

# CAREER RESOURCE GUIDE

*Kickstart your Career,  
Everything you need to get started!*



# **Sending our best wishes to all Health Sciences students for an excellent school year!**

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Over the years union members have worked together to achieve their goals. That's why workers who belong to a union are usually paid more, enjoy better benefits and pensions, worry less about job security, and have more say in their workplace. The union advantage is real, particularly for women and young workers.

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# BCITSA Career Resource Guide

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# Goal Setting & Action Planning

Be sure to set **SMART** (specific, measurable, attainable, relevant, and timely) goals, and use those SMART goals to create your own Career Action Plan!

## Why Set a Goal?

A goal is an aim or an objective towards which you direct your efforts; it is the destination. Setting goals allows you to focus your attention on what you truly want. Talk to your Career Specialist about setting SMART goals!

## What is a Career Action Plan?

If the goal is your destination, the action plan is the “vehicle” to get you there. Action plans consist of a series of steps that result in achieving a goal.

A good action plan is broken down into small, sequential steps. For each step, identify possible barriers and ways to overcome them.

## Making a Career Action Plan

- Decide what actions are required to reach your goals
- Identify resources and barriers for each goal
- Confront your fears and expectations
- Put your actions into a schedule
- Follow through with your plan

**S** *for* **SPECIFIC**  
Plan effectively with specific targets in mind.

**M** *for* **MEASUREABLE**  
Track your progress and reevaluate along the way.

**A** *for* **ATTAINABLE**  
Set realistic goals that are challenging but achievable.

**R** *for* **RELEVANT**  
Ensure the goal serves a relevant purpose.

**T** *for* **TIMELY**  
Specify a deadline, monitor progress and reevaluate.

## Sample Action Items

### Job Search Readiness:

- Correct Visa for jobs
- Personal Health is adequate
- Time available for interviews
- Childcare is prepared
- You have clear industry targets

### Skills Prepared:

- Practiced common questions
- Reviewed non-verbal communication skills
- Practiced a personal pitch

### Materials Prepared:

- Tailored & marketable resume
- Evidence-based cover letter
- References gathered
- LinkedIn Reflects Resume
- Professional interviewing clothes

### Other:

- Informational Interviews completed (or attempted)
- Networking opportunities
- Any other job requirements





# WRITING A RESUME THAT GETS NOTICED



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YOUR INFRASTRUCTURE

**BINNIE**



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**TRANSMOUNTAIN**

# Start With A Great Design

Every resume will be different –and that’s a good thing—but keep these common design elements in mind as you begin to add your personal touch.

<b>Length</b> <b>Margins</b> <b>Branding</b>  <b>Fonts</b>  <b>Consistency</b>   <b>Space</b>  <b>Design is Important</b>	<p>Your resume should be one or two pages.</p>
	<p>Margins should be one inch wide to allow recruiters space to write notes.</p>
	<p>The header, which consists of your name and contact information, is key in developing your brand. Header style should be consistent across all of your work search documents: resume, cover letter, and reference list. Consider font size, font style, borders, positioning, and (for some industries) colour.</p>
	<p>Font size should be 10pt - 12pt. Your name and header should use a larger font, usually 14-16pt. Choose a font style that is neat, professional, and easy to scan. Examples include: Arial, Tahoma, Century Gothic, Lato, and Verdana.</p>
	<p>Consistency in formatting is key to providing a solid first impression and guiding the reader through your document. Whether you use bolded font, CAPITAL LETTERS, coloured font, or underlining for your headings, ensure you do the same for all headings. If the dates are on the right-hand side for one section, keep them on the right-hand side for all sections.</p>
	<p>Maintaining a balance of text to space allows readers to scan through your document with ease. Too much space can give the impression that you’re underqualified; too little space can make the document difficult to review.</p>
<b>Spelling &amp; Grammar</b>	<p>Your resume is your marketing document, and it can determine whether or not you get an interview. Your resume is one of many that employers are reviewing, so it’s critical that it stands out as professional yet unique.</p> <p>It’s also important that it keeps the reader engaged through strong content featuring relevant skills and accomplishments. Read the rest of this section for tips about the content!</p>
	<p>A misspelled word or grammatical error can sometimes be the difference between your resume being in the Yes or the No pile. Triple-check your resume and cover letter for errors, and drop them off at the BCITSA Career Services Centre to have a fresh set of eyes review them!</p>

# Connect Your Story to the Job Posting

Now that you've got their attention with an eye-catching resume, show them what you have to offer. Keep these tips in mind when writing about your experience!

## Tailor It

Keep information relevant to the position. Use keywords such as industry jargon, technical terms, and programs names. Consider using tailored headings as well. For example, rather than *Work Experience*, try *Customer Service Experience*. This way, you can also prioritize relevant experience that isn't as recent.

## Prioritize Relevance

Order your sections from most relevant to least relevant, and ensure that the most relevant information is on the first page of your resume.

## Most Recent to Least Recent

Ensure that within each section that includes dates, your experiences are listed in reverse chronological order.

## Accomplishment Statements

When describing your work/volunteer experience, focus on accomplishments and skills that demonstrate your strengths. Start with an action verb to describe What you did, then build on that by concisely stating How/Why you did it, and what the Result was. More on this later!

## Format Using Common Sections

Start with these basic building blocks and watch all of your hard work and experience come to life on the page. You can also add optional sections, such as relevant hobbies.

### Header

Provide your name, contact information, and anything else you think is relevant (such as your credentials and LinkedIn).

### Tagline

Highlight your career identity or unique skills in a few words or a short sentence!

### Summary/Profile

Provide an overview of your resume, including a quick review of your overall qualifications and the characteristics that make you well-suited for this job. Consider using subheadings to categorize your skills and make the most relevant skill sets stand out.

### Experience

Summarize your relevant work and volunteer experiences by including current/previous positions, companies, dates, and a few impact statements to describe your accomplishments and the skills utilized within each position.

### Education

Include certificates, diplomas, and degrees. You can also add a "Professional Development" section for workshops, conferences, seminars, and training.

# Targeted Summary/Profile

Most of the six seconds that an employer spends scanning a resume is spent looking at the top third of the first page. The summary serves as a hook to grab the reader's attention.

## What Makes it Good?

- Tailored to each application
- Concise and easy to read
- Contains information that's in your resume
- Highlights 3-5 skills that relevant to the job
- Incorporates key words from the job posting
- More than just a list of skills

Let's suppose you are writing your profile for the following job posting:

*Guest Service Agent required for Burnaby-based hotel. Position responsible for guest check in and check out, guest accounting, guest reservations, and information. Requirements:*

1. Exceptional people skills, selling, accounting and familiarity with computers.
2. Previous hotel, retail, or airline experience is an asset.
3. Must have a pleasant personality, professional appearance, ability to multi-task, and attention to detail for this demanding position.
4. Frequent interaction with the public and other team members, so this position requires excellent communication skills in English. Fluency in additional languages is an asset.
5. Candidate must be available for a variety of shifts and days.

## Look at the Difference

Review the two personal summaries below. Which one has keywords from the job posting? Which summary will draw more attention from employers?

1. "A hardworking, reliable and experienced customer service professional who works well with people. An excellent team player with strong communication skills."
2. "Established Guest Service Professional with two years of experience providing excellent assistance at a local hotel and a non-profit organization. Recognized for professional and pleasant customer service to people from various cultures and backgrounds. Fluent in English and Mandarin and confident at building rapport with the public and co-workers. Flexible to work any shifts including evening and weekends."

## Begin your summary with one of these phrases:

Skilled in...	Demonstrated ability in...	Proficient in/at...	Highly capable in...	Proven ability to...
Practiced in...		Strong knowledge of...	Hands-on skills in...	Special talent for...
Effective in...	Comprehensive understanding...	Working knowledge of...	Extensive background in...	Advanced user of...
Able to...	Thorough knowledge of...			Excellent at...
Successful in...				Experienced in...

# 3 Ways to Write a Summary/Profile

Use a headline or a tagline, and match it with your target job requirements.

## 1. Bullet Point

### **Program Assistant with Student Service Experience**

- Over two years of experience as a student administrator with the BCIT Student Association
- Degree in Business Administration at BCIT
- Skilled in Reception Duties and General Office Support Tasks
- Proficient skills in MS Office, including Excel, Access, Word, PowerPoint, and Outlook
- Typing speed of 60+ wpm
- *A warm and positive attitude to welcome, register, and work with a diverse client base*

## 2. Paragraph

### **Client-Focused Accountant**

Accounting professional with three years of accounting experience in real estate and marketing industries. Full knowledge of general accounting, payroll, budgeting, and journal entry preparation. Proven ability to implement innovative accounting practices and procedures to improve efficiency.

## 3. Combination

### **PROJECT MANAGER**

#### **Cost Conscious | Customer Focused | Results Oriented**

Over ten years of successful project management experience in residential, commercial, and industrial building construction as well as in roadways and site development works. Strong skills in estimating, contract negotiations, strategic planning, and project coordination. Effective leader and motivator, performing at a high level of accuracy, productivity, and efficiency.

#### **Core competences:**

- |                              |                               |
|------------------------------|-------------------------------|
| • Project Budgeting          | • Performance Measurement     |
| • Expense Management         | • Project Scheduling          |
| • Construction Management    | • Quality Control             |
| • Problem Solving            | • Project Presentation Skills |
| • Team Building and Training |                               |



# Accomplishment Statements

Employers hire candidates who have the most potential to contribute to the company, and accomplishment statements provide evidence of your ability to make important contributions. They set you apart from other applicants while making your resume unique and personal.

The way you present your skills and abilities to a potential employer is crucial. Ask yourself: “Why should the employer believe me? How will they know I’m telling the truth? Where is the evidence?” You need to provide evidence by explaining your contribution and accomplishments.

## Turn Tasks into Accomplishments!

Use the following three steps to turn vague resume statements into eye-catching accomplishment statements.

### 1. Recognize or Recall Your Accomplishments

Get started by recalling and compiling a list of all the things that set you apart. For each of the positions on your resume, ask yourself the following:

- What duties or tasks did I take on beyond my normal duties?
- What special projects did I take on?
- What significant contributions did I make? Think of problems that you solved.
- What innovations did I come up with to increase productivity or efficiency?
- Was I recognized for a special achievement? Include bonuses, promotions, or raises.
- Did I ever receive special commendation from my co-workers, instructors, or supervisors?
- How did I stand out among other employees?
- Did I win any awards or was I ever named employee of the month/employee of the year?
- What made me really great at my job?

### 2. Quantify Your Accomplishments

Take your list and add in as many facts, figures, and numbers as you can. How many people were impacted by your work? By what percentage did you exceed your goals? Instead of saying you “effectively managed a budget,” list how much money you managed.

By quantifying your accomplishments, you not only make them easier to understand, you really allow the hiring manager to picture the level of work or responsibility you achieved in your previous roles and work experience.

### 3. Highlight the Benefit

Take each statement one step further and add in what the benefit was to your boss or your company. So say you, “created 20 client reports each month.” Rewrite this statement like this: “Created and prepared 20 weekly and monthly status reports to ensure clients consistently received timely and complete information.” A hiring manager will see that if they hire you, you’ll be able to develop ways to provide great service to their clients.

# Writing Your Accomplishments: Strategies

Now that you understand what an accomplishment statement is, let's try to build some into your resume. The next few pages have a variety of strategies for you!

## The P.A.R. Method (Problem, Action, Result)

### Problem/Procedure

Were there any problems that you were able to solve for your employer?

Were there any existing procedures that you improved?

### Action

What did you do to resolve the problem or improve the situation?

### Result

How did your actions improve business or help your employer?

#### Examples:

Collected \$50,000+ in overdue receivables. Established a system which reduced late payments by 75%.

Analyzed machinery breakdowns and implemented a maintenance schedule, reducing downtime by +60% in the first year.

## Range, Frequency, and Scale

Considering the range, frequency, and scale of your actions will help you quantify your accomplishments! If you don't know the exact figures, give your best estimate. Always focus on the impact, including the financial impact, to the company.

#### Examples:

### Range

*Supervised 7-12 undergraduate research students each year who have all since gone on to graduate school in astrophysics, physics, or mathematics.*

### Frequency

*Reviewed and evaluated 40-50 articles per week. Made the decision to pass articles to the editorial team or send articles back to authors for further revisions.*

### Scale

*Managed project to upgrade defect sensing and marking devices, resulting in the elimination of human inspection online, saving \$200,000 to \$350,000 per year.*

*Chaired committee of 12 and presented marketing plans to an audience of 40 - 60 at weekly university senate meetings open to 2,000 community members.*



## Action (What) + Method or Purpose (How & Why) + Accomplishment (Result)

*Handled customer complaints with empathy, patience, and a strong understanding of company policy, resulting in a loyal customer base.*

*Improved the product ordering system to increase operating efficiency and better reflect customer needs; this improvement resulted in a 15% growth in customer referrals.*

## Accomplished [X] as Measured by [Y] by Doing [Z]

*Assisted with 26% social media growth, as measured by Facebook page likes, by designing a more compelling customer-facing cover photo.*

*Increased customer base by 10% through word of mouth referrals and by reorganizing the product ordering system to improve operating efficiency and better reflect customer needs.*

## Additional Exercises:

### Procedures

Improved production by (amount) through (action)  
Increased accuracy of (task) by (amount) by doing (action)  
Decreased costs by (amount) which led to (result)  
Reduced surplus inventory of (item) by (action)  
Reorganized (item) to (effect)  
Introduced a better system of...  
Took responsibility for...  
Improved (what) by (how)  
Improved reporting of...

### Awards

Recognized by (title) for (action)  
Awarded (prize) for (achievement)

### Innovation

Solved (problem) by (process)  
Implemented new...  
Improved...  
Contributed...  
Created, designed...

### Sales and Profits

Increased profits (\$ or %) within (time frame)  
Increased market share by (\$ or %) through (action)  
Reduced overdue accounts by (amount) which led to (result)

### Personnel

Reduced staff needed for (project) by (action)  
Reduced employee turnover by (amount) through (action)  
Improved team relationships by (action) and increased productivity by (%)

# Including Extracurriculars in Your Resume

Including extracurricular achievements can be an effective way to showcase your skills and abilities, especially when you don't have much professional work experience.

## What are Extracurricular Activities?

Extracurriculars are activities that are not required for academic credits. Your extracurricular experiences can provide you with practical and transferrable skills that will benefit you personally and professionally. These abilities can impact your skills in leadership, communication, teamwork, and critical thinking, among others. These skills are core requirements for many jobs and can give you a competitive edge in the job market.

## How Should You Get Started?

First, identify the skills and values relevant to the employer's interests. You can do this by reviewing the job description, speaking to an industry expert, or speaking to someone from the company you're interested in. Strong communication and interpersonal skills may be highlighted in the job posting, or, you might find out from a contact that the employer is prioritizing someone who can manage their time well. Researching the company and the role you are applying to can help determine the type of extracurricular experience you want to highlight on your resume and how to describe it.

## Which Extracurriculars Should You Include?

Think about what you have done in your extracurriculars and assess how these experiences have prepared you for the position. For instance, as a BCITSA Club Executive, you might have spent a lot of time leading, organizing, and managing logistics for groups of students. Highlighting these skills with concrete examples demonstrate to the employer you have what it takes to succeed in the workplace.

Professional skills you might develop as a Club Executive may include:

- Leadership
- Communication
- Initiative
- Critical Thinking
- Teamwork & Collaboration
- Conflict Management
- Organization
- Decision Making
- Time Management
- Event Planning

## Examples of Extracurriculars to Include on your Resume:

- Student Clubs
- BCITSA Peak Leadership Program
- BCITSA Career Mentorship Program
- BCITSA Entrepreneurship
- BCITSA Events Volunteering
- BCITSA Student Executive Positions
- BCITSA *Link* Magazine
- BCITSA Peer Tutoring
- BCIT Student Life Ambassadors
- BCIT Student Innovation Challenge
- Study Abroad Experience
- BCIT Programs/Travel
- Case Competitions & Hackathons
- Skilled Volunteering
- Team Sports

## Where to Include your Extracurricular Experience

Where you dedicate extracurricular activities on your resume depends on your role, scope and level of responsibility within the organization, how relevant it is to the job you are applying to, and if you have other experiences to showcase. Be intentional about where you place your extracurricular activities to leverage your skills and experience. Sections where you could include extracurriculars on your resume include:

### Experience

If you have dedicated a significant amount of time to your extracurriculars, it may be best to include it in the experience section, especially if you developed relevant skills to the industry you're targeting. For example, you organized multiple events and created social media posts in your school club as the VP of External Events. These achievements may demonstrate a strong match for the positions in marketing you are applying to and would be well-suited to include in your experience section.

### Extracurricular Activities

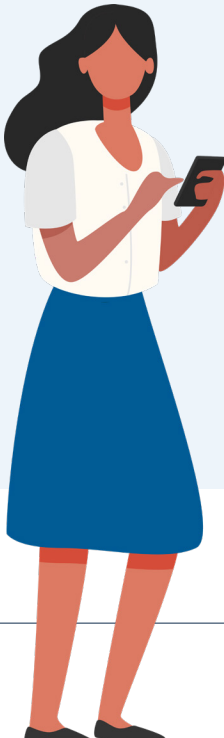
If you have been involved in multiple extracurriculars, you can dedicate an entire section to listing these activities. This strategy is especially beneficial if listed activities are relevant to the role you're applying to. Nonetheless, employers will take note of your dedication to professional development activities and your ability to take initiative. Extracurriculars demonstrate a strong work ethic and leadership qualities.

### Education

Including an extracurricular within your education section can be beneficial if the activity is related to your academic program and/or if you gained a certificate or training as a result. For example, if you volunteered as a BCIT Set Representative to advocate for student concerns, you could highlight your leadership, communication, and conflict management experience under that activity.

Regardless of where you choose to list your extracurriculars, you should present these activities like you would as work experience, by including the role/position you held, the name of the organization, and the dates/period of your participation.

You also want to include bullet points with accomplishment statements that detail your responsibilities, the skills you developed and specific achievements. Check out our examples section on the next pages to see how this all looks in practice!



### Ask Yourself This

Ask yourself these questions to help determine where on your resume your extracurricular experience may be best suited:

- How much time did I dedicate to the extracurricular?
- Did I develop transferrable skills to the role I am applying to?
- Have I been involved in multiple extracurriculars?
- Does my extracurricular relate to my academic program and/or did I gain a certificate?

# Action Verbs

Action verbs can be used as phrase starters to describe skills and accomplishments from your previous professional experiences.

When you start each of your Accomplishment Statements with an action verb, you show consistency in your style of writing and it will help you incorporate keywords relevant to the job posting and industry to which you are applying. A few examples are listed here:

## Administrative/Organizational/Leadership

adhered	articulated	determined	exceeded	initiated	processed
administered	authorized	directed	explained	instructed	provided
advised	awarded	disseminated	followed up	justified	recorded
applied	chaired	distributed	formalized	liaised	repaired
approved	completed	empowered	guided	listened	resolved
arranged	consolidated	enacted	hired	managed	screened
assisted	consulted	enforced	identified	maintained	scheduled
assured	contributed	ensured	implemented	operated	secured
assessed	coordinated	evaluated	influenced	organized	solved
analyzed	defined	examined	installed	planned	started
attained	delegated	executed	instituted	prepared	trained

## Communication/Research

addressed	conducted	discovered	formulated	instructed	presented
authored	constructed	documented	improved	investigated	processed
briefed	corresponded	edited	influenced	launched	proofread
built	critiqued	educated	initiated	listened	researched
clarified	demonstrated	enabled	interpreted	located	responded
composed	developed	facilitated	interviewed	marketed	reviewed
compiled	directed	focused	introduced	obtained	summarized

## Creative/Technical

adapted	customized	entertained	founded	invented	revitalized
began	designed	established	generated	modeled	shaped
broadened	detected	exhibited	illustrated	modified	solved
charted	developed	expanded	initiated	originated	tested
combined	diagnosed	explored	inspired	performed	upgraded
communicated	displayed	fabricated	integrated	photographed	
conceptualized	drafted	fashioned	installed	planned	
created	drew	formed	introduced	revised	


## Financial


adjusted	calculated	eliminated	invested	reported	sourced
allocated	computed	financed	maintained	reshaped	specified
analyzed	conciliated	forecasted	measured	retailed	supplemented
appraised	decreased	formulated	merchandised	saved	surveyed
audited	disbursed	funded	projected	shopped	systematized
balanced	distributed	gained	purchased	secured	underwrote
budgeted	downsized	interpreted	reconciled	solicited	



# When the Most Relevant Experience is School Projects and/or Extracurriculars

## Rebecca Wong *Junior Web Developer*

 email@gmail.com

 604.123.4567

 LinkedIn Hyperlink

 Github

**Detail Oriented | Collaborative Team Player | Innovative Problem-Solver**

1

### TECHNICAL HIGHLIGHTS

**PROGRAMMING** Experience with Java, C, HTML5, CSS, **JavaScript**, jQuery, JSON, Node.js, SQL, **Bootstrap**, Express, Version Control, Object-Oriented Programming, Adobe CC, Microsoft Office Suite

**METHODOLOGIES** Experience with Agile and user-centered development in small teams

### EDUCATION

**Computer Systems Technology Diploma**, British Columbia Institute of Technology (BCIT) 2025

*Key Course Content:*

- Web and Mobile Development
- Testing and debugging
- UX/UI
- Systems Analysis and Design

2

### ACADEMIC PROJECT EXPERIENCE

**XSD Waste Management App**, BCIT *Dec 2024*

- Developed a web app that allows users to sort household waste based on municipality data and material identification. Structured tracking through picture ID using noSQL and simple reports using HTML, CSS, JavaScript, and jQuery.
- Collaborated in a team of three using Agile techniques and presented the final product

**Network Protocol Simulator**, BCIT *Oct 2024*

- Designed and developed an application in Java to simulate a send and wait protocol
- Created application features including acknowledgment packets and timeouts
- Troubleshooted simulator and resent packets that were not transmitted in order to simulate noise

### WORK EXPERIENCE

**Administrative Assistant**, Vancouver Public Library *May 2020– Aug 2022*

- Improved help desk procedures by designing a clean downloadable user guide for library visitors
- Supervised small teams of library volunteers and coordinated educational activities for up to 20 visitors using customer-centre communication
- Assisted the public in accessing resources and designing research plans for student groups

### EXTRACURRICULAR EXPERIENCE

**Set Representative**, Computer Systems Technology, BCIT *Sep 2023-May 2024*

- Demonstrated leadership experience; acted as the first point of contact to connect, to provide input, advocate for student concerns and find long lasting solutions
- Exercised effective time management; successfully integrated extracurricular activities with intensive coursework (7-8 courses per term)

1

Effective technology resumes clearly show the candidate's technical skills. Include a technical highlight or a technical summary section in your resume.

2

If you don't have paid work experience yet, highlight your academic project experience in this way and provide evidence of how you developed the technical skills claimed in your technical highlight section.

# When the Most Relevant Experience is School Projects and/or Extracurriculars

1

List school projects like work experience by including the role/position you held, the school name, and the dates/period of your participation.

2

For school project experience, include bullet points with accomplishment statements that detail your responsibilities, the skills you developed and specific achievements.

## Jiwoo Chung

Richmond, BC | (778) 777 4321 | [Jchung@my.bcit.ca](mailto:Jchung@my.bcit.ca) | [linkedin.com/in/ji-woochung](https://www.linkedin.com/in/ji-woochung)

### DETAIL-ORIENTED JUNIOR ACCOUNTANT WITH INTERPERSONAL STRENGTHS

- Recent graduate of Accounting Diploma Program at BCIT (2025)
- Hands-on experience in full accounting cycle and general accounting functions including AP/AR, bank reconciliations, and journal entries
- Strong organization, time management, and prioritizing skills as demonstrated through successful completion of 7 courses per term
- Over 3 years of teamwork and interpersonal skills developed through volunteer experience in the tax clinic and Richmond Green Ambassadors program
- Advanced proficiency in Microsoft Office 365 and accounting software programs such as MS Dynamics GP, Sage 50/300, and QuickBooks

### EDUCATION

**Accounting Diploma** | BCIT | Burnaby, BC

May 2025

**Key courses** included but not limited to:

- Financial Accounting
- Cost/Managerial Accounting
- Auditing
- Taxation
- Finance
- Payroll

### Key Achievement:

**Student Set Representative** | BCIT Student Association | Burnaby, B.C. Sep 2024- May 2025

- Demonstrated leadership experience; acted as the first point of contact to connect, provide input, and advocate for student concerns
- Exercised effective time management; successfully integrated extracurricular activities with intensive coursework

### RELEVANT ACCOUNTING/FINANCE EXPERIENCE

1

**Capstone Integrative Case** | BCIT | Burnaby, B.C.

May 2025

- Successfully completed an intense two-week work simulation project by developing daily strategies & recommendations, leading, and coordinating tasks among team members
- 2
- Analyzed and reconciled several accruals and other transactions relating to the year-end inventory count of the company, providing necessary adjustments to the books
  - Assisted in improving the company's governance processes by suggesting specific steps to take and explaining the benefits of implementing them

## Jiwoo Chung

Richmond, BC | (778) 777 4321 | [Jchung@my.bcit.ca](mailto:Jchung@my.bcit.ca) | [linkedin.com/in/ji-woochung](https://www.linkedin.com/in/ji-woochung)

**Advanced Computer Application Project** | BCIT | Burnaby, BC

Jan 2025

- Worked with Sage 300, QuickBooks, Microsoft GP Dynamics, SAP ERP
- Completed individual assignments cover full-cycle accounting in each of the software
- Created a dynamic Excel Financial Model project to forecast financial statements from raw data, reactive to the changing conditions

**Cloud 9 Group Project** | BCIT | Burnaby, BC

Sep 2023 – Apr 2024

- Collaborated in a small group to successfully complete assignments related to each stage of the year-end audit engagement of the fictional company "Cloud 9"
- Identified control weaknesses and provided suggestions to help improve and maintain the company's system of internal controls

**Excel Pivot Table Project** | BCIT | Burnaby, BC

Feb 2024

- Used the VLOOKUP function to efficiently organize payroll data based on employee departments (i.e., Finance, Accounting, etc.)
- Constructed and analyzed the data using Pivot Tables to obtain relevant answers to specific questions regarding the company's payroll

### LEADERSHIP EXTRACURRICULAR & VOLUNTEER EXPERIENCE

3

**Student Councilor** | BCIT Student Association | Burnaby, BC

Sep 2024 – May 2025

- Took a leadership role by participating in the BCIT Student Association Financial Committee, representing the students' voice and advocating for the quality of student life
- Reviewed and approved audited financial statements for the 2021-2022 fiscal year budget

**Community Income Tax Program Volunteer** | CRA | Burnaby, BC

Feb – May 2024

- Accurately filed approximately 50 tax return forms using CRA software in a timely manner
- Greeted clients from diverse backgrounds in a friendly and supportive manner, which resulted in a high level of client satisfaction
- Initiated administrative support for the staff and other volunteers with a strong teamwork spirit

**Richmond Green Ambassadors** | Richmond, BC

Jul 2020 – Jun 2023

- Supported team members as a team lead at community events to successfully manage recycling stations and educate the public on proper waste diversion and recycling
- Collaborated with high school eco team members to prepare and deliver interactive presentations on environmental topics for symposiums at the Richmond City Hall

3

If you have done multiple extracurriculars, you can dedicate an entire section to listing these activities.

# Administrative Assistant Resume Sample

1

Use an eye-catching header that summarizes your experience.

2

Your targeted summary can be in bullet points, and should use keywords.

3

Ensure you're being consistent with font size and positioning!

4

Your education and training should be relevant to the job position.

## Julie Lovely

Burnaby, BC | 604-432-8600 | [jlovely@bcitsa.ca](mailto:jlovely@bcitsa.ca) | [linkedin.ca/julielovely](https://www.linkedin.com/in/julielovely)

1

### **Administrative Assistant with Interpersonal Strengths and Multi-lingual Ability**

2

- Over 2 years of experience as an administrator in a public service setting
- Completion of Office Administrator with Technology program at BCIT
- Solid experience planning, organizing, and coordinating community programs
- Outstanding computer skills in MS Office including Excel, Access, Word, Power Point, Outlook with a typing speed 60+ wpm and strong database management skills
- Excellent problem-solving skills with efficient time management and prioritizing abilities
- Multi-lingual: English (native); Spanish (fluent); Chinese (basic)

3

### **Administrative Employment Experience**

#### **Administrative Assistant, ABC Family Services, Burnaby Jan 2024 – Jul 2024**

- Provided professional administrative support to 5 team members in an established family services program known for providing efficient and timely assistance
- Greeted clients as the first point of contact and provided quality customer service to clients with diverse cultural, educational and socio-economic backgrounds
- Maintained client files ensuring up to date contact details and allowing staff to find information quickly and accurately
- Updated the office inventory using in-house database software to ensure optimal inventory

#### **Office Clerk, ABC Office, Burnaby Jan 2023 - Dec 2023**

- Processed data search requests accurately; researched financial security data on government websites and updated in-house database
- Successfully processed over 3000 client and account data per month
- Reported inconsistencies and inaccuracies in data and kept records of files
- Proofread all reports to ensure accurate information for future analysis

#### **Program Assistant, ABC Community Program, Vancouver Feb 2022 - Dec 2022**

- Hosted and led the ABC Culture Connection Program and participated in comprehensive orientation and training sessions related to newcomer settlement programs
- Welcomed multicultural clients and answered inquiries by phone or in person, directing clients to appropriate services while providing excellent customer service
- Developed and delivered 10 event presentations to immigrant seniors and their families

### **Education and Training**

4

#### **Office Administrator with Technology Certificate, BCIT, Burnaby Dec 2024**

#### **Host Program Volunteer Training, ABC Community Program, Vancouver, BC Mar 2022**

#### **Standard First Aid & CPR-C Certification Saint John Ambulance, Vancouver, BC Jun 2025**

### **Hobbies/ Volunteer**

- Soccer coach for youth summer camp Summer 2023 - 2024
- Black belt in Karate – silver medal in Shotokan tournament 2022

# Communications Assistant Resume Sample

## John Bright

Burnaby, BC  
604-432-8600

[john.bright@gmail.com](mailto:john.bright@gmail.com)  
[linkedin.com/in/JBright](https://www.linkedin.com/in/JBright)

### Communications Assistant | Social Media Expert | Digital Marketing

BCIT Social Media and Digital Marketing student, experienced at accurately updating web content with relevant and engaging information in a non-profit setting for various audiences including prospective donors. Social media expert with 2 years of experience managing social media accounts (Twitter, Facebook and Snapchat) and increasing brand reach by up to 50 %. Technical Competencies include:

- Social Media: Twitter; Facebook; Snapchat; Vimeo; YouTube
- Microsoft Office: Word; Excel; PowerPoint; Outlook
- Website Management: Word Press; Drupal; HTML
- Accurate typing speed of 60 wpm

#### Education

**Social Media and Digital Marketing Program** | BCIT | Burnaby, BC Exp. Grad Jun. 2026  
**Business Administration Diploma Program** | ABC College | Vancouver, BC 2024

#### Relevant Communications Experience

**Communications Assistant (Volunteer)** Jan. 2025 - Present  
ABC Community Services | Vancouver, BC

- Research and create audience appropriate content for all social media accounts (Twitter, Facebook and Snapchat) to increase brand awareness and encourage financial and non-financial support from the public
- Increased number of Twitter followers by 45% by introducing use of Twitter handle on all promotional documents and encouraging re-tweets by posting engaging information
- Trained volunteers to use the platform effectively and implemented Snapchat to reach younger supporters

**Social Media Class Project** Mar. 2024  
BCIT | Burnaby, BC

- Coordinated and led a weekly brainstorming meeting to establish content ideas for the month ahead, and to plan for a monthly social media, editorial, and blogging calendar
- Supported team members to create professional and engaging content for social media and our class blog, which received the highest mark in class
- Created a system to track key social media analytics monthly, including Google Analytics, Bitly statistics, LinkedIn company stats

#### Other Employment Experience

**Food Service Attendant** Dec, 2023 - Present  
Macdonald, North Vancouver, BC

- Provide excellent customer service by preparing orders accurately and quickly support other team members and supervisors by regularly volunteering to take on additional duties
- Frequently praised for teamwork skills by managers and coworkers

If your most relevant experience is your volunteer work and/or school projects, place that first with a targeted and strategic heading.

After that, you can include your indirect employment experience.

# Medical Office Assistant Resume Sample

Jane Smith

Burnaby, BC | (604) 432-8600 | jane.smith@email.ca

## Organization | Medical Office Assistance | Communication

### Summary

- Medical Office Assistant Certificate student at BCIT with experience providing a high standard of administrative support to health industry professionals.
- Proficient at using MS Office (Word, Excel and Outlook) with an accurate typing speed of 70 wpm.
- An organized and professional individual who is able to prioritize a heavy workload and multi-task.
- Expert written and oral communication skills as demonstrated through the preparation of professional communications and in liaising with industry professionals and clients.

### Education

**Medical Office Assistant Certificate**, BCIT, Burnaby, BC

Completion: Nov, 2024

Key courses included but are not limited to:

- Medical Billing Practices
- Electronic Medical Records
- Clinical Procedures
- Transcription
- Anatomy and Terminology
- Medical Office Practice

### Administrative Employment Experience

**Office Administrator**

ABC Senior Centre, Vancouver, BC

Jan, 2021 – Dec, 2021

- Provided efficient administrative support to 15 staff including nurses and health care attendants
- Accurately prepared documents for clients and their families using MSWord. Edited and proofread carefully to ensure no errors
- Maintained client files to guarantee up-to-date contact details and to assist nurses to find information quickly
- Communicated professionally with clients, answering questions accurately and referring them to appropriate services
- Launched corporate social media accounts and trained office staff on how to use them effectively to promote the organization and increase business

### Other Employment Experience

**Waitress**

Delicious Restaurant, Burnaby, BC

Jun, 2022 - Present

- Provided quality customer service by greeting customers and promptly answering any questions
- Increased sales and improved customer experience by recommending menu items
- Proficient user of the cash register; processed cash and credit card sales. Balanced till at end of each shift to ensure accurate cash out

1

Place your most relevant experience with a targeted heading.

1



## Employment Experience Continued

### Sales Assistant

ABC Store, Burnaby, BC

Jan, 2022 – Jun, 2022

- Served customers in an efficient and friendly way, processing payments accurately and allowing them to quickly proceed through checkout
- Improved customer experience by calling for additional support when there were more than 5 people waiting for service
- Accurately followed store guidelines when re-stocking produce to ensure product availability and improve customer service experience
- Maintained a pleasant retail environment for all customers by promptly reporting any spillages

## Volunteer Experience

### Literacy Mentor

Big Sisters, Burnaby, BC

Jun, 2022 - Aug, 2022

- Guided and assisted 5 teenage students to achieve their learning goals by building trusting relationships and using effective coaching skills
- Praised for non-judgmental and caring attitude by participants and volunteer coordinators

### Ticket Sales Volunteer

BC RN Conference, Vancouver, BC

Mar, 2021

- Worked as an integral team member at annual event that attracted over 500 health professionals
- Supported successful ticket sales operation by working quickly and efficiently in a very busy environment where participants expected fast, accurate, and friendly service

2

If you have a two-page resume, add page numbers and a clear heading.

If you print your resume, print it double-sided so that the employer can't misplace one (ensure the paper is thick enough that you can't see through it).

3

Highlight your transferable skills and abilities by including **how** you did tasks.

# Avionics Apprentice Resume Sample

1

Using a focused tagline to start a simply laid out one-page resume.

2

Two experience sections can also separate paid and unpaid experience while highlighting industry specific and transferable skills.

**Esther Jung** Delta, BC | 604-111-7890 | e\_jung@mymail.com

1

## Avionics Aircraft Maintenance Engineer Apprentice

- 4+ years' experience providing excellent customer service in retail and food service sectors.
- Enrolled in BCIT's Aircraft Maintenance Engineer Category E (Avionics) Diploma program.
- Understands avionics systems including navigation, communication, and autopilot.
- Performs basic aircraft inspection, repair, and maintenance tasks.
- Follows regulatory requirements and safety standards; proven ability to take direction.
- Confident choosing and using hand and power tools to complete the job.
- Recognized as a collaborative team member by peers and supervisors.
- Flexible schedule including availability for overtime.

2

## Relevant Experience

**Aircraft Maintenance Engineer Category E Student**  
BCIT | Richmond, BC

Present

- Building hands-on experience inspecting, repairing, and maintaining various aircraft components and systems such as hydraulic, pneumatic, and fuel through practical labs and simulation exercises.
- Uses specialized tools including multimeters and oscilloscopes to determine and correct faults in aircraft systems.
- Practices safe procedures; follows CARS regulations and industry best practices.
- Performs pre-flight safety inspections; inspected control surfaces. Landing gear and electrical systems.
- Works collaboratively as a team to troubleshoot and repair malfunctioning systems.
- Demonstrates commitment to assigned tasks by meeting and exceeding course requirements consistently.

## Work Experience

**Server (Part-time; Full-time Seasonal)**  
Tidal Café | Steveston, BC

June 2018 – present

- Strives to deliver a friendly and helpful customer experience every shift.
- Collaborates with the kitchen and server teams to ensure orders are correct and timely.
- Takes the lead for closing procedures when a supervisor is not on-site.
- Responsible for training over 11 new servers in the past eighteen months.
- Received *Employee of the Month* award twice for exceptional service and contribution.

## Education

**Aircraft Maintenance Engineer Category E (Avionics)**  
BCIT | Richmond, BC

Present

- Presently serving as class Set Representative with the BCIT Student Association.
- Acts as conduit of information between the institution/program and classmates.
- Attends regular meetings (virtual) and provides feedback.



# WRITING IMPRESSIVE COVER LETTERS



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BC Hydro Home Payne Operations Facility

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# Cover Letter Purpose

Have you wondered, “Why should I write a cover letter?” or thought “I already described all of my qualifications on my resume. What should I write on my cover letter?” If you have, check this out!

## 1. Presenting a cohesive package

Together, your cover letter and resume present a cohesive version of “you.” They should complement each other and add value to your application.

## 2. Give context to your resume

A cover letter provides space to contextualize some accomplishments or specific work experience on your resume. Your cover letter completes the story.

## 3. Answer the obvious questions

Your cover letter also allows you to offer up brief explanations for anything that might be confusing about your application (for example a career change or an employment gap).

## 4. Showcase your written communication skills

Most employers value strong communication skills, so take the opportunity to show yours off in your cover letter!

## 5. Convey your personality

Your cover letter helps the employer connect the dots between your target job and your personality.

## Cover Letter Perspective

There are several perspectives you can take while crafting your perfect cover letter. Of course it's written for the employer, but how can you make something about you be for someone else?

### 1. Be Employer Focused

Your cover letter needs to explain why and how the employer will benefit from hiring you—not why and how you will benefit from the employer. Avoid starting all of your paragraphs with “I” as this can give the impression that you care more about what you will get out of the job.

### 2. Be Evidence Based

Your cover letter should show employers proof of your skills rather than simply saying that you have them. Therefore, don't just make a list of positive sentences about yourself! For any skills you choose to highlight in your cover letter, include a specific example or a story to back up your claim.

### 3. Be Company-Specific

Ensure you customize your cover letter for each company. Don't use the same cover letter for multiple job applications, and definitely don't copy cover letters from examples on the internet!

# Formatting Your Cover Letter

Remember to include the personalized letterhead you created for your resume with the exact same formatting.

## Opening

1 paragraph

- > Date
- > Your Contact's First Name & Last Name  
Company Name  
Company Address  
City, Province, Postal Code
- > **RE: Job title to which you are applying**
- > Dear Ms./Mr./Dr. [Last Name]
- > Include a 'hook' as your first sentence, something unique that connects you to the organization or demonstrates that you've done research into the company. Many letters begin with: "Please accept my application for \_\_\_\_ position." Your cover letter is your opportunity to make yourself stand out, so avoid this generic opening line. Find something that connects your experience, interests, skills, or values to the organization and communicate that. If the same paragraph could be used on an application sent to another company, it's not tailored enough.

## Body

1-2 paragraphs

- > Utilize your body paragraphs to focus on the skills, experiences, and accomplishments that you have that make you well-suited for the position. Rather than listing skills, consider using the STAR approach to describe examples in which you demonstrated your skills. These STAR stories are more interesting to read and they are unique to you, allowing you to stand out from other applicants. Make connections between your skills and how they will help you perform various aspects of the job.

## Closing

1 paragraph

- > In the closing paragraph, summarize the main skills and experiences you bring to the position. Thank the employer and express interest in meeting for an interview to further discuss your qualifications.
- > Sincerely,  
[Your Full Name]



# Sample Cover Letter, Unadvertised Position

## Deven Banerjee

Richmond, BC | 604-123-4567 | [d.banerjee@mymail.com](mailto:d.banerjee@mymail.com)

June 12, 2023

1 Jordan Klein  
Director of Maintenance, KRK Aviation  
123 Airport Blvd.  
Abbotsford, BC V1V 2V2

### Re: Aircraft Maintenance Engineer (AME-M) – Student Opportunity

Dear Mr. Klein,

2 It's an exciting time! I am writing to introduce myself and inquire about an opportunity to put my Aircraft Maintenance Engineer skills and knowledge to work at KRK Aviation during an upcoming study break at BCIT. I am available on a full-time basis from June 19 to August 29 and can't wait to launch my career.

3 My background working as a shop & parts assistant in a busy automotive business has fueled my interest in all things mechanical. I had the opportunity to work closely with a team of licensed mechanics, apprentices and of course, customers. I was responsible for keeping the shop area clean and tidy and maintaining the parts inventory. I'm pleased to say, I created a simple but effective Excel spreadsheet used for inventory tracking which ultimately saved time and money.

4 I've been able to take many lessons learned from my work experience into my studies at BCIT. Like the service bays, the hangar requires organization and safe work practices which I have easily demonstrated. I have enjoyed both the theoretical and practical aspects of my studies. Honestly, I was surprised at how much I liked the physics and math course and applying those concepts into a technical drawing assignment. Another highlight has been the ability to inspect, fabricate and repair various material structures such as sheet metal and composites.

5 I see from your website that you are growing. I am sure with the combination of my relevant work experience and education, I can help your business now and be a part of your future workforce plan. I would like to discuss how we can work together, and I will follow up with you in a few weeks. Thank you for your consideration.

6 Sincerely,  
Deven Banerjee

1

Personalize your cover letter by addressing it to a specific person, ideally the hiring manager.

2

Go for an opening that captures their attention and encourages them to keep reading – remember, they don't have an advertised opening.

3

Provide brief details about yourself, your situation, and your ask.

4

Go with a theme for each paragraph. This one highlights specific skills, experience and achievements in past work experience.

5

This links and showcases additional relevant skills and experience in a second theme, studies at BCIT.

6

Showcase that you've done your research.

7

Say you will follow up, and do!

# Sample Cover Letter, Network Analyst

1

If relevant, show how you are connected with the company. Mention any interactions with staff and how your values or skills align with what they are seeking.

2

Employers know when you have researched them or taken the time to understand their unique work culture and goals. Show your knowledge of the company's products or services to prove you have a real interest in working there.

3

Highlight your knowledge of a skill they list in the job description.

## Maria Costa

[mcosta@yahoo.ca](mailto:mcosta@yahoo.ca) | 604-555-1234 | Vancouver, BC

July 19, 2024

Linda McNamara  
CloudBurst Technologies  
Vancouver, BC V6B 4R3

**RE: Network Analyst position**

Dear Ms. McNamara,

1

I was fortunate to meet your colleague, Jason Wu, at the Tech Industry Days career fair in January, and shared with him that I had just finished the CompTIA Cloud+ Certifications, which is not one of the required certifications in the Network Administration program at BCIT. He asked my motivation for this, and I answered that I was craving a deeper understanding of storage and virtualization technologies to apply to cloud-based solutions. I learned from Jason that CloudBurst believes that to remain a leading service provider, the employees behind cloud-based networks must be dedicated to continuous learning. I was very excited to see the Network Analyst position advertised and for the chance to join a company whose values speak so closely to my own.

2

3

After two years providing multi-tier technical support to companies in Brazil, I've come to Canada to upgrade my skills and start contributing in the Vancouver tech space. As a Network Analyst at CloudBurst, I can contribute my experience with network protocols in both Windows and Linux environments, and easily automate tasks and manage configuration through PowerShell. I discovered the joys of using PowerShell to manage Active Directory during a project we completed on creating a secured backup resource. I was able to update multiple servers at once in half the time we were expected to take, and I'm eager to help provide this kind of efficient network administration in an enterprise setting.

After reviewing my resume, I hope you agree that I am the type of positive and driven candidate that you are looking for. I would be more than happy to elaborate on how my proven skills and abilities will benefit your organization and hope to hear from you soon.

Sincerely,

## Maria Costa

# Sample Cover Letter, Scientific Internship

## Carl Camper

New Westminster, BC | 778-789-1234 | ccamper@mymail.com

September 1, 2025

Patty Parker  
Head Scientist  
Valley View Parks District  
3700 Willingdon Avenue  
Burnaby, BC V1V 2W2

### Re: Scientific Research Summer Internship

Dear Ms. Parker,

1 Having grown up exploring and hiking in several of Valley View's parks, I would love to give back to preservation efforts in my local community. I believe my research and conservation experience make me an ideal candidate.

I have had a great deal of research experience in chemistry, biology, and geology, both in the lab and in the field. Most of my experience is in environmental field studies. I am currently completing my first year in the Natural Areas Management program at VIT. For a class project, I recently conducted research in our school's outdoor lab to assess the water quality of a nearby pond. I know water quality assessment is a component of this internship, and I am confident my previous experience makes me a prime candidate for this.

2 Last summer, I worked as a conservation assistant at the National Trust's Cliffside Park. Along with trail maintenance and building, I also served as a research assistant for the research team at the park. I conducted analysis of soil samples, and input data from various research projects. I received a special commendation from the research director for my dedication to the project.

I believe that I would be an asset to your program. This internship provides the ideal opportunity to assist your organization, expand my research skills and make a difference right here in my own backyard.

I look forward to speaking with you to discuss how I can assist you reach your goals. Please feel free to contact me at your convenience to arrange an interview as I am available after May 3rd.

Thank you for your consideration!

Sincerely,

*Carl Camper*

1

Tell a creative personal story that provides additional information about you and your passion!

2

Highlight your school project or summer job experience that proves your skills required for the position.

# Sample Cover Letter, Engineer

1

Go for an attention-getting opening line. Make the reader want more!

2

Tell a story that shows what you can do.

3

Highlight skills from the job posting.

## Aaron Chu

**Burnaby, BC | 604-555-1234 | aaronchu@mail.com**

January 5, 2025

Nancy Palumbo  
Ultimate Engineering  
3700 Willingdon Avenue  
Burnaby, BC, V1V 2W2

RE: Junior Electrical Engineer

Dear Ms. Palumbo,

1

If it plugged in, I wanted to know more about it! This interest grew and is the reason I am pursuing a career in Electrical Engineering. I believe my electrical aptitude and 'get it done' attitude make an ideal candidate for your Junior Electrical Engineer position.

2

I am presently enrolled in my final semester of the full-time Electrical Engineering degree program at BCIT and recently completed a successful co-op work term with X Company. My primary responsibility was to provide technical support to the production and maintenance teams ensuring that operational targets were met. This involved being ready to assist in a variety of ways such as doing research, analyzing information and providing written summaries and reports. I took initiative to create a set of guidelines and online processes that streamlined the department's equipment repair and maintenance schedules. This work experience also fueled my interest in automation and finding ways to improve operations.

3

Throughout my studies, I have worked hard to develop my technical knowledge-base and skillset and am excited to put these into practice. I have experience with various electrical instrumentation and control systems including DSC, PLC and CAD. Additionally, I am a proficient user of AutoCAD and confidently use MS Office tools – some would say I'm an Excel whiz. To fine tune my professional skills, I have been involved in the IEEE BCIT Student Branch and am a student member of the International Society of Automation (ISA).

I am very interested in joining your engineering team and look forward to an opportunity to meet you in person to discuss the contribution I can make at X Company.

Sincerely,

Aaron Chu

# Sample Cover Letter, Construction Manager

## Jason Patel

16-111 West Blvd | Surrey, B.C.  
604-555-1234 | jasonpatel@mail.com | linkedin.com/in/JasonPatel

September 17, 2024

1 Chris Walker  
Walker & Associates Construction  
3700 Willingdon Avenue  
Burnaby, BC, V1V 2W2

2 Re: Construction Manager – Job ID 08-167

Dear Mr. Walker,

From the first day I began working for my uncle cleaning up job sites at this family-owned home construction company five years ago, I learned what quality craftsmanship and exceptional customer service means. These are values that I will contribute to every project at Walker & Associates Construction.

Recently, I have formalized my education by completing a degree in Construction Management and have also earned a Certificate in Construction Supervision at BCIT. In addition to these credentials, the points below illustrate my professional approach and contributions:

- 3
- Pride in the quality of my work and committed to doing what it takes to get the job done;
  - Success in the on-time, quality completion of 26+ new homes in Centerville's Sunnyside neighborhood;
  - Expertise in blueprint assessment and collaborating with architects throughout the course of a job to ensure the project is delivered on time, on budget and to specifications;
  - Skilled in building lasting relationships with homeowners and all project personnel.
  - Excellent skills in guiding and motivating on-site tradespeople.

Based on my experience and a strong commitment to my craft, I know I will add significant value to your team. I look forward to discussing my capabilities in more detail and am available for an in-person interview at your convenience.

Thank you for your time and consideration.

Sincerely,

Jason Patel

1

Personalize your letter by including the name of the hiring manager or recruiter.

2

Include a subject line and position reference number, if applicable.

3

It's okay to use bullet points and specific details (like numbers) in your letter.

# Sample Cover Letter, Unadvertised Position

1

It's okay to write 'Spontaneous Application' as the subject. This term is commonly known by employers.

2

If you cannot find a contact name (e.g. the hiring manager), address your letter to Human Resources.

3

Be clear about your goal by specifying the type of opportunity you are seeking.

4

Discuss the value (e.g. skills, knowledge, experience) you bring to the company.

5

Highlight your skills as they align to the job/field.

## Aisha Ramirez

Burnaby, BC | 604-111-3322 | [ramirezaisha@mail.com](mailto:ramirezaisha@mail.com)

May 30, 2025

Human Resources Department  
TELUS  
Suite 501- 3777 Kingsway  
Burnaby, BC, V5H 3Z7

1

**Re: Spontaneous Application**

2

Dear Human Resources,

3

As a recent graduate, I am eager to convey my enthusiasm for pursuing a career opportunity within TELUS' technology department. TELUS has consistently shown innovative leadership in the tech industry, delivering innovative solutions and services like the TELUS Cloud Security Posture Management and TELUS Wise free digital literacy education program. My commitment to combatting emerging cyber threats, combined with my technical skills, would make an excellent contribution to your existing team.

4

As a highly adaptable and collaborative individual, I take pride in delivering high-quality solutions in fast-paced environments. I completed a Bachelor of Technology in Digital Forensics and Cybersecurity at BCIT. This program enabled me to develop a strong understanding of security operations including threat prevention, threat management, incident response, and data loss prevention. While equipping me with comprehensive knowledge of programs such as DevSecOps, GitHub, and Cloud based security tools.

In my final year at BCIT, I worked on a cybersecurity project focused on implementing security policies and procedures. I created a document outlining best practices for stakeholders to improve security measures to protect their data and systems from cyber threats. My ability to consistently demonstrate strong analytical and problem-solving skills allows me to effectively investigate security breaches and brainstorm strategies to prevent future occurrences. Overall, I feel fulfilled in work that keeps me challenged.

5

I would appreciate the opportunity to learn more about TELUS's cybersecurity initiatives in greater detail and discuss how I can contribute to your organizations continued success. Thank you for taking the time to review my application.

Sincerely,

Aisha Ramirez



job search

# JOB SEARCH STRATEGIES



# BCITSA Career Specialists: Here for You

## ARE YOU LOOKING FOR A BIT MORE HELP?

Career Specialists offer individual professional support and guidance on various career-related topics. Receive assistance with resume and cover letter development, interview preparation, LinkedIn, networking, informational interviews, personal pitches, career exploration & planning and much more.

### Please Note:

Meetings are available virtually and on four campuses in-person  
Email your resume or cover letter in advance if you have one  
Come prepared with questions!

**Spaces are limited, book early**

For more information and to book your appointment,  
scan the link below:



# Preparing for Virtual Events

You would be surprised how similar preparations for online and in-person sessions are. Virtual events can have different purposes. Some are meant specifically for networking (e.g. meet-ups) while info sessions, webinars, workshops (and more!) have varied purposes.

## Technical Considerations

Confirm what video platform the session's host will be using and study how it works ahead of time, as there may be a download or update required. Test the video and audio connection of your device as well as volume control in advance. You should test the platform on all devices you may want to use as some devices may have limitations. A computer with a webcam is highly recommended. Take note of the conference call details in case of technology issues, and shut down all excess applications on your device.



### Camera

Ensure that the camera is close to eye level, and angled so that the so the person you are meeting can see your entire face. If you are using your phone, prop it up securely to stabilize your image. These details convey professionalism to the employer, it allows them to see who took the time to ensure a proper set-up and other subtle clues.



### Sound & Lighting

If possible use a headset to avoid system feedback, keyboard clacking, and other ambient noises. Most webinars will mute your microphone upon entry into the virtual space; if not, you should do so until you are ready to speak. Facing your light source is always best. If you are wearing glasses or jewelry, check for glare, which can be distracting.

## Check your Surroundings

Be sure to set up in a quiet area that is free of distractions. Check what will show behind you in the camera (or who may walk by), and remove all clutter to keep your space looking professional. Many video applications allow you to set or blur your background. Switch off all electronic notifications, including text, email, and alarms.

## Prepare in Advance

Prepare just as much as you would do for an in-person event. Review the company's website and social media, and be ready with a few questions. Having several questions prepared allows for flexibility if some of the questions are answered already.

## What to Wear?

Dress appropriately, wearing the same attire you would for an in-person event. You will act more put together if you are dressed from head to toe! Keep colors neutral and avoid wearing distracting jewelry or heavy makeup.

## Body Language Still Matters

Try to maintain eye contact by looking at the camera and not at the image of yourself in the picture frame (as tempting as that can be). Whether you are speaking or listening, eye contact demonstrates you are interested, focused and taking the event seriously. You can also be engaging by displaying social cues such as nodding, smiling and laughing (if appropriate) just like you would in person. Good posture can also make a noticeable difference.

## Following Up

Exchanging business cards is not possible for virtual events, so be sure to capture names and emails of the people you interact with so you can send follow-up messages. In those messages thank people for their time and share what you enjoyed the most about the session. Consider keeping the conversation going by sending a link to an article on a topic they discussed. Only share your personal email using the private messaging feature.

## And Lastly...

Remember to have fun, be yourself and bring your positive energy with you! Perhaps you might be inclined to invite your professional contacts to meet for a (future) virtual coffee chat!

## Personal Pitch

One key element to feeling confident while networking is knowing yourself and what you have to offer. When it comes to connecting with people at a networking event, a party, on the bus, or at an informational interview, you want to be able to speak to your strengths and who you are. Creating a personal pitch (a.k.a. elevator pitch) can help to prepare you for when you need to introduce yourself and tell others what skills, strengths, and experiences you bring to the table.

You want your personal pitch to be concise, yet detailed enough so that it is unique. Be sure to include some specifics that will allow the person listening to ask you questions. Your personal pitch should be a tool to introduce yourself and spark conversation.

### What to include:

- Program of study
- Expected graduation date
- Summary of relevant experience
- Key skills and strengths
- Type of work you're interested in

### Example:

*"Hello, my name is Charlie, I am studying in the Technical Web Designer Certificate program at BCIT. I noticed from your website that you have an opening for a multimedia developer, which matches my experience. I have experience in photography, film production, and web design and development. Also, my background in Fine Arts helps me understand what the bloggers want and how to design a beautiful website experience. Can you please tell me a little more about your multimedia developer position?"*

## Comments and Questions at Virtual Events:

- Introduce yourself, but keep it short and direct (Hi, I'm Jane Smith. My question is...)
- Be engaged, and comment professionally if it's appropriate. Some events are meant to be one-way, so your mic may be muted for the entire event
- Share the stage. Let others finish their points before you talk, and use features such as chat and hand raise if available.
- Consider asking about something mentioned in the session (never salary or benefits).

# Informational Interviews

One of the most effective ways to gather relevant and up-to-date information about an industry or profession you're interested in is by conducting informational interviews. When done well, informational interviews can be motivating, effective, insightful, and fun!

Use these short, informal meetings to sit down with a professional in an industry or profession of interest to you, and learn about their experience in the field. What better way to gather information about an industry than by talking to someone who is in it?

## Identifying and Requesting an Informational Interview

Create a list of your connections in the industry as a starting point. If you don't know anyone in the field, review your LinkedIn contacts to see if you have any 2nd degree connections.

### If you're emailing

Remember to mention how you received their information and that you would like to set up a time to talk to them about their career and industry. Provide your contact information and tell them that you hope to hear from them soon.

### If you're calling

prepare a short script, such as: *Hello, my name is \_\_\_\_\_. [Contact] suggested I call you, as I'm interested in a career in your field. I'm looking for information regarding your experience in [role]. Would it be possible to arrange a time where we could discuss this?*

## Before, During, and After an Informational Interview

- Suggest a maximum thirty minute meeting.
- Prepare 8-10 questions (arranged in order of importance).
- Dress professionally and take notes.
- Arrive 10-15 minutes early.
- Be prepared to initiate the conversation.
- Listen more than you speak.
- Do NOT ask for a job!
- Ask for a business card.
- Bring a resume in case it is requested; you could also present it at the end of the meeting, and ask for tips on revising it.
- Be sure to end the meeting on time, even if you haven't asked all of your questions.
- Ask if they have any recommendations of people with whom you could speak.
- Send a "Thank You" e-mail or a handwritten *thank you* card after the meeting.



# Best Questions for Informational Interviews

Consider asking a variety of questions; you may be surprised about the insights your contact has into your career search!

## Company Knowledge

Getting an insider's point of view of a company's workplace culture, their hiring practices and the realities of working there day-to-day can be integral to your strategy.

- *"Does your company provide any mentorship and/or coaching – be it a formal program or simply a culture of learning and mentorship that is more informal?"*
- *"Aside from the essential hard skills, what are some of the soft skills your company looks for in exceptional hires?"*

## Industry Knowledge

Learning where the new opportunities are arising in your field and where could you could be better targeting your job search.

- *"Are there any key programs/tools/models that are new in the industry that I should be familiarizing myself with during my job search?"*
- *"What associations would you recommend that I join that you believe are key to your field?"*
- *"What specific skills do you believe are the most important in this role?"*
- *"What are the most challenging aspects of this position?"*

## Career Path

You are interested in figuring out how this person got to where there are today. What insights can they highlight to you?

- *"If you were in my position, what would be your #1 recommendation for streamlining my job search to be as effective and efficient as possible within your industry?"*
- *"Are there particular courses or programs that you would recommend I take in the coming year(s) to achieve my career goals longer term?"*
- *"How would you describe your career path to get to this point?"*

## Final Notes on Asking Questions

The key to making a favourable impression is questions that are researched, relevant, tailored, and asked with a genuine interest. It's important not to have expectations that a connection will be given, or to ask for a job. The questions should change with each informational interview you conduct as you build your knowledge. Conduct the informational interviews beginning with the company you do NOT wish to work with first, and the company you DO wish to work with last.

Ensure you research the company, industry, and individual before the interview. Prepare a list of 8-10 questions you have formed based on your research, and ask the most importance ones first. When choosing what to ask, consider the industry, company, and the position of that contact; this will ensure you get the most valuable information possible. Preparing thoughtful questions will stimulate an interesting and enjoyable conversation and create a positive impression. When you ask your final question, "Do you have any recommendations for who I should speak to next?", they'll be much more likely to have a new connection for you.

# BCITSA Career Fairs

Career Fairs are recruiting events where BCIT students and grads have an opportunity to network with employers in their field, learn about job opportunities, and apply to jobs.

Networking and word of mouth is the key to unlocking employment opportunities within most industries. Employers often recruit students, and BCIT students and alumni are in high demand!

Career fairs are an opportunity for employers to connect with their future employees, and for students and graduates to start developing their industry ties. This will create a solid foundational network that will benefit them for the duration of their career. Not all employers will be hiring right away or have current opportunities, but be sure to talk to employers about their hiring plans.

## Career Fairs are Valuable at all Stages of your Career

### Not looking for a job yet?

- Develop industry contacts.
- Discover and narrow down your career options.
- Gain advice and insights from professionals.
- Practice networking and showing your value.

### Actively job searching?

- Research the employers.
- Prepare tailored resumes.
- Develop your communication strategy.
- Plan questions for employers.

## Career Fair To-Do List

BEFORE	<ul style="list-style-type: none"><li>• Tailor your resume.</li><li>• Review your personal pitch.</li><li>• Prepare questions to ask target employers.</li><li>• Prepare for questions that employers might ask you.</li><li>• Plan your attire.</li></ul>	<ul style="list-style-type: none"><li>• Prepare your business cards.</li><li>• Check the list of employers and research your target companies.</li><li>• Decide which employers you want to talk to and what information you want to learn.</li></ul>
DURING	<ul style="list-style-type: none"><li>• Strategize your approach for each of your key employers.</li><li>• Smile, make eye contact, and offer a confident handshake.</li><li>• Use your personal pitch and ask thoughtful questions.</li><li>• Showcase your qualifications, and share your company research.</li></ul>	<ul style="list-style-type: none"><li>• Be responsive to employers' verbal and nonverbal cues.</li><li>• Get contact details and learn the preferred follow-up method for each employer.</li><li>• Don't overstay your welcome, and be courteous to everyone.</li></ul>
AFTER	<ul style="list-style-type: none"><li>• Send thank you notes to your employer connections.</li><li>• Connect with the employers through their preferred method.</li></ul>	<ul style="list-style-type: none"><li>• Reflect on your methods and your results. What went well and what might you have done more effectively?</li></ul>

# BCITSA Career Fairs Tips for Success

Career Fairs are recruiting events where BCIT students and grads have an opportunity to network with employers in their field, learn about job opportunities, and apply to jobs.

## **Prepare and set goals**

Research each employer that is attending to know which companies to target. Attending employers are published on the BCITSA website in advance. Employers like to hear that you've done research on their company, so come up with a few well-prepared questions to ask each employer based on research. Before the event, set networking goals to help focus on the information, advice, resources, and referrals you are seeking. Strive for quality rather than quantity.

## **Bring what you need**

Bring several copies of your resume. If you don't have a resume consider speaking to a Career Specialist. A cover letter to complement your resume can add impact, and business cards are also worthwhile as they can easily be handed out to a large number of people while you're networking.

## **Dress well**

Know what kind of outfit is appropriate for your industry. Remember to bring a professional case to place your resumes in so they can be neatly handed out.

## **Practice your personal pitch**

A great introduction will make you stand out from the crowd. It should be focused, and include what you will bring to an organization. Be sure to practice!

## **Be confident**

Smile, make eye contact, introduce yourself, and extend a firm handshake. Take note if your contact is wearing a name tag to help you remember their name.

## **Prepare answers**

Be prepared to answer interview style questions, especially those specific to your industry. Speak to your Career Specialist about practicing interviews.

## **Demonstrate leadership skills**

Since you may not have any career experience, this will be evaluated by how you've spent your time on campus. Have you assumed any leadership roles within a student organization? Do you have any volunteer experience? What interests do you have outside of your classes that could demonstrate leadership?

## **Ask questions**

Begin conversations by asking an open-ended question like, "Could you tell me a bit more about the areas of research you are currently involved in?" Demonstrate energy, enthusiasm, and that you are listening carefully to what the employer is saying through your verbal and non-verbal communication.

## **Mingle**

Circulate around the room and talk to as many people as you can. Be sure to exchange business cards after a conversation in which you have developed rapport with the other person.

## **Take notes**

Jot down key points about the people you met, what you discussed, and any follow-up arrangements. You could do this on the back of the person's business card, in your notebook, or you could use a job search log.

## **Follow up**

Follow up with potential employers after the event through email or LinkedIn within 24 hours. This is particularly important if you had an interview at the event, or if you made a quality connection or lead, or said that you'd reach out.



# LinkedIn Profile Overview

LinkedIn is an excellent tool for networking, one that is being utilized more and more frequently by employers. Ensure you are branding your very best on this platform.

The screenshot shows a LinkedIn profile for Louis Rivest. The browser address bar (1) displays the URL `linkedin.com/in/louisphilipperivestgiguere/`. The profile features a background photo (2) of a desk with laptops and a coffee cup, and a circular profile picture (3) of a man in a suit. The headline (4) reads "Louis Rivest · 2nd Chair of Computing and Academic Studies at BCIT Student Association". The location is "Burnaby, British Columbia, Canada" with "246 connections". The "About" section (5) contains a paragraph about his education and work experience. The right sidebar lists affiliations: "STEM Aces Education Inc." and "British Columbia Institute of Technology". Action buttons for "Connect", "Message", and "More..." are visible.

- 1 **Customize your Profile URL:** Avoid a generic link; it will be hard to include on your resume.
- 2 **Include a Background Photo for Branding:** To your BCIT education, use a photo of campus. If you're seeking positions in environmental science, perhaps use a landscape.
- 3 **Match your Profile Photo with your Branding:** Use a professional photo that's appropriate for your industry. It should look friendly and approachable, not like a passport photo.
- 4 **Make the Most of Your Headline:** Your LinkedIn headline is one of the most visible sections of your profile and the key to making a positive impression. Give a snapshot of who you are and your personality, motivating them to read on. Identify keywords from your target job descriptions, and use those to attract the attention of hiring managers and recruiters.
- 5 **Write a Motivating Summary:** Pack your summary with industry keywords and use descriptive words that demonstrate your abilities, subject matter expertise, and skill sets.

6

## Education



### British Columbia Institute of Technology

Diploma, Computer Technology/Computer Systems Technology

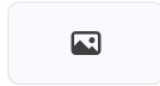
2018 - 2020

Grade: 4

Activities and societies: Set Representative

StartUp Club Executive

Computer Systems Technology diploma, with specialization in Information Systems.



#### BCIT CST Full-Time Diploma

The BCIT CST Diploma is a longstanding and well-recognized two-year software development program. With close ties to industry, our grads have the skills to be successful throughout th...

## Recommendations

[Recommend Louis](#)

Received

Given



Amy Smith · 1st

Learning & Education Professional • Workforce Development • Social Innovation • Community Building

July 5, 2019, Amy worked with Louis on the same team

I first worked with Louis as a Set Representative at BCIT to benefit from his excellent feedback and ideas on providing Career Services for Computing students' needs. Since then, Louis has taken on a larger role in student governance as the Chair of Computing, which is a formidable responsibility to juggle while managing a full course load at BCIT. What has stood out to be most is Louis' eagerness to support his class mates and create opportunities for them. It's clear that the success of others is important to him. I can see these values started with his experience as a STEM educator for youth, and he's now dedicating his energy into coordinating opportunities for his peers and encouraging them to participate in their own career development. I look forward to working with Louis on projects that build industry connections for Computing students, and I'm excited to see ...see more

8

## Skills

All

Industry Knowledge

Tools & Technologies

Interpersonal Skills

ETL



Solution Developer at Deloitte Canada

Endorse

Azure Data Factory



Lead, Decision Intelligence at Liberty

Endorse

- 6 **Add Multimedia Elements:** Add various types of media, such as logos, videos, images, and audio files that support your brand and make your viewers scroll down and stay engaged.
- 7 **Get Recommendations:** Recommendations from colleagues, managers, mentors, and instructors are the best boosts you can get on LinkedIn. Reach out to your connections and ask them to provide a recommendation.
- 8 **Choose the Right Skills and Get Endorsements:** Choose skills that add value to your profile and relate to the roles you are seeking. Ask your connections to endorse you for those skills.

# LinkedIn Networking Tips

Connecting with people that you don't know on social media can be a real challenge; here are some tips to make it a bit easier.

## Write a Personal Note

Resist the temptation to just hit the connect button! Always send a personalized note when sending requests. This will help you initiate a relationship and you won't come across like you're just bumping up your numbers. Start with an authentic compliment or provide context like "I've enjoyed reading your blog" or "I see we worked at ABC at the same time." Then, introduce yourself, explain why you're reaching out, invite them to connect, and thank them.

## Nurture your Relationships

Once your requests are accepted, don't stop there. Nurture this new relationship by commenting on your connections' posts, liking and sharing their content, and even sending them a message to share how your job search or career is progressing. Networking is about creating relationships!

## Actually Connect

If you reached out to your industry professionals because you wanted to ask for advice or information, make the connection more fruitful by moving it offline (phone call, video chat, or a coffee meeting). Review the person's profile to see if there are specific instructions about how they prefer to connect.

## Join LinkedIn Groups

Find groups on LinkedIn related to your industry or profession that you can become a part of. By joining a few active groups, your profile can be seen by thousands of people in your industry. Participate in discussions, answer questions that showcase your expertise, and share relevant content. Remember that groups are about community, not about promoting yourself!

## Post Engaging Content

Present your knowledge and skill in your industry by posting interesting or educational content of your own. Sharing a great article or a blog you've read recently is a good start. However, if you want to make more valuable connections and represent yourself as a talented leader in your industry, consider crafting your own articles on LinkedIn. Use hashtags when publishing your writing to attract the types of people you want to engage with and grow your network.

## Follow Target Companies

Following companies on LinkedIn can bring you many benefits! You'll learn about news, job openings, and new hires you could connect with. You can focus your new connections on employees of your target companies, and you can demonstrate your keen interest in them (they can see you follow them, and will be notified if you comment or like their posts!).

## Utilize the LinkedIn Alumni Tool



Access the LinkedIn Alumni Tool to search for graduates from BCIT! For example, if you're looking for a marketing position, click Marketing under the What They Studied filter. If you're interested in social media positions, consider selecting Social Media Marketing from the What They're Skilled At filter.

The more targeted your search, the more relevant your results. View profiles and send messages to potential new contacts!

# Writing Professional LinkedIn Requests

Are you hesitant to reach out to professionals on LinkedIn because you are unsure of what to say, how to come across as professional or fear the possibility of rejection? Don't worry, you're not alone! Many feel nervous about initiating conversations on LinkedIn.

## Benefits of Expanding Your Network on LinkedIn

### Industry Insights

Connecting with professionals in your field provides valuable opportunities to gain insights into industry trends, best practices, and emerging opportunities. By building a diverse network, you can access a wealth of knowledge and expertise.

### Opportunities & Networking

The larger your network, the more exposure you have to job openings, referrals, and other career advancements. Many jobs are shared on LinkedIn before they are publicly advertised, giving you a competitive edge in the job market.

### Mentorship & Guidance

By seeking advice from those who have already achieved success in your desired field, you can gain valuable perspectives, and make informed decisions about your career path.

## Tips for Crafting LinkedIn Messages

### Research the Recipient

Before reaching out, take the time to research the person. Understand their professional background, accomplishments, and areas of expertise. This knowledge will help you tailor your message and demonstrate your genuine interest.

### Personalized Greeting

Address the recipient by their name and use a friendly and professional tone. Be yourself and let your personality shine through in your messaging!

### Highlight Common Ground

If you have any common connections or shared interests make sure you mention it! Did you meet at an industry event on campus, or graduate from the same program at BCIT? Mentioning it early in your messaging increases your chances of a genuine connection.

### State your Purpose

Clearly state the reason you're reaching out, whether it's to connect, seek information/advice, express interest in a specific opportunity or explore collaboration. Be concise and straightforward.

### Sign off Professionally

Thank the recipient for their time and consideration and end your message with a professional closing, including your name and contact information.

## More LinkedIn Profile Tips

- **Align Your LinkedIn Profile to Your Resume Information:** Hiring managers will often review and your LinkedIn profile after they see your resume; it's important that both are aligned!
- **Complete All Sections:** A fully completed profile will improve the positioning of your profile in search results. Fill out sections such as skills, accomplishments, and recommendations.
- **Showcase Your Work:** Use the project section to spotlight work that is pertinent to your profession. Upload applicable media, presentations, videos, and documents. Ensure your content reinforces your professional and/or personal brand.

# LinkedIn Sample Scripts

It's normal to experience some fear of rejection, but expanding your network is a crucial step in professional growth. Be confident and remember that both parties benefit from networking. You never know what valuable connections you might make along the way!

## Asking for a LinkedIn Connection

Dear (Recipient's Name),

I hope you are well. Your profile came up when I was looking for BCIT alumni who have graduated from the Business Operations Management Program. I am graduating soon from this program and would love to connect with you to learn more about your experience and background.

Thank you for considering my connection request.

Best regards,

(Your name)

## The Follow-Up

Dear (Recipient's name),

I hope you're having a great week! I wanted to follow up on my request for an informational interview. As I explained in my previous message, (reason why you are reaching out to this person), I'd love to hear about (questions you'd like to ask). I'm happy to connect whenever is convenient for you. However, if your schedule is too full, I completely understand.

Best,

(Your name)

## Someone From a Career Fair

Dear (Recipient's Name)

It was great meeting you at the BCITSA Tech Career Fair last week. I'd love to stay in touch and learn more about your company.

Best,

(Your name)

## Someone From a Networking Event

Dear (Recipient's Name),

It was a pleasure to speak with you at last night's meet-up event. I'd love to continue our conversation and hope that we can keep in touch.

Best,

(Your name)

## Someone You've Never Met

Dear Helen,

I have been reading your blog for almost six months and really appreciate the insights you share. I look forward to the opportunity to be more directly connected on LinkedIn.

Best

(Your name)

## Requesting an Informational Interview

Dear (Recipient's Name),

Thank you for accepting my LinkedIn connection invite. I am wondering if you may be able to help me as I am interested in a career in (industry). I am looking to find more information in this field and would love to hear your insights. Would it be possible to arrange a time when we could have a short video call? Thank you in advance for your consideration."

Sincerely,

(Your name)

or

Dear (Recipient's Name)

I'm a BCIT student currently completing my 2nd year in the Marketing Management Diploma Program. For the last year, I've been following your work with Adler and Company Ltd., and it's really impressed me. I particularly loved your campaign in The North – the multimedia component was very insightful. If you have 20 minutes, I'd love to hear more about how you got started in the field and what skills are most relevant to the profession.

Thank you so much,

(Your name)

## Job Application Submission

Hi (Name),

Hope you are doing well! I'm reaching out to learn more about (position) at (company). I applied for the position today, but I also wanted to let you know directly.

About me: (Share a high-level summary sentence of your experience, and then 2-3 bullet points of your most relevant accomplishments).

The position/company caught my eye because (share a few specific reasons connect to your skills/background).

Let me know if I can answer any questions about my background; I'd love to learn more about (position) and (company team). Either way, I'm wishing you success with hiring.

Best regards,

(Your name)

Dear (Hiring Manager's Name),

I hope this message finds you well. I recently came across (Job Title) at (Company Name) on LinkedIn and am thrilled to apply.

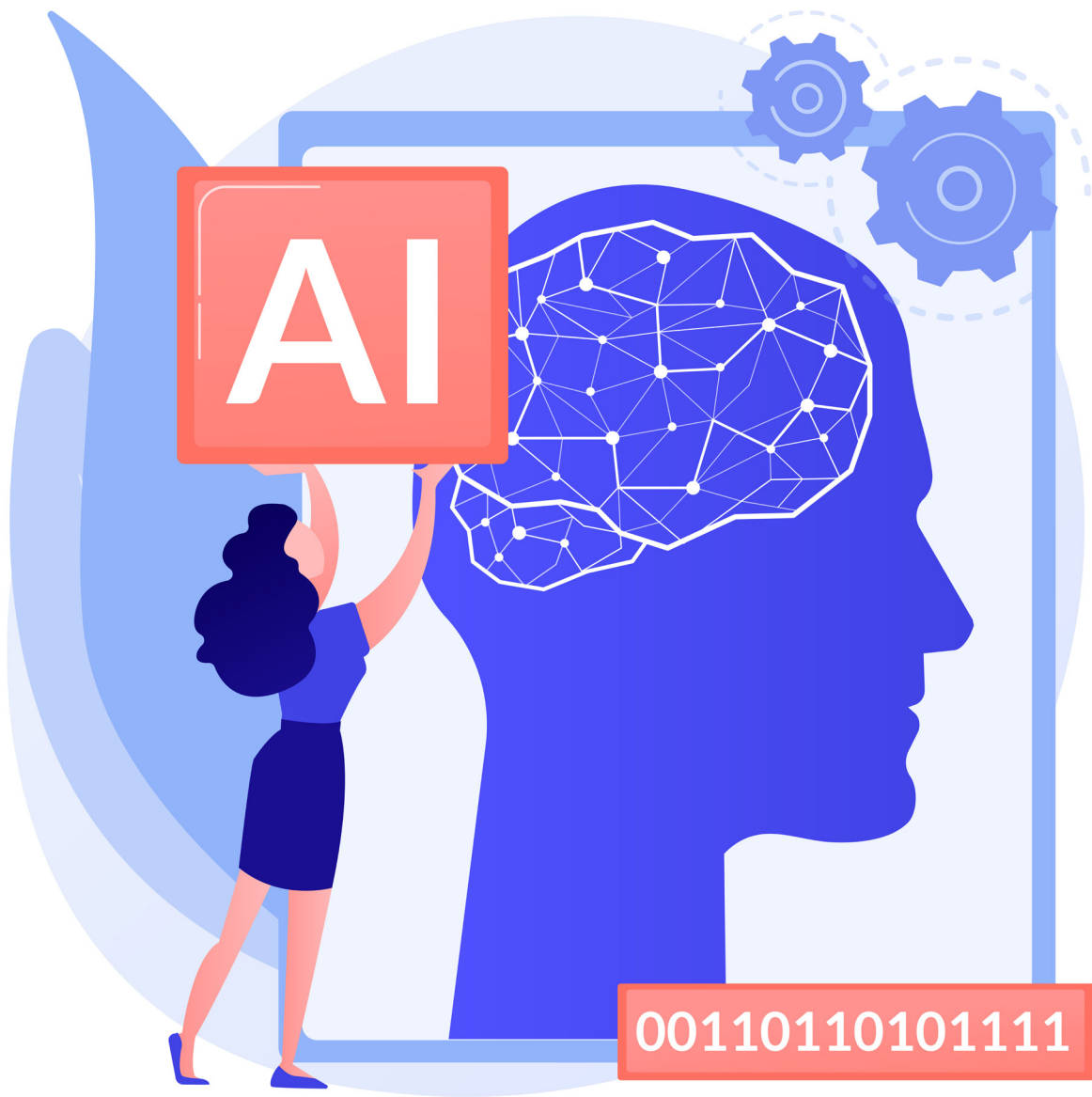
I have (X years) of experience in (mention relevant experience or skills), which has equipped me with a solid foundation in (mention specific areas). I am confident that my qualifications, coupled with my passion for (industry) make me an idea candidate.

Please find attached my resume for your review. I would welcome the chance to discuss how my skills align with (Company Name)'s goals and contribute to its success.

Thank you for considering my application. I look forward to the possibility of discussing it in more detail.

Sincerely,

(Your name)



**ALL THINGS AI**



# BCITSA Career Workshops

Open to Current BCIT Students & Alumni

**SCHEDULED E-LEARNING, OPEN ACCESS ONLINE,  
AND IN-PERSON WORKSHOPS ARE AVAILABLE!**

## **TOPICS INCLUDE:**

Career Exploration and Learning  
Job Search Strategies  
Interview Prep  
CPA  
Career Fair Prep  
Resumes  
Cover Letters  
Resume/Cover Letter Combined  
LinkedIn

For more information on all BCITSA Career Services  
workshops visit:



# Using AI for Job Applications

Prepare stronger job applications with these AI search engines, which not only aid in editing and formatting your resume and cover letter but also help you interpret job descriptions to tailor your content precisely.

**Disclaimer:** AI is evolving rapidly. It's powerful but far from perfect. However, it can be very helpful in the field of career development—especially when used cautiously as it continues to improve.

## Pros & Cons of Different AI Platforms


ChatGPT	PROS	The AI exhibits a conversational and natural language style, making it effective for generating various creative content, including resumes and cover letters.
		This tool significantly saves time and boasts a user-friendly interface, making it accessible to a wide range of users.
		It offers the capability to incorporate specific details and metrics, allowing users to effectively showcase their accomplishments.
		The free option includes a limited quantity of prompts.
	CONS	Users can tailor generated content to align with the requirements of specific job postings.
		When used for career exploration, the information provided, such as labour market data, may sometimes be outdated or inaccurate.
		The underlying data used by the AI may contain biases, potentially influencing the generated content.
		The quality of the resume information generated is directly influenced by the quality of the information the AI draws from.
	CONS	The AI does not inherently write in a style that strongly distinguishes a candidate from others.
Perplexity AI	PROS	This tool is available at no charge.
		Perplexity AI is designed to provide dependable and fact-based information.
		A key feature is the inclusion of citations, allowing users to verify the sources of the information provided.
		The information offered is current, making it a valuable resource for up-to-date labour market data.
	CONS	The AI may not excel in generating highly original or imaginative content.
		The tool's capabilities might be somewhat restricted in terms of the range of tasks it can effectively handle.
Google Gemini	PROS	Google Gemini effectively combines the provision of accurate information with the ability to generate novel ideas and creative content.
		The platform presents information in a clear and concise manner, breaking it down into easily understandable segments.
	CONS	As a relatively new technology, Google Gemini is still in its early stages of development.
		The AI may sometimes struggle to fully understand the nuances or intent behind user questions.

To better understand how Perplexity AI works, consider these examples that demonstrate its citation functionality and its ability to guide your research with relevant follow-up questions.

## What are the top companies in Vancouver hiring entry-level electrical engineers

### Sources

321 Entry level electrical engineer jobs in...

 glassdoor • 1

19 Entry Level Electrical Engineering jobs in...

 ca.linkedin • 2

Entry level electrical engineering jobs in...

 ca.joomla • 3



View 2 more

### Answer

Based on the search results, several companies in Vancouver, British Columbia are hiring entry-level electrical engineers. While comprehensive information about all top companies is not provided, we can identify a few notable employers:

1. Crown Packaging: This company is mentioned as one of the top companies hiring for entry-level electrical engineer positions in Vancouver <sup>1</sup>.
2. Hain-Celestial Canada: Another company listed as actively recruiting for entry-level electrical engineering roles in the Vancouver area <sup>1</sup>.
3. Saltworks Technologies: This company is also noted as one of the top employers seeking entry-level electrical engineers in Vancouver <sup>1</sup>.

It's important to note that these are just a few examples, and there are likely many more companies hiring for these positions. The job market for entry-level electrical engineers in Vancouver appears to be quite active, with:

- 321 entry-level electrical engineer jobs listed on Glassdoor <sup>1</sup>
- 19 such positions posted on LinkedIn <sup>2</sup>
- 349 openings reported on Workopolis <sup>4</sup>

### More on this

What are the benefits of working for Crown Packaging as an entry-level electrical engineer



How does the work culture at Saltworks Technologies compare to other companies in Vancouver



Are there any specific skills that are highly valued by Hain-Celestial Canada for entry-level electrical engineers



What kind of projects do entry-level electrical engineers typically work on at these companies



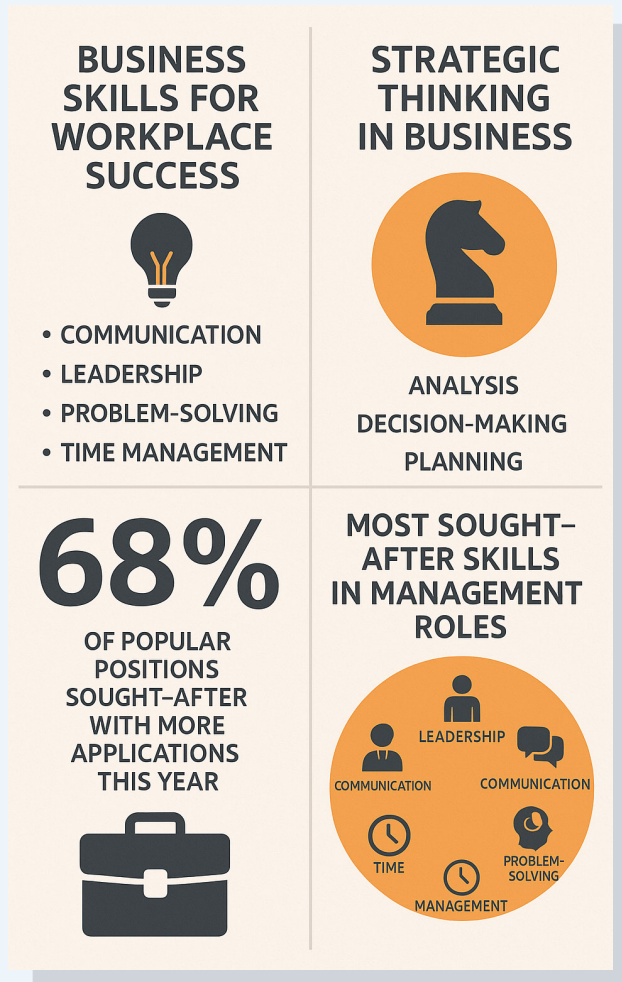
How competitive is the job market for entry-level electrical engineers in Vancouver



In addition to text-based queries, users can also conduct searches for visual and video content.

**Prompt Example:**

Make a visual about the top 10 business skills needed in the workplace.



**Disclaimer:** More specific prompts will give you more accurate visuals.

## Tips to Maximize AI & ChatGPT:

### Leveraging ChatGPT for Initial Drafts

ChatGPT can be a valuable starting point for crafting cover letters, generating unique and professional-sounding content with correct grammar and spelling. However, it's important to recognize that AI-generated content can often come across as generic. Career professionals are increasingly able to identify applications produced solely by AI. Therefore, it is recommended to use ChatGPT-generated resumes and cover letters as a foundation, and then dedicate time to personalize each application to make it stand out. Tailoring your application demonstrates a genuine interest in the specific role and company.

### Tailor and Focus your Applications

To create more effective job applications, avoid generic cover letters and resumes. Instead, focus on one or two specific examples that clearly demonstrate the key skills and responsibilities mentioned in the job posting. This provides concrete evidence of your abilities.

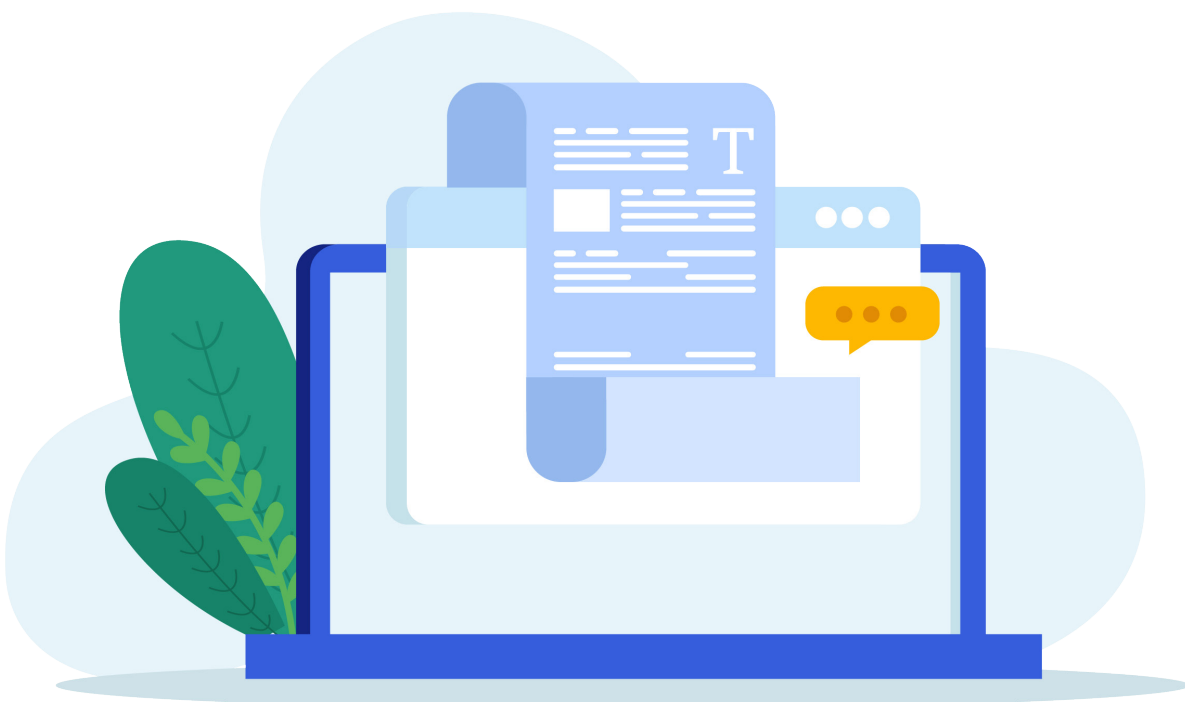
### Use Strong Prompts

To get the best results from ChatGPT and other AI tools, remember that the quality of their output depends heavily on the detail you include in your prompts.

- **Specificity is key:** The more specific you are in your prompts, the better the AI can tailor your application to the job requirements. Don't forget to carefully review the job posting and incorporate those details into your requests.
- **Highlight all relevant experience:** Even if you have limited professional experience or are transitioning careers, make sure to include details about your valuable schoolwork, projects, and volunteer activities in your prompts. If you don't provide this information, the AI won't be able to include it.

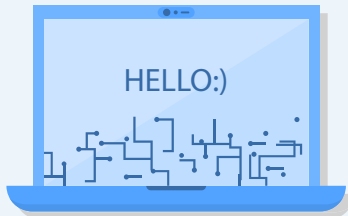
### Add your Own Voice & Personality

To make your AI/ChatGPT applications stand out, inject your own personality, passions, values, and interests relevant to the job, moving beyond the typically formal and factual AI tone. Customize your responses to showcase what makes you unique.



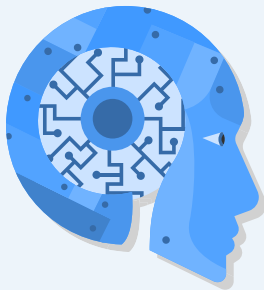
## Be Mindful:

### Accuracy and Authenticity are Your Responsibility:



- ChatGPT can help draft your resume and cover letter, but it's crucial to remember these documents are about *you*.
- **Always verify** that the information ChatGPT generates accurately reflects your experience, skills, and qualifications.
- Be prepared to confidently discuss everything presented in your application during an interview.

### ATS Compatibility May Be Limited:



- Many employers use Applicant Tracking Systems (ATS) to filter applications based on keywords and skills mentioned in the job description.
- ChatGPT might not always identify the most important keywords for a specific ATS.
- Carefully compare any AI-generated application to the job posting.
- Edit your application to ensure it includes relevant keywords and skills directly from the job description to improve its chances of passing through the ATS.



### Should You Generate a Cover Letter with ChatGPT?

Robert Henderson, Certified Professional Resume Writer, dives into the details about ChatGPT in this article from April 2023.

# Sample Cover Letter, ChatGPT Generated

ChatGPT often tries to include every detail from the job posting, making cover letters too long and hard to read.

It doesn't always recognize that a cover letter should complement your resume by highlighting personal accomplishments.

Focus on one or two key experiences to show how you think and how your skills match the role—you can talk about the rest in the interview.

## SANA KARIMI

(778) 333-4455 | skarimi@mymail.ca | Burnaby, B.C.

The Recruitment Team,  
**BCIT Student Association**  
3788 Willingdon Avenue, Burnaby, BC  
Date: May 24<sup>th</sup>, 2023

**Re: Application for the role of Human Resources Assistant (Job ID #123456)**

Dear Recruitment / Hiring Manager,

With this letter and my attached resume, I would like to express my sincere interest in applying for the position of **Human Resources Assistant** at the **BCIT Student Association**. This role particularly caught my attention after researching about the company, I believe the values and mission of the organization are something I strongly identify myself with at a personal and professional level. I have a strong background in performing efficient administrative operations, human resources (HR), and client service, and feel I can perform well and deliver value in these domains.

I have developed the following skills that would add value to this position:

- Academically, pursuing Human Resource Management certificate from the British Columbia Institute of Technology
- Knowledgeable in HR functions including recruitment & onboarding, HR administration, employee relations, training & development, payroll & benefits, termination, employee engagement, team management, succession planning, diversity & inclusion, organizational behavior, leadership development, and conflict resolution
- Expertise in managing high volume incoming/outgoing calls, business correspondence (letters, emails, memos), scheduling, meeting coordination, calendar management, digital/physical records maintenance, inventory management, logistics management, shipping/receiving, etc. ensuring adherence to organizational procedures and policies to ensure outstanding productivity and performance
- Understanding of the Employment Standards Act, Ontario Human Rights Code, Occupational Health and Safety Act, Workplace Safety and Insurance Act, Pay Equity Act, and Integrated Accessibility Standards Regulations
- Adept in facilitating administrative efficiency through expertise in time management, communication, cross-team coordination, and organization skills
- Ability to build strategic relationships and partnership-building skills – listen attentively, solve problems creatively, and use tact & diplomacy to achieve desirable outcomes
- Excellent communication and interpersonal skills with the ability to work in a fast-paced, high-pressure environment within a team setting able to deliver performance-driven results

Furthermore, my proactive nature and my ability to effectively collaborate with other team members offer additional skills essential to this position. I believe I would be an immense asset to your team and look forward to hearing from you to discuss how I may contribute to your goals.

Thank you for taking the time to review my resume and cover letter.

Sincerely,  
Sana Karimi



# Sample Cover Letter, Written Without AI

**SANA KARIMI**

(778) 333-4455 | skarimi@mymail.ca | Burnaby, B.C.

The Recruitment Team,  
**BCIT Student Association**  
3788 Willingdon Avenue, Burnaby, BC  
Date: May 24<sup>th</sup>, 2023

**Re: Application for the role of Human Resources Assistant (Job ID #123456)**

Dear Recruitment / Hiring Manager,

As someone with high attention to detail and passionate about finding “the right fit for the job”, I would like to express my sincere interest in applying for the position of **Human Resources Assistant at the BCIT Student Association**. This role particularly caught my attention as a current BCIT student, as improving the experience of students and making sure students are supported with what they need to succeed at BCIT are something I strongly identify with at a personal and professional level. I also have a strong background in performing efficient administrative operations, human resources (HR), and client service, and feel I can deliver value that will find the best talent to support BCIT students.

While pursuing my Human Resources Management certificate at BCIT, I participated in a Capstone project where I was responsible for recruitment and onboarding and designing a strategy to increase candidate engagement. By creating a survey that asked current employees about their hiring experience, I learned employees wished they had more information about compensation when they applied. After analyzing the results and company payroll data, I was able to write a job posting that provided a clear pay range and benefits package to attract candidates. After posting, we saw a 25% increase in views on our posting and 75 additional applicants compared to the same position posted last year.

In addition, I previously worked as an Executive Assistant at ABC Logistics where I was responsible for creating business correspondence (letters, emails, memos), meeting coordination and calendar management for the CEO. One challenge I encountered on the job was the high volume of incoming inquiries and requests for meetings with the CEO from suppliers and contractors. Using active listening skills with our suppliers and contractors to determine their needs and time needed, and having weekly check-ins with the CEO, I was able to determine the most urgent of meetings to schedule and direct to alternative staff members to help our suppliers and clients to reduce the burden on the CEO.

Along with these skills and my proactive nature and ability to effectively collaborate with other team members, I believe I would be an immense asset to your team and I look forward to hearing from you to discuss how I may contribute to your goals. Thank you for taking the time to review my resume and cover letter; I can be reached at (778) 333-4455 or skarimi@mymail.ca.

Sincerely,  
Sana Karimi

ChatGPT is often vague and impersonal in its writing. Your cover letter's introduction paragraph is a great opportunity to add some of your personal values and interests to ChatGPT's factual statements.

The same issue with vagueness and lack of details comes through in ChatGPT's description of your skills.

By providing more context and details of your skills, experience and accomplishments in key areas of the job, an employer is better able to see what you are capable of and can offer to the position!

# ChatGPT Generated Work Experience

Let's take a look at the differences between work experience sections that AI writes, and those that a person would write.

## ChatGPT:

### Human Resources Intern

January 2023 to April 2023

*DEF Construction Company*

- Developed a deep understanding of recruitment and selection best practices, staying abreast of the latest industry trends and advancements.
- Acquired hands-on experience in screening resumes and providing constructive feedback to candidates, honing critical evaluation skills.
- Actively contributed to enhancing the overall quality of the recruitment process by evaluating resumes based on established criteria and sharing insights with hiring managers.
- Effectively managed time and responsibilities to meet project deadlines and deliver high-quality feedback.
- Leveraged strong communication skills to provide clear and concise feedback to candidates, offering guidance on areas of improvement.

## Human:

### Human Resources Intern

January 2023 to April 2023

*DEF Construction Company*

- Developed resume screening processes and interview questions to effectively respond to low availability of skilled trades workers.
- Screened 100 resumes and identified areas of ambiguity to provide constructive feedback to candidates and prepare follow-up interview questions for candidate.
- Provided insights on resume shortcomings and candidates strengths based on job posting with hiring managers to enhance overall quality of the recruitment process and decision making.
- Effectively managed scheduling interviews, screening resumes and participation in candidate review meetings to meet project deadlines and maintain a timely hiring process.
- Provided written and verbal feedback to unsuccessful candidates by tactfully discussing specific areas of improvement related to the job posting.

ChatGPT won't be able to provide specific numbers or results that will provide context to your accomplishments to an employer. Be sure to provide this as a detailed prompt or as an edit after ChatGPT has generated your skill statement.

# Tips for Generating Powerful Prompts

AI can be used as a powerful resource to help in today's fierce job market. But it needs to be used with some strategy and helpful prompts.

The more specific you are with your prompts and follow-up questions, the more relevant and useful the AI's output will be. Notice the difference in output when you use prompts with varying levels of detail, as shown in the following examples:

GENERAL PROMPT	SPECIFIC PROMPT
"I am an electrical engineer, write 5 bullet points for my resume."	"Write 5 bullet points with metrics for an electrical engineer based on the following job description and resume. Include the key words AUTOCAD, Python, controls engineering."

## When Developing Your Prompts:

**Be specific:** Choose prompts that match and are precise to the job you are applying for. Doing so will help you with more tailored content for your resume and highlight your relevant experience.

**Use more than one prompt:** Ask the platform follow-up questions, don't rely on the first prompt it comes up with, that way you will have a variety to choose from tailored to your career goals.

**Always edit and proofread:** Give your content a careful read-through to catch any typos. Also, remember that everything you include should be based on your genuine experience. Be prepared to speak confidently about each bullet point if it comes up in an interview. And ideally get feedback from one of our Career Specialists!

**Add your personal touch:** AI tools can be very helpful to save time and when you feel stuck, but make sure it does not replace your individuality. Suggestions are great, but your own insights are very valuable.

## Prompts for Customizing Your Resume:



- Tailor my resume to [insert job description](#) for an electrical engineering role at Trane Technologies.
- Using the resume and job description below, showcase 10 relevant skills I should highlight. [\[insert resume & job description\]](#)
- Take my experience as a software developer and identify which skills I should highlight if I'm looking to pivot into a role as a data analyst at Fraser Health.
- Update the experience section of my resume to make it sound more actionable. [\[insert resume\]](#)

## Prompts to Write Bullet Points:



- Write a resume bullet point list for an electrical engineering position, showing impact, numbers, including the keywords: [A, B, C, D, E, F]. Pick top 5 skills from job post.
- Write 4 resume achievements with numbers, based on these job duties.
- Write 3 bullet points that show I can manage multiple projects.
- Follow-up prompt: Other action verbs for “lead” and “coordinate”?



# ACE YOUR INTERVIEWS

# BCITSA Career Services Resources

Discover a wealth of exclusive resources on the Career Services website designed to empower your journey. From crafting compelling resumes and cover letters (including tips on leveraging AI like ChatGPT!) to mastering interview skills and developing effective job search strategies, we've got you covered.

## WHAT YOU'LL FIND:

Resume & Cover Letter Guides

AI & Career Insights

Interview Success Toolkit

Career Planning Essentials

Job Search Strategies

and more!

Scan the code below:



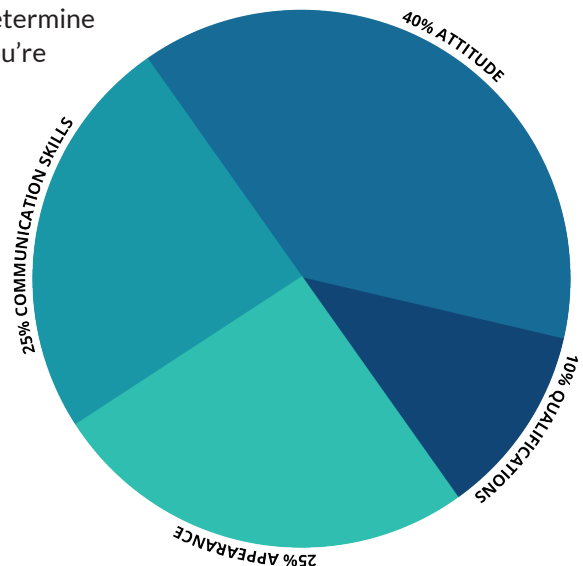
# Succeed at Interviews

Interviews are a great opportunity for you to find out more about the job and employer. Remember, they are not an exact science and no two interviews are alike!

Interviews are an opportunity for potential employers to determine your skills, attitude, experience, and interests in the role. You're usually invited for an interview after submitting a qualified resume and cover letter. Remember that if you have an interview, the employer is already interested in you!

When employers interview candidates, they focus more on their attitude, tidy appearance, and communication than their skills. Meeting somebody face-to-face allows your passion and strengths to shine through. You are no longer just a name on a resume!

Practice makes perfect, and it's likely that you'll attend several interviews before being offered a job. Maximize your chances of doing well in interviews using the tips on the next pages.



## The ABC's of Looking Good and Sounding Good

- Angle** Cameras are usually built into laptops or mounted on top of monitors. The camera should be either eye level or pointing down, never pointing up. Check how far away it is from you; a head-and-shoulders shot is most appropriate.
- Brightness** Have ample lighting in the room to ensure good picture quality. The light source should come from behind the camera to light your face. Practice in the lighting that will be available for your interview and adjust it accordingly.
- Clothing** Some outfits look better on camera, but dress just as good you would for an in-person interview to make a professional impression.
- Do/Don't**
  - DO:** Consider the company culture when choosing an outfit; wear solid colors (reds convey power, blues convey calm authority); wear a blazer if you have one.
  - DON'T:** Wear bright/patterned clothing; wear large or distracting jewelry; wear uncomfortable outfits (you may fidget).
- Energy:** Be lively! Your body language and temperament show on video, so avoid crossing your arms or wringing your hands. Place your hands on the table or in your lap, lean slightly forward, and make friendly eye-contact with your interviewers.



# Interview Formats

You may take part in more than one interview for a position, and these interviews could be over the phone, on video, or in person! Read through these pages to learn tips about each format, and remember that many tips can apply to multiple formats!

## Phone Interviews

Phone interviews are commonly used to screen candidates. An employer cannot pick up on non-verbal cues such as eye contact, hand gestures, and facial expressions during a phone interview. Use your tone of voice to convey enthusiasm and energy, and prepare well to demonstrate your skills and interest in the role. If you have been contacted without notice, and you feel unprepared or are not in the right environment to take a call, politely ask to reschedule.

- Some phone interviews are brief and their purpose is to clarify details, while others are longer and more formal. When scheduling one, it is reasonable to ask questions such as: Who will I be speaking with?, Is there any specific information you'd like for me to prepare?, and How long should I schedule the call for?
- Listen closely. Because you can't see the interviewer's body language you need to pay close attention to the words and tone of the questions being asked.
- Speak slowly and be succinct.
- Avoid slang, casual expressions, and filler words such as: "um, ah, like, so, sort of, you know".
- Standing up with good posture in professional clothing can affect how you sound and get you in the right frame of mind.
- Ensure that you are in a quiet location free from distractions.
- Have a glass of water close by.

## Video Interviews

You may be asked to submit a pre-recorded interview that you do on your own time, or you may be asked to attend a **Live Interview**. In a live interview you are interacting in real-time with the interviewer(s). Avoid issues with technology:

- Ensure you have a computer, tablet, or smartphone that is less than five years old.
- Ensure you have downloaded the right software (Skype, Zoom) and test it in advance to identify any problems.
- You can request help through the Library or A/V Services.
- Can you play YouTube videos? If so, then your internet connection is strong enough.
- If you don't have a built-in camera on your computer you can purchase a webcam.

If you are struggling with a question, ask the interviewer if it's ok to come back to that question and move on to the next! If you stumble while answering a question, it's an opportunity to show how you handle a setback: smile and gather your thoughts. Ask them to repeat the question or ask for clarification. Stay positive!

# Preparing For Your Interviews

There are many elements to consider before, during, and after your interviews.

## BEFORE

- ☐ Research the role, the company, and the industry (their latest projects, their main competition, trends in the industry). This way when asked, “what do you know about the role and/or company?,” you have something unique and informed to share.
- ☐ Practice interview questions using the formulas on the next few pages.
- ☐ Based on your research, prepare 3 informed questions that demonstrate your eagerness.
- ☐ Dress appropriately for your industry. If unsure of what to wear add this to the list of things you need to research.
- ☐ Use LinkedIn to find out more about those conducting the interview(s), if possible, as this allows you to find out if you have any shared interests.
- ☐ If this is in-person plan your route and arrive at least 10 minutes early. Don’t check in earlier, as most interviewers schedule appointments so applicants don’t meet each other.
- ☐ Gather a portfolio of work samples to show your breadth of experience, abilities, and talents.

## DURING

- ☐ Bring a professional case or portfolio, a pen, paper, and several resumes.
- ☐ Focus on the questions to ensure you understand. Don’t be afraid to ask: “Can you clarify the question?” or, “Can you repeat the question please?”
- ☐ Have positive body language; maintain eye contact, smile, and offer a handshake.
- ☐ Confidence is everything. Show the interviewer your personality and be confident in your ability to do the job.
- ☐ Observe the interviewers body language. Stop talking when they stop taking notes or stop smiling.
- ☐ Ask about the next steps in the selection process, if you haven’t already been told.
- ☐ Try to get business cards from the interviewers to make following up easier.
- ☐ Don’t forget to show samples of your work to back up your suitability!
- ☐ Ask at least one good question and thank all of the interviewers near the end of the interview.

## AFTER

- ☐ Follow-up if the timeframe discussed has passed. Be polite and professional (recruitment is unpredictable, and often take longer than anticipated).
- ☐ Write down the questions you were asked, and your answers. This way you can consider those you struggled to answer and practice your responses.
- ☐ If references have been requested, send them. Ensure your references know they will be contacted.
- ☐ If you don’t get the job, ask for feedback and thank the interviewers for their time. Also, let the employer know you would still be interested in future applications.
- ☐ Send a thank you email or handwritten card to the interviewers.

# General Interview Questions

General interview questions are some common questions asked across jobs and industries. These questions are to verify the information on your resume and to understand your motivation, key strengths, weakness, future career goals, and salary expectations.

- Tell me about yourself.
- How would a friend describe you?
- What interests you about our company?
- Why would you like to work with us?
- What is your greatest strength?
- What is your greatest weakness?
- Tell me something about yourself that's not on your resume.
- How would you describe your ideal work environment?
- What motivates you?
- What is important to you?
- Tell me about a time you didn't achieve a goal.
- What are your salary expectations?
- How do you deal with stress?
- What do you look for in a manager?
- Why should we hire you?
- Where do you see yourself in five years?
- If you could be any animal what would it be, and why?
- What flavour of soup are you?

## Questions and Answers in More Detail:

### “Where do you see yourself in five years?”

#### Why do they ask this?

- Identify if your career plans or goals fit in with the company.
- Discover if you care about the work and will stay with the company.

#### Mistakes to Avoid

- Phrasing your answer to make the role sound like a stepping stone.
- Positioning yourself as competition for anyone interviewing you by speaking about specific job titles such as a manager.

#### If the job is related to your goals...

Share your genuine goals with some specifics. For example, if you're being interviewed for an accountant position with an accounting firm where they want a future CPA and you know your goal is to become a CPA, share that. And add specifics about the sort of clients you hope to work with, which will help your answer sound genuine, not canned.

#### If the job isn't really related to your goals...

Think about where this position could realistically take you and talk about how that aligns with some of your broader professional goals. Focus on the skills and experiences you hope to gain rather than on specific job titles. Explain what your plans to contribute to the company would be if you were to land the role.

#### Sample Answer:

“I'm really excited about this position at Clear Consulting because, in five years, I'd like to be seen as someone with deep expertise in the energy sector, and I know that's something that I'll have an opportunity to do here. I'd also be very happy to take on more responsibilities here in the next five years and potentially even take the lead on some projects.”

## “Tell me a little bit about yourself...”

### Why do they ask this?

- Break the ice and help you transition into a business mode.
- See how you summarize yourself as a fit for the position.

### Mistakes to Avoid

- Don't start with your name or where you are from.
- Don't give too many personal details or too lengthy of a response.
- Don't talk about all the details of your experience and skills, interviewers will have follow-up questions about them. Answer in under 1 minute.

### Sample Answer

“I will be graduating this December with an Accounting Diploma from BCIT. At BCIT, I completed a number of hands-on accounting projects and volunteer work for tax-clinics with community organizations. Through my training and volunteer work, I developed my competency in handling general accounts receivable & payable and performing general payroll functions. I believe that my accounting experience, ethical standards, and professionalism would make a valuable contribution to your team.”

## The PAWS Formula

The PAWS formula is a particular strategy for answering interview questions. By keeping this acronym in mind, you can be more prepared for unexpected questions.

### Personal

What is it about the company and/or role that you are interested in? This would be a great time to use an interesting anecdote to describe your journey so far and why you are here.

### Academic

Describe how your education and training relates to the position. Focus on subject areas you are passionate about.

### Work

Mention any work or volunteer experience that would be useful to the role, and outline your achievements. What value did you add to your positions?

### Skills

Describe the skills you developed and demonstrated formally and informally, and how they relate to the job that you are applying for now. How did you develop them and why? When have you used them?

## Study the Job Posting

- Consider what the company is seeking in a candidate.
- Think about what questions they might ask, and why they would ask them.
- Interpret their intention or concerns.
- Have strategies for your answers.
- Practice your answers!

## “What is your greatest weakness?”

### Why do they ask this?

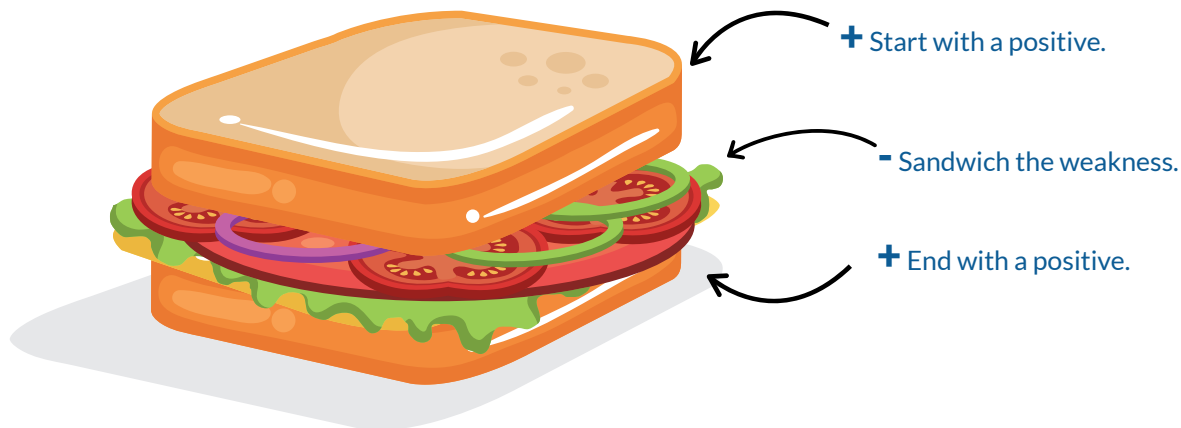
- Identify major red flags regarding your experience, skills, or personality.
- Assess your self-awareness and honesty.
- Discover if you’re committed to personal growth and overcoming challenges.

### Mistakes to Avoid

- Mentioning critical weakness related to the key requirements of the job.
- Lying or using one of the common answers (perfectionism, public speaking).
- Spending too much time talking about your flaws.

### 3 Strategies for this Question

1. Refer to it as a past issue. Show how you have taken steps to overcome it, or are currently improving on this weakness.
2. Think about something that isn’t your strong suit (for example, one of the asset skills that you don’t meet yet). Make sure that the weakness you’re going to use is minor enough not to raise red flags and is a “fixable” problem.
3. Use the “**Sandwich**” Method:



### Sample Answer:

“I really enjoy working in a team and I believe that teamwork is important in this field. In the past, I once had a hard time letting go of control of a project by sharing tasks with others. I was convinced that I could do it all on my own and that asking for help would be taken as a sign of weakness. This led to me taking on too much responsibility and overwhelmed me, resulting in me being frustrated. It hasn’t been easy learning to let go, but I’ve been working on trusting others and sharing the responsibilities for projects. As a result, I have been able to really accomplish some incredible things.

Now I clearly see the value of cooperation on a deeper level. I also understand that projects, which would have been fine if I had done on my own, are way better as a result of the input and work of the entire team.”

# Behavioural Interview Questions

Many interviewers use behavioural-style interview questions in their interview question mix. These questions call for you to describe a specific example from your previous experience. This is likely to predict how you will behave in the future.

Respond effectively to behavioural interview questions by providing a specific example, told as a success story, that showcases the relevant skill or experience in a focused and descriptive way. Use the **STAR formula** to help prepare!

## Sample Behavioural Interview Questions:

### Analytical

Tell me about a time when you had to analyze information and make a suggestion.

### Problem Solving

Tell me about a situation where you had to solve a difficult problem.

### Communication

Tell me about a time in which you had to use your written communication skills in order to get a point across.

### Decision Making

Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

Tell me about a difficult decision you had to make within the past year. Give me an example of a time when you had to make a decision without all the information you needed.

### Creativity/ Innovation

Tell me about a problem that you've solved in a unique or unusual way.

Tell me about a time in which you took initiative.

### Integrity/ Honesty

Describe a time when you were reprimanded for doing what you thought was right.

Give an example of a policy you conformed to with which you didn't agree.

### Leadership/ Initiative

Tell me about a time when you delegated a project effectively.

Give me an example of a time when you motivated others.

### Interpersonal

Give an example of working with someone who was difficult to get along with.

Tell me about a time when you disagreed with your boss. What was the nature of the disagreement, and what did you do about it?

### Goal Setting

Tell me about a goal that you set and did not reach.

Tell me about a goal that you reached and are most proud of.

# Using the STAR Formula

The PAWS formula is a particular strategy for answering interview questions. By keeping this acronym in mind, you can be more prepared for unexpected questions.

## The STAR Formula

<b>Situation</b>	Begin with a brief description of the situation to provide context. Where were you working? What role were you in? When did this take place?
<b>Task</b>	Explain the task(s). What needed to be accomplished? Was there a problem?
<b>Action</b>	What did you do? Approximately 80% of your response should be focused on the action as it demonstrates the skills you utilized.
<b>Result</b>	What was the result? Be sure to wrap up your story with an ending that is positive if possible. If not, explain what you learned from the situation. People often forget this.

The goal is not to write a script and memorize your answers. Instead, use the STAR formula to create an outline of your response by jotting down bullet points for each of the key aspects of the story.

## Examples of the STAR Formula

<b>S/T = Situation &amp; Task</b>	During my last co-op work term, I worked as a marketing coordinator and was assigned to assist our Events Manager to organize the company's annual charity golf tournament. The tournament hosts over 70 partners and suppliers for a day of golf, a gala dinner, and a silent auction.
<b>A = Action</b>	<p>When I met with my colleague to plan, she said I would be working on the guest list and invitations to start. Related to this, she expressed concern about a drop in attendance over the last two years and the impact that had on achieving the fundraising goal. I proposed we conduct a quick online survey to all invitees from the past two years.</p> <p>I suggested this would give us insights into why some didn't participate, and for those that did, we would get an idea of what to continue and what to change or improve. I have experience with survey tools; I had researched them for a class project and made a recommendation for one to use.</p>
<b>R = Result</b>	<p>I designed the survey questions and, with approval, sent it out. We got a 76% response rate which we were pleased with. I analyzed the results and then presented the findings to my colleague. Based on the feedback, I recommended to move the event one month earlier, from June to May, to help increase attendance. The survey process was low cost and took just over two weeks.</p> <p>The events team is now sending an online survey following each tournament as a best practice. I'm also pleased to say that attendance at the golf tournament rebounded and was up 10%.</p>



# Your Turn!

## Asking Questions During an Interview

### Why to Prepare Questions:

It is expected. If you don't ask at least two questions, you will appear disinterested, or worse, less intelligent and engaged than a prospective employer would like.

Asking questions allows you to discover details that employers otherwise may not have shared.

### How Many Questions?

It is recommended to ask at least two questions. You should have at least four questions prepared in case your original two are answered through the course of the interview.

### What Should I Ask?

Ask questions that demonstrate your keen interest in the company or that allow you to further highlight some of your qualifications.

Do not ask questions that show your lack of research on the company.

Avoid questions regarding pay and benefits. You can ask those questions after you've been offered a job.

### Sample Questions

- "What's most important to a strong cultural fit with your company or team?"
- "What qualities do you look for in a new employee?"
- "What are the characteristics of your most successful employees?"
- "What is the best experience that you have had working for this company?"
- "Is there anything I've said that makes you doubt I would be a great fit?"
- "What are biggest challenges of this job?"
- "As a manager of this department, what is one major challenge you are facing these days, and how do you expect a new person in this role to support you in handling that challenge?"
- "What duties do you consider to be most important in this role?"
- "What skills or personal qualities do you think are critical for success here?"
- "What are your department's biggest priorities for the upcoming year, and how would I (or the person in this role help you accomplish them?"
- "If hired, what are the three most important things you'd like me to accomplish in the first 6-12 months?"
- "What's your timeline for making a decision, and when can I expect to hear back from you?"

# Other Documents: Professional References

Your reference sheet can be taken when you go for an interview and provided to the interviewer at the end of the interview if requested. Try to list at least three professional references.

Consider asking:

- Current or previous supervisors from work or volunteer experiences.
- Instructors/teachers.
- Club executives.
- Sports coaches.

Typically you want to select professional references that have acted in a supervisory role to you, someone that would be able to speak to your work ethic and level of skill. In addition to supervisors you might be able to include previous colleagues.

## Formatting your References Sheet

Include the exact same letterhead you have at the top of your resume and cover letter on the top of your reference sheet.

This ensures consistency and looks very professional.



## John Smith

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john.smith@gmail.com | linkedin.com/in/johnsmith

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### References

#### Reference's Full Name Position

Company:

Phone:

Email:

Short sentence describing their relationship to you.

#### Reference's Full Name Position

Company:

Phone:

Email:

Short sentence describing their relationship to you.

#### Reference's Full Name Position

Company:

Phone:

Email:

Short sentence describing their relationship to you.

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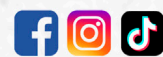
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