The Internship Handbook

Your guide to getting an internship!

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LinkedIn
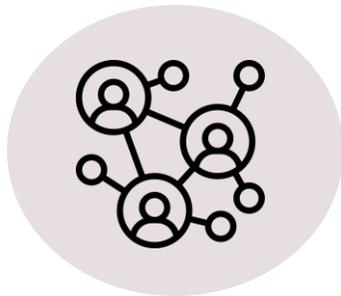
Networking

Search & Application Timeline

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Resume

Education on Resume
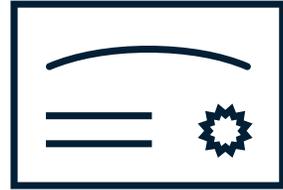
Undergraduate and Graduate Only

High School is omitted

Include year of graduation, department and degree(s)
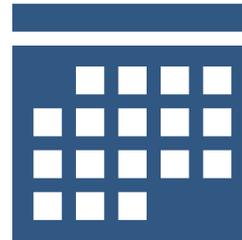
GPA (grade point average) is included only if it's a 3.5 or greater on a 4.0 scale

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Verb tense is consistent

- Present tense = current positions

- Past tense = former positions

Descriptions of skills and accomplishments include keywords from job description

Try to express results quantitatively (numbers or percentages) if possible

Sentences / phrases begin with *strong action verbs*

Professional Experience

Job titles are descriptive

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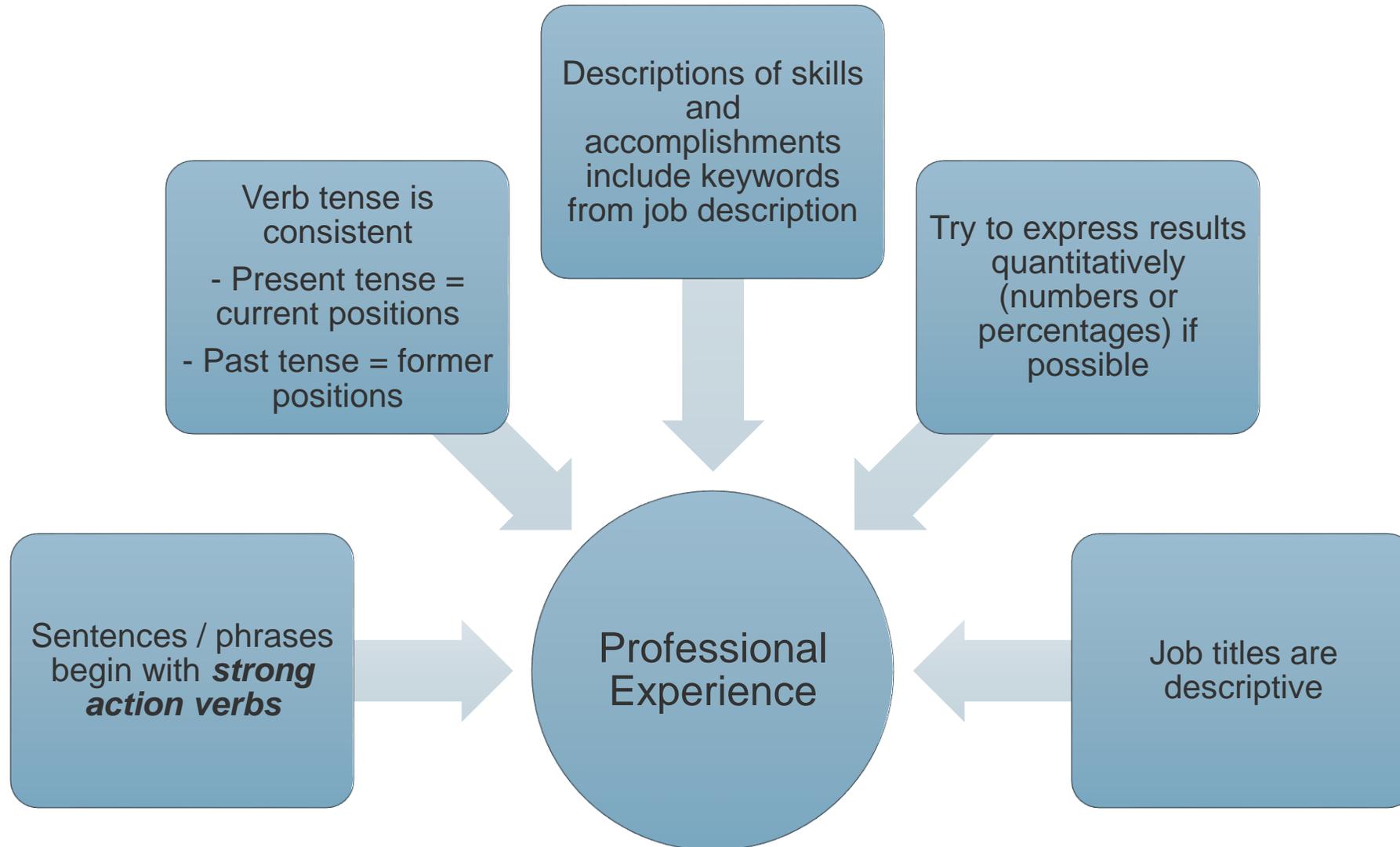
Communication and People Skills

Addressed	Advertised	Arbitrated	Arranged	Authored	Clarified	Collaborated	Communicated	Composed	Condensed
Conferred	Consulted	Contacted	Conveyed	Convinced	Corresponded	Debated	Defined	Described	Developed
Directed	Discussed	Drafted	Edited	Elicited	Explained	Expressed	Formulated	Furnished	Incorporated
Influenced	Interacted	Interpreted	Interviewed	Involved	Joined	Judged	Lectured	Listened	Marketed
Mediated	Moderated	Negotiated	Observed	Outlined	Participated	Persuaded	Presented	Promoted	Proposed
Publicized	Reconciled	Recruited	Referred	Reinforced	Reported	Resolved	Responded	Solicited	Specified
Spoke	Suggested	Summarized	Synthesized	Synthesized	Translated	Wrote			

Action Verbs

Leadership and Management Skills

Administered	Analyzed	Appointed	Approved	Assigned	Attained	Authorized	Chaired	Considered	Consolidated
Contracted	Controlled	Converted	Coordinated	Decided	Delegated	Developed	Directed	Eliminated	Emphasized
Executed	Generated	Handled	Headed	Hired	Hosted	Improved	Incorporated	Increased	Initiated
Inspected	Led	Managed	Merged	Motivated	Organized	Originated	Overhauled	Oversaw	Planned
Presided	Prioritized	Produced	Recommended	Reorganized	Replaced	Restored	Reviewed	Schedule streamlined	Strengthened
Supervised	Terminated								

Action Verbs

Research Skills

Analyzed	Clarified	Collected	Compared	Conducted	Critiqued	Detected	Determined	Diagnosed	Evaluated
Examined	Experimented	Explored	Extracted	Formulated	Gathered	Identified	Inspected	Interpreted	Interviewed
Invented	Investigated	Located	Measured	Organized	Researched	Searched	Solved	Summarized	Surveyed
Systematized	Tested								

Action Verbs

Technical Skills

Adapted	Assembled	Built	Calculated	Computed	Conserved	Constructed	Converted	Debugged	Designed
Determined	Developed	Engineered	Fabricated	Fortified	Installed	Maintained	Operated	Overhauled	Printed
Programmed	Rectified	Regulated	Remodeled	Repaired	Replaced	Restored	Solved	Specialized	Standardized
Studied	Upgraded	Utilized							

Action Verbs

Teaching Skills

Adapted	Advised	Clarified	Coached	Communicated	Conducted	Coordinated	Critiqued	Developed	Enabled
Encouraged	Evaluated	Explained	Facilitated	Focused	Guided	Individualized	Informed	Instilled	Instructed
Motivated	Persuaded	Set goals	Stimulated	Simulated	Taught	Tested	Trained	Transmitted	Tutored

Financial / Data Skills

Administered	Adjusted	Allocated	Analyzed	Appraised	Assessed	Audited	Balanced	Calculated	Computed
Conserved	Corrected	Determined	Developed	Estimated	Forecasted	Managed	Marketed	Measured	Planned
Programmed	Projected	Reconciled	Reduced	Researched	Retrieved				

Action Verbs

Creative Skills

Acted	Adapted	Began	Combined	Conceptualized	Condensed	Created	Customized	Designed	Displayed
Drew	Entertained	Established	Fashioned	Formulated	Founded	Illustrated	Initiated	Instituted	Integrated
Introduced	Invented	Modeled	Modified	Originated	Performed	Photographed	Planned	Revised	Revitalized
Shaped	Solved								

Verbs for Accomplishments

Achieved	Completed	Expanded	Exceeded	Improved	Pioneered	Reduced (losses)	Resolved (issues)	Restored	Spearheaded
Succeeded	Surpassed	Transformed	Won						

Action Verbs

Helping Skills

Adapted	Advocated	Aided	Answered	Arranged	Assessed	Cared for	Clarified	Coached	Collaborated
Contributed	Cooperated	Counseled	Demonstrated	Diagnosed	Educated	Encouraged	Ensured	Expediated	Facilitated
Familiarized	Furthered	Guided	Helped	Insured	Intervened	Motivated	Provided	Referred	Rehabilitated
Presented	Resolved	Simplified	Supplied	Supported	Volunteered				

Action Verbs

Organizational / Detail Skills

Approved	Arranged	Cataloged	Categorized	Charted	Classified	Corresponded	Distributed	Executed	Filed
Generated	Implemented	Incorporated	Inspected	Logged	Maintained	Monitored	Obtained	Operated	Ordered
Organized	Prepared	Processed	Provided	Purchased	Recorded	Registered	Reserved	Responded	Reviewed
Routed	Scheduled	Screened	Set up	Submitted	Supplied	Standardized	Systematized	Updated	Validated
Verified									

All Actions Verbs from: List of Action Verbs for Resumes & Professional Profiles on Handshake under Resources

Transferable Skills

Top 10 qualities/skills employers seek are transferable skills:

1) Work in a team structure
2) Make decisions and solve problems
3) Plan, organize, and prioritize work
4) Verbally communicate with persons inside and outside the organization
5) Obtain and process information
6) Analyze quantitative data
7) Technical knowledge related to job
8) Proficiency with computer software programs
9) Create and/or edit written reports
10) Sell or influence others

HR	Design & Planning	Communication	Organization, Management	Research & Planning
Being sensitive	Anticipating problems	Speaking effectively	Initiating new ideas	Setting goals
Counseling	Creating images	Writing concisely	Setting priorities	Analyzing ideas
Advocating	Designing Programs	Listening attentively	Developing theory	Analyzing data
Coaching	Displaying	Expressing ideas	Making decisions	Outlining
Providing Care	Creating images	Facilitating discussion	Teaching / Giving directions	Investigating
Conveying Feelings	Brainstorming new ideas	Providing appropriate feedback	Observing	Defining needs
Empathizing	Improvising	Negotiating	Solving problems	Analyzing Data
Interpersonal Skills	Composing	Perceiving nonverbal messages	Motivating	Gathering critical information
Facilitating group process	Thinking Visually	Persuading	Organizing	Formulating Hypotheses
Active listening	Conceptualizing	interviewing	Coordinating tasks	Predicting
Motivating	Anticipating consequences	Editing	Assuming responsibility	Calculating & Comparing

Final Resume Checklist

Do you have contact information?

- Have your full name, address, phone number, and email address clearly stated
- Use KGI student email address
- Link to your LinkedIn profile

Final Gloss Over

- ✓ No typos or errors: spelling, grammar, punctuation, or word usage
- ✓ No unnecessary words or repetition
- ✓ No use of **I, me, my, or mine**
- ✓ 1 page
- ✓ No unexplained acronyms or technical jargon
- ✓ Bullet items are short (no more than 2 lines)
- ✓ Punctuation is consistent throughout
- ✓ No mention of race, religion, politics, lifestyle, disability, or medical conditions
- ✓ Have you proofread your resume?

Cover Letter

❑ **<u>Formatting</u>**

    ❑ Same header as Resume

    ❑ Name and Address of Company

    ❑ Addressed to contact (if given) or Hiring Manager

❑ **<u>Content</u>**

    ❑ Introduction

    ❑ Body

        ❑ Try to keep 3-4 sentences per paragraph, can have 2 to 3 paragraphs if need be

        ❑ **REMEMBER: 1 Page Max (same as Resume)**

    ❑ Conclusion

https://www.monster.com/career-advice/article/cover-letter-checklist

- ❑ **Same header as Resume**

- ❑ Make sure your letter is addressed to to a specific individual, if the name is available

- ❑ Make sure the writing style and design coordinate with the resume, such as by using the same font and layout style

Name (First, Last)

Phone Number | Email Address (school) | City, State

Date (Month, Day, Year)

Company Department

Company

Street Address

City, State, Zip Code

Dear Hiring Manger (Unless noted)

Checklist for Cover Letter

Introduction

- ✓ Make sure your cover letter has a strong <u>opening paragraph</u>

- ✓ Ensure it communicates your job target and key strengths in the first few lines of text

Body

- ✓ Express how you would benefit the employer
- ✓ Avoid starting every sentence with "I" or "my" so you can focus more on the employer's requirements
- ✓ Use industry-specific language
- ✓ Include examples of your <u>accomplishments</u>
- ✓ Ensure that the is content engaging and relevant
- ✓ Make sure it's unique, genuine, engaging, show's your personality and makes you seem likeable
- ✓ Proofread your cover letter to ensure that it's free of spelling, grammar, syntax and formatting errors

Conclusion

- ✓ Provide an easy way for employers to contact you, such as a direct phone line and email address

- ✓ End with a call to action, confidently requesting an interview

- ✓ Sign your letter

- ✓ This should be a persuasive letter

https://www.monster.com/career-advice/article/cover-letter-checklist

LinkedIn

Tips for a Good LinkedIn Profile

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Profile and Background Photo

Recent, face makes up 60% of photo, work-appropriate and smile with your eyes

Headline Field

Make it more than your job role, add in how you see your role, why you do what you do,

LinkedIn Summary

Make it like a story- why the skills you have matter, most personal piece of marketing

List your Relevant Skills & Spotlight the Services you Offer

Identify those that are relevant for you and fill out services section, if applicable
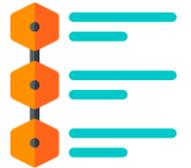
Take a Skills Assessment

Data shows that candidates with verified skills are 30% more likely to be hired

https://www.linkedin.com/business/sales/blog/profile-best-practices/17-steps-to-a-better-linkedin-profile-in-2017

LinkedIn Tips for Networking

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Headline
- Does it tell your story or say why you are on LinkedIn?
- Does it include some of your most important keywords

Summary
- A cover letter or elevator pitch combined in 2000 characters
- Clearly define your goals and includes important keywords
- Written in first person

Go Over the LinkedIn Profile Checklist for College Students
- LinkedIn created this info sheet for college students with many great tips and reminders!
- **Click here for the article**

Utilize LinkedIn Alumni Tool: Click Here to Access
- Always send a personalized note introducing yourself when connecting with someone
- Access your undergraduate university and graduate

The Power of Networking

Why Networking is Important

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Hidden Job Market

- 80% jobs are never advertised

- Essential to know people within fields and industries

Building Relationships

- Elevator pitches are ESSENTIAL

- Who you are, What you do, what you want to do

Your Elevator Pitch

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Keep it brief: 30-60 seconds, don't speak too fast

Be Persuasive: Spark interest- keep energy high, stay positive and enthusiastic

Share your skills: What adds value, what you bring to the table

Be flexible: Appear open-minded and focus on a good first impression

Mention your goals at that point in your life

Know your audience

What to Weave into your Elevator Pitch

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About You
- Your Name and Background
- What sets you apart
- Goal or Career Interest

Your Interests
- Talk about your interests and experience(s)
- Involvement

Qualifications
- Share any past leadership, skills, and achievements

End with a Question
- About their career, position, journey or company
- Is there anyone else you think I should connect with or put me in touch?

https://www.kent.edu/career/your-one-minute-elevator-pitch

Networking

Extraverts

Ask open ended questions

Don't let your focus wander

Seek out variety of people to speak with

Pay attention to people you are speaking with and how they are reacting to you

Introverts

Be Yourself

Redefine your approach

Ask for warm introduction

Before / During / After Networking Event

| Before	What to Say at the Event	After

• Research the company
  • Mission Statement
  • Pipeline
  • Past mergers & acquisitions
	• Let the other person speak and be a good listener (background/work/advice)	• Be sure to ask for a business card and make brief notes on the back

• Know the current industry trends	• Ask meaningful questions!	• Send everyone an email – include a memorable topic from the event
• If given the names of people attending, possibly look them up on LinkedIn	• Present a success story – tell them about a problem and how you solved it (keep it short and sweet)	• Thank your connection • Find a reason to follow up, such as an article

• Make a lasting first impression:
  • Smile
  • Make eye contact
  • Introduce yourself
  • Lead with strong handshake
  • Engage in positive energy
	• Be present and take genuine interest	• Research professional organizations
		  • Stay up to date with trends in field
		  • Many networking events

Internship Search

Internship Timeline

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01

September & October
- Cover Letter and Resume Finalized
- Aim to have 30 internships applied to (5 internships/week)

November
- Aim for 45 internships applied to

02

03

December & Winter Break
- Finish semester strong
- Prepare for interviews
- Continue to apply to internships

January & February
- Keep up with applications!
- Interview preparation
- Follow up with applications/hiring managers as you see fit

04

05

March & April
- Interview Preparation
- Complete paperwork / approval for Careers Services

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Handshake, LinkedIn, Glassdoor, Indeed

- Make it a habit to check these sites *2-3* times a week
- **RESUME DROPS**
  - Apply ASAP
  - Great resource for KGI students
  - Connect with industry professionals/alumni who work in field(s) through LinkedIn
    - It's a great way to set up informational interviews and build your professional network

Check Company Career Pages on their Website

- You need to go directly to their career page and search for internships that way
- Some let you plug in an email to get job posting updates
- If you don't see any internship postings, check for dates or updates on their Early Talent / University Tab in Career Section

PSA
- Not every company puts their internship & job postings on Handshake, LinkedIn, Glassdoor or Indeed

The Interview Process

Keys to Interviewing
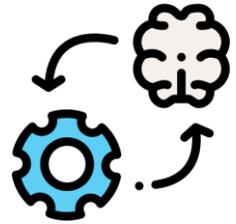
Practice Practice Practice

Prepare & Research

Look up company on Glassdoor AND LinkedIn

Be on time!
☺ **Smile**

Dress & Act Professionally

❑ First things first, thank your interviews for their time and the opportunity to interview

    ❑ Starts off your interview polite and upbeat

❑ "I really want this job and I am excited about this opportunity because…."

    ❑ Companies want candidates who want to be there and who are excited

❑ "When I read the job description, I was really excited because it's perfectly aligned with my experience and skills of ………."

    ❑ Bring up similarities between skills and the job at hand

❑ "I believe I can add real value to by team by XYZ"

    ❑ How you can add value- make it interesting, intriguing and exciting

❑ If applicable, try to bring up evidence of success in a previous similar position

❑ Demonstrate that you take initiative and care about the company: "Noticed on social media" or "I attended an event run by your company" or "I saw this article / news" -> Show off your research on the company

❑ Employers want candidates that aren't a flight risk-

    ❑ Make it clear long-term interests in that company you are interviewing with

❑ Always ask questions at the end of interview

    ❑ Aim for 3 in depth questions around growth, strategy, KPIs, the interviewer, and company culture

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Why this company? Or What interests you about this job?

- Beforehand research on the company
  - Mission, Vision, Pipeline or Products
- Write down 2-3 points about the company that appeal to you
- Focus on the substance of the job itself — the work you'd be doing day-to-day and the outcomes you'd be working toward

Tell me about yourself

Click to add text
- Share what is important to you
- Briefly mention your career history
- Tell a story of your last achievement

Tell me about a challenge or conflict you faced at work or school, how did you deal with it?

- Show interviewer that you have self-awareness and an ability to grow
- Have a scenario in mind before interview
- Think of a conflict / challenge that had a "positive resolution"
- Explain what went wrong and why it did

https://www.thecut.com/article/how-to-answer-common-interview-questions.html

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What are your greatest strengths?

- Use the S.T.A.R method:
  - S = situational, T = task, A = action, R = result
- Talk about what would make you really excel at the job.
- What sets you apart from others who might try to do the same work?
- Give an example or two that shows that's really the case.
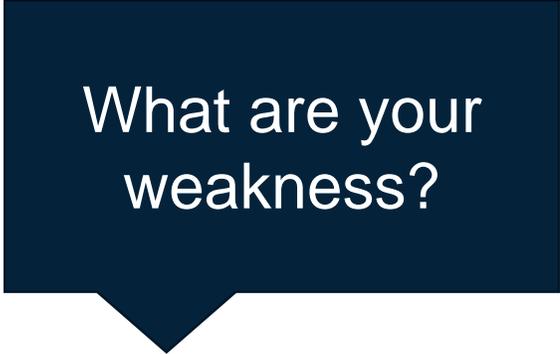
What are your weakness?

- Pick applicable skills but not ones that make-or-break qualities of job position
- What have you genuinely struggled with at work? What doesn't come naturally, or what have past managers encouraged you to work on?
- Also bring up what you've done to ameliorate the effect of that weakness on your work.

"Tell me about a time when …"

- Think about what skills you're most likely to need in the job and what the challenges of role are
- Look for examples in past work experiences of how demonstrated those skills or tackled similar challenges
- Structure response by first talking about challenge you faced, then what you did to respond, and then what outcome you achieved

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Send a thank you email to your interviewer(s):

❖ Thank them for taking the time to interview them

❖ Bring up key points or highlights of interview

❖ This action shows respect, gratitude and interest!

REMINDER => Still apply to internships ☺

Thank You!