



Resumés, Interviews, and HR/Recruiting Best Practices Workshop



Resumés

The “Do’s” of Resumés

▶ Master Résumé

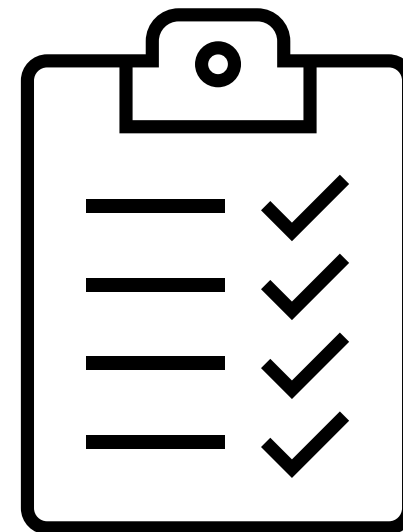
- ▶ Optional
- ▶ Starting point
- ▶ Info dumping

▶ Sections

- ▶ Do you have the rights ones?
- ▶ What is relevant to the job?
- ▶ What do you want them to know about you?
- ▶ Do not add things they do not need to know



The “Do’s” of Resumés (con.)



▶ Formatting

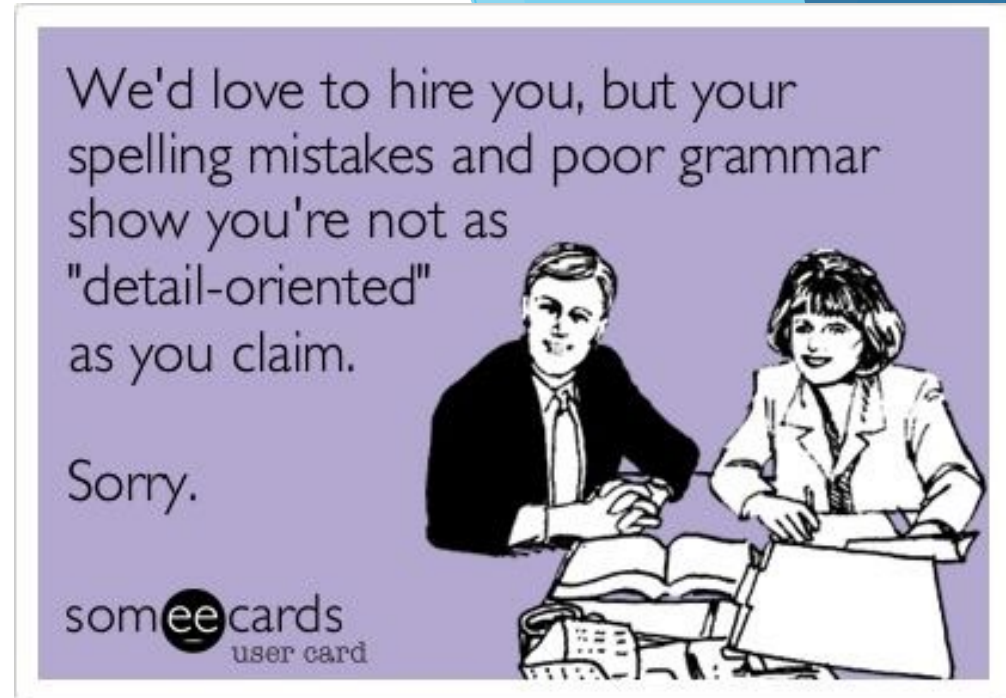
- ▶ Big bold name
- ▶ Clean with good white space
- ▶ Structured and aligned
- ▶ Reverse chronological order

▶ Content

- ▶ Relevant
- ▶ Concise but thorough
- ▶ Grammar
- ▶ Action Verbs
- ▶ Consistency (past/present)

The “Do Nots” of Resumés

- ▶ Poor grammar and spelling
- ▶ Excessive job hopping
- ▶ Lack of matching experience or skills
- ▶ Too much/ too little info
- ▶ Contradictory info*
- ▶ False Info
- ▶ Too many pages



Additional Information

- ▶ References do not need to be listed on the resumé
- ▶ Once you are in college/graduate, remove high school information
- ▶ Utilize font size, italics, and bolding to help break up sections
- ▶ Include relevant clubs, leadership, and volunteer experience
- ▶ Be careful with abbreviations and spell them out/explain them where possible

Adding This Summer Experience to Your Resumé

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



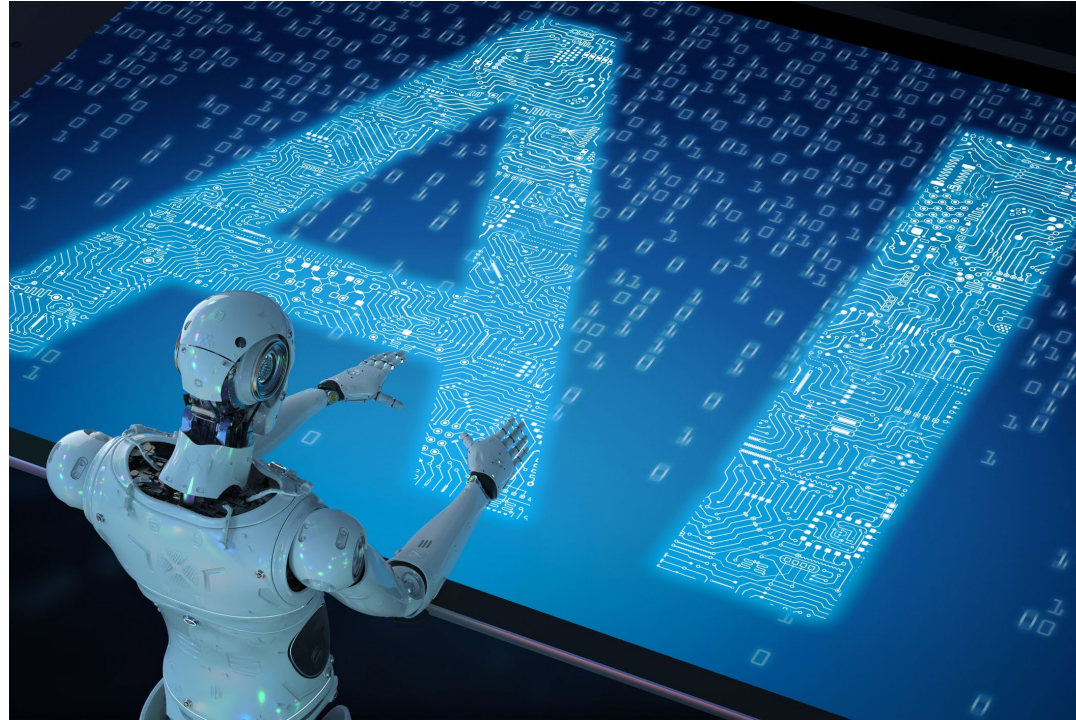


Resume Feedback

- ▶ Personal vs. Professional interests
- ▶ Order of experience - reverse chronological order
- ▶ Content/wording - be purposeful with your words because they matter
- ▶ Tenses - past v. present and keep it consistent
- ▶ Excess information - exact dates, extra schooling, GPA etc.
- ▶ Section names - make sure they are accurate
- ▶ Section order - order of importance
- ▶ Save formatting by saving as a PDF
- ▶ Contact info - address and emails
- ▶ Saying "I"

AI and Resumes

It's ok to use AI for help BUT do not use it to do everything





Example Resume

Your Name Here

123.555.6789 | yourname5@ncsu.edu | [linkedin.com/in/yourname](https://www.linkedin.com/in/yourname) | myportfolio.wordpress.ncsu.edu

Summary

Collaborative, ambitious problem-solver with inclusive leadership qualities, seeking internship position in Communication, Marketing, or Media. Prioritizes attention to detail, thoroughness, and aesthetic appeal. Energized by forming connections, learning from others, and embracing creativity.

Education

North Carolina State University, Raleigh, NC | Anticipated May 20XX

Bachelor of Arts in Communication, Media Concentration | GPA 3.528 | Dean's List 20XX

Skills and Coursework

- | | | |
|-------------------------------------|-------------------------|---------------------|
| - Communication Theory | - Creative Thinking | - Canva |
| - Newsletter Writing and Production | - Relationship Building | - Adobe Illustrator |
| - Academic Writing and Research | - Psychology | - iMovie |

Experience

Social Media Chair, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Managed social media accounts across various platforms such as Instagram, Tik Tok, and Facebook, while curating content that catered to each respective audience
- Edited and uploaded photos and videos to produce content that accurately reflected the values stated in Delta Zeta National By-Laws and upheld the standards of the Panhellenic Association
- Designed and distributed engaging infographics to clearly communicate information to sorority members, alumni, and potential new members
- Promoted fundraising events that benefited the Starkey Hearing Foundation and the American Society for Deaf Children, which amassed 193% of the previously stated monetary goal
- Collaborated extensively with the Vice Presidents of Recruitment and Philanthropy to maintain consistency throughout posts and brainstorm new ways to boost engagement and gain support

Standards Delegate, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Applied communication tactics to facilitate productive discussions with chapter members who have violated Delta Zeta policies
- Collaborated with the Vice President of Risk, Standards President, and fellow committee members to develop effective plans of action to aid chapter members in accessing any resources that may help them, and minimize the risk of repeat occurrences

Fitness Assistant, NC State Wellness and Recreation Center | Raleigh, NC | April 20XX-January 20XX

- Enthusiastically greeted patrons and provided accurate information about programs, services, and facilities.
- Ensured safety of fitness space users by demonstrating proper use of equipment, maintaining cleanliness of the facility, and enforcing facility policies and guidelines

Lifeguard, JCC Bridgewater | Bridgewater, NJ | June 20XX-Present

- Demonstrated crucial attention to detail in performing pool maintenance tasks and documenting chemical and thermostat data throughout shifts
- Practiced active surveillance to prevent and identify potential emergencies while supervising swim team training sessions, aquatic fitness classes, and free-swim sessions for campers
- Utilized interpersonal skills when interacting with patrons, enforcing safety policies, and mediating conflicts between community members
- Mentored and trained new hires by thoroughly explaining tasks and responsibilities, such as alertness, empathy, and decision-making

Extracurricular and Service

- Public Relations Society of America
- Feed the Pack Food Pantry Volunteer

Example Resume

POWELL FINWOOD

BUSINESS CONSULTANT

+123-456-7890

hello@reallygreatsite.com

123 Anywhere St., Any City

ABOUT ME

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

EDUCATION

Borcelle University

Bachelor of Business
Management

2010 - 2013

3.8/4 GPA

Borcelle University

Bachelor of Business
Management

2010 - 2013

3.8/4 GPA

EXPERTISE

Management Skills

Digital Marketing

Negotiation

Critical Thinking

Communication Skills

EXPERIENCE

Business Consultant

Jan 2022 - Present

Liceria & Co.

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Business Consultant

Jan 2018 - Nov 2022

Liceria & Co.

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Business Consultant

Dec 2015 - May 2017

Liceria & Co.

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CERTIFICATION

Digital Marketing Manager

Arowwai Business Academy

2014 - 2015

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Digital Marketing Manager

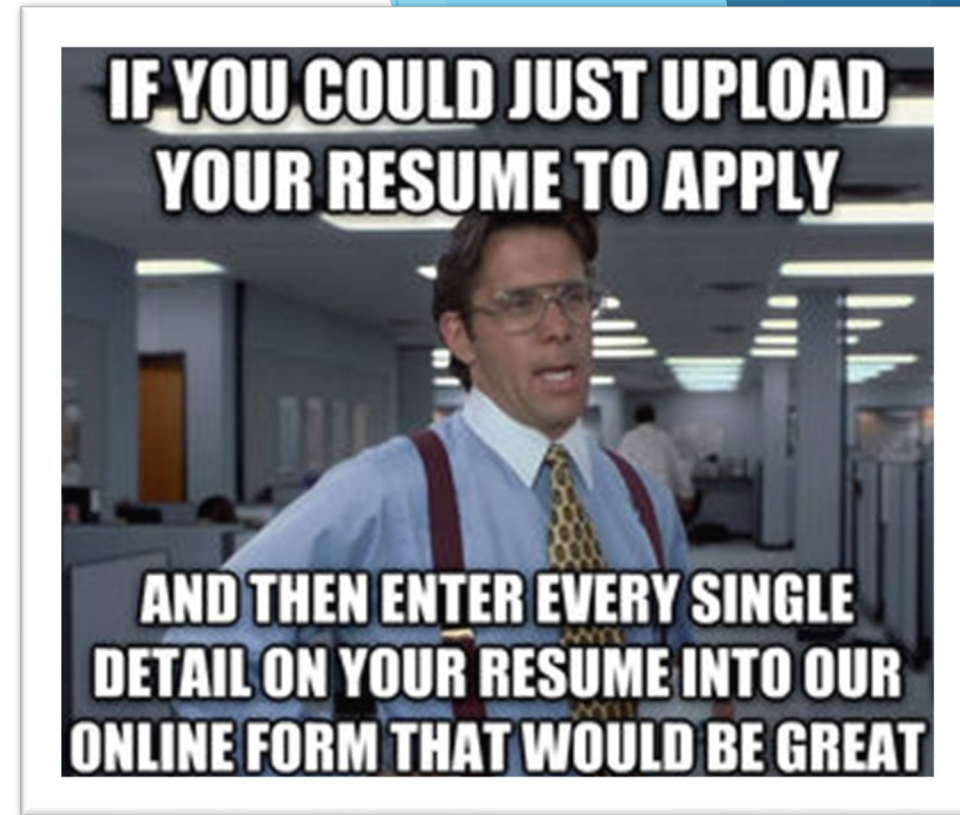
Arowwai Business Academy

2016 - 2018

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Notes on Applications

- ▶ Check your spelling and grammar
- ▶ Follow directions/complete it
- ▶ Feedback:
 - ▶ “When reviewing an application, if they do not want you to contact their previous employer, that is always a red flag for me. I can totally understand not contacting your current employer, but if you have indicated for me not to contact your previous employer and you have no explanation written out on your application, then it is a total red flag.”





Interviews

Remember...

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



Phone Interviews

- ▶ 15-30 minutes
- ▶ General topics
 - ▶ Do you understand the role?
 - ▶ Do you have relevant experience?
 - ▶ What are you looking for?
- ▶ Tips:
 - ▶ Speak clearly
 - ▶ Don't get distracted
- ▶ Goal: is it worth it to move forward?



Before You Go...

- ▶ Research the company
 - ▶ What do they do?
 - ▶ What do they stand for?
 - ▶ Why do you want to work for them?
- ▶ Prepare answers to standard questions
- ▶ Write out some questions to ask them
- ▶ Know your resume and experience inside and out
- ▶ Pick your outfit ahead of time
- ▶ Grab something to take notes with (not electronic!)



Candidate Questions

- ▶ Why is this position available?
- ▶ How would my performance be evaluated?
- ▶ What kind of growth opportunities are there for this position?
- ▶ How long have you (the interviewer) worked here?
- ▶ What do you like about working here?



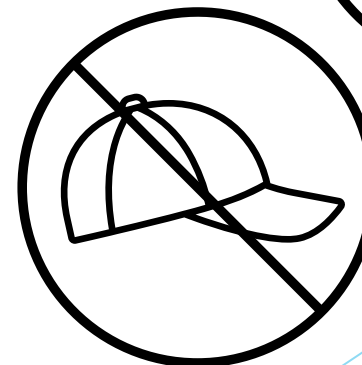
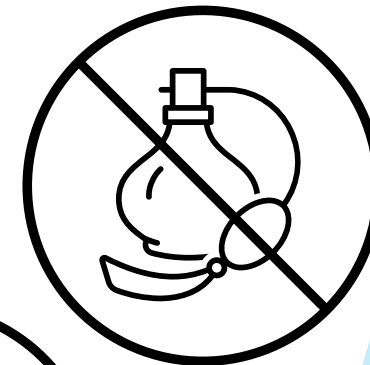
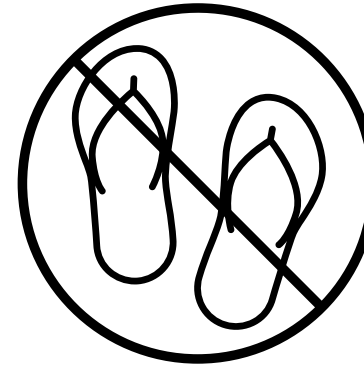
The “Do’s” of Interviewing

- ▶ Dress professionally
- ▶ Arrive early
- ▶ Speak politely to everyone
- ▶ Smile and make eye contact
- ▶ Listen carefully
- ▶ Ask clarifying questions
- ▶ Speak clearly
- ▶ Take notes
- ▶ Ask them questions
- ▶ Put your phone away



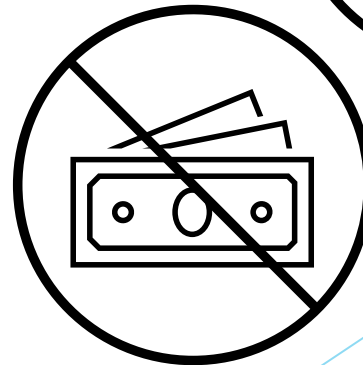
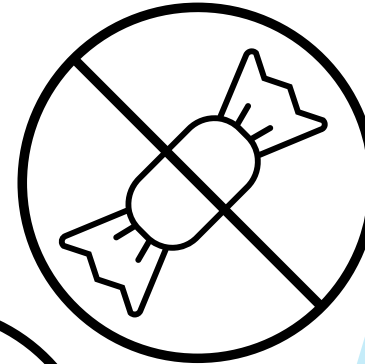
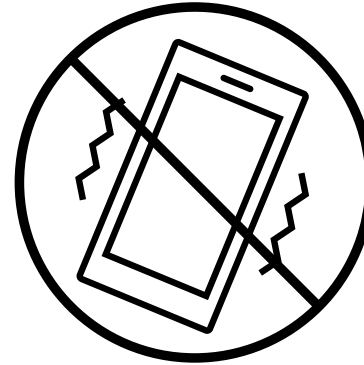
The “Do Nots” of Interviewing

- ▶ Be late
- ▶ Wear a “loud” outfit
- ▶ Dress casually
- ▶ Wear strong perfume/cologne
- ▶ Interrupt
- ▶ Overshare
- ▶ Cross your arms



The “Do Nots” of Interviewing

- ▶ Use filler words
- ▶ Chew gum
- ▶ Check your phone
- ▶ Talk badly about previous jobs/bosses
- ▶ Show a lack of interest
- ▶ Focus on money
- ▶ Lie/ oversell yourself



Virtual Interviews

- ▶ Treat it similarly to in-person
 - ▶ Dress professionally
 - ▶ Speak clearly
 - ▶ Prepare questions and answers
 - ▶ Stay focused
- ▶ Good lighting
- ▶ Quiet area
- ▶ Be aware of your background



Additional Insight

- ▶ *“When conducting the interview, what is the deciding factor for you that will automatically eliminate the candidate from consideration?”*
 - ▶ Not answering the questions that were asked
 - ▶ Someone that I have “drag” the answers out of
 - ▶ Canned language that seems “too good to be true”
 - ▶ Unprofessional look and behavior
 - ▶ Lack of Motivation
 - ▶ Negativity

After You Go...

- ▶ Write a Thank You note or email
- ▶ Connect with interviewers on LinkedIn





HR &
Recruiting

A Timeline of the Hiring Process

Day 1

- Job Posted

Day 10-20+

- Resumés Collected

Day 30+

- Phone Interviews

Day 30-45

- 1st Interviews

Day 45-60

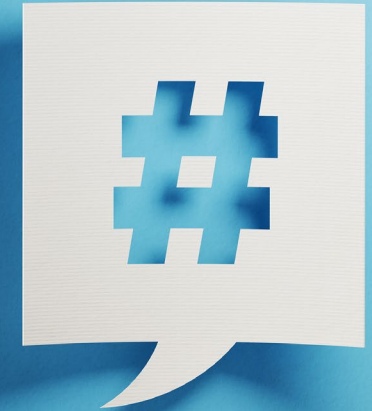
- 2nd Interviews

Day 60

- Job Offer Made

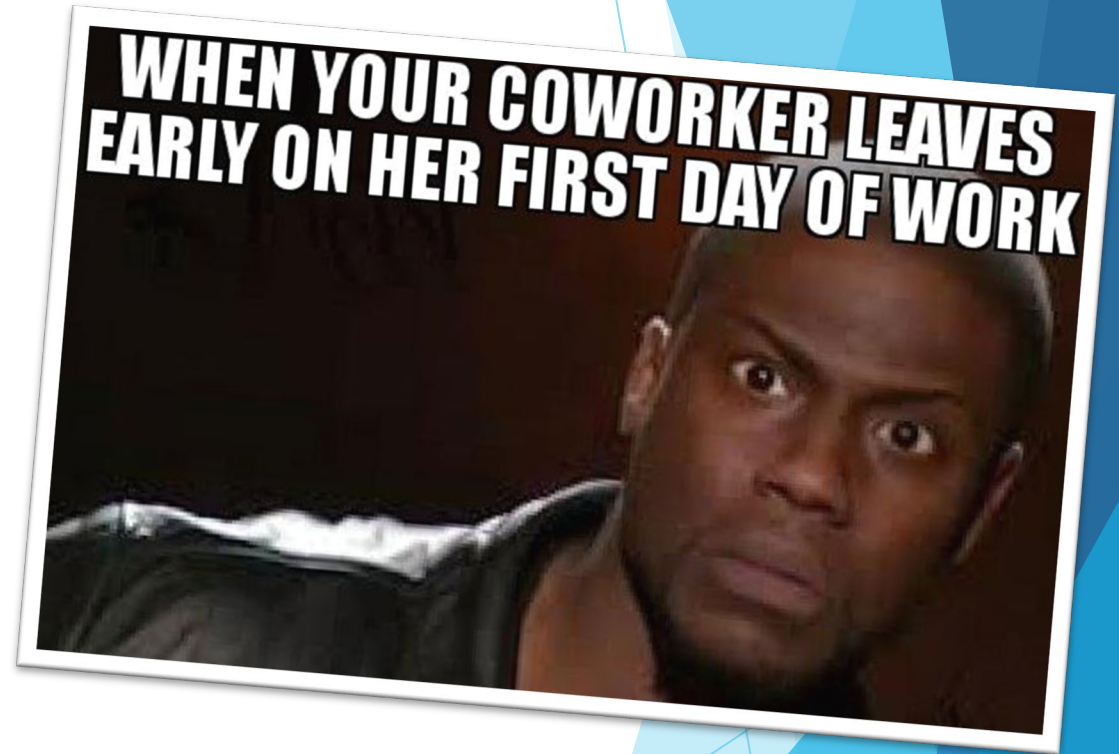
Social Media

- ▶ Know your “friends”
- ▶ Be careful what you post
- ▶ If you have to think twice, don’t post
- ▶ Companies will look at your social media



Remember...

- ▶ *The interview doesn't stop once you accept the job.*





Questions?