



VIRGINIA BANKERS ASSOCIATION
BANK INTERNSHIP
PROGRAM

Resumés, Interviews, and HR Best Practices Workshop



Resumés

The “Do’s” of Resumés

▶ Master Resumé

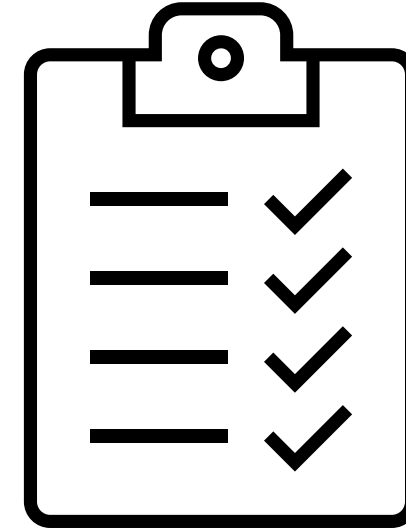
- ▶ Optional
- ▶ Starting point
- ▶ Info dumping
- ▶ Helpful for updates and tailoring

▶ Sections

- ▶ Do you have the rights ones?
- ▶ What is relevant to the job?
- ▶ What do you want them to know about you?
- ▶ Do not add things they do not need to know



The “Do’s” of Resumés (con.)



▶ Formatting

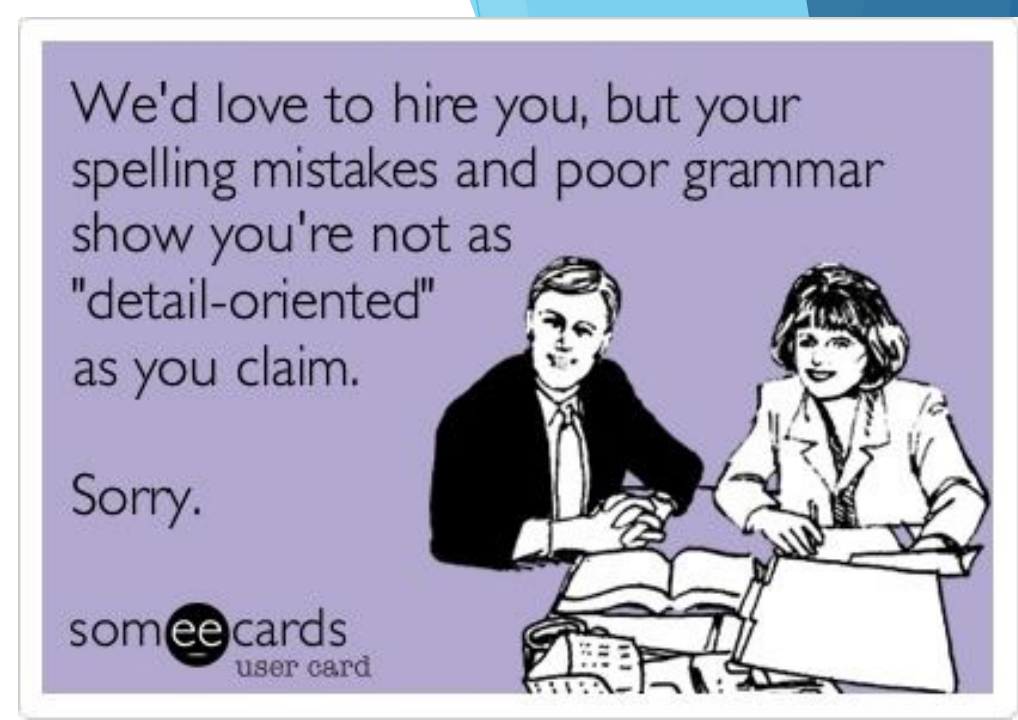
- ▶ Big bold name
- ▶ Clean with good white space
- ▶ Structured and aligned
- ▶ Reverse chronological order

▶ Content

- ▶ Relevant
- ▶ Concise but thorough
- ▶ Grammar
- ▶ Action Verbs
- ▶ Consistency (past/present)

The “Do Nots” of Resumés

- ▶ Poor grammar and spelling
- ▶ Excessive job hopping
- ▶ Lack of matching experience or skills
- ▶ Too much/ too little info
- ▶ Contradictory info*
- ▶ False Info
- ▶ Too many pages





Additional Information

- ▶ References do not need to be listed on the resumé
- ▶ Once you graduate from college, remove high school information
- ▶ Utilize font size, italics, and bolding to help break up sections
- ▶ Include relevant clubs, leadership, and volunteer experience
- ▶ Abbreviations should be spelled out/explained

Adding This Summer Experience to Your Resumé

- ▶ Skills that you've gained:
 - ▶ Customer service skills
 - ▶ Communication skills
 - ▶ Time management/multitasking skills





Resume Feedback

- ▶ Order of experience - remember: reverse chronological
- ▶ White space/even spacing
- ▶ Content/wording - try to keep it relevant and grammatically correct
- ▶ Tenses - past v. present and keep it consistent
- ▶ State abbreviations - please abbreviate
- ▶ Excess information - exact dates, extra schooling, etc.
- ▶ Section names - make sure they are accurate
- ▶ Section order - order of importance
- ▶ Save formatting by saving as a PDF
- ▶ Adjust spacing and margins for what you need



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Example Resume

POWELL FINWOOD

BUSINESS CONSULTANT

+123-456-7890

hello@reallygreatsite.com

123 Anywhere St., Any City

ABOUT ME

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EDUCATION

Borcelle University

Bachelor of Business Management

2010 - 2013

3.8/4 GPA

Borcelle University

Bachelor of Business Management

2010 - 2013

3.8/4 GPA

EXPERTISE

Management Skills

Digital Marketing

Negotiation

Critical Thinking

Communication Skills

EXPERIENCE

Business Consultant

Jan 2022 - Present

Liceria & Co.

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Business Consultant

Jan 2018 - Nov 2022

Liceria & Co.

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Business Consultant

Dec 2015 - May 2017

Liceria & Co.

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CERTIFICATION

Digital Marketing Manager

Arowwai Business Academy

2014 - 2015

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Digital Marketing Manager

Arowwai Business Academy

2016 - 2018

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VIRGINIA BANKERS ASSOCIATION
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Example Resume



Contact

Phone
123-456-7890

Email
hello@reallygreatsite.com

Address
123 Anywhere St., Any City

Education

2008
Enter Your Degree
University/College

2008
Enter Your Degree
University/College

Expertise

- UI/UX
- Visual Design
- Wireframes
- Storyboards
- User Flows
- Process Flows

Language

English
Spanish

Mariana Anderson

Marketing Manager

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Experience

2019 - 2022
Company Name | 123 Anywhere St., Any City
Job position here

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2017 - 2019
Company Name | 123 Anywhere St., Any City
Job position here

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2015 - 2017
Company Name | 123 Anywhere St., Any City
Job position here

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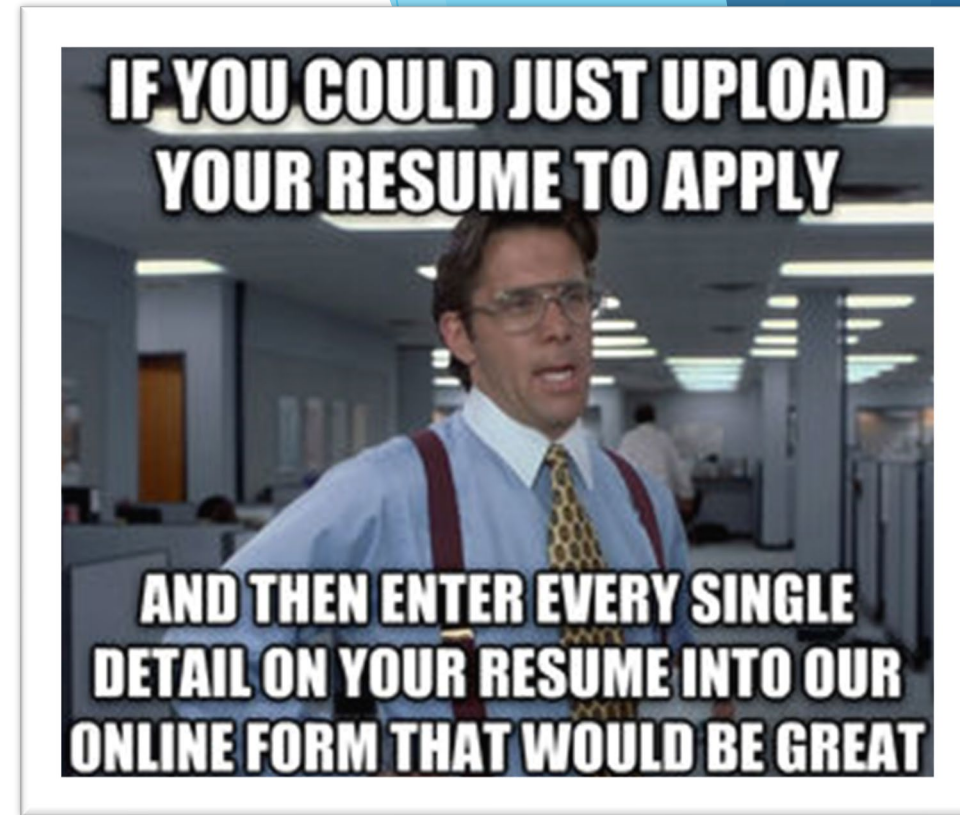
Reference

Name Surname
Job position, Company Name
Phone: 123-456-7890
Email: hello@reallygreatsite.com

Name Surname
Job position, Company Name
Phone: 123-456-7890
Email: hello@reallygreatsite.com

Notes on Applications

- ▶ Check your spelling and grammar
- ▶ Follow directions/complete it
- ▶ Feedback:
 - ▶ “When reviewing an application, if they do not want you to contact their previous employer, that is always a red flag for me. I can totally understand not contacting your current employer, but if you have indicated for me not to contact your previous employer and you have no explanation written out on your application, then it is a total red flag.”





Interviews

Remember...

- ▶ *You are interviewing them as much as they are interviewing you!*



Phone Interviews

- ▶ 15-30 minutes
- ▶ General topics
 - ▶ Do you understand the role?
 - ▶ Do you have relevant experience?
 - ▶ What are you looking for?
- ▶ Tips:
 - ▶ Speak clearly
 - ▶ Don't get distracted
- ▶ Goal: is it worth it to move forward?





Before You Go...

- ▶ Research the company
 - ▶ What do they do?
 - ▶ What do they stand for?
 - ▶ Why do you want to work for them?
- ▶ Prepare answers to standard questions
- ▶ Write out some questions to ask them
- ▶ Know your resume and experience inside and out
- ▶ Pick your outfit ahead of time
- ▶ Grab something to take notes with (not electronic!)



Candidate Questions

- ▶ Why is this position available?
- ▶ How would my performance be evaluated?
- ▶ What kind of growth opportunities are there for this position?
- ▶ How long have you (the interviewer) worked here?
- ▶ What do you like about working here?



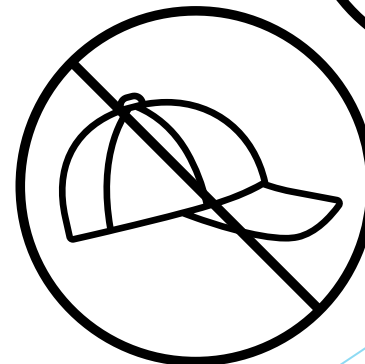
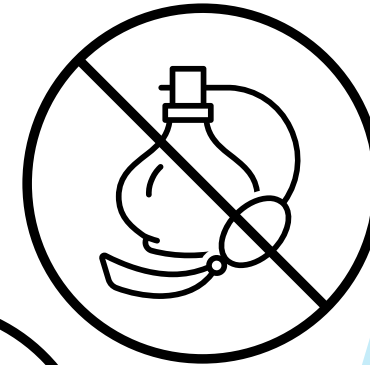
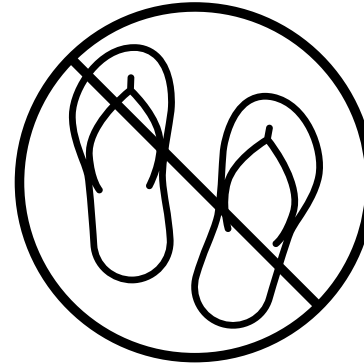
The “Do’s” of Interviewing

- ▶ Dress professionally
- ▶ Arrive early
- ▶ Speak politely to everyone
- ▶ Smile and make eye contact
- ▶ Listen carefully
- ▶ Ask clarifying questions
- ▶ Speak clearly
- ▶ Take notes
- ▶ Ask them questions
- ▶ Put your phone away



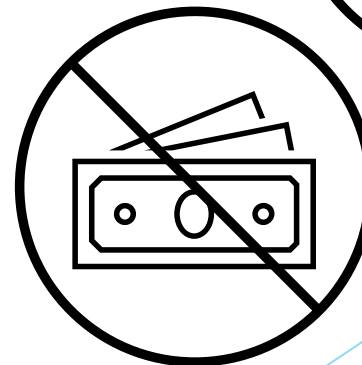
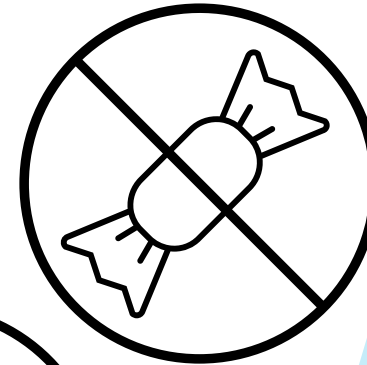
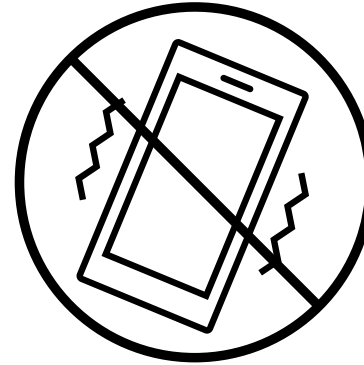
The “Do Nots” of Interviewing

- ▶ Be late
- ▶ Wear a “loud” outfit
- ▶ Dress casually
- ▶ Wear strong perfume/cologne
- ▶ Interrupt
- ▶ Overshare
- ▶ Cross your arms



The “Do Nots” of Interviewing

- ▶ Use filler words
- ▶ Chew gum
- ▶ Check your phone
- ▶ Talk badly about previous jobs/bosses
- ▶ Show a lack of interest
- ▶ Focus on money
- ▶ Lie/ oversell yourself



Virtual Interviews

- ▶ Treat it similarly to in-person
 - ▶ Dress professionally
 - ▶ Speak clearly
 - ▶ Prepare questions and answers
 - ▶ Stay focused
- ▶ Good lighting
- ▶ Quiet area
- ▶ Be aware of your background





Additional Insight

- ▶ *“When conducting the interview, what is the deciding factor for you that will automatically eliminate the candidate from consideration?”*
 - ▶ Not answering the questions that were asked
 - ▶ Someone that I have “drag” the answers out of
 - ▶ Canned language that seems “too good to be true”
 - ▶ Unprofessional look and behavior
 - ▶ Lack of Motivation
 - ▶ Negativity

After You Go...

- ▶ Write a Thank You note or email
- ▶ Connect with interviewers on LinkedIn





Human
Resources

A Timeline of the Hiring Process

Day 1

- Job Posted

Day 10-20+

- Resumés Collected

Day 30+

- Phone Interviews

Day 30-45

- 1st Interviews

Day 45-60

- 2nd Interviews

Day 60

- Job Offer Made

Social Media

- ▶ Know your “friends”
- ▶ Be careful what you post
- ▶ If you have to think twice, don’t post
- ▶ Companies will look at your social media

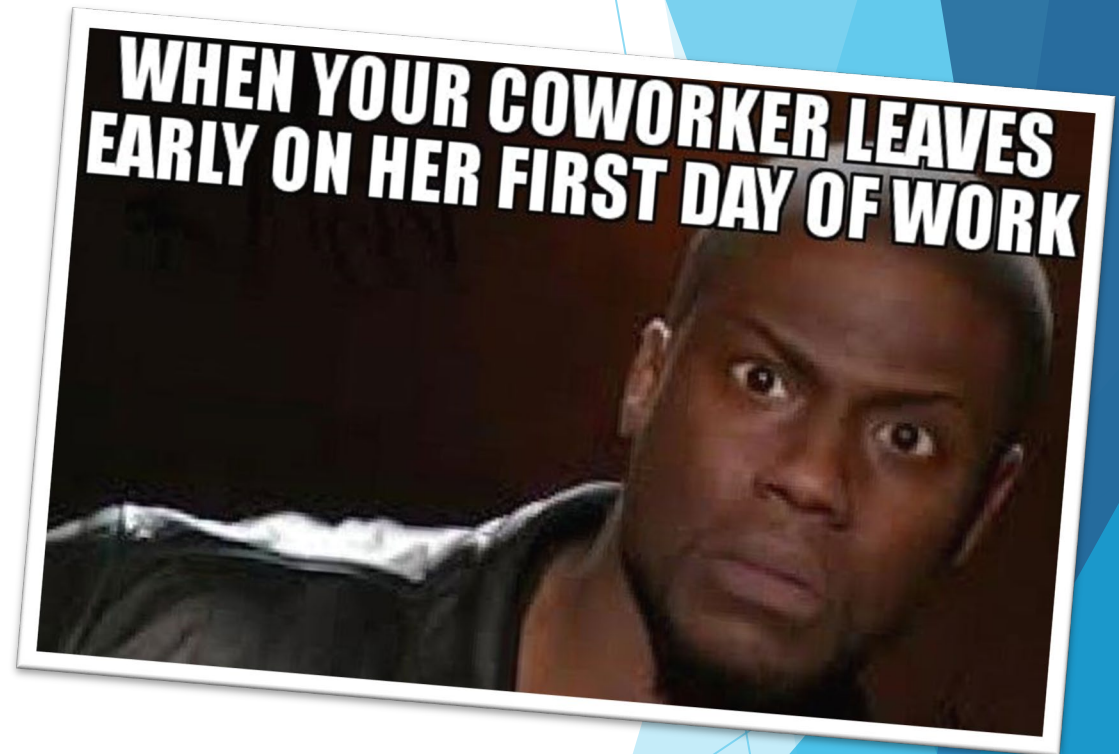


Additional Insight

- ▶ *What are some behaviors that the candidate must have to be successful in your bank's culture?*
- ▶ Effective communication skills
- ▶ Honesty and integrity in their actions
- ▶ Authenticity
- ▶ Team player attitude
- ▶ Initiative
- ▶ Professional appearance
- ▶ Flexibility
- ▶ Adaptability
- ▶ Willingness to learn
- ▶ Accountability
- ▶ Positive attitude
- ▶ Organization

Remember...

- ▶ *The interview doesn't stop once you accept the job.*





Questions?