



CSUF | Career Center  
STUDENT AFFAIRS

# CAREER GUIDE


**9th edition**

Your roadmap to a *successful* and *fulfilling* career



**ACCESS THE VIRTUAL  
CAREER GUIDE:**



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# 01 GETTING STARTED

Determining your career path after graduation is a daunting task. We live in a constantly evolving world, and the job market is no exception. But with research, preparation, and guidance, your job search can be an exciting and fruitful time.

**The Career Center at California State University, Fullerton** is here to support you, whether you are a first year looking to explore your options or a senior ready to dive into your career. Visit [www.fullerton.edu/career](http://www.fullerton.edu/career) to make an appointment with a College Career Specialist or to explore resources.



# Career Services



**MAJOR  
EXPLORATION**



**CAREER  
ASSESSMENTS**



**CAREER/  
INDUSTRY  
EXPLORATION**



**RESUMES and  
COVER LETTERS**



**HELP WITH  
INTERNSHIP OR  
JOB SEARCH**



**INTERVIEW  
PREPARATION**



**LINKEDIN  
PROFILE**



**GRADUATE/  
PROFESSIONAL  
SCHOOL PREP**



**STATEMENT OF  
PURPOSE REVIEW**



**JOB SHADOW  
PROGRAMS**



**SALARY  
NEGOTIATION**



**WORKSHOPS  
and INFO SESSIONS**





# **I AM FIRST**

## **Empower, Explore, Execute Program**

Gain the confidence, self-awareness, and career readiness knowledge you need to excel in your career as a first-generation college student

**TO COLLEGE  
TO GRADUATE  
TO SUCCEED**

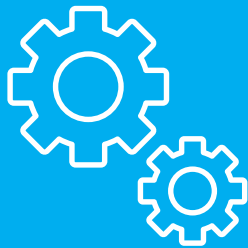
**LEARN MORE AND APPLY:**

**[fullerton.edu/career](https://fullerton.edu/career)**

Go to the Students tab > Signature Programs - I Am First

# College Career Specialists

No matter the stage of your journey, your Career Specialists are here to help. Visit [www.fullerton.edu/career/contact-us](http://www.fullerton.edu/career/contact-us) to get to know yours.



**Engineering  
and Computer  
Science**



**Communications**



**Business and  
Economics**



**Natural  
Sciences and  
Mathematics**



**Education**



**Health and  
Human  
Development**



**Arts**



**Humanities and  
Social Sciences**



# 02 CAREER EXPLORATION

Career exploration is the process of researching and evaluating various roles and industries to find a career path that speaks to your interests and desires. Engaging in career exploration is an essential part of your career journey, but exploring careers offers benefits that extend beyond job selection. Career exploration facilitates self-discovery, giving you the chance to define your passions, strengths, and values. This ongoing process will foster a mindset of lifelong learning and introspection, making you a thoughtful student, a desirable job applicant, and an overall well-rounded person.





## Assessments

Assessments are tools that can help you identify your skills, interests, work values, motivations, and personality. The Career Center offers a number of different options:

- **Strong Interest Inventory**
- **Myers-Briggs Type Indicator (MBTI)**
- **CliftonStrengths**
- **Other free assessments**



## Appointments

Your Career Specialist is here to answer questions and guide you through the steps of the career planning process. To make an appointment, schedule one online through your TitanNet account.

- Go to **fullerton.edu/career** to make an appointment

*Students tab > Make An Appointment*



## Resources

Our Career Center website offers several resources where you can research careers, explore industries, and learn what you can do with your major.

- Explore these resources at **fullerton.edu/career**

*Students tab > Resources*



## Networking

Networking is about connecting with people and building relationships. We encourage you to start networking by talking to your peers, classmates, faculty, and advisors. Then reach out to alumni and professionals in the field and conduct informational interviews. Check out our networking page for additional resources.

- Career Center Resources at **fullerton.edu/career**

*Students tab > Networking*

# Career Development Plan



## SELF-DISCOVERY

### QUESTIONS TO ASK

- What are my values?
- When do I feel like my most authentic self?
- What skills do I have?
- What interests me?
- What lifestyle is important to me?
- Where can I go on campus for information and resources?

### THINGS TO DO

- Take inventory of your personality, interests, skills and values
- Meet with a Career Specialist and Academic Advisor
- Find a mentor
- Get involved with on-campus clubs and organizations using TitanLink
- Obtain a part-time or summer job
- Network
- Volunteer
- Conduct informational interviews
- Meet with your Career Specialist

### RESOURCES TO UTILIZE

- Career assessments at the Career Center
- "What Can I Do With This Major?" database
- Career planning or first year experience course offered by your college



## EXPLORATION

### QUESTIONS TO ASK

- What careers are related to my major and what are my options?
- What characteristics and competencies are employers seeking?
- What else can I do to explore my interests, skills, and values?
- What are my transferable skills?
- How can I explore majors?
- How can I explore careers?

### THINGS TO DO

- Reference blogs, books, or professional associations within your career interest
- Conduct informational interviews (see page 16)
- Explore companies and industries through the Titan Takeover Career Exploration program (visit [fullerton.edu/career](http://fullerton.edu/career) to learn more)
- Intern
- Volunteer
- Consider graduate/professional school
- Take classes in your area of interest
- Meet with your Career Specialist

### RESOURCES TO UTILIZE

- TitanLink - find clubs and organizations on campus
- Ferguson's Career Guidance Center
- "What Can I Do With This Major?" database
- Titan Connection - Browse internships and job postings



## SKILL DEVELOPMENT

### QUESTIONS TO ASK

- What experiences can help me gain required skills for my career?
- Is graduate or professional school for me?
- What are prerequisites to get into graduate or professional school?
- What skills are employers in my industry looking for?

### THINGS TO DO

- Update resume and practice interviewing
- Intern, volunteer and/or work
- Be active in student organizations
- Research graduate or professional schools and financial aid
- Work on your elevator pitch and professional brand
- Complement major coursework with classes that develop marketable skills
- Attend professional meetings and conferences
- Meet with your Career Specialist
- Identify any qualifications required in your field

### RESOURCES TO UTILIZE

- Center for Internships and Community Engagement
- Professional networks
- Study abroad programs
- Professional associations
- Hiration



## JOB SEARCH

### QUESTIONS TO ASK

- How can I market my experience and academics?
- What skills and experiences will give me a competitive edge?
- What salary, schedule, and work environment am I comfortable with?

### THINGS TO DO

- Begin the graduate or professional school application process
- Get your resume and/or cover letter reviewed
- Continue to network - on campus, LinkedIn, or at events
- Secure work or internships related to your field
- Strengthen skills by taking classes in areas such as public speaking and communication
- Practice interview skills with mock interviews
- Begin job search process
- Meet with your Career Specialist

### RESOURCES TO UTILIZE

- Job fairs
- Career Center workshops and info sessions
- Titan Connection - Browse internships and job postings

# 03 BUILDING YOUR ONLINE BRAND AND NETWORK

A robust professional network is one of the most beneficial career-building tools to have at your disposal. Thanks to social networks like LinkedIn, building a professional network is easy. LinkedIn and other networking tools can help get you noticed by recruiters, meet other professionals in your industry, and find your next job!

Recruiters in many industries frequently use LinkedIn to identify and engage potential candidates, so having an active and presentable profile is essential to your job search. The Career Center offers several workshops to help you create a LinkedIn profile, showcase a positive and professional online presence, and use social media for your job search. A complete list of these workshops will be posted on the Career Center website each semester.





# USING SOCIAL NETWORKS PROFESSIONALLY



## CREATE A GOOGLE ALERT FOR YOUR NAME

Be mindful of the first results that appear after Googling yourself! If you have a common name, set an alert for “[Your Name] CSUF” or “[Your Name] [Your City].” Keep your LinkedIn active to make it one of the first search results for your name.



## REVIEW YOUR PRIVACY SETTINGS ON ALL SOCIAL MEDIA PLATFORMS

Your future employer may not need to see the personal content your friends and/or family see.



## CHECK GRAMMAR AND SPELLING FOR PUBLIC POSTS AND POSTS TO LINKEDIN

Demonstrate your attention to detail through the content you post.



## CREATE A SOCIAL MEDIA PLAN FOR WORK

Will you accept friend/follow requests from colleagues? Your boss? Take inventory of your comfort and preferences, and decide how you prefer to use your social media in working life.



## REMEMBER: ONCE YOU POST SOMETHING ONLINE, IT'S DIFFICULT TO CONTROL THE AUDIENCE IT REACHES

You may have intended a post to be for friends or family, but if your future boss sees the original post OR a screenshot of the post...there's no going back!



# FIVE STEPS

To Maximize What LinkedIn Can Do For You

## STEP 1

### CREATE A LINKEDIN ACCOUNT

LinkedIn is for everyone, especially college students seeking opportunities. A profile is free and easy to set up. Visit [linkedin.com](https://www.linkedin.com) to create your new account.

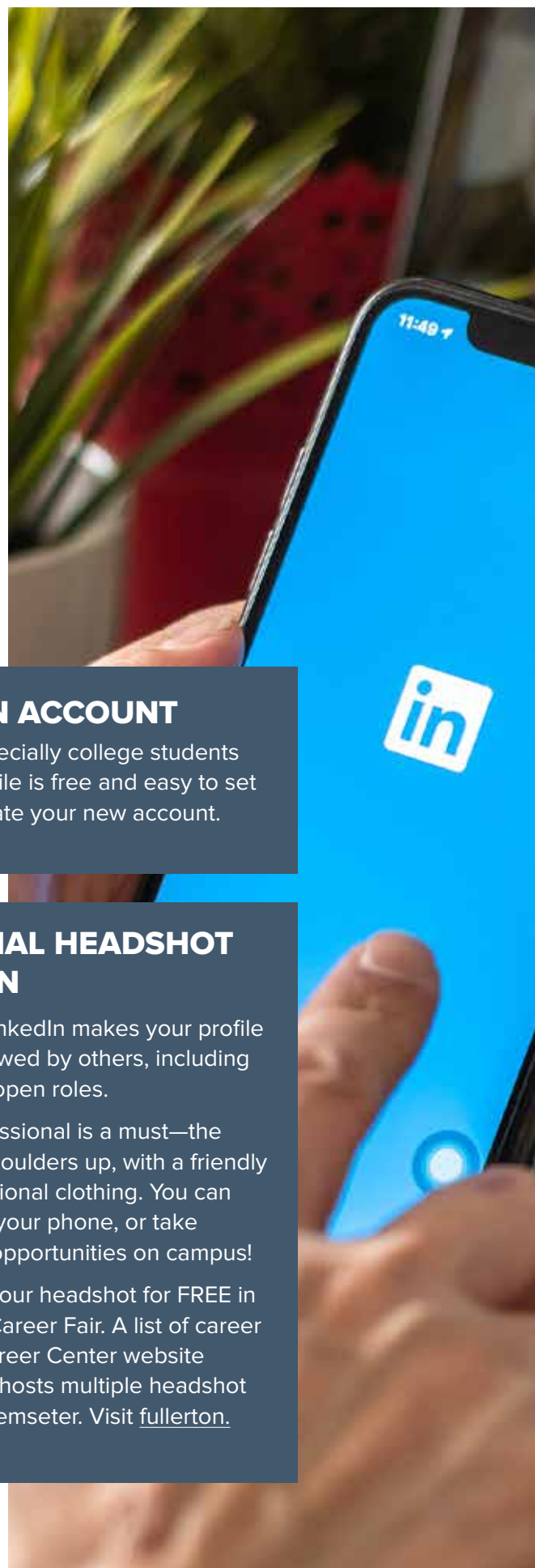
## STEP 2

### USE A PROFESSIONAL HEADSHOT FOR YOUR LINKEDIN

Having a profile picture on LinkedIn makes your profile 21 times more likely to be viewed by others, including recruiters looking to fill their open roles.

Keeping your headshot professional is a must—the picture should be from the shoulders up, with a friendly facial expression and professional clothing. You can take this photo yourself with your phone, or take advantage of free headshot opportunities on campus!

The Career Center will take your headshot for FREE in the Career Center or at any Career Fair. A list of career fairs will be posted on the Career Center website each semester. CSUF IT also hosts multiple headshot sessions in the library each semester. Visit [fullerton.edu/it](https://fullerton.edu/it) for more information.





## STEP 3

### KEEP YOUR PROFILE UPDATED

Document current areas of study or work, course projects, presentations, current milestones, awards, or achievements on your LinkedIn profile.

Keeping your network updated about what you are doing will not only be a great way to communicate your successes, it will also keep you front-of-mind when others are hiring.

Most importantly, make your job search known! Use the “Open To Work” feature to let your network and recruiters outside of your network know that you are looking for job or internship opportunities.

## STEP 4

### CONNECT WITH OTHERS AND BUILD YOUR NETWORK

LinkedIn is a great place to find like-minded professionals in your industry. Find these people by following topics of interest or “hashtags” on LinkedIn.

Connect with those you know, and those you have not yet met. If you are connecting with someone you have not met, be sure to include a short note explaining why you would like to connect.

Don't forget your CSUF network! Connect with professors, peers, supervisors, speakers, and CSUF Alumni! Search California State University, Fullerton on LinkedIn and use the alumni tab to connect with anyone associated with CSUF—remember, Titans love to help Titans!

## STEP 5

### USE LINKEDIN LEARNING

LinkedIn Learning is a video-based professional development tool created by LinkedIn. It provides video courses taught by industry experts in software, creative, business skills and much more.

LinkedIn Learning is FREE to CSUF students, and completing LinkedIn Learning courses can result in skills and certifications that you can include on your LinkedIn profile AND resume.

# Informational Interviews

An informational interview is an opportunity to connect with experienced individuals in your chosen career field and gain insight into topics such as early roles in the career path, what a typical workday looks like, or recommended early experience and progression in your chosen industry. It is also an excellent way to learn about mentorship or internship openings as well as expand your network contacts. Keep in mind that this is not an interview to obtain a job.

Before requesting an informational interview, be sure you have appropriate social media presence and an updated LinkedIn. Google your name to make sure you are presenting your best professional self. Just as you may Google your contact for their information, they may do the same to validate who you are and how you present yourself.

**Who to contact (and how to find them)**

**Before your informational interview**

**Prepare your questions**

**How to request an informational interview**

An informational interview is informal but can lead to an abundance of information. Choosing professionally qualified individuals to connect with is your goal. Your search of people may include professors (past/present) who are a part of your field, alumni, and professionals currently working in the field of your choice. It is also recommended that you speak with family and friends as they too may have connections for you to investigate.

- 
- Ensure your online presence is appropriate. This includes a Google search of your name and all social media accounts such as Facebook, X, Instagram, and LinkedIn.
  - Research the industry and the organization of your who you are interviewing.
  - Prepare a list of questions.
  - Be professional.
  - Be courteous and appreciative.
- 

Questions to consider:

- What is the best educational preparation for a career in this field?
- How did you get started in your career?
- What are your professional duties?
- What are examples of entry-level positions in this field?
- What are the most positive and least attractive aspects of your profession?
- What are the major challenges/rewards in your position?
- Do you have advice to share with me as I am just starting out?

Be prepared with relevant follow up questions rather than just sticking to your prepared list. Be natural and authentic and try to find common interests.

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When attempting to schedule an informational interview, it is best to outline in an introductory email that explains your reason for reaching out, a brief summary of what you hope to learn, the amount of time you are requesting, the means by which you are available (i.e. Zoom, Skype, in-person or phone call) while also indicating you are willing to work within their schedule.

# 04 RESUMES and COVER LETTERS

Resumes and cover letters are vital in the job application process. A well-crafted resume acts as a snapshot of education, work history, skills, and achievements that will help you stand out in a competitive job market. Cover letters provide additional details by allowing you to express your personality, motivations, and interest in a specific position. Together, these documents serve as a crucial first impression for employers, showcasing your unique value and alignment with the company's needs. The following tips and information will help you craft a great resume and cover letter.







## YOUR RESUME IS

- Your first professional handshake
- An advertisement about your skills and experiences
- An introduction to future employers
- A document of achievements



## WHAT GOES ON YOUR RESUME

- Contact information
- Objective (Optional)
- Education
- Experience
  - Professional
  - Research
  - Internship
  - Leadership
- Projects
- Skills
  - Technical
  - Language

### DO

- ✓ Tailor your resume to the job
- ✓ Make sure your contact information is current
- ✓ Be honest
- ✓ Proofread
- ✓ Continuously update your resume
- ✓ Keep a consistent and easily readable format
- ✓ Quantify your experiences with numbers and statistics
- ✓ List experiences in reverse chronological order for each section

Include accomplishment statements that use:

#### ACTION

Start each bullet point with an action verb (i.e. developed, created, produced, executed).

#### PURPOSE

What was the purpose of your action, your responsibility, your assignment, project etc.?

#### RESULT

What was the result of your action, what did you accomplish?

Example: Developed (action) an after school tutoring program for elementary school children focused on reading comprehension skills (purpose) which resulted in the participation of 20 students (results).

### DON'T

- ✗ Use "I" or "MY" statements
- ✗ Provide salary information
- ✗ Include references or state "available upon request"
- ✗ Include photographs
- ✗ Disclose personal information: age, gender, religion, weight, marital status, test scores, etc.
- ✗ List skills without confirming them
- ✗ Leave out dates

# Action Verbs

Utilize the following action verbs in your resume and cover letter when describing your roles and responsibilities. Use words from the section that correspond with the industry or career you are pursuing.



clarified  
collected  
conceived  
critiqued  
detected  
diagnosed  
disproved  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
researched  
reported  
reviewed  
searched  
studied  
summarized  
surveyed  
systematized  
wrote



adapted  
advised  
clarified  
coached  
communicated  
coordinated  
defined  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
initiated  
instructed  
lectured  
persuaded  
presented  
set goals  
stimulated  
taught  
trained  
updated



advised  
aided  
assessed  
assisted  
brought  
clarified  
coached  
coordinated  
counseled  
dealt  
demonstrated  
diagnosed  
educated  
encouraged  
enlisted  
expedited  
facilitated  
familiarized  
guided  
helped  
inspired  
maintained  
modified  
performed  
referred  
rehabilitated  
represented  
supported  
upheld



adjusted  
administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
compared  
computed  
developed  
estimated  
forecast  
forecasted  
managed  
marketed  
planned  
projected  
reevaluated  
reconciled  
researched  
sold



acted  
applied  
composed  
conceived  
conceptualized  
created  
designed  
developed  
directed  
established  
evaluated  
fashioned  
formed  
formulated  
founded  
illustrated  
instituted  
integrated  
introduced  
invented  
loaded  
molded  
originated  
perceived  
performed  
planned  
presented  
produced  
refined  
rewrote  
updated



addressed  
arbitrated  
arranged  
authored  
communicated  
corresponded  
counseled  
developed  
defined  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
motivated  
negotiated  
persuaded  
promoted  
publicized  
reconciled  
reunited  
renegotiated  
reported  
researched  
summarized  
spoke  
translated  
wrote



analyzed  
assembled  
built  
calculated  
computed

designed  
devised  
engineered  
fabricated  
inspected  
maintained



# CLERICAL/ DETAIL

activated  
altered  
assembled  
approved  
arranged  
catalogued  
classified  
collected  
compiled  
described  
dispatched  
edited  
estimated  
executed  
gathered  
generated  
implemented  
inspected  
listed  
maintained  
monitored  
observed  
operated  
organized  
overhauled  
prepared  
processed  
proofread  
published  
purchased  
recorded  
reduced  
retrieved  
screened  
specified  
streamlined  
systematized

operated  
overhauled  
programmed  
remodeled  
repaired  
solved



# MANAGEMENT

achieved  
administered  
analyzed  
assigned  
attained  
chaired  
conceived  
contracted  
consolidated  
coordinated  
decided  
delegated  
developed  
directed  
encouraged  
evaluated  
executed  
handled  
implemented  
improved  
incorporated  
increased  
inspired  
launched  
led  
managed  
motivated  
organized  
outlined  
oversaw  
planned  
prioritized  
produced  
recommended  
reevaluated  
rejected  
reported  
reviewed  
scheduled  
strengthened  
supervised  
united

trained  
upgraded



# ADDITIONAL

anticipated  
arbitrated  
ascertained  
charted  
checked  
classified  
collected  
completed  
conducted  
conserved  
consolidated  
constructed  
controlled  
coordinated  
counseled  
created  
decided  
defined  
delivered  
detailed  
detected  
determined  
devised  
diagnosed  
directed  
discovered  
dispensed  
displayed  
disproved  
dissected  
distributed  
diverted  
dramatized  
drew  
drove  
eliminated  
empathized  
enforced  
established  
estimated  
evaluated  
examined  
expanded  
experimented  
explained  
expressed  
extracted  
filed  
financed  
fixed  
followed  
formulated

founded  
gathered  
gave  
generated  
guided  
handled  
headed  
helped  
hypothesized  
identified  
illustrated  
imagined  
implemented  
improved  
improvised  
increased  
influenced  
informed  
initiated  
innovated  
inspected  
installed  
instituted  
instructed  
integrated  
interpreted  
interviewed  
invented  
inventoried  
investigated  
judged  
kept  
led  
learned  
lectured  
lifted  
listened  
logged  
maintained  
made  
managed  
manipulated  
mediated  
memorized  
modeled  
monitored  
motivated  
navigated  
negotiated  
observed  
obtained  
offered

operated  
ordered  
organized  
originated  
painted  
perceived  
performed  
persuaded  
photographed  
piloted  
planned  
played  
predicted  
prepared  
prescribed  
presented  
printed  
processed  
produced  
programmed  
projected  
promoted  
proof-read  
protected  
provided  
publicized  
purchased  
questioned  
raised  
read  
realized  
reasoned  
received  
recommended  
reconciled  
recorded  
recruited  
reduced  
referred  
rehabilitated  
related  
rendered  
repaired  
reported  
represented  
researched  
resolved  
responded  
restored  
retrieved

reviewed  
risked  
scheduled  
selected  
sensed  
separated  
served  
sewed  
shaped  
shared  
showed  
sketched  
solved  
sorted  
summarized  
supervised  
supplied  
symbolized  
synergized  
synthesized  
systematized  
talked  
taught  
tended  
tested  
trained  
transcribed  
translated  
traveled  
treated  
troubleshoot  
tutored  
typed  
unified  
united  
upgraded  
used  
utilized  
verbalized  
warned  
washed  
weighed  
wired  
worked

# 05 THE JOB SEARCH

Once you have completed your resume, getting it into the hands of employers can be a full-time job. An aggressive job search will keep you busy finding and responding to job postings, writing cover letters, researching companies and organizations, scheduling phone calls and meetings with your network, prepping your interview attire and practicing for interviews. Check out the list below to stay in control of your job search.

- 1 Use a spreadsheet or document to keep track of your job applications.
- 2 Make sure your network is aware of your job search. Someone you know might be hiring!
- 3 Start reviewing interview questions and doing mock interviews ASAP, before you get an interview request.
- 4 Rejections are part of the process. Take them as learning experiences and keep applying!

## Career Fairs

Career fairs/expos are opportunities to meet employers that come to campus to recruit students and alumni. Find a complete list of Career Fairs each semester on our website.



## Salary Negotiations .....

DO

- ✓ Research salary ranges before beginning the job search process
- ✓ Postpone salary talk until you have had time to sell yourself and assure the employer of your capabilities
- ✓ Try to let the employer talk salary figures first

# Search Tools

## TITAN CONNECTION

Job search database for CSUF current students and recent alumni for jobs and internships.

> **Titan Connection**

## LARGE JOB SITES

- > **Indeed**
- > **Monster**
- > **Career Builder**
- > **Glassdoor**
- > **LinkedIn**
- > **Zip Recruiter**
- > **SimplyHired**

## SOCIAL NETWORKING

- > **LinkedIn**
- > **Company Social Media Accounts**

## METASEARCH SITES

Metasearch pulls job postings from up to 500 different sites:

- > **Indeed**
- > **USAjobs.gov**

## SMALL NICHE JOB SITES

- Geographic specific sites
- Local affiliates of national professional organizations
- Industry specific job boards
- National professional associations

## COMPANY WEBSITES

Most companies will have a page on their website that leads to an active job board where you can see available positions. Go to your desired company's website and look for tabs titled "Careers," "Work With Us," or "About Us."

# Avoid The Scams

- **Do not give out your credit card, bank account numbers, or copies of personal documents.**
- **Do not send payments by wire services or courier.**
- **Do not click links received from recruiters or companies without vetting them first.**
- **Avoid organizations that ask for fees or payments to get the job.**
- **Avoid positions in which they offer you a large sum of money to use your bank account.**
- **Make sure you know up front how you will be getting paid for your work.**
- **The Career Center and CSUF do not authorize individuals to come on-campus to recruit students except at authorized venues, such as tables on the Titan Walk or at career fairs.**

# DON'T

- ✗ **Bring up salary in an interview unless the employer brings it up**
- ✗ **Under-value your worth**
- ✗ **Lie about your past salary**



# UTILIZING AI

## In the Job Search

With AI technology becoming more advanced by the day, it's only natural to see it as a concern or something to fear. Many job seekers worry that widespread use of artificial intelligence might take job opportunities away from them. While we still have a lot to learn about AI as it continues to develop, job seekers like yourself should see AI as a tool that can give them an advantage during a busy job search rather than something to be afraid of.

AI can be a game changing tool for job seekers, whether you are entering the job market for the first time or you are a seasoned professional. These tips will help you learn to utilize AI in your job search and beyond.

**JOB  
EXPLORATION**

**RESUMES**

**COVER LETTERS  
AND  
INTERVIEWS**

**DON'T RELY  
ON AI FOR  
EVERYTHING**

AI chatbots like ChatGPT can process human language prompts from users and generate human-like conversational responses. This means chatbots are a great way to facilitate career exploration. You can ask a chatbot questions like “What is the best career for someone who likes data and numbers?” or “What steps do I need to take to become a creative director in the film industry?”

Before submitting your resume for a job application, you can run it through a chatbot to make sure it will pass an Applicant Tracking System (ATS). Most companies utilize ATSs to speed up the application process and limit focus to candidates who are best suited for the position. You can use an AI chatbot to check if your resume is suitable for an ATS by feeding the chatbot the job description, your resume, and a prompt like, “Give me specific changes to optimize my resume for an ATS.”

You can prompt AI to answer many different job related questions like:

- “What information should I include in a cover letter for a Marketing Coordinator position?”
- “What are the best tips to prepare for a Software Engineer interview?”
- “Generate 10 interview questions based on this job description.”

Keep in mind that your prompts will be based on your unique circumstances and should be as detailed as possible. Generic prompts will lead to generic results, and specific prompts will lead to specific results.

While AI can be a useful job search tool, it should not be doing all of the work for you. Just as AI has continued to improve, so has a person’s ability to detect its use. It isn’t hard for employers and recruiters to tell the difference between an authentic cover letter and one generated entirely by AI. With this in mind, use AI to help you get started, but always proofread and add your own personal touch to your job application materials.

# TITAN TAKEOVER

Spend a day working in your dream career or industry! Titan Takeover allows students to observe what a “day in the life” would look like in an industry of interest. Students will walk away with valuable industry information and advice from career professionals.



“Titan Takeover allowed me to get my foot in the door at my **dream job.**”

“This opportunity allowed me to **connect with individuals who I aspire to be.** I got to learn from them, ask them questions, and live out a day in their position.”

learn more:

[fullerton.edu/career](https://fullerton.edu/career)

Go to the Students tab > Signature Programs > Titan Takeover

# 06 JOB INTERVIEWS

For many, the job interview is the most stressful step of a job search. The interview is often where you get to meet your employer face-to-face for the first time, so it is essential to put your best foot forward. Resume updates, company research, and mock interviews are a good place to start, but a great interview requires even more. With thorough preparation, you can walk into your interview calmly and with confidence. From how you sit to what you say, the following tips can make a big difference in helping you land your dream job.

## Types of Interviews

PANEL • IN-PERSON • LUNCH OR DINNER  
PHONE • GROUP • ON-CAMPUS  
VIRTUAL • ALL-DAY • TECHNICAL

# Common Interview Questions

01

## **Tell me about yourself.**

Don't give your complete employment or personal history. Be concise and show why you are the right fit for the job. Start with what you are currently doing, then your past experiences, and end with your future goals as to why you want to work for this company.

02

## **Why are you interested in our company?**

You want to share several things you admire about their company and how you are a great fit. Before your interview, look through the company's website and social media pages and decide on a few things to bring up.

03

## **What is your greatest strength?**

Focus on the abilities you have that are key to success in the job for which you are interviewing. Review the job description to help you.

04

## **What are your weaknesses?**

Choose a skill or trait that won't affect your ability to do your job. Then show them you have a plan to work on your weakness.

05

## **Why do you want this job?**

Identify a couple of key factors that make this role a great fit for you, then share why you love the company. Show your enthusiasm for the specific position.

06

## **Do you have any questions for me?**

"No, I don't think so," is never the right answer to this question. Always go into a job interview with a handful of questions ready to ask. The questions you want to ask will depend on the company and the position you are applying for.

Asking questions at the end of the interview will show the interviewer that you are engaged, thoughtful, and curious.

07

## **Additional Questions**

- How has your experience prepared you for this role?
- How do you handle stress and pressure?
- Please describe your ideal work setting.
- Tell me about a difficult work situation or project and how you resolved it.



# Interview Cues

During an interview, non-verbal and verbal messages are the ways that recruiters will be evaluating each interviewee. Here are some samples of both types and how you can put your best foot forward.

## VERBAL

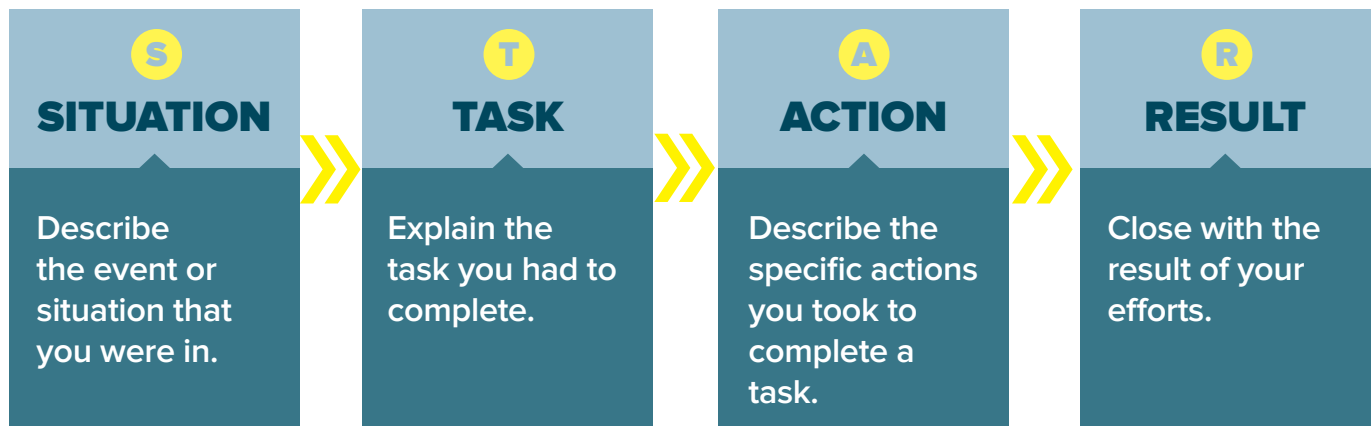
- Take your time in answering the questions
- Remain professional and positive
- Avoid filler words (such as like, um, uh, you know)
- Avoid profanity and slang words

## NON-VERBAL

- Give a firm handshake
- Have a straight posture and don't slouch
- Smile
- Maintain eye contact with all interviewers
- Try to control any nerves (avoid twirling your hair and bouncing your leg)
- Exude confidence

# STAR Interview Method

The STAR interview method is particularly helpful in response to behavioral interview questions, which typically start out with phrases such as, "Describe a time when..." or "Share an example of a situation where..." Companies love to ask these types of questions because they want to get examples of your working style and how you work with others.



# Preparing for the Interview

## Before the Interview

- Review the resume and cover letter you submitted
- Always know ahead of time who will be conducting the interview and what type of interview format will be used (individual, panel, lunch, Teams/Zoom, phone, etc.)
- Research the company, position, and industry
- Practice responses to potential interview questions
- Have correct directions and plan accordingly for traffic and parking time
- Make sure interview clothes fit well and are clean and pressed
- Schedule a mock interview with the Career Center or use one of our online resources to help you prepare
- **FOR VIRTUAL INTERVIEWS:**  
Avoid any potential technical glitches by doing a dry run first and be comfortable with the technology
- Secure your internet connection
- Check your camera angle to make sure you are in full frame
- Do a sound check and make sure your devices are properly paired and connected (headphones, etc.)
- Use a professional virtual background or create a neutral background set
- Avoid the possibility of interruptions by letting roommates/ family members know you will be in an interview

## Day of the Interview

- Dress to impress
- Always arrive 15 minutes early
- For virtual interviews, log in a few minutes early
- Be nice and courteous to everyone you interact with
- Bring extra copies of your resume and a list of references in a portfolio with a notepad and pen
- Turn off your cell phone

## During the Interview

- Have a firm handshake
- Always remember to smile, show enthusiasm and make eye contact with all interviewers
- Be prepared with a 60 second commercial
- Limit responses to no more than 2-3 minutes per question
- Know strengths and weaknesses
- Be prepared to identify specific skills as they relate to the job
- Provide examples that illustrate or demonstrate a specific skill or function
- Be ready to handle situational/behavioral questions utilizing the STAR (situation, task, action, result) approach
- Always ask informative questions at the end of the interview:
  - *"What are the next steps in the interview process?"*
  - *"Tell me about a typical week in this position."*
  - *"If I am hired, what is the first thing you would like me to accomplish?"*

## Did you know?

You can practice interviews in the Career Center! Schedule a mock interview appointment with your College Career Specialist.

> [fullerton.edu/career](https://fullerton.edu/career)

*Go to the Students tab > Make An Appointment*

## After the Interview

- Send a thank you note or email to all interviewers within 24-48 hours of the interview
- If you have not heard back a week or more after your interview, send a short follow up email
- If you receive a job offer, celebrate!
- If you receive a rejection, respond and thank your interviewer/recruiter for their time. Ask if they would be willing to provide feedback on your application/interview

# Illegal Interview Questions

The following questions are some questions that employers should not ask:

- Have you ever been convicted of a crime?
  - How much do you currently make?
  - Where are you from?
  - When did you graduate high school?
  - Are you married?
  - Are you a U.S. citizen?
- 

## California Fair Employment and Housing Act (FEHA)

Prohibits employment practices that discriminate against:

- |  |   |
|--|---|
| ■ Race                                     | ■ Medical condition   |
| ■ Religion                                 | ■ Sex (pregnancy, childbirth, or related medical conditions, gender identity) |
| ■ Color                                    | ■ Age (40 years and older)  |
| ■ National origin                          | ■ Sexual orientation  |
| ■ Ancestry                                 |   |
| ■ Physical disability or mental disability |   |

# Additional Communication

After submitting your resume and cover letter to a job or internship opportunity, additional communication may be required to keep the process moving forward. This is done primarily via email. Exactly what you should say in an email depends on the exact circumstances, where you are in the process, and what was previously said by you and the other parties involved. The following sections offer tips and guidance on a few of the more common forms of email communication you might encounter in the process toward securing a position.



## The Follow Up

The goal of writing a well-crafted cover letter and resume is to get an interview. If you are not contacted in a reasonable period of time after submitting your application materials, and if you have the name and email of a contact person for the position, you should send a follow up message to find out if the position is still available.

Dear (contact person's name),

I applied to the (Insert title of job/internship here) position posted on your website (insert date you applied). I am still interested in the position and if it is still available, I would like to schedule an interview at your earliest convenience. The resume and cover letter I submitted are attached for your reference. Thank you again for your time and consideration.

## The Acceptance

As mentioned before, check your email and any other forms of electronic communication you receive from the companies you have applied to and respond quickly. If all goes according to plan, you will be contacted for a second interview, or be offered the position!

Thank you very much! I cannot tell you how excited I am to join the team in a great company like (company/organization name). It will be a pleasure to contribute to an organization that allows me to offer my skills and aligns with my values. Please let me know what else you need from me and other next steps I should expect in the process.



# The Thank You

---

Let's say your follow up worked and you landed an interview! Make sure to respond to the offer for an interview as quickly as possible, whether by phone or email. Stay on top of your email and voicemail messages, continuing to respond promptly to all communication from the person who contacted you to get the interview scheduled. When you accept the offer for an interview, be sure to say thank you. Then, after the interview send a thank you note again.

**Tell them how much you appreciate the opportunity to speak with them and express your continued interest in the position by sending a thank you email within the first 24-48 hours after your interview:**

.....

Dear (contact person's name),

I am reaching out to let you know again how much I appreciated the interview yesterday. Having learned more about the (insert title of job/internship here) position, I am even more confident that my experiences will allow me to make an immediate contribution to the team. Please contact me anytime if I can answer any further questions about my candidacy. I look forward to hearing from you again soon about a possible future in this role.

Sincerely,

Tuffy Titan

---

**Occasionally you may find after the interview that you no longer want the position because after learning more about it, it is not really what you expected. Send them a thank you note anyway, but tell them plainly that you no longer wish to be considered.**

.....

Dear (contact person's name),

This email is to let you know again how much I appreciated the interview yesterday. Having learned more about the (insert title of job/internship here) position, I would like to withdraw candidacy. I apologize for the inconvenience, but I believe there are opportunities elsewhere that would be a better fit for my skills and long-term career goals.

Sincerely,

Tuffy Titan

# The Decline

Once in awhile, you may find yourself in the position of having to decline a job/internship offer. It could happen that the interview reveals aspects about the job or the company that make you have second thoughts. But you did well in the interview and they offered you the position! There is also a possibility that after applying to many different jobs/internships you get contacted by more than one company with an offer. What do you do? In all of these situations, you will have to politely and professionally decline an offer. It is important that you demonstrate integrity; that you are honest and you stand by your word.

**If they call with an offer, and you decided that you don't want the job, be honest and polite, clear and direct.**

.....

Thank you very much for the kind offer, (contact person's name). Upon further consideration, I have decided that the position with your company is not the best fit for my long-term career goals. Please accept my apologies for the inconvenience. Your time and consideration are appreciated.

**If the company has offered you the position, but you are unsure about whether or not you want it, waiting for your first choice company, or have another interview you want to take before deciding, you can ask for more time. But keep in mind, the company may not be able to provide you with additional time due to company policies, or they may need to make a decision on a candidate quickly.**

.....

Thank you very much, (contact person's name)! Right before I received your email I scheduled an interview with another company. I really appreciate you getting back to me with the offer, but would it be okay if I let you know the day after tomorrow?

# The Rejection


**If the employer reaches out to tell you that you aren't moving forward in the process or you have not been selected, you need to respond and thank them for their time regardless. These employers are now part of your network, and it's important to maintain a good relationship with them, especially if they work at a company that you might apply to again in the future. This is also a great opportunity to ask for feedback; maybe you are missing an essential skill or qualification that you can work on in the future.**

.....

Hello (contact person's name), Thank you for letting me know. I appreciate your time and consideration throughout this process. If any similar positions open up in the future at (company/organization name), I would love to be considered. If you are willing to provide feedback on my application and interview, I would greatly appreciate it.



# 07 YOU GOT THE JOB! NOW WHAT?



Congratulations on your new job! This is a testament to your skills, dedication, and the unique qualities that make you stand out. Embrace this exciting opportunity with confidence, knowing that you have earned every bit of it. Here are some additional steps you can take for continuous growth in your career journey.

## Manage your career

- Make a list of career goals.
- Keep an open mind and look out for long term potential.
- Show you are a leader even if you are not in a leadership role.

## Become an industry expert

Continue your education to stay up to date with industry trends and learn new techniques. Join groups based on your industry and form a strong network.

## Build your professional network

Join professional associations and be active within them. Participate in cross-functional teams outside of your department when the opportunity arises.

## Help a Titan

The Career Center offers various opportunities for alumni to get involved and give back to the Titan community. Contact the Career Center if you are interested in exploring ways to share your professional insight to current students. We are always looking at how we can connect our alumni with our students. They love to hear Titans' success stories!

## Join the Titan Alumni Network

Join and take advantage of the programs and services offered by Cal State Fullerton's Alumni Association. Membership provides travel discounts, networking and social activities, access to CSUF facilities, and certain Career Center resources for life.

You will not only secure your connection to more than 265,000 CSUF alumni, but your membership dues will directly support association programs, events and student scholarships efforts for future Titan graduates. Join today!

**[www.alumni.fullerton.edu](http://www.alumni.fullerton.edu)**

**(657) 278-2586**

**[alumniengagement@fullerton.edu](mailto:alumniengagement@fullerton.edu)**

**Follow on social media @csufalumni**



# 08 GRADUATE OR PROFESSIONAL SCHOOL

## Is it for me?

Attending graduate school is a long-term commitment, and each individual has their own reasons for pursuing this endeavor. It is important to reflect on your own reasons for pursuing an advanced degree because knowing your reasons can help you maintain the motivation and dedication needed to succeed. You can begin by asking yourself the following questions:

- ***What are my reasons for attending graduate school?***
- ***Do I need to go to graduate school to get the job I want?***
- ***Am I ready to continue my formal education?***
- ***Do I have sufficient financial resources?***
- ***Do I know enough about the field to make the commitment?***
- ***Would it be more appropriate to work first and then return to school?***
- ***Are there other options that I should consider?***
- ***Is this the best career path?***



# Resources

The following websites will assist you in finding graduate programs in your chosen field, tests you may have to take, and resources to prepare your application:



## Test Information and Preparation



## Financial Aid



# Grad School Preparation

## JUNIOR YEAR



### SPRING

Research which graduate/professional programs you are interested in and request information directly from each program.

Select at least six programs to apply to:

- **2 top tier schools**
- **2 mid range schools**
- **2 safety schools**

Register and prepare to take a graduate/professional admission test if needed:

- **GRE**
- **GMAT**
- **LSAT**
- **MCAT**

Look into different national scholarships and grants and their deadlines.

Begin to create a list of faculty, peers, and employers to ask for a letter of recommendation.



### SUMMER

Take required entrance exams and send results to your chosen schools.

Begin writing your personal statements and make an appointment with a Career Specialist to have them reviewed.

Request an admission application and financial materials from your chosen schools.

Make a schedule of due dates (include dates for):

- **Exams**
- **Letters of recommendation**
- **Application**
- **National scholarships and grants**

Organize the information about each graduate program by using a graduate school comparison spreadsheet.

# Timeline

## SENIOR YEAR



### FALL

#### EARLY FALL

Attend the Fall Graduate School Expo.

Send letter of recommendation requests (early fall).

Secure official transcripts.

Secure letters of recommendation.

Begin to put together your finished application.

#### LATE FALL

Submit your completed application.

Follow up on your official transcript and letters of recommendation to make sure they were submitted.

Check with the schools you applied to ensure all materials were received.

If an interview is part of the application, practice using interview preparation software on the Career Center website or schedule a mock interview.



### SPRING

Wait to hear if you were accepted.

If accepted, send in your deposit.

Send thank you notes to the people who wrote letters of recommendation, regardless of acceptance.

Outline a contingency plan in the event that you are not accepted into graduate or professional school.



# 09 RESUME & CV SAMPLES

GENERAL RESUME SAMPLE

<div><div>(657)278-xxxx   <a href="mailto:tuffytitan@gmail.com">tuffytitan@gmail.com</a>   Fullerton, CA   <a href="https://www.linkedin.com/in/tuffytitan">www.linkedin.com/in/tuffytitan</a> (Optional)</div><div>Tuffy Titan</div></div>	
<div><div>EDUCATION</div><div>California State University, Fullerton (CSUF) <i>Bachelor of Arts in Business Administration, Marketing</i> Overall GPA 3.5</div><div>Expected May 2028</div></div>	
<div><div>RELEVANT COURSEWORK</div><div><ul style="list-style-type: none"><li>• Principles of Marketing</li><li>• Consumer Behavior</li></ul></div></div>	<div><ul style="list-style-type: none"><li>• Advertising and Promotions Strategy</li><li>• Social Media Marketing and Analytics</li></ul></div>
<div><div>RELEVANT EXPERIENCE</div><div>Pacific Digital Solutions, Long Beach, CA <i>Marketing Coordinator</i></div><div>10/2026 - Present</div><div><ul style="list-style-type: none"><li>• Manage social media accounts with over 10K combined followers, growing brand presence and increasing follower count by 25% in 3 months</li><li>• Support content creation team, including writing blog posts, creating graphics, and scheduling email newsletters for a client base of over 2,000 subscribers</li><li>• Coordinate paid digital advertising campaigns with budgets exceeding \$10K per month, optimizing ads that increased conversion rates by 18%</li></ul></div></div>	
<div><div>Bright Ideas Marketing Agency, Los Angeles, CA <i>Intern</i></div><div>01/2027 – 06/2027</div><div><ul style="list-style-type: none"><li>• Developed and executed social media campaigns across Facebook, Instagram, and Twitter, increasing engagement by 35% over six months</li><li>• Created email marketing campaigns, resulting in a 20% increase in click-through rates</li><li>• Collaborated with the design team to create promotional materials for 10+ clients, ensuring brand consistency across all digital platforms</li></ul></div></div>	
<div><div>Urban Outfitters, Irvine, CA <i>Sales Associate</i></div><div>02/2025- 09/2026</div><div><ul style="list-style-type: none"><li>• Assisted over 100 customers daily with product selection and checkout, consistently meeting daily sales goals of \$3K+</li><li>• Supported store marketing initiatives by promoting in-store events and social media campaigns, contributing to a 10% increase in foot traffic</li><li>• Conducted customer satisfaction surveys, providing valuable insights that were implemented in store operations to enhance customer experience</li></ul></div></div>	
<div><div>HONORS AND AWARDS</div><div><ul style="list-style-type: none"><li>• Dean's list five semesters</li><li>• National Association of Colleges and Employers Scholarship</li><li>• President's Award for outstanding client service</li></ul></div></div>	
<div><div>ACTIVITIES</div><div><ul style="list-style-type: none"><li>• CSUF Spanish Club, Member</li><li>• Big Buddy Volunteer, Fullerton Campus, CSUF</li></ul></div><div>09/2024 - Present 10/2024 - Present</div></div>	
<div><div>SKILLS</div><div><ul style="list-style-type: none"><li>• Foreign Language: Fluent in Spanish</li><li>• Canva, Adobe Photoshop, Adobe Illustrator, Google Analytics, Windows XR and Microsoft Office Suite</li></ul></div></div>	

INTERNSHIP RESUME SAMPLE

<div><div>Fullerton, CA   (657) 278-xxxx   <a href="mailto:tuffytitan@csu.fullerton.edu">tuffytitan@csu.fullerton.edu</a>   <a href="https://www.linkedin.com/in/tuffytitan">www.linkedin.com/in/tuffytitan</a> (Optional)</div><div>Tuffy Titan</div></div>	
<div><div>OBJECTIVE (Optional)</div><div>Seeking a finance internship to leverage strong communication skills, relevant experience, and educational background effectively</div></div>	
<div><div>EDUCATION</div><div>California State University, Fullerton (CSUF) <i>Bachelor of Arts in Business Administration, Finance</i></div><div>Expected May 2027</div></div>	
<div><div>RELATED COURSEWORK</div><div><ul style="list-style-type: none"><li>• Business Finance</li><li>• Financial Accounting</li></ul></div></div>	<div><ul style="list-style-type: none"><li>• Financial Analysis</li><li>• Corporate Finance Theory</li><li>• Principles of Management</li></ul></div>
<div><div>COURSE PROJECTS</div><div>Business Plan Proposal <i>Business Writing</i></div><div>August 2024 – December 2024</div><div><ul style="list-style-type: none"><li>• Collaborated with a team of 4 peers to create a proposal and business plan for an international business opportunity to generate new marketing distribution channels</li><li>• Facilitated 20-minute presentation of proposed business plan to a class of 30 peers, communicating potential of opportunity</li></ul></div></div>	
<div><div>RELATED EXPERIENCE</div><div>The Capital Group Companies, Anaheim, CA <i>Trust Account Representative</i></div><div>February 2024 - Present</div><div><ul style="list-style-type: none"><li>• Establish new accounts and transfers with a high level of efficiency and accuracy</li><li>• Research, resolve, and communicate issues to financial advisers and shareholders</li><li>• Demonstrate a strong customer service/client relations perspective while servicing shareholders accounts</li><li>• Collaborate with team manager and team members to resolve tasks and create workshops for the department</li></ul></div></div>	
<div><div>ADDITIONAL EXPERIENCE</div><div>Bank of America, Fullerton, CA <i>Teller</i></div><div>January 2022 - February 2024</div><div><ul style="list-style-type: none"><li>• Delivered exceptional customer service by assisting clients with inquiries, resolving issues promptly, and providing information about banking products and services</li><li>• Identified opportunities to cross-sell Bank of America products and services, contributing to branch sales goals</li><li>• Conducted daily audits of cash and transaction records to ensure compliance with bank policies and regulations</li></ul></div></div>	
<div><div>Law Offices of Rafael Olmos, Santa Ana, CA <i>Clerical Assistant</i></div><div>May 2021 - January 2022</div><div><ul style="list-style-type: none"><li>• Provided administrative support to legal staff, including managing calendars, scheduling meetings, and coordinating travel arrangements</li><li>• Prepared, revised, and formatted legal documents and correspondence with accuracy and adherence to firm standards</li><li>• Maintained an organized filing system for both physical and electronic records, ensuring quick retrieval and compliance with confidentiality protocols</li></ul></div></div>	
<div><div>AFFILIATIONS</div><div>CSUF Finance Association, Member</div><div>April 2022-Present</div></div>	
<div><div>SKILLS</div><div><ul style="list-style-type: none"><li>• Computer: Proficient in Microsoft Word, Excel, and Photoshop</li><li>• Language: Fluent in Spanish</li></ul></div></div>	



Tuffy Titan  
Fullerton, CA  
(657) XXX - XXXX  
[tuffytitan@csu.fullerton.edu](mailto:tuffytitan@csu.fullerton.edu)  
[linkedin.com/in/profile](https://www.linkedin.com/in/profile)

EDUCATION

University of Wisconsin – Madison  
**Doctor of Philosophy, Counseling Psychology**  
*Thesis Title:* The Influence of Immigrant Status, Country of Origin, and Ethnicity on Juror Decisions:  
An Aversive Racism Explanation of Bias  
Expected: May 2028

California State University, Fullerton  
**Master of Arts, Psychology**  
Outstanding Master of Arts Student of the Year  
May 2024

California State University, Fullerton  
**Bachelor of Arts, Psychology, Minor in Sociology**  
Cum Laude Honors  
May 2022

West Hills College Lemoore  
**Associate of Arts, Psychology**  
Alpha Gamma Sigma Honors  
June 2019

HONORS AND AWARDS

- La Raza Graduation Keynote Speaker and Guest of Honor, Cerritos College May 2024
- Student Keynote Speaker at Chicano Latino Faculty and Staff Association Graduation May 2021
- Certificate of Volunteer Service Appreciation from the Chicano/a Resource Center June 2021
- Student Speaker at 24<sup>th</sup> Annual Hispanic Scholarship Golf Tournament May 2019
- Master of Ceremonies for West Hills College Annual Leadership Conference May 2019

SCHOLARSHIPS AND GRANTS

- Loh Seng Tsai Memorial Scholarship for Teaching or Research Promise August 2024
- American Civil Liberties Union Conference and Lobby Day Travel Grant May 2023
- Psychology Department Honors and Awards Travel Grant May 2022
- Chicano Latino Faculty and Staff Association Graduate Scholarship August 2020
- Hermanas Unidas State Scholarship May 2020
- EOP/AB540 Book Scholarship August 2019
- Titan Dream Fund Scholarship May 2019
- Abrego Future Scholars Scholarship May 2019

RESEARCH INTERESTS

My research lies in examining the experiences of Latina/o Spanish speaking immigrant and LGBT populations within the United States. More specifically, I am interested in examining the prejudicial and discriminatory attitudes that exist against these highly disadvantages populations and how this oppression impacts mental health. As a social justice-oriented researcher, resiliency manifested is vital to study among these populations to learn how to instill this resiliency among other individuals from these communities.

Titan 1

RESEARCH EXPERIENCE

California State University, Fullerton – Dr. Joseph M. Cervantes  
**Student Research Assistant**  
July 2023 – May 2024

- Constructed survey and interview protocol, recruited participants, and scheduled interviews
- Conducted literature review, prepared consent forms, and wrote Institutional Review Board Application
- Arranged research meetings and directed plans of research action
- Analyzed qualitative data by interpreting interview responses for relevant themes

California State University, San Bernardino – Dr. Dudley Wiest and Dr. Eugene Wong  
**Volunteer Research Assistant**  
February 2023 – May 2024

- Inputted data on cognitive training from pre and post memory test conducted on middle school children
- Conducted t-test using SPSS and calculated effect sizes from significance testing results
- Interpreted and wrote up results, submitted conference proposal and prepared manuscript for publication

Harvard University – National UNDACamented Research Project (NURP) – Dr. Roberto Gonzales  
**Volunteer Research Assistant**  
June 2023 – February 2024

- Attended weekly national and state conference calls
- Recruited survey participants through social media avenues such as Facebook, Twitter, and Instagram, and community outreach
- Verified responses through personal emails written to survey participants nationwide

California State University, Fullerton – Center for Research on Educational Access and Leadership  
**Graduate Student Research Assistant**  
January 2023 – August 2023

- Led the team for the AB540/Undocumented Student Research Project
- Wrote and edited manuscripts, reports, conference proposals and literature reviews
- Served as project lead of assessment and evaluation for the AB540 Conference Reaching the Dream Together: Helping AB540 and Undocumented Students at California State University, Fullerton

CONFERENCE PRESENTATIONS

Cervantes, J., Titan, T., Vargas, L. (October 2024). *Resiliency and Strength Based Interventions with Undocumented Latina/o University Students*. Accepted for presentation at National Latino Psychological Association Biennial Conference. Albuquerque, New Mexico.

Cervantes, J., Titan, T., & Brito, E. (August 2024). *Learning from Undocumented Latina/o University Students: Commentary from Qualitative Interviews*. Accepted for presentation at American Psychological Association 2024 Convention, Division 43. Washington, District of Columbia.

Person, D., Titan, T., & Garcia, Y. (November 2023). *Effectively shaping undocumented student environments in higher education*. Presented at Western Regional Conference for National Association of Student Personnel Administrators. Salt Lake City, Utah.

Titan 2

**CONFERENCE POSTERS**

Titan, T., & Espinoza, R. (April 2024).

*Biased Juror Decisions: Influence of Immigrant Status, Country of Origin, and Ethnicity.* Accepted for presentation at Western Psychological Association Convention, Portland, Oregon.

Wiest, D.J., Wong, W.H., Jett, A.M., Punacacahua, T.T., Patterson, A., & Titan, T. (November 2023).

*Utilizing computerized cognitive training to enhance memory of students with learning and attention disorders.* Presented at 2023 Neuroscience Education Institute Psychopharmacology Congress, Colorado Springs, Colorado.

Wiest, D.J., Wong, E., Nelson, B., Jett, A., Titan, T., Wiest, D. H., Patterson, A., & Wiest, G. (October 2023). *Treatment efficacy of working memory in learning disabled children through computerized cognitive training.* Presented at World Psychiatric Association International Congress 2023, Vienna, Austria.

**MANUSCRIPTS IN REVIEW**

Cervantes, J.M., Titan, T., & Brito, E. *Academic and Psychological Survival JOI for Undocumented Latina/o Immigrant University Students: Commentary and Recommendations from Qualitative Interviews.* Re-submitting with revisions to the Journal of Latina/o Psychology, June 2024.

Wiest, D., Wong, E., & Titan, T. *Utilizing Computerized Cognitive Training to Improve Encoding and Working Memory: Piloting a School-based Intervention.* Submitted to Education Journal, June 2024.

**TEACHING EXPERIENCE**

California State University, Fullerton – Counseling Department

**Student Course Assistant, Faculty:** Dr. Joseph M. Cervantes

February 2022 – May 2024

*Psychopharmacology for Counselors*

*Professional, Ethical and Legal Issues in Counseling*

*Advanced Practicum*

*Brief Treatment and Assessment*

*Integration of Clinical Psychopharmacology and DSM-IV, TR Diagnosis in counseling practice*

- Maintained communication between professor and students by posting announcements, handouts, syllabus and PowerPoint slides on Titanium and through email
- Created and edited PowerPoint slides for conferences and other professional presentations

California State University, Fullerton – Psychology Department

**Student Course Assistant**

January 2022 – December 2022

*Psychology of Personality Web Course, Faculty:* Dr. Mindy M. Mechnic

- Assisted in scoring discussion board posts and assignments for students through Canvas
- Responded to student inquiries via email in a timely manner
- *Educational Psychology, Faculty:* Dr. Sue Sy
- Attended weekly Educational Psychology course lectures and held weekly office hours
- Assisted instructor during class meetings, graded homework and exams, and posted grades
- Hosted exam review sessions and gave a lecture on "Sexual Orientation and the Classroom"

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**INVITED CONFERENCE WORKSHOPS/PRESENTATIONS/PANEL DISCUSSIONS**

University of Wisconsin – Madison

*Latino Mental Health and Research: Why is it important?*

Espiritalidad y Lenguaje: Dimensions of Latina/o Mental Health Invited Lecturer

May 2025

University of Southern California

*Time and Energy: A Workshop on Management*

Statewide HaU 2021-2022 Steering and Co-chair Conference

July 2022

California State University, Fullerton

*AB540 Students: Past, Present and Future*

AB540 Conference Reaching the Dream Together: Helping AB540 and Undocumented Students

April 2023

*Undocumented Student Persistence and Emergence Through Change in Policies*  
Round Table Hot Topic Discussions - Center for Research on Education Access and Leadership

May 2023

*Organization Skills and Preparation for Graduate School*

Hermanas Unidas de Cal State Fullerton Academic Workshop Series

October 2022

**AFFILIATIONS AND MEMBERSHIPS**

- National Latina/o Psychological Association Graduate Student Member May 2024 – Present
- American Psychological Association Student Affiliate February 2024 – Present
- Hermanas Unidas Alumni Association Chicano/a Resource Center Advisor July 2021 – Present
- Alpha Kappa Delta International Sociology Honor Society Member March 2017 – Lifetime
- Chicano Latino Faculty and Staff Association Graduation Committee July 2021 – August 2022
- Co-Founder/Facilitator of "AB540 and Allies" Discussion Group July 2020 – May 2021
- Alliance of Students for an Equal Education Member July 2020 – May 2021

**PROFESSIONAL DEVELOPMENT**

- American Civil Liberties Union 2023 Conference and Lobby Day
- 2023 Orange County Global Women's Conference
- The College of Education Women of Color Leadership 2023 Colloquium
- Women of Color Kaleidoscope Leadership Institute 2022
- Mental Health and Migration "The Ulises Syndrome" (Spanish) 2022 Council of Mexican Federations
- Closing the Latino Achievement Gap Orange County 2021 Summit

**CREATIVE PUBLICATIONS**

- *The Meaning of Life Poem:* Kaleidoscope 2019 West Hills College Lemoore's Literary Magazine
- *Black and White Walls Poem:* Kaleidoscope 2018 West Hills College Lemoore's Literary Magazine

**SKILLS**

- Language: Fluent in Spanish
- Computer: Windows operating systems, MS Office, Outlook, Excel, Word, PowerPoint, Windows MovieMaker, SPSS and ATLAS

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# FEDERAL RESUME SAMPLE

**Tuffy Titan (Federal)**

(657) XXX-XXXX | [tuffytitan@csu.fullerton.edu](mailto:tuffytitan@csu.fullerton.edu) | Fullerton, CA | [linkedin.com/in/profile](https://www.linkedin.com/in/profile)

U.S. Citizen  
Federal Status (e.g. Career, Career Conditional)  
Veterans' Preference (if any)  
Selective Service Registration Status (Males only)

**TECHNICAL SKILLS or SUMMARY OF SKILLS:**

*This is not a requirement; however, you can highlight specific skills you possess that are related to the position. Example:*

- Proficient in Microsoft Office Suite
- Pre-audit analysis
- Skilled in tax examinations

**WORK EXPERIENCE:**

**Internal Revenue Service**

1234 Work Street, Covington, KY 41011

Internal Revenue Agency

Supervisor: Ms. Jackie Smith (859) 555-1111  
(May Contact)

November 2022 – Current  
40 hours per week  
GS-0512-7

- Examine and audit individual, business, and corporate tax returns to determine correct federal tax liabilities
- Conduct field examinations and discuss findings with the taxpayer or their representatives
- Perform package audits to ensure compliance, and determine need for multiple-year examinations based on findings
- Conduct pre-audit analysis of assigned cases, researching any available background materials, and formulating a plan for the audit

**Ace Financial**

1234 Work Street, Cincinnati, OH 41073

Accounting Assistant (Internship)

Supervisor: Ms. Jackie Smith (513) 555-1111  
(May Contact)

November 2021 – November 2022  
20 hours per week  
21,000

- Developed monthly statements
- Researched and resolved invoice discrepancies
- Processed payments and organized client billing folders
- Reconciled bank statements and ledger accounts

## FEDERAL RESUME PAGE 2

**Policy Research Institute (PRI)**  
800 N. State College Blvd., Fullerton, CA 92831  
Program Coordinator  
Supervisor: Ms. Jackie Smith (657) 222-2222  
(May Contact)

June 2018 – October 2021  
20 hours per week  
20,000

- Conducted extensive legal research to analyze federal education policies and evaluate the long-term results
- Recruited, trained, and supervised five support staff to assist in facilitating phone and in-person surveys
- Developed and presented biannual legal reports and presentations to managerial team utilizing Titan Research Software, Microsoft Excel, and PowerPoint

**California State University, Fullerton, Fullerton, CA**  
*Intern, State Relations & Advocacy*  
January 2017 – June 2018

- Co-developed a student advocacy campaign promoting access to higher education in collaboration with the director and student body president
- Tripled participation in the advocacy campaign by partnering with 10 student clubs and meeting monthly
- Coordinated 20 outreach workshops per academic year including event logistics such as catering and reservations

### **EDUCATION:**

*If the position requires education or certification to qualify, consider creating a section that details the information. Below is an example of how you can communicate your education. You can also include other job-related training and certifications.*

Type of Degree/Certification	Completion or Expected Completion Date
Institution, City, and State	GPA: (if required)

### **Relevant Coursework**

*You may list some of the completed coursework related to the job, especially if you haven't completed your degree or certification. This is not a requirement.*

### **Examples:**

**Bachelor of Science, Information System**  
California State University, Fullerton, Fullerton, CA  
Completion Date: May 2021  
GPA: 3.6

**Certification in Cisco Certified Network Associate (CCNA)**  
Completion Date: August 2020

*Volunteer experience is just as important as paid experience. Include the same employment information as you would for paid work.*

## FEDERAL RESUME PAGE 3

### **VOLUNTEER/COMMUNITY SERVICE EXPERIENCE:**

**Your Taxes Done Right (nonprofit)**  
123 Tax Drive, Fullerton, CA 92832  
Tax Preparer  
Supervisor: Jack Johnson, (657) 555-0000  
(May Contact)

March 2017 – March 2018  
15 Hours Per Week

- Assisted more than 250 individuals each year with filing their taxes
- Stayed abreast of new tax laws and advise peers of changes
- Interpreted tax laws for colleagues and clients to ensure accurate submission of information

### **AWARDS AND ACHIEVEMENTS:**

*You can list awards, recognitions, and achievements in this section. Consider those that are recent and related to the position and include them as well. If you have little to no experience, you may include other awards. See examples below.*

- Sustained Outstanding Performance Ratings 2019 – 2021
- Director's Award – 2022
- Member of the National Honors Society – 2021

### **Examples:**

- Association for Public Policy Analysis and Management, Member June 2022 – Present

### **\*\*\*OPTIONAL INFORMATION YOU MAY INCLUDE (SAMPLES)\*\*\***

#### **Job-related training**

- Calculating Taxes for Individuals – 2018
- Itemizing Federal Taxes – 2018 and 2019
- Exemption Laws for Tax Preparers – 2019

#### **Language Skills**

- Fluent in speaking and writing Spanish
- Skilled in conversational French

#### **Professional Affiliations (Particularly those that are job-related)**

- Lifetime member of the National Associated of Tax Professionals

**References** – not required on uploaded resume – we recommend you take a list of references to the interview

- In addition to providing the names of your current supervisor, you may want to list professional references who can vouch for your skills, character, work ethic, and dependability

*\*Please note, that the average federal resume length is four to five pages and includes more specific details than a traditional resume.*

# 10 COVER LETTER SAMPLES

## Cover Letter Layout

Applicant's Address

Date

Employer's Name and Title  
Company Name  
Address

Salutation:

**Opening Paragraph:** State why you are writing, name the position or type of work for which you are applying. Also, mention how you heard of the job opening or organization.

**Middle Paragraph(s):** Explain why you are interested in working for this employer. Identify your reasons for desiring this type of work with this specific company. If you have relevant work experience or related education, be sure to point it out, but do not reiterate your entire resume. Emphasize transferable skills or abilities you have that relate to the job for which you are applying. Use action verbs to connect your experiences to the job description. Do this in a confident manner and remember that the reader will view your letter of the application as an example of your writing skills.

**Closing Paragraph:** You may refer the reader to your enclosed resume, or whatever media you are using to illustrate your training, interests, and experiences. Indicate where you can be reached in case they have any more questions. Have an appropriate closing to pave the way for the interview by indicating the action or steps you will take to initiate an interview date.

Sincerely,

(signature)  
Your name typed



# COVER LETTER SAMPLE 1

**Tuffy Ttian**  
Santa Fe Springs, CA  
(657) xxx-xxxx  
[tuffytitan@gmail.com](mailto:tuffytitan@gmail.com)

January 25, 2028

Brenda Couch, Recruiter  
VANS  
6550 Katella Avenue  
Cypress, CA 90630

Dear Ms. Couch:

I am responding to the Public Relations internship position that was recently posted on California State University, Fullerton's Titan Connection jobs database. Currently, I am a senior majoring in Sociology and Public Relations with an anticipated graduation date of May 2028.

All of my life I have had a passion for the fashion industry and have always looked for ways to submerge myself in similar environments that mirror an industry that is versatile and fast-paced. A public relations internship position with VANS, will help emphasize the skills learned and acquired through my academics and in my previous public relations internship position with Gonzo Communications. My experience with a small public relations agency taught me the basics of public relations, such as writing press releases and media alerts, but most importantly it strengthened my interest in working for a larger, more versatile company such as VANS.

In addition to my internship experience in public relations, my experience of over five years as a server has prepared me to work in a high-volume and fast-paced environment. Working as a server has equipped me with exceptional customer service skills and the ability to be flexible and adaptable. Flexibility, adaptability, and strong follow through are key strengths that will enable me to be successful as a public relations intern with VANS.

My previous experience in public relations along with my key strengths are well aligned with your public relations internship position. My schedule is flexible, and I welcome an interview to further discuss how my skills and abilities closely match your internship position.

Thank you for your time and consideration.

Sincerely,

(Signature)  
Tuffy Ttian

# COVER LETTER SAMPLE 2

**Tuffy Ttian**  
La Palma, CA  
(657) xxx-xxxx

January 4, 2028

Mr. Calvin Menendez  
Consumer Products Inc.  
2661 Caballero Blvd.  
Buena Park, CA 90621

Dear Mr. Menendez:

Please accept my resume for the Sales Management Trainee position listed on California State University, Fullerton's Titan Connection. My skills, qualities, drive, and determination equip me as an ideal candidate for the Sales Management Trainee position. Key strengths which I possess for the success of a management position include the following.

- **Leadership skills** – While working as a server and bartender, I was rapidly promoted to Restaurant Manager based on my ability to lead in a fast-paced work atmosphere.
- **Competitive disposition** – Consistently exceeded sales quotas by 15% at the restaurant, and our restaurant won Outstanding Site of the Year.
- **Excellent communication skills** – Both personally, and as a student, I have established and maintained positive relationships with customers, classmates, and professors. In group projects, I am trusted with the responsibility of final edits of written work and presentations. My professional development includes a series of workshops and trainings on public speaking and presentations.
- **Solid team skills** – As a student, an athlete, and an employee, I have been credited with fostering group energy and solid teamwork that helps accomplish aggressive goals.

My genuine interest in the position in addition to my skills and experience will allow me to contribute immediately to your organization. Your organization is known for its collaborative team-oriented environment and strong determination to provide professional development to its employees, all of which I value in a work environment. Working for Consumer Products Inc. would be an excellent organization that is well aligned with my skills, career goals, but most importantly my work values.

Thank you for your time and consideration. I look forward to hearing from you soon so that we can further discuss how my skills and abilities are aligned with the Sales Management Trainee position.

Best regards,

(Signature)  
Tuffy Ttian

# PROFESSIONAL HEADSHOT PHOTOBOOTH

*in the* **CSUF** | **Career Center**  
STUDENT AFFAIRS

Level up your LinkedIn profile and application materials with a professional headshot! Use our free headshot photobooth in the Career Center to take the perfect photo for your LinkedIn profile, portfolio, email, and anywhere else you need a profile picture. Come to LH-208 camera-ready and leave job-market-ready!



Visit [fullerton.edu/career](https://fullerton.edu/career)  
for more information