

Resume & Interview Tips

Preparing for Your Next Opportunity



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Planning Your Next Move

What should I include in my updated resume?

How will I find open opportunities?

I haven't interviewed in a while...how should I prepare?



Planning Your Next Move

How will I know if the next move is right?

What Is the best move for you?

- There is no right answer
- Think longer-term
- Rely on your strengths
- Look for a new growth area

Is this job realistic, based on my skills and level?

- Know the position level
- Lateral moves can be valuable
- Review jobs that are in the level or one below or above

Will this job help me develop other skills I need?

- Do your research
- Keep an open mind and be willing to take on positions that help you hone new skill sets

Everyone's Career is Unique!



Planning Your Next Move

How will I find opportunities?

HSBC Job Opportunities

- View all available positions within HSBC by visiting Career Track

External Job Posting Sites

These sites are a good centralized resource to view and post for external open positions:

- www.careerbuilder.com
- www.monster.com
- www.hotjobs.com
- www.job.com

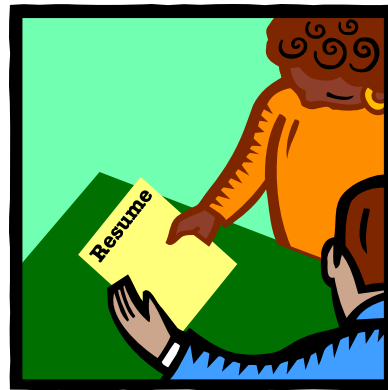
Networking

- Talk to people you know within the industry



Resume Building

Highlighting Your Talents



Your Resume – What Should It Accomplish?

- Your resume is a self-promotional document used to present yourself, your skills and experience to a potential employer in the best possible light, for the purpose of getting invited to a job interview.
- A resume should highlight your accomplishments and help peak an employers interest so that they want to invite you to an in-person interview.
- A resume should be specific to the job you are applying for.



What Should My Resume Include?

- **Include an objective:** This should be specific to the position you are applying for. It should be very brief – only 1 or 2 lines. The objective should speak to what it is you want to accomplish in your next role.
- **Highlight your qualifications:** You may wish to add a section at the top of your resume that highlights the skills or experience that you feel make you an excellent candidate for the job.
- **Include skills that are relevant:** If you speak a foreign language which may be useful to the job, include it. If you are a certified expert typist, but the job will not require you to use a computer, skip it!
- **Show numbers:** There is power in showing that you have exceeded your goals in the past, or have implemented cost reductions that are quantifiable.
- **Recent work experience:** If you have worked for the same company, but have held several positions, show each position separately; list beginning with the most recent position first. In listing your experience, you should list your last three jobs, or the past 10 years of experience, whichever is most relevant.

Key Resume Sections

Resumes are typically comprised of the following information:

Objective

- *Sample Objective #1*
To gain a position as a **XXXXXXXXXX**.
- *Sample Objective #2*
To gain a position as a **XXXXXXXXXXXX** that will utilize my skills, and will make a positive impact on our customers and the performance of HSBC.

Work History

- Try to list experience and work history in bullet form
- Speak to your successes and “wins” in your previous roles

Work History Example:

HSBC Longtown, IL 2004 - Present

Account Executive

Submitted strategy suggestions to Branch Manager to attract and retain customer base.

Exceeded personal sales goal in 2007 and 2008 by 10%.

100% compliance with regulations, and branch received passing audit score.

Participated in community activities to support the HSBC Brand.

Education/Special Certifications

Resume Writing Tips

- Make it professional, yet easy to read
- Decide what's important
- Keep it short
- Spell-check, spell-check, spell-check!!
- Be honest
- Don't be afraid to sell yourself

Resume Writing Resources

Try the following resources for help with creating, formatting and finishing your resume:

- Use Microsoft Word Resume Wizard
- Visit various resume building websites
www.theresumebuilder.com
www.resumeimproved.com
- Read “Building a Great Resume” by Kate Wendleton

The Job Interview

How Can I Prepare?
How can I present myself successfully?



The Job Interview

Before the Interview

- **Get the Basics Right**
 - Prepare your clothes for your interview, business-like, clean, pressed and conservative
 - Prepare papers for your interview, including extra copies of your resume, job reference lists, reference letters
 - Prepare your travel to the interview location; arrive 10 minutes early
- **Learn all you can** about the company, the function and the job
- **Be prepared to answer and ask questions**
 - Prepare for Open-Ended Questions; Anticipate what will be asked
 - Be prepared to answer inconsistencies or gaps in your resume
- **Key Interview Preparation Tips**
 - Prepare your 2-minute “Pitch”
 - Use the STAR Model
 - Describe the **S**ituation, **T**ask or particular experience (your example)
 - What was the **A**ction taken
 - What was the **R**esult or outcome of that action? What did you learn?
 - Answer the questions: What do you do? What are you looking for?
 - Think about your Strengths and Weaknesses
 - PRACTICE, PRACTICE, PRACTICE

The Job Interview

During the Interview

- **Get the Basics Right**
 - Arrive 10 minutes early
 - Maintain professionalism
 - Be aware of your non-verbal behaviors
 - Be enthusiastic about the position
 - Avoid negative comments about previous jobs or managers
- **Listen very carefully to each question** and give thoughtful, to-the-point and honest answers
 - If an interviewer asks “So tell me about yourself” you should start with that two-minute “pitch”
 - Use the STAR Model
 - Focus on the strengths you have that are important for the position
- **When offered the opportunity, ask the questions** you have prepared in advance
- **Make sure you understand next steps in the hiring process**

The 2 Minute Pitch

...is your way of quickly presenting your goals, skills, experience and contribution. It's your **Value Proposition**

An Account Executive who is seeking another position within Financial Services may have the following 2 Minute Pitch:

I've been working as an Account Executive for the past two years, but I also had prior sales experience as a Sales Assistant when I was in college during the summers, as well as one year of fulltime work afterwards. What makes me different from others you may be interviewing is that I actually embrace working with difficult customers. There was an abrasive customer who often came into the branch to speak with an AE. No one wanted to engage this customer in conversation based on his reputation. I did not avoid him- I was able to engage him in conversations that eventually resulted in \$20K in new business.

A Branch Manager may have the following 2 Minute Pitch:

I have been a Branch Manager for the past 2 ½ years, prior to that I worked as an Senior Account Executive where I mastered the basics around operational procedures in the branch. I have worked very closely with the my fellow local Branch Managers to brainstorm on ways to increase customer traffic into the branches. My branch was consistently ranked among the top performing branched in my Division, which I contribute to my well trained staff. I'm now interested in focusing my career in XXX function.

STAR Model

... a simple way to structure your answers to interview questions by describing the **S**ituation or **T**ask and speaking to what **A**ction you took and what the **R**esult or outcome was.

Question: Tell me about a time you had a conflict on the job. What did you do?

- I can recall a situation earlier this year in which a co-worker and I were working on a project together. I felt that I was doing most of the work. (SITUATION/TASK)
- I shared my thoughts with her and she told me she felt I was impatient. I agree that with all my enthusiasm I can sometimes be impatient (ACTION)
- I agreed to help her better understand one part of the project that was slowing her down. We ended up having a better working relationship and we finished the project on schedule, with both of us contributing fairly equally. (RESULT)

- I recall an incident early this year where I felt a colleague had inappropriately earned sales points that I felt should have been credited to me. (SITUATION)
- I reviewed Client Connect information to confirm my understanding and I asked my colleague about the points. She disagreed with my assessment of the situation. Because this was not the first incident with her, I advised her that I was concerned and that I planned to speak with the Branch Manager. I subsequently spoke with the Branch Manager (ACTION)
- The Branch Manager reviewed the situation and decided to split the points between us. Although I still believe all the points should be credited to me I understand why the Branch Manager made the decision to split them. (RESULT)

The Job Interview

Sample Questions

Interview Questions You May Be Asked:

- What about this position interests you?
- What are your career goals for the next 5 years?
- What are your strengths? Weaknesses?
- What is your biggest professional accomplishment?
- What are your responsibilities in your current position?
- What are some of the challenges in your current position? How do you overcome them?
- Who was the best boss you ever worked for? Who was your worst and why?
- Give an example of a goal that you achieved and the steps you took to achieve that goal?
- How do you evaluate your success?
- What motivates you?
- Why should I hire you?
- Describe a project where something went wrong. How did you solve the problem?
- Tell me about a time you had a conflict on the job?

Interview Questions To Ask:

- Please describe the responsibilities of this position?
- Please describe a typical day/week in this position?
- What are the prospects for growth with this position?
- What type of training is offered for this position?
- Could you tell me about the person previously in this position and why did they leave?
- Would you like to see my references?
- Could you please outline the next steps in the interviewing process?



The Job Interview

After the Interview

- Take notes immediately following the interview so you don't forget critical details
- Always send a Thank You Letter
 - Either e-mail or send a handwritten note to the hiring manager
- The Recruiter will contact you to advise you about next steps
- If another candidate is selected, consider sending a follow-up note to the manager to let them know that should another or similar position become available, you would be interested in the opportunity to interview again