

# Frequently Asked Questions

- MBA Commercial Careers: visit the MBA Careers portal on [www.boozallen.com/recruiting](http://www.boozallen.com/recruiting) or e-mail [bizstrategyrecruiting\\_feedback@bah.com](mailto:bizstrategyrecruiting_feedback@bah.com)
- European Careers: visit the European Careers portal on [www.boozallen.com/recruiting](http://www.boozallen.com/recruiting) or e-mail [careers\\_in\\_europe@bah.com](mailto:careers_in_europe@bah.com)
- Australia/New Zealand Careers: [aust\\_recruit@bah.com](mailto:aust_recruit@bah.com)
- Japan Careers: <http://www.boozallen.jp/16396692>
- Seoul Careers: [seoul\\_recruiter@bah.com](mailto:seoul_recruiter@bah.com)
- South American Careers: [rodriguez\\_ana@bah.com](mailto:rodriguez_ana@bah.com)

For questions around submitting your profile to a portal, please refer to our FAQ below:

## **I forgot my password. How do I log in?**

At the log in page, click on "Forgot Password". A temporary security code will be sent to your e-mail address. Once you receive the e-mail, click on the link provided, (disregard the access code), choose a new password, and log into the system.

## **How do I change my e-mail address in the system?**

Go into the Personal Information page (name, address, phone, etc) in your profile. Enter your e-mail address and click on "continue" to save. Please note that your new e-mail address will be used as your user id when logging into the system.

## **I can get into the system, but I can't navigate through the pages.**

When accessing the Career Opportunities and Profile services, we recommend using Internet Explorer 5.01 SP1 or later, Netscape Navigator 4.73, and AOL 6.0 and later versions. Please note that using Netscape 6 or Internet Explorer 6 is not recommended since they have not been fully tested.

## **What are my choices for "Please indicate how I heard about this job"?**

Ad or event ID are used for specific newspaper ads or events. Most candidates will click on "I heard about this job through:" and select the appropriate source from the drop down menu.

## **If I've already answered a question, will I need to answer it each time I submit my resume to a new position?**

The system will save any information previously provided. You will not have to complete the same questions again, but you will have an opportunity to review and update your profile. You will need to answer additional questions specific to each job posting.

## **How do I submit a resume in response to a specific job posting?**

Use the search functionality to find a position you are interested in. Click on "Submit" and follow the instructions through the pages. Resumes submitted in response to a specific job posting are sent to the appropriate recruiter AND to our resume database. Please copy and paste your PLAIN TEXT resume into the text box. Our resume builder is optional. This additional information will provide our recruiters greater capabilities to search for specific skill sets in your background. We do not accept attached documents or faxes. You may set up a job posting agent to receive automatic e-mail messages when a new position that matches your interests becomes available.

**How do I submit a resume to Booz Allen without referencing a specific position?**

Resumes submitted with a general profile without referencing a specific job posting will be sent ONLY to our resume database. Please copy and paste your PLAIN TEXT resume into the text box. Our resume builder is optional. This additional information will provide our recruiters greater capabilities to search for specific skill sets in your background. We do not accept attached documents or faxes. You may set up a job posting agent to receive automatic e-mail messages when a new position that matches your interests becomes available.

**How do I paste my resume into the text box?**

You can copy and paste a PLAIN TEXT resume into our system.

- Press the Ctrl + "A" keys at the same time to highlight the complete text of your resume.
- Press the Ctrl + "C" keys at the same time to copy text.
- Press the Ctrl + "V" keys at the same time to paste resume into the text box.

Note: Special fonts and/or formatting WILL NOT be copied. There is no limit to the number of characters that can be pasted into the form; however, it is advisable to limit your resume text to 2 pages.

**Do I need to enter Work Experience/Education in addition to pasting my resume?**

Our resume builder is optional. However, we do recommend that you utilize the resume builder. This additional information will provide our recruiters greater capabilities to search for specific skill sets in your background.

**How do I enter information into Work Experience/Education?**

Click on "New". Complete the information from the drop down menus. Achievements may be entered in text format and limited to 100 characters.

**I received an e-mail requesting more information. Do I need to go back and fill this in?**

Adding work experience, education and EEO information is optional. Additional work experience and education information will provide our recruiters with greater capabilities to search for specific skills in your background. EEO information is used for reporting purposes and is not visible to recruiters.

**How do I follow up with recruiters/hiring managers after I've submitted my profile?**

We do not release contact information for recruiters or hiring managers. If you applied for a specific job posting, a copy of your resume has been automatically sent to the appropriate recruiter. You can update your profile at any time. New positions open up every day and are posted real time. If your background is a match, a recruiter will contact you.

**How do I know if a position is still available?**

Positions are updated real time. If a position is no longer available, it will be deleted from the system and will no longer appear in our job list.

**Can I submit a cover letter and resume to an e-mail address, mailing address, or fax instead of profiling myself in the system?**

Our resume database is used by our recruiters nationwide. This is the preferred way to submit your resume for at Booz Allen Hamilton.

**I've been receiving e-mails from Booz Allen of positions that don't seem to match up (or I am no longer interested in pursuing an opportunity with Booz Allen). What can I do?**

In the Booz Allen career section ([www.boozallen.com](http://www.boozallen.com)) under "Experienced Professionals",

click on "Submit Your Profile", and click through until you get to page 5. Answer the questions on page 5-6 completely regarding job type, education, location, etc and this information will be matched to the position announcements that Booz Allen sends out. The more thorough you are in answering these questions, the better this automated system can match positions for you. If you wish to be removed from this auto-agent feature, the de-select the button is on the page immediately after you log in.