

Planning for a Great Tomorrow

The Career Services Department Guide to Professional Enhancement and Career Development



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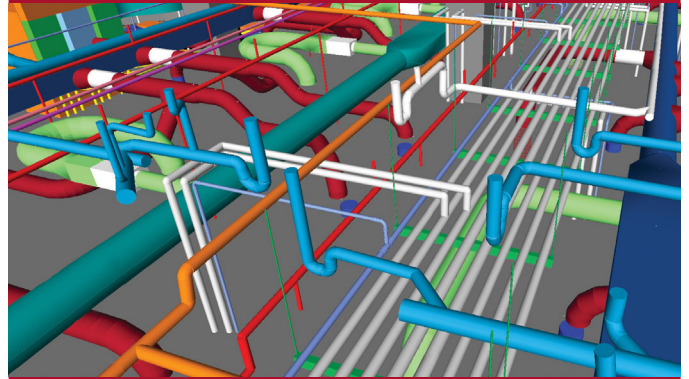
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How to contact the MSOE Career Services Department

Student Life and Campus Center
Room CC-370
1025 North Broadway
Milwaukee, WI 53202-3109

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Fax: (414) 277-7122
Email: Dr. Mary Spencer: spencer@msoe.edu
Jennifer Abing, M.Ed: abing@msoe.edu

Website: www.msoe.edu/career_services
Career Net: <https://msoe.experience.com>

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Advice From the Career Services Department

Freshman Year

- Establish a strong GPA
- Check email daily
- Get involved in at least one campus activity
- If employment is necessary – consider on-campus employment
- Attend Career Fairs
- Familiarize yourself with the Professional Development Transcript
- Create or upload a Career Net resume and a Montage Talent Portfolio
- Toward the end of Spring Quarter, begin documentation in your Professional Development Transcript
- Have fun

Sophomore Year

- Maintain/improve your GPA
- Check email daily
- Update your Career Net resume and Montage Talent Portfolio
- Continue and consider increasing campus involvement
- Join and participate in your Professional Association Student Chapter
- Attend Career Fairs
- Begin search for summer internship
- Spring Quarter – review year's activities and update Professional Development Transcript
- Get summer internship
- Have fun

Junior Year

- Maintain/improve your GPA
- Check email daily
- Update and polish your Career Net resume and Montage Talent Portfolio
- Continue campus and professional involvements
- Identify industries that hire your major, and begin investigating career options
 - Attend information sessions
 - Professional association events and presentations
 - Discussions with faculty
 - Networking
- Begin researching potential employers or graduate schools
- Attend Career Fairs
- Purchase professional attire for interviewing
- Review year's activities and update Professional Development Transcript
- Have fun
- Summer internship

Senior Year

- Maintain/improve your GPA
- Check email daily
- Update and polish Career Net resume and Montage Talent Portfolio
- Get involved with your Career Services Department
- Finalize career goals
- Finalize Professional Development Transcript and prepare professional portfolio
- Develop job search strategies
- Interview on campus and attend information sessions
- Continue campus and professional involvements
- Attend Career Fairs

After Graduation

- Begin your professional life
- Keep Career Services Department up-to-date on your employment status

Steps to Getting a Job

1. Know your skills and communicate them

- If you don't know or cannot communicate your skills, how can you expect an employer to figure them out?
- Your skills are what you are good at.
- Your skills are what have enabled you to be successful to this point in your life.
- You have skills that are transferable to whatever job you desire. Identify five of those skills.
- If you don't know the skills/what you are good at – and how they relate to a particular job, you can't write an effective resume, you can't effectively interview and you are unlikely to get job offers.
- If you are having difficulty determining your skills, contact the Career Services Department.

2. Have a focused job objective

- Your employment objective should include:
 - For general online resumes: include the type of position or area of specialization you are seeking.
 - For direct applications, include the company name and job title. Personalize every resume.
 - List two or three key skills and areas of expertise you have that are relevant to the position.
- Describe your skills, expertise and interests in more detail in the body of your resume. When job opportunities become known to you, make sure the skills, areas of expertise, and strong interests, as indicated in your objective, match those contained in the job information.

3. Know where and how to look

- Do research and network to find employers who do what you want to do. Then network, network, network (see networking on page 25).

4. Work full time at getting interviews

- As a full-time student, your goal should be to spend a minimum of five hours a week looking for interview opportunities.
- After graduation, work full time at finding interview opportunities (20 hours per week minimum).
- Time spent communicating face-to-face, by phone or email is most productive. If you are not communicating with a person by name, you are not being productive.
- Follow-up with the human resources office on all applications.

5. Interview effectively

- If you know what skills you have, are able to communicate them and support them with examples of projects you have done, problems you have solved, and previous successes, you have the basics for effective interviewing.
- Make every interview an experience for your continuous improvement.

6. Follow-up on all contacts

- Following up often makes the difference between success and failure. Sending a "thank you" (within 24 hours if possible) is essential.

How to use MSOE Career Net

Benefits of a Career Net account:

1. Employers can view your resume online and contact you directly.
2. Employers post job descriptions directly on Career Net, which you can view online.
3. A Career Net resume makes MSOE students and alumni eligible for on-campus interviews.
4. Receive feedback and advice from the MSOE Career Services Office regarding your resume and job search.
5. Access employer contact information.

You don't want to miss out on these opportunities!

How to use Career Net:

Log in at <http://msoe.experience.com> (first-time users should complete their profile)

Upload a resume or cover letter

1. Hover mouse over Documents tab, and click on Upload a Document
2. Select the document type to upload and click Next
3. Click Browse, then choose the file from your computer and click open
4. Click Upload (it will take a few moments for the website to convert document)
5. After the document is converted, it requires approval from MSOE Career Services team
6. Once document is approved, students may use it to apply for jobs
7. More than one resume can be uploaded to fit different positions by repeating Steps 1-6

Publish approved general resume to Resume Book so employers can search for you

[This can only be done once the resume has been approved]

1. Hover mouse over Documents tab, and click on Publish a Resume
2. There are three different resume books, so pick the one that fits the positions you are seeking (internships, entry-level full-time jobs, experienced full-time jobs)
3. From the "Choose resume to publish" drop-down menu, select the approved resume you would like to publish to the book
4. Click on Save

Search job database

1. Hover mouse over Jobs & Internships
2. Click on Jobs & Internship Search

Basic search

1. Click on Basic Search under More Searches
2. Narrow results by Opportunity Type (job, internship, co-op), Keywords, Job Function, Location, and International Opportunities
3. Click Search, and results will be populated
4. Click on "Save Your Search" to receive new jobs by email

Advanced search—use to find relevant opportunities

1. Click on Advanced Search under More Searches
2. Narrow Your Results by Date Posted, Experience Level, Job Status, Opportunity Type, Industry, Job Function, and By Network
3. Be detailed to find relevant job searches, but being too detailed might produce no results
4. Click Search, and results will be populated
5. Click on "Save Your Search" to receive new jobs by email

Building a Resume

All resumes must be concise, accurate and error-free.

Email Address

Be sure to list an email address that is:

1. Professional looking. Use your school email or one that is just your first and last name.
2. Checked often. Employers and the Career Services Department will often communicate with you via email. Check your email messages daily.

Objective

An objective statement is a concise statement of the position you are seeking. A complete objective includes position/function, fields of interest or type of industry, and location. (Answer the questions WHAT? and WHERE?) Customize it to each company and job to which you apply.

Qualifications

These should be highlights of your skills and accomplishments, and should include a brief context for how you developed/applied each one. See the Qualification Examples on page 6.

Education

List your school, location, degree you're working toward, major, expected graduation date, and GPA (if 2.8 or above). Also include any minor(s), concentration(s) or specialty area(s). A list of related courses you have completed can be helpful.

Achievements

List your school-related honors such as Dean's List and scholarships you've been awarded.

Senior Project/Thesis

If applicable, give a brief description of your senior design project or an abstract of your thesis. Focus on your role in it, and what you accomplished.

Experience

It is recommended to list at least one previous work experience (paid or volunteer). Identify the company, location, your job title and dates employed there. Describe what you accomplished or what you learned. When describing jobs unrelated to your major, focus on the interpersonal skills gained and how you developed/applied them. Begin each bullet with a strong action verb (see page 8.)

Computer Experience

List programming languages, software, systems, etc.

Honors and Organizations

On-campus and community involvement, including offices or leadership positions held.

Interests

A brief list of personal and professional outside interests. Avoid controversial issues such as hunting.

Availability

Identify when you are available to begin working, not when employers can contact you.

Example Resume

Testy McTester

1025 N. Broadway #370
Milwaukee, WI 53202

(414) 277-7119
testy.mctester@msoe.edu

-
-
- OBJECTIVE** An internship in the electrical engineering field. Specific interests include circuit or component design, control systems, and test engineering. Willing to relocate.
- QUALIFICATIONS**
- Developed leadership skills through participation in on-campus organizations.
 - Extensive use of AutoCAD in MSOE coursework and summer internship.
 - Passion for learning demonstrated through seeking additional certification (Pro-E).
 - Conversational skills in Spanish.
 - Excellent customer service skills developed through previous retail experience.
- EDUCATION** Milwaukee School of Engineering (MSOE) · Milwaukee, WI **Graduation:** May 2016
Bachelor of Science in Electrical Engineering **GPA:** 3.1
- Coursework completed in Linear Circuits, Digital Systems and Energy Conversion.
- ACHIEVEMENTS** Dean's List for 3 quarters.
Received \$10,000 merit scholarship.
- EXPERIENCE**
- Example Company** Milwaukee, WI March 2014–August 2014
Electrical Engineering Intern
- Designed digital and analog circuits in a team of 6 engineers.
 - Independently used AutoCAD for electrical component design.
 - Worked directly with Engineering team on \$50,000,000 hospital renovation.
- Greg's Pool Supply** New Berlin, WI Summer 2013
Sales Associate
- Worked directly with customers to meet their retail needs.
 - Developed problem-solving skills in determining appropriate part for repairing broken pool equipment.
 - Furthered communication skills through customer interactions in person and on the phone.
- COMPUTER EXPERIENCE** Proficient in MS Office (Word, Excel, PowerPoint, Outlook), PSpice, VHDL, and C++.
Extensive use of AutoCAD and Multisim.
Certified in Pro-Engineer.
- INVOLVEMENT** Active member of IEEE 2012–present
Peer Assistant 2013–2014
- INTERESTS** Camping, reading historical fiction, golf, and participating in team sports.
- AVAILABLE** Currently available part time during school; full time Summer 2014.

Qualification Examples

Qualification statements should be no more than two or three sentences communicating your academic strengths, accomplishments resulting from employment/internships, computer skills (if important to the position you seek), achievements through organization/volunteer/civic/professional affiliations and other achievements/recognition.

Examples:

Academic strengths?

- 3rd year AE/CM student with GPA of 3.00
- Excelled in thermodynamics and heat transfer classes
- Designed an HVAC system for a 100,000-square-foot office complex as a senior design project
- Tutored other students in calculus and physics
- Will earn two bachelor's degrees: architectural engineering and construction management

Accomplishments resulting from employment?

- Worked in retail supervising 4 sales associates
- Teamed with 3 engineers to develop marketing strategies for new garden tractor product line
- Learned to use CAD program Micro Station
- Taught blueprint reading to 15 new manufacturing line employees

Computer skills?

If computer skills are key to the position you seek, it is recommended that they be listed as a qualification rather than under computer skills later in the resume

Achievements/skills learned through affiliations?

- Active member of IEEE
- Passed Fundamentals of Engineering exam
- Elected president of Student Government Association
- Worked with Special Olympics as a member of Circle K organization

Other achievements/recognition?

- Proficient in German (foreign languages)
- Captain of intercollegiate hockey team
- Earned Black Belt in Tae-Kwon-Do
- Who's Who in American Colleges & Universities

Top 10 Common Resume Mistakes

- 1. Inconsistency:** Employers notice any mistakes and inconsistencies. Common ones to avoid:
 - Ending some bullets with periods and others without.
 - Formatting some dates with hyphens and others with dashes, improper spacing around the hyphen/dash, and using numbers sometimes and words others for months.
 - Inconsistent spacing between or within sections.
- 2. Too Informal:** Professional resume language is important. Avoid these informalities:
 - 1st person pronouns (except when absolutely necessary).
 - Bad: I designed the lighting system for a 1,500 sq. ft. real estate office.
 - Good: Designed the lighting system for a 1,500 sq. ft. real estate office.
 - Contractions (I'm, that's, etc.).
- 3. References included on the resume:** Never put your references directly on your resume. They should be on a separate document that you bring to an interview or only send if requested.
- 4. Spelling errors (and grammar disagreements):** Any mistake will cause employers to throw away your resume.
- 5. Generic Traits:** Employers prefer tangible information. Avoid these generic words: Hard working, fast learner, highly motivated, detail oriented, organized, etc.
- 6. Missing information:** Remember to include these things on your resume:
 - Start and End work dates (Month Year - Month Year ...or... Month Year - Present).
 - Company location (City, ST).
 - Your contact information (at least phone and email).
- 7. Too much information:** Do not include the following:
 - Every single job task you had to do. Focus instead on skills/accomplishments with some context.
 - Specific company street address or zip code (only need City, State).
 - Marital status, age, high school graduation date, religious or political affiliation, etc.
- 8. Accomplishments and context not quantified:** Numbers will really help catch the reader's attention. For example: "Worked directly with 6-person engineering team on \$50,000,000 hospital renovation."
- 9. Paragraphs and complete sentences:** Bulleted lists and concise phrases are much more efficient.
- 10. High School Information**
 - Graduation date and school name are unnecessary.
 - College juniors and seniors should not list many high school achievements. Alumni none.

Bonus

- 11. Availability too desperate or demanding:**
 - Avoid words like immediately, ASAP, now, etc. ("Currently" is preferable).

Action Verbs to Help Your Resume

The following list of action verbs may be helpful to you as you write your resume. Use them to describe your skills, accomplishments and work experiences. This is by no means an all-inclusive list.

Accelerated	Introduced
Accomplished	Invoked
Achieved	Learned
Analyzed	Led
Applied	Managed
Brought	Molded
Calculated	Motivated
Chaired	Negotiated
Coached	Organized
Communicated	Perceived
Compiled	Performed
Conceived	Persuaded
Conserved	Planned
Coordinated	Presented
Counseled	Produced
Created	Programmed
Dealt with	Promoted
Defined	Recommended
Delegated	Reevaluated
Designed	Renegotiated
Developed	Reorganized
Empowered	Reported
Encouraged	Researched
Enlisted	Revised
Estimated	Selected
Evaluated	Solved
Expedited	Staffed
Forecasted	Stimulated
Implemented	Supervised
Improved	Terminated
Improvised	Trained
Increased	Translated
Initiated	Uncovered
Instituted	Utilized
Instructed	Withdrew
Interpreted	Wrote

What Employers Want to Know About Your Senior Project

On your Resume:

1. Briefly describe the project. What did your group design, or what is the goal of the project?
2. Describe your role in the group. Did you design one specific component of the project? Were you the project manager?
3. Was the project a success? Did you place in any competitions? Was the project implemented by the sponsoring company?

During an Interview:

In addition to the above information, consider discussing the following:

1. What have you learned from other courses that help you in this project? (Consider also General Studies and Business/Management subjects.)
2. Describe the group dynamics?
 - a) How was the group formed?
 - b) How was the project chosen?
 - c) How were leadership roles assigned or assumed?
 - d) What role did you play in the team effort?
 - e) How did the team keep on task?
 - f) What did you learn about team/group dynamics?
3. What did you learn from this experience that is transferable to success in your career?

How to Write a Cover Letter

NOTE: Cover letters are your opportunity to introduce yourself to an employer. Even when they are not required for an application, it is recommended to send one with your resume.

Your Name
Your Mailing Address
Your Phone Number

The date formatted as “Month Day, Year” (e.g. September 12, 2014)

Recipient’s Name
Recipient’s Title
Recipient’s Company
Recipient’s Mailing Address

A salutation greeting with Recipient’s name

The first paragraph tells the reader why you are writing. Identify the position you are interested in and how you learned of the opportunity. Examples include the company’s website, a posting on Career Net or through the Career Services Department, a job-search website such as Monster.com, through someone you know who works at the company, or from a professor. Express your interest in the position, and entice the reader to continue reading.

The middle section of the cover letter can be broken into one or two paragraphs. Outline your strongest qualifications that match with specific job requirements. Provide evidence of your related experiences and accomplishments, making connections between your background and the position. Keep this section focused on one or two unique skills or experiences, and avoid simply re-writing your whole resume in paragraph form.

The final paragraph reiterates your interest in the position and suggests an action plan. Make reference to your enclosed or attached resume (and references if requested), and express your desire to discuss your qualifications in more detail. Indicate that you will call during a specific time period (typically ~1 week) to arrange a potential interview. Show appreciation to the reader for his or her time and consideration.

A complimentary closing,

Your signature (if providing a hard copy)

Your Name

Indicate that there are one or more enclosures with the letter (e.g. “Enclosure: Resume, References” if mailed, or “Attachments: Resume, References” if emailed).

Example Cover Letter

Testy McTester
1025 N. Broadway #370
Milwaukee, WI 53202
(414) 277-7119

September 12, 2014

Mr. James R. Johnson
Personnel Director
ABC Company
123 Example Street
Milwaukee, WI 53207

Dear Mr. Johnson,

I received your position description of the Electrical Design Engineer through the Career Services Department at Milwaukee School of Engineering (MSOE). As a graduating Electrical Engineering major I would be very interested to begin my career in this position at ABC Company.

Through my internship with Example Company, I developed a strong proficiency in AutoCAD, using it to design electrical components similar to those produced by ABC. My certification in Pro-Engineer will allow me to adapt easily to other modeling programs as well. Working directly with the Engineering Team, I gained a unique professional perspective for how industry operates that has complemented my extensive lab and group-work experience at MSOE. The team-oriented environment at ABC greatly appeals to me, and these experiences will allow me to work effectively in this position.

My background and career goals seem to match your job requirements well. I have attached my resume for your convenient review, and look forward to discussing my qualifications with you in more detail. I will contact you within a week to confirm your receipt of this letter, and to arrange for a potential interview. You may also contact me directly at (414) 277-7119 or testy.mctester@msoe.edu. I greatly appreciate your consideration, and look forward to talking with you.

Sincerely,

Testy McTester

Testy McTester

Enclosure: Resume

Career-related Work Experience Through Internships

Typically, 80 to 85 percent of our seniors have internship work experiences. These opportunities become available through the Career Services Department, faculty referrals and contacts made by students.

Internships help create a bridge between the classroom and the workplace and provide a skillbuilding experienced-based learning opportunity.

Work experiences help students to further define his/her career goals, develop additional skills and become work ready.

Eligible students should:

- Have completed their sophomore year (some opportunities may be open to freshmen)
- Be in good academic standing

Interns:

- May work full time in the summer and/or part time during the school year
- As a general rule, are paid by employers for their work
- May earn academic credit at the discretion of the respective academic chairperson*
- May receive written performance evaluations at the end of each work period (these are between the employer and the intern student)

*Must be arranged prior to beginning internship

The Career Services Department will:

- Promote internships to companies and students
- Refer candidates' resumes in response to company requests
- Post job opportunities
- Advise candidates on –
 - Self-directed searches
 - Cover letters
 - Resumes
 - Interviewing skills

The Candidate's Responsibilities:

- Post resume on Career Net
- Cover letters
- Interview preparation
- Do a self-directed search
- Check Career Net, job books and bulletin boards
- Keep the Career Services Department informed of progress

Internships have been available through hundreds of companies. A partial list includes:

Accenture
Affiliated Engineers
Astronautics
ATI Ladish Co.
Brady Corp.
Caterpillar Inc.
C.G. Schmidt
Children's Hospital of Wisconsin
Compaq Computer
Cooper Power Systems
Dedicated Computing
Direct Supply
Froedtert Hospital
Greenheck Fan Corp.
Harley-Davidson Co.
Johnson Controls Inc.
Kain Energy Corp.
KJWW Engineering
Magnetek Corp.
Midwest Generation
Modine Manufacturing Co.
Northwestern Mutual
Oshkosh Corp.
Plexus Corp.
Rexnord-Falk
Rockwell Automation
Rockwell Collins
United Conveyor Corp.
UPS
Walsh Construction
Zenith Electronics

On-campus Interview Sign-up Procedure

- Students are selected for interviews based on criteria provided by the employer.
- Based on that criteria, the Career Services Department will notify all qualified students of the interview opportunity via the student's Career Net resume email address (approximately three weeks prior to interview date).
- Students are directed to view the job description on the MSOE job site to determine if the position is one they would be interested in.
- Students who are notified indicate their interest by following the directions in the emailed notification message. Last date to indicate interest is clearly identified in the notification message.
- The Career Services Department submits all names of the interested candidates to the employer. The employer goes on the resume database to view resumes and selects the candidates to be interviewed.
- Interview schedules are made from the roster of selected students (approximately one week prior to the interview date).
- Students are notified of their selection or non-selection via email (approximately one week prior to the interview date).
- If selected to interview, please follow instructions in the email message to confirm or decline your interview. We need an immediate response!

NOTE:

- Check email messages daily, including your Junk folder.
- Keep Career Net resume up-to-date (contact info, academic status, availability, etc.).
- No shows or late cancellations will result in loss of on-campus interview privileges!

What criteria do employers use?

- Degree and major.
- Specialties and subjects taken within the major that suggest competency in an area important to the employer.
- GPA.
- Relevant experience – usually through internships, previous employment or projects you have completed.
- Matching your interests with the company's business, product or service. Interests should be listed in your objectives. Examples: sales and marketing, software design, digital electronics, thermodynamics and heat transfer, and network management.
- Well roundedness – strong academically and involved in campus and/or community activities.
- Geographic location – willingness to relocate or permanent home city and state.

The Interview Conversation and Purpose

All hiring and promotion decisions hinge ultimately on conversations and relationships.

Credentials get you the interview – attitude gets you the job offer.

Attitude = Positive, Interest and Enthusiasm. The interview is a conversation with a purpose.

Interviewer's Purpose

- Are candidate interests and this position a match? (focus)
- Can the candidate do the job? (skills)
- Will the candidate do the job? (attitude)
- Will the candidate fit into my organization? (ability to relate to others)

Interviewee's Purpose

- Are my interests and this position a match? (career goals)
- Is this the type of organization I want to work for? (values)
- Will this position provide me with opportunities for continued personal and professional growth? (values and goals)

To interview effectively you have to ...

- Prepare
- Continually evaluate your performance and improve
- Be able to interview based on your strengths
- Talk about those skills and attributes that you possess that are important to the position
- Ask questions that show insight and interest
- Ask for the "sale" (i.e., reiterate interest in the position)

Preparing for the interview ...

- Research the company or organization
- Conceptualize the position
- Articulate your competencies

Employers look for ...

- Communication skills
- Interpersonal relationship skills
- Intelligence
- Positive attitude
- Diversity

Your goals during the initial interview ...

- Make a good first impression
- Establish a positive relationship with the interviewer
- Sell your strengths
- Show interest and enthusiasm
- Be invited to the next step in the process

After the interview ...

- Evaluate your performance
- Make notes of:
 - names
 - date of interview
 - follow-up actions
 - personality traits noticed
 - "clues" picked up from interviewer
- Send a thank-you letter within 24 hours, if possible

Dressing for the Successful Interview

It is crucial to “look the part” as you go to an interview. Wearing the appropriate attire does contribute to achieving a desired position. It is critical in the initial interview process to make an immediate positive first impression to move on to the second interview stage. Corporate employers are impressed with candidates who adhere to tasteful and conservative clothing and grooming.

Appropriate Interview Attire for Men

- Single-breasted navy, black or charcoal gray two piece suit. Avoid pinstripes or loud colors.
- White, long-sleeved oxford cloth shirt complements any suit nicely.
- Wear silk tie that complements your suit nicely.
- Make sure socks match your suit. Dark colored socks that hit above the pants cuff and show no skin are recommended.
- Leather belt and dress shoes of matching color, typically black. Shoes should be polished with no scuff marks.
- Bring professional portfolio containing your resume as well as samples of professional work and accomplishments.
- Hair style should be groomed nicely.
- Cologne should have subtle smell and put on minimally.
- All tattoos and piercings should be covered.

Appropriate Interview Attire for Women

- Pant suit or skirted suit with skirt length appropriately at or below the knees are acceptable. Suit jacket can be single or double-breasted. Preferable suit colors are black, navy, or charcoal gray.
- Cotton blouse that is white or off-white is acceptable. Blouse should have conservative necklines with hidden or conservative buttons.
- Low to medium heel with closed toe and neutral hosiery.
- Jewelry should not be gaudy and worn sparingly. One ring on each hand as well as one earring in each ear is acceptable.
- Women should bring a professional briefcase or portfolio instead of backpack or purse.
- Makeup and perfume should be applied sparingly. Fingernails should be nicely trimmed with a conservative nail polish.
- Any tattoos should be hidden.
- Hair should be nicely groomed with hair pulled back from face.

Are You Ready for That Important Interview?

- I have researched the company.
- I have some idea of the company culture, product/service, location.
- I have formulated my goals for the interview:
 - Make a good first impression
 - Show interest and enthusiasm
 - Talk about my strengths and interests
 - Have a strong closing – i.e. re-emphasize my interest, ask for information regarding the next step in the selection process
- I have conceptualized the position, and in addition to my technical skills, I am prepared to talk about previous experiences that show that I have:
 - Leadership skills
 - Communication skills (speaking, persuading)
 - The ability to get along with others
- I am prepared to answer questions regarding:
 - Short-term objectives
 - Long-term objectives
 - My strengths
 - My weaknesses (areas which need improvement and corrective actions taken)
 - Why I'm interested in this position
 - Why I'm interested in this company/organization
 - Why I chose MSOE
 - Myself (tell me about yourself – why should I hire you?)
- I have prepared some questions I want to ask regarding:
 - Work environment
 - Training program(s)
 - Typical career paths
 - The company's vision
 - Other
- I am ready to “dress for success.”

Phone Interview Tips

- Dress in the same attire as through you were going to an in-person interview.
- Make sure your interview location is free from distractions or other noise, close doors if necessary and turn off other phones (cell phones, pagers, PDA, iPod).
- Keep a copy of your resume and other interview materials in front of you.
- Have a writing tool and paper ready for notes.
- If interviewing with more than one person over the phone, write the names of each interviewer on your notepad. This will help you visualize responding to the interview team.
- If possible, turn off call waiting. Otherwise, don't answer it!
- Practice with a friend or family member. Have someone call you and ask you interview questions over the phone.
- Speak clearly and confidently.
- Take your time. Don't rush your answers.

In addition to phone interviews, you are highly encouraged to set up a Montage Talent portfolio online portfolio. Montage Talent allows you to conduct live video conference interviews with a webcam.

See page 31 or contact the Career Services Department for more information about Montage Talent.

Interview Etiquette

Prior to the interview:

- Research the company, its industry and the position for which you are interviewing.
- Revisit your resume. This will give you clues about what the interviewer might base his/her questions on.
- Rehearse conversations you will have to communicate your skills, strengths and interests. Prepare several specific examples that give evidence of your skills, strengths, knowledge and abilities. Appropriate answers include describing an applicable situation; what specifically you did and outcomes. Avoid generalities.
- Prepare questions that you may want to ask.
- Dress for success. If you don't know the company's dress code, it is acceptable to call and ask.
- Arrive early and be prepared to present your most positive self.

The Interview

1. As you arrive, visit the restroom and check over your appearance.
2. Arrive at the reception area 5-10 minutes prior to the time of the interview.
3. The interview begins from the time you arrive in the lobby until you exit the premises. Be respectful and polite to everyone you encounter.
4. In a respectful, polite way, introduce yourself and state your purpose to the receptionist.
5. Hang up any outerwear and stow anything that you brought with you and don't intend to take with you into the interview.
6. Be seated.
7. When the recruiter enters the reception area, stand and be prepared to shake hands firmly and confidently. Introduce yourself. Example: "Good morning/afternoon/evening" - state your first and last name clearly and succinctly.
8. Follow the recruiter into the room where the interview will take place. Remain standing until the recruiter invites you to be seated. If an invite is not forthcoming, ask "May I be seated?"
9. Sit erect, shoulders relaxed with both feet on the floor, and focus your attention on the recruiter.
10. Be your positive self. Be honest and forthright. It's okay to pause briefly and think before responding. If you are not sure how to answer the question, restate the question to give yourself additional time to think of an answer. If questions are not clear, ask for clarification. Maintain good eye contact. Show interest. Smile.
11. Ask the interviewer questions that are appropriate and show that you are interested in the company and the position. (Visit the Career Services Department for a list of appropriate questions.)
12. It is never good to ask questions about benefits, salary or vacation, or other questions that are presumptuous. These questions are appropriate when it is apparent that a job offer is forthcoming and when this information has not been offered to you.
13. Just prior to the close of the interview, thank the recruiter for giving you the opportunity to interview and learn more about the company and position. If you are sincerely interested in the position and think that you are an exceptional candidate, say so!
14. It is appropriate to ask about the next step in the process and when you might hear from the recruiter.
15. Stand, shake hands and thank the recruiter again. Make sure you have the recruiter's name and contact information.

Interview Etiquette continued

16. Exit the interview room. Most often the recruiter will accompany you back to the reception area.
17. Gather your belongings, thank the receptionist and depart.
18. Immediately after the interview, do a self assessment. Make notes to include the interviewer's name and contact information and any agreements made and information that you gave that may have been incomplete – that you may wish to explain further in a thank you note/letter, or as follow up correspondence.
19. SEND A "THANK YOU" NOTE within 24 hours.
20. It's okay to follow up in a timely manner — (i.e. one week) — but be respectful of the recruiter's time and busy schedule.
21. If you aren't offered the position, try not to take rejection personally as other candidates may have been a better fit (i.e. have more compatible skill sets and interests). Know that every interview provides valuable experience. With confidence and persistence, you'll find the job that's right for you.

22. After you have accepted a position, STOP INTERVIEWING.

Send a note to all employers who you think are still considering you for employment and inform them that you have accepted employment. Send thank-you notes to your references and those who assisted you in your search. Inform them of your success and the company and position you have chosen.

Inform the Career Services Department of your decision. This allows them to help other candidates and other companies looking for available candidates.

23. NEVER renege on an offer you have accepted. If you cannot honor your commitment, discuss the circumstance with the Career Services Department prior to taking action.
24. When you turn down an employment offer, consider that you may have future opportunities with that company. Be polite and professional. Turndowns should be made by phone or in person. Email is unacceptable.

Interview Questions

Following are some typical behavior-based questions that interviewers often ask. The job competencies they are designed to measure are in parentheses.

- Describe a situation in which you had to use reference materials to write a research paper. What was the topic? What journals did you read? (research)
- Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond? How has that event shaped the way you communicate with others? (communication)
- Describe a situation in which you recognized a potential problem as an opportunity. What did you do? (initiative)
- Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result? (assertiveness)
- Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? (commitment to task)
- Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing. What was the challenge? What roles did others play? (creativity and imagination)
- What, in your opinion, are the key ingredients in building and maintaining successful business relationships? Give me examples of how you've made these work for you. (relationship building)
- Describe a time when you got co-workers or classmates who disliked each other to work together. How did you accomplish this? What was the outcome? (teamwork)
- Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn? (time management)
- Describe a specific problem you solved for your employer or professor. How did you approach the problem? What role did others play? What was the outcome? (decision making)

National Association of Colleges & Employers (NACE)

For more examples contact the MSOE Career Services Department.

Your Second Interview – The Onsite Visit

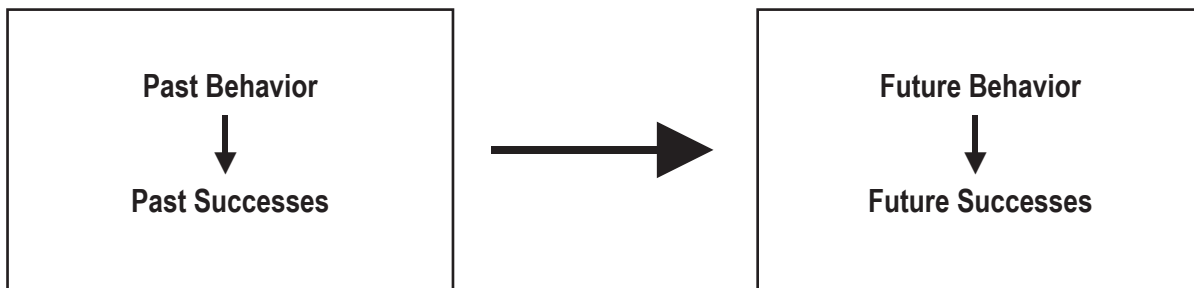
- Enjoy this opportunity. You've made the "short list."
- Be yourself, your best self. Be enthusiastic, interested, energetic and friendly.
- Remember, you're being evaluated from the time you enter the front door – including during lunch – to the time you exit the parking lot.
- Everyone you meet is important – including receptionists and secretaries.
- Review your notes (including your mental notes) from previous interviews and contacts with this organization.
- Research the organization. Develop several appropriate questions to ask.
- During the visit, attempt to get all the information you need (exception – salary: let them bring that up) so that you can make a proper decision should an offer be extended. Typically offers will come later, by phone, email, mail or a combination.
- Be prepared to talk salary if they bring it up. An appropriate response might be; "last year's (your major) averaged \$_____ with offers ranging as high as \$_____."
- Send a brief "thank-you" to everyone you meet.

Answering Behavioral Interview Questions (STAR method)

Behavioral interviewing is commonly used by most employers today. They can be difficult to answer if you haven't prepared yourself for them.

So what are behavioral questions?

- They are questions that usually start with “Tell me about a time when... or describe a situation... or how would you handle...?”
- You have the opportunity to share in an interview the skills you have used in the past to be successful in various situations.
- The premise behind “Behavioral Interviewing” is that past experiences, behavior and success can help predict future behavior and success.



- A good way to answer these types of questions is to remember the STAR system:

Situation: Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation.

Task: Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, a volunteer experience, or any relevant event.

Action: 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 to contribute to the project. Don't tell what you might do, tell what you did.

Results: What happened? How did the event end? What did you accomplish? What did you achieve and/or learn?

So get your stories ready and practice telling what makes you a **'STAR'** candidate for the position you are applying for.

“Tell me about yourself” ... Preparing a 30-second Response (Elevator Pitch)

Prepare your response in writing.

Identify three or four specific key strengths you want to include in your response.

- 1.
- 2.
- 3.
- 4.

Write/draft a story that incorporates the above responses. Revise and re-write until it can be shared verbally in 30 seconds or less.

Practice presenting your response out loud. Get feedback from others. Record it and play it back so that you're comfortable with your response and can give it in a natural, spontaneous, manner.

By preparing to respond to this common interview question, you will make a good first impression, set the tone for the interview, and direct the interviewer to follow-up questions that center around the strengths that you have identified.

Uses of your “elevator pitch”:

- At a networking event or career fair
 - Use the above as a general introduction to your strengths and interests.
- At an interview
 - In addition to the above, be sure to describe what interests you about the job opportunity and company.

Questions to Ask Employers*

Initial Interview

- What characteristics do the achievers in this company seem to share?
- Is there a lot of team/project work?
- Where is this position located?

Initial & Second Interview

- Please describe the responsibilities of the job for me.
- What kinds of assignments might I expect the first six months on the job?
- Is this a new position or am I replacing someone?
- What do you like best about your job/company?
- What qualities are you looking for in the candidate who fills this position?
- What skills are especially important for someone in this position?
- Where does this position fit into the organizational structure?
- How much travel, if any, is involved in this position?
- What is the next course of action? When should I expect to hear from you, or should I contact you?

Second & Subsequent Interviews (Often the Company Interview)

- Does your company encourage further education?
- How often are performance reviews given?
- What are your growth projections for the next year?
- What are some of the challenges facing your staff department now?
- What is the typical work day like?
- Do you fill positions from the outside or promote from within?
- Will I have the opportunity to work on special projects?
- Ask questions regarding quality of life issues (housing, hospitals, schools, cost of living etc.) that are appropriate.

After You Have Received the Offer

- This is the time to negotiate salary and any particulars of the job offer.

*These are just guidelines. The conversation will drive the interview questions

Making Career Fairs Work for You

Why is your participation in career fairs/job fairs important?

- It gives you experience talking with employers. You can practice selling yourself and thereby build confidence when interviewing.
- You have an opportunity to build a network of persons in career fields and companies in which you may have an interest.
- You have opportunities to gain additional information regarding career options and opportunities for persons with your major.
- Although it is unlikely that job offers will be received at a career fair, your follow-up with contacts that you make can lead to invitations to interview.
- Meeting people and establishing an immediate positive first impression is a valuable skill. Career fairs provide the opportunity of meeting lots of people.

Employer Expectations

Employers expect you to be professional, able to initiate conversation and able to communicate your goals, interests and strengths.

Prepare Your Introduction

Prepare your introduction to include your job interests and qualifications. Your introduction should be a one minute commercial to include your academic successes, activities, work experience, skills and career goals. This is similar to the response you would give in an interview when questions like "Tell me about yourself?" and "Why should I hire you?" are asked.

Create a Positive First Impression

- Dress professionally. Be positive and friendly.
- Present a well thought out, rehearsed introduction. Communicate in a friendly, personable, confident manner. Show interest by asking a question or two.
- Present an effective, error-free, one-page resume with a focused objective and qualifications. If you need assistance visit the Career Services Department.

Your Goal

Your goal should be to establish rapport with a number of employer representatives with whom you can follow-up in order to get your resume noticed by persons with the authority to extend invitations to interview or extend job offers.

Questions To Ask

Ask questions that will provide you insight on how to more effectively sell yourself to the employer. Examples: What kinds of entry level (or internship) positions are available in your company? What skills and attributes do you look for in a successful candidate? Is there a GPA cut-off in the hiring process? And if you do not meet the GPA, what options are available to you? What personality traits are important for success in your organization/department?

After the Career Fair

- Formalize your notes with names of contacts and information gained from companies you have an interest in.
- Send a thank-you letter within 24 hours to company representatives with whom you feel you have made a positive connection. Include a copy of a more focused version of your resume based on information gained from your brief contact and research you have done on the company.
- Think of other opportunities to follow-up from time-to-time with companies that you have the greatest interest in. For ideas, contact the Career Services Department.

Networking

Networking is a powerful strategy you may use in the job search. It involves meeting people face-to-face, letting them get to know you, learning about them and asking them for information about the job market and potential openings.

You don't have to be pushy and aggressive. Interact with people in a manner that is comfortable and natural for you. Networking is simply making friends.

You don't have to begin from scratch. Your friends, faculty, former employers, family and colleagues are a network. Your job is to expand it.

Networking Basics

- Look for networking opportunities by joining groups, volunteer for projects and committees, attend meetings and conferences. Be a "joiner."
- Identify contacts and keep a list of these contacts.
 - Friends
 - Professors
 - Professional organizations
 - Relatives
 - Alumni
 - Decision makers
- Cross check contact list with list of target companies you developed via research.
- Organize yourself – index card file or use software package.
- Set and schedule goals – number of calls, face-to-face contacts per day.
- Prepare a script.
- Arrange face-to-face personal meetings (ask for 15-30 minutes.)
- Arrange telephone, information sessions (if face-to-face meetings are not possible.)
- Send follow-up thank-you letters.

The Telephone

The telephone is a critical tool in your job search process. Next to a face-to-face meeting, this is the most effective way to find a job. Consider the following suggestions for getting the best results from telephone contacts:

- Convey a pleasant, confident image. Smiling while you talk on the phone will create this "audio image" on the other end of the phone. (Try it – it works!)
- Prepare a script. Keep your statements concise.
- Take notes of your conversation, including the date of your discussion.
- Call before 8 a.m. or after 5 p.m. if you are having difficulty reaching the person.
- Make sure you get the secretary's name and use it. He/She can make or break your efforts.
- If you get voice mail, leave a brief message; then try to reach a "real person" and ask if they know a good time you can call back to talk to the desired individual.
- Arrange voice mail, answering machine, or an answering service for yourself to catch your return calls when you are not at home. You will get calls.
- Your resume will get to employers that you may not expect. And you will get calls that you may not expect. Be prepared for the "unexpected call."
- If you use voice mail or an answering machine, be sure your outgoing message is appropriate.
- Prepare a short script and place it by the phone to help you to adjust to the business nature of the call.
- Smile during your conversation.

How to Write a Thank You Letter

Your Mailing Address

Your Phone Number

The date formatted as "Month Day, Year" (e.g. October 15, 2014)

Recipient's Name

Recipient's Title

Recipient's Company

Recipient's Mailing Address

A salutation greeting with Recipient's name

The first paragraph expresses your sincere appreciation. Make your thank-you note warm and personal.

The second paragraph reemphasizes your strongest qualifications and connects the reader back to something specific you discussed during the interview. This will help the reader remember you as an individual if they interviewed multiple people for the position. Draw attention to the good match between your qualifications and the job requirements.

The final paragraph reiterates your interest in the position. Use the opportunity to provide or offer supplemental information not previously given or discussed. Restate your appreciation for the interviewer's time and consideration.

A complimentary closing,

Your signature (if providing a hard copy)

Your Name

NOTE: Handwritten thank-you notes would be more concise, typically condensing all three paragraphs into one shorter one. You would also not need to include the formal contact information formatting at the top if sending handwritten or as the body of an email. It is recommended that all thank-you notes be sent within 24 hours of the interview or career fair, or as soon as possible thereafter.

Example Thank You Letter

1025 N. Broadway #370
Milwaukee WI, 53202
(414) 277-7119

October 15, 2014

Mr. James R. Johnson
Personnel Director
ABC Company
123 Example Street
Milwaukee, WI 53207

Dear Mr. Johnson,

I would like to thank you very much for taking the time to interview me yesterday for the Electrical Design Engineer position with ABC Company. My interest in the position has grown significantly after touring the facility and meeting the engineering team. I look forward to applying my electrical engineering background in such a cooperative and efficient environment.

I really enjoyed speaking with you about my internship at Example Company and the electrical components I designed using AutoCAD. That experience, combined with my solar boat senior design project, has really prepared me for success as a design engineer.

Thank you again for the opportunity to meet with you and your staff, and for your continued consideration of my candidacy. Please do not hesitate to contact me at (414) 277-7119 or testy.mctester@msoe.edu if I can provide you with any additional information.

Best regards,

Testy McTester

Testy McTester

Personal Branding - The Power to Connect

I have heard about branding, but what is a Personal Brand and how does it differ from a brand?

A **brand** is a trademark or distinctive name identifying a product or a manufacturer and it can be short-lived.

A **Personal Brand** is a process which, by definition, is continuous and it provides an opportunity for asset creation for people and their careers.

Personal Branding includes:

- Physical and electronic presentation
- Knowledge, skills and abilities

The goal of a Personal Brand is to create an indelible imprint that is unique and unsusceptible to differing interpretations.

Why is having a Personal Brand important?

In today's global environment, having a way to significantly differentiate yourself from others is essential because we face an unprecedented level of surplus talent that is available in the marketplace.

Additional factors include:

- Demographics (people are living longer and having to work longer)
- Technology (the advent of the Internet and social media)
- Diversity (we have the greatest age span in the workforce that we have had at any period in our history, and a huge range of culturally diverse people)
- Change (the pace of change is accelerating with rapid speed and will continue)

How do I display my Personal Brand?

There are several key ways to display your Personal Brand.

- **Build on Your Strengths** – This suggests that you know your strengths and developmental needs. The best way to ascertain your strengths and developmental needs is to convene a personal board of directors or mentors who will share candidly and honestly what they see in you.
- **Be Consistent in Words and Actions** – If there is ever a question as to which people will believe (i.e. words or actions) they will always believe your actions.
- **Service to Others** – Your Personal Brand must be built on service to others first or you will be seen as self-serving.

Personal Branding - The Power to Connect continued

- **You Can't Do Everything** – Don't try to be everything for everybody. Build relationships, but know your limitations and don't be afraid to let people know when you will not be able to support an effort.
- **Your Personal Brand Speaks Even When You Do Not** – From the moment we walk in a room, people are assessing us. Therefore it is imperative that people see you as present in the moment. Your personal grooming, ability to make eye contact, confidence, comfort in who you are, pleasant demeanor, and your handshake all affect your personal brand.

By being cognizant of your **Personal Brand** and displaying it on a consistent basis, you will give yourself a chance to create the competitive advantage you need to help move others ahead. In doing so, you will benefit as well.

The above information was provided by Julius E. Rhodes, SPHR, who is Founder and Principal of the mpr group, a full-service, broad-based human resources and management consulting practice based in Chicago, Illinois, and the proud parent of an MSOE student. He is a lifetime certified Senior Professional in Human Resources, and the author of BRAND: YOU – Personal Branding for Success in Life and Business, which is now in its second edition. To find out how his services can benefit you, he can be reached via e-mail at jrhodes@mprgroup.info, by phone at 773-548-8037, or through his website at: www.mprgroup.info

Professional Development Transcript



The **Professional Development Transcript (PDT)** is a tool provided by the MSOE Career Services Department to help you plan and keep track of your skills and experiences. In addition to your technical background, employers look for the following skills:

- Critical thinking/problem solving
- Communication
- Leadership
- Ability to work in a team
- Relationships
- Comfort with diversity
- Global interactions

The purpose of the PDT is to have you do an ongoing self-assessment, identify strengths and challenges and serve as a guide to develop strategies to improve in these seven skill areas enhancing your overall professional development. It is a self-generated and maintained document that you can use to prepare for interviews for employment or acceptance to graduate school.

The PDT will allow you to:

- 1) Select activities or experiences you have been involved in
- 2) Identify the skills related to that activity
- 3) Reflect and record how you developed or applied those skills

Create and access your Professional Development Transcript at <https://resources.msoe.edu/pdt>

Montage Talent – Online Portfolio

Montage Talent offers a secure online portfolio that you can share with employers. Use it to supplement your Career Net resume.

Here are just some of the features:

- Upload your resume
- Upload samples of projects and other professional documents
- Create and post video answers to sample interview questions
- Conduct video conference interviews and online chats with employers
- Request and upload written, audio, and video professional references
- Post a link to your portfolio in Career Net or send it by email
- Track who views your profile

Facebook and YouTube have nothing on this!

Questions? Contact the Career Services Department or stop by and see us!

“Montage Talent Online Portfolios are a unique, interactive tool designed for you. Build, store, and share your professional portfolio; grow it over time, use it when you need it, it will always be here.”

Note: To sign-up for Montage Talent, call the MSOE Career Services Department at (414) 277-7120 to request a password. Access Montage Talent at www.msoe.edu/career_services.

Example References Page

Testy McTester

1025 N. Broadway #370
Milwaukee, WI 53202

(414) 277-7119
testy.mctester@msoe.edu

References

John Smith – Design Engineer
Example Company
Supervisor
123 Example Street
Milwaukee, WI 53202
(414) 555-0101
smith@examplecompany.com

Jill Leslie - Manager
Greg's Pool Supply
Supervisor
1234 Paradigm Road
Farmington Hills, MI 48336
(248) 555-0102
JLeslie@gregspoolsupply.com

Dr. Case Example –Department Chair
Milwaukee School of Engineering
Professor
1025 N. Broadway
Milwaukee, WI 53202
(414) 555-0103
example@msoe.edu

NOTE: This is a sample References page. References are generally given to an employer after an interview has taken place, or as part of the application packet if requested. The References page is NOT part of the MSOE Career Net resume database.

Looking for a **CAREER?**

Look no further! Contact the below employers that have showcased their employment opportunities throughout this Career Services Department Guide. These employers are actively seeking to hire college graduates like you.

Visit www.CAREER-GUIDES.net for additional information about these employers and many more career opportunities!

Employers

Continental Properties

J.F. Ahern

Key Technical Solutions

Michels Corporation

Northwestern Mutual

Rexnord

Signicast

The Manitowoc Company

Trachte Building Systems

Trisept Solutions

www.CAREER-GUIDES.net



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For 20 years, Key Technical Solutions has been at the forefront of the technical staffing and recruiting industry and in the last decade has emerged as a sought after engineering services firm.

Key Opportunities

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- Power & Utility
- Structural Engineering
- Civil Engineering
- Mechanical Engineering

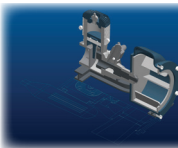
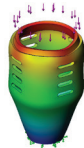
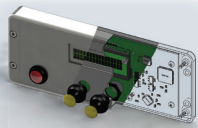
Offering Training In

- SolidWorks
- Inventor
- AutoCAD
- Pro-E

We pride ourselves on our fun work environment. Ask our employees to find out for yourself why they love to work at Key.

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www.michelscareers.us



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- Link through Facebook
- Follow us on Twitter
- and much more!



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...that's literally on **FIRE?**

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INVESTMENT CASTINGS



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Apply Online Today

- Visit www.rexnord.com/careers. Click on "View Opportunities" to select the position that matches your interests, qualifications and location.
- On the bottom of the Job Description page, click "Apply Online" to create a Rexnord Resume Profile.
- A recruiter will review your resume and contact individuals whom most closely fit the position qualifications.

Make Rexnord Your Next Choice

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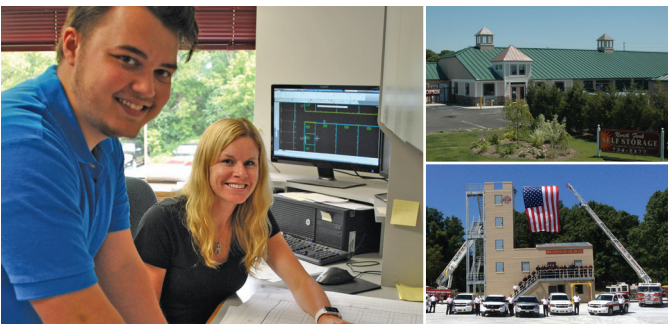
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