

for exams

3 Expert Tip: Don't repeat the same information in the resume

4 Expert Tip: Address any possible interview questions

Date of birth, address, and

3 and all enhanced by my new BS degree in Business Administration and a certificate in General Management .

4 What's not on my resume that you might consider as you select candidates to interview? Well, this application is part of an exciting pivot that has been years in the making. Now that we are in a permanent location, I look forward to using my skills professionally, being part of a team, and contributing to an organization that is making an impact.

Thank you in advance for your time and consideration as you review my qualifications. I would be delighted to have an opportunity to provide additional details, to learn more about the role, and to discuss how I would add value quickly and significantly.

Sincerely,

Cassandra

*We are

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- ü First, it's exactly the role I've been planning for as my graduation date grew closer.
 - ü Next, the qualifications are aligned solidly with my experience and training.
 - ü Finally, design and architecture are passions and I have been a fan of your firm's work since arriving in Savannah two years ago (the new city center is part of our itinerary for visitors!).

I've detailed my experience on the enclosed resume. You'll note that I have professional administrative assistant experience, significant organization and project management skills honed through multiple expat relocations*, success in supporting a busy executive (the Executive Director of the YMCA) – and all enhanced by my new BS degree in Business Administration and a certificate in General Management.

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*We are now permanently based in Savannah.

Interview Script | Career Returner

Many people have gaps in their work history for a variety of reasons, including earning a degree, starting a family or caring for family members. Once you have received an invitation to interview, you should know that the employer thinks you may be a good fit for their position. Whether they have noticed your employment gap or not, it is helpful to prepare an answer you are confident in sharing. Here are some examples of commonly asked questions and how they might be answered.

“Tell me about yourself.”

“I’m excited to go back to the workforce and apply the skills I learned in my past work experience and degree program to work for a dynamic organization. I like the idea of providing great customer service while paying close attention to the details. I am as comfortable working with teams as I am independently, and this job seems to be a nice balance of both.”

“Most of my career has been within healthcare administration, starting in entry-level positions and then advancing once I completed my degree. I am interested in supporting an organization by hiring and retaining the best employees. As a detail-oriented, organized individual with strong customer service and communication skills, I can make valuable contributions to the team.”

“What made you decide to apply?”

Questions like this are asking for a story. One approach is to use the S.T.A.R. format.

Identify a weakness and the steps you took to correct it.

“To be honest, I used to really struggle with public speaking. While in my program, I took a class on public speaking and joined Toastmasters. Now I feel much more confident in my ability to speak in front of a group.”

“Tell me about a time you overcame an obstacle.”

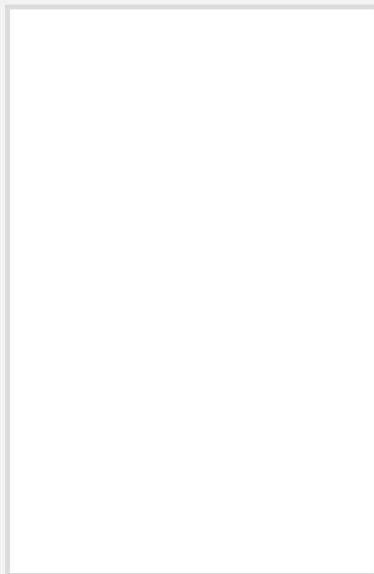
Situation – “In my final year as a student, I used my capstone project to address a real challenge faced by many hospitals.”

Task – “I completed a capstone project focused on process improvement for a mock hospital.”

Action – “I created a detailed project plan, focused on streamlining the billing process from manual to automated billing.”

Result – “Our estimates are that this project would have increased productivity by 52% to a real organization, not including the saved labor costs.”

“What’s your biggest weakness?”



Interview Q&A | Career Returner

☰ Interview questions are designed to help employers learn more about you. Use this worksheet to write down how you would respond to common interview questions. Some key points to remember:

- Keep your responses job related. Even if a question is quite general, focus on the job.
- Don't lie or embellish.
- Feel free to take a moment to think before you answer.
- Focus on the positive. Although it may be tempting, don't denigrate past experiences.
- This is not a time to focus on what you need. Focus instead on what you have to offer.

Tell me about yourself.

What made you decide to apply?

Tell me about a time you overcame an obstacle.

What's your biggest weakness?

What questions do you have for me?

Additional notes:

FINAL REMINDERS:

- Send an email after your interview thanking everyone for their time. Invite them to contact you if they have any further questions and express your excitement about and interest in the position.
- If there was more than one interviewer and you have contact information, feel free to copy them.
- If you only have an HR contact, ask them to forward your message to all participants.

Good luck in your interview and know that University of Phoenix career advisors are here to help!



LinkedIn Profile Example | Career Returner

Along with your resumé, a strong LinkedIn profile can be the key to helping you with your career search.

Here's an example of an optimized LinkedIn profile of a career returner interested in administrative roles.

