



Resume / Interview 101

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About Me

- ▶ 17 Years in the Workforce Solutions Industry - 2 companies
- ▶ Account Manager / Recruiter
- ▶ Specialty is getting the inside client information & Interview Preparation
- ▶ I am NOT a public speaking pro, but together we will power through

Companies

- ▶ JC Penney, First Horizon Home Loan, Texas Instruments, Lockheed Martin, Cobham Aerospace, Bank of America

GOAL:

- ▶ My goal today is to help you interview better and land the offer.

Cover Letter

Dear Hiring Manager,

I was thrilled to see your posting of your **{POSITION}** detailed on your career page.

I am drawn to this position for several reasons. First, I have **XX** years' experience **{WHAT DO YOU DO}**. Under my effort, I have **{ACCOMPLISHMENTS}** My career accomplishments include **{NAME ACCOMPLISHMENTS}**. What makes these accomplishments so incredible is **{SELL YOUR ACHIEVMENTS}**

I look forward to the opportunity to discuss my qualifications more in depth.

Thank you for your time and consideration.

Thanks and Regards,

What is or is not a Resume

IS

- ▶ Living chronical of your career
- ▶ What you do on a Daily basis
- ▶ Highlight your accomplishments
- ▶ A Tool to sell yourself
- ▶ Should be a basic framework able to be customized for specific jobs

IS NOT

- ▶ Something to embellish
- ▶ Chiseled in Stone
- ▶ Something to be forgotten until “rumors”
- ▶ Repetitive – do not put the same verbiage down for each job

Resume Basics

Chronological

- ▶ Most common format
- ▶ Displays experience in a methodical order
- ▶ Natural Flow
- ▶ Don't use the same information for each section
- ▶ Clear & Concise Information

Functional

- ▶ Least common
- ▶ All encompassing experience section
- ▶ Just lists companies and dates
- ▶ Used when trying to hide something (perception)
- ▶ Huge Paragraphs difficult to read

Resume Layout – Contact Section

Personal Information

- ▶ Check the basics – Spelling, Email correct etc
- ▶ Centered and Symmetrical

First M Last

1201 Floyd Circle Dallas TX 75243

214-999-1854 email@Destination.net

Resume Layout – Objective & Accomplishments

Objective:

- ▶ What are you wanting

Accomplishments:

- ▶ Awards
 - ▶ Recognition
 - ▶ Monetary Saving Initiatives (Quantify)
 - ▶ Project – Quantify size and scope

EXAMPLE

- ▶ **Objective: Continue career of Account Management and Development**
- ▶ **Accomplishments: Won Supplier Excellence Award (SEA) with 2 different companies managing Texas Instruments account**
- ▶ **Over 35 million in career sales of IT & Engineering Solutions**

Resume – Career Experience

- ▶ Clear, Concise informative bullets
- ▶ What do you do daily?
- ▶ Use action words - Responsible for
- ▶ Avoid – I did, I worked, I handled.
- ▶ Don't stick to one page if your experience warrants more
- ▶ You are selling your self here!

Experience

Jan 2011 – Present

Talent 101

Account Manager

- Responsible for daily account management activities, developing relationships with Engineering Managers, Product Line Managers and Business Unit Managers to identify, scope and close business engagements.
- Responsible for increasing Talent 101 account expansion for Texas Instruments
- Handle primarily engineering business closing IC Design (Analog & Digital), Design Verifications (AMS and Digital), Layout, Physical Design, Test (DDR and machine conversion) and Semiconductor wafer FAB automation.
- Qualify, assess, scope and close Engineering requirements for contract/full time projects both on Time and Material or Milestone deliverable basis.
- Write SOW for submittal and client approval process.

Resume – Education

- ▶ List your Degree earned
 - ▶ Only your degree earned, not
 - ▶ University of Michigan BA Management – 4 hours short
 - ▶ Coursework at University of Michigan – Business Management
- ▶ Do Not have to list the year graduated
- ▶ Prior to submittal, make sure your resume is geared toward the job

EXAMPLE

Education

University of New Orleans BS Business Management

3.3 GPA 1988 – 1993

Why Clear and Concise?????



Interview Prep



When are you lucky???

You are lucky when Preparation meets
Opportunity!!!

Interview Prep

- ▶ **If Direct: research company online**
 - ▶ Who are clients
 - ▶ What industries do they serve
 - ▶ Approximate annual sales / stock price
 - ▶ How many other openings?
 - ▶ Glassdoor interview questions
 - ▶ Look up manager on Linked In

Why? Look Prepared / Talking points

Interview Prep

Through third party

- ▶ Try to get inside information – see if there is an account manager to talk to
- ▶ Should have some idea of what is really important and not written – Job Descriptions often do not contain what is critical
- ▶ Never sign an exclusive RTP with out reading it first
- ▶ Ask why you have to sign a RTP
- ▶ Never Sign a “Blanket” RTP

Interview Prep - CRITICAL

- ▶ A few days prior to interview, begin thinking of your experience, tie it to the job description and begin thinking “How would I answer this”
- ▶ Really think about it
- ▶ If this, then that.....
- ▶ Increase the frequency as the time gets nearer
- ▶ A few minutes prior to the interview = Focus on the task and mentally relax
- ▶ Remember you are lucky!!

How to answer questions you don't know the answer to

- ▶ I don't know =
- ▶ DONE, pack up and leave
- ▶ Well, it have been a while since I encountered that, so I may not have the correct answer just this moment, But I would
- ▶ Research using trade groups,
- ▶ Call the company support line,
- ▶ Talk to peers,
- ▶ Google it,
- ▶all before I came to you for help. I would not sit there and wait for you to be able to help me.

The dreaded “Where do you see yourself in 5 years” question?

- ▶ Double edge sword – does he want my job or lazy?
- ▶ In 5 years, I think I should be running this department.
- ▶ In 5 years, I will still be content to do a mediocre job in this role.
- ▶ Well Sir/Mam, I see myself mastering this role you are considering me for, becoming your go to guy/gal and then working with you to help shape my career path.

Closing the Deal

- ▶ When prompted for questions, ask one or more questions related to the job

WRITE THIS NEXT STATEMENT DOWN

- ▶ Your final question is – “Have I answered all your questions about my ability to do this job for you?”

Then shut up and LISTEN

- ▶ If they say anything other than yes you have, discuss the objection. You wont get a second chance.

Leaving the Room

Bad

- ▶ "Thanks so much for your time, I can't wait to hear from you"
- ▶ Still waiting for the phone call

Good

- ▶ "I am pleased to hear my experience fits your needs. I can start next Monday if you decide I am the right candidate. When will you notify the person you wish to bring in?"

Sample Questions

What are the biggest challenges this position faces?

Where did previous incumbents succeed? Fail?

What is a typical Day like?

What are the main tools I would be using?

Bad Sample Questions

How much does this pay?

What are the holidays?

Wait, we start at 8am every day?

Do I have to be here every day?

When is my first raise?

Follow Up

- ▶ You are entitled to follow up for an answer
- ▶ Can be difficult, people don't like giving bad news
- ▶ Use the contact medium used to schedule the interview to follow up.

Miscellaneous

- ▶ If in a team interview – eye contact and address everyone
- ▶ Sometimes you have to give some portion of personal information for a Customer Portal.
- ▶ You don't have to air out your dirty laundry – don't give too much information.
- ▶ If asked, then be clear and honest – but until asked do not volunteer negative aspects.

Recent College Graduates

If you say it MEAN it

Work on and Develop a professional Network

- ▶ Not people your own age and stature

What can you do to prepare for an interview?

- ▶ Research company, what do they do, who are their customers, what is their stock price, recent news and locations?

Have to develop a smooth delivery in response to answers

- ▶ Rehearse, know your material

What it takes to get the first offer

- ▶ There is no magic potion, this is NOT easy.
- ▶ Have realistic expectations regarding salary, hours and temper expectations.
- ▶ Research using Linked In, Glass Door, Indeed, etc
- ▶ Try to investigate who the hiring manger is
- ▶ Attend specific industry groups and mingle with industry people
- ▶ Apply to only relevant jobs
- ▶ Play the game, you have no choice
- ▶ Persistence, Persistence
- ▶ Know your chosen profession. Is degree or experience more important?

So you GOT the offer, now what?

- ▶ How to engage with old people
 - ▶ Why SHOULD you deal with us?
- ▶ How do you deal with us?
 - ▶ Have some humility and listen
 - ▶ Eye contact
 - ▶ **Face to Face communication**
- ▶ Learn the way “it has always been done”
 - ▶ Then make suggestions on how you might see it
- ▶ If you are MARGINALLY better than the average NCG, you will be a rockstar.

THANK YOU
Russ Wood

QUESTIONS?