

---

## **Résumés, CV's and Portfolios \***

### **I. Resume**

- Purpose
  - A brief (one or two page) document that highlights your attributes, achievements, and experience. The resume is common in the corporate world and most often used when seeking an interview for employment.
  
- Content Areas
  - Demographics (name, present and permanent address, telephone number, fax-if available, email address-if available)
  - Career objective (optional)
  - Education background (GPA is optional)
  - Experience (Pharmacy, other employment)
  - Skills or other special attributes (e.g., certificates, computer skills)
  - Activities (e.g., professional affiliations, service, educational)
  - Other (e.g., publications, awards, licenses)
  - Notation that references are available upon request
  - Do not include a photograph or other personal information (e.g., age, social security number, marital status, health status)
  
- Format
  - Chronological
    - Entries under the specific headings (e.g., education, work experience, skills) are listed in reverse chronological order(i.e., most recent first) by date
    - Offers a quick analysis of your progress and accomplishments
  - Functional
    - Entries usually deviate from traditional headings and cite specific abilities (e.g., communication skills, planning skills). Statements generally include where the experience was gained and the nature of the experience.
    - Offers a synopsis of the definite skills and abilities you possess
    - Usually not preferred by employers
  - Combination of Chronological and Functional
    - Blends the positive aspects of each
    - Allows for individual creativity
  
- Writing Style
  - Brevity is essential
  - Descriptions of activities should include action verbs (e.g., administered, assisted, computed, conducted, coordinated, completed, designed, developed, established, evaluated, interpreted, managed, monitored, observed, organized, participated, performed, planned, prepared, scheduled, supported, updated, volunteered)
  - Career objective, if included, should be no more than one or two sentences describing the type of position you are seeking

- Length
  - One or two pages
- Appearance
  - Concise
  - Absence of errors (e.g., spelling, grammatical, typographical)
  - Neutral color paper (e.g., white, off-white, ivory)
  - Quality paper (e.g., bond weight of 20 or 24 pounds, usually sold as “resume” paper)
  - Quality print (e.g., use a laser jet printer)
  - Items of special importance (e.g., name, headings, possibly special achievements) can be listed in bold text, underlined or in all capital letters; use discretion
  - Easy to read (e.g., symmetrical layout: consistent use of bullets, underlining, spacing, margins, upper and lower case letters; standard typeface)
  - Do not fold
  - Do not staple
- Accommodations for Electronic Transmission and Scanning
  - Use a quality printer (e.g., laser jet)
  - Use an original copy
  - Use standard sans serif typeface (e.g., Arial, Georgia, Tahoma)
  - Do not use less than a 10 point font size
  - Use 8 ½ x 11 inch paper
  - Use white or off-white paper

## II. Curriculum Vitae

- Curriculum Vitae vs. Resume
  - A curriculum vitae is a comprehensive document, usually two or more pages, summarizing professional qualifications, accomplishments and activities. A resume is a brief summary of qualifications, limited to one or two pages, generally used to market one’s self for a specific position. Some sources consider resume and curriculum vitae will be the same.
- Purpose
  - A current document that lists all professional qualifications and activities. The curriculum vitae is a summary of one’s personal history and professional qualifications. The term curriculum vitae is considered singular form. If the prefix “curriculum” is omitted, vita serves as the singular form and vitae as plural.
- Content Areas
  - Demographics (name, present and permanent address, telephone number, fax-if available, email address-if available); Date of birth, citizenship, marital status, social security number should be considered optional and is usually omitted
  - Career objective (optional)
  - Education background (Undergraduate or Pre-pharmacy; Graduate – if applicable; Professional; GPA is optional)
  - Experience (Professional – Practice, Research)
  - Experience (Other Work)
  - Certificates / Licenses

- Content Areas (Continued)
  - Awards
  - Honors
  - Professional Memberships and Activities (e.g., Leadership positions)
  - Community Service
  - Publications
  - Presentations
  - Skills or other special attributes (e.g., certificates, computer skills)
  - Activities (e.g., professional affiliations, service, educational activities)
  - Other (e.g., publications, awards, licenses)
  - Notation that references are available upon request
  
- Format
  - Comprehensive, yet concise
  - Organized and easy to read
  - Absence of errors (e.g., spelling, grammatical, typographical)
  - Neutral color paper (e.g., white, off-white, ivory)
  - Quality paper (e.g., bond weight of 20 or 24 pounds, usually sold as “resume” paper)
  - Quality print (e.g., laser jet printer)
  - Items of special importance (e.g., name, headings or possibly special achievements) can be listed in bold text, underlined or in all capital letters; use discretion
  - Easy to read (e.g., symmetrical layout: consistent use of bullets, underlining, spacing, margins, upper and lower case letters; standard typeface)
  - Do not fold

### **III. Portfolio**

- Purpose

Portfolios have been used for many years by artists and teachers as a means of organizing and documenting their professional growth and development. Pharmacy professionals can adapt the same techniques to document their knowledge and skills as they progress in their career. Just as you will identify information to add to your resume and curriculum vitae on a routine basis, make a habit of compiling representative samples of your work to serve as a framework for a portfolio. Developing a portfolio allows you to enhance the depth and breadth of information beyond what can be gained by reviewing your resume, curriculum vitae or through an interview.

- Portfolio Design

The design of your portfolio will depend on the intended audience. It is important to include the best examples of your work which highlight the knowledge and skills that are relevant to the position you are seeking. A portfolio is not necessarily a warehouse of personal data but rather the selection of specific information that provides evidence of your knowledge, skills and values. An outline or index of the information for your portfolio will provide the foundation for neatness and conciseness which are important in communicating your professional image. Due to the amount of information contained in a typical portfolio, you will likely need to consider an electronic medium (e.g., CD-ROM, Internet-based) with convenient navigation. However, a paper-based document can also be used.

- Potential Content Areas

**Personal Information**

- Name, designation and title
- Contact information
- Mentors
- Curriculum vitae or resume
- Personal Statement
- Photograph
- Personal interests

**Education**

- College or university attended
- Degree/s awarded
- Major/s
- Graduate thesis and major professor
- Academic record (transcript/s)

**Licensure/Certification**

- Pharmacy licensure information
- Specialty practice certification
- Certificates of completion

**Experiential Learning Experience**

- Internship
- Advanced practice experiences
- Residency
- Fellowship
- Fulfillment of standards created by national organizations

**Recognition**

- Scholarships
- Academic honors
- Awards
- Certificates recognizing achievement
- Letters recognizing achievement

**Professional Development**

- Positions held and descriptions of duties
- Performance evaluations
- Service
  - Patient care
  - Community
  - School, University, Profession
- Teaching
  - Sample of lecture outlines / slide presentations
  - Faculty evaluations
  - Peer reviewer comments
  - Videotape of lecture/s or segment/s
  - Self-evaluation and description of improvement
  - Instructional strategies
- Research / Scholarship
  - Areas of interest / expertise
  - Projects
- Publications
  - Abstracts
  - Articles

## **Professional Development (Continued)**

- Presentations
  - Letters of invitation
  - Presentation evaluations
  - Sample handouts, slides, videos
  - Posters
- Professional Memberships
- Professional Activities
- Professional Interests

## **Skills**

- Research
    - Analytical
    - Computer
    - Writing
    - Safety
    - Ethics
  - Leadership
    - Elected positions
    - Appointed positions
    - Committee participation
    - Agendas
    - Documentation of outcomes
    - Team involvement
  - Communication
    - Oral presentations
    - Written works
    - Interpersonal
  - Computer
    - Software proficiency
    - Application of technology in teaching, research, service
  - Professional practice
    - Patient case discussions
    - Evidence of problem solving
  - Management
    - Budget preparation
    - Human resource management
- 
- References
    - Select faculty members, mentors, employers, pharmacists or other health professionals whom you know well and can expect them to reasonably comment about your knowledge, skills and abilities in a timely fashion
    - Request permission to use references, in advance
    - Three to six references are adequate. Each reference should include full name, title, work address, telephone number, fax number-if available and email address-if available
    - Usually a list of references is prepared as a separate document

# **Guide for Preparing for an Interview \***

## **I. Before the Interview**

- Obtaining background information
- Completing an application form

## **II. Receiving an Invitation to Interview**

- Request an Invitation to Interview
- Review your resume or curriculum vitae
- Seek permission to use references
- Consider a mock interview
- Prepare and rehearse seminar (if requested)

## **III. Types of Interviews**

- By Purpose
  - Screening
  - Selection
- By Format
  - One on one
  - Search Committee
  - Group
- By Style
  - Direct question and answer
  - Discussion with open ended questions
  - Stress

## **IV. Interviewing**

- Reasonable Expectations from an Interviewer
- Commitment of the Interviewer
- Dress for Success
- Avoid Common Pitfalls
  - Unable to articulate a career objective
  - Lack of homework concerning the position or organization
  - Lack of perceived enthusiasm or interest
  - Nervousness
  - Did not arrive on time
  - Unable to maintain eye contact
  - Talked too fast
  - Didn't smile
  - Casual or inappropriate dress
  - Poor communication skills
  - Negative comments about previous employers

- Avoid Common Pitfalls (Continued)
  - Unable to ask questions about position or organization
  - Aggressive behavior
  - “Know it all” behavior
  - Perceived lack of confidence
  - Expects “too much, too soon”
  - Indecision and hesitation
  - Perception of “shopping around”
  
- Points to Remember
  - First impressions count
  - Know your goals and what you can contribute
  - Review the contents of your resume or curriculum vitae
  - Be punctual
  - Be well groomed
  - Plan and prepare: know the position and the organization
  - Greet the interviewer with a smile and firm handshake
  - Be honest
  - Act natural and be yourself
  - Do not fidget with clothes, hair, pen, etc.
  - Listen attentively
  - Remember your manners (e.g., thank you)
  - Avoid vague language (e.g., “ah”, “you know”, “ I mean”, “sort of”, “like”)
  - Stress your strengths without bragging
  - Don’t be afraid to say “I don’t know”
  - Don’t volunteer weaknesses
  - It is generally considered acceptable to take a folder suitable for making notes
  
- Questions
  - Rehearse answers
  - Most frequently asked questions during interviews
  - Be prepared for other questions

## **V. Application Forms**

- Fill out completely
- Rely on your resume or CV

## **VI. Employment Agencies**

- Pros
- Cons

## **VII. Sample Interview Questions**

### **Personal Attributes**

- Tell me about yourself.
- Are you pleased with your career choice to date?
- Where do you see yourself three years from now?
- Where do you see yourself ten years from now?
- Who are your role models?
- What are your greatest strengths?
- What are your greatest weaknesses? What have you done to minimize your weaknesses?
- How would your classmates describe you?
- What motivates you to do your best?
- Who has been the greatest inspiration in your life? Why?
- If there is one thing you could change about yourself, what would it be? Why?
- How do you define success? Are you successful?
- What does success mean in your life?
- What have been your most significant accomplishments?
- What effect has competition played on achieving your accomplishments?
- Do you prefer to work with people, data or ideas?
- What else should I know about you?

### **Professional and Other Employment Experience**

- As a student pharmacist, how did you spend your summers?
- What have you learned from your internship, practice or research experiences? Which of these experiences did you enjoy most? Why?
- Who was your best practice experience preceptor? Which of their qualities or attributes did you like the most?
- Considering your current or past supervisors, who did you like most? Why?
- Considering your current or past supervisors, who did you like least? Why?
- What did you like most about your current or last position?
- What did you like least about your current or last position?
- To date, what professional accomplishment has given you the most satisfaction?
- What will your previous employers say about you?

### **Educational Experience**

- What is the best thing about your pharmacy education?
- What is the least favorite thing about your pharmacy education?
- What was your favorite course? Why?
- What was your least favorite course? Why?
- What should be done to improve pharmacy education?
- Describe the most significant written document or presentation you have completed as a graduate student. What made it special?
- What will faculty members say about you?

### **Knowledge about Issues Facing the Profession**

- Why did you choose Pharmacy as a profession?
- What major challenges do you think the profession will face over the next ten years?
- What measures can pharmacists take to reduce medication errors?
- How will certification of pharmacists advance the practice of the profession?
- Should pharmacists be able to prescribe medications?
- How would you advise a patient consumer to choose their pharmacist?
- How can technology enhance the role of the practicing pharmacist?



### **Technical Knowledge**

- Review the following case of a patient with a lipid disorder and high blood pressure (or any common chronic / acute disease or diseases). Outline a treatment plan.
- Review the following clinical trial protocol. Outline a plan of action for submitting data to the FDA for drug approval.
- Review the following draft of a grant proposal. Develop a budget proposal.

### **Leadership Qualities**

- In what campus activities have you participated? How did this benefit you?
- Describe your leadership experiences as a student pharmacist or graduate student. What did you learn from this?
- Are you a leader or a follower?

### **Situational/Behavioral**

- What was the most difficult decision you ever made? How did you go about this?
- Describe an obstacle that you encountered in your research experiences that demonstrated your analytical ability.
- Describe a time when you were faced with a stressful situation in a class or research experience. What did you do?
- Provide an example of an important goal you set and tell me about your progress in reaching the goal.
- Describe a time when you used your analytical skills to gain information to solve a problem. How did you analyze the information to reach your final decision?
- Provide an example of your ability to work with other people in a work setting.
- Describe a situation when you failed. How did you deal with this?
- Describe a situation where your idea was criticized. How did you deal with the situation?
- Describe a situation when you received negative feedback from your supervisor at work. How did you respond?
- Give me an example of your contribution as a member of team.
- Describe how you deal with frustrations while conducting research.

### **Employer and Position Specific**

- What are your career goals?
- Why do you want to work with our organization?
- What interests you in our organization?
- What skills and abilities would you bring to our organization?
- What criteria will you use to evaluate your future employer?
- What do you think determines an individual's success in a good organization?
- What are the greatest challenges facing organizations such as ours?
- What distinguishes you from all the others who can do this same job?
- What kinds of decisions are most difficult for you?
- If you were hiring a graduate for this position, what qualities would you look for?
- What three things are most important to you in your job?
- How does our position compare with your overall expectations?
- What is the single most important factor for you when considering this position?

### **Work Environment and Habits**

- Do you like to work independently or as a team member?
- How would you describe "teamwork?"
- What management style serves as the best motivator for you?
- Are you able to work on several tasks at once?

### **Questions the Interviewee May Consider Asking**

- Who would be my supervisor?
- What would be some of my responsibilities?
- How would you describe the management style of the supervisor of this position?
- How is performance evaluated and how often?
- What does it take to be successful in this position?
- How do you see me fitting in with your organization?
- In what ways does your organization promote learning for employees?
- What are the greatest challenges for new employees with your organization?
- What are the major challenges faced by your organization?
- What opportunities for professional development are provided?
- What type of orientation would be provided for me?
- What is the next step in the hiring process?
- What types of pharmacists tend to be successful in your organization?
- Is there any additional information you need to know about me?

### **Questions to Avoid Asking the Interviewer**

- What is your salary offer?
- What is the estimated value of your fringe benefits package?
- How much vacation will I get?
- What is the turnover rate among professional staff with your organization?
- What is the earliest estimated time for a promotion?

### **Examples of Undesirable/Illegal Questions by Job Interviewers**

- Are you a U.S. citizen?
- Where were your parents born?
- How old are you?
- What is your birth date?
- What is your marital status?
- What does your spouse do?
- Have you ever filed for bankruptcy?
- What memberships do you hold in social, religious and community groups?
- Do you plan to have a family? When?
- How many children do you have?
- What are your child care arrangements?
- Do you have any disabilities?
- Have you ever received worker's compensation?
- What is your medical history?
- Do you have any pre-existing health conditions?
- Have you had any recent or past illnesses or operations?
- Have you ever been arrested?
- If you have been in the military, were you honorably discharged?

\* Reference Source: Reinders TP. THE PHARMACY PROFESSIONAL'S GUIDE TO RESUMES, CVs AND INTERVIEWING, 3rd edition, American Pharmaceutical Association, Washington, DC, 2011.