Planning to Succeed

A Professional Career Development Guide for Duquesne University Students

Get Ready for your Dream Job

Learn How to Prepare for Your Job Search

Discover Which Careers Match Your Interests

Business Casual vs Business Professional
Whether you are just beginning college or approaching graduation, the Duquesne University Career Services Center can help you explore majors and careers, develop professional and job search skills and gain experience through internships. The center is also here to help you prepare for future success in your first professional job search and/or in pursuing an advanced degree.

Career and Major Exploration:
Discovering what career path to take can be challenging. Receive personalized career counseling and consider online interest assessments to learn what you can do with a major and match your interests with careers.

Professional and Job Search Skills:
Career Services’ educational events, workshops and career fairs help you develop skills in areas such as resume writing, interviewing, internships, business etiquette, professional networking, portfolios and applying to graduate school.

Career-Related Experience:
Internships, part-time work and volunteering are excellent ways for you to gain valuable experience, learn about careers and network with professionals. Career Services can assist you in finding these opportunities through DuqCareerLink and other resources.

Pursue a Professional Job and/or Graduate/Professional School:
In making the transition from college-to-career, get a boost through job fairs, DuqCareerLink, on-campus interviewing and individual counseling to develop your job search plan. Meet with your career counselor for feedback on your personal statement for graduate/professional school.

Count on your Career Services Center to be your partner from freshman year to graduation and beyond. Connect with us to connect with your future!

Coralyn McCauley
Career Counselor
Jennifer Irwin
Events and Communication Coordinator
Cindy Kaufold
Administrative Assistant
Linda Loewer
Internship Coordinator
Kim Pierce
On-Campus Recruiting Coordinator
Nicole Feldhues
Director
Charlotte Patton
Career Counselor
Deb Saffer
Career Counselor

Duquesne University Career Services
Rockwell Hall, 100 Commons Level
Student Union Satellite Office
412.396.6644
careerservices@duq.edu
duq.edu/career-services

Schedule an appointment through Starfish.
Walk-in Advising available daily.

About Career Services
**EXPLORE MAJORS AND CAREERS**

**COMPLETE**
Your DuqCareerLink profile to learn about internships and career exploration events related to freshmen.

**DISCOVER**
careers for various Duquesne majors, including which careers may require advanced degrees.

**MEET**
with your Career Counselor to discuss career paths for your major, internship opportunities and career questions. Make an appointment on Starfish in Blackboard.

**TAKE**
the online career-interest assessments through Career Services to see how your interests and personality connect to various careers.

**FOLLOW**
@duqcareer on Twitter and Duquesne University Career Services on Facebook for internships, upcoming events and interesting articles.

**GET TO KNOW**
faculty who teach in your field of interest or major, attend events and presentations sponsored by your college or school.

**EXPAND**
your awareness of potential employers through visits to local companies that are sponsored by Career Services.

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**DEVELOP JOB SEARCH AND PROFESSIONAL SKILLS**

**CREATE**
or update your resume on DuqCareerLink using the Resume Builder or provided samples.

**BRING**
your resume draft to Career Services’ Walk-in Advising and ResuMania for feedback.

**UPLOAD**
your resume on DuqCareerLink and apply for an internship or part-time job once your resume is approved. A professional resume is your ticket to internships!

**ATTEND**
the Explore the World of Internships panels in the fall. Students who have been interns along with employers provide an inside view of internships.

**BUILD**
professional interviewing skills utilizing the Mock Interview tool in DuqCareerLink as well as Mock Interview Days sponsored by Career Services.

**ATTEND**
Career Services’ programs and events, such as Advice and a Slice, ResuMania and Etiquette Dinner.

**DISCUSS**
career and professional issues with professors, professionals and alumni.

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**EXPERIENCE THE PROFESSIONAL WORLD OF CAREERS**

**FIND**
and apply for internships on DuqCareerLink.

**MEET**
with your academic advisor or faculty to determine if internships or practicum experiences are offered through your major.

**PLAN**
to go to at least one career fair each semester. Duquesne’s Job and Internship Fair and a local fair take place each semester.

**CONNECT**
with Duquesne alumni and employers on LinkedIn by joining the Duquesne University Career Network.

**ASSEMBLE**
a portfolio of your academic work and co-curricular activities; create both a hard copy to bring to interviews and an online version in your LinkedIn profile or personal website.

**BECOME**
active and take on leadership roles in student and community organizations, especially those related to your major and intended professional path.

**CONTINUE**
to update your resume to reflect your newly acquired skills and experience.

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**Pursue your dreams**

**CREATE**
a “saved search” on DuqCareerLink to be notified of full-time jobs in your fields of interest.

**MEET**
with your Career Counselor early to get your resume in tip-top shape, construct an amazing cover letter and develop a job search plan for your first professional job.

**CONTINUE**
to pursue internships, especially those that could lead to full-time employment.

**ATTEND**
multiple job fairs to network with employers and connect to full-time job opportunities.

**GAIN**
great advice and enjoy pizza at the Job Search Strategies and Applying to Graduate School Advice & a Slice workshops to help you transition to life after Duquesne.

**CHECK OUT**
possible interview opportunities through Career Services’ On-Campus Recruiting program.

**ASK**
faculty to be references for jobs and/or to write letters of recommendation for graduate or professional school.
Majors and Careers

"Knowing yourself is the beginning of all wisdom."—Aristotle
**DuqCareerLink**

DuqCareerLink is Duquesne University’s online job and internship system that assists you, as a student or alumnus, in managing the pursuit of your career.

Thousands of job and internship opportunities are posted on DuqCareerLink, with new postings added daily. These are from employers who actively seek Duquesne University students and graduates.

On DuqCareerLink you will be able to:
- View resume and cover letter samples.
- Search and apply for internships and jobs.
- Research companies and organizations.
- Check employer contacts at specific companies.

Employers also utilize DuqCareerLink in their search to fill internship and job opportunities through:
- Posting opportunities
- On-Campus Recruiting
- Special events such as job fairs and information sessions

### Getting Started

1. Access DuqCareerLink at duq.edu/duqcareerlink.

   As a Duquesne University student, you already have an account in DuqCareerLink. Just log in.

2. Complete your profile and upload your resume.

   Your resume must go through an approval process for you to apply for jobs and internships.

**TIPS FROM THE DUKE**

- Be sure to upload an updated resume regularly to highlight your recent experiences and to keep your account current.
- Use the Calendar to RSVP to career events.
- Use “saved searches” to save time. Create your search criteria and then “save it.” You’ll receive automatic emails every time a job or internship matches the criteria of your saved searches.
- Internships posted on DuqCareerLink meet the University’s requirements for credit.

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**Career Services Events Calendar**

The calendar in DuqCareerLink lists all the events and programs managed or sponsored by Career Services. It also shows all the job and internship application deadline dates. Some events require you to RSVP so it’s important to know how to find and utilize this essential resource.

**Check out these events on DuqCareerLink:**

- ResuMANIA Quick resume review
- Advice & a Slice Informal career discussion
- How to Work a Job Fair Navigating a job fair
- Explore the World of Internships Student and employer panel
- Etiquette Dinners The ins and outs of proper dining
- Mock Interviews Practice your interview skills
- Career Discovery Days Visit company sites
- On-Campus Recruiting Interviews held on campus
- Fall and Spring Career Fairs Meet with employers

**Explore the World of Internships**

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- Special events such as job fairs and information sessions

**Career Services posted more than 42,000 jobs and internships in 2014**

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**Explore**
Major and Career Exploration

Consider your skills, values and interests when exploring your major or career choice. These elements will help you as you move through the decision making process to arrive at a major or career. Your career counselor and Career Services can help.

Self-Assessment

1. In each horizontal row, highlight the words or phrases that best describe you.
2. Add up the total highlights in each vertical column.
3. Look to the diagram to see what careers align with your highest totals and begin thinking about careers and majors that may suit you.

Visit the Career Services Center to further explore your interests and abilities with your career counselor.

TIPS FROM THE DUKE

- Take interest assessments to discover your occupational interest. Make an appointment through Starfish with your career counselor to discuss taking the Strong Interest Inventory.
- Participate in informational interviews, job shadowing, volunteer experiences and extracurricular activities to learn more about possible majors and careers.
- Discuss your strengths and career options with your family, professors and friends.
- Meet with your career counselor early for guidance and support in the career or major exploration process.
- Don’t wait to start exploring — make goals for yourself and actively work toward achieving them.
Informational Interviews

Meeting with a professional and learning about their career field is called an informational interview.

It is a great way to learn more about careers while simultaneously creating connections with professionals in fields you are interested in. These interviews can teach you about career fields, companies and specific jobs.

Getting Started

1. Identify the career information you would like to gain.
2. Research potential companies, employers and professionals to interview.
3. Contact the individual, whether Duquesne University alumni, family, friends, etc., and explain your interest in learning about their career.
4. Prepare a short introduction and describe your background and interest in meeting with them.
5. Gather questions, such as these provided here and those found on our website.
6. As in any interview, be professional and prepared (see the interview section in this guide). Be sure to ask for additional contacts in the profession you are researching.
7. Follow up to say thank you for their time and insights, and that you will stay in touch.

Possible questions

- What are the duties and responsibilities of your job?
- What courses proved to be the most valuable to you in your work?
- What jobs and experiences have led you to your present position?
- How does your company differ from its competitors?
- What obstacles do you see getting in the way of the company’s profitability or growth?
- What is a typical career path in this field or organization?
- What are the various types of jobs in this field or industry?
- What do you wish you would have known before entering this field?
**Four Myths of Preparing for Your Career**

*by Chuck Wood, Ph.D., Assistant Professor, Information Systems Management*

You probably selected Duquesne University for many reasons — you get to grow in knowledge, maturity and spirit, have fun and make life-long friendships. And these are important. But for many of you the ultimate reason to choose any college is to start a career, to land that dream job in your field that pays tons of cash, has great benefits and makes your classmates green with envy. But for many of you the ultimate reason to land that dream job in your field that makes you happy for one third of your life, only to accumulate money which is supposed to help you achieve happiness during the other third. (One third is sleep.)

Do you know what you would love to do? If you do, then do that! It’s something that you want, dive into it, think about it, research the best ways to achieve your goal. Then the money will eventually find you. You’ll just be so good that people will seek you out.

If you don’t know what you love, then figure it out before the end of your sophomore year. Career Services can help! Your classes should be challenging and difficult but the material should be interesting and fun for you to master because you love the topic so much.

That being said:

1. **You need to wait until graduation to get started on your career…**

   Definitely not! You should be thinking of a career right away. I always tell my students to move in on Day #1, and then visit Career Services on Day #2. Internships are key. They provide experiences that many employers demand and as an added plus, good internships can often pay much more than your mail or fast food job! More importantly, some employers only hire their entry level professional employees through their internship program or only seek to hire students who have had an internship.

   Don’t worry about not knowing enough or not having a good background. The good companies expect to train the interns that they hire. In fact, you should avoid the internships where there is no training! DuqCareerLink is a great source for good internships.

   Avoid employers who:

   - Want an intern to only answer phones, get coffee or sell behind the cash register.
   - Require an intern to run a department or projects that the company doesn’t want to pay what a manager or expert would typically charge.

   These companies have jobs that require a low skill level and find college students to be excellent workers. There is often no pathway to a challenging, rewarding career and usually there is little training that goes along with these positions.

   Internships can be great if the company takes you into their world and trains you for what they need, allowing you to develop your skills and connections to land that dream job.

2. **You need to chase the money…**

   One of the saddest things I’ve ever seen was a student who went into his major because the money was good. He hated every class, hated every project in the major when you graduate. Then you interview for a job. Is it possible to get a job in your chosen field if you’re the best at it? Are companies willing to pay you, and if so, how much?

   Certain careers have very low demand, or that demand is falling and the current experts with years of experience are competing with you for every job you want. Other careers have a very high demand, but an even higher supply of workers, so why would they hire you for six figures when they can get someone with your skills for $30K?

   What do you do? The immediate answer is to have a good minor, a second major or plan for a graduate degree. Music majors reportedly make great computer application developers. English majors may find their skills are very much in need in the financial investments arena. History, political science, and law go hand-in-hand. Scientists who want to run a lab may want an MBA. Maybe business majors should consider an Information Systems Management double major or a Statistics minor that will yield a higher starting salary.

   See if your skill set will land that career. If you have doubts about that, a second major may not only bolster your qualifications, but may make you even better at what you do, and even give you a fallback position if you can’t land a job in your primary major.

3. **You don’t need to worry about the money…**

   You really do need to worry about money, too. Think of it this way. You really love a topic. You take classes and become the best around. You get certifications, get magazines that you read cover-to-cover, and you are really good at your major when you graduate. Then you interview for a job. Is it possible to get a job in your chosen field if you’re the best at it? Are companies willing to pay you, and if so, how much?

   Avoid employers who:

   - Require an intern to run a department or projects that the company doesn’t want to pay what a manager or expert would typically charge.

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4. **Your award-winning personality and killer smile will carry you through the process…**

   I have seen many students and professionals, especially in tough times, complain that they could get hired if only someone would give them a chance or at least talk to them. But they can’t get past human resources or get an in-person interview.

   Managers receive about 300 applications for a single position and they just don’t have time to delve deep into those 300 resumes. Instead, they scan them as quickly as possible narrowing down the applicant pool to interview 10 people. So you need to be in the top 3% of the applications to get an interview.

   Studies show that the average manager scans through a resumes in 15 seconds! That’s fast! Managers look for key words that illustrate the skills they need. Automated resumes readers scan resumes so the busy manager doesn’t need to do it. If you don’t have the skills required on your application, you simply aren’t getting the interview. It’s that simple.

   You need to look good on paper before you flash your bright white smile and dazzle them with your everpresent personality just to get the interview. To look good on paper, look at your skills as a type of tool box. Keep adding tools to the toolbox throughout your career. Do you know any foreign languages? Do you have any external professional certifications? Can you run some types of software? Can you do some sort of analysis, as with statistics, psychometrics or econometrics? Can you write computer programs and if so, in what software package or in what language?

   List all of your skills and make sure they are highlighted in a separate section. Compare your resumes with your friends’ resumes. If you think, “Wow. Theirs are better than mine,” then you may have some problems if you are competing for the same job. If you compare resumes and hear comments of “Wow. Theirs are better than mine,” then you are on the right track.

   But remember that the resumes and GPA just gets you in the door. Abundant enthusiasm and massive job knowledge in the interview, as well as your killer smile and personality, will help you seal the deal in landing your dream job!
Job Search and Professional Skills

“You miss 100% of the shots you don’t take.”

– Wayne Gretzkey
Elements of a Resume

1. Contact Information
   - Include your name, a local address, phone number and professional email address.

2. Education
   - List Duquesne University, Pittsburgh, PA as your education.
   - List your official degree and expected graduation date.
   - List your major(s), minor(s), certificate(s).
   - Include your cumulative GPA (if it is above 3.0).

3. Skills
   - List your software, foreign language and other notable skills including level of experience of each.

4. Experience
   - Include your internships and employment history.
   - Note month and year for start and end dates. If still employed at the place of business, replace the end date with “present.”

5. Leadership and Activities
   - List involvement with volunteering and campus organizations.

Formatting Tips
- Keep the resume to one full page.
- Use consistent formatting and alignment.
- Avoid personal pronouns.
- Avoid misspelling or typos.
- Do not use excessive space or white space.
- Do not include pictures, age, marital status, race, etc.
- Avoid “References available upon request.”
- Use black ink, easy to read font type in size 11 or 12.
- Spell out abbreviations.
- List items in each section in reverse chronological order (most recent first).

Employers’ Top Resume Tips
- Education should be listed first. We look for your major and graduation date, and we want to find it quickly.
- It’s a turn off if I’m reading a resume and I see a misspelled word. Use spellcheck but beware of the proper use of words.
- My biggest advice is to utilize Career Services for resume guidance.

Be clear and specific. If you own a lawn care company, write about how many clients you secured on your own and how you marketed yourself.

We want to see proven results. Say “I conducted meetings of 50 people, I organized this event.”

A good GPA and campus activities are important. The combination shows multitasking and carrying a heavy workload, which is something you are going to face every day in your job.

A resume isn’t just written once and used for multiple positions. The resume should be targeted toward a specific profession or job opening. You have to take the time to work on your resume to get the interview.

Tips from the Duke
- If you need help with your first resume, utilize the Resume Builder tool in DuqCareerLink.
- Tailor your resume to the position and company you are applying for.
- Spell out any abbreviations.
- Use bulleted statements that begin with action verbs.
- Remember that the purpose of a resume is to get you an interview, NOT a job.
Dear Ms. Pitcher,

I am applying for the web development internship that was advertised on DuqCareerLink at Duquesne University. Your position requires skills in various types of digital media arts and software used in web development. The position fits my experience and career interest.

I am currently a digital media arts major in my junior year at Duquesne University. ABC Corporation has an excellent customer service reputation. Your mission to provide educational services energizes my passion for people. I know that my experience and education allows me to add value to your company through web development. I have extensive experience with software packages such as Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. As a student aide at Duquesne University, I work with a team in the College of Liberal Arts to improve the quality and attractiveness of the department’s web site. Our customer satisfaction increased by 5 percent in one month.

Enclosed is my resume, which details my experience. I know that my abilities and skills would be a great asset to ABC Company’s web development team. I am available for an interview and may be reached at 412.396.1234 or thomas345@cduq.edu. I look forward to speaking with you about how my skills will fit your needs.

Sincerely,

Patrick Thomas

Patrick Thomas
Interviews

Are you ready?

Interviews play a very important part in securing a job or internship. Competition may be stiff for the position so you want to make sure that you have done everything possible to be the frontrunner among the candidates.

Jeff A. Peters, Duquesne Light Company

Preparation is Key

- Research the company by visiting their website, connecting with alumni who work at the organization and reading about recent industry developments.
- Utilize Career Services for a mock interview.
- Review your resume and be prepared to answer interview questions with specific examples that highlight your skills and accomplishments.
- Prepare questions that are specific to the position and organization.
- Be confident about what you have to offer and sell yourself on your skills, knowledge and abilities.
- Relax and enjoy the process. “Remember that the person on the other side of the table is human and most likely went through this process.”

Colleen Febbraro, Grossman Yanak & Ford

Ask Smart Questions

During the interview process, be prepared to ask questions of each person you interview with. These questions should:

- Be well thought out in advance and written down in a professional portfolio. You will appear organized, resourceful and interested in the company as well as the position.
- Provide answers to help you understand the culture, mission, code of ethics, environment, job description, or whatever topic is important for you to make an informed decision about whether or not you should accept a job offer, if extended.
- Not cover information that can easily be found on the company’s website or through search engines.

Katrina Fontana, Alcoa

Really Know the Company You Are Interviewing.

It’s important to know the company values, their mission statement and the company’s performance. Understanding the company and what they do is vital when going into an interview.

You should prepare specific examples from your resume for questions that will come up in an interview. Try to match your experience with the job description. If you can give concrete examples of how you have already done something that’s in the job description, this will separate you from other candidates.

Make a Lasting Impression

- Dress appropriately for the interview.
- Arrive about 10 minutes early.
- Greet the interviewer with a warm smile, a firm, confident handshake and make eye contact.
- Demonstrate your enthusiasm for the position by actively engaging in the conversation and show your knowledge of the position.
- Send a thank you to those who interviewed you.

Employer Advice

Katrina Fontana, Alcoa

Take Advantage of Mock Interviews

Mock interviews are so important while you’re in school. Never again will you be given the opportunity to “interview” with recruiters from a variety of companies who will give you feedback on improving your skills – this doesn’t happen in the “real world.” Take advantage of it while you can – you will not only get great interviewing feedback, but it’s also a great way to build your network and possibly even land a job or internship.

Colleen Febbraro, Grossman Yanak & Ford

Mock Interviews

A mock interview is a practice interview, a “simulation” of what a real interview is like.

Meet with an actual employer or your career counselor. Bring your resume and dress in appropriate attire for a real interview.

The employer or counselor will ask you questions that are normally asked in actual interviews. After about 15-20 minutes, the interviewer will provide you with feedback on your answers as well as your professionalism during the interview.

Utilize the mock interview tool in DuqCareerLink and schedule an appointment with your career counselor to review it.

To participate in mock interviews, make an appointment with your career counselor through Starfish or sign up on DuqCareerLink for Mock Interview Days, which take place on campus with employers.

Worried about interviews? Not when you can practice with a mock interview!

--Abena Boadi-Agyemang, Accounting

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Experience

The Professional World of Careers

“You don’t have to see the whole staircase – just take the first step.”
– Martin Luther King Jr.
Job Shadowing and Volunteer Work

Job Shadowing

Allows you to get an up-close look at a career, an employer, or even an industry that interests you. You “shadow” a working professional as s/he goes through a normal day on the job. Job shadowing may last a couple of hours, a half day or an entire day. Opportunities can be found informally through networking or more formally through informational interviews.

Volunteer

Informational interviews.

Volunteer Work

Be found informally through networking or more formally through internships on their candidates’ resumes and portfolios.

Faculty Insight

“Begin your career journey as a freshman. Shadow in your field and you will make contacts. Those contacts may lead to a part-time job or internship in your sophomore or junior year. By the time you are a senior you may have a full-time job. Planning your career is a four-year journey — it begins with knowing your major, immersing yourself in that area and getting to know people in your field.”

— Joan Kiel, Health Sciences

Volunteer

• When you volunteer at a place that has meaning for you, you have the opportunity to network with people who have the same interests and values.
• It helps you expand your professional and social circles.
• Volunteering allows you to see how organizations are managed and gain experience with management styles.
• You’ll gain workplace experience, which only increases in importance as you advance in your career.
• And don’t forget, your volunteer activity makes a real difference to the community!

Student Spotlight

“I had an ‘Oh, wow!’ moment in my sophomore year when I shadowed a CRNA (Certified Registered Nurse Anesthetist). From that point on, I worked as an aide for an anesthesia company and am on my path to becoming a CRNA!”

— Julie Lemke, Nursing

“Job shadowing may allow you to get an up-close look at a career, an employer, or even an industry that interests you. You “shadow” a working professional as s/he goes through a normal day on the job. Internships allow students to dive into a work environment and help with tasks and projects they will be responsible for taking on in their future career. Internships also help build essential skills that prepare you for a career.

Employer Advice

Once you build these skills, you can put them on your resume and cover letter for employers to see.

Throughout your years as a student and after you graduate, it is important to forever keep a student mentality. Always look for new and different opportunities whether it is internship, work or volunteer related. A student mentality also means accepting and embracing a “never stop learning” attitude.

It is important to be able to adapt and be passionate about learning and gaining skills.

If an employer asks you to do something, never say “I don’t know how to do it.” It’s more impressive to say, “I will make it happen,” even if it means taking the time to learn on your own and making a few mistakes along the way. With this mentality, gaining career success and finding joy in your job and life is most definitely possible.

Be sure to speak with your academic advisor and internship coordinator to discuss earning course credit for your internship.

Student Spotlight

“If you are in a design field internship, you can even gain portfolio work to impress employers. For example, my spring marketing and multimedia internship with Career Services has given me several opportunities to build design pieces I use in my portfolio. I bring my portfolio to summer internship interviews and have found employers to be impressed and excited with my work.”

— Molly Fallone, Multimedia

Internships

Internships are rapidly increasing in importance. A few years ago, young professionals entering the workplace were able to get away with not having an internship or having just one prior to graduation. Not so today!

Employers look for at least two or three internships on their candidates’ resumes and portfolios.

Employer Advice

Pamela Arroyo, UPMC

How do you get experience if you don’t have it?

• Work backwards...
• In order to secure a full-time job, having an internship gives you a competitive advantage.
• In order to secure an internship, you need to prove that you are serious about your passion and dedicated to your commitments. You can begin to do that as early as your freshman year!
• Join clubs and find opportunities to volunteer or work part-time. Anything you can do to obtain experience in your career field (or any experience in general) will be helpful!

Tabatha Dorman, Goodwill Industries

“When you find yourself in a meeting with your supervisor, be sure to get as much out of it as possible! Turn off all electronics and respect your supervisor’s time. Bring items to discuss, ask for feedback, voice any concerns or triumphs, and set goals for the upcoming days or weeks.”
Job and Internship Fairs

Prepare for the Fair!

- Review the online list of participating employers before the job fair.
- Identify the companies that best align with your skills, goals and values.
- Bring a resume for every employer you expect to meet.
- Ask for a business card from each employer you meet and follow up with a thank you note.
- Arrive early and have a plan.
- Have your survival kit in hand: copies of your resume, portfolio or notepad, pen, questions.
- Smile, be enthusiastic, maintain eye contact, use good manners.

Employer Advice

Tabatha Dorman, Goodwill Industries

- Be Prepared! Research the company and opportunities before you arrive.
- Dress professionally; make a good impression!
- Talk to us on your own; don’t hang out with your friends.
- Be ready with your 30-second commercial; speak with confidence.

Employers seek candidates who:

- Work independently
- Perform effectively on a team
- Are motivated to do a good job
- Do more than is expected
- Exhibit a positive attitude!

TIPS FROM THE DUKE

- Attend job fairs as a freshman or sophomore. Build your confidence for future job fairs.
- Utilize Career Services to help you prepare for the fair.
- Review job descriptions on DuoCareerLink or company websites.
- Determine the key requirements and skills needed for positions that interest you.
- Job fairs are a great way to network with companies you may want to work for.

Your Professional Image

- When in doubt, err on the conservative side. An interview is considered a “best dressed” occasion.
- Do not gauge interview dress by how you might dress everyday on the job.
- Business professional attire is required for interviews, job fairs and other professional events, in most cases.
- Business casual may be appropriate if indicated by the employer.
- Practicing the basics of professional dress and appropriate styles projects confidence and professionalism.

Mastering the Handshake

Common Mistakes

The “dead fish”
- Limp handshake (communicates weakness)

The “royal”
- Just the fingers handshake (conveys snobbiness or remoteness)

The “bone crusher”
- Indicates aggressiveness and is just painful!

The “wet dishrag”
- Clammy handshake (shows nervousness)

The “politician”
- Double clasping handshake (communicates too much familiarity or a power-trip)

The “infinity and beyond”
- Never-ending handshake (conveys over-eagerness)

Experience

Employer Advice

Tabatha Dorman, Goodwill Industries

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Business Professional

Business Casual

Business Professional

Business Casual
Networks happen every day in the most ordinary activities and settings of our lives. At every moment we have to be open and ready to engage in conversation about our career path and goals. Be comfortable sharing your career interests including the types of jobs and employers that appeal to you. It’s not only who YOU know but who THEY know that will help you effectively build your network.

- You have only 15 seconds to make a first impression, so make it positive.
- Dress appropriately for the occasion.
- Approach with confidence.
- Stand up straight, smile and make eye contact.
- Extend your hand and offer a firm handshake.
- Say a friendly “Hello” and introduce yourself.
- Start the conversation.
- Show interest in the person you are meeting by listening and responding appropriately.
- It is up to you to make the most of who you know (and who they know) to build the connections and help you realize your career goals. Where are your connections?
  - Family and friends
  - Faculty and other students
  - Current or former employers and co-workers
  - Community groups and volunteer organizations
  - Social networking sites, i.e., Facebook and LinkedIn

Faculty Insight

- “Personal connections are often a good way to find a job or internship. Use them!”
- “Act with integrity; trust is invaluable!”
- “When someone does you the favor of helping you find a job or internship, don’t let them down.”
  Evan Stoddard, College of Liberal Arts

Managing the Mingling

Knowing how to meet and mingle in new settings makes us feel comfortable and confident. It allows us to make a favorable first impression, which is essential in building rapport and valuable professional relationships. But you are not alone if you feel some reluctance or anxiety when facing a room full of strangers. Susan Roane, author of “How to Work a Room,” says that 90 percent of people are not comfortable going to events where they don’t know the majority of people. Despite this reluctance, it is important for you to learn how to make the most of those networking events and social occasions that will inevitably arise during your professional career. Step out confidently by following these networking and mingling tips designed to help you make a positive first impression.

Getting Ready

THINK POSITIVELY

As you prepare to enter a roomful of strangers, whether at a social event or professional conference, start with a positive attitude. Focus on the benefits of attending the event and the potential for new contacts who will enhance your professional or personal life.

FIND THE COMMON GROUND

Chances are you have something in common with others attending the same activity or event. Finding the common ground can help break the ice and get a conversation started. You will probably find that those “strangers” are not that strange after all.

TAKE CHARGE

Before the networking begins, set a goal. Do you want to meet three new people? Maybe find one person with a job lead? Whatever the goal, take action. Meet people. Start conversations. Introduce people to others. Being proactive will move you closer to reaching your goal and keep you motivated to network.

PLAN YOUR INTRODUCTION

How you introduce yourself will differ depending upon where you are. For example, what you would say at a professional meeting will be different than what you would say at a holiday party. In either case, remember to include your name and something about yourself that establishes a connection with the person with whom you’re speaking.

Make the most of networking events and social occasions that will inevitably arise during your professional career.
At the Function

BE BRAVE
Finding a person or a group to approach at a networking event can feel intimidating. Take a moment to survey the room. Maybe you can meet someone near the refreshment table. Or perhaps you see someone else that is alone or a small group that seems friendly. Then “just do it.” Approach the person or group with a smile, listen in for a few seconds and then ask “May I join you?” Once you’ve made the connection, just introduce yourself and join in.

MAKE IT PERSONAL
Great conversations start with good listening and showing a sincere interest in people. Be ready to ask questions to learn more about the other person and soon you’ll find a topic of common interest and the conversation will flow naturally.

INCORPORATE SMALL TALK
The purpose of small talk is to engage people and make them feel comfortable. Read and comment on a nametag, make a positive statement about what is going on around you, talk about work, sports, current events, even the weather. Just keep it light and steer clear of dark, serious topics or controversial subjects when meeting new people.

MANAGE THE JUGGLING ACT
Social functions often have food or drink which can present a challenge. Try to carry items in your left hand so that your right hand is free for meeting new people. You may want to have your drink and food separately so you’re only carrying one thing at a time. Be sure to choose foods that are easy to eat and not messy. And remember, your purpose for attending is not really to eat so don’t pile the plate too high and don’t focus too much on the food rather than networking.

PLAY THE NAME GAME
Remembering names when meetings lots of new people can be challenging. Try this technique: use the person’s name three times in the conversation to help you remember. You can do this when meeting the person, during the conversation and when you say goodbye. Three times, that’s easy!

Winding Down and Following Up

MOVE ON
When the conversation has waned, it is time to make a graceful exit. You can do this when you introduce someone new to the conversation and then excuse yourself. You can also simply say, “Excuse me, it’s been interesting talking to you.”

SHOW THANKFULNESS
Be sure to thank the host of an event before you leave. Find the person, smile, shake hands, make a positive comment about the event, and say goodbye.

FOLLOW-UP
If possible, get a business card from the people that you meet. If you make some valuable contacts, be sure to follow-up in a timely manner reminding them of where you met. You could send an email or perhaps invite them to connect on LinkedIn.

Faculty Insight

“Networking can easily be described as the ability to talk to people. Sometimes students are intimidated by the word networking and the connotations that come with it. ‘What will I say to a professional who I don’t know? Why would they want to talk with me?’ These are reasonable and understandable fears. However, many professionals are willing to chat about the path that led them to the career they have today. My advice is simple: meet as many professionals while you’re a student as possible. Shake hands, acquire business cards, email professionals after you’ve met and connect with them on LinkedIn.”

—Jason Broadwater, College of Liberal Arts

Maintain a Positive Social Media Image

Employer Advice

Nicole Evoy, Mass Mutual

1. Social media is about being honest and transparent in your interactions. So, be real but remember to keep it professional.

2. Remember that “what goes around, comes around” and help others when possible.

3. This is one of social media’s unstated rules, and just a good way to live your life.

Google yourself. Seriously. Type your name into every major search engine to see what a future employer may find. Also, try your name in quotes, your email address, your degree and your hometown. The best way to counteract negative connotations that come with it. ‘What will I say to a professional who I don’t know? Why would they want to talk with me?’ These are reasonable and understandable fears. However, many professionals are willing to chat about the path that led them to the career they have today. My advice is simple: meet as many professionals while you’re a student as possible. Shake hands, acquire business cards, email professionals after you’ve met and connect with them on LinkedIn.”

—Jason Broadwater, College of Liberal Arts

LinkedIn Profile Tips

Jeff Peters, Duquesne Light Company

• Your photo should not include: pets, cropped out friends, casual clothes, you in a car or distracting backgrounds. It should only include yourself and you should look professional.

• Use the summary paragraph as your 30-second commercial – only two or three sentences.

• Join groups that you have interest in; recruiters often post positions on group sites.

• Search for companies of interest to you and follow those companies. Often companies post positions and some companies have career pages.
God gives us dreams a size too big so that we can grow into them.

— Author Unknown
Ethics in the Job Search
What does it mean to be a professional?

What you can expect from employers:

1. **CONFIDENTIALITY**
   Employers are expected to maintain the confidentiality of student information. Employers shouldn’t disclose information about you to another organization without your prior written consent, unless necessitated by health or safety considerations.

2. **ACCURATE INFORMATION**
   Employers are expected to provide accurate information about their organizations and employment opportunities.

3. **FREEDOM FROM UNDUE PRESSURES**
   Employers are expected to provide you with a reasonable amount of time to make a decision about accepting an employment offer. Employers are also expected to provide you with a reasonable process for making your decision. It is improper for employers to pressure you to revoke your acceptance of another job offer.

4. **TIMELY COMMUNICATION**
   Employers are expected to inform you of your status in the hiring process and communicate hiring decisions within the agreed upon time frame.

5. **FAIR TREATMENT**
   If an employer is required by changing conditions to revoke a job offer that you’ve accepted, you’re entitled to a fair and equitable course of action. That can include, but is not limited to, financial assistance and outplacement service.

6. **TESTING INFORMATION**
   Employers should inform you in advance of any assessments, the purpose of the tests and their policies regarding disclosure of test results.

7. **NONDISCRIMINATION**
   Employers are expected to avoid discrimination in their recruitment activities and to follow equal employment opportunity and affirmative action principles.

What’s your part?

Provide accurate information about your academic work and records, including courses taken, grades earned, positions held and duties performed. You can, however, refuse to provide an employer with specific information about any job offers you may have received from others. You can give broad responses to such questions, naming types of employers — “I’ve interviewed with employers in the retail industry” — and offering salary ranges rather than specific dollar amounts.

Be honest:
Do not lie or stretch the truth on your resume or applications, or during any part of the interview process.

Interview genuinely:
Interview only with employers you’re sincerely interested in working for and whose eligibility requirements you meet. “Practice” interviewing wastes the employer’s time and money and prevents sincerely interested candidates from using those interview slots.

Adhere to schedules:
Appear for all interviews, on campus and elsewhere, unless unforeseeable events prevent you from doing so. And, if you can’t make the interview because of an unexpected event, notify your career center or the employer at the earliest possible moment.

Don’t keep employers hanging:
Communicate your acceptance or refusal of a job offer to employers as promptly as possible so they can notify other candidates that the position is filled or that they are still being considered.

Accept a job offer in good faith:
When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer.

Withdraw from recruiting when your job search is completed:
If you accept an offer or decide that full-time graduate or professional studies are for you, notify your career center and withdraw from the on-campus recruiting process immediately. Also, inform employers who are actively considering you for a job that you are no longer seeking employment.

Claim fair reimbursement:
If an employer has agreed to reimburse you for expenses you incur during its recruitment process, your request should be only for reasonable and legitimate expenses.

Obtain the career information you need to make an informed choice about your future:
It’s up to you to look into career opportunities and the organizations who offer them, and to acquire any other relevant information that might influence your decision about an employer. (Job Choices, NACE)
Graduate School

For many students, the next step after graduating with a bachelor’s degree from Duquesne University is unclear. A variety of options—graduate school, full-time work and more—can cloud and even overwhelm the decision-making process. In order to stay on top of your options and make the best possible decision for your career, it is important to explore all the possible paths early.

When considering whether or not graduate school is right for you and your goals, it is important to do research. Talk with your academic advisor, career counselor and professors to determine whether or not graduate school will help you achieve your professional goals. In addition, utilize resources such as www.bls.gov to discover if your career goals require, suggest or prefer graduate level degrees.

Still not sure if graduate school is the right next step for you? Take this fun quiz by selecting one answer for each question. After answering each question, see what we suggest you do next!

1. Why are you interested in graduate school?
   A. It's necessary for my career path
   B. I want to be a college student forever
   C. I managed, but sometimes I was overwhelmed

2. Would graduate school advance your career?
   A. Of course!
   B. No, it wouldn't help my career
   C. Hmmmm.

3. Have you researched schools, programs and the future job market?
   A. Of course!
   B. Nope
   C. Somewhat.

4. Do you know how you're going to pay for graduate school?
   A. Yes, I have everything worked out
   B. I have no idea. What's a little more debt, right?
   C. Hmmmm.

5. What kind of student were you in college?
   A. I was an overachiever
   B. Taking tests and writing papers were not my thing
   C. I managed, but sometimes I was overwhelmed by the amount of work.

If you selected mostly A's, jump right in. Graduate School is for you.

To Do:
- Prepare typical application materials such as, standardized tests (GRE, GMAT, LSAT, MCAT, etc.), letters of recommendation, official transcripts, personal essays and other items specific to various schools.
- Submit all materials by postmarked deadlines.

If you selected mostly B's, you may want to reconsider your decision to attend Graduate School.

To Do:
- Utilize DuqCareerLink to search for full-time jobs before deciding to go to graduate school.
- Work in your field or a field that interests you in order to determine whether or not graduate school is needed to meet your professional goals.

If you selected mostly C's, proceed cautiously before making a decision.

To Do:
- Make sure you research different schools, programs and the future job market for your major. Graduate school is expensive, so have a plan for how you’re going to finance your education.
- Research, research, research! Utilize tools such as gradschools.com and peterson.com to locate potential schools and programs.

References & Recommendation Letters

Whether in the classroom or on the job, forming relationships with professionals may assist in earning a scholarship, securing an internship or full-time job or being admitted into graduate school. Graduate review committees, employers and admissions offices often require applicants to supply a reference list or professional references and/or letters of recommendation from faculty, staff or professionals in the field. The relationships formed at Duquesne or during a professional experience will supply the necessary references and recommendations.

Let your reference know if you landed the position or were accepted into the graduate program. Thank them for the reference. Not only is this considerate, but it will reinforce the relationship.

Reference List

**REFERENCE LIST:** “Students applying to graduate school should request references from professors who can assess their relevant skills, as well as their initiative and ability to succeed in graduate school. Since the Master of Arts is a generalist degree and the Ph.D. is more specialized, students pursuing a Ph.D. should request letters from professors who can address their research goals in addition to their general skills.”

**RECOMMENDATION LETTER:** “All students should request letters from professors with whom they’ve taken upper-level classes (if possible), and in whose classes they’ve excelled. Before making a final decision, students should ask their potential references if they know them well enough to write a recommendation on their behalf. When students approach their professors, they should provide them with a personal statement, a writing sample, and any other documents that may facilitate the letter writing process.”

—Kathy Glass, College of Liberal Arts
Job Offers & Negotiating
Congratulations on your successful job search!

IF YOU ARE OFFERED THE POSITION
Thank the employer for the opportunity, ask for additional details you may need in order to make a decision and ask the employer when they would like an answer by. Be sure you provide an answer by that time and if you cannot, ask for more time! Employers are understanding of the search process and are often willing to wait for a definite yes or no rather than have you accept and change your mind.

BEFORE ACCEPTING THE POSITION
Make sure it is the right position for you by considering responsibilities, salary, etc. If you choose to accept it, it is appropriate to negotiate terms during that acceptance call. If you are not accepting the position, be cordial and thank the employer for the opportunity.

IF YOU ARE NOT OFFERED THE POSITION
Thank the employer for considering you for the position. Feel free to ask for any constructive criticism they may have to help you improve for future interviews.

Tips
• Be Ethical
  If you accept a position, end your search. It is extremely unprofessional to accept an offer, continue searching and then rescind your acceptance. You are representing yourself as well as Duquesne, so act accordingly.
• Use Your Manners
  Thank employers for their time after interviews through email or handwritten letters. Be polite and professional in your emails and conversations. Employers will notice!
• Have Patience
  At the end of an interview, ask the employer what their timeline is and when you can expect to hear from them. Be sure to wait until that expected date before following up. Employers are busy but they will not forget about you, so “do not bug them.”
• Be Honest
  It really is the best policy. Do not lie, misrepresent, overstate or embellish your experiences on your resume or in your interview. Employers will find out!
• Ask Questions
  Do not be afraid to reach out and ask employers questions you may have about the interview process or job offer. It is important for you to have all relevant information to make a decision regarding an internship or job.
• Follow Through
  If you say you are going to do something, do it. Be professional and responsible. If you ignore commitments and deadlines, such as calling someone back or submitting a resume, it will negatively impact your reputation and ability to be hired by the company.

Employer Advice
Katrina Fontana, Alcoa
Negotiating an Offer
It is so important to realize that you are not going to come into a job at a management-level role. Everyone starts somewhere, and when you’re a recent graduate, that usually means you’re starting at the bottom and working your way up.

That doesn’t mean that you have to accept the first number that is thrown your way, but there is a tactful and professional way to negotiate a salary.

First, never do it through email — it makes you appear less confident about yourself and your abilities. A recruiter is used to candidates negotiating their salary so you shouldn’t shy away from a phone call — just make sure you are professional and confident (but not arrogant).

Second, do your research. Make sure you know what the average entry-level salaries are within the industry and region where you have been offered a position (salary ranges vary by location).

Finally, and possibly most importantly, it is not often that you will have the opportunity to negotiate your salary. Once you accept an offer to join a company, you are pretty much locked in at that rate until the annual merit increases (if your company even has annual increases).

Take advantage of the opportunity to start at a higher salary from the beginning as you won’t have this opportunity until you make your next career move. When you think about it, there is no harm in asking — the worst they can do is say no and at least you won’t be left wondering “what if?”
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