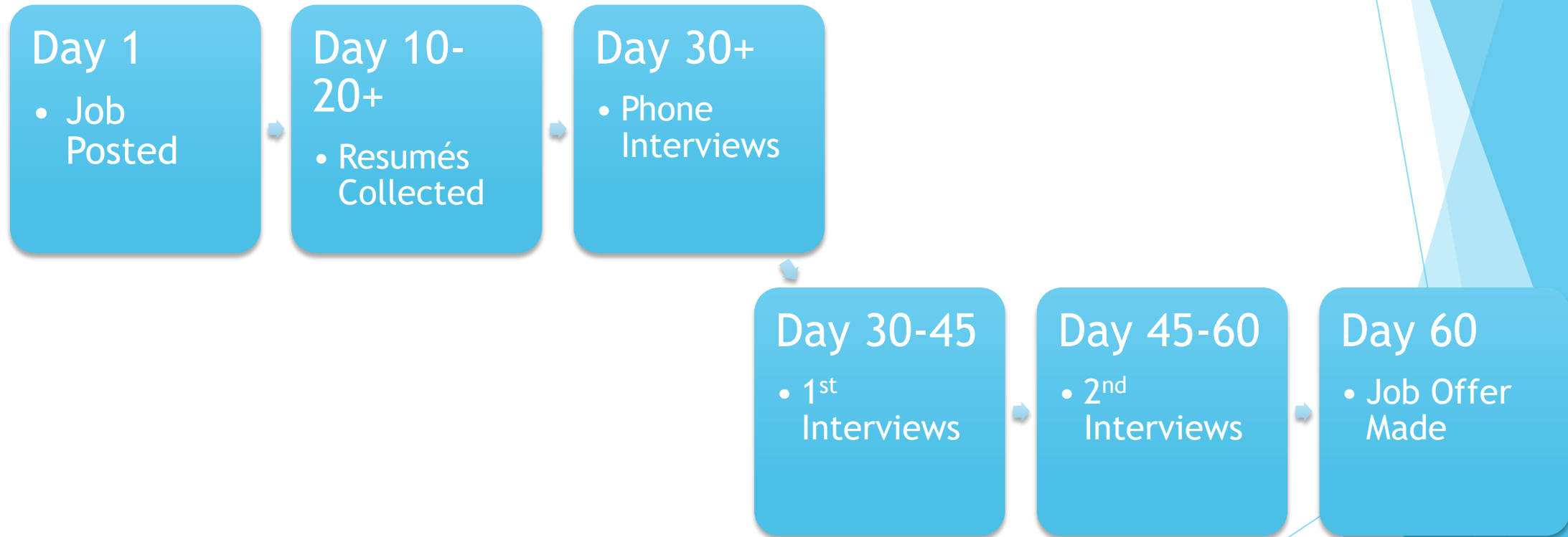
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# A Timeline of the Hiring Process





# Interviews



## Trends in Interviewing

- ▶ Hiring for the cultural fit more than the technical skill set and measurables
- ▶ Hiring committee does the hiring, not the manager
- ▶ Asking the same question more than once
- ▶ Conducting non-traditional interviews outside of the office

## HR Committee Feedback

- ▶ *What is the deciding factor for you when conducting the interview that will automatically eliminate the candidate from consideration?*
  - ▶ In person interview:
    - ▶ Contradictions
    - ▶ Not answering the questions that were asked
    - ▶ Poor body language
    - ▶ Late arrival
    - ▶ Unprofessional appearance
  - ▶ Phone interview:
    - ▶ Not speaking clearly or providing clear, concise answers
    - ▶ Poor connection
    - ▶ Not showing enthusiasm for the opportunity





## Before You Go...

- ▶ Research the position and the company.
- ▶ Prepare “selling points” to show why you’re the best candidate for the job.
- ▶ Plan your professional dress.
- ▶ Practice with mock interview questions.
- ▶ Have a well prepared and updated resume, including a cover letter.
- ▶ Tailor responses to particular job.
- ▶ Have answers prepared for:
  - ▶ Your career goals and how this job fits into those goals
  - ▶ Your ideas for positively impacting the company

# Remember...

- ▶ *You are interviewing them as much as they are interviewing you!*





# Resumé Tips & Workshop





## 2021 Resumé Feedback

- ▶ Having a well-organized, easy to read resumé will help you move to the front of the line. Be sure your formatting is easy to read!
- ▶ Be careful with resumé format templates - those typically lead to a lot of wasted space. If possible, your resumé should fit on one page.
- ▶ References do not need to be listed on the resumé (your application will provide a section to list references).
- ▶ Unless it is your highest level of education, remove high school information.
- ▶ Education information should be listed at the top of the resumé. GPA should be listed only if it is 3.5 or higher.
- ▶ In regard to “skills” section, be sure there are examples, evidence and details to support skills listed. Use past tense if no longer working for a company.
- ▶ This is your opportunity to “sell” yourself and show the hiring manager why you should be chosen over other applicants - show this through providing DETAILS on work/volunteer experience.

## HR Committee Feedback

- ▶ *What will make you “toss” an application?*
  - ▶ Typos and poor grammar
  - ▶ Incomplete or contradictory information
  - ▶ Not completing required sections and using “Please see resumé.”
- ▶ *What will make you “toss” a resumé and stop the hiring process?*
  - ▶ Typos and poor grammar
  - ▶ Evidence of job-hopping
  - ▶ No skills or experience that qualifies for the opening - mismatch for the job description
- ▶ *Do you expect a cover letter?*
  - ▶ When in doubt, include a cover letter



# Resumé & Application Dos and Don'ts

## ▶ Do:

- ▶ Be accurate
- ▶ Be neutral
- ▶ Pay attention to the job description
- ▶ Follow directions

## ▶ Don't:

- ▶ Oversell yourself
- ▶ Get hung up on technical skills
- ▶ Use the same resumé for every job description

We'd love to hire you, but your spelling mistakes and poor grammar show you're not as "detail-oriented" as you claim.

Sorry.

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user card



## Adding this Summer Experience to Your Resumé

- ▶ Skills that you've gained:
  - ▶ Customer service skills
  - ▶ Communication skills
  - ▶ Money counting skills
  - ▶ Time management/multitasking skills





Questions?