COMMERCIAL CAREERS

CEMS CAREER FAIR
BUDAPEST 2011
ENERGY FOR A CHANGING WORLD

GLOBAL ENERGY DEMAND IS RISING AND SO ARE CONSUMER EXPECTATIONS – MORE PEOPLE WANT ENERGY FROM CLEANER SOURCES. AT SHELL WE ARE UNLOCKING NEW ENERGY SOURCES AND SQUEEZING MORE FROM WHAT WE HAVE. WITH OTHERS WE ARE FINDING WAYS TO LOWER OUR EMISSIONS AND HELPING CUSTOMERS TO DO THE SAME WITH THEIRS. IN BUILDING A BETTER ENERGY FUTURE WE ALL HAVE A PART TO PLAY.

WE NEED AMBITIOUS PEOPLE LIKE YOU TO HELP US TACKLE THE CHALLENGE. JOIN A COMPANY THAT VALUES DIVERSITY, AND GIVES YOU TRAINING, SUPPORT AND CAREER CHOICES TO DEVELOP YOUR POTENTIAL.

“A career in Shell is a world of opportunities and exciting challenges: the wide variety of functions will allow you to design the career path that best fits your profile. In this process of planning, you will always get the support of most senior colleagues who will advise you based on their experience.” Gianpaolo – Global Marcoms Manager

“You should be aware that oil and gas production/processing, of course, is the most important part of Shell’s daily business but sustainable development is considered as equally important. Therefore, projects you might get involved in can deal with hydrogen, biofuels and renewables. This is what happened to me and it makes the job very diverse and interesting.” Marc – Financial Advisor
**AREAS OF OUR BUSINESS**

- **Upstream International**: Searches for and recovers crude oil and natural gas internationally. Often in joint ventures with international and national oil companies.

- **Upstream Americas (US, Canada, Latin America)**: Searches for and recovers crude oil and natural gas in the Americas region, often in joint ventures with international and national oil companies.

- **Downstream**: Refines, supplies, trades and ships crude oil worldwide; manufactures and markets a range of products; and produces petrochemicals for industrial customers.

- **Projects and Technology**: Manages delivery of Shell’s major projects and drives the research and innovation to create technology solutions.

- **Corporate Functions**: Includes Finance, Legal, Human Resources, Safety & Environment, Contracting & Procurement, IT, Government Relations, CO₂ and Sustainable Development.

---

**UPSTREAM**

- **A** Exploring for oil and gas
- **B** Developing fields
- **C** Producing oil and gas
- **D** Mining oil sands
- **E** Extracting bitumen
- **F** Liquefying gas by cooling (LNG)
- **G** Regasifying LNG
- **H** Converting gas to liquid products (GTL)
- **I** Generating wind energy

**DOWNSTREAM**

- **J** Refining oil into fuels and lubricants
- **K** Producing petrochemicals
- **L** Developing biofuels
- **M** Trading
- **N** Supply and distribution
- **O** Retail sales
- **P** Business-to-business sales

**CHEMICAL PRODUCTS USED FOR**

- Plastics
- Coatings
- Detergents

**REFINED OIL PRODUCTS**

- Fuels
- Lubricants
- Bitumen
- Liquefied petroleum gas

**GAS AND ELECTRICITY**

- Industrial use
- Domestic use
COMMERCIAL CAREER OPPORTUNITIES
Information Technology

Pursue a career in IT at Shell and you could develop custom applications or work closely with customers and colleagues to deliver innovative solutions. You might specialise in:

- Global project implementation, e.g. SAP
- Strategic IT consultancy
- Pre-sales support and analysis
- Applications development
- Project management

Sales & Marketing

Whether in a business-to-business or business-to-customer environment, help to strengthen our reputation, build brand awareness and support our business goals. That means:

- Monitoring market developments
- Implementing marketing plans
- Developing value propositions for customers
- Developing and maintaining excellent customer relationships

Supply & Distribution

Gain exposure to all aspects of our international distribution and logistical activity – from balancing supply and demand to liaising with production units. You will focus on areas such as:

- Market analysis
- Contract negotiation
- Managing risk against cost
- Optimising distribution channels

Trading

Our trading business buys and sells crude oil, gas, refined products and chemicals on the world commodity markets. As a graduate, you will gain an insight into key business areas, including:

- 'Wet operations' finding the right vessel for a particular cargo
- Contract preparation
- The trading floor
- Managing risks
- Conducting negotiations

---

COMMERCIAL CAREERS - WHERE YOU COULD WORK

### CAREER AREA

- Commercial Upstream
- Contracting & Procurement
- Finance
- Human Resources
- Information Technology/Information Management
- Sales & Marketing
- Supply Chain & Distribution
- Trading

### DEGREE DISCIPLINE

- Accounting
- Business Administration
- Business Information Management
- Computer Science
- Economics
- Energy Management
- Human Resource Management
- Information Technology
- International Relations
- Labour & Industrial Relations
- Management Information Systems
- Marketing
- Mathematics
- Political Sciences
- Psychology
- Sales
- Social Sciences
- Software Engineering
- Strategic Management
- Supply Chain Management (inc. Operations & Logistics)
- Telecommunications
- Transportation, Logistics or Distribution
- Any

### Notes:

- Preferred degree.
- Must have strong numerical ability and finance experience/knowledge.
- Any degree possible with strong HR experience.
- Must have gained IT knowledge.

Roles subject to availability.
COMMERCIAL CAREERS WITH SHELL

THERE IS OF COURSE MUCH MORE TO OUR BUSINESS THAN ENGINEERING AND TECHNICAL. WHETHER IT’S REAL TIME TRADING WORTH BILLIONS OF DOLLARS OR THE DEVELOPMENT OF POWERFUL BESPOKE SOFTWARE PLATFORMS, WE NEED THE FINEST COMMERCIAL GRADUATES ACROSS ALL OUR ORGANISATIONS. WE RECRUIT GRADUATES INTO A VARIETY OF COMMERCIAL AREAS, INCLUDING:

Commercial Upstream
Our Businesses operate some of the world’s largest and most complex projects, often in extreme environments.
You could be responsible for:
■ New business development
■ Commercial support to existing assets
■ The handling of commercial issues related to sales

Contracting & Procurement (CP)
CP takes a strategic approach to managing Shell’s expenditure and suppliers, and supports our operations and capital projects by delivering goods and services on time, to the right specification. Join us in this area and you will be involved in:
■ Market intelligence
■ Managing supplier relationships
■ Contract bidding and negotiation
■ Developing and delivering procurement strategies

Finance
Working in Finance, you will help deliver world class performance in one of three main areas. For example, you could support critical business decision making, help ensure compliance with today’s complex regulations in Finance Functional areas, or achieve greater efficiencies overseeing simple, standard processes.
You will handle:
■ Financial and variance analysis
■ Capital budgets
■ Opportunity and project evaluation
■ Financial and Investment planning

Human Resources
In building an HR function for the 21st century, we believe Shell is ahead of the game in expertise and cost-effective service delivery.
You could be involved in:
■ Developing people through learning and development
■ People development – teams and individuals
■ Promoting diversity and inclusiveness
■ Attraction and recruitment of new employees
Information Technology
Pursue a career in IT at Shell and you could develop custom applications or work closely with customers and colleagues to deliver innovative solutions. You might specialise in:
- Global project implementation, e.g. SAP
- Strategic IT consultancy
- Pre-sales support and analysis
- Applications development
- Project management

Sales & Marketing
Whether in a business-to-business or business-to-customer environment, help to strengthen our reputation, build brand awareness and support our business goals. That means:
- Monitoring market developments
- Implementing marketing plans
- Developing value propositions for customers
- Developing and maintaining excellent customer relationships

Supply & Distribution
Gain exposure to all aspects of our international distribution and logistical activity – from balancing supply and demand to liaising with production units. You will focus on areas such as:
- Market analysis
- Contract negotiation
- Managing risk against cost
- Optimising distribution channels

Trading
Our trading business buys and sells crude oil, gas, refined products and chemicals on the world commodity markets. As a graduate, you will gain an insight into key business areas, including:
- “Wet operations”: finding the right vessel for a particular cargo
- Contract preparation
- The trading floor
- Managing risks
- Conducting negotiations
HOW TO JOIN US
GRADUATES

THE PROCESS:
Step 1
Apply online on www.shell.com/careers

Your first step will be a generic application for a skill pool in most cases, not a specific job. We have a talent driven approach which means that we seldom have specific job descriptions but will rather match your interests with the positions available.
After creating your profile, you will be required to complete three pre-registration questions to assess eligibility for Student opportunities. The next step is to select the skillpool you wish to apply for, and then complete the application form, attaching your CV/résumé. Do not forget to mention “CEMS” as a source.
Once you have submitted the application form and CV/résumé there will be a short questionnaire to complete.
When Shell has received your completed form and questionnaire, your application will then be available for consideration.

“Although grades are important, definitely include information about what you have done next to your studies. Don’t forget: Shell is looking for people who are eager to learn and show initiative.”
Meenakshi – Territory Manager

“Document in your application experiences where you played a key role and ask yourself open questions: How? What? Why? You should be ready to answer those questions also in the interview.”
Gianpaolo – Global Marcoms Manager
CV CHECKLIST

■ Include your achievements – all experiences count, whether paid, voluntary or shadowing. Focus on your responsibilities and achievements in the role and remember to highlight what your contributions were, where skills were used or developed and the outcomes.
■ Don't make general statements about your qualities. Make sure you can support your statements with evidence.
■ Try to link your skills and experience to the requirements of the job you are applying for.
■ Beware of exaggerating your achievements.
■ Do not have unexplained gaps in your work history.

Step 2
After a successful screening of your CV you will be forwarded to interview.

We’ll let you know whether you’ll be invited to the interview stage approximately two weeks after receiving your completed application.
The interview will be a 45 min. structured interview and will take place either face-to-face or over the telephone. We’ll be assessing how you perform against our CAR criteria. This is an opportunity for you to tell us more about your achievements, the challenges you’ve faced and how you’ve demonstrated the qualities we’re looking for.

"Try to apply your ‘helicopter view’ when required: ensure that you explain clearly the full picture before entering into the eventual details. Support all your statements with data coming from tangible experiences.”
Gianpaolo – Global Marcoms Manager
Step 3

Internship and Shell Recruitment Day (SRD)

If you’re successful at your interview, we’ll let you know when you’ll be invited to our Shell Recruitment Day. This is our chance to see you in action in a variety of different work scenarios. We’ll be assessing how well you demonstrate the key competencies (CAR) we’re looking for.

You’ll be joined on the SRD by up to six other candidates and four assessors who’ll be observing individual performances.

The day will last for eight hours, including time for lunch, refreshment breaks and preparation, and you’ll undertake three key exercises:

- A Case Study
- A Group Discussion
- A Business Scenario Interview

“Keep in mind that the assessment is not a competition with other applicants. It is not important to outshine others, rather show your ability for teamwork whereby you leverage the strengths of others.”
Koen – Project Analyst

INTERVIEW TIPS

- Structure your answers – background, objectives, what you did, who else was involved, what was the outcome.
- Ask for clarification if you do not understand a question.
- Don’t be afraid to ask for time to think.
- Be prepared.
- Be yourself.
- Ask for feedback.
Assessed Internship Programme

Think of our internships as a crash course in what it’s like to work for one of the world’s most forward thinking energy companies. This is not work experience; this is working for Shell, on real projects specifically matched to your interests and abilities.

Lasting anywhere from eight weeks and twelve months, our internships are not only paid, they’ll also give you invaluable exposure and experience at Shell. As one of our Interns, you’ll benefit from regular and structured performance evaluation from your Mentor and direct Supervisor. You’ll also receive direct feedback to help you to enhance your strengths and build on any areas for development.

As your internship will be fully assessed against real tasks and targets, we gain a very rounded view of your skills and capabilities. Succeed in your internship and you could be offered a full-time position at Shell when you graduate. Shell Internships are designed to help you:

■ Put into practice theories and concepts learned in the classroom.
■ Discover the strengths and development areas of your work-related skills, through constructive evaluation and supervision.
■ Improve general business competencies, including communication, teambuilding, organizational, problem-solving and analytical skills.
■ Develop exposure to the energy industry and related issues.
■ Build valuable networks for future career options.

‘Ask for qualitative feedback from your line manager and your colleagues. This will help you to identify your areas for improvement and work on them. Don’t hesitate to ask for any help or advice from people around you. And not less important, have fun!’

Tatyana – Finance Advisor Manufacturing
PROFESSIONALS

Do you already have several years of work experience and are you looking for a new challenge?

Job Search
The first step towards joining Shell as a Professional is to look through our current job vacancies from around the world listed on our career pages.

Apply
Once you find a vacancy that interests you, apply via the online application form. Within 48 hours, you’ll receive confirmation that we have received your completed application. We’ll let you know if you will be invited to an interview within two weeks. If you don’t find a suitable opportunity, you can also submit your résumé/CV to be matched for future opportunities as they arise. Alternatively, you can register to receive Job Alerts via email.

Interview
If your application is successful, you’ll then be invited to an interview within approximately two weeks from your application. The interview will typically take 45 minutes to an hour. This will take place either face-to-face or over the telephone and we’ll be assessing your experience against our CAR criteria and the criteria listed in the job description. At the end of the interview, you’ll have the chance to ask us some questions of your own – about the role, the culture, work environment or any other area of interest to you.

Final Assessment
If you’re successful at your interview, we’ll invite you to undertake a Final Assessment within approximately three weeks after your interview. The assessment can take up to four hours and comprise a number of steps:
- a case study discussion,
- a scenario exercise
- and an interview.

At the end, you again have a further opportunity to engage with us to get more insight into the position, reward and benefits, and the offer-making process. We’ll endeavour to notify you of the outcome of the Final Assessment within a few days after the event, although this can take longer in some markets.

Please note that all the timings given above are average times for each step in the process. However, if many applications have to be processed each step can also take longer.
WHAT WE LOOK FOR
**WHAT WE LOOK FOR IN OUR PEOPLE**

Whatever role you play within Shell, there are certain qualities and attributes we look for in our people. These key selection criteria are summed up as **Capacity, Achievement, Relationship** (CAR).

Taking the time to ensure you effectively communicate evidence of the CAR qualities in your CV will not only help to make your application more successful but also help prepare you for the interview and subsequent stages in the assessment process.

**Capacity**
- Are you able to provide evidence of identifying, gathering and analysing multiple sources of information?
- Do you have experience of understanding the strategic context in which an organization operates and being able to reach informed conclusions through broad thinking?
- Have you produced solutions to a problem based on information from a variety of sources?
- Are you familiar with working with incomplete or conflicting data and taking well calculated risks?

**Achievement**
- Can you demonstrate a personal motivation to consistently achieve results by setting targets, monitoring progress and dealing with setbacks?
- Are you skilled in working by yourself as well as in a team environment – can you provide evidence of this?
- You should be practised in identifying opportunities to learn and develop, and demonstrating an awareness of personal strengths and development areas.
- Do you take on new and unfamiliar tasks?

**Relationships**
- Can you give examples of communicating honestly and interacting respectfully with a wide range of people?
- Have you been in situations where you have had to influence people through tailoring communication style appropriately?
- Treating others with respect and appreciating the value of involving people with different viewpoints and styles is essential within Shell.
- Exposure to different cultures and environments is also important – can you demonstrate knowledge in this area?
what we offer
WHAT WE OFFER

THERE ARE PLENTY OF WAYS SHELL CAN HELP YOU TO GET MORE OUT OF YOUR CAREER. AS WELL AS THE CHANCE TO TACKLE ONE OF THE MOST IMPORTANT CHALLENGES THE WORLD FACES, YOU WILL ENJOY ONGOING OPPORTUNITIES TO DEVELOP YOUR CAREER, AND A BENEFITS PACKAGE THAT RANKS AMONG THE BEST IN THE INDUSTRY.

YOUR DEVELOPMENT
When you arrive, we’ll find you a Buddy who can answer your questions and help you get settled. We’ll also identify a personal mentor who can help you decide what you want from your career and how best to apply yourself. And you will have regular appraisals with your line manager. Like all our new graduates, you will have a thorough induction and will get to experience Shell Life – a course designed to develop your leadership potential. The course helps you reflect on your personal direction and qualities you need to reach the highest levels within the business. By moving through a series of real jobs, you will develop a broad base of practical experience. And depending on your role and location, you will also have a number of training opportunities, which could include working towards a professional qualification.

YOUR PACKAGE
We’ll start you off on a competitive salary and, depending on your performance, you may earn bonuses on top. Benefits include a pension and healthcare and, in some locations, subsidised services such as sports facilities, dental care and the chance to join a sharesave programme. We provide flexible working patterns wherever possible and you may also be able to work remotely. We also offer a competitive annual leave entitlement and will do our best to accommodate career breaks and sabbaticals wherever feasible.

“As a CEMS student you also get a possibility to get in touch with a CEMS alumni, who is working for Shell and ask him/her any job/career specific questions at any stage of your application.”
Tatyana – Finance Analyst Manufacturing
CURIOUS?

If you’d like to get a more personal insight into the experience of a life and career at Shell, drop by our stand or join our case study at the careers fair in Budapest and meet some of our CEMS Graduates and Professionals already enjoying their time with us.

Gianpaolo  
Global Marketing Communications Manager – Shell Lubricants  
University: Bocconi / HEC  
CEMS year: 2000  
Date of joining Shell: 03.2003

Koen  
Finance advisor for Turnaround Projects  
University: Rotterdam School of Management /University of Economics Prague  
CEMS year: 2008  
Date of joining Shell: 05.2010

Ilonka  
Internal Auditor  
University: Rotterdam School of Management / University St. Gallen  
CEMS year: 2001  
Date of joining Shell: 03.2008

Tatyana  
Finance Advisor Manufacturing  
University: University of Cologne / Copenhagen Business School  
CEMS year: 2007  
Date of joining Shell: 12.2008
“Be concrete and explicit in your achievements e.g. If you have been doing an intern role as let’s say a marketer, tell about the size of your market, the number of people you reached, what goals you achieved.” Jitse – Internal Auditor

Meenakshi
Territory Manager
University: Rotterdam School of Management / University of Sidney
CEMS year: 2011
Date of joining Shell: 08.2011

Marc
Financial Advisor
University: University College Dublin / University of Vienna
CEMS year: 2011
Date of joining Shell: 08.2011

Jitse
Internal Auditor
University: University College Dublin / University of Cologne
CEMS year: 2009
Date of joining Shell: 2009
Contact us:

Don’t forget to email us a short note at cems@shell.com to ensure that we can track your application within our system or to answer any questions.

www.shell.com/careers
Shell is an equal opportunity employer