

Resumé Breakdown | New Graduate

1 Expert Tip: Use an email address that contains your name and add your LinkedIn URL.

2 Expert Tip: Craft 2-3 powerful, keyword-rich sentences that allow a reader to quickly understand what you can offer.

3 Expert Tip: If your degree is in progress, note your anticipated graduation date.

4 Expert Tip: If you lack work experience, highlight key course projects instead.

1 **Martha Jonas**

Carmel, CA 93921 | 000-000-0000 | youremail@email.com | linkedin.com/in/yourlinkedinaddress

2 **Professional Profile**

Aspiring healthcare and program administrator with experience in medical practice and nonprofit administration. Client-focused, skilled at managing multiple priorities, and known for 'grace under pressure' with an eye for details while also making progress on goals and organizational priorities.

Skills Summary: Scheduling, HIPAA, Finance (A/P, Billing, Invoicing, and Budgeting), Project Management, Interviews, Performance Management, Data Analysis, Presentation Skills, Quality Control, Process Improvement, Conflict Management

3 **Education**

University of Phoenix, Phoenix, AZ

Bachelor of Science (B.S.) in Health Administration (February 2021)

Specialized administration elective track (health policy, risk management, leadership and performance development, and facility planning)

Relevant Coursework: Medical Terminology, Business Communication Skills, Health Care Delivery in U.S., Fundamentals of Electronic Health Records, Healthcare Ethics and Social Responsibility, Health Care Finance, Health Care Consumer – Trends and Marketing, Quality Management and Outcome Analysis

Health Care Strategy Capstone Project Overview:

Demonstrated subject mastery through in-depth analysis and strategic planning for a dynamic health care organization navigating various challenges experienced in health care today.

- Analyzed assigned health care organization including marketing and SWOT framework.
- Identified opportunity areas as well as development areas to promote growth, sustainability, program additions, and increased patient access.
- Assessed current technology and proposed recommended enhancements with cost analyses.
- Researched legal and regulatory compliance issues, creating improvement plans and staff trainings.
- Reviewed quality and risk management tactics, noting potential areas for review.

4 **Experience**

Medical Practice Associates, Carmel, CA

August 2018 to Present

Office Coordinator

Provided management/leadership support for busy retinal surgery centers (2 locations) with 4 surgeons, 2 ophthalmologists, and 1 optometrist | Oversaw and trained front office staff (5 employees) and billing/insurance team (3 employees) | Created patient information materials, email alerts, and program flyers.

- Spearheaded pandemic appointment office protocols and patient outreach communications to ensure staff and patient safety.
- Instituted annual reviews and quarterly performance management meetings for improved results, enhanced teamwork, and increased staff engagement.

Endocrine Disorders National Organization, Monterey, CA

July 2014 to August 2018

Administrative Assistant | Project Coordinator

Managed all office functions (scheduling, invoicing, and donor recognition) for national nonprofit. Recruited and scheduled > 100 volunteers for annual fundraising packet mailing project.

5 Expert Tip: This is the format that aligns with most applicant tracking systems (company name, city, state and tenure dates on one line with job title on the next one).

6 Expert Tip: Bulleted accomplishment statements that include results provide prospective employers with a detailed view of your work.

7 Expert Tip: Provide contextual information on the scope of your role at an organization. Use quantifiable details for added context.

Explore more career support resources at phoenix.edu/blog/career-support/tools-resources.html



University of Phoenix®
CAREER WITH CONFIDENCE™

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Cover Letter Breakdown | New Grad

- 1 Expert Tip:** If available, include the job posting's reference number so it's clear what role you're applying for.
- 2 Expert Tip:** Share your interest in the organization and/or role. Martha did both here, and the personal connection to the organization's work is quite compelling!
- 3 Expert Tip:** Consider a "T-format" cover letter approach where you select 3 or so qualifications from the job posting and then address your skills or expertise as they relate.
- 4 Expert Tip:** For your closing statement, use phrases that show you appreciate the opportunity. It's polite and free of presumptions. Finally, always thank the employer for their time and/or consideration.

Martha Jonas
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National Association for Cardiac Care
72 Ocean Avenue, Suite 72
Monterey, CA 00000

April 17, 2021

1 Reference: Job Posting A72198 (Patient Outreach Administrator)

Dear Recruiter:

I'm very interested in the Patient Outreach Administrator role recently posted to LinkedIn and am providing my resume for your consideration.

2 The National Association for Cardiac Care's work in disease prevention and education has made it a target organization as I launch my job search with my new degree (BS, Health Administration) in hand. The National Association for Cardiac Care's work in disease prevention and education has made it a target organization as I launch my job search with my new degree in hand. Your 'Hearts Beat Better' campaign actually led a family member to seek out a cardiologist, likely preventing a major event – so thank you.

In addition to my studies, I have professional experience managing a busy med-surg practice and in supporting another national health-focused nonprofit as an administrative assistant. My enclosed resume details my qualifications and experience today, though I'd like to make the following points relating to the qualifications noted in the job posting:

Desired Qualifications	My Experience
<i>Organized and skilled multitasker</i>	The only way to successfully manage attending school full-time and working full-time in a busy medical office is to be an expert organizer and multitasker. The Medical Director is amazed at what I accomplish!
<i>Compassionate and Client-focused</i>	Again, as the person charged with running our patient-facing front office, my main priority is our patients – listening to them, hearing what is said AND unsaid, and ensuring they understand important details drive my approach. I also teach the other office staff to act with compassion and go the extra mile.
<i>Strategic</i>	Strategy development and strategic planning were woven throughout my degree program curriculum. Everything I learned about strategy became essential components of my Health Care Strategy Capstone. This also impacted my work at Medical Practice Associates, especially as I worked to create a pandemic action plan that would allow us to continue to care for our patients with minimal disruption.

4 I welcome the opportunity to provide additional details about my background and to learn more about the role. Thank you in advance for your time. I look forward to hearing from you.

Sincerely,
Martha Jonas

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Compassionate and Client-focused

Strategic

My Experience

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Interview Script | New Graduate

Whether your degree stands alone or is backed by years of experience, it's important to consider the skills and strengths you can offer a potential employer. Thinking through common interview questions and how you could respond will help build your confidence. Remember, this is a two-way conversation, so you'll also be learning more about the job and the employer. Here are some examples of commonly asked questions and how they might be answered.

"Tell me about yourself."

"I am very excited to put all the tools and skills I learned in my work experience and degree program to work for a dynamic organization. I like the idea of providing great customer service while paying close attention to the details. I am as comfortable working with teams as I am independently, and this job seems to be a nice balance of both."

"I recently completed my degree at University of Phoenix and am excited to transition from my previous work in retail to a new position in healthcare administration. I believe that the combination of my academic knowledge, strengths in customer service, positive attitude and technical skills will help me make strong contributions to the team."

"What made you decide to apply?"

Identify a weakness and the steps you took to correct it.

"To be honest, I used to really struggle with public speaking. While in my program, I took a class on public speaking and joined Toastmasters. Now I feel much more confident in my ability to speak in front of a group."

Questions like this are asking for a story. One approach is to use the S.T.A.R. format.

Situation – "In my final year as a student, I used my capstone project to address a real challenge faced by many hospitals."

Task – "I completed a capstone project focused on process improvement for a mock hospital."

Action – "I created a detailed project plan, focused on streamlining the billing process from manual to automated billing."

Result – "Our estimates are that this project would have increased productivity by 52% to a real organization, not including the saved labor costs."

"Tell me about a time you overcame an obstacle."

"What's your biggest weakness?"

"What do you like most about working here?"

"What's been the biggest challenge?"

"What would my first week on the job look like?"

"Are there any hesitations about me that I can address?"

"What is the timeline for decision-making or what are the next steps?" (This should not be asked alone but at the end after you've asked at least one other question.)

"What questions do you have for me?"



Interview Q&A | New Graduate

☰ Interview questions are designed to help employers learn more about you. Use this worksheet to write down how you would respond to common interview questions. Some key points to remember:

- Keep your responses job related. Even if a question is quite general, focus on the job.
- Don't lie or embellish.
- Feel free to take a moment to think before you answer.
- Focus on the positive. Although it may be tempting, don't denigrate past experiences.
- This is not a time to focus on what you need. Focus instead on what you have to offer.

Tell me about yourself.

What made you decide to apply?

Tell me about a time you overcame an obstacle.



What's your biggest weakness?

What questions do you have for me?

Additional notes:

FINAL REMINDERS:

- Send an email after your interview thanking everyone for their time. Invite them to contact you if they have any further questions and express your excitement about and interest in the position.
- If there was more than one interviewer and you have contact information, feel free to copy them.
- If you only have an HR contact, ask them to forward your message to all participants.

Good luck in your interview and know that University of Phoenix career advisors are here to help!



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LinkedIn Profile Example | New Graduate

Along with your resumé, a strong LinkedIn profile can be the key to helping you with your career search.

Here's an example of an optimized LinkedIn profile of a new graduate with minimal work experience.

Martha customized her background photo to align with her industry/brand.

As a new graduate, Martha maximizes her headline by highlighting information that is consistent with her future professional goals.

Martha briefly describes why she became interested in her career path, which is a powerful way to connect with employers and other professionals in her field.

Martha uses her LinkedIn summary to share what's not on her resume – personal qualities that make her an asset.

Martha supports her soft skills with success stories that show how she's applied them in work and school.

This is a great strategy for new grads who want to show potential and aptitude in the absence of hard skills and experience.

A skills overview can be a great way to add relevant keywords to your LinkedIn profile. Only include skills that you can substantiate in your experience and education sections.

The screenshot shows the top portion of a LinkedIn profile for Martha Jones. At the top is the LinkedIn logo and navigation icons for Home, My Network, Jobs, and Messaging. Below is a banner image featuring a blue stethoscope on a teal background. A circular profile picture of Martha Jones is on the left. To the right of the photo, her name 'Martha Jones' is displayed, followed by her headline: 'Healthcare Program Administrator (aspiring) with success in practice management and project coordination | BS, Health Administration | Capstone Project: Healthcare Strategy Analysis and Recommendations'. To the right of the headline are two logos: 'Medical Practice Associates' and 'University of Phoenix'. Below the headline, her location 'Carmel, California, United States' and a 'Contact info' link are shown. A '362 connections' link is also present. At the bottom of this section are three buttons: '+ Follow', 'Message', and 'More'.

About

When I was exploring future career options, I came across a description of administrators being like the hub of a wheel. Having grown up within walking distance of the world-renowned Mayo Clinic in Rochester, MN, nearly everyone I knew had worked there at one time or another. The Mayo Clinic is woven into the fabric of my early life.

When I read about the Bachelor of Science Degree in Health Administration, I remember being invigorated by the idea of using my solid administrative skills (organizing and getting things done are top strengths) within the healthcare setting – well, I knew I'd found my way!

My value proposition:

As a new grad, I will be continuing to learn and develop. With that, it's important to know I am hardworking, focused, a quick study – and infuse compassion into what I do. Here are some details around each of these:

Hardworking: I attended school full time while also working full time – before and during the pandemic. By remaining flawlessly organized, continually evaluating and refining priorities, and streamlining activities and processes where possible, I managed two rigorous commitments with grace, patience, and balance.

Focused: I've learned that retaining focus on overall goals helps to minimize distractions, detours, and false starts. This focus helped to keep things moving as the pandemic began to impact other practices in the area. I worked with our Medical Director to prioritize our mission and ultimately contributed to ongoing patient care when other practices were closed. The Medical Director recently said, "Martha, your questions and problem solving helped us to strategize and plan so we could continue caring for patients. I cannot thank you enough for your focus and dedication."

Quick Study: I love to learn, master new skills, and expand my overall knowledge – and this has been a complete asset in college and at work. I have never said 'that's not my job' or 'I don't want to learn about that.' I embrace all opportunities and typically complete trainings ahead of colleagues.

Compassionate: My administrative and program management skills help save money, streamline processes, and increase efficiency. But these are only 'wins' if they allow us to serve more or do more. I infuse compassion and an awareness of the impact on patients and stakeholders in my work.

Skills overview:

Business Management, Project Management, Performance Management, Professionalism, Compliance, Data Analysis, Scheduling, HIPAA, Finance (A/P, Billing, Invoicing, and Budgeting), Presentation Skills, Quality Control, Process Improvement, Conflict Management

Learn 5 ways to optimize your LinkedIn profile at phoenix.edu/blog/why-you-need-to-optimize-your-linkedin-profile-today