## Semester in Washington Key Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
<th>Role</th>
</tr>
</thead>
</table>
| Dr. Michael Malbin | mmalbin@albany.edu     | Albany: 518-442-5681 DC: 202-969-8890, x 221 | Professor  
Dr. Malbin has more than 30 years of experience working in Washington in both the legislative and executive branches of government, as a reporter, think tank scholar and director of the Campaign Finance Institute. He has been a Professor of Political Science at UAlbany since 1990. Professor Malbin will be on sabbatical for the Fall 2013 semester but will teach the program in Spring 2014. |
| Jennifer Maclaughlin | JMaclaughlin@albany.edu | 518-442-5242                 | Director, Internships  
Jen will assist students with identifying internships and perfecting application materials. |
| Adam Kress        | AKress@albany.edu      |                                | Assistant Director  
Adam has served in this role for 5 years. Adam has also been very active in professional politics, notably serving as lead Direct Marketing Consultant for then Senator John Kerry in 2006. Adam's knowledge of Washington and his professional contacts make him an excellent resource for students when considering internship locations. While students are in Washington, Adam helps with assignments, particularly writing and researching. |
| TBD                |                        |                                | Career Services Graduate Assistant  
Will assist in revising resumes and cover letters |
| Dr. Anne Hildreth  | Hildreth@albany.edu    | 518-442-3112                  | Associate Dean for Undergraduate Education  
Dr. Hildreth will assist students with any registration concerns. |
The Internship Process

The University at Albany’s Semester in Washington internship process is based on the concept that this is the first stage in learning how to identify career paths appropriate for you. You will learn the important career building steps of identifying your own interests and learning how to match those interests to potential positions. For that reason, we do not come to you with a stable of pre-defined openings and assign you into the ones that already exist. Instead, we spend the time to help you identify what makes the most sense for you, and then work with you to help you prepare high quality material to submit with your applications. We work with you, but it is your responsibility to conduct research on internship sites, submit applications, interview, and ultimately accept an internship. Without your work, nothing will happen and you will not be placed. Every single student who has ever been accepted to the Washington program has secured an academically acceptable internship placement. However, we cannot guarantee placement. Success depends upon a lot of hard work from you.

To help get you moving, we expect each student selected in the spring to have prepare a spreadsheet of five or more internships to which you intend to apply by June 30, 2013. You may change this list or expand it as you learn more, but getting started this way is crucial. We will also expect you to have a polished resume and one polished job letter in hand by that same date. The details for that process are below, but two key steps must be stressed in advance: (1) every single application must be approved before it goes in; and (2) no internship offer may be accepted until Jen Macloughlin or Professor Malbin approves it as being appropriate.

Identifying Internships

The first step involves thinking through your interests and opening your eyes to new possibilities. Every year, our students identify interesting opportunities we did not know about. If you limit yourselves to responding to positions advertised on the standard websites, you will miss much of what might be available.

One good way to begin is with the Washington Information Directory (WID), published by Congressional Quarterly. This excellent reference volume is available in hard copy in the reference section of both University Library and Dewey Library (Catalogue Number: F 192.3 .W33). An electronic edition of this book is also available online by going through the Minerva catalogue at http://library.albany.edu. This book is organized by subject area – the environment, international relations, law, etc. Within each subject will be a list of the units of Congress, the executive branch and, most importantly, a list of nongovernmental organizations and the Washington offices of international organizations prominent in those fields. The lists will by no means be exhaustive, but they will be a start and they are bound to include some that will be new to you. Each listing will include a URL. If you visit the URL, you can learn about the organization. If the organization has a formal internship program, it will usually be listed under the “about” section or the “employment” section of the website.

Of course, WID is just a start. Once you have started, our meetings (or emails and phone calls) will be designed to help you devise search strategies appropriate to your particular goals. Once again, reward presupposes work.

Two popular paths will help many of you take this a step further. Students who are interested in politics or the legislative progress may want a congressional internship. If so, one good way to begin is with your own representative, or another member of the New York delegation whose politics you admire. But there is no need to limit your search to New York. Many of our past students have stretched their searches by looking for a Member whose substantive legislative work interested them. You can begin finding out about the members’ interests by looking at the lists of committees and subcommittees on www.House.gov and www.Senate.gov. You can scan the list of members and then look up more about each one on CQ’s Politics in America (JK 1010 .P64 – available online through Minerva) and CQ’s
Congressional Staff Directory (JK 271 .B343 – online subscription starting through Minerva this spring). Each member and committee office usually lists its internship process on its own websites.

Through both of these and WID, you can also begin to get information to the four congressional political campaign committees, national party committees, political consultants, Super PACs, lobbying firms and media outlets. For political consultants and vendors, you may also look at the roster keep by the American Association of Political Consultants (www.theaapc.org). For lobbyists, see Washington Representatives (JK 1118 .D58 – reference section).

For those with stronger policy interests, much more detail about internships in the executive branch is available through http://www.senate.gov/CRSReports/crs-publish.cfm?pid=%26%2A2%3C4Q%2CO%3F%0A – a report on internships published by the Congressional Research Service. The basic portal for all federal agency websites is http://www.usa.gov/. The official application page for most federal internships is www_USAJobs.gov. Also see http://www.makingthedifference.org, which is a resource for how to apply for federal internships and jobs. Finally, Carroll’s Federal Directory (JK 6 .F42 – reference) is an excellent listing of the divisions and other units within executive branch agencies.

Some Other Relevant Websites:
www.hillzoo.com – a resource for internships and jobs in Washington
www.idealist.org – a resource for internships and jobs with nonprofit/ngos/think tanks
www.indeed.com – a resource for internships and jobs; this site will bring together positions listed on all different sources

Preparing Application Materials
Before constructing any application materials, please refer to the resources later in this booklet.

**ALL** application materials, including but not limited to: résumés, cover letters, writing samples, and applications, **MUST** be approved by either Jen or the Career Services Graduate Assistant **BEFORE** submitting them to the employer. Please give us 2 business days to review your materials and provide feedback and/or approve your documents. You may need to submit documents several times before they are approved. Therefore, you must manage your time appropriately; we highly encourage you to submit your documents as soon as you know that you would like to apply, even if the application deadline is far into the future. For early applicants, we prefer that you write the majority of your materials over the summer, so they can be submitted in the fall.

Your resume and at least 1 cover letter will be due on June 30, 2013, though students are encouraged to submit their materials before this date.

Submitting Applications
**ALL** application materials, including but not limited to: résumés, cover letters, writing samples, and applications, **MUST** be approved by either Jen or the Career Services Graduate Assistant **BEFORE** submitting them to the employer.

Students should closely follow the application instructions indicated on the position description. Please ensure that you are submitting all materials requested, as failure to do so may automatically disqualify you for the position. In addition to submitting the application materials listed in the position description, students should also submit the Semester in Washington letter and recommendation prepared by Professor Malbin.
If you are submitting an application via email, the proper format should be to attach your resume, cover letter, recommendation letter from Professor Malbin, and any other application materials. Here is an email template you should use when applying for positions via email:

Subject: _______ (Position name) Internship Application

Dear (insert name of individual, i.e. Mr. Morris or if no individual is noted: Dear Internship Coordinator),

Please accept the attached documents in application for the _______ position. I am extremely interested in the application, and I look forward to hearing from you soon. Please feel free to contact me with any questions or concerns. Thank you very much for your consideration.

Sincerely,
_______________ (your name)

Please copy Jen on all application emails. It is essential that we track all of your internship applications and correspondence with employers.

Lastly, please do NOT submit applications for positions which you know in advance that you are not likely to accept.

“Calling Dibs”
To the extent possible, Jen and the graduate assistant will try to steer applications to avoid having our students in direct competition. As an added benefit, however, students will be allowed to “call dibs” on one particular internship. This will allow that student to be the only individual from the Semester in Washington program allowed to apply to that particular internship. Please note that students are only allowed to “call dibs” on one internship within an organization – not to “call dibs” on the whole organization. For example, a student may “call dibs” on the communications internship at the US Department of Justice, not on every internship at the Department. (Exception: you may exercise this option for a whole Senator’s or Representative’s office, since all internships in a congressional office are essentially the same. However, no one may claim this option for the two U.S. Senators from New York State or for Rep. Paul Tonko. Because these are our local representatives and because none of them will make a decision before November, we need to let things sort out before permitting anyone to preempt these slots.) Because you will be allowed to “call dibs” on only one internship, you want to make sure this is your top choice before doing so. You may only “call dibs” after you have submitted your deposit for the Semester in Washington program and have submitted a draft application to Jen or the graduate assistant for approval. All requests will be considered on a first come, first served basis, but they will have to be approved.

Following Up on Applications
Students may need to follow up on applications they have submitted. Students should refer to Jen and Dr. Malbin before following up. In some cases, the students will be required to follow up, and in other cases it may be more appropriate for Jen to follow up.

If you are asked to follow up on the application, please find a sample below:

Subject: Following up on ______ (insert position name) Internship Application

Dear (insert name of individual, i.e. Mr. Morris or if no individual is noted: Dear Internship Coordinator),
I would like to follow up on my application for the _______ internship, submitted on (date). I am very interested in this internship because of _________(insert reason, such as interest in organization or that you possess relevant skills). I would like to check on the status of my application and inquire when you will be moving forward with your hiring process. Any information you can provide would be appreciated. Thank you very much for your time and consideration.

Sincerely,
Your name

**Internship Acceptances and Rejections**
Students should notify Jen and Professor Malbin of all internship acceptances and rejections. Students MUST speak with either Jen or Dr. Malbin BEFORE accepting any internship. If an internship offer is made, students should indicate to the employer that s/he must speak with their professor, and ask the employer when they must reply back to the offer. Jen or Dr. Malbin will review the terms of the offer, and advise the student appropriately.

**GENERAL SEMESTER IN WASHINGTON INFORMATION**

**Dates:**
Pending approval from the apartment site, the official start date for the program will be Wednesday, January 22, 2014, and the end date of the program will be Friday, May 9, 2014. Students will be available to intern four full days per week from Monday, January 27, 2014 through Thursday April 24. The final two weeks of the semester are reserved for classes and for redrafting the research paper. Because the class ends a week before finals week and graduation, there is no spring break.

**Housing:**
Students will be living in Washington Intern Semester Housing (WISH). The exact location will be determined by how many students participate in the program. For the past two years, students have been housed at 415 Second Street SE and we will try for that excellent location once again. Students will be living in furnished apartments with 2 other individuals, at least one of whom will be a University at Albany student. Students may request their roommates, or if no preference is made, they will be paired with other students based upon a roommate survey. The cost of housing for the Spring 2013 semester was $4550 + $250 housing deposit; we anticipate rates to be approximately the same for Spring 2014. For more information, please visit [http://internsdc.com/](http://internsdc.com/).

**Transportation:**
Depending upon the location of the internship, students may need to take the Metro. Students should budget approximately $500 for the semester. In addition, we highly discourage students from bringing cars to Washington, as parking is very expensive, and most parking lots are not located in the vicinity of WISH apartments. Lastly, students will be expected to provide their own transportation to and from Washington.

**Tuition, Fees, and Other Expenses:**
Tuition is the same as on campus, and all financial aid will apply (if applicable). Students will pay a $750 Semester in Washington fee (the $250 Semester in Washington deposit will be applied to this fee). Students will not be required to pay the $552 comprehensive campus fee; therefore, the net total fee will only be $198 more than staying on campus. Books will typically cost less than a traditional semester. Scholarships may be available to students based upon financial need, but decisions will not be made on scholarships until November 2013.
Deposit:
A deposit of $250 will be required of students to secure your spot in the Semester in Washington program. Further information will be given at the information meeting. Students will not be eligible to receive advisement or internship assistance until they have paid their deposit.

Key Dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, April 24, 3:30pm, BA 211</td>
<td>Resume Writing Workshop 3:30-4:30pm (open to the public)</td>
</tr>
<tr>
<td></td>
<td>4:30pm Semester in Washington Internship Session</td>
</tr>
<tr>
<td></td>
<td>Students are required to attend both sessions.</td>
</tr>
<tr>
<td>April 24 – May 10</td>
<td>Students will be required to meet with Jen Maclaughlin to discuss internship potentials. Students may only schedule an appointment once they have submitted their deposit.</td>
</tr>
<tr>
<td>June 30, 2013</td>
<td>Resume and at least 1 cover letter due</td>
</tr>
<tr>
<td></td>
<td>Spreadsheet of 5 internship locations due</td>
</tr>
<tr>
<td>Wednesday, September 18, 2013</td>
<td>Semester in Washington information session for regular applicants. *Early applicants do not have to attend</td>
</tr>
<tr>
<td>Thursday, October 3, 2013</td>
<td>Fall Application Deadline</td>
</tr>
<tr>
<td>Week of October 7</td>
<td>Fall Interviews</td>
</tr>
<tr>
<td>Friday, October 11, 2013</td>
<td>Fall Acceptance notifications</td>
</tr>
<tr>
<td>Wednesday, October 16, 2013</td>
<td>Spring Advanced Registration begins</td>
</tr>
<tr>
<td>Thursday, October 31, 2013</td>
<td>Housing deposit due for those accepted in Spring and Fall</td>
</tr>
<tr>
<td>November 2013</td>
<td>Early applicant and regular applicant meeting</td>
</tr>
<tr>
<td>Tuesday, December 10, 2013</td>
<td>Last day of classes</td>
</tr>
<tr>
<td>Wednesday, December 11, 2013, morning (Reading Day)</td>
<td>Semester in Washington meeting/social event with alumni</td>
</tr>
<tr>
<td>Thursday, December 19, 2013</td>
<td>Fall semester final exams end</td>
</tr>
<tr>
<td>Wednesday, January 22, 2014</td>
<td>Students move to Washington</td>
</tr>
<tr>
<td>Monday, January 27, 2014</td>
<td>First day of internship</td>
</tr>
<tr>
<td>Thursday, April 24</td>
<td>Last day of internship</td>
</tr>
<tr>
<td>Friday, May 9</td>
<td>Final term papers due.</td>
</tr>
<tr>
<td>Saturday May 10</td>
<td>Move out of apartments</td>
</tr>
<tr>
<td>Saturday-Sunday May 17-18</td>
<td>Commencement weekend on campus</td>
</tr>
</tbody>
</table>
Sections of Your Resume

Heading
Include your current address, e-mail and phone (home and/or cell); be sure your voicemail and e-mail addresses are professional.

Objective (optional)
Objectives are usually recommended because they help define what you’re looking for; if appropriate, add special interests or skills that you offer, such as communication or technical abilities. Remember that “objective” is another word for goal, so you should briefly state what type of position you are seeking, reflecting what you have to offer, not what you want. Usually an objective is one line. Objectives are particularly helpful if you are attending a career fair or other networking event where recruiters might be speaking with numerous candidates.

Education
School, location, degree, expected date of graduation, major, minor, concentration
Overall GPA if higher than 3.0; include your major GPA if higher than overall GPA
Previous college, degree, dates of attendance or graduation, major and GPA (if applicable)

Experience/Employment History
Full-time or part-time jobs, internships, consulting, self-employment, entrepreneurial ventures
Volunteer work (include in this section or list as separate category)

Honors, Awards and Accomplishments
Any academic, extracurricular or job-related achievements (can also be listed under Experience)
For example: scholarships, Dean’s List, etc.

Relevant Courses
List 4 to 8 courses related to your major and/or objective

Special/Related Academic Projects
Any significant projects (class or outside activities) that relate to your major and/or career objective

Extracurricular Activities/Volunteer/Leadership Activities
Clubs (indicate role if other than member, e.g. Treasurer) where appropriate describe involvement
Professional Association memberships
Community organizations
Tutoring (include in this section or under “Experience” section)
Fraternity/Sorority or Athletic Groups

Computer Skills
Hardware, software, programs, languages, operating systems and internet applications

Language(s)
Fluency, proficiency or knowledge of a language(s) other than English
*Language and computer skills can be combined into one “Skills” section in order to save space
**Military Experience**
Military service or ROTC or Reserves

**General Résumé/C.V. Guidelines**
- Font should be in a readable, professional format between 10-12 point size, the heading may be larger
- Margins should be between 0.5-1.0 inches all around
- Use **bold**, *italics*, *underlining*, and CAPITALS to highlight important information
- Be consistent!
- Avoid abbreviations, unless it is a universally known abbreviation, such as the NAACP. If an abbreviation is necessary, then write out the phrase once, with the abbreviation in parentheses after. For example: New York State (NYS)
- Do not include references on your résumé or C.V.; they should be included on a separate page
- Sell yourself by highlighting the skills/experiences most relevant to the job you are seeking
- Every sentence should start with an action verb; do not use “responsible for” or “responsibilities included”
- Verbs should be in the correct tense according to when you performed the work – if you are still working for the company, your verbs should be in the present tense, if you finished the job, your verbs should be in the past tense
- Use the question words: who, what, where, when, why, how, and how many to expand upon your job descriptions – emphasize your accomplishments and actions
- Do not use any personal pronouns, such as I, me, or my
- Do not include any personal information, such as age, race, marital status, religion, etc.
- Do NOT lie or exaggerate
- Use jargon and language appropriate for the job to which you are applying
- Avoid too much white space on your résumé – fill up the spaces, but don’t overcrowd your résumé
- Proofread your document for errors, typos, and grammatical mistakes. All documents MUST be approved before students can start to apply for internships and jobs.
## Action Verbs

You should always begin your bullet statements with action verbs; never with the pronoun “I.” Below is a list of verbs that may be useful in describing the duties, skills, and special projects of previous jobs.

<table>
<thead>
<tr>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
<th>Action Verb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acted</td>
<td>Classified</td>
<td>Drafted</td>
<td>Improved</td>
<td>Operated</td>
<td>Repaired</td>
</tr>
<tr>
<td>Adapted</td>
<td>Coached</td>
<td>Edited</td>
<td>Increased</td>
<td>Organized</td>
<td>Represented</td>
</tr>
<tr>
<td>Addressed</td>
<td>Collaborated</td>
<td>Educated</td>
<td>Influenced</td>
<td>Originated</td>
<td>Researched</td>
</tr>
<tr>
<td>Administered</td>
<td>Collected</td>
<td>Enabled</td>
<td>Informed</td>
<td>Overhauled</td>
<td>Retrieved</td>
</tr>
<tr>
<td>Advised</td>
<td>Communicated</td>
<td>Encouraged</td>
<td>Initiated</td>
<td>Oversaw</td>
<td>Reviewed</td>
</tr>
<tr>
<td>Allocated</td>
<td>Compiled</td>
<td>Engineered</td>
<td>Inspected</td>
<td>Performed</td>
<td>Revitalized</td>
</tr>
<tr>
<td>Analyzed</td>
<td>Computed</td>
<td>Enlisted</td>
<td>Instituted</td>
<td>Persuaded</td>
<td>Scheduled</td>
</tr>
<tr>
<td>Appraised</td>
<td>Conceptualized</td>
<td>Established</td>
<td>Instructed</td>
<td>Planned</td>
<td>Screened</td>
</tr>
<tr>
<td>Approved</td>
<td>Consolidated</td>
<td>Evaluated</td>
<td>Integrated</td>
<td>Prepared</td>
<td>Shaped</td>
</tr>
<tr>
<td>Arbitrated</td>
<td>Contracted</td>
<td>Examined</td>
<td>Interpreted</td>
<td>Prioritized</td>
<td>Solved</td>
</tr>
<tr>
<td>Arranged</td>
<td>Coordinated</td>
<td>Executed</td>
<td>Interviewed</td>
<td>Processed</td>
<td>Specified</td>
</tr>
<tr>
<td>Assembled</td>
<td>Corresponded</td>
<td>Expedited</td>
<td>Introduced</td>
<td>Produced</td>
<td>Spoke</td>
</tr>
<tr>
<td>Assessed</td>
<td>Counseled</td>
<td>Explained</td>
<td>Invented</td>
<td>Programmed</td>
<td>Stimulated</td>
</tr>
<tr>
<td>Assigned</td>
<td>Created</td>
<td>Extracted</td>
<td>Investigated</td>
<td>Projected</td>
<td>Strengthened</td>
</tr>
<tr>
<td>Attained</td>
<td>Critiqued</td>
<td>Facilitated</td>
<td>Lectured</td>
<td>Promoted</td>
<td>Summarized</td>
</tr>
<tr>
<td>Audited</td>
<td>Customized</td>
<td>Fashioned</td>
<td>Maintained</td>
<td>Publicized</td>
<td>Supervised</td>
</tr>
<tr>
<td>Authored</td>
<td>Delegated</td>
<td>Forecasted</td>
<td>Managed</td>
<td>Purchased</td>
<td>Surveyed</td>
</tr>
<tr>
<td>Balanced</td>
<td>Demonstrated</td>
<td>Formulated</td>
<td>Marketed</td>
<td>Recommended</td>
<td>Systematized</td>
</tr>
<tr>
<td>Budgeted</td>
<td>Designed</td>
<td>Founded</td>
<td>Mediated</td>
<td>Reconciled</td>
<td>Tabulated</td>
</tr>
<tr>
<td>Built</td>
<td>Developed</td>
<td>Generated</td>
<td>Moderated</td>
<td>Recorded</td>
<td>Trained</td>
</tr>
<tr>
<td>Calculated</td>
<td>Devised</td>
<td>Guided</td>
<td>Monitored</td>
<td>Recruited</td>
<td>Translated</td>
</tr>
<tr>
<td>Catalogued</td>
<td>Diagnosed</td>
<td>Identified</td>
<td>Motivated</td>
<td>Referred</td>
<td>Upgraded</td>
</tr>
<tr>
<td>Chaired</td>
<td>Directed</td>
<td>Illustrated</td>
<td>Negotiated</td>
<td>Rehabilitated</td>
<td>Validated</td>
</tr>
<tr>
<td>Clarified</td>
<td>Dispatched</td>
<td>Implemented</td>
<td>Operated</td>
<td>Remodeled</td>
<td>Wrote</td>
</tr>
</tbody>
</table>
Sample Resume #1

Sara Smith
135 Western Avenue • Albany, NY 12203 • (518) 442-5253 • SaraSmith@albany.edu

Education
University at Albany, State University of New York, Albany, NY
Bachelor of Arts in Political Science, May 20xx
Concentration: American Politics
GPA: 3.46 • Honors: Honors College, Dean’s List

Experience
Office of Mayor Michael Bloomberg, New York, NY
Intern for Mayor Michael Bloomberg, September 20xx-December 20xx
• Promoted special events, such as town hall meetings, as part of the public relations team
• Facilitated communication by translating for Spanish speaking constituents
• Oversaw office operations in absence of head secretary

Greg Seabury, State Representative Campaign, Danbury, CT
Assistant to Campaign Manager, September 20xx-November 20xx
• Aided with creation of campaign slogan and publicity materials
• Translated campaign messages into Portuguese and Spanish
• Assisted in production and made guest appearance on local TV show, “Celebrating Danbury”

Additional Experience
Banana Republic Inc., Albany, NY
Sales Representative, February 20xx-Present
• Assist customers with clothing selection and merchandise returns
• Perform as one of the top merchandise sellers with sales reaching $2000 per day

Skills
Computers: MS (Word, Excel and PowerPoint); completed course in Information Systems
Languages: Fluent in Portuguese, proficient in Spanish and French; knowledge of Italian

Activities
New York Public Interest Research Group (NYPIRG), Albany, NY
Vice President, January 20xx-Present
• Coordinate activities for students involved in the group
• Invite guest speakers to meetings to discuss issues relevant to state and local government, nonprofit management, and the private sector
• Organized members to participate in community service and political events
DANE ROCKEFELLER
1400 Washington Avenue, Albany, NY 12203
Cell: (518) 442-5253 • Home: (518) 123-4567 • Email: Dane@albany.edu

OBJECTIVE
To obtain an internship in governmental finance utilizing demonstrated budgeting and computer skills

EDUCATION
University at Albany, State University of New York
Bachelor of Arts in Public Policy and Management
Concentrations: Public Economics & Finance
GPA: 3.61
Albany, NY
May 20xx

HONORS, AWARDS, & ACCOMPLISHMENTS
Dean’s List, Fall 20xx-Spring 20xx
Rockefeller Scholarship for Outstanding Academic Achievement
President, Pre-Law Association

COURSEWORK
Law & Policy
Topics in American Policy History
Systems Thinking and Strategy Development
Policy Analysis in Public Administration

PROJECTS
Institutional Foundations of Public Administration
- Participated as member of 6 person team to evaluate institutional foundations of public service
- Conducted extensive research to examine characteristics of institutional settings, history of field, environmental context, and functions, roles, behaviors, and structures
- Presented results to a class of 35 using PowerPoint, earning an “A” on the assignment

WORK EXPERIENCE
New York State Assembly
Legislative Intern
- Worked in the office of the Assembly Minority Leader
- Tracked pending legislation and researched position statements
- Performed constituent services
Albany, NY
May 20xx – July 20xx

St. Sebastian Softball League
Little League Umpire
- Umpired two games per week for teams varying in ages from 6-12
- Attended training in order to be updated regularly on all rules and regulations
Latham, NY
June 20xx – August 20xx

COMPUTER SKILLS
Proficient in MS Office (Word, Excel, Access, PowerPoint), knowledge of HTML
SAMPLE RESUME #3

Laura McCarthy
1400 Washington Avenue, Albany, NY 12222
518.555.5555 • LM@albany.edu

Education

Rockefeller College of Public Affairs & Policy, University at Albany, Albany, NY
Bachelor of Arts in Political Science/MPA, expected May 20xx
Concentration: International Relations; Environmental Policy

Experience

New York Public Interest Research Group (NYPIRG), Albany, NY

Environmental Analyst, (January 20xx – Present)
- Research the administration of the Pesticide Neighbor Notification Law.
- Perform Freedom of Information Law requests.
- Compile scientific information regarding the expected effects of climate change.
- Transcribe public hearing testimony for presentation by NYPIRG’s Senior Environmental Associate regarding support of the New York State Department of Environmental Conservation’s proposed Burn Barrel Ban.

Legislative Intern, (May 20xx – September 20xx)
- Organized a press conference commemorating the 25th anniversary of the New York State Recyclable Container Act and promoting the passage of the Bigger Better Bottle Bill.
- Designed visual aids for press conferences and events advocating for the Bigger Better Bottle Bill.
- Conducted two independent research projects regarding the cost-benefit of recycling bins in hotel rooms and health safety standards for public water fountains, respectively.

United University Professions (UUP), Latham, NY

John M. Reilly Legislative Intern, (January 20xx – May 20xx)
- Assisted in organizing regional and statewide legislative meetings on union issues.
- Organized UUP Outreach Committee events in cooperation with the UUP Research & Legislation Department.
- Prepared legislative newsletters and bulletins distributed monthly to 5000 constituents.
- Conducted research, both quantitative and qualitative, on related union issues for the Research Department.

Sushi Samba, New York, NY

Hostess and Waitress, (September 20xx – March 20xx)
- Created superior experience for diverse group of high end patrons
- Worked in fast-paced environment, accommodating up to 800 patrons daily
- Communicated effectively with management and staff to provide quality service
- Participated in planning for special events

Skills
- Excellent knowledge of New York State government and LRS
- Trained in the use of Microsoft Office programs, including Microsoft Word, PowerPoint, Access and Excel
What is a cover letter?
A cover letter is a letter that accompanies your résumé that serves as an introduction of your skills and qualifications. The most important thing about a cover letter is that it matches your experience and skills to the position criteria. Therefore, it’s necessary to write a specific cover letter for each position to which you apply. DO NOT WRITE A GENERIC COVER LETTER. Review the position, and determine the most important elements of the job, and try to match the skills and experience you possess to that specific job. You want to cite specific instances when you have used that experience on the job, rather than just providing a laundry list of your accomplishments. If you can prove your experience, rather than just state your experience, you will stand out to potential employers.

A cover letter should always be sent if you are applying to a full-time job, regardless of if the job announcement cites the need for a cover letter; for an internship, a cover letter may not always be necessary, so check the posting.

In certain cases, you may not be applying to a specific position, but instead, inquiring if there are any available positions. If that is the situation, then you should focus on the organization’s mission or services and how you could contribute to their goals.

**Cover Letter Guidelines**

- Limit your cover letter to 1 page, single spaced.
- Always personalize your cover letter for a specific job – DO NOT WRITE A GENERIC COVER LETTER.
- Proofread your cover letter before sending it out! Any mistake or grammatical error can result in rejection.
- If you are emailing your cover letter, attach your cover letter and résumé to the email. Do not use the cover letter as the body of your email. Instead, write a brief message stating that your cover letter and résumé are attached.
- Address your cover letter to a specific person, whenever possible. Contact the organization and request the name of the appropriate contact person. If you absolutely cannot identify a person, use “Dear Hiring Manager” or “Dear Internship Coordinator”.
- Do not focus on what you would like to gain out of the internship, instead focus on what you have to offer to the organization and position.
- Use the active, not the passive tense.
- Demonstrate your skills and qualifications through concrete examples. Use the STAR method (Situation, Task, Action, Result) to discuss specific times when you have used that skill.
- Vary your sentence structure – avoid starting too many sentences with “I”.
- Sign your letters in blue or black ink if sending via postal mail.
- Include information about why you would want to work for that specific organization or in that specific position.
- Highlight the fit between your skills and the position requirements.
- Format your cover letter so that it matches your résumé – use the same font, headings, margins, etc.
- **Proofread your document and have the Rockefeller College Office of Career & Alumni Programs approve a copy before sending it out to employers.**
**Sample Cover Letter Format**

Street Address
City, State ZIP
Phone Number
Email Address
Date

Employer’s Name (include Mr./Ms.)
Title
Organization
Street Address
City, State ZIP

Dear Mr./Ms. Last Name (try your best to find the name of a specific person):

The first sentence should address why you are writing to them – in other words, that you are applying to a specific position. Next, address how you found the position (if you were referred by someone, mention that here), and your interest and enthusiasm in that specific position and the organization as a whole – cite the mission of the organization or you want to intern with a particular politician based upon his stance of xyz issue. Indicate your degree and expected graduation date. Mention that you will be participating in the University at Albany’s selective Semester in Washington program, and that you will be available for an internship all day Monday-Thursday from January 27, 2014 – April 24, 2014. The last sentence of your first paragraph should be your thesis statement. In other words, what you are going to address in the rest of your letter. Remember that you need to focus on what you have to offer to the organization as well as why the organization is of particular interest to you.

The body paragraphs (one or two paragraphs) should focus on the qualifications that you possess that match the specific position requirements or the mission of the organization. How can your background and experiences contribute to the organization’s goals and objectives? Read through the job description carefully to pinpoint the skill sets that the employer consistently mentions (i.e. analyzing data, lobbying, policy writing, researching, etc.). Select the skills you feel most confident of and match your skills and qualifications to those qualities. You should also use these paragraphs to show off that you have done significant research into the organization. If it is a Member of Congress, refer to the Members’ interests or past accomplishments that match up with yours. If it is an issue-based executive branch or non-governmental organization, show that you know what is does – perhaps by referring to a specific report of project. (Of course, you can expect to be asked about that report or project if you get to an interview).

When describing your specific skill set, do not just reiterate what is on your résumé – give more detail. If you can target what they are seeking in a candidate and back it up with specific examples of times when you have used those skills. If you can prove your experience that is much more convincing than just stating that you have those skills. To give specific examples, use the STAR technique (Situation, Task, Action, and Result) to describe the context of the example.

The closing paragraph should again summarize your strengths in the position. You should also discuss some actions towards moving forward in the application process, such as your interest in interviewing with them, or that you would like to hear from them soon. You should thank the employer for their time and consideration.

Sincerely, (you can also use Best Regards, Sincere Regards, or some other closing)
**Your full name, signed** (if you are sending your letter electronically, type in a script font)
Your full name, typed

Résumé Attached (if you are sending via postal mail, include Résumé Enclosed)
Sample Cover Letter

1400 Washington Avenue
Albany, NY 12222
NelsonRockefeller@albany.edu
518-442-5253

Dear Ms. McCarty:

I am writing to express my interest in the New York State Assembly Undergraduate Intern program. I learned about the position through Dr. Helen Desfosses and also through a posting on the Assembly’s website. Currently, I am pursuing my Bachelor’s degree in Public Policy with a concentration in Local Government Management and will graduate in May 20xx. In Spring 2014, I will be participating in the University at Albany’s selective Semester in Washington program, and will be available all day on Monday-Thursday from January 27, 2014 – April 24, 2014. Growing up in New York, I have a strong interest in state politics, and have followed the Assembly’s legislation for quite some time. I believe I would be a good candidate for the Assembly Intern program, as I have substantial research and policy experience.

As part of my degree, I have taken several classes in policy writing, development, and analysis. In my “Introduction to Policy Analysis” course, I completed a group project on higher education policy from 1960-2000. To accomplish the task, the group divided up the project, and each group member selected a decade. For my part of the project, I researched higher education policy from 1980-1990, including conducting research using Lexis-Nexis on Pell Grant initiatives. I found 10 articles on Pell Grants, and compiled a summary of the rulings and the implications on higher education loan assistance. As a team, we created a PowerPoint presentation comparing and contrasting the legislation in each of the decades; we presented it to a class of approximately 40 students. As a result, I feel confident that I could utilize my research skills in the Assembly Internship.

In addition to my research skills, I believe that I could contribute my experience in policy. During the spring semester, I completed a policy internship with the National Alliance on Mental Illness (NAMI) in Albany. In this role, I prepared legislative alerts, action alerts, updates, and communications with other local mental health service provider staff. Specifically, I researched and wrote documents about the recent health care bill passed by President Obama, and sent letters to local Congress and Senate representatives to voice NAMI’s support of the bills.

Thank you very much for your consideration for the Undergraduate Intern position with the New York State Assembly. I can be reached at the contact information listed above, and would welcome the opportunity to discuss the position in more depth in an interview.

Sincerely,

Nelson Rockefeller
Nelson Rockefeller
Résumé Attached
Dear Ms. Green,

I am writing to express my interest in the internship at the American Progress Organization. I am aware that the Center for American Progress offers various internships, but I would like to apply for the Enough Project for the Spring of 2014. By visiting Enough Project’s main website, I was able to see all the great work that the Enough Project does to inform and help people affected by human rights violations on both the local and global level in society. I would love to be part of a team that works to protect human rights as well as educate others on violations occurring in our world today. I am currently a senior at the University at Albany, pursuing a Bachelor of Arts degree in Globalization Studies and World History. I also have a minor in Political Science and have an expected date of graduation for May 2014. In spring 2014, I will be participating in the University at Albany’s selective Semester in Washington program and will be available all day, Monday – Thursday from January 27, 2014 – April 24, 2014. I have great research and analytic skills with extensive knowledge on global affairs as well as in politics, which would make me a good candidate for this internship.

My extensive coursework for Globalization Studies, World History and Political Science includes a variety of topics involving global affairs and American Foreign Policy. Some of the main courses I have completed are Environmental Analysis, American Foreign Policy, Development of the Third World and International Organizations. I have the ability to research an array of topics and organize them into a cohesive report or paper. I have strong communications, multi-tasking and organizing skills that will be asset to the Enough Project. I can communicate and read French and Haitian Creole and also have basic knowledge in Spanish and Modern Hebrew. I hope that for working for the Enough Project, I will be able to learn from my surroundings and superiors in order to expand and share my knowledge with people about the world around us.

It would be a great pleasure to participate in an organization that would enable me to use my academic knowledge and express them through research and presentations. I have experience with working with organizations such as the Students Against Genocide Association, which is a student run organization created to raise awareness of human rights violations and genocides. The main focus of this group is to educate high school students on the genocide that is occurring in Darfur, Sudan. I was able to research the events in Darfur, Sudan and construct coherent presentations to present to dozens of students on a weekly basis. By working with the Enough Project I hope to expand my knowledge on other human right violations and be part of the solution to end genocide.

Thank you for your consideration for the Development Internship at the Center for American Progress - Enough Project. I would be glad to further discuss my qualifications and this internship position for the Enough Project through an interview. I can be reached from the information listed above and thank you once again for your consideration for this internship position.

Sincerely,

Barney Nelson

Barney Nelson
Enclosure: Résumé