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# career *planning* guide

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*Every ounce of energy you  
invest in pursuing your  
goals will help you grow  
toward God's plan for you.  
~ Chip Gaines*

# table of contents

*Your talent is  
God's gift to you.  
What you do  
with it is your  
gift back to God.  
~ Leo Buscaglia*

<b>Career Quick Tips</b>	<b>3-11</b>
3 Resumes	
5 Cover Letters	
7 Internships	
8 Interviewing	
10 Soft Skills	
11 Networking	
<b>Candid Career</b>	<b>12</b>
<i>The Inside Scoop on Careers</i>	
<b>StandOut</b>	<b>13</b>
<i>Mock Video Interview Platform</i>	
<b>HACU</b>	<b>14</b>
<i>Hispanic Association of Colleges &amp; Universities National Internship Program</i>	
<b>CCCU</b>	<b>15</b>
<i>Council for Christian Colleges &amp; Universities Career Center</i>	
<b>Stay Connected!</b>	<b>16</b>



# resumes



## FORMAT

When you're applying for jobs or internships, the first thing you need is a resume. View it as an advertisement to share your accomplishments and experience with a future employer. While there's no official format, there are specific pieces of information that should be included like contact information, goals, education and experience. Best practices also include focusing on action words and skill-based accomplishments to show what a great catch you are!

## WHAT TO INCLUDE

### 1. Contact Information

- Name
- Mailing address (permanent or school address if you live on campus)
- Phone number
- Email

! *Be sure your email and voicemail are accurate and businesslike!*

### 2. Objective/Goal

Clearly state your job, field or career goals. Include what you can offer the employer.

### Summarize Qualifications/Skills (Optional)

List your top 3-5 skills or competencies related to your target jobs. Make sure to include if you're bilingual.

### 3. Education

- University
- Major / Minor
- Expected Graduation date
- GPA – only if it's above 3.0
- Related coursework (optional) – You can list 2-6 classes if you lack work or volunteer experience

! *Do not include high school information if you are a junior or above.*

### 4. Experience

- Include job title, organization, city, state, and dates of employment (month/year – month/year; List full- or part-time jobs, internships.
- Use bullet points or paragraphs as needed.
- Write in past tense for previous positions and present tense for current position(s).
- Start each line with action words (examples to the right) to evoke confidence and expertise.

### 5. Additional Information

- Include any sports teams or clubs you are/were a part of as well as the years of involvement.
- List volunteer work plus any projects or studies you participated in.

## REFERENCES

Include on a separate page and provide with your application or at the interview.

## EXAMPLES OF ACTION WORDS

Accelerated  
Administered  
Alleviated  
Appointed  
Assisted  
Built  
Collaborated  
Consolidated  
Created  
Delivered  
Demonstrated  
Designed  
Developed  
Diagnosed  
Directed  
Equipped  
Executed  
Gathered  
Handled  
Improved  
Influenced  
Learned  
Maintained  
Monitored  
Obtained  
Operated  
Organized  
Performed  
Persuaded  
Prioritized  
Produced  
Publicized  
Recommended  
Repaired  
Researched  
Revamped  
Served  
Sold  
Stimulated  
Strengthened  
Structured  
Supervised  
Taught  
Undertook

RESUME ACTION WORDS

# Resume Checklist

## GENERAL

- Did you avoid writing I, me, and my personal pronouns?
- Dates are in reverse chronological order (most recent on top) under each section?
- One page only? (unless you have significant previous full-time experience)
- No picture or personal data on the resume?
- No typos/errors? Spell-check and grammar-check your resume, and have Career Services check.

## CONTACT INFO

- First and last name, address, phone number (xxx-xxx-xxxx), email? Optional: LinkedIn URL
- Did you include both your on-campus and permanent addresses, if applicable?

## EDUCATION

- Degree listed first (Bachelor of Arts, Science, etc.), college/university second? (can be reversed)
- Include city, state of college (not zip code)? Or just Concordia University Chicago, IL
- Graduation date listed, even if you have not yet graduated? (can write "expected May 20\_ \_")
- Include Major and Minor (if applicable)?
- GPA listed only if over 3.0?
- Include study abroad experience (if applicable)?
- No high school listed after your junior year of college?

## EXPERIENCE

- Included job title, organization, city, state, and dates of employment (month year – month year)?
- Variety of action verbs to begin each sentence under a job? Assist, supervise, train, etc.
- Proper use of tenses → current jobs = present tense, previous jobs that ended = past tense?
- Included relevant employment, internships, volunteer work, and military service, academic projects? (some can be separate categories to pull out your most relevant experience)
- Used descriptive job titles (optional) if there is no real title or if real title is inaccurate?
- Included industry buzzwords and keywords? (could be from job or internship description)
- Preferably skill not task-based? – i.e., not "answer phones" (task) but "provide customer information over telephone" (skill)
- Quantify or qualify – use numbers and dollars when appropriate?

## SKILLS (OPTIONAL)

### Other titles could be Summary of Qualifications, Competencies, etc.

- Summary of your top 3 or 4 skills or competencies or accomplishments? (could be bullet points)
- Include languages if bilingual?

## OTHER HEADINGS

### Activities (or Involvement), Honors/Awards, Leadership, Community Service, etc.

- Activities section listing your most notable extracurricular activities? (or other headings?)
- "References available upon request" is NOT on the resume? (Put references on separate page)

## FORMAT

- Margins are within a reasonable range (.6"– 1" all around)?
- 10 point to 12 point font size in a standard font? (Make your name a little larger, and bolded.)
- No more than two different fonts or two font sizes used throughout resume?
- Place the most relevant information for the job you seek in the top 1/3 of the resume?
- Spaces consistent in between sections throughout resume?
- When printing to hand out, use quality bond paper? (not the paper that's usually in the printer)

**Sources:** <https://collegegrad.com/jobsearch/best-college-resumes/resume-checklist>, <https://www.nyu.edu/content/dam/nyu/wasserman/documents/resume-checklist.pdf> <https://www.monster.com/career-advice/article/resume-critique-checklist> [https://www.vanderbilt.edu/career/media/pdf/ResumeChecklist\\_082013.pdf](https://www.vanderbilt.edu/career/media/pdf/ResumeChecklist_082013.pdf)

# cover letters



Cover letters aren't always required, but they can help show that you are a good fit for the role. Make sure to modify the content for the different jobs and internships you're applying to. TIP: Keep a copy of all your cover letters. When an employer calls, you'll be able to quickly find their letter to help you recall who they are, what they need and how you can help them!

## FORMAT

- Personal address and contact information. Make sure this matches the top of your resume.
- The date.
- Name of the person you're addressing the letter to including their title, name of the organization and mailing address.
- If you can't find the name of the person you are sending the letter to, do a thorough search online or call the company/organization. If that is not successful, you can address your letter as "Dear Hiring Manager."
- Use Dear Mr., Mrs. or Dr. and the contact's last name. Do not use first names.

## CONTENT (1-3 PARAGRAPHS)

### Attention

- Grab the reader's attention by telling them why you're writing.
- Make sure to include the position for which you are applying.
- If there is a person that referred you to the position, mention their name.

### Interest

- Include your motivation for applying by explaining how you can help the organization.
- Feature specifics for your past experiences (professional or volunteer) that will impress them.

### Desire

- Review the job or internship description for personal skills to highlight and include your accomplishments.
- Research their mission, culture or values and include how you connect with those.

### Action

- Close out your letter by requesting an interview or time to talk more about the position and your qualifications.
- *Optional:* Express your interest in the position again and summarize the reasons to consider you.
- Restate how to reach you via email and/or phone.
- Thank the reader for their time and consideration.
- Use a closing like "*Sincerely*" or "*Respectfully*."

## REVIEW/PROOFREAD

- Read letter out loud to check for errors and flow.
- Have someone else review it, such as a Career Services staff member.

**IMPORTANT! Keep letters to 1 page or less, single-spaced.**

## ADVICE FOR A STRONG START & FINISH

See **Resume Target** on the CUConnect portal under CUC Experience and Career Services. Resume Target has many cover letter templates. After you select a resume template, you'll see a tab at the top for a corresponding cover letter template. Please remember to modify the template wording or your cover letter will sound 'canned' or unoriginal. You can also search online for cover letters related to your field. Make sure to modify the wording. No plagiarism!

### Persistence Pays Off!

Following up once or twice after submitting your resume and cover letter can increase your chance for successfully landing an interview.



HOT TIPS!

## MUSIC TEACHER SAMPLE

Your Name  
Address  
City, State Zip

Date

Dr. Ralph Hillendorf  
Assistant Superintendent for Human Resources  
Best School District #200  
111 Main Street  
Anywhere, IL 60000

Dear Dr. Hillendorf,

I am seeking a position as a band director, band assistant, or general music teacher for a middle school and/or high school. I am certified to teach K-12 music education and am interested in any other areas for which I am qualified.

As a music educator, I strive to provide rewarding learning experiences that fulfill each student's individual needs. My experience with special needs students has increased my commitment to facilitate various levels of individual success for all students. As a teacher it is my privilege to demonstrate the relationship between music and other academic subjects, while relating music to students' everyday lives. It is my passion that all students would benefit from the many life skills that music develops and enhances.

My strengths as a music teacher include compassion, commitment to student success, competence in my subject area, as well as, patience, determination, and professionalism in the learning environment. My strong organizational skills help me to multi-task the many responsibilities a music teacher encounters. This is demonstrated through the care and organization I take with every responsibility and opportunity.

I would be very interested in an interview if any openings should arise. You may contact me at 555-666-7777 or at my email teacher5@yahoo.com at any time.

Thank you for your consideration.

Sincerely,

Your Name

## MARKETING INTERNSHIP SAMPLE

*excerpts from  
<http://www.smith.edu/lazaruscenter/pdf/resume-book.pdf>*

Date

Kyle Doe  
Marketing Director  
Chicago Sky  
35 South Franklin Avenue  
Chicago, IL 67890

Dear Mr. Doe:

I am a Concordia university junior writing to apply for your summer Marketing Intern position. After hearing about this opportunity from Francis Johnson who interned at the Chicago Sky last summer, I am excited about applying. With my strong communication and technology skills and background in sports management, I believe I could make a strong contribution to the marketing team.

I have a demonstrated track record of effective communication and event promotion. For example:

- As a Ticketing Intern for the Kane County Cougars, my efforts helped achieve a 12% increase in ticket sales last summer.
- As an intern for Downtown Oak Park, I initiated and maintained a database of contacts that helped build exposure for upcoming events and distributed flyers I created to local businesses.
- I designed promotional materials and wrote content for a website for an annual conference coordinated by one of our departments on campus.

I look forward to contributing my energy and initiative to support the Chicago Sky's goals of expanding promotional efforts while providing exceptional customer service to existing season ticket holders. The Marketing Internship interests me as an opportunity to contribute my marketing savvy and love of sports while learning more about the business side of the sports and entertainment industry. I'm available at your convenience to discuss my interest in the Marketing Intern position and I look forward to hearing from you.

Sincerely,

Your Name

# internships



## GETTING STARTED

Career Services is here to assist Concordia-Chicago students in meeting their internship search, career planning and post-graduation needs. If you are just beginning your journey to find an internship or job, we suggest taking the following steps to get started.

## YOUR DEPARTMENT

Talk to your department about internships for credit, expectations, and where other students in your major have interned.

## THE CUC STUDENT PORTAL

Check out the CUC student portal for current internship and job postings

- 1) Log in at [connect.cuchicago.edu/](http://connect.cuchicago.edu/) using your CUC login info
- 2) Select the **CUC Experience** tab
- 3) Scroll down to the **Career Services** section
- 4) Click **Internships** to view opportunities categorized by major or area of study

## CCCU CAREER CENTER

The **Council for Christian Colleges & Universities Career Center** connects passionate people with meaningful careers in Christian higher education, church ministry and faith-based nonprofits. Registration is free.

- 1) Go to [careers.cccu.org/jobseekers/](http://careers.cccu.org/jobseekers/)
- 2) Click “**Your Profile**”
- 3) Select the **Sign Up** tab and create your account with access ID and password
- 4) Complete registration and submit
- 5) You can now upload your resume, search for internships/jobs and create alerts for positions matching your skill set

## CHEGG INTERNSHIPS

[Internships.com](http://Internships.com) is another way to search for internships and jobs. To get started, create a student account by clicking **Create Account** and complete your profile.

## FOR STUDENT-ATHLETES

[AthleteNetwork.com](http://AthleteNetwork.com) is a resource for student-athletes to create a profile, upload a resume, browse employers and apply for internships/jobs.

## ATTEND CAREER FAIRS!

## ADDITIONAL RESOURCES

### MORE SITES

The following websites can be valuable and resourceful tools for your internship search, applying to open opportunities, networking or learning about a company. Check out:

[LinkedIn.com](http://LinkedIn.com)  
[Indeed.com](http://Indeed.com)  
[Glassdoor.com](http://Glassdoor.com)  
[Idealist.com](http://Idealist.com)  
[WayUp.com](http://WayUp.com)  
[HireOwl.com](http://HireOwl.com)  
[CollegeCentral.com](http://CollegeCentral.com)

### IT'S WHO YOU KNOW

When you are intentional about networking with friends and family, you'll be sure to hear about open internship opportunities. You're more likely to receive an offer to interview when someone close to you introduces you to the right person.

MORE TIPS!

# interviewing



## PREPARATION

Prepare for the interview by researching the company/industry. How much you know about a potential employer reflects your interest and enthusiasm about the position. Research their website to get an understanding of their mission, vision, and products or services. Additional ways to research include: social media, [LinkedIn](#), [Vault.com](#) and [Glassdoor.com](#).

## DRESS FOR SUCCESS

You don't get a second chance to make a first impression, so you need to present yourself as a career professional. Avoid trendy fashions and dress in clothing that reflect the job you want. Business suits, collared shirts, ties, blouses and closed-toe shoes are all examples of acceptable interview attire. You should also be well groomed while limiting your jewelry and cologne.

## BE ON TIME

Ideally, you should arrive 10-15 minutes before your scheduled interview time. Make sure you have all the information you need to know about the interview beforehand including the address, hiring manager contact information and parking instructions. If something does happen that prevents you from arriving on time, call the hiring manager and let them know the circumstances.

## GENERAL ETIQUETTE

Be polite at all times. Say hello, smile and be courteous to everyone you met. The person in the parking lot, hallway or restroom may be the individual you will interview with later. Greet the interviewer with a firm handshake, smile and eye contact. Maintain good eye contact throughout the interview process.

## WHAT TO BRING

Bring multiple copies of your resume along with your references. Also, bring a padfolio to take notes during the interview and show that you're not only listening, but interested in what they're saying. Have at least 1-2 questions prepared ahead of time, avoiding the topic of salary or benefits, to ask the interviewer at the end.

## HOW TO ANSWER INTERVIEW QUESTIONS

Use specific examples from the experiences listed on your resume and put a positive spin on things. If the hiring manager asks about a weakness or failure, turn it into something positive that you learned from the experience.

## POST-INTERVIEW

Follow up no later than 24 hours after your interview with a brief thank you email to each person you met.

## GOOD LUCK!

### TIPS FOR SUCCESS:

Relate what you know about the company when answering questions. Be thoughtful and self-reflective in both your interview questions and your answers.

Show the interviewer you know yourself—your strengths and your weaknesses. Be prepared to talk about which areas would present challenges and how you would address them.

Be prepared for general questions, such as, "*Why have you chosen this particular field?*" as well as behavioral questions including, "*Describe a situation in which you didn't meet your stated goal—how did you handle it?*"

Refer to the STAR method on page 9 for more tips and samples of interview questions.

WHAT TO DO





# Sample Interview Questions

## GENERAL QUESTIONS

- Tell me a little about yourself.
- Why have you chosen this particular field?
- Why are you interested in working for us?
- What is one major strength/weakness?

## BEHAVIORAL-BASED QUESTIONS

- Describe a situation in which you didn't meet your stated goal, how did you handle it?
- Tell us about a situation in which you encountered resistance from key people, how did you convince them to do what you thought was best?
- Describe a situation in which you took the initiative to change a process or system and make it better, how did you identify the problem? How did you go about instituting change?
- What, in your opinion, are the key ingredients in building and maintaining successful business relationships? Give examples of how you have made these work for you.



## WHEN THE INTERVIEWER ASKS "DO YOU HAVE ANY QUESTIONS FOR ME?" HERE ARE SOME GREAT QUESTIONS YOU CAN ASK:

- How would you describe the culture here? What type of people tend to really thrive?
- Thinking back to a person you've seen do this job well, what made their performance stand out?
- Are there any reservations you have about my fit for the position that I could try to address?
- What is your timeline for getting back to candidates about the next steps?

# soft skills



## WHAT ARE SOFT SKILLS?

Did you know that soft skills are just as important as technical skills to your professional success? Soft skills relate to how you work with others—something employers are paying more and more attention to in the hiring process.

Soft skills include your ability to:

- Communicate
- Think critically and solve problems
- Learn new skills
- Lead others
- Function independently
- Work as part of a team to accomplish a common goal
- Accept and thrive in an atmosphere of change

## HOW DO I WORK ON PROFESSIONALISM?

Professionalism is more than your outward appearance. While your attire and body language are important, being professional means being the best version of yourself. A true professional embodies the following qualities:

- **Preparation:** Read the required documents ahead of the meeting or class. If it's an interview, research the company beforehand. Be on time and bring the necessary tools. Get enough sleep so you are alert, and plan for all possible outcomes.

- **Initiative / Being Proactive:** Rather than waiting to be told what to do, successful professionals take the initiative to recognize problems and suggest solutions. Keep an eye open for opportunities and volunteer strategically.
- **Prioritization:** If you have more things to do in a day than you can accomplish, prioritize the most important tasks each day and make time for them, using less time and energy on other tasks and distractions.
- **Communication:** Connect and keep up with the people who need to know what you are working on, and update them on your progress. What are the best channels to communicate? What are the appropriate timelines to accomplish your tasks? If you are anticipating a problem, reach out and inform those who need to know.
- **Engagement and Commitment:** If you are merely going through the motions and not invested in the larger context of your work, you are not being professional. Make the work you do a top priority and give it your best energy and talent—it will show.

## 85% OF SUCCESS IS DETERMINED BY SOFT SKILLS

### More In-Demand Soft Skills...

**STRONG WORK ETHIC**  
Initiative, reliability and doing the job right the first time

**EMOTIONAL INTELLIGENCE**  
Identifying and managing your and others' emotions

**COMPUTER AND TECHNICAL LITERACY**  
Basic computer competency is a must nowadays

**RESEARCH SKILLS**  
Assess situations, seek multiple perspectives and gather more in-depth, harder-to-locate information

**PROCESS IMPROVEMENT**  
Be an expert at optimizing business procedures

KEEP THIS IN MIND

# networking



## WHY NETWORK?

Networking is by far the most important, yet most neglected aspect of career planning. The key is to consider every person you come into contact with as a potential source for leads. It's such a small world, you never know who may guide you to that perfect opportunity. Many job openings are filled through word of mouth, or networking.

## WHAT IS NETWORKING?

- Building connections with people and developing mutually beneficial relationships
- Gathering and exchanging information, contacts and experiences
- Helping you to acquire information, advice and referrals about all sorts of opportunities and job prospects

## WHEN SHOULD I START?

It is never too early to start networking. If you want a job when you graduate, you have to know people in the industry in which you want to work NOW. The concept is plain and simple: plant the seeds before you need to harvest them.

## WHERE DO I BEGIN?

Networking is vital, but where do you start the building process? Very simple—with people already in your network.

- Your family and their friends, your friends and their families.
- College classmates, professors, coaches, neighbors, current or former bosses, and coworkers.
- Anyone you or your family have a relationship with—doctors, religious leaders, lawyers, realtors, accountants, insurers and bankers.
- CUC alumni – they are often willing to help new graduates. The CUC Networking event is the perfect place to meet some of them.

## HOW CAN CAREER SERVICES HELP?

Networking opportunities are never-ending. Career fairs, company visits, workshops and more take place throughout the year. Check out the Career Services page on the Portal to view our upcoming events. Using [LinkedIn](#) and professional association sites are also great tools for networking.



## THE KEY CARD

Business cards are helpful when networking and offer the opportunity for potential employers to check in with you later when they have time.

### Online resources:

[vistaprint.com](#),  
[moo.com](#), [zazzle.com](#)

### More info:

[findspark.com/business-cards-recent-grads/](#)

## CONNECTING WITH PROFESSIONALS

### LinkedIn

Develop your [LinkedIn](#) profile and use the platform to connect with professionals in your field.

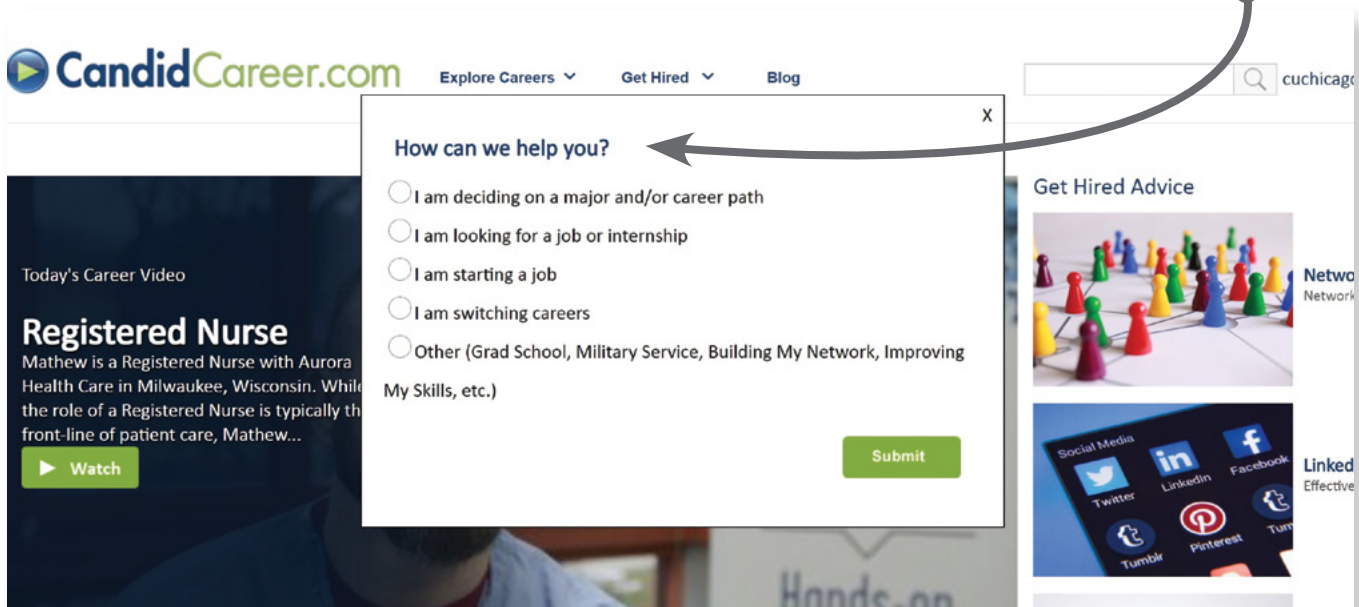
### Professional Association

Professional associations in your field often have student memberships at reduced rates. Attend events to meet people in your field.

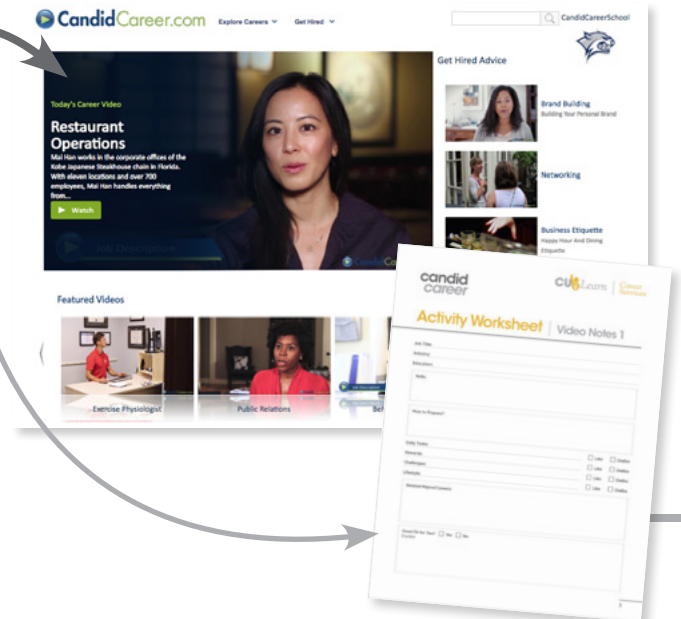
# Candid Career

Access thousands of video clips featuring professionals sharing their career experiences and job preparation tips. **Candid Career** is dedicated to providing the inside scoop on careers and advice that will give you an edge in your job search.

You can find Concordia's Candid Career page via [cuchicago.edu/career](http://cuchicago.edu/career) or by visiting the CUC Experience tab on the Portal. Click [CandidCareer.com](http://CandidCareer.com) and answer the following question: **How can we help you?**



Each career video is broken down into three sections including *Job Description*, *Loves & Challenges* plus *How to Prepare*. Watch all sections to get the full picture from each career professional. You can also utilize Career Services' separate [Candid Career Activity Worksheets](#) and take notes to review the things you like or dislike so you can explore if that particular career or industry would be a good fit for you.

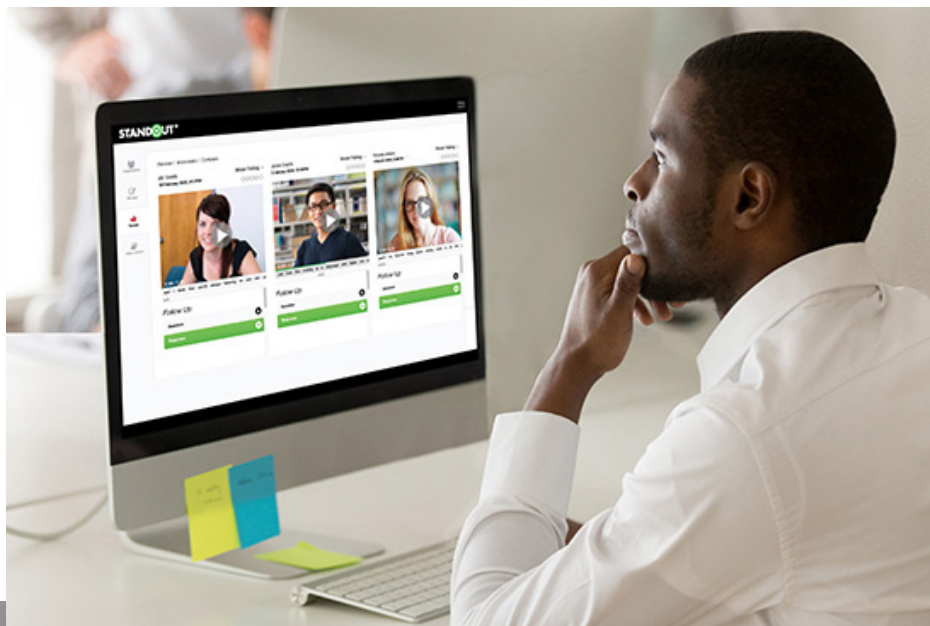


# StandOut

As a CUC student, you have access to the interviewing tool **StandOut**. This interactive, online tool provides feedback and tips during your mock interview. StandOut allows you to record, review and even re-record your answers to a selection of interview questions for a variety of majors.

You can also send your recorded responses to Career Services for review. A member of the Career Services staff will help you critique which areas you excelled in and which may need improvement.

If you have not received your invite to create an account on StandOut, please contact [Career.Services@cuchicago.edu](mailto:Career.Services@cuchicago.edu). Once you have your invite email, login with your .cuchicago.edu credentials at [StandOut.com](http://StandOut.com).



# HACU

## Hispanic Association of Colleges & Universities National Internship Program (HNIP)

### “OPENING DOORS OF OPPORTUNITY” – ABRIENDO PUERTAS DE OPORTUNIDAD

If you're looking for an internship, HACU can help you! The Hispanic Association of Colleges & Universities, of which Concordia is a member, searches for the best candidates across the country. Partnering with government and corporate organizations, the HACU National Internship Program develops the next generation of public servants and business leaders.

To begin, visit [hacu.net/hacu/HNIP.asp](http://hacu.net/hacu/HNIP.asp) and click **Students** on the left-hand side to explore the many benefits.

Students of all majors are encouraged to apply: Business, Communications, Health Services, Human Resources, Social Sciences Information Technology and Natural Sciences.



# CCCU

## Council for Christian Colleges & Universities Career Center

### CONNECTING PASSIONATE STUDENTS AND PROFESSIONALS

The Council for Christian Colleges & Universities (CCCU) Career Center works to connect passionate students and professionals with meaningful careers in Christian higher education, church ministry and faith-based nonprofits.



Create your free profile at [careers.cccu.org/jobseekers/](https://careers.cccu.org/jobseekers/).

The CCCU Career Center also offers a Learning Center full of presentations that can help you build and manage your career for maximum success! Topics include:

- Creating Powerful Resumes
- Building Your Brand
- Networking for Job Search and Career Success
- Ace the Interview
- Writing a Successful Cover Letter



# Stay Connected!

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There are many ways to stay connected with the Career Services team as a student and alumni of Concordia University Chicago.

## MEET THE TEAM

### **Jerry Pinotti**

*Director of Career Services*

[Jerry.Pinotti@CUChicago.edu](mailto:Jerry.Pinotti@CUChicago.edu)

(708) 209-3032

### **Jacque Boatman**

*Director of Internships*

[Jacque.Boatman@CUChicago.edu](mailto:Jacque.Boatman@CUChicago.edu)

(708) 209-3117

### **David Vasquez**

*Career Counselor*

[David.Vasquez@CUChicago.edu](mailto:David.Vasquez@CUChicago.edu)

(708) 209-3029

## SOCIAL MEDIA

### **Twitter**

Follow us [@CUC\\_Careers](https://twitter.com/CUC_Careers) for the latest job/internship postings, career events and more!

## ACADEMIC SUPPORT APPOINTMENTS

Schedule online or face-to-face appointments with a member of the Career Services team at [CUChicago](https://www.cuchicago.edu). [mywconline.com](https://mywconline.com). Online appointments will take place over Zoom. The meeting link will be sent to your [cuchicago.edu](mailto:cuchicago.edu) email prior to your designated meeting time. Face-to-face meetings will take place in the DePew Center.

## PADLET

Visit [cucareers.padlet.org/cuc/career\\_services](https://cucareers.padlet.org/cuc/career_services) to access our virtual bulletin board of Quick Tips, Job/Internship Postings and Career Events. The Padlet app is also available to download for iPhone and Android users.





*In the same way, let your light  
shine before others, that they  
may see your good deeds and  
glorify your Father in heaven.  
~ Matthew 5:16*



[CUChicago.edu/career](http://CUChicago.edu/career)