

Trish Zander's Interview:

1. When and how did the success center start?

The Milgard Success Center opened in August 2017 after receiving a grant from the Milgard Foundation.

2. What is your work background?

The list is long. I was a 1st generation to college, back when they didn't talk about that. As such, I worked my way through college at UW Seattle and UCLA (lifeguard at UW IMA pool, Pacific Northwest Bell as a directory assistance operator, USPS first clerk then mail carrier, cook for a household in Los Angeles); After graduating with a Business degree (Accounting & Marketing) I started a business in Seattle. The business was called a service bureau which supported other businesses in data entry, database work, computer processing, marketing, and advertising. The business was purchased by The Seattle Times in 1994 and in 1995 I accepted a position at Microsoft as a Channel Marketing Manager managing \$60M of funds to partners in the US, then I became a Program Manager for North America Partner Incentive programs managing sales of \$1 billion and incentives to partners \$125M. I was at Microsoft for 13 years. In 2008 I left Microsoft and started work at UW School of Medicine as the Director of Student Affairs. In 2012, mostly because of the commute, I transferred to UW Tacoma Milgard School of Business as the Administrator. In 2017, the Dean at the time needed someone to start the Professional Development Center for the Milgard Students which was eventually named the Milgard Success Center which is where I am today as the Executive Director.

3. What interested you in taking this position as the executive director of the success center?

The Center was new and much like starting a new business. Because of my experience starting a business, my management background and University experience I was enthused to try something new. I had never been an HR professional, but had hired, fired, written job descriptions, been on hiring committees, managed employees and I had worked with Milgard students and knew it was very much needed.

4. In your opinion, what is the best reason as to why students should make appointment at the success center?

Career Centers have existed on college campuses for a long time providing general services to students and employers. Some universities offer classes that support resumes and interviewing. We have a different model. The tradition of waiting until the final quarter of senior year to think about finding a job/career or looking for a position in your major area of study doesn't work. The work of finding the right career direction isn't just about designing a resume and writing a cover letter. At the Success Center we meet with students as early as possible to begin getting them ready for their future careers. Every student is unique and needs something different. Some know exactly what career they want and others

don't know at all. Some have lots of work experience, others have very little or none. It's up to the student to make the first step by making an appointment.

Even with how good the current job market is, getting going in the right career direction is not straight forward. It's both complicated and competitive to apply and to get that first important position. Many students work, but not necessarily in the direction their major will eventually take them. Many haven't worked in a business setting. Resumes are not usually very good and we can help improve them. The resume is the first introduction to a potential employer and that introduction needs to be a good first impression. At the Success Center we talk about the strategy of what jobs to apply to and why. What's the best fit for the individual? We work with employers and know what they're looking for. We visit employer sites to gauge what it would be like to work there. Milgard Gold was created to get students involved and by getting involved, and engaged students develop confidence, direction, and professionalism. We engage students through activities such as the annual Success Conference and exposure to alumni pathways; Career Fairs and networking with businesses and organizations; Etiquette Dinners to prepare students to be comfortable in a formal setting; Lunch & Learns, for students to hear about different companies and organizations; and we offer free Excel workshops to help develop stronger skills; work with employers in development of Internships; and have The Business Professional Certificate through Milgard Gold which can be listed on the student's resume.

5. What are opportunities you offer to students?

Lots of advice based on years of experience and up-to-date relevant information. Other responses above. Every Milgard student should take advantage of this amazing resource.

Sally Schwartz's Interview:

1. What is your work background?

My college major was History/Minor:Global studies and Master's Degree in Higher Education Administration.

From my first job ever to professional jobs in chronological order....

In High School:

Old Country Buffet-WI (hostess/server/busser/ OC Bee mascot)

Ponderosa-WI (server)

Express-WI (Retail Sales holiday/seasonal)

As a College Student:

Olive Garden-WI (hostess)

Hillcrest Golf and Country Club-WI (hostess/server)

National Youth Sports Program-NYSP WI (camp counselor 3 summers)
Sharp Photo and Portrait-WI (Front Desk Associate)
K-Mart-WI (Shoe Associate)
Best Western Hotel-WI (Front Desk/Shuttle Driver/Banquet Server)
Great Camp Sagamor-NY (Internship-Environmental Educator)

Graduated College:

Cape Lookout National Seashore-NC (Internship-Interpretive Ranger)
Student Conservation Association-NH (Lead Recruitment Intern)
Yorktown National Battlefield-VA (Internship-Interpretive Ranger)
Newport News Parks and Rec-VA (youth counselor)
Northland College-WI (Recruiter)
Lyndsey's on Grand-WI (server)
Anoka-Ramsey Community College-MN (Admissions Recruiter)
The Evergreen State College-WA (Admissions Advisor/Recruiter)
University of Washington Tacoma-WA (Graduate Advisor/Recruiter MAcc Program)
University of Washington Tacoma-WA (Assistant Manager of the Success Center)

2. When and why did you decide to start working at UWT?

Mostly for personal reasons-I was working as a Recruiter for The Evergreen State College in Olympia, WA which I enjoyed. I had a large territory to manage-Northern/Southern California and Minnesota. After several travel seasons being on the road over 55 days straight in Fall and again in Spring I was getting worn out. Also, the admissions department had nowhere to grow and advance my career after I earned my master's degree. I also met my now husband who lived in Tacoma and it was more convenient for us if I found a job with less travel throughout the year.

3. In your opinion, what is the best reason as to why students should make an appointment at the success center?

RESUME

Get your resume sorted out-so many students and alumni sell themselves short on their skill set and don't market themselves well on paper. Let's make sure you're putting your best self forward when you do decide to apply for internships and jobs.

INTERVIEW

Second-let's practice your interview skills early and get you comfortable with answering predictable and not so predictable interview questions in a variety of interview settings.

CAREER EXPLORATION

Finally-let's discuss your pathway. When you're a student in the middle or end of your college career it can be really overwhelming. Students often believe they can only work in industries that perfectly align with their college major and feel uncertain that they will find a career path that they love. While some people do work in their field of study and love it, many of us (me included) must try on many different hats and see what we excel at and what we like. The Success Center can connect you to industry

professionals and alumni who will share their pathways with you through the annual Success Conference, quarterly Lunch & Learns, Alumni Panels and other speaking engagements so students can be exposed to different business models and careers!