Career Design Center

Propping In

UtahStateUniversity

Table of Contents

Crafting Success Statements —	
Resumes- Action Words	2
Letters- Elements of a Successful Cover Letter ——————————————————————————————————	3
Sample Resumes	4-6
Chronological Resume	4
Skills Resume	5
Hybrid Resume	5
Early Resume	6
Freshman Resume	6
References —	7
Social Media: Your Online Presence	8
Aggie Handshake Student Guide ————————————————————————————————————	9



Crafting Success Statements

Create success statements for your resume, cover letter, and to help you successfully answer questions in an interview.

Action Verb + Skill/Responsibility + Actions/Tools + Benefit/Result = Success Statement

Scope & Scale- Use numbers/data to illustrate your success No periods- success statements are not complete sentences

RELEVANT SKILLS & EXPERIENCE

Planning & Organizational

- Meet deadlines and manage time effectively as a Division I student athlete in tennis to successfully balance academics and athletics
- Assess needs for staffing and create weekly work schedules for 12 employees ensuring efficiency and complete coverage of office
- Manage multiple demands at work and school successfully while maintaining a 3.5 GPA

Leadership & Teamwork

- Led and collaborated with executive council of Social Work Club to develop programs for 37 members
- Oversaw annual inventory for 100,000 square foot production facility as a night manager
- Worked effectively with other students to achieve a 50% increase in recycling in campus housing

Communication

- Organize and present ideas effectively using technology and writing skills for presentations to large and small groups
- Write and speak French fluently
- Wrote articles and columns for a bi-monthly arts and entertainment publication to increase awareness of events taking place on campus

Computer & Technical

- Used iMovie to create a 90-second social marketing campaign on childhood vaccines
- Procured, installed, and maintained hardware and software for 60 users

Engineering

- Applied knowledge of thermodynamics and reactor design to complete simulation from preliminary coding
- Developed 2D rocket trajectory simulator using MATLAB

Customer Service & Sales

- Contacted vendors to rent booths and sent promotional materials to potential buyers, increasing festival sponsors by 80%
- Sold home security systems door-to-door earning over \$25,000 in 3 months

Science

- Developed laboratory microcomputer systems for instrument automation and custom test equipment
- Conducted more than 500 manual and computerized assays of steroids and fibrogens in a hospital lab

Your Success Statements should be more than just a list of duties and tasks. They should be focused on your responsibilities and quantifiable accomplishments.

A resume and cover letter should be tailored to a job description. A general resume or cover letter will not be as effective. Use the job description to guide how you tailor the documents.



Resumes

Action Words

The following verbs will help you best describe your experience in an "action-oriented" fashion. Use these words in conjunction with nouns; the nouns are what will be picked up by the scanner. NOTE: The items in bold could be subheadings on a Skills Resume.

Leadership &	& Teamwork		
Advocated	Formed	Mentored	Recruited
Approved	Founded	Moderated	Represented
Authorized	Governed	Monitored	Responded
Counseled	Guided	Motivated	Reviewed
Determined	Headed	Negotiated	Spearheaded
Developed	Hired	Operated	Sponsored
Diagnosed	Influenced	Originated	Staged
Directed	Initiated	Oversaw	Started
Disseminated	Inspired	Pioneered	Streamlined
Elected	Installed	Presided	Strengthened
Enforced	Instituted	Prioritized	Supervised
Enlisted	Instructed	Processed	Taught
Ensured	Integrated	Produced	Trained

Planning & Organizational

Led

Managed

Arranged	Ensured	Maintained	Reorganized
Assembled	Examined	Monitored	Reviewed
Catalogued	Executed	Operated	Routed
Collected	Explained	Organized	Scheduled
Coordinated	Formalized	Planned	Streamlined
Disseminated	Initiated	Processed	Updated
Distributed	Installed	Recorded	·

Promoted

Recommended

Communication

Examined

Explained

Advised	Corresponded	Interpreted	Recruited
Answered	Demonstrated	Interviewed	Reported
Apprised	Drafted	Introduced	Responded
Assessed	Edited	Lectured	Scheduled
Authored	Educated	Planned	Screened
Briefed	Explained	Presented	Spoke
Clarified	Facilitated	Projected	Summarized
Composed	Familiarized	Proofread	Taught
Conducted	Handled	Publicized	Trained
Constructed	Informed	Published	Translated
Contacted	Instructed	Reconciled	Wrote

Technical & Analytical

i commou a	Allalytical		
Administered	Developed	Generated	Maintained
Analyzed	Devised	Identified	Operated
Assessed	Discovered	Improved	Programmed
Audited	Documented	Increased	Reduced
Charted	Drafted	Inspected	Researched
Classified	Edited	Installed	Restored
Compiled	Evaluated	Instituted	Searched
Computed	Examined	Integrated	Streamlined
Conducted	Expanded	Interfaced	Surveyed
Consulted	Forecast	Interpreted	Systematized
Designed	Formed	Interviewed	Tested
Detected	Gathered	Launched	Wrote

Creative & Innovative

Arranged	Developed	Initiated	Presented
Authored	Devised	Invented	Produced
Composed	Directed	Launched	Revitalized
Conceived	Edited	Modernized	Restored
Conceptualized	Established	Originated	Shaped
Created	Fashioned	Performed	Stimulated
Designed	Formulated	Planned	

Counseling & Helping

Aided	Contributed	Helped	Supported
Assisted	Counseled	Instilled	Treated
Attended	Facilitated	Mentored	Tutored
Collaborated	Fostered	Provided	
Comforted	Guided	Settled	

Marketing & Sales

Arbitrated	Educated	Increased	Proposed
Attained	Ensured	Influenced	Publicized
Augmented	Established	Integrated	Published
Boosted	Exceeded	Launched	Purchased
Broadened	Excelled	Led	Researched
Calculated	Expanded	Maintained	Resolved
Centralized	Expedited	Marketed	Revamped
Consulted	Familiarized	Mediated	Revitalized
Convinced	Gained	Negotiated	Secured
Decreased	Generated	Performed	Sold
Developed	Identified	Persuaded	Solicited
Dissuaded	Implemented	Produced	Strengthened
Documented	Improved	Promoted	Supplemented

Skills/Qualities Employers Want

(Based on a 5-point scale; 5 = extremely important)

•	Critical Thinking/Problem Solving	4.66
•	Teamwork/Collaboration	4.48
•	Professionalism/Work Ethic	4.41
•	Oral/Written Communication	4.30
•	Digital Technology	3.84
•	Leadership	3.65
•	Career Management	3.38
•	Global/Multi-cultural Fluency	2.78

Source: Job Outlook 2019, National Association of Colleges & Employers



Elements of a Successful Cover Letter

	Elements of a Successful Cover Letter
Format	 Use consistent format Clear, concise writing Correct grammar and spelling Omit address if sending as an email
1st Paragraph Why them? Mission? Values? Culture?	 Identify the position you are applying for If possible, name any referral or contact Link your education and work experience to the job State why you are interested and a good fit for this organization
2nd Paragraph Why you? ———— Success Numbers Connect!	 Identify your 2-3 strongest qualifications as they relate to the job Build on applicable work, education, or service accomplishments Include results-oriented success statements – using specific examples Can be paragraph or bullet point format
3rd Paragraph Thank you	 Thank the employer Request an interview Discuss how and when you will follow-up

AMBER CRANE

435.555.xxxx

amber.crane@aggiemail.usu.edu

February 27, 2016

INTERPRETIVE PARK RANGER INTERN

My love for wildlife and our national parks coupled with experience in Grand Teton National Park, has me very excited about sharing knowledge about this park to visitors with the National Park Service. Last summer I worked as an interpreter and first mate on Colter Bay Scenic Cruises. I enjoyed sharing information about landscapes, wildlife, and history in a fun and educational way with up to 40 guests on Jackson Lake. As a junior in Wildlife Science, I am prepared and excited to again work with guests in my favorite national park.

I am prepared to present short guided talks at visitor centers or on the trails I have hiked so often. The exposure to other divisions will allow me to apply my field and communication skills while learning to help manage this "National Treasure." Additionally, my love for the outdoors and commitment to preserving parks and wildlife is enhanced when I have the opportunity to share my passions with people of all ages from across the world.

After completing my degree in Wildlife Science, I hope to launch my career with the National Park Service; this chance to work with your team is an unmatched opportunity for me. I am confident that I will be able to provide the park with an informed, enthusiastic, and hard-working, interpretive attitude. I look forward to hearing back from you by next week!

Sincerely,

Amber Crane



Sample Resumes

VANESSA MILLER

Chronological Resume—Sample A

/anessa@aggiemail.usu.edu Seeking a position in the management training program at Target

839) 738-4938

EDUCATION

Bachelor of Science, Marketing Utah State University, Logan, UT

Spent fall semester 20xx studying in Barcelona; wrote research paper comparing customer service practices in the US and Spain

MARKETING SKILLS

Campaign Management Internet Research Marketing Audits **Graphic Design** Social Media Analytics Survey Research Report Writing Retail Sales

RETAIL & SALES WORK EXPERIENCE

May 20xx- present Account Manager, Enterprise Rent-a-Car, Chicago, IL

Frequently served as store supervisor in the manager's absence

Developed 26 new corporate accounts, retaining 76% of new clients, averaging a \$20,000 annual rate

Trained 12 employees in rental procedures and liability issues

Created Access database to track frequency of customer usage

May 20xx - August 20xx Retail Associate Intern, The Buckle, Logan, UT

Provide excellent customer service by phone and in person

Resolve customer complaints including tracking lost items

Selected to lead inventory team

LEADERSHIP & SERVICE

Member, Spanish Club, USU, Logan, UT

mm/yy - Present Traveled to Mexico City to perform service at a local orphanage

mm/yy - mm/yy Volunteer, Non-Profit Organization, Irvine, CA

Developed strong work ethic by working 12 hours a day to meet for key weekly goals

Supervised up to 10 volunteers directly, improving teaching tactics Fluent in reading/writing in Spanish; refined public speaking skills mm/yy - mm/yy Planned activities and assisted with homework for 24 elementary Volunteer, Boys & Girls Club of America, Logan, UT

students

Translator, Valley Hispanic Center, Logan, UT

Franslated documents into English for native Spanish speakers Developed relationships with inter-community agencies

Willing to Relocate * linkedin.com/in/vmiller

Chronological Resume—Sample B

BRADY SMITH

801) 435-3988 inkedin.com/in/bsmith

bsmith@gmail.com

ENTRY-LEVEL AEROSPACE ENGINEER

EDUCATION

M.S., Aerospace Engineering Utah State University

May 20xx **GPA 3.7** ogan, UT

May 20xx

ENGINEERING PROJECTS

Passed FE Exam, November 20xx

B.S., Mechanical Engineering

GPA 3.45 May 20xx

GPA 3.4

Participated on team of four to design flight mechanics of aircraft that took first place in NASA national student competition

•

Served as team leader for group project analyzing incompressible

Completed a conceptual design and technical report of a theoretical flow over finite wings imaging satellite

AEROSPACE WORK EXPERIENCE

Tool Design Intern

ATK Thiokol Propulsion

mm/yy - mm/yy Promontory, UT

Researched and selected flight camera optimized for resolution and

Performed extensive modeling and finite element analysis

weight

Developed a 2D rocket trajectory simulator using MATLAB

Engineering Assistant Space Dynamics Lab

mm/yy - mm/yy

Completed thermal/structural modeling and finite element analysis

Conducted research on various launch requirements; coordinated the drawing package on a satellite

Assisted with the Incident Energy Magnitude and Direction Sensor project

COMPUTER SKILLS

Solid Edge MathCAD

Solid Works Fortran

Lab VIEW

MATLAB Mathematica

Advanced Excel (Macros, Vlookup)

ACHIEVEMENTS & ACTIVITIES

Engineering Ambassador, Utah State University Activities Committee Chairperson, AIAA

Recipient, Science Academic Achievement Award, Utah State University

Volunteer Math Tutor, Utah State University

mm/yy - mm/yy



Sample Resumes

mm/yy - Present

mm/yy - mm/yy

Skills Resume—Sample C

JENNIFER WHARTON

(435) 755-3948

jenn123@gmail.com

Experienced feature writer seeks Wall Street Journal Internship

EDUCATION

May 20xx GPA 3.5 **B.S.**, Communications, Print Journalism; French Minor Utah State University (USU), Logan, UT

RELEVANT SKILLS & EXPERIENCE

Writing & Editing

- Revised the text and design for a 125-page student handbook distributed to 2,500 freshmen annually
- Contributed article monthly as feature writer for 16,000 circulation campus newspaper
- Organized a staff of 10 proofreaders and copy editors
- Designed layout and oversaw final production of monthly student housing newsletter

Research

- Performed statistical analysis using SPSS, including cross-tabs and regression analysis
 - .⊑ Constructed, administered, and interpreted questionnaires Qualtrics for research

Communication & Interpersonal

- Created and taught 10 weekly classes on "Internet Research" to adult groups of up to 40 people
 - Worked well under pressure and demonstrated strong customer relations skills while working as a server
- Spoke to large and small groups while a volunteer in France
- French tutor for USU students and local high school students

Computer

- Designed an Access database for community literacy program to track participant and volunteer hours
- Used ezPlug to re-design and maintain webpage for the USU French Student Club (www.usu.edu/clubs)
- Proficient in: ezPlug, InDesign, HTML, SPSS, and Microsoft Office

WORK & LEADERSHIP HISTORY

News Editor, USU Biology Department, Logan, UT President, USU Biology Student Club, Logan, UT Feature Writer, USU Statesman, Logan, UT Server, Café Sabor, Logan, UT

French-Speaking Volunteer, Non-Profit Organization, France

Hybrid Resume—Sample D

TONG CHEN

:ongchen9999@gmail.com | (435) 234-3948

HEALTH AND SAFETY POSITION WITH MONSANTO

EDUCATION

BA, Public Health, Industrial Hygiene Emphasis Minor: Chemistry

May 20xx Logan, UT

Utah State University

Maintained 3.0 GPA while working part-time and participating in campus leadership positions

INTERNSHIP EXPERIENCE

Industrial Hygiene Intern

Summers 20xx and 20xx Hitachi Global Storage Technologies, Ventura, CA

Identified, evaluated, and controlled workplace hazards for corporate

- completed Qualitative Exposure Assessments for laboratory and clean Conducted air sampling projects, non-ionizing radiation surveys, and headquarters and research center room procedures and tools
- Performed internal safety audits
- assessments, and participated in regular safety department meetings Assisted in teaching ergonomic classes, performed PPE hazard and activities
- Wrote professional reports for OSHA compliance and documented all activities in Excel
 - Used fluent Mandarin skills to communicate with international clients and vendors

LEADERSHIP & SERVICE

20xx - 20xx 20xx - 20xx 20xx - 20xx Fundraising Committee Chair, Industrial Hygiene Student Club Vice President of Activities, Student Alumni Association **Doctors Without Borders**, USU Chapter

WORK EXPERIENCE

Telephone Interviewer

Conducted telephone surveys to 30 clients daily Information Alliance, Logan, UT

Consistently exceeded call volume goals

Village Inn, Logan, UT

Server

mm/yy – mm/yy mm/yy – mm/yy mm/yy – mm/yy mm/yy - mm/yy mm/yy – mm/yy

- Served large groups efficiently in a fast-paced environment
- Learned to multi-task, problem-solve, and pay attention to detail
- Improved language skills

Willing to Relocate Internationally – Work Permit Eligible



Sample Resumes

20XX-20XX

Early Resume—Sample E

AMBER CRANE

amber.crane@aggiemail.usu.edu

EDUCATION

435.555.xxxx

December 2017 GPA 3.71 B.S Wildlife Science, Quinney College of Natural Resources Utah State University (USU), Logan, UT

- Member, Wildlife Society
- Academic Scholarship Recipient
 - Dean's List
- Tutor, GIS course

WORK EXPERIENCE

First Mate/Interpreter, Colter Bay Marina, Grand Teton Lodge Company, Vail Resorts, Moran, WY

- Interpreter for Jackson Lake meal and scenic lake cruises
- Educate 35-40 guests about flora, fauna, and geological formations Operated and serviced 40 ft. diesel twin engine cruise boat

Grand Teton Lodge Company, Vail Resorts, Moran, WY Deck Hand/Elk Island Wrangler, Colter Bay Marina

5/14 - 8/14

Create "an experience of a lifetime" for each guest by providing outstanding customer service increasing guest satisfaction to a 98 out of 100 ranking

- Selected to serve up to 120 guests on lake cruises to Elk Island
- Checked out kayaks, canoes, and motorboats while providing safety instructions to guests of all ages

Catering Server

USU Catering, Logan, UT

- Served large and small groups up to 500+ table side and buffets
- Paid attention to detail while providing outstanding customer service

RELEVANT SKILLS

Field: Orienteering & GPS, stand exam and forest fuels analysis, range and vegetation analysis, radio-telemetry

Computer: ArcGIS, Microsoft Office & Access

Resort Rentals & Guest Services: Boat safety, cleaning and maintenance, effective communication, CPR certified

Volunteer: Wildlife technician for Rocky Mountain Amphibian Project in the Bridger-Teton National Forest, Cache Humane Society

Projects: Urban deer survey for the Mayor of Logan, UT

Interests: Research, backpacking, hiking, rock climbing, swimming, boating,

Freshman Resume—Sample F

Gracee Cisanaro

g.c@aggiemail.usu.edu Experienced College Freshman seeking summer employment 435 555 XXXX

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GPA 3.98 May 20XX Utah State University (USU), Logan, UT B.S. International Studies_

H.S. Diploma

Languages: French and Arabic

May 20XX Grace High School (GHS), Grace, UT

GPA 4.0 Rank 1/484 AP Courses: European History (4/5), US History (5/5), Calculus (4/5)

WORK EXPERIENCE

5/15-8/15

Grace School District Grader

Grade AP history papers giving feedback and assigning scores for students

Grace, UT

November 20XX—Present

Keep detailed records of student grades in PowerSchool

May 20XX—February 20XX Assessed student understanding of content by grading over 150 documents Server

Olive Garden

Grace, UT

Managed flow of customers as hostess while seating guests including bus duty Serve customers in a fast-paced work environment as a member of wait staff

Stayed organized, industrious, and presentable at all times inspiring

professionalism in the workplace

LEADERSHIP INVOLVEMENT & ATHLETICS

5/13 - 4/14

FBLA Vice President & Secretary 20XX—20XX	20XX-20XX, 20XX-20XX
 Selected to manage the March of Dimes annual fundraiser 	Spring 20XX
 2nd place in Job Interview competition, State FBLA Competition 	Spring 20XX
Smile Club President, Service to Elementary Schools	20XX
Varsity Golf, GHS, Varsity MC Letter Award	20XX—20XX
Academic Olympiad, received two 1st place awards in Utah Invitational	Fall 20XX
Providence City Youth Council	20XX—20XX

SELECTED ACHIEVEMENTS

Air-Bound Angels, 2 years competitive cheer

Key Club, Varsity Letter Award in Service	20XX—20XX
National Honor Society	20XX—20XX
Model United Nations, Honorable Mention at Regional Competition	Fall 20XX
AAA Award , Amazing Academic Achievement	20XX - 20XX, 20XX - 20XX
Honor Roll, All Four Years	





Important Tips for a Reference Sheet

- Always ask your references if they are prepared to give you a good recommendation. Provide your references with a resume, job description, and type(s) of job you are applying for so they can speak about your qualifications effectively.
- Provide three to five references.
- Use at least one (more is better)
 employment-related reference. Good
 sources include previous supervisors, co workers, faculty, advisors, or
 community/service leaders.

- References should not be included on a resume
- Keep personal references to a minimum.
- Use the same color and quality of paper for the reference sheet as you do for your resume.
- Only submit your references when requested. Otherwise, take your reference sheet with you to the interview.
- Thank your references and anyone else instrumental in your job search when you accept a job offer.
- As your career builds, keep your reference list up-to-date.

Sample Reference Sheet

YOUR NAME (repeat the header from your resume)

REFERENCES

Mr. George Hildall

Manager of Production ACME Company 1234 Address Avenue City, UT 87888 801-752-9999 georgeh@acme.com Former Supervisor

Dr. Carla Porter

Current Professor

Finance Professor Business Administration Department Utah State University Logan, UT 84322-9999 435-797-0008 carla.porter@usu.edu

Ms. Gale Strong

Training Supervisor XYZ Company 9444 Southwest Street City, UT 87888 435-752-9898 gale@xyz.com Former Supervisor

Mr. Cal Vale

Vice President
Big Firm
987 Avenue Way
City, UT 88888
801-987-9999
calvale@bigfirmusa.com
Community Leader

Are Your Attachments Getting Read?

Save and send your cover letter, references, and resume as <u>separate</u> documents where the job requires – this ensures your application is read using complimentary, personal, marketing tools.



Social Media: Your Online Presence

personally)

	Media is becoming a factor in employability more refactor in your employability. Here are some tips							
	Periodically search your name; online information can be inaccurate, out-of-date, or worse, embarrassing. Remove questionable pictures, blog entries, or comments. Fill your profiles with keywords. All of your social media profiles should include key words/phrases that describe your skills and what you can do for an employer. Use job posting sites, like Aggie Handshake, to view job listings. Look at social media profiles of people in positions of interest to you to help you brainstorm keywords.		Expand your social networks via Facebook, LinkedIn, and Twitter with people engaged in your field of interest. Once a member, comment on discussions, network with people who share common interests/career goals and find job listings.					
			Blog about your career interests, campus life, travel, sports, activities, etc. Blogging can demonstrate your knowledge and enthusiasm to a potential employer. You can also comment on the posts of industry bloggers.					
			Update your social networks by sharing articles that are relevant to the industry you want to work in.					
to ir	LinkedIn is a social networking site used for PROFESSIONAL networking. It is a great way to stay connected to individuals that can support you on your career path and to share your personal brand. LinkedIn also provides information regarding job opportunities, industry news, company research and much more. Below are some general tips. Write an informative profile headline Regularly share meaningful content							
_	(short, memorable, professional slogan- check out the profiles of professionals and recent alumni)		(stay on your network's radar and build your professional image- mention articles, authors, etcrecruiters read your posts!)					
	Use a professional photo (this is not Facebook- use a high-quality photo of you alone)		Show your connectedness (join groups related to your goals and interests- stay updated on current news and learn the ling start with your university)					
	(include all your schools, majors, minors, courses, GPA, study abroad, etc. Don't be shy!) Develop a professional summary (this is similar to a cover letter- be concise,		Collect diverse recommendations (the best profiles have recommendations from					
			\					
	(this is similar to a cover letter- be concise,		various work experiences- they are very impressive from the recruiter perspective)					
			various work experiences- they are very					



AGGIE Handshake Student Guide

AGGIE Handshake is your exclusive online resource to:

- View jobs & events based on your interests
- Apply for student employment, work-study, internship, and career positions
- Network with employers, alumni
- Schedule interviews with regional/global employers

The following headings reflect options on the toolbar <these>

1. Completing Your Profile

- a. In the <My Profile> tab you will be able to fill in important information such as, your name, grade, work experience, extracurricular activities, courses taken, projects, skills, personal information, and write a short biography for employers to see. You also will be able to see if any employers have viewed your profile.
- b. Make sure to upload a resume and any other important documents in the <Documents> tab.
- c. Also fill out the <Career Interests> survey, this will affect the jobs you will see later on when you begin your search.

2. Searching for Jobs

- a. Go to the <Jobs & Internships> tab, here you can see jobs that have been posted that go along with your career interest. Also you can narrow the search with the filters on the side. If you have work study the information should already be in so you should be able to see those jobs as well.
- If you are looking to work under a certain employer, you can go to the <Search Employers> tab and find the employer and any open positions that way.

Access AGGIE Handshake:

- Go to: usu.joinhandshake.com
- Select the Students/Alumni login option
- You will login with your USU SSO Login

3. Applying for jobs and On-Campus interviews

- a. Begin by clicking on the job you are interested in applying for. If you match the employer's preferences, you should see a button in the middle of the screen approximately that will say <Apply Now> upon clicking that button you will need to choose the proper documents to upload. If you do not have any uploaded, you can do so in the <Documents> tab.
- b. If you have applied for a job and need to schedule an interview that will take place on campus you will need to go in the <On-campus Interviews> tab and find a time and date that works for you. If you must cancel be sure to be responsible and contact the employer to tell them you are doing that.

4. Viewing past Job Applications

 To view jobs you have applied for go to the <Applications> tab. Here you can view the jobs you have applied for.

5. To find upcoming events

 Go to the <Events> tab. This will show all upcoming events that have been posted on AGGIE Handshake.

If you are looking for a certain event or fair go to the <Search Events> or the <Search Fairs> tab

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- Style Guide Used in the Production of This Publication:
 How 13: A Handbook for Office Professionals Clark, James L, and Lyn R. Clark, 2013