



RESUME AND COVER LETTER WRITING



A digital guide for students to use for writing your best cover letters and resumes!



Types of Resumes

CHRONOLOGICAL RESUME	<p>A chronological resume starts by listing your work history, with the most recent positions listed first.</p> <p>It is considered one of the most common resume structures.</p> <p>Employers typically prefer this type of resume because it's easy to see what jobs you have held and when you have worked at them.</p>	<p>A chronological resume works best when you have an extensive work history that is in the same line of work as the job for which you are applying.</p>
FUNCTIONAL RESUME	<p>A functional resume focuses on your skills and experience, rather than on your chronological work history.</p> <p>It is typically used by job seekers who are changing careers, who have gaps in their employment history, or whose work history is not directly related to the job.</p>	<p>It's ideal for candidates who have gaps between jobs, are early in their career (or have only internship-based experience), or are making a career switch.</p>
COMBINATION RESUME	<p>Combination resumes can be used to show the employer your most relevant skills, while still documenting your work history.</p> <p>This resume format is also a good way of answering the reader's questions about career changes, gaps in work history, and other potential red flags.</p>	<p>The layout first captures the attention of the employer or recruiter by highlighting key skills and capabilities of the applicant in a "qualifications summary," and then supports this introductory section with an account of prior work experience.</p>
TARGETED RESUME	<p>A targeted resume focuses on a specific job opening.</p> <p>The targeted resume is written to highlight the skills and experiences relevant to a particular position.</p> <p>When sending targeted resumes, the resume will be edited or rewritten for each job which the candidate applies.</p>	<p>Customizing your resume allows you to showcase the qualifications, accomplishments, and particular aspects of your work history that match closely with the requirements listed in the job description.</p>

Examples of the Four Resumes

Chronological

CHRONOLOGICAL RESUME
TEACHER EDUCATION STUDENT

Clara Salazar-Rios
1234 - 456 - Street
San Francisco, CA, 94108
415-555-1234
csalazar@sf.edu
www.clarasalazar.com

OBJECTIVE
Elementary School Classroom Teacher: Proficient grades K-5, willing to teach other levels

EDUCATION

M.A., Teaching, University of San Francisco, CA 05/11
BS (BA) Multiple Subject Credential with English License Authorization 05/08

B.A. History, Mills College, Oakland, CA 05/06

RELEVANT EXPERIENCE

Student Teacher, Fourth Grade
SALAZAR EDUCATION, San Francisco, CA 09/12 - 02/13

- Taught math, reading, English and social studies to a class of fifty-one multicultural students, including seven students with special learning needs.
- Designed and delivered lessons incorporating multi-cultural themes.
- Developed lessons to critical thinking skills using math games.

Student Teacher, Kindergarten
SALAZAR EDUCATION, San Francisco, CA 09/12 - 02/13

- Taught math and whole language instruction to a class of thirty-five multicultural students.
- Developed and presented lessons with an Chinese New Year theme which included construction of Chinese Dragons and presentation to two other classes.
- Reported and presented on African History unit to celebration of Black History Month.

Instructional Assistant, First Grade
SALAZAR EDUCATION, South San Francisco, CA 09/11 - 02/11

- Directed groups in review developmental and educational activities.

OTHER WORK EXPERIENCE

Office Manager
DIRECT SERVICES, INC., San Francisco, CA 07/06 - 08/11

- Managed administrative functions for 22 person consulting firm.

ADDITIONAL SKILLS

• Conversational Spanish
• Play piano and guitar

Functional

Rhonda Dolliver
87 Bearborn Avenue, Acton, TN 98543 • (324) 209-6543

Qualifications Summary
Administrative Support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively. Capabilities include:

- Customer Service & Relations
- Accounts Payable/Receivable
- Telephone Reception
- Word Processing & Typing
- Filing & Data Archiving
- General Accounting
- Computer Operations
- Office Equipment Operation
- Problem Solving

Experience Highlights

Administrative Support

- Performed administrative and secretarial support functions for the Vice President of a large sportswear manufacturer. Coordinated and managed multiple priorities and projects.
- Provided discreet secretarial and reception services for a busy family counseling center. Scheduled appointments and maintained accurate, up-to-date confidential client files.
- Assisted with general accounting functions; maintained journals and handled A/P and A/R. Provided telephone support, investigated and resolved billing problems for an 18-member manufacturer's buying group. Trained and supervised part-time staff and interns.

Customer Service & Reception

- Registered incoming patients in a hospital emergency room. Demonstrated ability to maintain composure and work efficiently in a fast-paced environment while preserving strict confidentiality.
- Conducted patient interviews to elicit necessary information for registration, accurate prioritization, and to assist medical professionals in the triage process.
- Orchestrated hotel special events and reservations; managed customer relations and provided exemplary service to all customers.

Management & Supervision

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel. Oversaw all operations including restaurant, housekeeping, and maintenance. Troubleshot and resolved problems, mediated staff disputes, and handled customer complaints.
- Participated in staff recruitment, hiring, training, and scheduling. Supervised a front-desk staff.

Employment History

ACCOUNTING ASSISTANT, Guardian, Inc., Gonic, IL
 PATIENT SERVICES REGISTRAR, Grogan Health System Hospital, Grogan, MA
 ASSISTANT FRONT OFFICE MANAGER, Sheraton Exeter, Exeter, CA
 RECEPTIONIST / SECRETARY, Family Counseling & Guidance Center, Griffith, CA
 ADMINISTRATIVE ASSISTANT, Greenland Sportswear, Grant, CA

Education & Training

Grogan College, Exeter, CA (1988 - 1989)
Concentration in Business Administration
 Technical College, Gonic, IL (1999 - Present)
 Hager College, Grogan, MA (1996)
Introduction to Computers and MS Office 2000

Community Involvement

Committed to community service. Extensive volunteer history includes involvement in public schools, Habitat for Humanity, children's homes, and community soup kitchens, work with the elderly, and quilts for children with cancer.



Tips For Writing Resumes

Telling Your Story

- Don't Put Everything on There
- But Keep a Master List of All Jobs
- Put the Best Stuff "Above the Fold"
- Ditch the Objective Statement (the only occasion when an objective section makes sense is when you're making a huge career change and need to explain from the get-go why your experience doesn't match up with the position you're applying to).
- Keep it to a Page.
- Consider an Online Supplement, such as a personal website that covers other important details of your professional work life.
- Keep it simple, but carefully stand out!
- Make Your Contact Info Prominent. Your name, phone number, and e-mail will work!
- Always provide references along with your resume.
- **PROOFREAD!!!** One small error can result in an ignored resume!
- Name your file smartly (' James Smith Resume ' instead of just ' resume ')



“Be so good, they can't ignore you.”

- Steve Martin



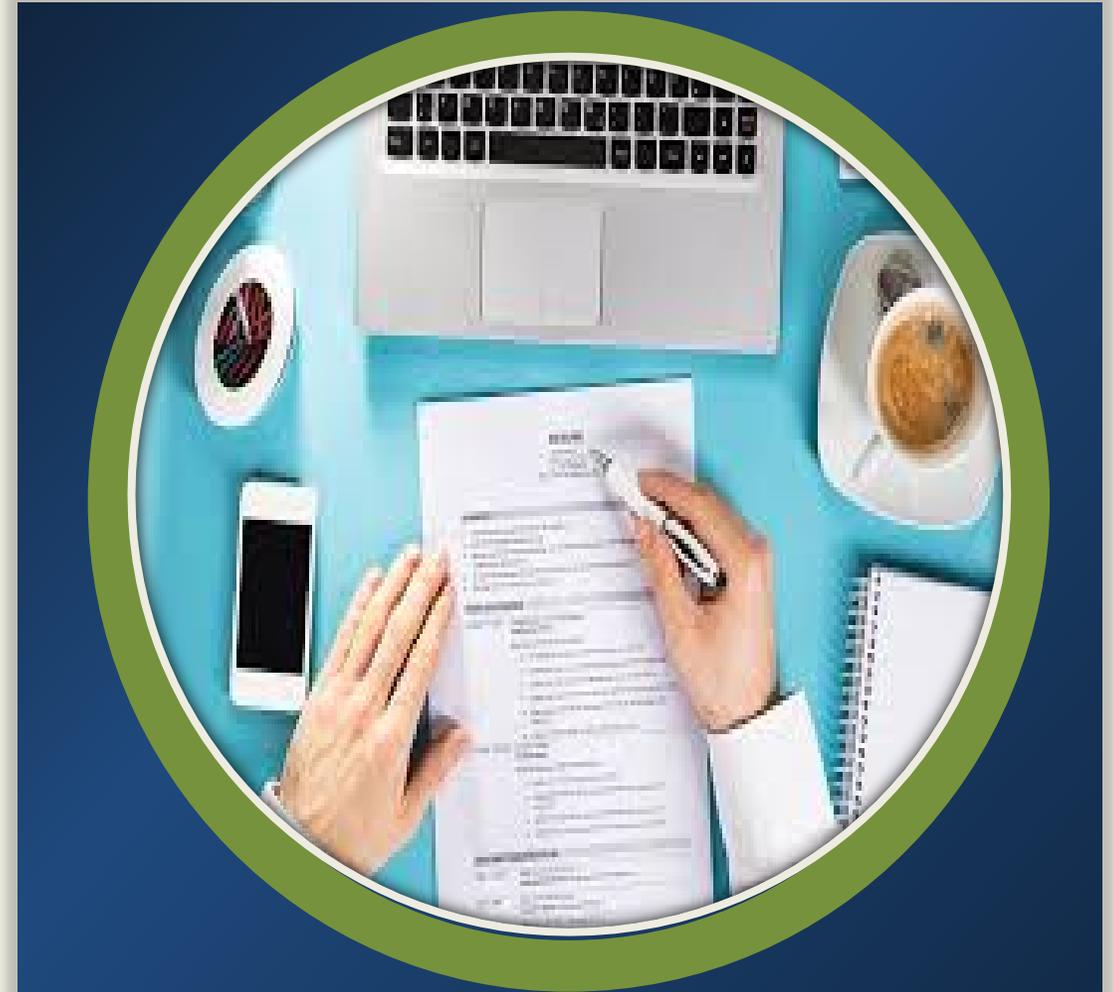
“Be the best version of YOU.”

Work Experience

- **Keep it Recent, Keep it Relevant.**
- **No Relevant Experience? Focus on your skills with any academic other relatable projects, along with a strong cover letter.**
- **Make sure that your resume is readable, relevant, and interesting to your potential employer.**
- **Use as many facts, figures, and numbers as you can in your bullet points.**
- **Be sure to include non-traditional work such as volunteering.**
- **Mix up your word use!**
- **Use keywords that recruiters and employers can easily find (especially those on online job sites)**
- **Experience first, education second.**
- **Include continuing or online education.**
- **List interesting and relatable skills that align with the job that you desire.**
- **Brag, brag brag!!! Let potential employers know what you've accomplished at your previous jobs.**

Reference List

- **Make a reference list that is separate from your cover letter and resume.**
- **Make sure you have gotten permission from your references to use them as references!**
- **Use people who you have a great relationship with (supervisors, mentors, professors)**
- **List at least three references.**



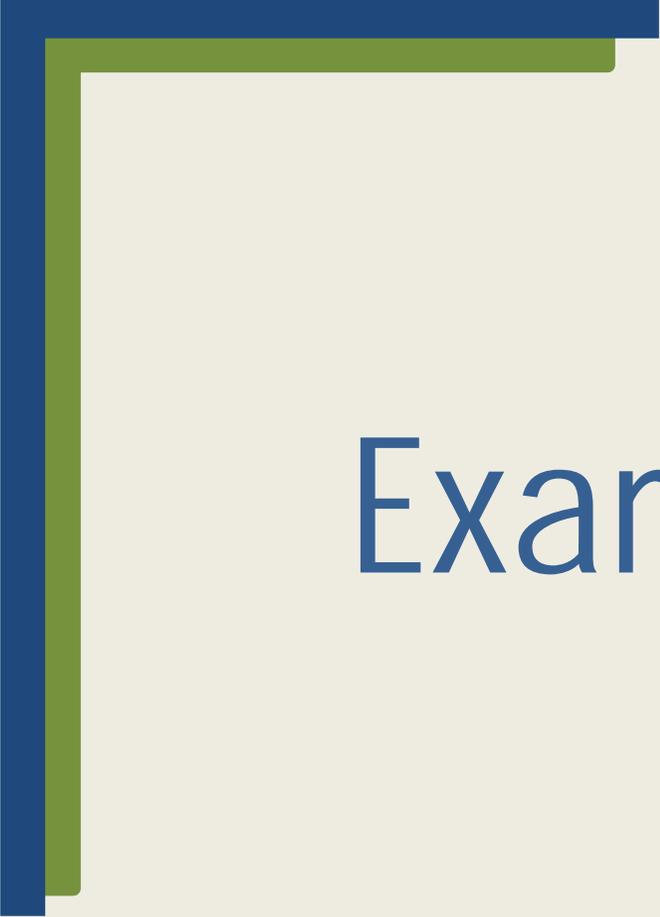
“Keep calm and ACE your interview!”

Resume Action Words

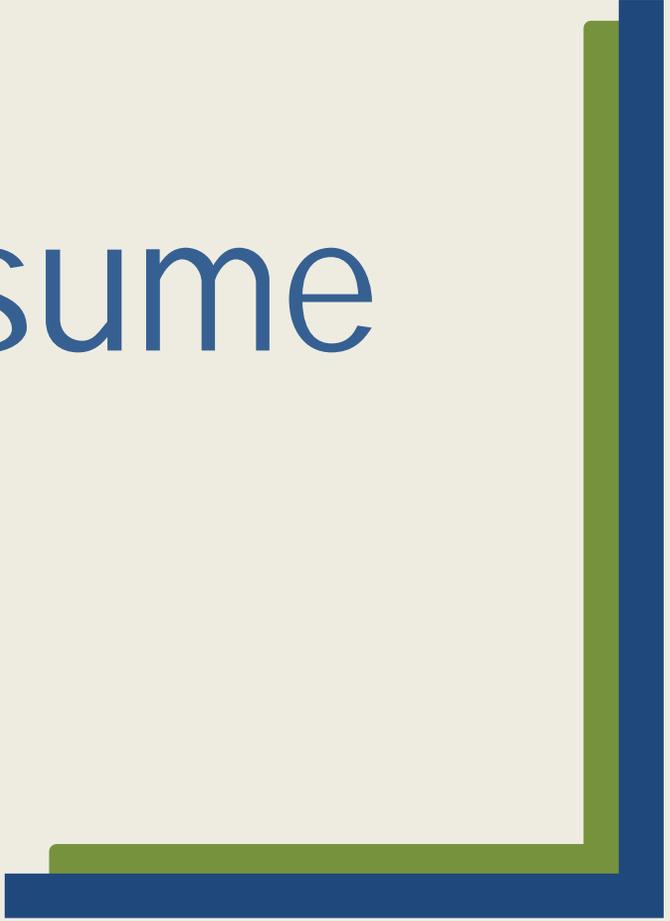


Expand Your Vocabulary in Resume Writing!

Leadership / Management	Consulting	Communication	Technical	Financial
Administered	Advised	Authored	Adapted	Adjusted
Aligned	Aided	Collaborated	Applied	Allocated
Analyzed	Analyzed	Communicated	Assembled	Appraised
Appointed	Coached	Corresponded	Built	Audited
Approved	Contributed	Debated	Computed	Balanced
Assigned	Demonstrated	Defined	Configured	Budgeted
Attained	Diagnosed	Discussed	Debugged	Calculated
Authorized	Educated	Drafted	Designed	Estimated
Chaired	Evaluated	Edited	Developed	Forecasted
Coordinated	Examined	Explained	Diagnosed	Netted
Decided	Facilitated	Interpreted	Engineered	Projected
Delegated	Inspected	Interviewed	Implemented	Qualified
Directed	Measured	Listened	Installed	Reconcile
Established	Planned	Marketed	Maintained	Reduced
Executed	Recommended	Mediated	Migrated	
Led	Resolved	Moderated	Operated	
Managed	Searched	Negotiated	Participated	
Motivated	Simplified	Participated	Performed	
Organized	Supported	Persuaded	Planned	
Oversaw	Tested	Presented	Programmed	
Planned	Trained	Publicized	Provided	
Prioritized		Reported	Solved	
Reviewed		Responded	Upgraded	
Supervised		Wrote		



Examples of Resume Writing





“Confidence has a lot to do with interviewing.”

Trista Avery

1 Main Street
New Cityland, CA 91010
Cell: (555) 322-7337
example-email@example.com

Summary

Skilled Welder with proficiency in MIG, flux and stick welding, drill press, crane operation, and metal fabrication. Specialize in using torch, plasma, air sac, stick weld, and forklifts. Capable of reading and interpreting blueprints, drawings, and diagrams.

Highlights

- Expert in stick welding
- Reading drawings, models and blueprints
- Pipe welding
- Knowledge of 0.35 to 3/32 wiring
- Available to work nights and weekends
- ISO9001 trained
- Familiar with sub-arc welding
- Detail-oriented
- Good problem solver
- Works well with team

Experience

February 2008 to
Current

Jackson Pipefitters
New Cityland, CA

Welder

- Respond to service calls quickly and professionally.
- Set up equipment and weld parts according to welding chart specifications and type.
- Prepare broken parts for welding by properly grooving and scarfing surfaces.
- Inspect grooves, angles, and gap allowances with micrometer, caliper, and other precision instruments.
- Precision cut materials with power saws, hand shears, and chipping knives.
- Position and clamp workpieces together and properly assemble them in jigs and fixtures.
- Clean and degrease weld joints and workpieces efficiently.

September 2003 to
January 2008

Tamerlane Metal Works
New Cityland, CA

Welder

- Laid out, fitted, and fabricated metal components.
- Combined welding techniques, knowledge of metallurgy, and engineering requirements to produce quality work.
- Heated, formed, and dressed metal parts with hand tools, torch, and arc welding equipment.
- Monitored the fitting, burning and welding processes to avoid overheating parts, warping, shrinking, distortion, and expansion of materials.
- Adjusted functional parts of equipment and control instruments.
- Followed all safety guidelines, including proper machine guarding and lockout and tagout procedures.

Education

2003

New Cityland Welding School
New Cityland, CA
Professional Welder Program

Affiliations

Cover Letters



What is a Cover Letter?

- **An effective cover letter should be directed towards a specific position or company and describe examples from your experience that show off skills the employer needs.**
- **Try not to simply repeat your resume in paragraph form, but to complement your resume by offering a little more detail about key experiences.**
- **You want to convince the reader that your interest in the job and company are genuine and specific. You also want to demonstrate ways that your experience has prepared you for the role by sharing a few brief stories that highlight your qualifications. This takes time and research; use the job description and the company's web site or LinkedIn page to identify traits and skills the company values.**
- **Lastly, cover letters are also a chance to demonstrate the communication skills necessary to most jobs. Careful composing and revision are essential.**

Cover Letter Structure and Format



- Cover letters should be no longer than one page with a font size between 10-12 points. Be sure to include your contact information and address it directly to a named individual whenever possible. If you aren't sure who to address it to, you can address as "Dear Hiring Manager."
- Cover letters typically take the following structure:
- Introduction: 1st paragraph
- Say who you are and what position you are applying for ("I am an MIT Chemistry major graduating in June. I am writing to express my interest in the Chemist position with [Company Name].")
- Specify why you are interested in that specific position and organization
- Body: 2-3 paragraphs
- Cite a couple of examples from your experience that support your ability to be successful in the position or organization
- Closing: Last paragraph
- Thank the reader for their time.
- Consider restating succinctly why you are a good candidate
- State your desire for an interview and include your contact information (phone/email)
- *Make sure to close out your cover letter with A SIGNATURE that includes a complimentary close ("Thank You, Sincerely) and a signed and typed version of your name*



Examples of Cover Letters

JIA LEE

Sometown, CA 55555 • (555) 555-5555 • jl@somedomain.com

August 10, 2017

Ms. Sherry Martin
HR Manager
ABC School District
55 Orange Circle
Sometown, CA 55555

Re: Teaching Assistant, Advertised on Monster

Dear Ms. Martin:

I am a high school graduate with multilingual fluencies (English, Mandarin, American Sign Language); experience as a classroom aide; certifications in First Aid, CPR and Nonviolent Crisis Intervention®; and a love for working with children diagnosed with special needs. These qualifications make me well-suited for your teaching assistant opening advertised on Monster.

Raised in the U.S. by immigrant parents, I have benefitted greatly from my upbringing in which both English and Mandarin were spoken in our home. After my younger brother was diagnosed with profound deafness, I was first in the family to learn American Sign Language (ASL). Before long I was tutoring my brother, parents and other family members in ASL fundamentals, and these circumstances cemented my passion for teaching, linguistics and early childhood education that has only grown over time.

In high school, I was selected for a yearlong internship serving as a part-time classroom aide assisting pre-K and Kindergarten teachers three afternoons per week. I gained experience working with students with a range of disabilities and learning differences within an inclusive classroom setting, and engaged young learners in activities to optimize their understanding of lessons presented.

I am motivated to become a professional educator. After I have completed the first year as a teaching assistant, I intend to pursue a bachelor's degree in elementary education part-time while continuing to work as a teaching assistant. My long-term goal is to serve ABC School District as a full-time educator for years to come.

To arrange a meeting, please contact me at (555) 555-5555 or email jl@somedomain.com. Thank you for your time.

Sincerely,

Jia Lee

Enclosure: Resume

John Doe
Marketing Student

To:

Doris Johnson
Human Resources Manager
Optimal Workplace Inc. 321
Employment Avenue,
Auckland, New Zealand
05 January, 2019

Dear Ms. Johnson,

I am writing to express my interest in the summer internship program with your marketing company. I learned about your company through the student center at my university and, after visiting your website, I have immersed myself in your groundbreaking work in the transportation industry.

I am currently majoring in marketing, with a minor in statistics, and will receive my degree next spring. While I have a comprehensive marketing and analytics background, my emphasis is on government campaigns. I feel that your agency places prominence in similar areas and having the privilege of serving as an intern with you will increase my learning opportunities and give me the exposure I need to advance my career while using what I've already learned to make an impact on your clients.

After graduation, I hope to work for an agency like yours to grow my experience, serve clients and eventually start my own agency. With the right opportunities and experience working with prominent clients, I believe that I can achieve my goal.

I previously held an internship at another local advertising agency, working on critical projects for their clients. During that internship, I had the opportunity to learn the Adobe Creative Suite of products, including Photoshop and InDesign. I also learned how to craft compelling campaigns that garner attention in the healthcare space. I believe that my knowledge of digital marketing and social media could be of interest to you, as I read that you are looking to grow your social media team.

I would like the opportunity to meet with you to discuss internship opportunities you have available. Please let me know if you have any questions or would like to see specific work samples. You can reach me by phone at 416-821-9879 or by email at john.doe@gmail.com.

Thank you for your consideration.

Sincerely,
John Doe

john.doe@gmail.com
416-821-9879
Auckland, New Zealand
[linkedin.com/in/john.doe](https://www.linkedin.com/in/john.doe)
john.doe

 novoresume.com



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Learning Assistance Center
Caldwell Richardson Building Room 100
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