Career & Job Services

Monterey Park Campus

- E1-176
- (323) 415-4126
- Monday-Thursday: 8:00 a.m. - 7:00 p.m.
- Friday: 8:00 a.m. - 4:00 p.m.

South Gate Campus

- Room 124
- (323) 357-6216
- Monday-Thursday: 8:00 a.m. - 5:00 p.m.
- Friday: 8:00 a.m. - 2:00 p.m.

career.elac.edu
Career & Job Resource Guide

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East Los Angeles College

Monterey Park Campus
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Monterey Park, CA 91754
(323) 265-8650
www.elac.edu

South Gate Campus
2340 Firestone Boulevard,
South Gate, CA 90280
(323) 357-6200

Los Angeles Community College District
770 Wilshire Boulevard
Los Angeles, CA 90017
(213) 891-2000
www.laccd.edu

District Administration
Chancellor: Dr. Francisco C. Rodriguez
Vice Chancellor of Educational Programs and Institutional Effectiveness: Dr. Ryan Conner
General Counsel: Jeffrey M. Prieto
Vice Chancellor of Finance and Resource Development: Dr. Robert B. Miller
Chef Facilities Executive: David Salazar
Vice Chancellor for Human Resources: Dr. Albert J. Roman

College Administration
President: Marvin Martinez
Vice President, Liberal Arts and Sciences: Roben Arenas
Vice President, Administrative Services: Myasha Armstrong
Vice President, Student Services: Julie Benavides
Vice President, Continuing Education & Workforce Dev.: Dr. Armida Ornelas
Dean, Student Services: Dr. Laura Centu
Dean, Continuing Education & Workforce Development/South Gate: Dr. Michelle Cheang
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Dean, Academic Affairs/South Gate: Evelyn Escoteto
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Dean, Academic Affairs/Liberal Arts: Ming-huei Lam
Dean, Academic Affairs/Liberal Arts: James Kenny
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Dean, Student Services/Student Success: Paulina Palomino
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Dean, Career Technical Education: Dr. Juan Urdiales
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Associate Dean, STEM: Dr. Ojud January
Associate Dean, Career Pathways & CTE Grants: Gina Chelstrom
Associate Dean, Outreach and Recruitment: Miguel Duenas
Associate Dean, EQIPS: Grace Hernandez
Associate Dean, Continuing Education and Workforce Development: Kendra Madrid
Associate Dean, Student Services, Adelante FYE program: Dr. Vanessa Ochoa
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Career & Job Resource Guide

Career Services

Career & Job Services assists you with your career goals, including choosing a major and obtaining experience. The purpose of this center is to help you clarify your career path.

Career Planning

Appointments
Schedule an appointment with a career counselor to decide on a course of study or for assistance with career planning. Please call or visit the center to schedule your appointment.

Career Assessments
Students can take free career assessments to help choose a major or career goal. Schedule an appointment to meet with a career counselor to interpret the results. Call or visit our website for more information.

- Strong Interest Inventory – This assessment helps students identify which careers and majors relate to their interests.

- Myers Briggs Type Indicator – Students learn about their personality preferences and how it helps with decisions about careers and majors. The MBTI helps identify which careers complement students’ particular personalities.

Resources
Books on areas of study, occupations, internships, universities, job searching, interviewing, and resumes are available. Use our computer programs Eureka and Choices Explorer for more career information.

Occupational Services

Appointments
Schedule an appointment for:
• Resume and cover letter review
• Job search assistance
• Interview practice

Resources
Students and alumni can access job and internship opportunities posted specifically for ELAC students through the online Job Database. Additional postings can be found in the office. Job Fairs are generally held during the spring semester.

www.collegecentral.com/ELAC

Workshops
Workshops are offered each semester for resumes, cover letters, interviewing skills and more.

Please call or visit our website for the schedule.

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career.elac.edu

@elaccareer
Job & Internship Search

The steps to a successful search involves researching, applying, interviewing, and following up. Use the resources in this booklet and in Career & Job Services to get started.

Prepare For Your Search

1. Know Yourself
   a. What are your skills, interests, and values?
   b. What types of jobs are you looking for?

2. Research The World Of Work
   a. What jobs or industries are related to your skills, interests, and values?
   b. What types of jobs are available and what are they looking for?

3. Make A Plan
   a. Create and update your resume.
   b. Find out when and how to apply to jobs and internships.
   c. Track your progress and interactions with employers.

Job Search Checklist

- Explore Majors, Internships, & Career Options
  - Take a career assessment and meet with a career counselor.

- Sign Up For The ELAC Online Job Database
  - Search for opportunities.

- Develop and update your resume
  - Attend a career workshop.
  - Meet with a job developer or career counselor.

- Network With Professionals
  - Conduct an informational interview.
  - Ask about Job and Internship opportunities.

- Keep It Professional
  - Read the tips for interacting with professionals.
  - Use proper email etiquette
  - Attend a job fair.
### Job Search Strategies & Tips

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Pros &amp; Cons</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Career Fairs</strong></td>
<td>Opportunity to meet with recruiters in person and in one location. Build networking contacts. Not all fields and areas of study are equally represented.</td>
<td>Prepare resumes and find out which companies are participating. Dress in business casual attire. Email employers to thank them and inform them of the positions you apply for.</td>
</tr>
<tr>
<td><strong>Online Job Database</strong></td>
<td>Access a wide variety of jobs posted by employers specifically for students. Not all fields and areas of study are equally represented.</td>
<td>Create an account at <a href="http://www.collegecentral.com/ELAC">www.collegecentral.com/ELAC</a> Try larger databases such as: Monster.com, CareerBuilder.com, and Indeed.com.</td>
</tr>
<tr>
<td><strong>Networking</strong></td>
<td>You may gain information about which organizations are hiring, helpful referrals, or get a job offer. Takes time to build your networks. Requires organizing contacts and following through on advice.</td>
<td>Job shadow professionals Conduct Informational Interviews. (see next page)</td>
</tr>
<tr>
<td><strong>Internet</strong></td>
<td>May help you identify types of positions available and qualifications. Overwhelming number of positions. Many candidates compete for the same positions.</td>
<td>Use descriptions to help you format your resume or do research on what range to expect for salary.</td>
</tr>
<tr>
<td><strong>Employment Agencies</strong></td>
<td>Helpful in identifying local businesses and employment opportunities. May have fees associated with the employment services.</td>
<td>Research each agency before signing any contract; speak to others who have used employment agencies.</td>
</tr>
<tr>
<td><strong>Internships</strong></td>
<td>Obtaining an internship first can help you transition to a job. You can show your work ethic and may also earn academic credit. May be unpaid for your time.</td>
<td>Test out your career options, develop skills and experience for your resume, and build relationships with professionals and potential employers.</td>
</tr>
<tr>
<td><strong>Professional Associations</strong></td>
<td>Build contacts with those who share your interests. Some associations provide career sections on their website. Entry-level positions may be limited. May need to join the association to access job postings.</td>
<td>Join an ELAC Club or a Professional Association related to your interests. Visit the Student Activities office or <a href="http://www.cacareercafe.com/associations">www.cacareercafe.com/associations</a></td>
</tr>
</tbody>
</table>

*Adapted with permission from Penn State Career Services*

### Networking

Networking is an essential strategy in the job search process. Most job seekers spend 70% to 80% of their time on the internet looking for jobs when actually 70% to 80% of jobs are never advertised online. Those jobs are filled by referrals. To find jobs, you need to reach out to your families, friends, and acquaintances to let others know you are looking.

Networking involves having conversations with people about your career interests and skills while asking for information that might help you in your job search. You may gain information about which organizations are hiring, helpful referrals, or get a job offer.

- **Job Shadow** – observations on the job can provide helpful insights about careers and expand your networks.
- **Informational Interviews** – ask for information from professionals and get to know them.
- **Speak With Family, Friends, Professors, & Counselors** – gain insights and advice.
- **Job Fairs** – see who is hiring for the future and connect with professionals.
Informational Interviews
The informational interview is a technique used to gather career information about jobs and an opportunity to network. You can find out a lot by researching, but useful information also comes from people.

Step 1. Choose Someone To Contact
Sources Include:
• Friends and family members
• LinkedIn (www.linkedin.com)
• Professional Associations or clubs
• Professors

Step 2. Introduce Yourself
“Dear (insert addressee name), my name is (insert your name) and I am a student at East Los Angeles College. I am very interested in finding out more about the field of (insert field name). I was wondering if I could discuss a few questions that I have with you. Would it be possible to speak with you on the phone/meet with you in person/email you regarding your profession?”

Step 3. Make A List Of Questions To Ask
Sample Questions
• What made you decide to pursue this profession?
• What was your academic and career path to your position?
• What is a typical day like for you?
• What are related occupations to your profession?
• How would you advise me to prepare myself for a career in this field?
• Can you suggest anyone else I might speak to?

Step 4. Conduct Your Interview
Ask for their business card to send or email a thank you note. Reflect on what you learned from them.

Professionalism
Interacting with professionals requires looking and acting appropriately when communicating. Demonstrate your professionalism as a potential and current employee. Find a balance between being professional and being personable. Overall, be respectful of others and confident in yourself.

Email
• Address others with a “Dear” and “Sincerely”
• Include a simple subject line and a clear message in the body. Do not leave the message or subject line blank.
• Send it from a professional email address and create appropriate attachment titles with your name in it.
• Spellcheck and proofread. Do not use abbreviations, slang, or emojis.
• Keep your message positive.

Online
• Develop a LinkedIn profile that includes academic and professional information.
• Have your personal social media accounts set to private.
• Keep your online presence positive.

Phone
• Address everyone with professional titles such as “Mr., Mrs., Dr.”
• Listen closely and avoid interrupting.
• Practice what you will say if you need to leave a voicemail.
• Keep your conversations positive. Do not use profanity.

In Person
• Dress professionally - your appearance matters.
• Treat everyone at every level with respect and dignity.
• Offer friendly handshakes and make eye contact when meeting professionals.
• Address others with confidence and positivity.
Resume

A resume is a one-page summary of your professional and academic experience that qualify you for the position you would like to obtain. There are different types of resumes and unique ways to include important information. Create a unique resume which combines your experiences in a positive way.

The easiest way to create a resume is to:
1. List all of your experiences (paid and unpaid).
2. Research job descriptions.
3. Create your resume to match the qualifications.

General Outline
The most important sections of your resume are the heading, education, and experience.

Heading
- List your name, address, phone number, and email address.
- Use a simple, professional email.

Experience
- Include paid or unpaid positions, volunteer, internships, full-time & part-time experience.
- Include the position title, company, location, and dates worked.
- Discuss specific projects, duties, and responsibilities in bullet points.
- Use short phrases starting with “action verbs.”

Education
- Degrees, certificates and/or courses that apply to the position, both completed and in-progress.
- Include degree type, major, institution, location, and date completed or anticipated completion date.

YOUR NAME
Address, City, State, Zip Code
student@email.edu | (555) 555-5555

EXPERIENCE

POSITION TITLE City, State
Company/ Organization Name Month/Year – Present

• Use bullet points to describe your accomplishments.
• Start your statement with “action verbs”.
• Provide examples of skills you used and how they benefitted the company or clients.

EDUCATION

EAST LOS ANGELES COLLEGE

• Name of Major, Degree DATES ATTENDED: Month/Year
Optional Sections

Address
Adding your home address in addition to your phone number and email address is to your discretion. Please see sample on page 6.

Objective
Simple statement including the position title, job number (if given), the department, and company you are applying to.
- To obtain the Accountant Clerk position at XYZ Firm.

Highlights of Qualifications
Summarize the skills you have that qualify you for the job and help you stand out as a good candidate. List 5-10 general, transferable skills and characteristics.
- Typing Speed 60 wpm.
- Experience with customer service.
- Ability to create informative flyers.
- Computer proficiency in Microsoft Office, Adobe Software.
- Bilingual Spanish.

Honors, Awards, & Activities
List any honors and awards you have received that are related to the position.
- Deans List, East Los Angeles College, Spring 2015.
- Husky Scholarship Recipient, Fall 2015.
- Peer Mentor for Transfer Student Program.

Resume Checklist
- List all of your experience before organizing your resume
- Include “keywords” and transferable skills that were used in the job description
- Proofread your resume and have someone else read it
- Consider whether an employer can learn the basics about you within a 10 second glance

Recommendations
Reviewing a resume is a subjective process. Follow these general guidelines:

Length
- 1 page resume unless you have a 10 year related work history.

Font
- Between 10 pt – 12 pt.
- Use a common, easy to read, consistent font (e.g. Arial, Calibri, Garamond).

Paper
- Print on 8.5” X 11”; All margins should be between 0.7-1”
- Resume paper is optional.
- Black ink, not color.

Format
- Keep bold, underlined, capitalized or italicized words consistent.
- Use bullets appropriately.
- Have white space for easy reading.
- Format your dates consistently.

Email
- Always follow the specific directions that the company requests for formatting your resume. If there are no directions, attach your resume to your email. Save your resume as a “PDF.” Title it “Name_Resume.”

Professionalism
- Only include a professional email address and phone number with a professional voicemail on your resume.
- Create a tailored resume for each job to increase your chances.

Other
- Either include “References Available Upon Request” otherwise references are not needed.
- Do not include personal information such as age, gender, or religion.
- If you cannot create a specific “Objective,” do not include it on your resumes.

Please see resume examples on pages 10-15
Experience Section: Develop Your Bullet Points

Your experience section is the most important section. Spend time developing the descriptions of your experience and qualifications. Use the job description to choose relevant action verbs and transferable skills.

1. What Did You Do?  
2. How Did You Do It?  
3. Add Details  
4. What Were The Results?

Your responsibilities and projects
Use adverbs to describe how each responsibility was handled
Use numbers to quantify your skills; how often, for how many people

Example:

- Provided administrative support for two managers in areas of file maintenance and processing confidential information.
- Collaborated with colleagues to implement an after school tutoring program which benefited 20 students.
- Developed client relationships through personal follow up and interaction to exceed sales goal by 10%.
Job Description

Office Assistant
Looking for responsible, well-organized, and punctual candidates who possess excellent phone and collaborative people skills. Proficient with computers and experienced with Word, and Outlook (Adobe Photoshop and Social Media is a plus).

Responsibilities
• Multi-task with attention to detail, handle customer service.
• Understand customers’ concerns and handle them appropriately.
• Answer telephone, posting notices, greeting visitors, and other administrative duties as assigned.
• Provide administrative support, and work on special issue-based projects.

EXPERIENCE

SERVER
Los Angeles, CA

Mom and Pop’s Café
June 2015 - Present

• Provide quality customer service in a fast paced, high volume establishment.
• Understand and resolve customers concerns and polish multitasking capabilities.
• Collaborate with serving staff and participate in team-building trainings.
• Answer phone calls in the management office and reception desk when needed.

SECRETARY
South Gate, CA

South Gate Leadership Club
August 2015 - Present

• Record detailed notes and plan out action items with efficiency to provide administrative support for a club of 30 students.
• Schedule meetings and copy agendas, collaborating with a 4-member leadership team in weekly meetings.
• Brainstorm creative ideas and execute implementation through Social Media accounts to increase membership by 25%.
Format of a Chronological Resume

Chronological formats should be organized by your most current experiences listed first.

YOUR NAME
student@email.edu | (555) 555-5555

OBJECTIVE
List the title of the position you are applying for.

QUALIFICATIONS
• Number of years of relevant experience, note skills gained
• An important accomplishment that directly relates to the job
• A quality or personal characteristic that supports this goal
• Languages other than English

EDUCATION
East Los Angeles College
Associate of Arts, Name of Major | Graduation date: Month, Year
Overall GPA or Major GPA
Related coursework: Course Title, Course Title

EXPERIENCE
Position Title | Month, Year – Present
• Company/Organization Name, City, State
• Use bullet points to describe your accomplishments
• Start your statement with “action verbs”
• Provide examples of skills you used and how they benefitted the company or clients

INTERNSHIP
Company/Organization, City, State | Month, Year – Month, Year
• Describe a project or event you’re proud of
• What you learned from your internship that makes you a better candidate
• Include accomplishments

LEADERSHIP TITLE
Student Organization, East Los Angeles College | Month, Year – Month, Year
• Describe a project or event you’re proud of
• Provide results that point out your skills
• Include awards, publications, fundraising goals that you helped achieve
JOE HUSKY

OBJECTIVE
Clerical Position, #432 in the Accounting Department at Target.

HIGHLIGHTS OF QUALIFICATION
- Type 60 wpm
- 5+ years of customer service experience
- Ability to work on a team and independently
- Fluent in Spanish
- Excellent problem solving skills
- Proficient in MS Office applications

EDUCATION
Associate of Arts Degree in Business Administration
East Los Angeles College – Monterey Park, CA

High School Diploma
Garfield High School – Los Angeles, CA

EXPERIENCE
Sales Representative
Shoe Place - Commerce, CA
- Identify new opportunities to realize capital gains and maintain credit quality, coupon rate, and maturity
- Prepare marketing materials and PowerPoint presentation for corporate accounts
- Increased sales volume by 25% in just six months

Office Assistant
Company Inc. – Monterey Park, CA
- Coordinated special projects, activities, and meetings within a department of 15 employees
- In charge of purchasing and maintaining office supplies
- Composed monthly service reports for a department of 20 employees
- Routed incoming and outgoing telephone calls for a 10 telephone line system

Assistant to the Director
ELAC Foundation – Los Angeles, CA
- Typed correspondence, professional letters, and memos for the Director of Finance
- Managed the director’s schedules and organized meetings
- Responsible for handling confidential reports and sensitive materials
JOE HUSKY
student@email.edu | (555) 555-5555

SUMMARY OF QUALIFICATIONS
• Leadership: Groups of volunteers consistently throughout college
• Communication: Excellent skills obtained through class projects and group work
• Computer: MS Office Word, PowerPoint, and Excel
• Language: Fluent in Spanish

EDUCATION
East Los Angeles College
• Degree: Associate of Arts, Social and Behavioral Sciences, June 2016
• Honors: Dean’s List, Spring 2016
• Coursework: Introduction to Accounting

PROFESSIONAL SKILLS
Interpersonal Communication Skills
• Tutored students of diverse backgrounds and grade levels, ensuring understanding of course material.
• Led volunteer activities at nonprofit events.
• Collaborated with a team of 15 staff members at the Learning Assistance Center.

Organization and Administrative Skills
• Coordinated weekly meetings by preparing copies of agendas and related materials.
• Helped organize a daylong event with faculty, students, and staff to promote awareness of available campus resources.
• Executed tasks with minimal supervision.

Customer Service Skills
• Answered a variety of questions from students and staff members with positivity and helpfulness.
• Directed patrons to the appropriate office for the service that was requested.

WORK HISTORY
Student Worker, East Los Angeles College Career & Job Services August 2015 - Present
English Tutor, East Los Angeles College June 2015 - Present
Afterschool Program Teacher, Monterey Highlands Elementary August 2007 - June 2009
Resume for Child Development Positions

JOE HUSKY
student@email.edu | (555) 555-5555

OBJECTIVE
To apply for the full-time preschool teacher position at La Petite Academy, located in Los Angeles, CA.

SUMMARY OF SKILLS
• 2 years of experience working with children; ages 4, 6, and 10
• Understanding, patient, and friendly nature with a passion to teach
• Experience creating and practicing activities that support children’s development
• Observant, safety conscious, with an excellent ability to multi-task
• Intermediate skills with Microsoft Word, Excel, and Power Point; Type 55 wpm
• Bilingual: English and Spanish; Child and Adult CPR/First Aid Certified

EDUCATION
Associate’s Degree in Child Development – East Los Angeles College, Monterey Park, CA 2015

Relevant Courses
Child Growth and Development
Creative Experiences for Children
Health Safety and Nutrition

Home, School, and Community Relations
Practicum in Child Development
The Child in a Diverse Society

EXPERIENCE
Student Teacher Aide 2014-2016
East Lost Angeles College Child Development Center Monterey Park, CA
• Assisted classroom teachers with groups of 10, 4 year old children
• Helped the children practice good hygiene during mealtimes and bathroom visits
• Played games and taught a pre-made curriculum that aided the children’s development
• Interacted with parents daily, along with the lead teachers, about children’s progress
• Kept the classroom clean and organized to help maintain the flow of the day and safety

Afterschool Nanny 2013 – 2014
Private Family Alhambra, CA
• Provided after school care 5 days a week for 2 children, ages 6 and 10
• Prepared healthy snacks every day, adhering to allergy limitations
• Drove children to soccer practice and scheduled games, when needed
• Maintained open communication with their parents at all times
JOE HUSKY  
student@email.edu | (555) 555-5555

OBJECTIVE  
To obtain an entry-level position as a Registered Nurse.

HIGHLIGHTS OF QUALIFICATION  
• Type 60 wpm  
• 5+ years of customer service experience  
• Ability to work on a team and independently  
• Fluent in Spanish  
• Excellent problem solving skills  
• Proficient in MS Office applications

EDUCATION  
Bachelor of Science in Nursing  
CALIFORNIA STATE UNIVERSITY, LOS ANGELES  
Expected: June 2018

Associate of Science in Registered Nursing  
EAST LOS ANGELES COLLEGE, CA  
June 2016

RESEARCH EXPERIENCE  
Pediatrics and PICU, Mattel Children’s Hospital, UCLA  
• Created survey and interviewed new parents about their child’s condition  
• Developed health education materials for parents

CLINICAL EXPERIENCE  
• Pediatrics and PICU, Mattel Children’s Hospital, UCLA  (60 hours) Jan - Jun 2014  
• Psychiatric, Del Amo Behavioral Health Center, Torrance, CA  (60 hours) Sep - Dec 2015  
• Medical Surgical I, Santa Monica UCLA Medical Center, CA  (120 hours) May - Jun 2015

RESEARCH EXPERIENCE  
Kaiser Permanente, Los Angeles, CA  
Aug 2012 - Jun 2014

Unit Secretary  
• Transcribed medical orders; organized activities at the nurses’ station  
• Performed unit-based duties related to the admission, discharged and transferred of patients  
• Greeted people at the nurses’ station to answer questions and refer to appropriate staff  
• Accepted patient medications from pharmacy or tube station directly to the charge nurse

UCLA Ronald Reagan and Santa Monica Medical Centers  
Aug 2014 - Jun 2015

Volunteer, Care Extender Program  
• Volunteered in the departments of Medical/Surgical, Radiology, Maternity  
• Assisted staff with patient care, ordering supplies and transporting patients

SKILLS  
• Medical Record Systems: CareConnect (EPIC system), C-View, Memorial Care EMR  
• Computer: Word, Excel, PowerPoint
JOE HUSKY
student@email.edu | (555) 555-5555

OBJECTIVE
Obtain an internship with Jet Propulsion Laboratory to apply technical skills in mechanical engineering.

EDUCATION
East Los Angeles College
Major: Mechanical Engineering
GPA: 3.32

RESEARCH EXPERIENCE
UCLA Transfer Student Summer Research Program, Los Angeles, CA
June 2015-August 2015
• Completed an eight week undergraduate research project in the Mechanical and Aerospace: Mechatronics and Controls Laboratory at UCLA
• Assisted graduate students in designing, modeling, and controlling a hydrostatic actuator for an MRI
• Designed a Whitworth mechanism to attach to the hydrostatic actuators, and automated the system by attaching a timing belt to both the controls and the rotary motors

NASA Community College Aerospace Scholars Programs, Pasadena, CA
November 2014
• Completed a five week course learning about past, present, and future Mars missions along with using a Computer Aided Design (CAD) so ware Autodesk Inventor to design a rover
• Worked with a team at NASA’s Jet Propulsion Laboratory to build and program a miniature rover to retrieve terrestrial objects

WORK EXPERIENCE
Mentor, Star Education, Lynwood Unified School District, Lynwood, CA
August 2014-Present
• Motivate and encourage children in underrepresented communities to pursue a S.T.E.M. education
• Utilize programming skills to program robots (HexBugs) to teach children about bio-mimicry
• Coordinate with faculty at various institutions to expand partnership opportunities

Professional Seminars, HENAAC Great Minds in STEM Poster Presenter, Los Angeles, CA
September 2015
• Attended a three day conference geared towards developing leadership and exposing STEM to the community
• Improved presentation skills while solidifying engineering knowledge by presenting undergraduate research project to professors, scientists, and other undergraduate students

HONORS & AWARDS
• Phi Theta Kappa Honor Society
• Puente Club President
• Math Lab Mechanical Project Lead for UAV

SKILLS
• Proficient in C++
• Proficient in Microsoft Office
• Machinery capability
• Proficient in SolidWorks/Autodesk
Cover Letters
Cover Letters are a one page document to introduce yourself to an employer, express your interest in the position, and highlight your top qualifications.

Your Name
Address, City, State, Zip Code
Phone number, Email
Date
Name of Contact Title
Name of Organization
Address, City, State Zip Code

Dear ________,

INTRODUCTION: State the position or type of work for which you are applying. Identify how you heard of the position. Introduce yourself and explain your interest in the job.

SELL YOURSELF: Discuss 2-3 experiences or knowledge that you possess that are related to your qualifications for the position. Connect the needs of the current job opening and the skills you can bring to the job.

CLOSING: Encourage them to contact you with any further questions. Thank them for their time and state that you look forward to hearing from them.

Sincerely,
Your name typed

Cover Letter Checklist
☑️ State what position you are writing for in the 1st paragraph.
☑️ Include specific examples from previous experiences in the body section.
☑️ Use keywords from the requirements of the description.
☑️ Ask for an interview or meeting in the final paragraph.
☑️ Type and sign your name at the end.

Adding your address in addition to your phone number and email address is at your discretion.
JOE HUSKY  
student@email.edu | (555) 555-5555

Dear Human Resources,

I am applying for the position as Human Rights Watch Student Task Force Intern which was posted on the East Los Angeles College database. As a political science major, I identify with your organization’s mission to create social change in our community.

My experience includes working for a variety of non-profit organizations such as the Boys and Girls Club of America and the Students for Equal Rights Club on my campus. At the Boys and Girls Club of America, I gained valuable experience in working with a diverse group of children, which increased my desire to advocate for all children. As Membership Chair of the SER club at East Los Angeles College, I organized, promoted, and encouraged immigrant students to further their education by connecting them to academic and financial resources. I believe that this internship will provide me with valuable experience advocating for others and promoting social awareness.

If given this opportunity, I will utilize my education and experience to support the mission of Human Rights Watch. I would appreciate the chance to discuss this internship with you. Thank you for your time and consideration.

Sincerely,

Joe Husky
Professional Letters

Thank You Letter
The purpose is to demonstrate your professional etiquette and thank the employer for their time. This letter should be sent within 1-2 business days after your interview.

Professional Letter Basic Format

Introduction
Reminder of the date, time, and position of your interview. State your appreciation for them taking the time to meet with you.

Body
Discuss 2-3 topics from the interview that were significant and how that relates to your qualifications for the job.

Closing
Encourage them to contact you with any further questions. Thank them again for their time and that you look forward to hearing from them.
Complimentary Closing; Signature and name.

Dear Mr. Mata:

Thank you very much for the opportunity to interview for the part-time Student Worker position with the Program for Academic Support Services at Pasadena City College on May 15, 2015.

I enjoyed meeting you to discuss how my past experience and education in Child Development applies to this position. I appreciated your explanation of the challenges and rewards of working with children ages 7-14. Through this, I have a clear idea of how I would be able to apply my skills of patience and creativity to this position.

Thank you again for the opportunity to interview for the Student Worker position. I am available by phone and email if you have any questions. I look forward to hearing from you.

Sincerely,
(Please include signature and typed name below signature)

Resignation Letter
A Resignation Letter is a formal notice letting your employer know you will be leaving your position. Generally, employers should be given at least two weeks notice of your final work date. Show your professionalism and resign on positive terms.

Resignation Letter Basic Format

Dear ________,

Introduction
Briefly state that you are thankful for the time and opportunities you were given. What you have learned from working there and the positive things you will take with you.

Body
Inform them that you are no longer able to continue to work there. You may state why you must leave if it is not negative.

Closing
State the specific date and time that you will stop working, and restate how thankful you appreciate their understanding.

Dear Mr. Morales,

Thank you for the opportunity to work with you and the great staff at McDonalds. In the past year, I have learned the importance of team work to run a successful business with great customer service. I was able to improve my multitasking skills and effectively communicate with others.

With regret, I will no longer be able to continue my work at McDonalds due to several schedule changes with my school schedule. This is my formal two weeks notice.

The last day I will be able to work will be August 27, 2015. I appreciate your dedication as a supervisor and thank you for your understanding.

Sincerely,
(Please include signature and typed name below signature)
REFERENCES

Mr. SAMUEL RIVERS
Director, Big Brothers Big Sisters of LA
800 South Figueroa St. Suite 620, Los Angeles, CA 90000
(323) 555-5555, sr@company.org
Relationship: Supervisor

Ms. BRENDA SMITH
Owner, Market Cafe
1234 Main Street, Alhambra, CA 90000
(626) 555-5555, bsmith@market.net
Relationship: Employer

Dr. SALLY WONDER
English Professor, East Los Angeles College
158 Humanities Building, Los Angeles, CA 90000
(323) 555-5555, professor@elac.edu
Relationship: Professor

Keep it Professional

Whether contacting by phone or email, keep your correspondence professional:

- Keep it positive and professional. Assume your email or voicemail will be read and heard by anyone.
- Use formal language and your official name.
- Be precise about what your email or call is concerning. Do not use abbreviations.
- Use professional salutations such as “Dr., Mrs., or Mr.”
- Proofread any emails you send, or practice leaving a voice message.

Emailing a Letter

- Copy and paste your cover letter into the email’s message box.
- List your name and the position title that you are interested in, in the email subject line.
Interviews allow the employers to meet candidates for the job and for candidates to meet with potential employers. Employers see if you are right for the job AND whether the job is right for you.

**Interview Questions**
Most interviews are a mix of general qualifications and behavioral type questions. Practice answering both types to be prepared.

### General Qualifications
1. Tell me about yourself.
2. How does your academic and work background relate to this position?
3. What are your greatest strengths and weaknesses?
4. In what ways can you contribute to our organization?
5. What accomplishment are you most proud of and why?
6. What are your short-term and long-term goals?

### Behavioral
Prepare stories of your accomplishments from past work experience, internships, volunteer, clubs, or class projects.
1. Tell me a time when you had to solve a difficult problem.
2. What would you do if members of your team weren’t doing their share of the work?
3. Tell me about a time when you had to be relatively quick in coming to a decision.
4. Describe a time when you had many projects or assignments due at the same time. What steps did you take to get them all done?

### Answering Tips
Answer these questions with positive traits and examples.
Relate your answers to what you feel you can contribute to the position you are interviewing for.

### Format Your Answers in the Star

**Situation:** What was the problem or challenge you had to overcome?
**Task:** What needed to be done?
**Action:** What did you do and why?
**Result:** What happened because of your actions? Match this to what the employer needs.
Sample Answers

Your answers to each question should be: **Positive. Professional. Personable.**

Tell me about yourself.

“I’m currently a second year student at East Los Angeles College. I am preparing to transfer to a university as a Communications major. Recently, I have worked as a student worker in the Business Department where I performed administrative tasks including scheduling and participating in events. I’m also a member of the GO East LA Club where I collaborate with fellow students, alumni, and faculty to volunteer in community outreach events. I really enjoy the work that I do because it utilizes my strengths of communicating with others and organizing marketing events. I’d love the chance to delve deeper into this industry, which is why I’m so excited about this opportunity with Media Outreach Incorporated. In the future I see myself in this field, using my education and experience to make a difference.”

Questions for the Interviewer

Prepare a few questions for the interviewer to show your genuine interest in the position and employer. Avoid asking questions about salary, benefits, and vacation. Discuss these aspects after you have been offered the position.

- What are common challenges or opportunities are associated with the position?
- What percentage of time would be devoted to each of the responsibilities of this position?
- What type of training and supervision are provided to new employees?
- How would you describe your management style and corporate culture? How is performance evaluated?
- What are the characteristics of your most outstanding employees in a similar position?

What is your greatest strength and weakness?

“One of my strengths is paying meticulous attention to detail when working with written documents. In the past, this trait sometimes caused me to come close to missing deadlines. To compensate, I have developed the habit of assigning myself an artificial deadline, two days before the project is due. On that day, I do my detailed final inspection of my product. I have learned to achieve a practical balance between attention to detail and administrative efficiency. One instance of this was when I was in charge of creating a brochure for the GO East LA Club. I began working on the brochure’s design and content early on so that we would have enough time to pass it out to students. With an artificial deadline, I was able to spend an “extra” day to do the necessary proofreading and fine-tuning to ensure its accuracy. The brochure was a success! It improved knowledge of our club and we saw a membership increase in the fall semester. I can use my strength of attention to detail in your company because I’m able to balance this with time effectiveness to meet the responsibilities of this position.”

Elevator Pitch

The “elevator pitch” is a short, one-minute message about your professional self. It can include the following:

- **Who you are:** Your Name
- **What you do:** Student? Employee? Athlete? Club Member?
- **Why you’re talented; or what you do well:** Strengths
- **What are your goals:** What you are looking to do with your life?
Interview Process

Before
The most important thing you can do is prepare!
1. Review your resume and know your qualifications.
2. Research the company’s programs, services, and mission statement.
3. Practice answering common interview questions and prepare questions to ask the interviewer.
4. Bring copies of your resume, paper and pen, and a professional portfolio or bag.
5. Have your outfit ready and get a good night’s rest.
6. Arrive early.

During
- When the employer asks you questions, take a moment to comprehend the question and gather your thoughts before responding.
- Answers should be spoken clearly. Convey confidence, enthusiasm, and positivity.
- Maintain good posture, eye contact, smile, and use simple hand gestures.
- In closing, reiterate your qualifications for the position with their company.
- Thank each interviewer, shake hands, and ask for their business cards.

After
1. Think about the questions you were asked and how you responded.
2. Write or email thank-you letters within 24 hours.
3. Follow up with the employer especially if you have not heard back from the company within the time they stated. You may:
   a. Find out what you can improve on for future interviews.
   b. Gain new referrals or leads to other positions.
   c. Be a candidate for future openings of the same position or other positions in the same company.

Checklist

- Understand the position and company. Know your qualifications.
- Do a mock interview with ELAC Career & Job Services.
- Arrive early, dressed appropriately and cell phone turned off.
- Be positive! Remember to smile.
- Write thank-you letters to each interviewer.

Types of Interviews

One-on-One
One person will conduct the interview with you. This could be your potential supervisor or Human Resources professional.

Group
There are multiple candidates at once. Do not interrupt or attack the other interviewee. Your goal is to impress while showing an ability to work well with others.

Panel
Multiple interviewers will ask you questions. Introduce yourself and shake hands with each of them. Remember their names and give eye contact to everyone.

Phone
You can use notes, the company’s website, and other useful resources to help you answer questions. Ensure a strong phone reception and a place without distraction. Dress professionally and sit at a desk to get a professional mindset.

Coffee or Meal
Remember table etiquette and maintain professionalism.

Virtual
Via Skype and other webcam based systems. Test your internet connection, microphone, and webcam. Speak slowly and clearly, especially since there could be lag or delay.
Some questions are inappropriate or not job related. Federal, state, and local law regulates questions asked by an employer and prohibits inappropriate questioning. Determine the best way to handle these situations. Here is a list of questions which are illegal to use as a basis for hiring:

### Common Illegal Questions

#### Ethnicity or Citizenship
- What’s your race/nationality?
- Are you a U.S. citizen?

#### Age or Family Status
- How old are you?
- Are you married?
- Do you have kids? Are you pregnant?

#### Religion, Sexual Orientation, or Other Affiliations
- What is your religion?
- What is your sexual orientation?
- What organizations do you belong to?

#### Abilities
- Do you have any disabilities or health problems?

#### Prior Record
- Do you use drugs, alcohol, or smoke?
- Have you ever been arrested?

#### Military
- Have you been discharged from the military?

### Guidelines When Asked Illegal Questions

1. If you answer the question, you may harm your candidacy by giving an answer that the employer does not like.

2. It is your right to refuse to answer the question, but you risk being seen as uncooperative or confrontational.

3. Answer in general statements as it applies to the job. For instance, instead of directly answering questions such as “are you a U.S. citizen?” or “what country are you from?” you could respond, “I am authorized to work in the United States.”
Additional Resources

Career Exploration Websites
Self-assessments, job descriptions, education, salary ranges.

California Career Zone: http://cacareerzone.org
Eureka/Choices: http://faculty.elac.edu/careercenter/login.aspx
Who Do U Want 2 B: http://whodouwant2b.com

Career Research Websites
Occupation descriptions, salary, employment outlook.

EDD Labor Market Info: http://labormarketinfo.edd.ca.gov
O*Net Online: http://onetonline.org

Career Search Websites
Full-time, part-time, internship, job databases.

ELAC Online Job Database: http://collegecentral.com
Internships.com: http://internships.com
Jobs 2 Careers: http://jobs2careers.com
Linkedin: http://linkedin.com
Indeed: http://indeed.com
Monster: http://monster.com
CareerBuilder: http://www.careerbuilder.com
Glassdoor: http://www.glassdoor.com
ZipRecruiter: http://www.ziprecruiter.com
Internships, Volunteering: http://idealist.org

Career Preparation Websites
Resume, cover letter, portfolio building, job search, interview tips.

California Career Center: http://calcareercenter.org
SELF-DISCOVERY
Take an assessment to identify your strengths, interests, skills and abilities.

CAREER & MAJOR EXPLORATION
General Education courses are a great way to explore subjects you are interested in learning about.

GAIN EXPERIENCE
Get some experience. Search for an internship or volunteer work to see if you will enjoy that field.

DECLARE BY 15 UNITS
Make an appointment with a counselor to create a plan.