



جامعة الإمارات العربية المتحدة
United Arab Emirates University

UAEU

Center for Career Planning & Placement (CCPP) Career Planning Services

Career Readiness Workshop



November 2012

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Section 1: Writing An Effective Resume

- What is a Resume?
- Resume Sections – Details & Examples
- Resume Do's & Don'ts

Section 2: Interview Skills & Techniques

- What is a Job Interview?
- Preparing for the Interview
- Interview Questions – Types & Examples
- The Interview Day – During the Interview
- Closing the Interview
- After the Interview
- Next Step



What is a Resume?

A resume is a personal summary of your professional history and educational qualification details. It includes information about your career goals, education, work experience, activities, honors, and any special skills you might have.

A marketing tool

- Your first tool for building a career
- The **first impression** a prospective employer has of you
- A **marketing tool** that allows you to highlight to an employer how you can contribute to the company

Request for an interview

- Purpose of the resume is to **get you an interview**
- Must capture the reader's interest and attention
- Must convince the employer that you have the ability to fill their position

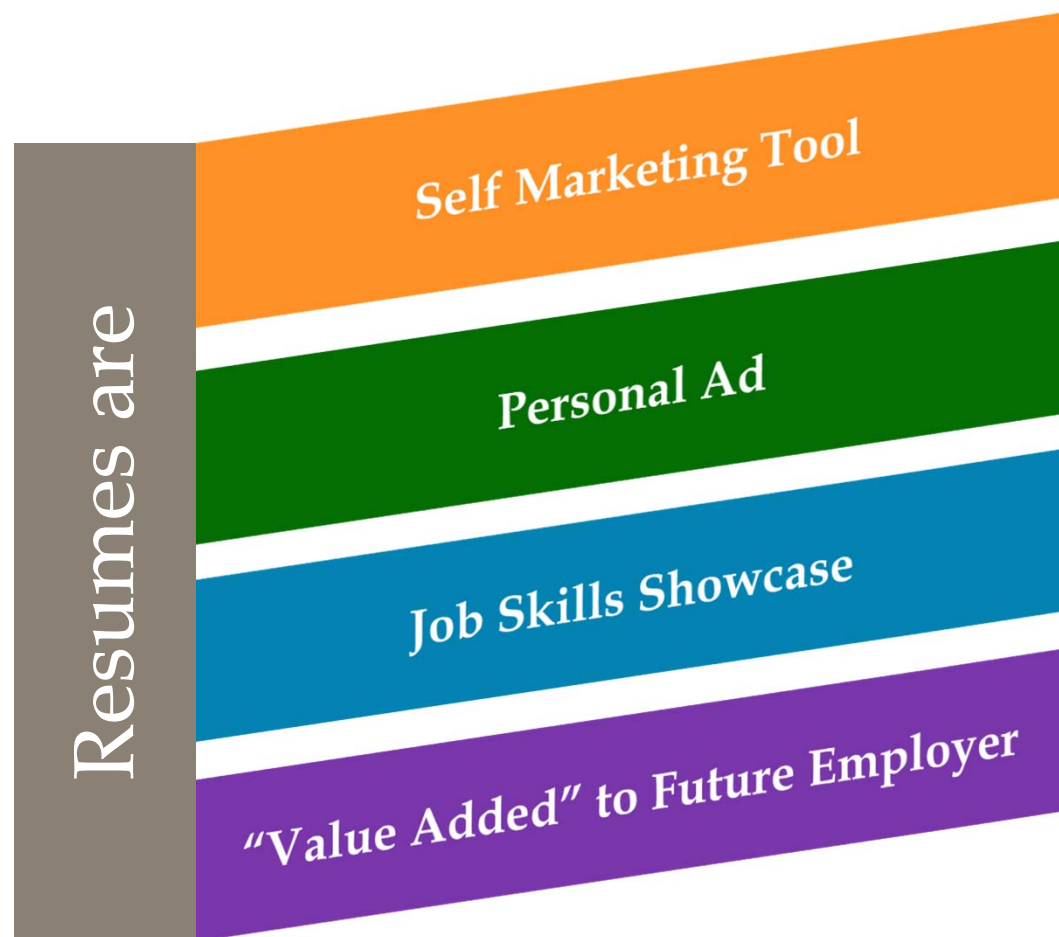
Your “big picture”

- **A snapshot of what you believe** are your most important experiences and qualifications



What is a Resume?

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What Will a Resume Do For You?

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- Enable you to assess your strengths, skills, abilities and experience - thereby preparing you for the interview process.
- Act as a reminder of you to the employer/interviewer after you're done interviewing.
- Be a basis for the interviewer to justify your hiring.



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Resume Sections

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- Heading
- Career Objectives
- Education
- Courses
- Skills
- Experience
- Honours and Awards
- References

Place a recent photo here

1 Abu Dhabi- XXXXX street
Tel: 02-xxxxxxx
Mobile: 050-xxxxxxx
Fax: 02-xxxxxxx
E-mail: xxxxxx@uaeu.ac.ae

Student Name

2

3 Career Objectives To establish a career in XXXXXX

4 Education

Current College Enrolment
XXXXX Engineering- UAE University
19XX-Present
Currently fulfilling the course requirements towards the B.Sc. Degree in XXXX Engineering.

Previous College/University Enrolment
19XX-19XX Department of XXXX- XXXXX college- UAE University
Covered xxxx credit hours of courses.

Courses List courses related to your major area of study

- Structural Design
- Advanced Fluid Mechanics
- xxxxxx
- Soil Mechanics
- xxxxxxxxxxxx
- xxxxxxxxxxxx

Skills Using action words to maximize the impact, describe how your background and strengths would make you a strong candidate for the position you are seeking. This section should be concise, contain action words, and should sell your most marketable experiences and abilities.

Computer/Programming Skills

- List software here (e.g. MS Word)
- MS Excel, XXXXXXXXXX

Communication Skills

- Competent in oral and written XXXXX
- Fluency in XXXX technical writing

Organization Skills

- XXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXX

Interpersonal Skills

- Efficient, self-motivated, xxxxxx
- Can work independently and in groups

Other Skills

- XXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXX

5

Experience List all you previous/current work experience

19XX-19XX United Arab Emirates

Job Title (e.g. Research Assistant)

Participated in the data collection for XXXXXXX.

Participated in the XXXXXXXXXX

6

7 Honours and Awards

Distinguished student of the year- Faculty of XXXXX.

Distinguished Student grant by XXXXXXXXXX.

Certificate of XXXXXXXXX.

8 References

Dr. XXXXXX XXXXXX (Academic Advisor)
Department of XXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uaeu.ac.ae

Dr. XXXXXX XXXXXX
Department of XXXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uaeu.ac.ae

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Resume Sections

HEADING - CONTACT INFORMATION

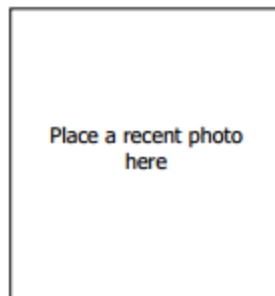
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- Your name, address, phone numbers (home, mobile, Fax).
- Your email address (*should be professional and serious*).

Example: Mohammed.Rashid@gmail.com

- You can also upload your photo if you want.

1



Abu Dhabi- XXXXX street

Tel: 02-xxxxxxx
Mobile: 050- xxxxxxx
Fax: 02-xxxxxxx
E-mail: xxxxx@uaeu.ac.ae

Student Name

Resume Sections

CAREER OBJECTIVES

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What is a Career Objective?

An objective is a brief, concise statement of your career goals and interests. It describes the job opportunity you are looking for.

Why Write Objectives?

An objective gives the employer an indication of what you are trying to achieve in your career.

2

Career Objectives

To establish a career in XXXXXX



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Resume Sections

EDUCATION



Includes the following:

- Major and Degree Expected or Accomplished.
Spell out the expected degree (e.g. Bachelor of Science, Bachelor of Arts) and the major (e.g. Civil Engineering, Computer Science, Business Administration).
- Name of the University. *(e.g. United Arab Emirates University)*
- Enrolment & Graduation Date.
- Credit Hours Finished and GPA.
- If you attended more than one university, list the most recent one first.

3

Education

Current College Enrolment

19XX-Present

XXXXX Engineering-UAE University

Currently fulfilling the course requirements towards the B.Sc. Degree in XXXX Engineering.

Resume Sections

COURSES

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- This is an optional section that you may use to briefly describe related course work.
- **List** the courses **relevant** to your **major and specialization**. State clearly the name of the courses; **do not use abbreviations**.

Example:

X MRKT 1102 **✓** Principles of Marketing

Courses

List courses related to your major area of study

4

- Structural Design
- Advanced Fluid Mechanics
- xxxxxxxxxxxxxxxx

- Soil Mechanics
- xxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxx

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Resume Sections

SKILLS

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Learning/ Understanding

Critical Thinking

Decision Making

Problem Solving

Leadership

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Resume Sections

SKILLS

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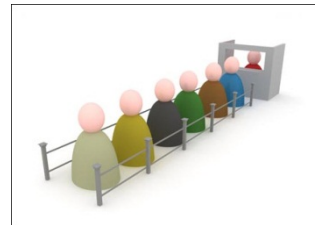
Organizational

Communication:
Written and Oral

Technical/ Vocational

Computer

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Resume Sections

SKILLS

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Interpersonal

Initiative

Reliability

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Resume Sections

SKILLS

Resume Skills

Skills

Using action words to maximize the impact, describe how your background and strengths would make you a strong candidate for the position you are seeking. This section should be concise, contain action words, and should sell your most marketable experiences and abilities.

5

Computer/Programming Skills

- List software here (e.g. MS Word)
- MS Excel, XXXXXXXXXXXXXXXX

Communication Skills

- Competent in oral and written XXXXX
- Fluency in XXXX technical writing

Organization Skills

- XXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXX

Interpersonal Skills

- Efficient, self-motivated, xxxxxxxx
- Can work independently and in groups

Other Skills

- XXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXX

Resume Sections

EXPERIENCE

- Include previous job experience (**full or part time job**, **internship**, **class projects**, etc...)
- List the name of the company, the job title (if any), and the dates of experience.
- Describe your job responsibilities in action verbs (such as trained, planned, designed, supervised, increased, represented, etc...)
- Highlight problems you solved, or projects you have been involved in. Express your experience in the form of **Problem**, **Action**, and **Results**.
- Try to **quantify** with amounts, percentages or measurable values.

Experience

List all you previous/current work experience

6

19XX–19XX

United Arab Emirates University

Job Title (e.g. Research Assistant)

Participated in the data collection for XXXXXXXX.

Participated in the XXXXXXXXXXXXXXXXXXXX.

Resume Sections

HONORS and AWARDS

List honours, awards and scholarships that make you a distinguished individual.

Examples:

- Outstanding Intern Award for Fall 2011.
- Distinguished Student of the Year – 2012.



7

Honours and Awards

Distinguished student of the year- Faculty of XXXXX.
Distinguished Student grant by XXXXXXXXXXXXX.
Certificate of XXXXXXXXX.

Resume Sections

REFERENCES

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- List the names, addresses, and contact information for two references aware of your academic background or previous work (include your academic advisor).
- Make sure that you ask your references before using their contact information.



8

References

Dr. XXXXXX XXXXXX (Academic Advisor)
Department of XXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uae.ac.ae

Dr. XXXXXX XXXXXX
Department of XXXXXX
Faculty of XXXXX
UAE University
Tel: XXXXXXXX
Fax: XXXXXXXX
E-mail: XXXXXX@uae.ac.ae

RESUME DON'Ts

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- **Don't** make spelling errors.
- **Don't** title your resume as "Resume".
- **Don't** lie on your resume.
- **Don't** mail or fax if email is an option.
- **Don't** use fancy fonts – stick with "Times New Roman" or "Arial".
- **Don't** use personal pronouns "I", "my" or "me".
- **Don't** use passive words.
- **Don't** use abbreviations.
- **Don't** use colorful paper – white or beige is standard.
- **Don't** include a picture or other artwork.



RESUME DO's

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- **Do** proofread carefully. Misspellings and typos are deadly on a resume.
- **Do** send your resume with a cover letter.
- **Do** present yourself as a professional, with a straightforward email account.
- **Do** strive to make a good impression.
- **Do** make your resume clear, concise and easy to read.
- **Do** use BOLD or Underline for section headings.
- **Do** emphasize your strongest qualifications.
- **Do** focus on accomplishments, skills, and results.
- **Do** use action verbs.
- **Do** print your resume on high quality paper.
- **Do** give contact info like home and office telephone numbers.
- **Do** create a resume tailored to the job you are after.
- **Do** keep your resume up-to-date.
- **Do** use numbers where appropriate to clearly describe your accomplishments.

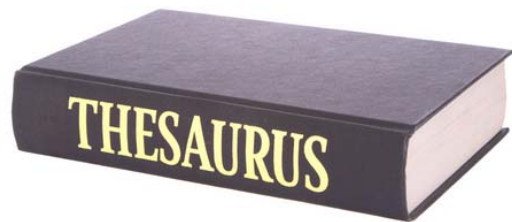


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POWER VERBS FOR YOUR RESUME

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Action verbs, especially when introducing an accomplishment or statement that conveys your value, can bring life to your resume.



POWER VERBS FOR YOUR RESUME



Achieved	Communicated	Developed	Installed	Published
Adapted	Compared	Documented	Maintained	Recorded
Administered	Compiled	Drafted	Managed	Reported
Advertised	Completed	Edited	Mentored	Researched
Advised	Computed	Ensured	Modified	Responded
Allocated	Conducted	Established	Monitored	Reviewed
Analyzed	Consulted	Evaluated	Operated	Scheduled
Assisted	Contributed	Examined	Ordered	Supervised
Authored	Coordinated	Experimented	Organized	Taught
Built	Cultivated	Facilitated	Participated	Tested
Calculated	Decreased	Fixed	Performed	Trained
Checked	Delivered	Generated	Planned	Upgraded
Coached	Designed	Increased	Programmed	Utilized
Collaborated	Determined	Initiated	Provided	Wrote

END OF SECTION 1

"Writing an Effective Resume"



Questions?



What is a Job Interview?

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For the Employer:

- A process to evaluate a job applicant for prospective employment.
- To determine whether or not the applicant is suitable for the job.

For You:

- To learn more about the position.
- To tell a prospective employer about yourself.
- A chance to impress the employer and prove you are the right candidate for the job you want.

Keep in Mind...

- *If you managed to land a job interview, it indicates that the employer has at least some interest.*



What is a Job Interview?

Most Common Interview Types



1. Traditional one on one Interview

Where you are interviewed by one representative of the company, most likely the manager of the position you are applying for.

2. Panel Interview

Where You will be interviewed by a group of different representatives of the company such as human resources, management, and other employees. The reason why some companies conduct panel interviews is to save time or to get the collective opinion regarding the candidate.

3. Group Interview

Many times companies will conduct a group interview to quickly prescreen candidates for the job opening. Many times, a group interview will begin with a short presentation about the company. After that, they may speak to each candidate individually and ask them a few questions.

One of the most important things the employer is observing during a group interview, is how you interact with the other candidates.

4. Phone Interview

A phone interview may be for an initial prescreening call to see if they want to invite you in for an in-person interview. On a phone interview, make sure your call waiting is turned off, you are in a quiet room, and you are not eating, drinking or chewing gum.

What is a Job Interview?

Interview Process Overview

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- Typically consists of 2 – 3 rounds of interviews.
- Interviews last between 30 – 45 minutes
- Mix of open-ended, behavioral, situational/case questions, technical.



Preparing for the Interview

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Step 1: Know Yourself

- Be able to talk about YOUR:

Skills	Values	Abilities	Employment Interests	Plans
---------------	---------------	------------------	-----------------------------	--------------

- Determine your job objective.
- Know your strengths and weaknesses.
- Be prepared to give several examples of experiences, accomplishments, successes.



Preparing for the Interview

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Step 2: Research the Company

- Visit the employer's website.
- Learn about its services, products, customers and competition.
- The more you know the company, the better are the chances you have of marketing yourself and winning the job.
- Drive the route to the office so you know how much time to allow.



Preparing for the Interview

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Step 3: Do Your Homework... Practice!!

- Review common questions you might be asked.
- Schedule a Mock Interview with the Center for Career Planning & Placement.
- Prepare a list of questions to ask the interviewer about the company and the job.
- Prepare how to match your skills and experience with the job.
- Be ready to support everything on your resume.



Preparing for the Interview

Interview Questions - Types & Examples

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I-Open-ended Questions - Cannot be answered by yes or no.

Examples:

- Tell me about yourself.
- What previous experience has prepared you for the responsibilities of this position?
- Why are you interested in this position?
- Describe a previous experience that you feel is most relevant to this position.
- What are your short/long term goals in this field?
- Where do you see your career in five years?
- Why are you interested in this industry/organization?
- What are your strengths?
- What are your weaknesses?



Preparing for the Interview

Interview Questions - Types & Examples

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II-Behavioral Questions – focus on asking for specific examples of where you have demonstrated a particular skill, or how you have handled a particular situation in the past. The reason behind such questions is that your past behavior is a good indicator of how you will respond to the demands of the position.



Examples:

- Give an example of where you have demonstrated leadership qualities.
- Think of a time you faced a challenge. How did you react? What were the results?
- Discuss a major project that you undertook. What are some of the challenges you encountered? How did you overcome them?
- Describe a team project that you have undertaken. What was your role? What did you learn?

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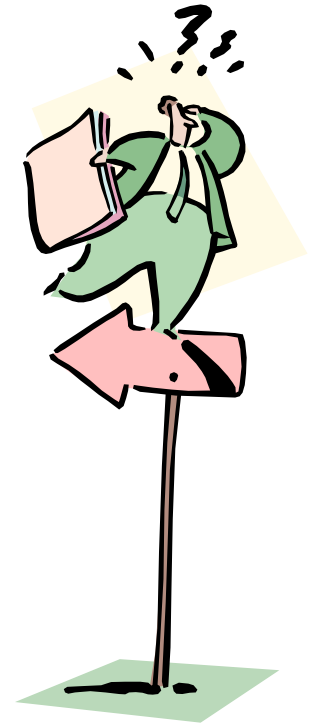
Preparing for the Interview

Interview Questions - Types & Examples

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Prepare your Answers to Behavioral Questions

- Best predictor of future behavior is past behavior.
- Think about situations that you handled successfully.
- Choose most latest and most powerful situations.
- What were the skills you demonstrated.
- Prepare **STAR** (**S**ituation, **T**ask, **A**ction, **R**esults) Answers.



Preparing for the Interview

Interview Questions - Types & Examples

Example of STAR Technique

Situation or Task:	Describe a situation or a task that you had to accomplish, example: <i>"During my studies, I had to work on a research and present my findings to the class."</i>
Action you took	Describe what did you do, example: <i>"I gathered information from several resources, mainly from the internet, covering the latest discoveries in that particular field. Then I worked on identifying the advantages and disadvantages of the technology and prepared a presentation outlining the key areas. During my presentation, I shared my thoughts and opinion on how technology is going to affect our lives in the future."</i>
Results you achieved	Describe what did you achieve and what did you learn, example: <i>"The Professor was so impressed by my project and how I presented to the rest of the class. Therefore, he assigned me to assist with one of his research projects."</i>

Preparing for the Interview

Interview Questions - Types & Examples

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III- Situational Questions – are hypothetical, problematic scenarios that require solution. When answering these types of questions, it is important to demonstrate your critical thinking, problem solving and communication skills.



Examples:

- You have been working on a project for over a month and are about to finish writing a report. Suddenly you realize some very important facts that should be included in this project have been overlooked. What would you do in this situation?
- You are working on a group project with your classmates. While the deadline is getting closer, the group still cannot agree on how the project should be completed and one of the members is simply not doing his/her share. What would you do in this situation?
- During your internship, you have heard that one of your colleagues has complained to your manager because he is dissatisfied with your work. What would you do in this situation?

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Preparing for the Interview

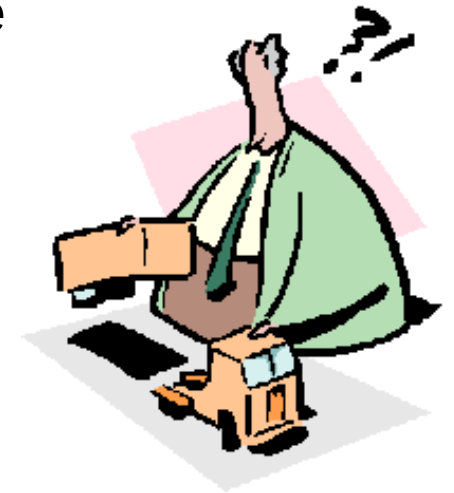
Interview Questions - Types & Examples

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IV- Technical Questions – are related to your major and academic area of study (questions differ from one specialization to the other).

Examples:

- Discuss what the UAE is doing to diversify its economy.
- Have you used XXXXX software during your studies? If yes, how and what do you think about it?
- Describe a time when you confronted a problem that really tested your engineering know-how.
- What is it about (interviewer mention your major) that interests you the most?



Preparing for the Interview

Asking your Questions

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While preparing for the interview, you should have a list of questions that you would like to have answered in order to determine if the position and company are right for you. Your questions should demonstrate:

- Your understanding and research of the position, company, and industry.
- Your interest in learning more about the position and the company.



Preparing for the Interview

Asking your Questions

Sample Questions to ask at the interview:

1. How would you describe the general culture of the company and the workplace?
2. I have read on your website that you are focusing your new projects in Asia. Can you tell me a little more about your initiatives?
3. Why did you choose this company?
4. Will there be any form of training provided for this job?
5. What are some of the biggest challenges/successes facing the department currently?
6. What process will be used to evaluate my employee performance?
7. Who will be my direct supervisor?
8. Are there many opportunities for professional development within the company?
9. What is the usual time frame for making the hiring decision?
10. May I contact you if any further questions arise?

what distinguishes you is when you actively participate with the interviewers by asking them questions. Not only does this demonstrate your sincere interest in the position, it also illustrates that you've done your homework on the company and the position offered

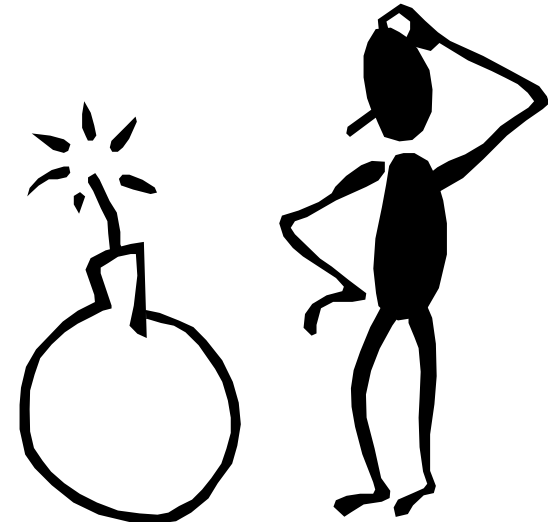
Preparing for the Interview

Asking your Questions

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Question NEVER to Ask:

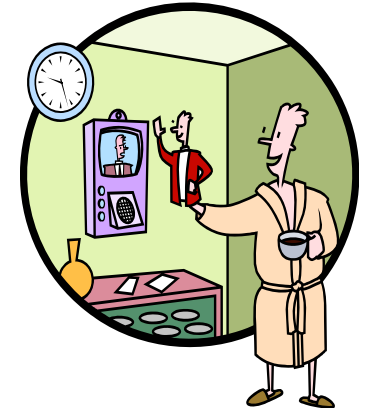
1. What does this company do?
2. Will I have to work overtime?
3. What do I have to do to get to your position?
4. Why do you think I'd be a good fit for the company?
5. If I get the job, how soon can I use my vacation?
6. How much will I get paid?



The Interview Day

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- Take some time in the morning to review your information, lightly scanning your research so everything is fresh in your mind.
- Eat lightly.
- Be focused.
- Before you get dressed, take a few minutes and calm your mind.
- Think about how well-qualified you are for this position, and how you're the best person for the job.
- Build your self-confidence so the interviewer will have confidence in you as well.



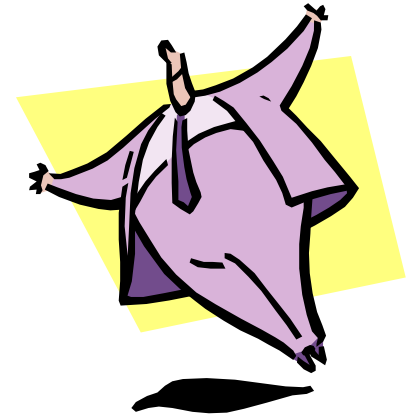
The Interview Day

During the Interview

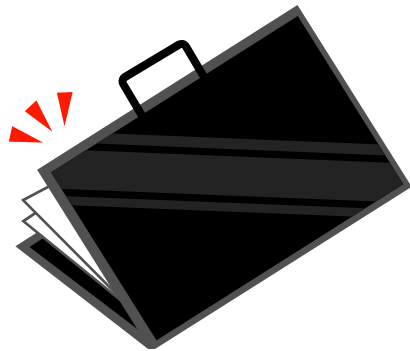
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Look Sharp, Dress Professionally

Dress for confidence and select the appropriate outfit. If you feel good, others will respond to you accordingly.



Bring your Portfolio



Bring along a folder containing extra copies of your resume, a copy of your certificates, and paper to take notes.

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The Interview Day

During the Interview

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Arrive Early

Never arrive late or too early to an interview. Be there 15 minutes before the interview time.



Be Courteous

After entering the building, be courteous to all employees.

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The Interview Day

During the Interview

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Shake Hand Firmly (if appropriate)

This makes a good first impression. Smile and make eye contact as you shake hands. In a panel interview, take the time to shake hands with everyone you meet.



The Interview Day

During the Interview

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Show Enthusiasm

Plenty of eye contact demonstrates confidence. Speak distinctly in a confident and clear voice, even though you may feel shaky.



Listen

Make sure you are not only listening, but also reading between the lines. Sometimes what is not said is even more important than what is said.

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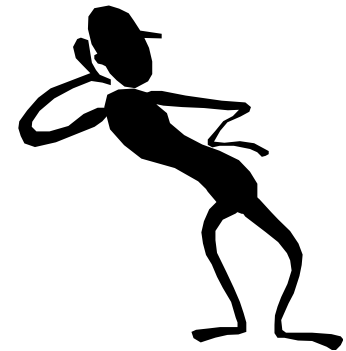
The Interview Day

During the Interview

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Understand the Questions

Make sure you understand what is being asked, and get further clarification if you are unsure.



Give Specific Examples

An example of your background is worth a lot. Prepare your stories before the interview. Give examples that highlight your successes and uniqueness. Past experiences indicate future performance.



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The Interview Day

Closing the Interview

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- Employer Initiates
 - ✓ Standing up, shaking hands (if appropriate)
 - “Thank you for interviewing”
- Let Employer know you are interested
 - ✓ Prepare closing statement
 - “Thank you for taking the time to interview me, I’m very interested in this position...”



Things not to do in an Interview

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- **Being too dominant**
- **Watching the Time**
- **Being unprepared**
- **Being Irrelevant**
- **Not Listening or Not Responding**
- **Looking at or answering your phone**



The Interview Day

A Summary

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- S** • Shake hands
- M** • Make sure your cell phone is off
- I** • Introduce yourself
- L** • Look interested
- E** • Eye Contact



From "Interviewing Skills & Tips" by Sara Arnold-Garza, April 2010

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The Interview Day

A Summary

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- T** • Take a moment if you need it
- A** • Ask Questions
- L** • Leave the salary question for later on
- K** • Keep answers positive



From "Interviewing Skills & Tips" by Sara Arnold-Garza, April 2010

After the Interview

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Follow-up

- Send a thank-you note to the employer:
 - By letter or email
 - Within 1 to 2 days



Assess

- Critically think how you did, what you could have done differently and what you need to improve for the next interview.

Next Step...College Evaluation

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- Prepare your Resume and submit it to your Department.
- After finalizing your Resume with your assigned Faculty member, you will be called for an assessment interview.
- Prepare yourself as this is a graduation requirement!
- Check online resources to prepare answers to questions and questions to ask.
- Refer to the Center for Career Planning & Placement for further assistance.



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RESOURCES - CCPP

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www.uaeu.ac.ae/ccpp

[Study opportunities](#)
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[Alumni](#)

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United Arab Emirates University

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Center for Career Planning & Placement

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CCPP Career Readiness Program

Welcome to the webpage of the Career Readiness Program (CRP). This page is designed to provide students and faculty with information and downloads related to the program.

To download the CRP Presentation, click [here](#).

Student Resources:

- [Resume Writing Self-Assessment Form](#)
- [Interview Self-Assessment Form \(coming soon\)](#)

Faculty Resources:

- [Resume Evaluation Form](#)
- [Mock Interview Evaluation Form](#)



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RESOURCES

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- <http://www.grb.uk.com/graduate-interview-questions>
- <http://jobsearch.about.com/od/interviewquestionsanswers/a/interviewquest.htm>
- <http://www.roberthalf.ae/job-search-etiquette-dos-and-donts>
- <http://www.bayt.com/>
- <http://www.monstergulf.com>
- <http://www.charterhouseme.ae>
- <http://www.manpower-me.com>
- <http://www.naukrigulf.com/>



QUESTIONS??

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