



Memorial Sloan Kettering  
Cancer Center

# Career Resources Guide



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Cancer Center

**Dear Colleague,**

Thank you for your service to MSK. We recognize the difficulty you face in this situation and have designed the following resources to help guide your career search following your departure from MSK.

In the following pages, you will find tools intended to help you find and prepare for your next role, including a job search checklist, resume templates, networking best practices, and interview preparation techniques.

We hope that you find this information helpful as you begin this process.

Kind Regards,

Jenna Sandker  
Director of Talent Acquisition

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# Getting Started

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## Before you begin...

Prioritize your time each day to focus on your job search and think of this as your 'job' until you find new employment.

Take your time completing applications and tailoring resumes and cover letters to avoid errors. Ask a friend or family member to proofread your materials. If you do not have access to the internet or a computer, the public library will offer free access. Many companies also have mobile-friendly websites that only require a smart phone to apply.

### Job Search Checklist

Follow these steps as you begin your job search.

- ☐ Create or update your resume.
- ☐ Create or update your personal profile on LinkedIn.
- ☐ Visit job sites to search for open positions.
- ☐ Network with friends & family about potential opportunities.
- ☐ Track the applications that you submit so you can follow up easily.



*The resources included in this guide are recommendations for your job search. This does not serve as an endorsement of any external websites or vendors. There are many options and completion of all items in this guide may not guarantee results. We encourage you to remain patient in your search, and to utilize resources available to you.*

# Updating Materials

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## Crafting a Resume

**A standout resume is key to a good first impression when applying for a new job. It provides a snapshot of your skills and experience.**

### Things to Keep In Mind:

#### Impact & Showing Success

- It's important to show the impact you've made in previous roles. This may include sharing the scope of your role, or the impact you made in providing a service. For example, instead of saying "Reached out to suppliers for data", say "Reached out to 25 suppliers and conducted meetings to receive data for 500 parts."

#### Skills

- Include your skills — both technical (technical systems and tools) and transferrable skills.

#### Proper Grammar

- Keep tense consistent — present tense for current position bullets, past tense for all past position bullets.
- Capitalize formal names, proper nouns, company names, software tools, cities, states, educational institutions.

#### Font

- Limit italics and bold to company names and position titles. Keep it clean and professional. No fancy fonts!

#### Resume Length

- The length of your resume should be dependent on the length of experience in your career. Try not to exceed two pages, and keep to one page if you are early in your career.
- Try to limit the description of each role to 3-7 bullet points.
- Remember that impressive, targeted achievements matter most.

#### Your MSK Experience

- Incorporate your goals and/or feedback from previous performance conversations as you showcase your MSK experience.
- Include position elimination message, for example: Due to restructuring, my position was eliminated.

### Getting Started:

Hold the camera to the image and click the link when it appears.



**Resume Samples**  
provided by Microsoft



**Free Online Tool to**  
Build Your Resume

# Updating Your Resume

## Resume Checklist

Make sure you include these sections in your resume.

### Contact Information

- ☐ Full Name, phone number, email address, and link to your LinkedIn profile.

### Skills & Areas of Expertise

- ☐ Provide examples of specific skills in list form under your header.

### Work Experience

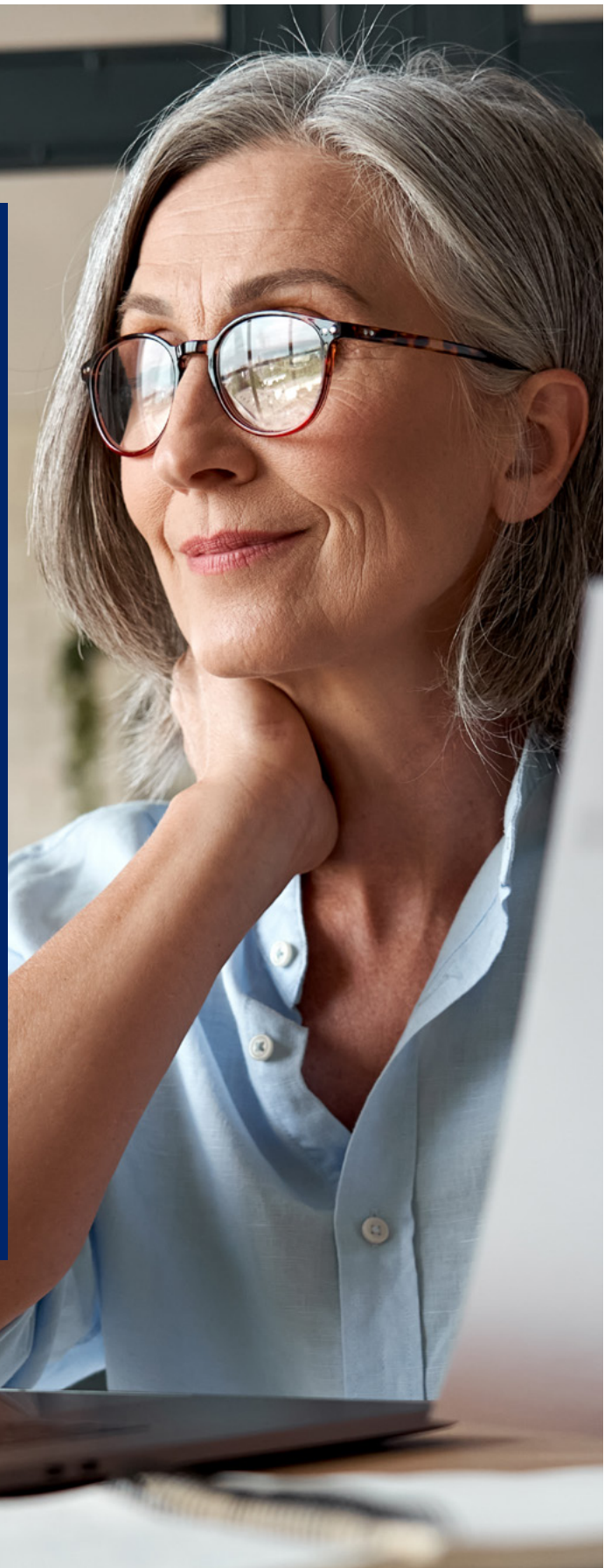
- ☐ List your experience starting with the most recent.
- ☐ Include company name, location, job title, and start/end dates (be sure to include the month and year).

### Education and certifications

- ☐ List your highest formal education, and include name of school, location, degree.

### Additional information

- ☐ Include any awards, recognitions, languages, interest or activities you feel are relevant to your career.





## Taylor Smith

(XXX) XXX-XXXX | taylor.smith@gmail.com

### Summary

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Proven track record of successful financial management and administration of grants. Proficiency in administrative supervision. Skilled grants manager with extensive experience with large NIH grant portfolios. Strong and persuasive writer in a broad range of formats. Proficient in fostering positive interdepartmental and interinstitutional relationships. Adept at initiating and managing multifactor projects. Areas of expertise include:

Grant writing  
Pre-award and Post-award experience  
NIH Grants, Foundation

MS Office Suite: Access  
Outreach  
Project work

### Professional Experience

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**Hospital Name, New York, New York**  
*Manager, Grants Administration*

*May 2021 - Present*

- Prepare and compile all components of each grant submission, ensuring the proposal is formatted, packaged, and submitted, according to granting agency requirements
- Manage time with efficiency to meet multiple deadlines, maintain workflow of proposal QC review process and finalization
- Serve as a liaison across teams to ensure contract execution and program management remains on track, liaise with grantors and partners by responding to inquiries, gather appropriate documentation
- Maintain tracking and research documentation of submissions, grantor submission requirements/ process information
- Assist in training of Grant Associates, strengthening team consistency and excellence

**Medical Center Company Name, New York, New York**  
*Grants Specialist*

*March 2019 - May 2021*

- Led, reviewed, and processed pre and post sponsor awards for financial and research compliance
- Tracked status of proposals and provides additional information as required by funding source facilities the development and submission of reports in accordance with grantor guidelines
- Monitored the collection of data to measure grant program effectiveness, create reports, studies, and analysis

### Education

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**Syracuse University**  
*Bachelor of Arts in Economics*

**Member of Alpha Epsilon Pi Fraternity**  
*Vice president*

### Additional Information

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Languages: Fluent in Spanish  
Interests: Surfing, French Cuisine, International Travel, Hiking

## Belle Xavier

732-000-1234 | Firstname.lastname@gmail.com

### Summary

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Motivated, customer-service focused leader excited to drive operational impact and deliver on department and organization-wide initiatives.

### Professional Experience

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#### New York City Hospital, New York, New York

August 2018 - Present

##### Environmental Services Supervisor

- Supervise a 300-bed trauma level III acute care facility and staff of 20.
- Implemented a new training handbook for new hires joining Environmental Services department.
- Ensured productivity through effective chemical monitoring and decreased waste by 15% in 2022.
- Maintained supply levels and remained under budget for purchasing costs through collaboration with colleagues.

#### Starbucks, New York, New York

March 2019 - May 2021

##### Hospitality Lead

- Earned 1st place in 2018 for Starbucks' cleanliest location in NYC.
- Improved customer service scores in 6 months from average to excellent.
- Implemented an employee reward program that decreased absences by 15%.

### Skills

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- |                                   |                         |
|-----------------------------------|-------------------------|
| • Communication                   | • Training & mentorship |
| • Collaboration                   | • Process improvement   |
| • Commitment to quality standards | • Employee engagement   |

### Education

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#### Bayville Central

##### High School Diploma

### Activities

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Coach youth basketball  
Volunteer monthly at the local food bank  
Prep for upcoming NYC marathon

## Showcasing Your Skills

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**Transferrable skills are abilities or expertise which may be used in a variety of ways. They are not job-specific and are developed throughout life, both on and off the job.**



### How can you identify your transferrable skills?

Highlighting your transferrable skills are a way to show you can successfully do the job, even if you aren't an exact match to the job description.

- Job posting search — once you identify opportunities you want to pursue, create a list of the skills in each job and match them with the skills you've developed over time.
- Self-analysis — start with your own skills and see which jobs they align with. A great tool in identifying your strengths, skills and assets is an in-depth examination of your experience, duties and your daily life.

### Identify Your Skills:

Use helpful online tools to identify your own skills:

[Career Assessment](#)

[Skills Matcher](#) helps you identify your skills.

[My Skills My Future](#) – enter your previous occupation to see types of careers your skills and experience will transfer to.

[O\\*NET](#) - look up your strongest skills to see which occupations match them best.

## Preparing Your Cover Letter

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**A cover letter is your opportunity to show the reasons why you are qualified for the job. Although they are not always necessary, be sure to include one if the application specifically asks for one.**

### Things to Keep In Mind:

#### Personalize your Cover Letter to the Job

- Use this as an opportunity to explain the details that are on your resume and not just reiterate them.
- Apply your own experience to the specific role.
- Pretend this is an interview. Speak to your skills and let your personality shine!
- Acknowledge the organization restructure and that your position was affected. Use this sample message in your cover letter:  
Due to restructuring, my position at Memorial Sloan Kettering Cancer Center was eliminated.

#### Format

- Utilize traditional business letter format. Use spelling and grammar check.
- Hiring teams may use your cover letter as a writing sample.

#### Research

- Brush up on your knowledge about the employer and industry you are applying to and relate your skills to their goals.

### Getting Started:

Hold the camera to the image and click the link when it appears.



**Cover Letter Samples  
provided by [Indeed.com](https://www.indeed.com)**



# Crafting a Cover Letter

## Cover Letter Checklist

Make sure you include these sections in your cover letter.

### Heading

- ☐ Full Name, phone number, email address, and LinkedIn profile/any other relevant social media link.

### Address Your Cover Letter

- ☐ Name of hiring manager/recruiter and title (if available), company name, and location/address.

### Salutation

- ☐ Use a greeting such as “Dear Hiring Manager” or “Dear Hiring Team”.

### Attention Grabbing Opening

- ☐ Include a clear and direct introduction statement that includes the reason you are applying for the position and how you found the opportunity.

### Showcase Your Skills & Experience

- ☐ Show how your skills and experience are related to the position and what you can offer.

### Unique Qualifications

- ☐ Point out any specific achievements, certifications and unique qualifications that make you stand out.

### Concise Closing

- ☐ Restate your excitement about the opportunity and politely express desire for an interview and flexibility for the time and place.
- ☐ Always include a thank you message for taking the time to review your application.





**Casey Jones**

Address  
City, State, Zip Code

**January 1, 2023**

Hiring Manager  
Company  
Company Street Address, City, State, Zip Code

Dear Hiring Manager:

Please accept this letter and the attached resume as an indication of my sincere interest in the open Certified Nursing Assistant position at [Company Name] that I found on [Source Name].

As a Certified Nursing Assistant with 2 years of experience in supporting professional nursing staff, I apply with enthusiasm for this opportunity. I currently work as a CNA at [Hospital] where I provide care to 98 patients of varying acuity across the age spectrum. This includes daily living assistance such as serving meals and feeding patients as well as ambulating, turning, and positioning. I also monitor patient stability by checking vital signs, weight, and blood glucose, and record intake and output information. In addition to closely collaborating with ancillary staff and communicating with care teams and co-workers regarding patient condition, I participate in quality and performance improvement projects to ensure excellence in the delivery of care.

As well as my CNA license, I am currently pursuing a Bachelor of Science in Nursing (BSN). I have knowledge of nursing processes, patient assessment and nursing standards, and hospital policies and procedures, as well as sound pharmaceutical, math, and computer skills.

Due to the impact of the global pandemic, the hospital is reducing staff numbers, so unfortunately, my position is ending. I am therefore seeking an equally stimulating opportunity where I can make meaningful impact on the quality of life for patients. Please find attached my resume for your consideration. Thank you very much for your time. I look forward to hearing from you regarding next steps.

Sincerely,

Casey Jones

**Belle Xavier**

New York, New York | 732-000-1234 | lastname@gmail.com

**January 1, 2023**

Company Name  
Company Address  
New York, NY 10000

Dear Recruitment and Hiring Team,

I was excited to see your job post for an Environmental Services Supervisor. It's hard to live in New York City and not hear regularly the incredible work happening at [your company].

Hoping my resume stands out and highlights both my top skills and accomplishments that would be an asset to your team. I think I could make an impactful difference in all the areas you're seeking support considering my previous hospitality and healthcare experience.

Additionally, I pride myself on being motivated, reliable, and eager to learn. I'd be delighted to speak with you further and share how my skills can add value to the Environmental Services department.

Thank you so much for your consideration.

Best,

Belle Xavier

## Optimizing Your LinkedIn Profile

**LinkedIn is the top professional job search platform ideal for identifying job opportunities, professional development, and networking opportunities.**

### Getting the Most Out of LinkedIn

- Include relevant keywords.
- Highlight your best skills (up to 50).
- Craft a creative headline.
- Update your photo should only be of you, professional, and without sunglasses or other distracting accessories.
- Showcase your work experience and career story.
- Build your network and add connections.
- Participate! Join groups & comment on posts.
- Follow companies where you'd be interested in working.
- Get the [#OpenToWork photo frame](#) and update your preferences.

#### Step one -

Click the **"Open to"** button underneath your profile image **Step**

#### two -

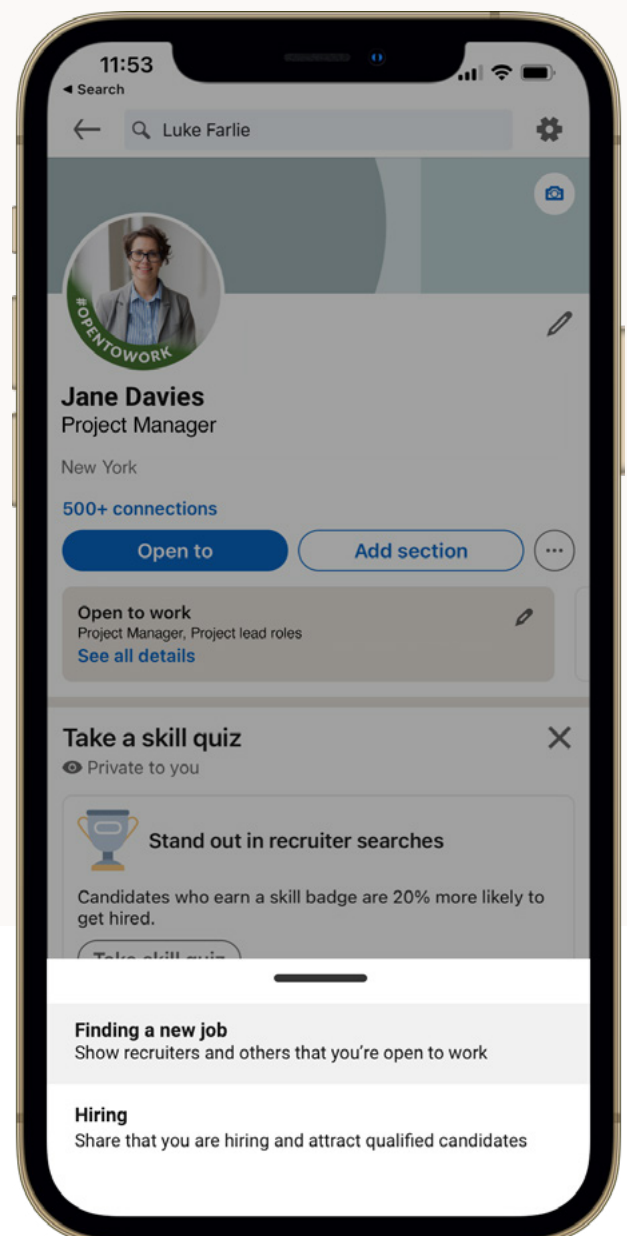
Select **"Finding a new job"** and update your preferences

### New to LinkedIn? Start here

[How to sign up for LinkedIn](#)

[What is LinkedIn and how can I use it? Powerful](#)

[keywords for your LinkedIn profile](#)





# Resources

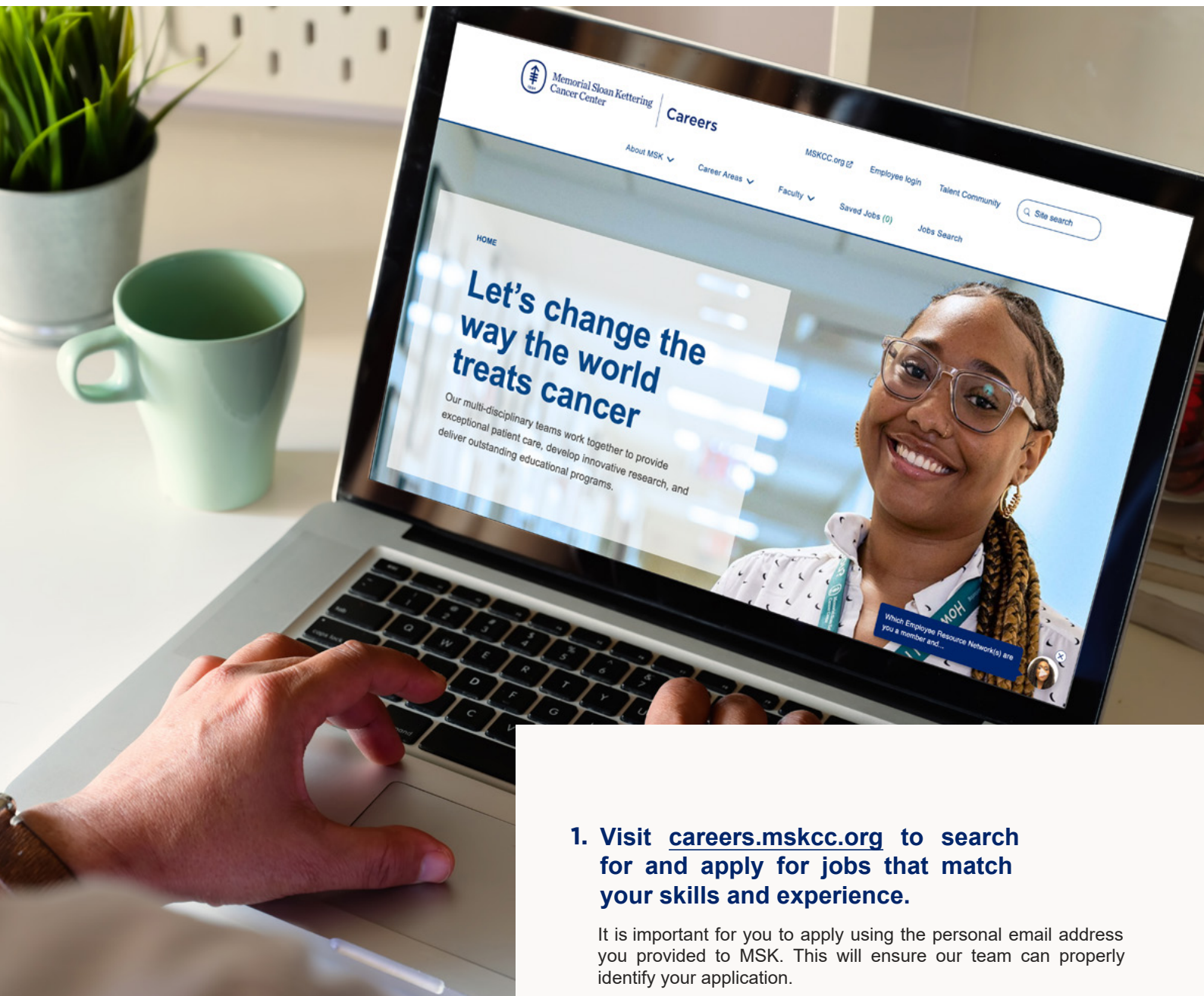
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## Applying for a New Job at MSK

Although institution positions were eliminated, we are still recruiting for a small number of critical roles at MSK.

Talent Acquisition will prioritize recently separated MSK employees as we look to fill these few available jobs. If you would like to be considered for any of these positions, please follow these steps:



1. Visit [careers.mskcc.org](https://careers.mskcc.org) to search for and apply for jobs that match your skills and experience.

It is important for you to apply using the personal email address you provided to MSK. This will ensure our team can properly identify your application.

2. You will be contacted by a member of the Talent Acquisition team to schedule a call within 48 hours, if you apply with the same email address provided to MSK upon your departure.

# Where to Search for Jobs

Many companies use a variety of places to post their jobs. Here is a list of some suggestions to get started.

## Search for Temporary Job Posting Websites & Staffing Agencies

### General Jobs

[LinkedIn](#)  
[Indeed](#)  
[Glassdoor](#)  
[ZipRecruiter](#)  
[The Muse](#)  
[Monster](#)  
[CareerBuilder](#)  
[Google Jobs](#)

### Clinical Jobs

[Hospital Careers](#)  
[Nurse.com](#)  
[Health Jobs Nationwide](#)  
[Health Careers](#)  
[Career Vitals](#)  
[MomMD](#)  
[MD Jobsite](#)  
[iHire Pharmacy](#)

### Digital/IT Jobs

[Stack Overflow](#)  
[GitHub Jobs](#)  
[The Muse](#)  
[AngelList](#)  
[Dice](#)  
[Hired](#)  
[BuiltIn](#)  
[CrunchBoard](#)  
[Jobspresso](#)  
[Remote Tech Jobs](#)  
[TripleByte](#)  
[Mashable Jobs](#)  
[Startupers](#)  
[Tech Fetch](#)  
[IT Job Pro](#)  
[WhiteTruffle](#)  
[TechCareers](#)

### General Staffing Agencies:

[Robert Half](#)  
[Kelly Services](#)  
[Randstad](#)  
[Aerotek](#)  
[Adecco](#)  
[Manpower](#)

### Clinical Staffing Agencies:

[Clinical staffing resources](#)  
[AMN Healthcare](#)  
[Promed](#)  
[Stability Healthcare](#)  
[Triage Staffing](#)  
[Axis Medical Staffing](#)

### Contract Work Websites:

[UpWork](#)  
[Fiverr](#)  
[Freelancer.com](#)  
[Hubstaff Talent](#)  
[People Per Hour](#)

## Useful Tips

### How to Search for Jobs

You can begin with a search on Google. The result will link you to a company's career page or a job board where you can complete the online application.

### What to search:

You can include job title, company, location (zip code or remote), keywords and in New York City, salary range.

*Please note, MSK does not have a relationship with these companies, but is recommending as a starting point in your job search.*

## Other Ideas to Find Work

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**There are many ways to identify job opportunities. These are options to utilize in addition to online search.**



### Use Your Network

Your personal and professional network can be a very powerful resource during your job search.

It can be uncomfortable at first, but don't be afraid to inform folks that you are looking for work.

Ask for introductions and referrals from your network and within your community.



### Join Resume Databases

Many job sites let you add your resume into their database. Recruiters will access the database to find candidates for their open jobs.

Many job search sites have the option to create a job alert, this will allow you to receive open jobs directly via email.



### Create an Elevator Pitch

An elevator pitch is a brief way to introduce yourself and get a key point or two. Create a 30 second elevator pitch of who you are, what you did for work/would like to do, and one of your greatest accomplishments.

Practice this with family or friends to receive feedback and adjust to make it clear and concise.



### Consider Temp or Contract Work

Accepting a contract job can give you an opportunity to explore jobs and get an inside look at different companies.

Temporary workers are often considered first if the position becomes permanent.



# Reading What's Important in a Job Posting

The job posting is your guide to understanding what an employer is looking for in an applicant. As a job seeker, you can look for jobs that interest you and that match your qualifications.

## Useful Tips:

Taking time to read a job posting, noting certain information, and using it in your application can decrease the number of applications you need to submit and increase your chances of being selected for an interview.

- Take note of how you qualify for the position, and how it matches what you are looking for in a job.
- Highlight the skills and experiences needed to be successful in the role.
- Search for clues on what the core abilities of the role are — this will be shown in repetition of certain skills and how things are listed.
- Look for keywords — specific words or phrases that are used to describe the skills, abilities and experiences you have that are relevant to the job.
- Remember that recruiters scan resumes for keywords from the job posting, or they assign the task to resume scanning software (applicant tracking system).
- Don't get discouraged if you don't have the exact years of experience, look for core skills that can be carried from one position to another and between industries.
- Review the hourly wage or salary range on NYC job postings to see if this matches your expectations.
- Utilize your cover letter to showcase skills specific to a job instead of creating multiple versions of your resume.



# Sample Job Posting

The highlighted sections show how keywords and skills are included throughout the job posting. These are skills that the employer is looking for in addition to any listed qualifications.

## Example:

### Intro:

We are looking for a Senior Administrative assistant to join our team. The Senior Administrative Assistant provides high-level administrative and operational support for a clinical research team.

### You Are:

- An **effective communicator**, capable of determining **how best to reach different audiences** and executing communications based on that understanding.
- **Flexible** in your approach and demeanor in order to **align with the shifting demands** of evolving circumstances.
- Adept at creating partnerships and **working collaboratively** to meet shared objectives and goals.
- **A good decision-maker**, with shown success at making timely decisions that keep the organization moving forward.
- **Willing to take action and eager to accept new opportunities and tough challenges** with high energy, and passion.

### You Will:

- Ensure the smooth flow of **communication** between investigators, members of the lab, institutional contacts, and external contacts.
- Exhibit sound understanding of lab operations and **manage day-to-day administrative operations** for the manager and PI.
- Assist in the **accurate preparation of complex documents** and supervise the coordination and organization of timely grant submissions and similar projects.
- **Troubleshoot process/paperwork problems** and proactively follow up on problem resolution.
- Purchase capital equipment including laboratory and computer equipment, **and maintain inventory and maintenance records.**
- **Manage complex calendars and scheduling.**
- Assist with clerical duties such as scheduling, attendance, payroll, and related records for lab members
- Establish a detailed course of action for duties, **demonstrate thoroughness and accuracy,** and **use written and verbal communication skills** while using extensive discretion and judgment.

### You Have:

- High School Diploma/GED.
- 4-7 years of proven experience in an administrative role, preferably in an academic research environment.

## Highlighted Core Skills

- Communication skills
- Attention to detail
- Organizational skills
- Prioritizing
- Flexibility
- Timely decisions
- Adaptability
- Troubleshooting
- Problem solving
- Action-oriented
- Decision Making

# Sample Job Posting

The highlighted sections show how keywords and skills are included throughout the job posting. These are skills that the employer is looking for in addition to any listed qualifications.

## Job Posting Example for Environmental Services

### Intro:

We have an exciting new leadership opportunity as **Supervisor, Environmental Services** at Hospitality Company.

The Environmental Services team plays a meaningful role in providing excellent service by ensuring a safe, clean, and welcoming environment for all staff and visitors. Service is at the heart of everything we do at this company, and we pride ourselves on the fact that each of our employees delivers a first-class experience.

We are seeking an **engaged leader** who will help lead administrative, operational, and technical activities in addition to **maintaining** the cleanliness of a high-volume facility, and ensuring efficiency, and quality service.

### You Will:

- Be actively engaged in facilitating the mission and vision of the company and the Environmental Services Department
- Work with the shift manager to ensure the team **consistently provides efficient and effective service**
- **Direct activities** for the team in assigned areas including orienting, training, and evaluating the performance of staff
- **Supervise** area operations and prioritize workflow to meet the needs of the department and ensure that all work is completed within specified time frames and to the defined service level
- **Monitor** and ensure compliance with departmental standards and regulatory requirements
- Participate in operational **performance improvement** initiatives and **engage in professional development** activities

### You Are:

- A good **decision-maker**, with proven success at **making timely decisions** that keep the organization moving forward
- **Motivated** to provide exceptional **customer service**
- Adept at **building partnerships** and **working collaboratively** with others to meet shared objectives and goals
- **Flexible** in your approach to align with the shifting demands of evolving circumstances
- A **caring** and **compassionate** person that **embraces challenges** found in a healthcare environment

### You Have:

- 3+ years of Environmental Services or related experience (e.g. Logistics, Facilities, Hospitality)
- Proven success in **mentoring** and/or **training** staff
- Knowledge of Environmental Services Equipment and/or foundation of operations is ideal
- Strong written and oral **communication skills**
- Proficiency with **Microsoft Office suite** and other **collaboration tools** (Teams, Zoom)

### Hours:

- Monday- Friday, 8am-4pm with weekend rotation

### Location:

- Brooklyn, NY

## Highlighted Core Skills

- Flexibility
- Decision-making
- Customer service
- Leadership
- Process/Performance Improvement
- Mentorship
- Training
- Communication
- Microsoft Office Suite and Collaboration tools

## How to Network Effectively

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**Each of us have an individual network made up of professional and personal contacts. Sometimes, it can feel uncomfortable to reach out for help – here are some useful tips to make it easier.**

### Sharing on LinkedIn:

- Make sure your post is as impactful as possible and that your network can identify exactly how they can help you.
- Be sure to include that you are open to new work, what specific job titles you are interested in, what industry, what qualifications and experience you have and highlight any special skills.
- Instead of sharing something vague like, “I’m open to any opportunities in any industry”, share something specific such as, “I’m looking for a Strategic Project Manager role at a mid- to large-size company, ideally with a hybrid set-up in NYC or with the option to work remotely.”



### Useful Tips:

- Be thoughtful about who you reach out to and why.
- Be personal in your outreach – include common contacts, organizations, or experience.
- Keep your message short and convincing but considerate; the individual you are contacting may be extremely busy.
- Don't forget to edit and check your message before sending it; first impressions count.
- You can still send a message to a recruiter or hiring manager even if there isn't an open job posted to inquire about an informational interview.
- Showcase your appreciation for their time.
- It is okay to be honest about the restructure and that you are seeking a new career opportunity.





## Sample Messages for Your Network

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# Use these templates for conversations over the phone, via email or on LinkedIn.

### Template 1

#### Asking Someone to Review Your Resume and Cover Letter

Hi [Name],  
You've built an interesting career in thought leadership, and [mutual contact] mentioned you were a great resource as she revised her resume. Since I'm hoping to advance from [my current role], I'd love to get your brief take on my cover letter if your schedule allows it.

### Template 2

#### Hiring Process

Hi [Name],  
I saw that your company is recruiting a marketing assistant. Since it seems you'd work directly with this person, it would be wonderful to hear your thoughts on the role. I'm looking to get some clarity on the role and responsibilities before I apply. Do you have a few minutes to speak with me about it in the next week or two?

### Template 3

#### Reaching out for an Informational Interview

Hi [Name],  
My name is [Your Name], and I'm a [Your Role]. I'm currently working for [Current Company] but looking to take on a new challenge and transition to a new company in [Industry]. If you have a minute, I'd love the opportunity to discuss how my [Skills], and experiences in [Industry] might match up with the positions you're recruiting for. Would love to discuss it over the phone when you're free.

Please feel free to reach out to me at [Contact Info]. Looking forward to talking with you!.

### Template 4

#### Approaching a Potential Mentor

Hi [Name],  
Your posts on edtech in the STEM education forum have been really thought-provoking! I've interned for a few startups in this space and am excited about my own next steps — but I could use some guidance from an experienced pro like you. Would you be open to chatting about this?

### Template 5

#### Seeking Advice on a Career

Hi [Name],  
I am reaching out as my position was recently eliminated at Memorial Sloan Kettering Cancer Center. I find your professional journey and experience with [company] are very interesting. Would you be willing to find a few moments to connect and share your experience and advice?

## Using Social Media to Help Find a Job

Did you know many companies post jobs on social media and use the platforms to find employees? Use your existing social media accounts to search for jobs and reach out to your contacts.

### Useful Tips:

- Follow companies that you would be interested in working for.
- Actively participate on the company's social media accounts by liking or commenting on posts.
- Connect with people in your network who work for these companies.
- Be sure your accounts are appropriate for the workplace, avoiding violence, profanity, illegal or explicit posts.



# Preparation

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## Preparing to Interview

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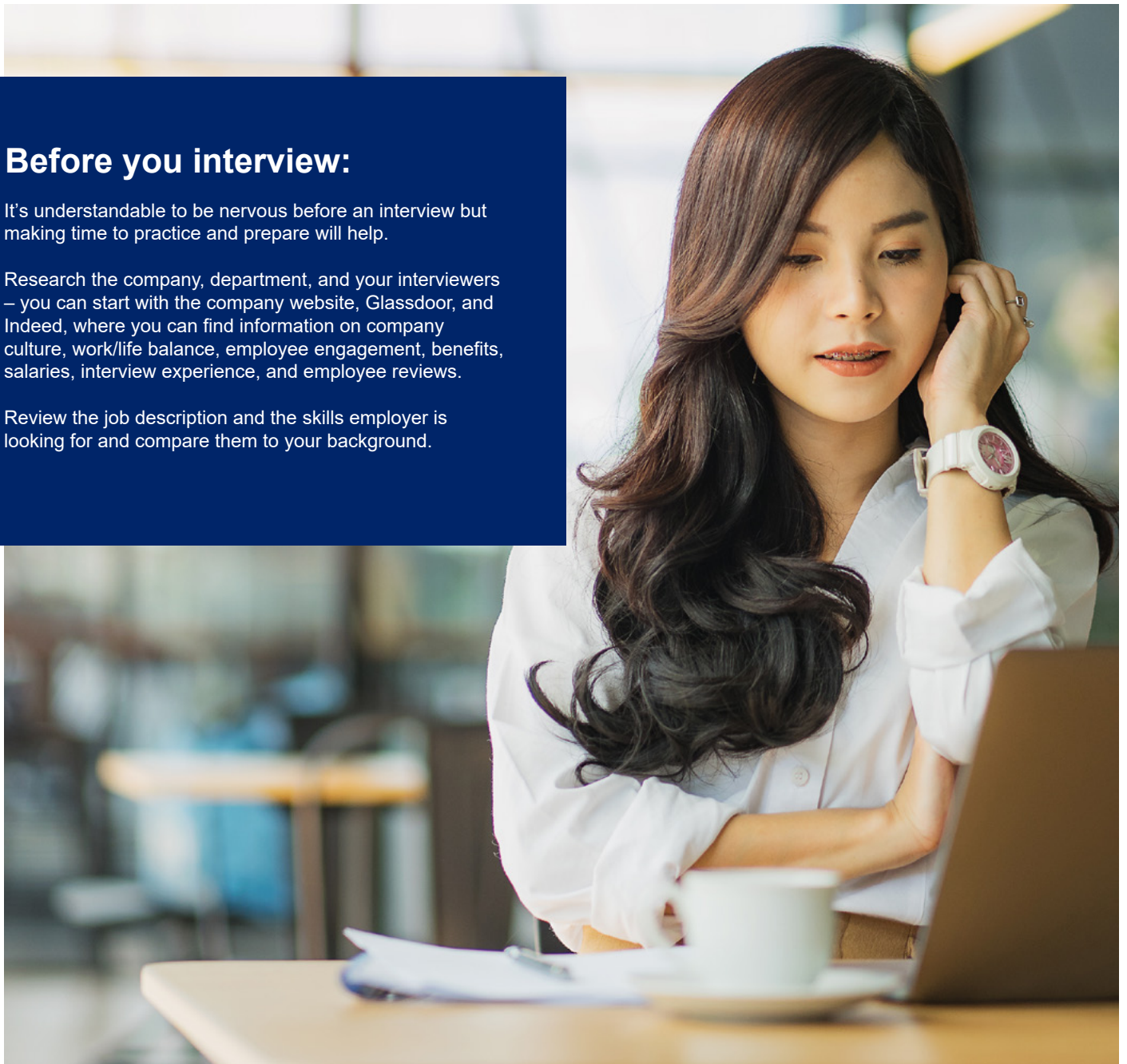
**An interview is your opportunity to show your skills and experience, and how you can add value to the organization and team you are applying to join.**

### **Before you interview:**

It's understandable to be nervous before an interview but making time to practice and prepare will help.

Research the company, department, and your interviewers – you can start with the company website, Glassdoor, and Indeed, where you can find information on company culture, work/life balance, employee engagement, benefits, salaries, interview experience, and employee reviews.

Review the job description and the skills employer is looking for and compare them to your background.



# Preparing to Interview

## Types of interviews:



### Phone or Virtual Interview

- A phone or virtual interview is often the first step in the interview process and is often with the recruiter.
- If you'll be on web camera, dress professionally and make sure you are in an area with good internet service.
- Find a quiet space with few/no distractions and be sure that you have an empty, well-lit background for a video interview, or blur your background if needed.
- Be sure your devices are charged and if the video platform is new to you, practice logging in the day before to resolve any issues and test your technology.
- Remember to send a thank you email to the individual who interviewed you.



### In-Person Interview:

- An in-person interview is often with the hiring manager or people responsible for making the hiring decision.
- Ask for directions to the specific interview location (office, meeting room, etc. and plan to arrive at least 5-10 minutes in advance)
- Ask for the name, job title, and contact information of the person who will be conducting the interview.
- Dress professionally and appropriate for the formality of the role. If you are unsure, ask the recruiter.
- Remember to send a thank you email to the individual who interviewed you.

## What to Expect In the Recruitment Process

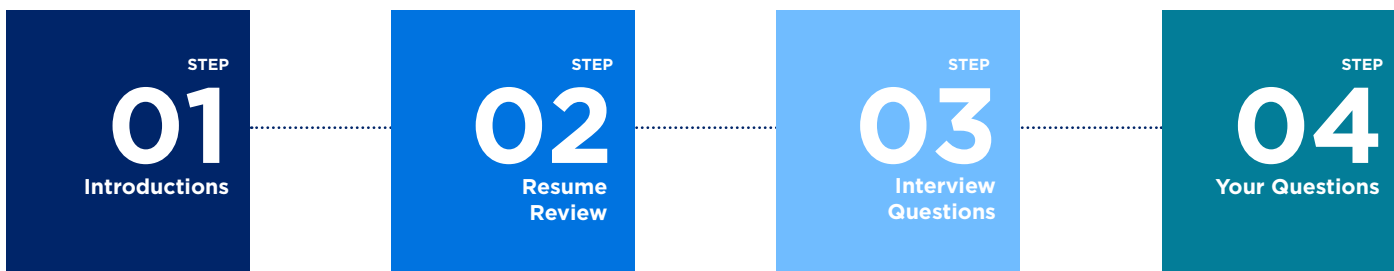
The recruitment process may be different depending on the company and role. The typical steps in a recruitment process are below, but the timeline and number of steps can vary.



## Interview Best Practices

**Find time to practice these interview techniques with a friend or family member in advance of your interview.**

### Interview Structure



### Things to Remember During the Interview

- Keep your answers brief and to the point, if you feel yourself going off on a tangent, try to bring it back.
- Try to avoid filler words such as “um” or “ah” and replace them with a basic pause.
- Highlight your skills and how they relate to the position.
- Be present and take notes – topics and questions of interest to the interviewer, so you can mention them in a thank you note.
- Be honest — it is appropriate to speak about the organization change, and that your position was affected.

**It's important to include concrete, measurable data when answering questions.**

#### INSTEAD OF SAYING...

I managed customer complaints and resolve disputes.

I clean patient floors and work with hazardous materials.

I help the doctors take care of patients.

#### TRY SAYING THIS...

I created an efficient customer grievance system to manage customer complaints and resolve disputes in a timely manner which improved customer satisfaction by 30% in just 2 months.

I learned how to handle many different types of waste safely and efficiently and lowered the risk of cross contamination by implementing thorough cleaning practices.

I work as a part of a team to ensure that our patients receive the best care and experience.

# Interview Best Practices

## Interview Structure



### Introductions

The first impression you make during a job interview is often the most important one. It can play a major role in how an employer sees you as a candidate, and what you say during the first phase of the interview can make a difference to the outcome.

- When interviewing in-person, be prepared to introduce yourself to security or an office administrator by saying your name, the time your interview is scheduled, and who you are scheduled with.
- Greet the hiring manager by saying your name and letting them know it's a pleasure to meet them.
- If your interview is virtual, look directly at the camera – this is how you make eye contact with your interviewer.



### Resume Review

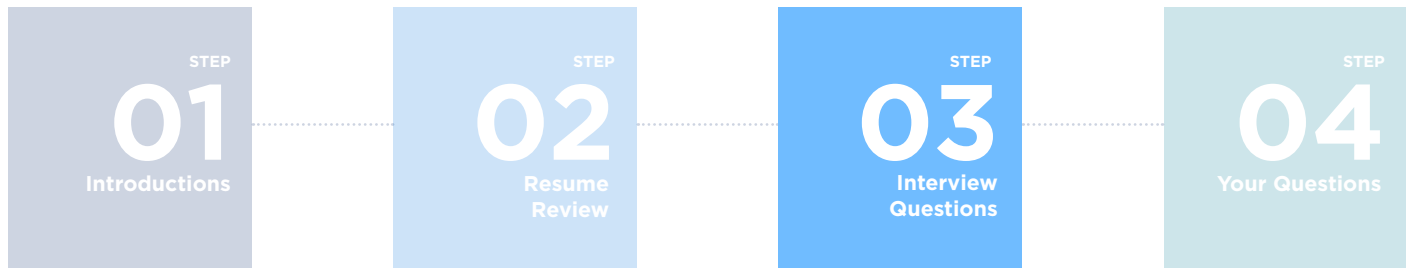
Interviewers are looking to quickly learn about your work history as well as your ability to communicate your story as it relates to the job. It gives you an opportunity to connect each job to a skill or experience directly needed for the position.

- Tell your story, adapt it to the position you are applying for, and explain any gaps (including that your position was eliminated).
- Identify how the position you are applying for aligns with how you picture your future.
- Make sure you can talk about your skills and experience without looking at your resume.
- You can review commonly asked interview questions by clicking [here](#).



# Interview Best Practices

## Interview Structure



## Types of Interview Questions:

Interviews may be made up of various types of questions. These are opportunities for the hiring team to get to know you, understand how you may work in specific situations and where applicable, assess your technical capabilities.

### General Interview Questions

General questions will usually start and close out the interview. These types of questions are asked to everyone regardless of role or seniority. The purpose is to get a little more information about you and hopefully help you relax a little. They will cover topics such as your background, future goals, interest in the company and role. This is all information about you, so you should be well prepared to answer them!

### Behavioral Interview Questions

Behavioral (could also be referred to as competency or scenario) questions are asked when the interviewer is looking for you to provide examples of how you have handled similar situations in the past. A sign you are being asked behavioral based questions is when the question starts with 'tell me about a time when' or 'give me an example of a situation'. When asked these types of questions you want to provide an answer in a way that explains the situation you were in, what your objective was, what actions you took and what the final result was. You can utilize the SOAR method shown below to answer these questions.

### Technical or Clinical Interview Questions

Technical questions are asked in roles where the interviewer needs to assess your technical ability for the role and to understand the depth and breadth of your knowledge in your chosen field. Answering technical questions will often be similar to the way you would answer a behavioral question. It is always best to provide the whole picture with your answer so that the interviewer gets a full understanding of the situation you were handling.

# S

## SITUATION

Set the scene and give the necessary details of your example.

# O

## OBJECTIVE & OBSTACLES

What was your objective and what was in the way?

# A

## ACTION

Explain exactly what steps you took to address it.  
(How did you handle it?)

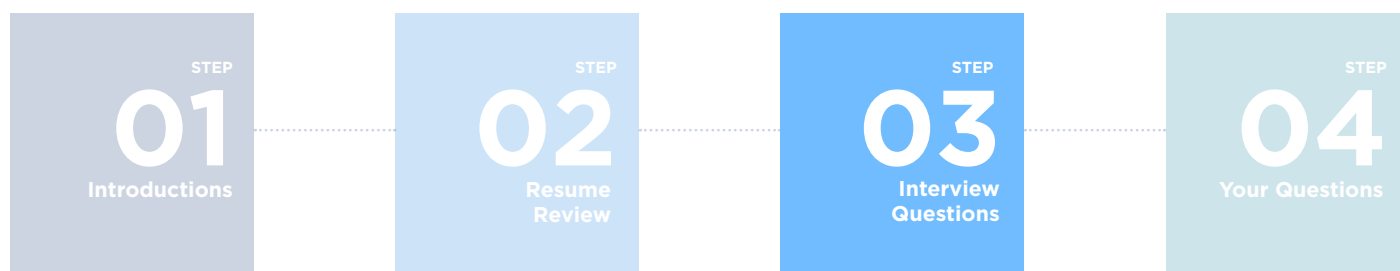
# R

## RESULT

Share what outcomes your actions achieved.  
(What did you learn?)



## Interview Structure

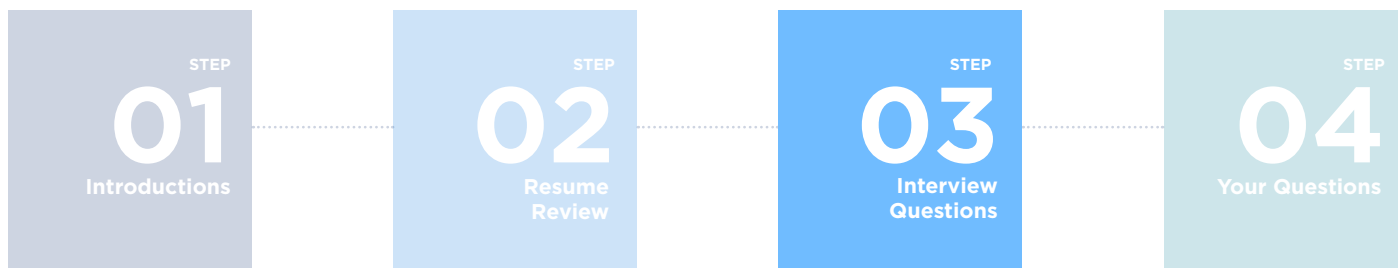


**Some example questions you might receive are included below. You will not receive all of these, but be prepared to answer relevant questions from these lists.**

### General Interview Questions

- Tell me a little about yourself.
- Why did you choose to interview with our organization?
- Describe your ideal job.
- What do you consider to be your greatest strengths?
- Can you name some of your weaknesses?
- What are some of your accomplishments?
- How does your education, training or work experience relate to this job?
- What motivates you most in a job?
- Why should we hire you?
- What do you know about our organization?
- Where do you want to be in five years? Ten years?
- Do you plan to return to school for further education?
- What job-related skills have you developed?
- Did you work while going to school? In what positions?
- What did you learn from these work experiences?
- What did you enjoy most about your last job? Least?
- Have you ever quit a job? Why?
- Have you ever done any volunteer work? What kind?
- How do you think a former supervisor would describe your work?
- Do you prefer to work under supervision or on your own?
- What kind of manager do you prefer?
- Would you be successful working with a team?
- Do you prefer large or small organizations? Why?
- Are you able to work on several assignments at once?
- This role requires some travel, how do you feel about travel?

## Interview Structure

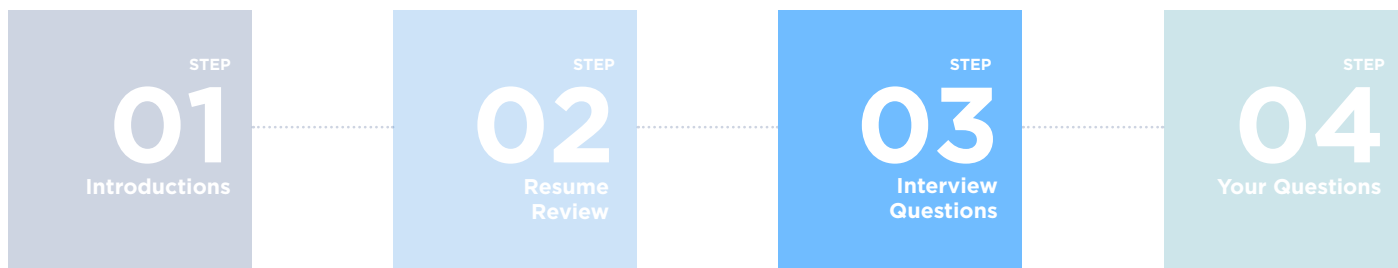


### Clinical Interview Questions

- What has your experience been in working with a team on a treatment plan?
- Tell me about a time you experienced an ethical dilemma as a clinician? How did you handle it?
- If a patient has an outburst in response to your recommendation, how do you handle it?
- Tell me about a time you were in a disagreement with a colleague over a treatment plan.
- Tell me about the most difficult case you have worked on.
- What approach do you take in communicating with people who do not know medical jargon? Give an example of a time you explained medical terminology to someone who is not medically trained.
- Give an example of a time you had to interact with a hostile patient. How did you handle the situation and what was the outcome?
- Describe a time when you anticipated potential problems with a patient and initiated preventative measures.
- Tell me about a time you had to care for a patient from another culture / religious belief.
- How do you stay up to date with healthcare advancements?



## Interview Structure



## Technical Interview Questions

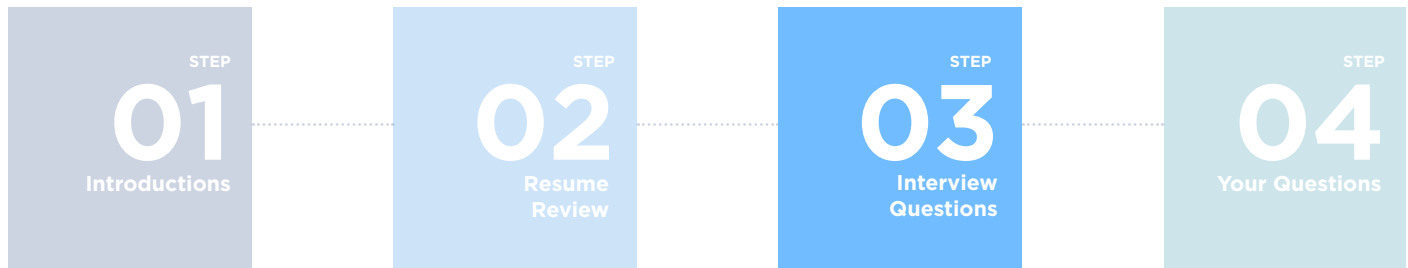
- How do you keep your technical skills current?
- What are the benefits of working in an agile work environment?
- How do you stay informed of new tech trends?
- What technical skills do you consider yourself to be most proficient in?
- What technical skills would you like to further develop?
- What lead you to pursue a career in IT?
- What systems, languages, and tools are you familiar with?
- What technical certifications do you have or interested in pursuing?
- How important is it to work directly with your business users?
- Based on your technical proficiency, do you feel confident from our conversation and the job description that you could perform this role?
- What approach do you typically take when troubleshooting a technical issue?
- For Engineers — do you have any coding platforms (e.g. github) you are active on or project portfolio that you would like to share?

*Also, be prepared to dive deep into the “nuts and bolts” of systems development, programming, analytics, security, etc. in your answers. You can also emphasize your ability to learn new systems quickly, providing examples of when you have done so in the past. In the fast-paced, changing landscape of Tech, it’s important to highlight your ability to pivot and adjust course both quickly and efficiently.*



# Sample Interview Responses

## Interview Structure



## Sample Responses Utilizing SOAR Method

### Question:

**Tell me about a time when you handled a challenging situation.**

### Answer:

On Project X at Company Y, I was unexpectedly thrust into a team lead role and had two team members who hated working with each other.

So I designed a project planning meeting that would get the three of us talking about best ways to approach the project and leverage each of their strengths. The results were excellent as we delivered the project on time and on budget.

### Alternative Answer:

In my last position, there was a disagreement between two coworkers about which tasks needed to be completed first. I asked both of them what their priorities were for the day and helped them come up with a plan to complete all of their tasks in an efficient manner. This allowed them to continue working without any further conflicts.

### Question:

**Tell me about a time when you received negative feedback and turned it into something positive.**

### Answer:

I was once told that I needed to be more social at work and try and bond with my work colleagues. I disagreed with my manager because I felt that we are there to work and take care of our patients, not to make friends. Becoming friends with coworkers is a bonus. While I didn't become best friends with anyone from the team, I was able to spend downtime reading and studying to earn additional certifications which helped me continue to grow in my career.

# Sample Interview Responses

## Sample Responses Utilizing SOAR Method

### Question:

**Tell me about a time when you had to handle a difficult patient?**

### Answer:

There are of course different ways patients are challenging, but I try to remember that they going through a difficult health issue and feeling nervous about it. I listen to their opinions with empathy and respect. Some patients disagree with treatment plans because of something they read on the Internet or have specific opinions on how something should be done. I will meet their concerns with facts, and when they have a suggestion on a detail that does not impact the treatment, I will incorporate it when reasonable.

### Question:

**Tell me about a time you received constructive criticism? How did you respond?**

### Answer:

The last time that I received constructive criticism was from a patient. The patient was extremely nervous about the medication he was about to receive and had many questions. He was upset that more information wasn't reviewed ahead of time for his first appointment. After I apologized, I explained that I was just about to do so. But in hindsight, many of his worries I easily could have addressed over the phone the day prior when I had called to confirm his appointment. I now make sure to help patients anticipate their next appointment by being available for any questions and explaining as much as I can to them over the phone prior to their appointments.

### Question:

**Tell me about a time when you made a mistake and how you handled it.**

### Answer:

Last year, I made a mistake while adding financial information to our company's bookkeeping system. It led to a shortfall in available funds at a critical time.

I was actually the one who discovered my mistake first. When I did, I was able to figure out how it happened and what needed to be done about it.

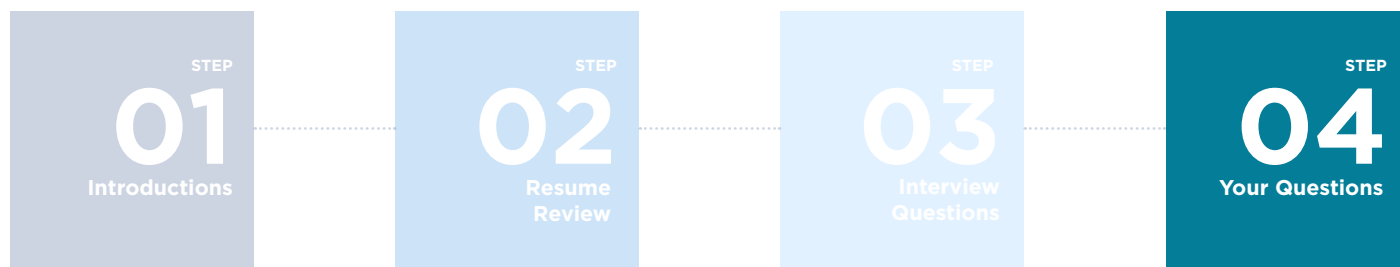
With a plan in hand, I talked to my supervisor and asked that I be responsible for fixing the mistake and calling all effected parties required to remedy it, including our bank. Fortunately, this was caught soon enough that very limited impact occurred, and I was able to prove I was capable of fixing the problem myself.

As a result of that mistake, I developed a method to quickly do a final review and verification of the data before publishing it, added that step to our publishing protocol, and I haven't made that mistake again.



# At the End of Your Interview

## Interview Structure



## Questions to Ask at the End of Your Interview

This is your opportunity to ask questions that show you are passionate about this role, and a way to demonstrate that you were engaged during an interview.

Asking questions can be a good way to determine if the company and the position are right for you.

- Have a list of questions as some of them may be addressed during the interview. If a question has been answered during the interview – don't ask it!
- Ask thoughtful, relevant questions about the company's goals and the position.
- Hold back from asking questions you could answer yourself and very complicated or multi-part questions.
- Ask questions about any concerns you see on Glassdoor or other review sites.



# At the End of Your Interview

## Interview Structure



### Here are some examples of the types of questions you may want to ask:

- In what ways is a career with your company better than one with your competitors?
- Is this a new position or am I replacing someone?
- What is the largest single problem facing your staff (department) now?
- What do you like best about your job/company?
- Has there been much turnover in this job area?
- Do you fill positions from the outside or promote from within first?
- What qualities are you looking for in the candidate who fills this position?
- What skills are especially important for someone in this position?
- What characteristics do the achievers in this company share?
- Will I have the opportunity to work on special projects?
- Where does this position fit into the organizational structure?
- What are the next steps in the process? When should I expect to hear from you?



# Post-Interview Best Practices

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## After the Interview

Send a thank you note after each interview within 48 hours — this shows your interest in the position and gives you a chance to express your appreciation for the opportunity to interview.

Send a follow-up note if you haven't heard back from the hiring team by the date they said they would have an update.

Every interview is a learning experience — ask for constructive feedback, be open to career suggestions, and identify areas for improvement.

### Template 1

#### Sample Thank You Note

Dear **[Hiring Manager]**,

I wanted to follow up on my interview on **[date]** for **[position]**. I enjoyed our discussion and wanted to check in on any updates about the position. Please let me know if there is any additional information I can provide. I am excited about the opportunity to work with **[department]** and look forward to hearing from you!

Sincerely,

**[Your Name and contact information]**

### Template 2

#### Sample Follow-Up Note

Dear **[Hiring Manager]**,

I wanted to follow up on my interview on **[date]** for **[position]**. I enjoyed our discussion and wanted to check in on any updates about the position. Please let me know if there is any additional information I can provide. I am excited about the opportunity to work with **[company or department]** and look forward to hearing from you!

Sincerely,

**[Your Name and contact information]**

