



## **Internship Preparation Resources**

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# LinkedIn Profile Checklist

**PHOTO:** It doesn't have to be fancy - just use your cellphone camera in front of a plain background. Wear a nice shirt and don't forget to smile!

**HEADLINE:** Tell people what you're excited about now and the cool things you want to do in the future.

**SUMMARY:** Describe what motivates you, what you're skilled at, and what's next.

**EXPERIENCE:** List the jobs you held, even if they were part-time, along with what you accomplished at each. Even include photos and videos from your work.

**ORGANIZATIONS:** Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.

The screenshot shows a LinkedIn profile for David Xiao. The profile header includes his name, title 'Econ Major and Aspiring Financial Analyst', location 'San Francisco Bay Area | Financial Services', and previous roles at 'Berkeley Ventures' and 'University of California, Berkeley'. It also shows '153 connections' and buttons for 'Improve your profile' and 'Edit Profile'. The 'Background' section has a 'Summary' with a paragraph about his interests in economics and venture capital. The 'Experience' section lists a 'Venture Capital Internship' at Berkeley Ventures from May 2013 to September 2013, with a description of his research. Below this is a presentation titled 'INTRODUCTION TO VENTURE CAPITAL' with a description: 'A presentation I gave to my classmates, based on what I learned at Berkeley Ventures'. The 'Organizations' section lists 'Berkeley A Capella' as 'Lead Singer' from March 2012 to Present, with a description of performing at events.

Continued >>

**EDUCATION:** Starting with college, list all the educational experiences you've had - including summer programs.

**VOLUNTEER EXPERIENCE & CAUSES:** Even if you weren't paid for a job, be sure to list it. Admissions officers and employers often see volunteer experience as just as valuable as paid work.

**SKILLS & EXPERTISE:** Add at least 5 key skills - and then your connections can endorse you for the things you're best at.

**HONORS & AWARDS:** If you earned a prize in or out of school, don't be shy. Let the world know about it!

**COURSES:** List the classes that show off the skills and interests you're most excited about.

**PROJECTS:** Whether you led a team assignment in school or built an app on your own, talk about what you did and how you did it.

**RECOMMENDATIONS:** Ask managers, professors, or classmates who've worked with you closely to write a recommendation. This gives extra credibility to your strengths and skills.

## Education

**University of California, Berkeley**  
Economics, B.A.  
2010 – 2014 (expected)



## Volunteer Experience & Causes

### **Big Buddy**

Skyline High School

September 2012 – May 2013 (9 months) | Education

Mentored an Oakland high school student through the college application process, helping him get into his dream school.

## Skills & Expertise

Most endorsed for...

12 Economics

11 Start-ups

10 Due Diligence

10 Venture Capital

10 Management



## Honors & Awards

### **The Achievement Award Program**

UC Berkeley

Four-year scholarship awarded to community-minded students with a proven track record of academic success.

## Courses

### **University of California, Berkeley**

- Microeconomic Theory (Econ 101A)
- International Monetary Economics (182)
- Public Economics (230A)

## Projects

### **Venture Capital Financing in India**

May 2013

For our international Monetary Economics course, Paul and I decided to study the emerging venture capital industry in India. By looking at data from the World Bank, we were able to understand the challenges and opportunities facing this nascent sector. And we developed a series of recommendations for overcoming these challenges, which we delivered to our professor in a final term paper.

5 team members



**David Xiao**

Econ Major and Aspiring Financial Anal...



**Paul Smith**

Student at UC Berkeley

## **Recommendations**

Received (2) ▾

### **Venture Capital Internship**

Berkeley Ventures



**Tim Lee**

Partner

“David spent the summer with us at Berkeley Ventures and made an immediate impact. He showed us a brand new technique for firm analysis that he had just learned in school and came through with recommendations that opened our eyes to a unique set of opportunities.

We don't normally hire undergrads as interns but after working with David, we will again!

November 13, 2013, Tim managed

**NAME AND CONTACT INFORMATION****EDUCATION**

**Degree, concentration and/or certificates** | graduation month and year

School Name | University Name | city, state

**Academic Accomplishments**

Overall or Major GPA \_\_\_/4.0; Dean's List, Scholarships

**Relevant Coursework**

Course title not number; 4-6 upper division classes in which you learned something relevant to the job you are seeking; demonstrates knowledge

**Projects**

Coursework where you developed or used writing or presentation skills, research, analysis or problem solving, or organization skills – describe in the form of an 'accomplishment statement' – see "writing accomplishment statements" handout

**Leadership and Professional Development**

Membership in student organizations related to degree/career choices.

This section replaces the 'activities' section found on high school resumes

**EXPERIENCE**

**Position Title**, Name of Company or Organization, city, state, month and year(s) "employed"

- Accomplishment Statements describing skills or knowledge you gained or used in your work, work-learning or service position
- And the results you got or goal you achieved by performing that work effectively

**Position Title**, Name of Company or Organization, city, state, month and year(s) "employed" or active

- For example – how did you help that organization make \$, save \$ or expand their business by providing excellent customer service" or "raising \$ for a cause" or "creating a flyer to promote an event"
- See handout for skillsets and how to write an accomplishment statement

**COMMUNITY INVOLVEMENT OR SERVICE**

**Involvement (Member, Volunteer, Event Chair, Tutor)**, Name of Organization, city, state, year(s) active

- This could be any community you belong to – geographic group, interest group (environment, hiking, sustainability or other community issues) , faith group, professional organization (ICMA, YNPN)
- List in reverse chronological order

**OTHER POSSIBLE HEADINGS (INFORMATION CATEGORIES)****SUMMARY OF QUALIFICATIONS**

USE IF YOU HAVE EXPERIENCE IN THE FIELD WHERE YOU ARE APPLYING;

SUMMARIZE KNOWLEDGE, SKILLS AND/OR EXPERIENCE RELEVANT OR SPECIFIC TO THE INTERNSHIP OR EMPLOYMENT YOU ARE SEEKING

**LANGUAGES AND CULTURAL EXPERIENCE**

RELATE TRAVEL, WORK, STUDY AND LIVING EXPERIENCES, LANGUAGES you have learned, studies, or speak, ESPECIALLY IF YOU ARE APPLYING FOR POSITIONS WHERE THIS IS PREFERRED OR GIVES YOU ADVANTAGE

**TECHNICAL SKILLS**

SHOW PROFICIENCY IN COMPUTER HARDWARE, SOFTWARE, INTERNET AND SOCIAL MEDIA; APPLICATIONS USED FOR RESEARCH OR STATS COMPILING, USE OF INTERNET, LIBRARY AND OTHER ONLINE RESOURCES, KNOWLEDGE OF SOCIAL MEDIA AND FOOTPRINT, MICROSOFT SUITE – WORD, EXCEL, POWERPOINT, OTHER PRESENTATION SOFTWARE

# Writing Accomplishment Statements

When creating your resume, it's important to include accomplishment statements anytime you are describing your experiences. Accomplishment statements communicate to the reader that you have achieved results and that you have developed transferable skills and career competencies necessary to be career and internship ready. Accomplishment statements should include the following: action verb, project, positive outcome. When applicable, provide numbers to quantify the outcome.

## Typical non-descriptive resume statement:

Followed up with customers

## Improved accomplishment-based resume statement:

Initiated discussion of new product information during routine follow-up calls with customers resulting in 20 additional sales a month

## Examples

Action verb	Project	Evidence/Outcomes	Accomplishment statement
Reorganized & maintained	+ 600 technical files for the organization	+ Reducing the file search time by an average of three hours weekly	= Reorganized and maintained 600 technical files for the organization, reducing the file search time by an average of three hours weekly
Organized	+ Company-sponsored bike-a-thon	+ Raised over \$100,000 for the American Heart Association with over 1,000 employees participating	= Organized company-sponsored bike-a-thon which raised over \$700,000 for the American Heart Association with over 1,000 employees participating
Created	+ Proposal for "mock" training program	+ Delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers	= Created a proposal for a "mock" training program and delivered the proposed hiring and training improvements in a written report and formal presentation to a class of 78 peers
Communicated	+ Offer menu suggestions and promote daily specials	+ Up-sale of menu items	= Communicate effectively with guests to offer menu suggestions and promote daily specials oftentimes resulting in an up-sale of menu items
	+	+	=
	+	+	=

Here is some space to practice

# Resume Action Verbs



Matching your skills to what the employer is looking for is the best way to catch their attention. Use these action verbs to help you describe your educational and employment experiences. Ensure that you identify words that best match your background and the job description.

## Communication/Interpersonal Skills

addressed	conveyed	enlisted	judged	participated	responded
advertised	convinced	explained	led	persuaded	sold
arbitrated	corroperded	expressed	lectured	presented	solicited
arranged	created	formulated	listened	promoted	specified
articulated	debated	furnished	manipulated	proposed	spoke
authored	defined	helped	marketed	publicized	suggested
clarified	developed	identified	mediated	read	summarized
collaborated	directed	incorporated	moderated	reasoned	synthesized
communicated	discussed	influenced	motivated	reconciled	translated
composed	dispatched	interacted	merged	recruited	traveled
condensed	distinguished	interpreted	negotiated	referred	wrote
conferred	drafted	interviewed	observed	reinforced	
consulted	edited	involved	obtained	reported	
contracted	elicited	joined	outlined	resolved	

## Creative Skills

adapted	developed	formulated	integrated	perceived	solidified
began	devised	founded	introduced	performed	solved
combined	directed	generated	invented	photographed	synthesized
composed	displayed	illustrated	launched	planned	visualized
conceptualized	drew	imagined	memorized	published	wrote
condensed	entertained	imported	modeled	revised	
created	established	initiated	modified	revitalized	
customized	explored	innovated	originated	shaped	
designed	fashioned	instituted	painting	shared	

## Management/Leadership Skills

accentuated	controlled	established	initiated	performed	salvaged
administered	converted	evaluated	inspected	planned	saved
advanced	coordinated	executed	instituted	presided	scheduled
analyzed	cut	expanded	led	prioritized	secured
appointed	decided	generated	managed	produced	selected
approved	delegated	handled	merged	recommended	streamlined
assigned	developed	headed	moderated	recovered	strengthened
attained	directed	hired	motivated	recruited	supervised
chaired	doubled	hosted	navigated	reorganized	terminated
considered	eliminated	implemented	organized	replaced	troubleshoot
consolidated	emphasized	improved	originated	restored	
contained	enforced	incorporated	overhauled	restructured	
contracted	enhanced	increased	oversaw	reviewed	

## Manual Skills

assembled	controlled	handled	performed	retooled	worked
bound	drilled	lifted	set-up	shipped	
bent	drove	moved	pulled	skilled	
built	fed	operated	punched	tended	

## Data/Financial Skills

administered	audited	corrected	extracted	prepared	researched
adjusted	balanced	decreased	forecasted	programmed	retrieved
allocated	budgeted	detailed	managed	projected	solved
analyzed	calculated	determined	marketed	qualified	trimmed
appraised	computed	developed	measured	reconciled	yielded
assessed	conserved	estimated	planned	reduced	



## Helping Skills

adapted	attended	diagnosed	guided	perceived	safeguarded
adjusted	cared	directed	helped	prevented	serviced
advised	clarified	educated	integrated	provided	simplified
advocated	coached	encouraged	insured	referred	spoke
aided	collaborated	ensured	intervened	rehabilitated	supplied
answered	contributed	expedited	led	related	supported
arranged	cooperated	facilitated	listened	rendered	volunteered
assessed	counseled	familiarized	mentored	represented	
assisted	demonstrated	furthered	motivated	resolved	

## Organizational/Detailed Skills

accomplished	compared	executed	monitored	registered	standardized
achieved	compiled	facilitated	obtained	reserved	submitted
approved	completed	filed	operated	responded	supplied
arranged	configured	generated	ordered	retained	systematized
catalogued	corrected	implemented	organized	retrieved	tabulated
charted	corresponded	incorporated	prepared	recorded	updated
classified	dispatched	inspected	processed	reviewed	validated
coded	distributed	judged	provided	routed	verified
collated	diversified	logged	purchased	scheduled	
collected	enforced	maintained	recorded	screened	

## Research Skills

analyzed	contributed	experimented	interviewed	partnered	supported
assisted	cooperated	explored	invented	perceived	surveyed
benchmarked	critiqued	extracted	investigated	published	synthesized
branded	decided	extrapolated	linked	recognized	teamwork
catalogued	detected	facilitated	located	researched	tested
clarified	determined	field formulated	measured	reviewed	wrote
collaborated	diagnosed	gathered	mediated	searched	
collected	differentiated	hypothesized	motivated	scanned	
compiled	documented	indocrinated	observed	studied	
compared	evaluated	inspected	organized	solved	
conducted	examined	interpreted	participated	summarized	

## Teaching Skills

adapted	communicated	educated	focused	instructed	taught
adopted	conducted	empowered	guided	invented	tested
advised	coordinated	encouraged	individualized	motivated	trained
benchmarked	counseled	enlightened	influenced	persuaded	transmitted
briefed	critiqued	evaluated	informed	shaped	tutored
clarified	decided	explained	initiated	simulated	valued
coached	developed	facilitated	instilled	stimulated	

## Technical Skills

adapted	conserved	engineered	printed	remodeled	studied
applied	constructed	fabricated	programmed	repaired	upgraded
assembled	converted	fortified	rebuilt	replaced	utilized
automated	debugged	installed	rectified	restored	
built	designed	maintained	re-designed	solved	
calculated	determined	operated	re-engineered	specialized	
computed	developed	overhauled	regulated	standardized	

### NACE Career Competencies Icons

These icons represent the eight career competencies that students should have experience with in order to be career ready at graduation. Look for these symbols next to the skills on this handout that highlight these career competencies.



Career Management



Leadership



Global/Intercultural Fluency



Digital Technology



Critical Thinking/Problem Solving



Oral/Written Communication



Professionalism/Work Ethic



Teamwork/Collaboration



# Career Competencies



As a student at ASU, you are constantly building new skills, experiences and competencies that contribute to your overall personal growth and professional development. Many of these skills and experiences can be used to help you be career ready even before graduation. These eight career competencies encompass the skills that employers are seeking and highly qualified candidates often possess. Career competencies were developed by the National Association of Colleges and Employers (NACE) that works to promote career readiness in students.

Career and Professional Development Services has made it easy for you to ensure you are making strides in each of these areas. We have included the icons below that will aid in your ability to connect the career competencies to questions, scenarios, and other information located throughout all of our resources.



## Critical Thinking/Problem Solving

Exercise sound reasoning to analyze issues, make decisions and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process and may demonstrate originality and inventiveness.



## Global/Intercultural Fluency

Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations and religions. The individual demonstrates, openness, inclusiveness, sensitivity and the ability to interact respectfully with all people and understand individuals' differences.



## Professionalism/Work Ethic

Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.



## Career Management

Identify and articulate one's skills, strengths, knowledge and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities and understands how to self-advocate for opportunities in the workplace.



## Teamwork/Collaboration

Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.



## Oral/Written Communication

Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write and edit memos, letters and complex technical reports clearly and effectively.



## Digital Technology

Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.



## Leadership

Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize and delegate work.

### Are you career ready?

According to NACE, career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace. In other words, career readiness means that you have experience and skills in each of the eight career competencies and are capable of navigating the job search and interview process and have the skills and knowledge to be successful in the career of your choosing.

## Putting Career Competencies in Action

Now that you are familiar with these career competencies, let's take a look at which ones you have most developed and which you would like to develop further. Employers are going to not only seek out these competencies, but want to see evidence on how you apply them. Fill in the section below to summarise your most developed competencies.

### Skills developed

### Comments: (e.g. what activities can I get involved in to develop this)

1. _____	_____
	_____
	_____
2. _____	_____
	_____
	_____
3. _____	_____
	_____
	_____
4. _____	_____
	_____
	_____

Now that we have looked at what competencies you are strong in, what about ones that you would like to develop further? Employers are going to want to address a variety of different competencies and might hit on ones that you are not so strong in. Why not working on developing some strategies on strengthening them. Start with listing four competencies you would like to get more experience with and what activities and steps you can take to develop them. You can ask for suggestions from friends, mentors, advisors if you can't think of activities yourself.

### Skills developed

### Comments: (e.g. what activities can I get involved in to develop this)

5. _____	_____
	_____
	_____
6. _____	_____
	_____
	_____
7. _____	_____
	_____
	_____
8. _____	_____
	_____
	_____

**Career Tip:**  
Want to learn more about career competencies check out our YouTube videos at: [bit.ly/cpdsyoutube](https://bit.ly/cpdsyoutube)

# Powerful Introductions



Create a powerful introduction to use at career and internship fairs or professional networking opportunities and to respond to interview questions like “Tell me about yourself,” and “Why should we hire you?” It’s important to have a powerful introduction to connect with potential employers whether on the phone, email or in person. Remember to highlight any career competencies you may have, such as oral/written communication, teamwork and collaboration, digital technology or leadership. Write down your ideas and practice saying them out loud. Remember, this is a conversation starter, not a memorized speech and should be used to help market your career competencies in a very short time.

**Hello, my name is:** \_\_\_\_\_

**I am interested in:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I have experience or coursework in:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**My strengths are:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I am looking for information about opportunities in:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Example:** Hello, my name is Jennifer and I’m interested in Human Resources. I have experience as the Vice President of a student organization where I interviewed and onboarded new members. My strengths in communication, problem solving, and working as a team member come into play on a daily basis working in food service. Additional business courses have supplemented my communication degree and attributed to my interest and growing knowledge in Human Resources. I’m looking for more information about what your organization looks for when hiring HR coordinators.



# Informational Interviewing



## What is an Informational Interview?

An informational interview is an informal meeting with a person who has a job title or works in an industry that you aspire to get into. It is a meeting to get advice and information only; it is not to ask for a job. After you have made a decision about your career, the contacts you have met through informational interviewing may become helpful in your job search, but keep in mind, informational interviewing is for advice and research purposes. Your intentions should be made clear when setting up the interview.

## Reasons to Conduct Informational Interviews:

- To investigate and gain insight into a specific career field or organization
- To learn the lingo and important issues in the field
- To gain a good sense of the workplace environment
- To gain information in the interview that can form the basis for making a career decision
- To receive candid information that may be difficult to otherwise obtain
- To learn from knowledgeable people about how to best prepare for particular careers
- To develop a new professional contact to add to your network

## Preparation:

- Determine how you would like to interview someone: in person, phone, virtually, etc.
- Identify and be able to articulate your skills. Understand the complexity of your skillset and know your capabilities in great detail. Consider where and how you would most like to use them.
- Learn as much as you can about the organization through research - such as Glassdoor, LinkedIn or the organization's website.
- Have your questions written down.
- Learn about the career in general - look at salary, working conditions, promotional possibilities.

## Find Someone to Interview:

Think of all your contacts, then expand your list by speaking to and researching:

- Friends and family members
- Contacts made through friends and family
- College instructors
- Previous employers
- Co-workers
- Alumni
- Speakers you have heard
- Religious affiliations
- Career advisors
- Chambers of commerce
- Trade or professional journals
- Officials of unions and professional organizations
- Community service agencies
- LinkedIn Alumni Tool
- ASU Mentor Network
- Conferences
- Career events

## Typical Questions to Ask During an Informational Interview:

The applicability of these questions may vary from one occupation to another. Choose and ask that questions that will be most helpful for you in your career planning.

- What are the major satisfactions the individual derives from working in this field?
- What advice would the individual offer someone planning on entering this career?
- To what extent does the individual feel their experiences are typical of others?
- If they were starting out again, what might the individual do differently?
- Could they give you names of other people who might be able to provide additional information? May you use their name as a referral?
- How long has the individual been employed by the organization and for what length of time have they held their current position?
- What was the career path of the individual from entry level to present?
- What are the major responsibilities of the position? What are the specific duties performed? How do they spend 80% of their work day?
- What do they look for in hiring an individual (i.e. what skills, values, etc.)? Does the company have a "profile" of the ideal employee?
- What skills are most important for this kind of work? Are there other fields in which the same types of skills are used? What might be some related occupations?
- Could they recommend sources for additional information, such as special books, trade publications and professional journals?

## Plan out Your Informational Interview

Who will you interview? \_\_\_\_\_

What do you want to find out from this individual? \_\_\_\_\_

What three questions will help you steer the conversation to get the information you need?

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

# Interview Preparation



Part of the interview preparation process involves anticipating questions you will be asked and thinking of questions you will ask the interviewer. While the following list is not comprehensive, it should provide a framework to help you appreciate the range of possible questions. When asked these questions, try to answer in a way that showcases your career competencies, outlined on the backside.

## Traditional Interview Questions

Any interview will certainly have a variety of traditional questions that focus on topics such as your career goals, leadership, teamwork and professionalism. In all likelihood, there is no “right” answer to these questions. Instead, employers are more interested in your overall work style and ability to communicate. Candidates typically take 1–2 minutes per question to answer effectively.

**Tip: Respond to traditional interview questions directly, honestly, effectively and simply.**

### Interview Question

### Strategies for Answering Traditional Interview Questions

**Tell me about yourself.**

**A solid response can lead the conversation in a direction that allows you to elaborate on your qualifications.** While this seems like a piece of cake, it is difficult to answer effectively because it is so broad. The important thing to remember is that you should respond with your strongest selling points for the position, including your education, professional experiences and most important qualities. See the Powerful Introductions handout for tips.

**What are your strengths and weaknesses?**

**Give a concrete example to showcase your strengths.** The employer may be assessing how open you are. You have an opportunity to showcase your strengths by giving a concrete example. You should be honest in describing an area where you want to improve (i.e. a weakness). When citing a weakness, be sure to describe how you are working to improve it.

**Where do you see yourself in five years?**

**If you are interested in growing with the organization, share your desire to develop the skills necessary to advance.** The interviewer wants to know if you are ambitious and whether you think about your long-term goals. It's okay not to know all of your goals moving forward, just be honest with how you hope your career will progress.

**Why should I hire you?**

**Sell yourself.** Responding to this question generally reveals how confident candidates are about their qualifications for the position. The response should showcase your top skills and strengths that relate to the job. Since it is highly unlikely that you know who all of the other candidates are, it is unnecessary to try to make comparative statements.

**Why do you want to work here?**

**Demonstrate what you know about the organization.** This question reveals how much you know about the organization. You want to convey your genuine interest and can only do that if you are sufficiently familiar with the organization. There is no substitute for researching the organization in advance.

**Why did you leave your last job?**

**Always bring up the positive attributes of your previous employment even if it was not always a positive experience.** It's normal for people to move on to new positions and organizations throughout their career. In your response to this question, consider how moving from one position to another helped in your professional growth.

**What accomplishments are you most proud of?**

**Choose a relevant accomplishment.** As with most interview responses, be specific and select an accomplishment that relates to the position. Even if your greatest accomplishment, in your mind is, being on a championship high school athletic team, opt for a more professionally-related example.

**What are your salary expectations?**







**Steer clear of discussing salary specifics before receiving a job offer.** This is one of the hardest questions, particularly for those with limited experience. Before the interview, research the salary range in your field. Let the interviewer know you will be open to discussing fair compensation when the time comes. If pressed for a more specific answer, always give a range rather than a specific number. Refer to our Negotiating a Salary handout for more strategies on how to effectively negotiate.



# Behavior-Based Questions

Behavioral based questions are designed to determine your likely future behavior given specific experiences from your past. It's important to answer these questions using the STAR response method. Refer to our [Crafting your Career Story](#) for practice questions and information on STAR Responses.

## Interview Question

-  Tell me about a difficult decision you made.
-  Describe a situation in which you went above and beyond expectations
-  What did you do in a project that contributed to the team environment?
-  What strategies did you use in your last job to organize and prioritize tasks?
-  Tell me about a time when you had to bend the rules.
-  Tell me about a time you encountered a difficult customer or co-worker.

## Strategies for Answering Behavior-Based Questions

- The interviewer's goal is to understand your thought and decision-making process.**  
What factors did you consider when making the decision? What alternatives did you consider? Did you think about additional timelines, deadlines, quality, budget, monetary issues, etc.?
- The interviewer is trying to measure your initiative and your energy.**  
Are you willing to do more than the minimum? What do you consider to be "more than expected"? How do you define the least effort required for a situation?
- Your answer reveals how successfully you interact with others.**  
How did you make a difference to the project? What was your leadership style? What were your main contributions to the project and to the team?
- Responding to this question provides evidence about how you organize, plan and prioritize.**  
Which factors did you consider in your actions? How thorough were your ideas and their execution? How do you measure your own effectiveness?
- This demonstrates your flexibility and your commitment to continuous improvement.**  
Did you use good judgment when determining whether to bend this particular rule? What rules do you consider bendable? Do you know the difference between bending and breaking a rule?
- Your answer should leave emotions out.**  
Focus on the resolution and your role in effectively managing the situation. Make sure to focus on the positive resolution of this difficult situation or experience.

# Technical Interview Questions

Depending on the job, employers will want to know if you have the specific skills that are required to complete certain job tasks. In these situations, you may be asked some technical questions. These questions are usually not designed to be easy and getting the "right" response, while preferable, may not be crucial. When responding to a technical question, employers are evaluating your logic in solving a problem. Walk the interviewer through your thought process and demonstrate how you arrive at your answer.

### Examples of technical questions:








1. What is your experience in operating tools to assess the security of IT networks?
2. What is the capacity of human brain memory?

# Questions to Ask Your Interviewer

It is important to have at least a couple of questions that you will ask the interviewer(s) at the conclusion of your conversation. Candidates have a good deal of flexibility in the questions they ask. At the same time, it is important to avoid questions that are based on the presumption of being offered the position (i.e. what is the salary range for this position?). Candidates can ask these types of questions once they have actually received an offer. You can ask questions ranging from small details about the job to big picture analytic questions. This is your chance to ask questions that can't be answered through the job description or by searching the organization's website.

- What brought you to this organization? Can you tell me about your own experiences, so far?
- What have been some major contributions made by individuals who have held this job previously?
- What are some examples of problems I would be expected to address?
- Based on your experience with the company, what have you seen in terms of opportunities for advancement in this functional area?
- Could you tell me about the people with whom I would be working? What types of positions do they hold?
- How would you characterize the culture of this organization?

**NACE Career Competencies Icons**  
These icons represent the eight career competencies that students should have experience with in order to be career ready at graduation. Look for these symbols next to the interview questions on this handout that highlight these career competencies.

							
Career Management	Leadership	Global/Intercultural Fluency	Digital Technology	Critical Thinking/Problem Solving	Oral/Written Communication	Professionalism/Work Ethic	Teamwork/Collaboration