



The Academy at Bank of America

Grow your career – Resource guide

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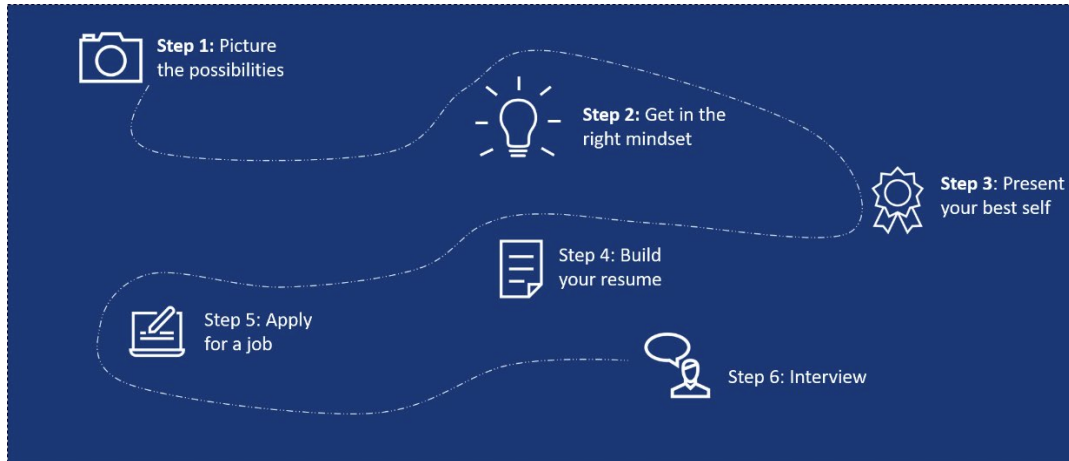
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Overview

Description

This **Grow Your Career** guide will serve as a resource to provide learners with the skills needed to feel confident and credible in the application and interview process. This guide is ideal for individuals looking to elevate their professional skills in order to grow their career.

Follow this learning map as you explore the resources in this guide.



Introduction

This resource guide will help you understand how to:

- Envision the career you want.
- Present your best self.
- Operate in a growth mindset.
- Build your resume.
- Apply for a job.
- Interview effectively.



Step 1: Picture the possibilities

Picture the possibilities

Whenever we begin a new journey, whether we're just beginning our career or starting the next phase of our career, we should stop and ask ourselves a few questions to clarify where we are going. The first step in this process is to picture the possibilities.

As you think about your current or future career, write down your responses to the following questions:

Journaling activities: Throughout this resource guide, there will be several journaling activities. Keep a document with all of your answers so that you can refer back to it as you continue on your career journey.

Journal prompts:

- **What is the driving force behind your professional goals?** (such as, financial stability, family and so on)
- **What does a successful career look like to you?** (such as, a certain level in the career, connections with others in the field and so on)

**“A person is but the product of their thoughts. What they think, they become.”
– Mahatma Gandhi**



Step 2: Get in the right mindset

Getting into the right mindset to achieve your career goals

Now that you’ve considered some of your career goals, consider how to maintain a mindset that supports those goals. Having the right mindset is key in growing in your career. There are two types of mindsets: fixed and growth.



Fixed mindset	Growth mindset
<ul style="list-style-type: none"> • Believes that your basic qualities, intelligence and talent are fixed traits • Believes that talent creates success without effort • Focuses on outcome • Sees failure as final 	<ul style="list-style-type: none"> • Believes that you can develop your abilities • Believes that hard work and dedication increase the chance of success • Focuses on process • Sees failure as an opportunity for growth

Shifting to a growth mindset

A growth mindset plays an integral role in your motivation and ability to follow through and achieve your goals.

Here are some tips for shifting to a growth mindset:

- Cultivate your sense of purpose.
- View challenges as opportunities.
- Replace the word “failing” with the word “learning.”
- Focus on effort rather than talent.
- Prioritize learning over other people’s approval.



Step 3: Present your best self

First impressions

As you prepare for the interview process, there are some important things to keep in mind to present your best self. First impressions are very important in the interview process. Think through how you want others to see you and write down your responses to the following questions:

Journal prompts:

- **What is it that you want people to see when they first meet you?** (such as, a trustworthy person, friendly personality and so on)
- **How do you want people to feel when they leave and think about you later on?** (such as, they want to work with me in the future and so on)
- **What would it look like to bring your best self to the workplace?** (such as, being confident, learning the job role and so on)

Attire examples

Remember to dress for the position you want. Be sure your clothing is clean and wrinkle-/tear-free. Here are some examples for types of clothing by formality:

Business formal	Business casual	Casual
<ul style="list-style-type: none"> • Suit and tie • Tie • Business dress • Dress shoes 	<ul style="list-style-type: none"> • Sport coat, blazer • Sweater, blouse, collared shirt • Trousers, skirts, dresses • Dress shoes, boots 	<ul style="list-style-type: none"> • Casual sweaters and blouses, collared and non-collared shirts • Casual trousers/khakis, jeans, skirts, dresses • Sneakers or tennis shoes, casual shoes, boots



Professional etiquette

Follow these dos and don'ts of professional etiquette to build relationships that will be rewarding in your career.

DO	DON'T
DO be genuinely interested in other people.	DON'T ask intrusive questions.
DO actively listen to others.	DON'T speak negatively about previous employers or other people.
DO be authentic.	DON'T be distracted by your phone.

Here are some tips for making a good first impression:

- Be on time.
- Listen actively.
- Be authentic.
- Update social media.
- Dress professionally.



Step 4: Build your resume

Resume-writing tips

One of the most important steps in preparing for your career is writing a resume that speaks to your experience, education and abilities.

Here are some tips for writing a great resume:

- Use clear sections and make them stand out with bold type capital letters.
- Do not be afraid of white space, especially when it is early in your career.
- Ensure your resume is easy to read.
- Keep the use of fancy graphics and illustrations to a minimum to give your resume a more professional appearance.
- Ensure correct spelling and punctuations.
- Focus your resume on skills that align to the job description. Reiterate key words.
- Ask a friend or teacher to review.
- Save the resume as a PDF and use that version when you apply.

If you have little or no work experience

If you have little or no work experience yet:

- Focus on your education.
- Describe your skills and behavior.
- Showcase volunteer work or academic projects.
- Highlight extracurricular activities, such as parent-teacher association, charity or non-profit experience.
- Include jobs such as babysitting or mowing lawns.



Resume resources

Here are some websites with tips and examples to help with resume writing.

[Teen Resume Guide](#)

[Creating Your Resume](#)

[Part-Time Job Resume Example](#)

When in doubt, check out [Indeed.com](https://www.indeed.com). They have a robust resume-help section, in addition to their many other career resources.

On the next few pages, you'll see two examples of what effective, entry-level resumes looks like.



Ana Storri
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EDUCATION

VorDons Community College
Associate Degree, Business Finance
Cumulative GPA 3.5/4.0

Easton, KY
Expected Graduation 2024

- Phi Theta Kappa Honors Society

VorDons Community College
Dual Enrollment

Easton, KY
May 2018

- Obtained credit for English 101 and 102
- Obtained dual credit for College Algebra

Louie G. Cadette Academy
High School Diploma

Easton, KY
June 2019

- Honor roll student
- Member of the National Honor Society

PROFESSIONAL SKILLS

- Emotional Intelligence
- Leadership
- Teamwork
- Multitasking

WORK EXPERIENCE

WunWheel
December 2020 - Present

Personal Shopper

- Fulfill online orders for customers and assist with transaction issues
- Leading the morning and night shift for the ecommerce department
- Train new employees to become an exceptional personal shopper

Partmoll Home Healthcare
August 2020 - December 2020

Home Aide

- Assisted patients with eating meals
- Cleaned patients' homes while cooking their meals
- Provided consistent communication with patients to ensure comfortability



Kardarall Salon (CPS internship)
July 2018 - October 2018

Salon Assistant

- Ensured the young clients' comfortability while preparing their service
- Supported stylists by washing, blow drying, and preparing clients' hair for their services
- Maintained a clean salon for clients and staff to create a welcoming environment

VOLUNTEER SERVICE

Volunteer Cleaner

Easton's Annual Clean-up

Easton, KY

April 2018

- Cleaned and sanitized the environment
- Socialized with the alderman and residences about maintaining a clean neighborhood

Volunteer Food Bagger

Kranzfits Food Pantry

Easton, KY

January 2015, March 2019

- Packaged dry foods for children around the world
- Fulfilled over 1,000 bagged meals



Tyrone Sharc
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Technical skills:

- Microsoft office (Outlook, Excel, Word)
- Microsoft Access
- VLOOKUP and PIVOT TABLE (Excel functions)
- Microsoft PowerBi

Soft Skills:

- Communication skills
- Detailed-oriented
- Adaptable with a high desire to learn

Experience:

Contractor with Rophyle Center

Dillapont – Budget Analyst

September 2021 – Present

Traktorone – Budget Specialist

March 2020 – September 2022

- **Transaction Correction Requests (TCRs)**
 - Update TCR tracker to ensure all outstanding requests get corrected in the financial system
 - Process over 70 requests in a fiscal year
- **GMM (Grant Management Module) Daily Reports**
 - Analyze 75 entries of GMM’s outstanding commitment report daily for country project funding approval
- **Facilitate biweekly expenditure meetings**
 - Lead biweekly expenditure meeting with 14 branches
 - Provide up to date reporting concerning their expenditures to avoid cost overruns
 - Provide technical assistance with any financial problems specific to their branch funding and expenditures
- **Travel Obligation Report**
 - Pull travel obligations report to populate into a spreadsheet
 - Compare current travel obligations to each branch ceilings (every other month)
 - Use VLOOKUP and PIVOT TABLE functions in EXCEL to compile detailed travel obligations reports for the branches to budget from
 - Provide in-depth Excel workbooks to the branches to help them keep track of their yearly travel
 - Responsible for tracking 10-million-dollar plus travel budget for fourteen departments



Tyrone Sharc
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Synginia

February 2019 –July 2019

Wireless Mobility Specialist

- Placed mobile device orders using carrier portals
- Processed mobile device audits
- Experience in ticketing system
 - Provided outstanding customer service
 - Closed over 200 tickets since joining the team in February
 - Received only “Excellent” Customer Service feedback from Customer Satisfaction Surveys
- Experience with Enterprise Mobile Security and Data Management Tool
 - Monitored bandwidth usage of employee mobile devices
 - Verified user footprint (Apps and Web Sites used) to provide feedback to the mobile device user to keep bandwidth usage to reasonable levels
- Responsible for troubleshooting mobile devices including:
 - Email issues
 - Update cellular plans
 - IOS software issues
 - Configure SIM cards
 - Device upgrades
 - Device configurations

Education:

- Shansobai Technical College (YearUp Program) - Diploma August 2017- May 2018
- Baron G. Grimp High School - Diploma



Step 5: Apply for a job

Application process

Once you've built a solid resume, you're ready to apply for a job. Below is the general application process:



Applying for a job

To search for a job at Bank of America, follow these steps:

1. Visit www.bankofamerica.com/careers.
2. Fill in the location of your job search (or leave it blank to see all locations).
3. Select **Search Jobs**.



Step 6: Interview

Preparing for the interview

All of the steps in your learning journey have been preparing you for interviewing for a potential position. You can ensure your interview goes as well as possible by preparing in advance, following some best practices during the interview and following up in a meaningful way after the interview.

When you prepare for an interview:

- Think about the reasons why you want the job.
- Research the company and know why you want to work there.
- Practice answering (in the mirror or with a friend) the most common questions that will be asked in a job interview.
- Put your best foot forward by choosing interview day attire that is clean and wrinkle free.
- Eat a healthy meal before and bring water to your interview.

Virtual interviews

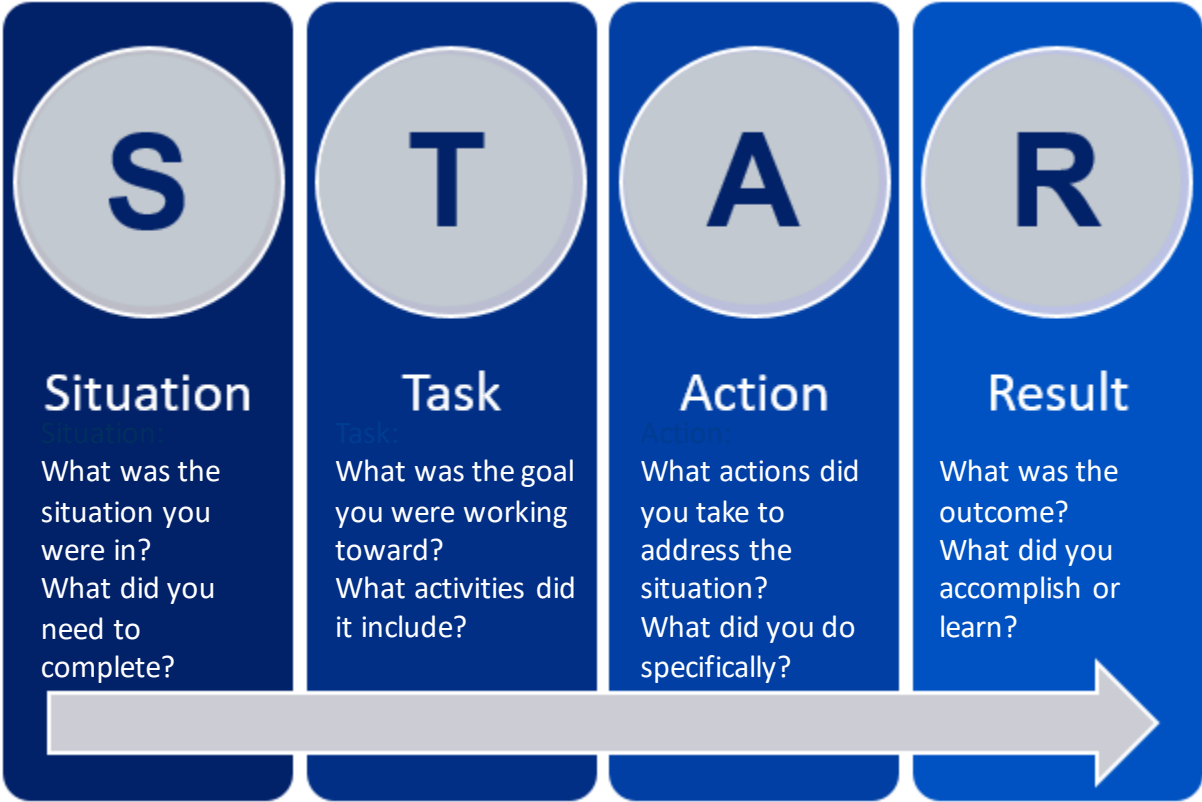
For virtual interviews:

- Download any necessary software applications for the interview 24 hours in advance.
- Treat a virtual interview as if you are in a face-to-face interview.
- Find a space to have the interview that is quiet and away from distractions.
- Check your background and remove clutter in your video space.
- Check that your audio and video settings work properly before the interview.
- Give yourself extra time to log in early and address any technical issues.
- Place a photo above your camera and focus on that one point throughout your interview.



STAR method

The STAR method is one way to keep you on track during a behavioral interview.





Here are some examples of how to answer an interview question using the STAR method.

Example 1

Note: The answer for the first example has some background information to help the interviewer understand the context of the situation before the STAR components are brought in.

Interview question	Talk about a time when you had to assume a leadership role for a group or team. Background information / answer introduction: A year after I started with the bank, the Financial Center I worked for was getting ready for a peak day. Essentially, what that means is that we would be getting a lot of clients in since it was one of our busiest days. All of the bankers were fully booked and we did not have any availability for walk-ins. I was already nervous to start off my day considering that my manager was out of the office the whole day.
Situation	I got a phone call from my manager. Since it was early in the morning, on his off day, I was very surprised. He was calling to let me know that two associates called off for the day and he was going to need my help to make sure everything ran smoothly. At that point, I was so nervous that I wasn't sure what to do. I was feeling anxious and didn't feel as if I had the necessary leadership skills to operate on my own. I knew I would be wasting time if I complained and didn't do anything. That's why I had to push myself to be the team lead for the day to make sure everyone was taken care of.
Task	I started by calling every single appointment in the book to make sure I was prepared for their visit. Thanks to our amazing, digital capabilities, I was able to complete a lot of maintenance requests the clients needed over the phone by guiding the clients through our mobile app.
Action	Since we were short-staffed for the day, I reached out to our in-house partners so they could assist with the clients as well. I made sure to manage everyone's time effectively so we would be in compliance and stay on track with the appointments we had. I found success in communicating with my team on what needed to get done and when I needed help.
Result	Thanks to these capabilities and strategies, we found a lot of success that day and were able to meet all of our goals and expectations. When my manager came back the next day, we had positive survey reviews come in that morning, all of the paperwork was taken care of and there were no complaints. My manager was able to feel at ease and thanked me for my diligence.



Example 2

Interview question	Talk about a time when you came up with a creative solution to a problem.
Situation	During my sophomore year of college, a local company went out of business and hundreds of people lost their jobs. I decided to see how I could help.
Task	I volunteered to lead an effort to start a local food pantry to help those who had been laid off. I started by creating a GoFundMe page and sending out social media posts telling people where they could donate non-perishable food items.
Action	When the social media posts weren't getting as much attention as I had hoped, I decided to change tactics. I contacted a local YouTube influencer and asked if she would be interested in promoting our cause in her videos.
Result	Once the influencer started promoting the food pantry, it really took off. It provided food for over 200 people over the course of several weeks. It was amazing to see how many people volunteered to help and donated food once they knew about the cause.

Example 3

Interview question	Talk about a time when you met a goal.
Situation	Last year, I worked for a clothing retailer, and we had a contest to see which employee could get the most credit card enrollments.
Task	I wanted to get more credit card enrollments than anyone else, so I started researching the benefits of opening a store credit card so I could share that information with the customers.
Action	I worked really hard to sell the benefits of the card to our customers, and I practiced my pitch in a friendly and helpful tone.
Result	In the end, I got the most approvals and the second most customer contacts for the credit card.



Behavioral interview questions

Using the STAR method, write down your responses to the following questions:

Journal prompts:

- Describe a time you worked effectively under pressure.
- Give an example of a goal you reached and how you achieved it.
- Tell about a time when you helped improve something.
- Describe a time when you made a mistake. How did you handle it? What did you learn?
- Give an example of a time you disagreed with a teacher or classmate. How did you handle it?
- Talk about a time when you had to assume a leadership role for a group or team.



Tips for behavioral interview questions

When answering questions during an interview:

- Remember growth mindset.
- Pause and think of an answer rather than not give any answer.
- Answer truthfully, representing, to the best of your ability, where you are currently at in your career.
- Think outside of work experiences: volunteer work, school clubs, extracurricular activities and so on.
- Share lessons learned from mistakes you have made.
- Be prepared with multiple examples to share so that you don't repeat the same ones with each reviewer.

During the interview

During the interview, be mindful to:

- Turn your phone on silent.
- Pay attention to your body language.
- Smile and make eye contact, when possible.
- Stay confident and positive.
- Keep your answers concise and direct. Ask the interviewer if they would like more detail.
- Have one to two questions ready for the interviewer.
- Ask for next steps and contact information once the interview is over.
- If possible, shake hands and thank the interviewer for the meeting.

After the interview

After the interview:

- Send a follow-up email to express your interest and thank them for being considered.
- Do not harass the hiring manager or respond negatively in messages.
- Do not stop your job search process or quit your job.
- Continue your job search while you're waiting, and don't give up!

Training profiles reference page

The data referenced below has been vetted and verified as safe, false NPPI provided from the Catalog of Training Profiles, iOriginate Training, Loan IQ, Employee profiles, and/or is benign representational only data that does not pose a risk.

**Exceptions are only valid until the next scheduled maintenance cycle.*

Page Number	CTP ID / Other	Item ID / Asset ID
9	CTP	04.2.0, B02.1.0, 13.3.0, B05.1.0, B07.1.0
10	CTP	04.2.0, B03.1.0, B04.1.0
11	CTP	37.4.0, B10.1.0, B14.1.0, B12.1.0
12	CTP	B16.1.0, B11.1.0, 37.4.0, 40.2.0

Note: Identify what type of false NPPI data was leveraged by adding the appropriate data type to the table:

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