



Achieving Sustainable Productivity  
Meeting Customer Demand in an Unpredictable World

Volunteer Leadership  
Workshop at  
**2011 APICS International  
Conference & Expo**



APICS Volunteers  
**BUILDING PILLARS OF SUCCESS**  
CONTENT • AFFILIATION • CERTIFICATION



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## Job Interview and Résumé Tips

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Manager, Automotive Supply Chain  
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## Agenda

- Résumés
- Interview Tips
- The Letters
- Networking
- Q and A



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## Résumés

- What is a résumé?
  - Biography
  - Marketing
  - Dynamic
- Why have a résumé?
  - Best person for the job
  - Professional image of yourself; establish credibility
  - Sample of written communication
  - Convince hiring managers you deserve the interview




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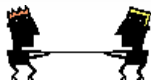
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## Résumé Do's & Don'ts

- DO use one font
- DO use a header
- DO include a keyword and/or technical skills section
- DO highlight accomplishments, education and experience
  - Internships and volunteer experiences count
- DO use the spellchecker
- DO use a proofreader
- DON'T be too personal
- DON'T fudge
- DON'T link to websites where inappropriate pictures are openly posted
- DON'T make excuses
- DON'T go overboard on extras
- DON'T print the résumé on your current company letterhead




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## Real Résumé Blunders

- Spellchecker errors
  - "Instrumental in ruining entire operation for Midwest chain store"
  - "Proofreading"
- TMI
  - Hobbies: girls and drugs
  - Hobbies: enjoy cooking Chinese and Italians
  - Email address: Havenoexperience@\*\*\*\*\*.com
  - Skills: "I can type without looking at the keyboard."
  - Prior convictions: "We stole a pig, but it was a really small pig."
- Attachments
  - Letter from candidate's mother
  - Candidate attached nude pictures of himself




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## Résumé Summary

- Good résumés get you noticed
  - Keywords
  - Skills
  - Accomplishments
  - Education
  - Experience
  - Contact information
- Great résumés get you interviewed
  - Customize for every position
  - WIIFTC—what’s in it for the company
  - Action words




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## The Interview

- A “first date”
  - Not quite a blind date
  - A chance to learn more about each other
- The employer wants your best
  - Can you do the job?
  - Are you a fit with the existing team?
  - Are you a fit with the company culture?
- This is your interview, too
  - Ask questions
  - Opportunity to decide if this is for you




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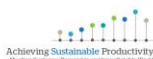
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## Interview Do's & Don'ts

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|--|---|
| <ul style="list-style-type: none"> <li>• DO dress for the occasion</li> <li>• DO come with a list of questions</li> <li>• DO prepare answers for commonly asked questions</li> <li>• DO bring extra copies of your résumé</li> <li>• DO prepare a small “leave behind” portfolio</li> <li>• DO put together a 30-60-90 day plan of action</li> <li>• DO be on time (15-20 minutes early is a good window)</li> </ul> | <ul style="list-style-type: none"> <li>• DON'T be too personal</li> <li>• DON'T fudge</li> <li>• DON'T make excuses</li> <li>• DON'T cuss</li> <li>• DON'T be derogatory about past experiences</li> <li>• DON'T forget to use your visual aids</li> <li>• DON'T ask about salary and vacation</li> </ul> |
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## Good and Bad



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## Behavioral Interview

- Designed to gather information on technical, functional and general skills
  - What are some ways you could help our team by applying your Excel skills?
  - What are some techniques you hope to introduce to our group?
  - How do you organize your day?
- STAR
  - Situation
  - Tasks
  - Action
  - Results



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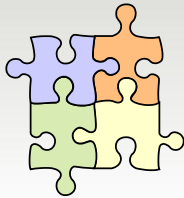
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## Puzzle Interview



- "Why are manhole covers round?"
- "I'm going to give you a limitless supply of quarters. Your task is to stack them as tall as the empire state building. How many dollars worth of quarters will you need?"

- Puzzles are not "brain teasers"
- Logic puzzles are decision points
  - Problem solving process
  - Opportunity to learn more about the problem
  - Helps identify ability to defend solutions



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## Panel Interview

- Moves fast
- Rapid topic changes
- Used for several reasons
- Opportunity to make an impression with the group




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## The Letters

- Cover letter
  - Your introduction
  - States your purpose
  - Expresses your interest
  - Outlines your special skills
  - Proactively answers “blocker” questions
  - Asks for the interview
- Thank-you note
  - Shows you recognize the value of the interviewer’s time
  - It’s your opportunity to make a fabulous final impression
  - Engages the interviewer after the interview
  - Creates a “tipping point”
  - Good manners never go out of style




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## Networking

- Network is more than just finding a job
- Successful network requires planning
- Networking without a purpose is just socializing
- Why we network
  - Find a key contact at a specific place
  - Secure an informational interview
  - Help others get leads and meet key people in your circle
  - Get your résumé to key recruiters




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## Networking Do's & Don'ts

- DO have the right mindset
- DO take the initiative
- DO give back
- DO learn to listen
- DO learn to give great feedback
- DO say "thank you"
- DO know your personal brand
- DON'T be too personal
- DON'T be selfish
- DON'T stalk
- DON'T overindulge
- DON'T be a downer
- DON'T wait too late
- DON'T network only when you're job-hunting




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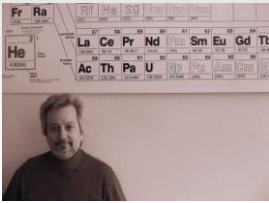
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## What We Learned



- Résumés
  - Useful tools
  - Require attention to detail
- Interview tips
  - Two-way street
  - Be prepared
- The letters
  - Both are useful
  - Good manners never go out of style
- Networking
  - Give before you ask
  - Have a purpose




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## Questions




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## Your Presenter

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