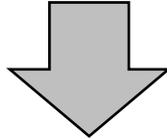


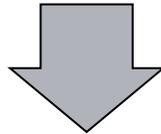
USE YOUR RESUME TO NAIL THE INTERVIEW



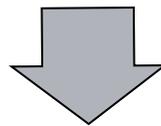
You've landed an interview for the job of your dreams! Picture yourself seated here at this conference table, looking out at the supervisors who will be interviewing you. **How will you convince these hiring managers that you are competent to do this job?**



Reviewing your well-written bullets on your resume will help you nail the interview! In addition to knowledge about the company and the job itself, **the most important things that employers want to hear are specific examples of your competence.** Your resume bullets demonstrate this competence!



Carefully review your jobs/projects/bullets listed on your resume and then be prepared to give specific examples of times when you have demonstrated leadership, worked on a team/group project, shown initiative, did more than what was asked, demonstrated your oral and written communication skills, adapted in a difficult situation and resolved problems/issues, among others.



Sample resume bullet: *Processed 10-15 customer returns and exchanges daily*

Sample interview response which demonstrates competency of resolving problems:

"When I worked as a customer service representative, I had to process customer returns and exchanges at the service desk. This involved listening carefully to the customers to ensure that I accurately understood the issue. Many of these customers were really angry because their merchandise was defective and they just waited in a long line before getting to me. From this, I learned how to work quickly to enter the return information into our database under high stress, and I also learned to demonstrate respect and empathy, even when they were yelling at me. I resolved their issues by making it right and this helped to de-escalate the situation. Most of the customers thanked me, and just in the past month, four of them completed an employee recognition card in which they noted how I handled and resolved their problem and said that they would continue being a customer because of this prompt resolution."

Final tip: A few days before your interview, remember to thoroughly review your resume and have in mind several examples of your competencies so that when you get to your interview, you will nail it!