

Resume & Professional Letters **GUIDE**



EASTERN CONNECTICUT STATE UNIVERSITY
Center for Internships and Career Development
Division of Student Affairs

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THE PURPOSE OF A RESUME

Your resume – just a typed sheet with your education and work history, right? WRONG! Your resume is your commercial. It summarizes your education, work and life experience while highlighting your strengths and qualifications for prospective employers. Your resume alone will not win you a job, but it plays an important role in your job search. If written effectively, it is the most valuable marketing tool you have. In an instant, its contents and appearance can make or break your chances of landing an interview. Its sole purpose is to grab the attention of potential employers and persuade them to call you for an interview.

In this highly competitive job market, it is vital that you express your unique value so that you stand out from the competition. Many human resource managers say they spend less than six seconds scanning a resume, while considering it for further review. Therefore, a strong resume needs to be a results-oriented view of you. Try to see your resume through the eyes of an employer. How *you* feel about your resume is not half as important as how a *future employer* views it. The hiring manager should be excited about what you could do for their company. The format of your resume must be professional with perfect spelling and grammar, or the employer may question the quality of your everyday work product.

The first step to creating your resume is to take inventory of your skills, abilities and accomplishments. Assess and organize your marketable skills and interests. Looking at sample job postings can help you identify the qualifications desired by hiring managers. Once you have completed these steps, you can then start putting together your resume. [Please make use of the inventory sheet at the back of this guide.]

Your resume's compatibility with Applicant Tracking Systems (ATS) is crucial to your job search! Because employers are receiving so many resumes per open position, most utilize an ATS to manage the recruiting process and identify the most qualified candidates. To show that you are qualified for the position, use keywords from the job posting in both your resume and cover letter. Only those resumes flagged for review by the ATS are reviewed by the hiring manager. You can avoid the "resume black hole" by formatting your resume for system compatibility. [We cover this in detail later in this guide.]

This guide provides tips and techniques to help you write a strong resume and cover letter that will market you effectively and position you as the ideal candidate. Once you have drafted your resume, we welcome you to make an appointment with one of our dedicated Career Counselors to make sure it sells you well to potential employers. Please call (860) 465-4559 to schedule an appointment.

A RESUME THAT WILL "WOW" AN EMPLOYER

- Is optimized for Applicant Tracking Systems (ATS)
- Contains perfect grammar, spelling and punctuation
- Looks current and stands out from other candidates' submissions
- Is tailored to each job for which you apply

- Targets one specific job
- Clearly and concisely conveys the value you offer an employer
- Is geared towards the needs of the employer
- Positions you as the ideal candidate for the position
- Contains keywords from the job posting
- Highlights your achievements and accomplishments
- Is presented in a clean, easy-to-read format
- Uses a professional-looking font like Arial 10 or Times New Roman 11
- Is printed on heavy white resume paper using a quality printer. This is important if you are mailing in your application, or for when you bring extra copies to your interview.
- Has been proofread by multiple people to check for proper level of details, appropriate tone and, of course, spelling, punctuation and grammatical errors

THINGS TO AVOID

- Do not try to stand out with logos, fancy fonts, colored ink or colored paper.
- Do not have an Objective Statement – those are outdated.
- Do not simply stuff your resume with keywords. Use them appropriately, in context, to show that you have the skills to excel in the position.
- Do not include personal information. Exclude hobbies, interests, religion and ethnic background unless they are relevant to the job.
- Do not include your social security number, license or certificate numbers.
- There is no need to include “*References Available upon Request*”. That is a given and wastes a line of valuable resume space.
- Do not rely solely on your computer’s spell check feature. It can be inaccurate, and it does not always work on words typed in all caps. Have someone else proofread your resume before sending out.

SHOULD I USE A RESUME OR A CV?

There are two primary types of documents used when applying for employment opportunities, a resume or a Curricula Vitae (CV). Knowing which to use and when is an important part of the application process. The majority of the time you will use a resume. When applying for opportunities in the education and research fields, you will often be asked to submit a CV.

There are two primary resume formats: The Reverse Chronological and the Functional. The Reverse Chronological format typically works well for most people. Refer to the samples included later in this guide.

Reverse Chronological

- This is the format preferred by most recruiters and hiring managers, and the one the Center for Internships and Career Development recommends.
- It features your education and professional experience listed in reverse chronological order, i.e., list your highest degree and most recent work experience first.
- It has evolved over the last few years to include introductory information (a Profile Statement and Summary of Qualifications) before jumping right into your Education or Experience. Highlighting personal qualities and strength of character can effectively overcome a lack of experience – which is why this format is ideal for students.
- It includes relevant experience such as leadership activities, volunteer work, honors or awards and pre-professional experiential learning experiences such as internships, coops, research projects and study abroad.

Functional

- Be warned that many employers do not like this type of resume! It raises red flags and makes them wonder what you are trying to hide – a lot of “job jumping”, lack of experience or long gaps in employment.
- Transferable skills and accomplishments are included, but not tied to previous positions.
- Dates are de-emphasized (but still included), which helps hide gaps in employment. Employers have a hard time piecing together chronology with this resume type.
- We do not recommend this resume type, unless requested by the employer.

Curricular Vitae (a.k.a. CV)

A CV is often used when applying to graduate school or seeking employment in the field of academia or research. Where your resume is a summary of your experiences targeted at a specific audience, your CV is a detailed overview of your accomplishments, especially those most relevant to the academic field. CVs should be updated regularly in an effort to keep all of your information current.

As outlined in the article posted on <http://theundercoverrecruiter.com/cv-vs-resume-differenceand-when-use-which/>, resumes and CV's differ in three distinct ways:

1. A CV tends to have a more structured and chronological format than a resume.
2. It also provides a complete record of your career, from education and work experience, to awards, honors, research and publications.
3. Unlike a resume, which generally summarizes your experiences and may not include everything, your CV will include everything, and may include personal information like: date of birth, interests and hobbies.

COMPATIBILITY WITH APPLICANT TRACKING SYSTEMS

To get a job today, you must work within the limits of the technology used by employers. Most companies, both large and small, use an Applicant Tracking System (ATS) to identify the most qualified candidates. When you are applying online, you are actually entering your information

right into their Applicant Tracking System. These systems work very simply: they scan your resume and use the information to populate your candidate record (name, address, education, experience, skills, etc.). If it cannot understand the information on your resume, it either does not pick it up, or may place it in a section where it does not belong.

ATS compatibility is crucial! No matter how qualified you are for a job, if your resume is not compatible with their system, it might not be flagged for review. Potentially, no one will ever read it. To ensure compatibility, eliminate all fancy design elements and save your resume (and cover letter) in Word 97-2003 **.doc** format. (Note: Word 2010 and later saves in **.docx** format by default, but you can override that with the “Save As” feature.)

The second component of ATS compatibility is “keyword matching”. The system rates how qualified each candidate is by matching keywords from the job posting. The keywords represent the most desired skills and qualifications for the position. If you do not have the keywords in your resume, you will not be seen as a qualified candidate. To show that you have the skills they require, use keywords from the job posting in both your resume and cover letter. Show how you have previously used these skills in previous positions. Many people get confused by the concept of keywords but it is really quite simple – if you are the right person for the job, you **know** the keywords to use to describe your experience and expertise.

These are very simple computer programs. Most do not recognize synonyms, such as “collaboration” and “teamwork”. It is best to use the employer’s wording. Abbreviations can also cause problems. If a field or skill is commonly known by both the full name and an abbreviation, such as “Human Resources” and “HR” – use both versions somewhere within your resume.

FOR ATS-COMPATIBILITY, DO NOT USE:

- PDFs (unless the online application system clearly states it can accept PDFs)
- Word 2010 or 2013 **.docx** formatting (**.doc** works best for most systems)
- Headers and footers
- Tables or multiple columns
- Page borders or text boxes
- Graphics, symbols or special characters
- Non-standard bullets (solid round bullets are fine)
- Fancy fonts (Arial or Times New Roman is best)
- All small caps or expanded text
- Non-standard or combined section headings

RESUME LAYOUT

- Avoid resume templates. Many of them contain formatting that is not compatible with Applicant Tracking Systems, and why use a template when you are trying to stand out from the competition?
- A ½-inch top margin and 1-inch margins on the sides and bottom will provide enough white space to maximize readability.

- Your resume should be either 1 or 2 *full* pages, depending on your level of experience. A partial page makes the reader wonder what is missing.
- Until you have been out of college for a few years, you should be able to sell yourself well in one page. Most employers appreciate brevity.
- If you have a 2 page resume make sure your name is on the top of page 2, flush to the left margin.
- Employment dates should be flush to the right margin. Use the word “to” between the years.
- Do not split job listings between pages.

RESUME FORMAT

- Use a professional-looking font like Arial (10 or 11 pt) or Times New Roman (11 pt).
- For your section titles, use bolded capital letters in the same size as the text followed by a colon. Centering sections headings provides a cleaner layout.
- It is important that you pick a style and then stick with it. Formatting consistency is important so that your resume does not look sloppy.

RESUME CONTENT

- Your resume should be written in the third person, using the proper verb tenses. In most cases, sentence fragments are fine – you do not need to use full sentences.
- Since employers use “keyword matching” to identify the most qualified candidates, be sure to use the relevant keywords for your field and from the job posting to show employers that you have the qualifications they are seeking.
- Note: it is not plagiarism if you borrow a phrase or two from job postings and company websites. Using the employer’s language on your resume is actually recommended, to show that you would fit into their team. Always make sure that you are representing yourself accurately.

You can use www.onetonline.org and [Eastern Course Descriptions](#) to research the keywords for your field.

- *Show* the employer what you offer – don’t *tell* them. For example, instead of simply stating that you have leadership skills, use examples of how you take initiative, lead collaborative efforts or demonstrate effective goal setting.

STANDARD RESUME SECTIONS

Most resumes contain the following standard sections: Contact Information, Profile Statement, Summary of Qualifications or Areas of Expertise, Education, Work Experience, Technical Skills, and for most undergraduate students, Volunteer Activities. Below we share with you a brief description of each of these areas and the content they should include.

Contact Information

Your resume is a professional marketing document, Use your full name, not a nickname.

Include only one mailing address, and be sure that it is reliable. Most employer contact will be via email, however, you must include your mailing address for background check purposes. For ATS-compatibility, your address should be on one line, immediately following your name. Be sure to keep the address on your resume current.

Use a professional-sounding email address. Using your Eastern email address is fine while a student looking for an internship. However, as soon as you are a graduating senior looking to launch your career, use a personal email account with some configuration of your name (Gmail or Yahoo are the most popular.)

Include your customized LinkedIn profile link. Employers frequently review LinkedIn profiles of job applicants as they consider whom to bring in for interviews. If you are not yet on LinkedIn, we strongly recommend that you join as it has been cited as the #1 job search tool in the world. [Please refer to our Guide to LinkedIn for creating an account if you do not already have one.]

Profile Statement

While not everyone may agree on the use of a profile statement, many resumes today include a strong profile statement, rather than an Objective Statement. Your profile statement is your “elevator pitch” and needs to be able to stand-alone. This is your opportunity to demonstrate **the value you offer an employer**. Be sure your statement is strong, captures the reader’s attention and convinces them to read further. Best practices suggest a two or three sentence profile statement that includes the specific type of role you play, a few of your key strengths and the results you deliver. You do not label this section.

Samples:

Intern

Dedicated Business Administration junior at Eastern Connecticut State University looking for a spring internship in which to gain hands-on experience in corporate financial analysis. Offers exceptional attention to detail and consistent follow up.

Graduating Senior:

Graduating Economics major with experience in project management, eager to launch a professional career with a financial services firm in which to apply knowledge of economic principles. Demonstrated strong problem resolution and analytical skills in previous financial analyst internship.

Professional:

Six-sigma certified IT professional with a passion for troubleshooting offers expertise in supporting enterprise wide solutions. Capably manages the full project life cycle, consistently delivering on time and at budget.

Summary of Qualifications or Areas of Expertise

To capture the reader’s attention, it is essential that the most important information on your resume appear on the top half of the first page of your resume. Depending on your industry, either a Summary of Qualifications or Areas of Expertise section would be appropriate – you would not use both. This section provides a high-level view of your key strengths and expertise.

If a specific skill grabs the reader's attention, they may read on to see where you applied that skill.

A Summary of Qualifications section includes phrases that detail your skills. An Areas of Expertise section lists the competencies themselves. Not all jobs are easily expressed using Areas of Expertise. Accounting, Sales and IT qualifications generally can be expressed well using only the competencies.

A recent report by the National Association of Colleges and Employers (NACE) concluded that employers look for evidence of these 5 skills on a resume: **Working on a Team, Leadership, Written Communication, Problem-Solving** and a **Strong Work Ethic**. If you have these qualities, be sure to highlight them on your resume.

Samples:

SUMMARY OF QUALIFICATIONS:

- Leadership skills include ability to motivate others to perform at highest levels
- Flexible to changing priorities with proven decision-making capabilities
- Takes initiative to exceed expectations and thrives in a team environment
- Excels in meeting deadlines without sacrificing quality
- Strong writing skills include technical writing and press releases
- Computer proficiency includes Microsoft Office and accounting software

- OR -

AREAS OF EXPERTISE:

Financial Analysis	Financial Reporting	Account Reconciliation
Accounts Receivable	Accounts Payable	Audit and Compliance
General Ledger	Journal Entries	Portfolio Management

Education

List your education in reverse chronological order starting with your highest degree earned. Include any areas of concentration, minor programs and thesis topics if related to the position for which you are applying. If you earned a CGPA higher than 3.0, completed an internship, earned awards or honors, or participated in any clubs or athletics, list them here as well.

Sample:

B.A., Economics, Eastern Connecticut State University, Willimantic, CT, May 2018

GPA: 3.68

Honors and Awards: Dean's List, The Wall Street Journal Award, 2015

Internship: Completed a marketing internship at Tower Business Services, 2016

Activities: Economics Club, Treasurer 2015, Vice President, 2016

Athletics: Varsity Baseball, 2014 to present

Relevant coursework: Microeconomics, Macroeconomics, Econometrics, History of Economic Thinking, Corporate Finance, Real Estate, Accounting

Note: Applicant Tracking Systems generally do not recognize a section entitled “Leadership Activities”. Include your leadership information within your Summary of Qualifications or include it in your Education section, if it is school-related.

Work Experience

Going back no more than 12-15 years, list your previous employment in reverse chronological order (most recent listed first). For each position, include the company name, city and state; dates employed (years only); your job title and key accomplishments. Include more information for your more significant jobs.

How / What / Why

Rather than listing your duties or responsibilities, use accomplishment statements to explain *how* your previous employers benefitted from you doing your job so well. This will demonstrate the value you offer your next employer. Defining your achievements is as simple as citing specific instances in which you made a difference to your organization. Be sure to include *how* you accomplished *what* you did or *which* of your specific skills you used. For some achievements, you can include *why* your efforts were needed. This is the most difficult part of writing your resume, but also the most important.

Examples can include:

- Actions that increased customer satisfaction or retention
- Problems you resolved
- Collaborative efforts you led
- Projects you managed
- Awards you received
- Process improvements you developed or implemented that saved money, increased efficiency or reduced errors

Sample Work Experience Listing

ABC Company, City, ST

2011 to 2012

Operations Intern

- Researched potential advertising opportunities and evaluated software applications, documenting findings; these projects resulted in substantial cost savings.
- Updated client database, created and maintained complex spreadsheets to log business expenses for tax purposes, using Microsoft Excel.
- Assisted with marketing efforts and helped launch company’s vendor fair exhibition initiative. Used strong writing skills to copy edit and proofread marketing pieces.

Training or Professional Development

List both formal and informal non-degree training separate from your education in reverse chronological order; include the institution name and year of completion.

Technical Skills

List the various software packages you use including the version; identify the type of application if it is uncommon. Technical skills are not a given, and are typically used in “keyword matching”, so you **do need to include** your computer skills. Some examples might include:

Microsoft Office: Word, Excel, PowerPoint and Outlook, 2010 and 2013

QuickBooks accounting software

Adobe InDesign and Illustrator

For more advanced technological skills, you may wish to quantify further, for example:

Operating Platforms (or Systems): iOS, Mac OS, Citrix, Unix, Virtual, Windows XP, Vista

Languages: Python, PHP, LAMP, SQL, JS/JQuery, HTML 5, C++, Java

Hardware: PC and Mac Desktops, Laptops, Tablets, Mobile Devices, Workstations

Software: Active Directory, DHCP, DNS, LAN/WAN, RDP, Remedy, Sametime, Sharepoint

Vendor Products: Aternity, AppSight, BladeLogic Grid and Tealeaf, WordPress Plugins

Volunteer Activities

Employers like to hire well-rounded individuals who show an interest and concern for the communities they are a part of. Seek opportunities to gain additional experience, as well as strengthen your leadership other skill-sets through volunteer and community service activity.

Our Center for Community Engagement will be happy to work with you to identify programs and activities you can participate in while at Eastern.

ADDITIONAL SECTIONS TO INCLUDE IF APPROPRIATE:

Training/Professional Development:

Speak with your professors about opportunities to gain additional experience outside the classroom by participating in workshops or webinars. Then list these activities on your resume.

Certifications and Licensure

Be mindful of any certifications or licenses that may be required in the career field you are pursuing. Certification in CPR, AED and First Aid may be required in the field of education. Specific licensing may be required for work opportunities in counseling, psychology or social work.

Professional Memberships

Speak with professors and current employers about organizations within your field of interest that you can join. Many associations and organizations offer reduced fees to students.

Published Works (articles, books, significant presentations or research projects)

As a student, don't forget to list any published works you have been involved with. For students in science based majors, if you have contributed to research which led to a publication, you should indicate this. In addition, if you have presented at a professional event, you should include this on your resume as well.

REFERENCES

Placing references on your resume is no longer necessary. This has become an outdated practice and many employers will ask you to either provide a separate list of references or individual letters of recommendation. If the job posting requests you provide a list of references as part of your application, list them with confirmed contact information on a separate page, with a heading that matches your resume and cover letter.

Before giving out the names of your references, be sure to ask if they would agree to speak to potential employers. Provide them with an updated copy of your resume, and let them know the type of job for which you are applying/interviewing. If there is a specific quality, or skill gap, you would like them to address, be sure to discuss this with them. On your Reference List, include your relationship to the person (supervisor, coach, faculty advisor, etc.).

RESUME TEMPLATE

Susan Smith

123 Main Street, Willimantic, CT 06226

Susan.smith21@gmail.com 860-465-1111

Customized LinkedIn profile link

Graduating Communication major from Eastern Connecticut State University with experience television production eager to launch a professional career with local news affiliate in the New England area. Offers well-developed camera operation and editing skills.

SUMMARY OF QUALIFICATIONS:

- Highlight your expertise and personal attributes that are relevant to the job you are seeking. Areas of interest to employers may include:
- Industry specific knowledge
- Communications skills
- Collaboration and getting along well with others
- Ability to prioritize multiple tasks and meet deadlines
- Strong work ethic
- Computer proficiency

EDUCATION:

B.S, Communication, Eastern Connecticut State University, Willimantic CT Month Year

GPA: 3.70

Honors and Awards: mention academic honors, awards, noteworthy scholarships

Internships, Co-ops or Study Abroad: include internship type and dates; location abroad

Activities: include athletics, clubs, roles, etc., and years participated

Relevant coursework: include classes relevant to the job for which you are applying

PROFESSIONAL EXPERIENCE:

Company Name, City, ST Year to Year

Job Title

- Job duty, including quantified accomplishment/result.
- Job duty, including quantified accomplishment/result.

Company Name, City, ST Year to Year

Job Title

- Job duty, including quantified accomplishment/result.
- Job duty, including quantified accomplishment/result.

TECHNICAL SKILLS:

List the various software packages you know, including versions. Include the type of software if not common.

VOLUNTEER ACTIVITY:

Organization name, your role, dates

INTERNSHIP RESUME SAMPLE

John Jones

123 North Main Street, Willimantic, CT 06226
jonesjoh@my.easternct.edu (860) 555-1111
www.linkedin.com/in/customizedlink

Enterprising Economics junior at Eastern Connecticut State University with experience in project management looking for a summer internship in which to apply knowledge of economic principles in a business setting. Offers well-developed problem resolution and analytical skills.

SUMMARY OF QUALIFICATIONS:

- Strong leadership skills include the ability to motivate others
- Can anticipate potential problems and generate solutions
- Flexible to changing priorities with proven decision-making capabilities
- Works effectively in fast-paced and collaborative environments
- Effective communicator with strong persuasive and technical writing skills
- Excels at multi-tasking and meeting deadlines without sacrificing quality □ Tech-savvy with social media expertise and Microsoft Office 2013 proficiency

EDUCATION:

B.A., Economics, Eastern Connecticut State University, Willimantic, CT May 2016 **Minor: Business Administration**

GPA: 3.38

Honors: Deans List

Activities: People Helping People, 2014 to present; Economics Club, 2014 to present

Relevant coursework: Principles of Microeconomics and Macroeconomics, Econometrics, History of Economic Thinking, Corporate Finance, Real Estate, Interpersonal Communication

A.S., Computer Science Technology, Three Rivers Community College, Norwich, CT May 2013 **GPA:** 3.58

Honors: Deans List

Activities: Computer Club

Relevant coursework: Intro to Programming, Visual Basic, Object Oriented Programming w C++, Java Programming I and II, Database Development, Technical Writing, Discrete Math

PROFESSIONAL EXPERIENCE:

Price Rite, Glastonbury, CT **2008 to Present**
Cashier and Clerk

- As shift supervisor, trains new employees and ensures compliance with service standards.
- Provides exemplary customer service in a busy retail environment.
- Demonstrates ability to interact well with people of all ages and backgrounds.
- Displays flexibility with changing responsibilities and assignments. □ Recognized by management as hardworking and reliable.

TECHNICAL SKILLS:

Microsoft Office: Word, Excel, PowerPoint and Outlook, 2010 and 2013

Adobe InDesign and Illustrator

QuickBooks accounting software

VOLUNTEER ACTIVITY:

Hole in the Wall Camps fundraising events, 2011 to present

GRADUATING SENIOR SAMPLE

Jenny James

123 North Main Street, Windsor, CT 06095
James.jenny@gmail.com (860) 444-3215
www.linkedin.com/in/customizedlink

Graduating Economics major from Eastern Connecticut State University with experience in project management and customer service eager to launch a professional career with an investment firm in the Stamford, CT area. Offers well-developed problem resolution and analytical skills.

SUMMARY OF QUALIFICATIONS:

- Well-versed in economic principles and their application in a business setting
- Capably analyzes data, noting trends, patterns and anomalies
- Strong leadership skills include the ability to motivate others
- Flexible to changing priorities with proven decision-making capabilities
- Works effectively in fast-paced and collaborative environments
- Effective communicator with strong persuasive and technical writing skills
- Excels at multi-tasking and meeting deadlines without sacrificing quality □ Tech-savvy with social media expertise and Microsoft Office 2013 proficiency

EDUCATION:

B.A., Economics, Eastern Connecticut State University, Willimantic, CT May 2016

Minor: Business Administration

GPA: 3.64

Honors: Cum Laude, Deans List

Internship: completed a marketing internship at Tower Business Services, 2014

Activities: People Helping People, 2012 to present; Economics Club, 2011 to present; women's varsity soccer, 2012 to present

Relevant coursework: Advanced Principles of Microeconomics and Macroeconomics, Econometrics, History of Economic Thinking, Corporate Finance, Real Estate, Accounting

PROFESSIONAL EXPERIENCE:

Tower Business Services, Simsbury, CT

Summer 2014

Marketing Intern

- Involved with nearly every aspect of the business, assisted the owner of a small business services company grow the client base and generate new business.
- Researched potential advertising opportunities and evaluated software applications, documenting and presenting findings; these projects resulted in substantial cost savings.
- Updated client database, created and maintained complex spreadsheets to log business expenses for tax purposes, using Microsoft Excel.

Price Rite, Glastonbury, CT

2008 to 2013

Cashier and Clerk

- As shift supervisor, trained new employees and ensured compliance with service standards.
- Provided exemplary customer service in a busy retail environment. Demonstrated ability to interact well with people of all ages and backgrounds.
- Displayed flexibility with changing responsibilities and assignments. Recognized by management as hardworking and reliable.

TECHNICAL SKILLS:

Microsoft Office: Word, Excel, PowerPoint and Outlook, 2010 and 2013 **VOLUNTEER**

ACTIVITY:

Hole in the Wall Camps fundraising events, 2011 to present

RECENT COLLEGE GRADUATE RESUME SAMPLE

Kelly R. Jones

123 Main Street, Apt. 101
New York, New York 10001
Mobile: 202-555-1234
kellyjones@gmail.com

Recent accounting graduate with more than two years of progressive accounting and auditing experience seeks mid-level auditing position with small corporate office. Offers exceptional work ethic and attention to detail.

Summary of Qualifications

- Strong writing skills include the ability to document results of research and analysis
- Easily establishes rapport with clients
- Proficient with MS Office, Windows, and the Internet
- Able to work both as a member of a team, as well as independently with limited supervision

Education

B.S., Business Administration, Eastern Connecticut State University, Willimantic, CT, May 2015

Concentration: Finance

GPA: 3.6

Honors: Magna Cum Laude

Activities: Vice President, Student Accountancy Chapter, 2014-2015; Treasurer, Beta Gamma Sigma honors society, 2014-2015; Dorm Resident Assistant, 2013-2015

Internship: Auditor internship, Ernst & Young, New York City

Relevant coursework: Managerial Accounting, Accounting for Not-For-Profits, Financial Management, Intermediate Accounting I & II, Corporate Audit, Managerial Economics, Accounting I & II, Internal Audit & Finance

Experience

Auditor Internship

June 2014-August 2014

Ernst & Young, New York, New York

- Participated in the annual audit of Omega Megalithic Holdings, including development of the final certification report
- Participated in quarterly audit of Alpha Bank Corporation, including identification and correction of over twenty major accounting errors
- Developed several Excel spreadsheet macros currently in use for reducing entry time and automatically cross-referencing for errors
- Received Employee of the Month award twice—first intern ever to win the award

Accounts Payable/Bookkeeping Clerk

June 2013-August 2013

Anytown Tax and Bookkeeping Service, Anytown, New York

- Assisted (via remote) with payroll, tax, and account processing
- Developed automated monthly sales tax payment system
- Implemented Rapid Tax Refund service for individual customers

Have a few years of experience?

[Note: Education section has moved to the end.]

PROFESSIONAL SAMPLE

STEVE SMITH

123 North Main Street, Stamford, CT 06901

Steve.smith12@gmail.com

(203)

999-5555

www.linkedin.com/in/customizedlink

Experienced Business Analyst well versed in economic principles and their application in business process outsourcing, capably analyzes data, noting trends, patterns and anomalies. Effective communicator offers well-developed technical writing and project management skills.

SUMMARY OF QUALIFICATIONS:

- Experienced in data modelling and testing throughout the software development life cycle
- Project management expertise includes coordinating efforts of globally-dispersed teams
- Flexible to changing priorities with proven decision-making capabilities □ Strong collaborator excels at meeting tight deadlines without sacrificing quality

PROFESSIONAL EXPERIENCE:

XTS Global, Inc., Hartford, CT
Business Analyst

2012 to Present

- Conducts business analysis and requirements gathering for high-profile outsourcing initiatives, which have realized a \$4.3M reduction in labor costs.
- Develops and manages project plan sections. Creates process documentation and monitors project milestones to ensure on time delivery.
- Contributes financial and functional analyses to presentation development. Keeps stakeholders updated in weekly status conference calls with division leaders.

Tower Business Services, Simsbury, CT
Marketing Intern

Summer 2011

- Involved with nearly every aspect of the business, assisted the owner of a small business services company. Created and maintained complex budget and forecasting spreadsheets.
- Researched potential advertising opportunities and evaluated software applications, documenting and presenting findings; these projects resulted in substantial cost savings.

Price Rite, Glastonbury, CT
Cashier and Clerk

2008 to 2011

- As shift supervisor, trained new employees and ensured compliance with service standards. Demonstrated ability to interact well with people of all ages and backgrounds **TECHNICAL**

SKILLS:

Microsoft Office: Word, Excel, PowerPoint and Outlook, 2010 and 2013
BlackRock Investment Management Solutions
QuickBooks accounting software

VOLUNTEER ACTIVITY:

American Red Cross, corporate blood drive coordinator, 2012 to present
Hole in the Wall Camps fundraising events, 2011 to 2013

EDUCATION:

B.A., Economics, minor in Business Administration, Eastern Connecticut State University, Willimantic, CT, 2012

GPA: 3.64, Cum Laude honors

Internship: marketing internship at Tower Business Services

Activities: People Helping People and Economics Club

Curriculum Vitae Format:

Joe Senior Curriculum Vitae

Phone:
(336) 000-0000
(407) 000-0000

Present Address:
000 W. Haggard Ave. Apt 00
Elon University, NC 27244

Permanent Address:
0000 Surfer Lane
Spring Break, FL 32717

E-mail: seniorj8j0@elon.edu

Education:

Elon University, NC

- GPA: 3.80
- Senior, Bachelor of Science expected May 2001
- Major in Biology (3.73), Minors in Chemistry, Sociology, and Philosophy

Field Biology in Belize, January 2000
Duke University Marine Laboratory, Beaufort, NC

- 1999 Summer Session II, Marine Ecology, extensive field work
- Herbert Hoover High School, Orlando, FL
- GPA: 4.44
 - SAT: 1460, Math: 780 Verbal: 680

Academic Honors:

2000 Order of Omega, National Greek Leadership Honor Society
2000 *Phi Kappa Phi*, National Scholastic Honor Society
1999 Who's Who Among Students in American Colleges and Universities
1999 *Omicron Delta Kappa*, National Leadership Honor Society
1999 *Alpha Chi*, National Honor Society
1999 *Gamma Sigma Alpha*, National Greek Honor Society
1999 Duke University Marine Laboratory Bookhout Scholar
1999 *Beta Beta Beta*, National Biological Honor Society
1998 *Phi Eta Sigma*, National Freshman Honor Society
1997 Elon University Science Fellowship
1997 Elon University Honors Fellowship

Teaching/Work Experience:

Summer `00 Perry Institute for Marine Science Fellow

- 2-month internship at Caribbean Marine Research Center, Bahamas
- Independent research (see below), assistant to other projects
- Extensive laboratory and fieldwork, operation of small crafts

Spring `99-Spring `00 Elon University Zoology Laboratory Assistant

- Weekly organization and set-up of lab
- Experience in classroom teaching and personal interaction with students

Summer '99 Duke University Marine Laboratory Research Assistant

- Assisted graduate research in extraction of otoliths and gonads from bicolor damselfish
- Over 50 hours of independent lab work

Past Research Experience:

2000 Coral disease abundance, severity and species susceptibility near Lee Stocking Island, Bahamas
2000 UV variation in *Porites astreoides* mucus and MMA production, research assistant
2000 Diurnal vs. nocturnal variation in near shore fish community of San Pedro, Belize
1999 Physical analysis, phytoplankton density, and water quality studies in Pamlico Sound
1999 Population density assessment of *Littorina irrorata* (the mud snail), *Uca minax* (the mud crab), and *Geukensia demissa* (the Atlantic mussel) in Bells Creek tidal salt marsh
1998 Effects of light and temperature variation on circadian rhythms in *Danio rerio* (the striped danio)
1997 Genetic variation in *Drosophila melanogaster* (the common fruit fly) **General**

Research Interests:

Coral reef ecology, pathology, anthropogenic and natural disturbance
Estuarine and coastal ecology, barrier island and mangrove ecosystems, *Pfiesteria piscicida*
Freshwater wetland ecology
Marine invertebrate zoology
Early marine indicators of global warming

Professional/Academic Societies:

Association of Southeastern Biologists
North Carolina Academy of Science
Beta Beta Beta Biological Honor Society Ecological Society of America

Organizational Involvement and Service:

Fall '99- Spring '00 The Student Body Representative on the Elon University Mission Statement Committee

- Teamed with president of university, administrators, trustees, and faculty

members in the rewriting of Elon University's mission statement

- Fall '99- present Honors Student Mentor
- Help new students adapt to honors program, academics, and all areas of campus life
- October 22-24, '99 Honors Fellows Retreat Team
- Led a weekend designed to help honors students learn skills for successful completion of undergraduate school and the possibility of graduate study
- Summer '99- present Duke University Marine Laboratory Ambassador
- Founding member of ambassador program
 - Gave presentations to student groups and act as a recruiter for DUML summer, semester, and graduate programs
- Spring '98-present *Lambda Chi Alpha* International Fraternity
- Fall '99, Brother Relations Chair
 - Spring '00- Fall '00, High Phi, fraternity education and ritualist
- Spring '98- present Student Sierra Club
- Organized and participated in Earth Fest, '98 and '99
 - Participated in Big Sweep, '98 and '99 (river clean-up)
- Spring '98- Fall '98 Science Fellows Tour Guide
- Led tours of McMichael Science Center for prospective students and parents
- Fall '97- present Biology Club/ Full Member *Sigma Mu* chapter of *Beta Beta Beta*
- Vice-president Fall '00- Spring '01
 - Secretary, Fall '99- Spring '00
 - Organize, promote, and set-up chapter meetings and cookouts
 - Organize and manage chapter fundraisers (plant sales)

Other Activities:

- PADI certified Advanced Open Water Diver
- Over 100 logged dives
- Server, Longhorn Steakhouse - August '97 to present
- Approximately 20-25 hours per week
- Elon University Men's Soccer - Fall '97- Spring '98
- redshirt due to injury
- Intramural Soccer
- Captain, three time league champion

References:

Dr. Lisa Carloye
Campus Box 2625
Elon University, NC 27244
(336) 278-
E-mail: carloyel@elon.edu

Dr. Gerard Scubaman
c/o DUML
135 Duke Marine Lab Road
Beaufort, NC 28516-9721
(252) 000-0000
E-mail: ggsc@duke.edu

Dr. Michael Kingston
Campus Box 2625
Elon University, NC 27244
(336) 278-
E-mail: kingston@elon.edu

SAMPLE REFERENCE LIST

Jane Johnson
123 North Main Street, Willimantic, CT 06226
johnsonja@my2.easternct.edu (860) 123-4567
www.linkedin.com/in/janejohnson

REFERENCES

Dr. David Harris
 Associate Professor
 Department of Economics
 Eastern Connecticut State University
 860-000-0000 dharris@easternct.edu
 Economics Professor and Advisor

Ms. Donna Ackerman
 Director of Marketing
 Golf World 203-000-0000
 ackerman@golfworld.com
 Internship Supervisor

Ms. Karen Carson
 Volunteer Coordinator
 Northwest North Carolina Red Cross
 860-000-0000
 k.carson@arc.org
 Volunteer Work Supervisor and Mentor

ACTION VERBS & TRANSFERRABLE SKILLS

Below is a list of action verbs organized within common transferrable skill categories. These are “portable” skills that you develop along the way and take with you into other life/work experiences. Identifying your transferrable skills can help you market yourself better to employers, and using strong action verbs can help you describe the skills, abilities and accomplishments you include in your resume. **Try not to use the same verb repeatedly.**

Partially adapted from: www.quintcareers.com/action_skills.html
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<p><u>Analytical/Financial</u> Adjust, Allocate, Analyze, Appraise, Assess, Balance, Budget, Calculate, Compare, Compute, Conserve, Estimate, Evaluate, Examine, Forecast, Inspect, Interpret, Investigate, Manage, Measure, Net, Prepare, Program, Project, Quantify, Reconcile, Record, Reduce, Research, Retrieve, Review, Survey</p>	<p><u>Creativity</u> Act, Compose, Conceptualize, Create, Customize, Design, Develop, Direct, Display Draw, Entertain, Establish, Fashion, Formulate, Generate, Illustrate, Imagine, Improve, Initiate, Innovate, Introduce Invent, Modify, Originate, Perform, Revise, Revitalize, Shape, Visualize</p>
<p><u>Adaptability/Flexibility</u> Acclimate, Adapt, Adjust, Alter, Anticipate, Change, Comply, Evolve, Learn, Modify</p>	<p><u>Detail</u> Arrange, Categorize, Classify, Compare, Examine, Inspect, Organize, Process, Record, Sort</p>

Communication

Address, Arbitrate, Articulate, Author
 Clarify, Communicate, Compose, Condense
 Connect, Contact, Convey, Convince
 Define, Direct, Discuss, Draft, Edit, Explain,
 Express, Influence, Interact, Interpret,
 Interview, Lecture, Listen

Helping

Administer, Advocate, Aid, Alleviate,
 Answer, Arrange, Assess, Assist, Attend to,
 Benefit, Clarify, Coach, Collaborate,
 Contribute, Cooperate, Counsel, Diagnose,
 Educate, Encourage, Ensure, Expedite,
 Facilitate, Further, Give, Guide, Help,
 Intervene, Listen, Motivate, Prevent,
 Provide, Refer, Relieve, Represent,
 Resolve, Serve, Support, Treat, Volunteer

Quantify

Decrease, Eliminate, Increase,
 Lessen,
 Lower, Maximize, Minimize, Raise, Reduce

Research Skills

Analyze, Clarify, Collect, Compare,
 Conduct, Critique, Detect, Evaluate, Find,
 Highlight Persuade, Propose, Prove,
 Quantify, Stimulate, Study, Summarize,
 Test, Train, Transmit

Lead/Manage

Administer, Approve, Assign, Authorize
 Contract, Control, Coordinate, Delegate,
 Develop, Direct, Eliminate, Emphasize,
 Enforce, Enhance, Establish, Evaluate,
 Execute, Facilitate, Handle, Hire, Improve,
 Incorporate, Increase, Initiate, Lead, Manage,
 Motivate, Multi-task, Navigate, Organize,
 Oversee, Plan, Preside, Prioritize, Produce,
 Recommend, Restore, Review, Schedule,
 Secure, Select, Streamline, Strengthen,
 Supervise

Improve/Achieve

Accelerate, Accomplish, Achieve, Advance,
 Boost, Change, Correct, Enhance, Expedite,
 Fix, Further, Improve, Overhaul, Rectify,
 Repair, Resolve, Restore, Revamp,
 Revitalize, Save, Secure, Solve, Streamline,
 Strengthen, Systematize, Update, Upgrade

Technical Skills

Apply, Assemble, Build, Calculate,
 Compute, Conserve, Construct, Convert,
 Debug, Design Determine, Develop,
 Engineer, Fabricate, Fortify, Install,
 Maintain, Operate, Overhaul, Print,
 Program, Rectify, Regulate, Remodel,
 Repair, Replace, Restore, Solve,
 Standardize, Study, Troubleshoot, Upgrade

Organizational

Arrange, Categorize, Chart, Collect,
 Compile, Coordinate, Correct, Distribute,
 Execute, File, Follow-through, Log,
 Maintain, Map out, Monitor, Obtain,
 Operate, Order, Organize, Plan, Prepare,
 Prioritize, Process, Provide, Purchase,
 Record, Review, Schedule, Submit, Supply
 Systematize, Update, Verify

<p><u>Show Initiative</u> Conceptualize, Create, Design, Develop, Devise, Establish, Founded, Generate, Implement, Innovate, Institute, Introduce, Launch, Led, Motivate, Originate, Produce, Propose, Set-up, Spearhead, Start</p>	<p><u>PR/Advertising</u> Advertise, Communicate, Contact, Correspond, Elicit, Enlist, Influence, Involve, Market, Persuade, Present, Promote, Propose, Publicize, Recruit, Sell, Show Solicit</p>
<p><u>Teaching</u> Advise, Assess, Coach, Communicate, Develop, Educate, Evaluate, Explain, Facilitate, Guide, Influence, Initiate, Inspire, Instruct, Monitor, Show, Teach, Tutor</p>	<p><u>Teamwork</u> Assist, Collaborate, Contribute, Cooperate Coordinate, Help, Involve, Participate, Share, Support, Uphold</p>

Sample Qualifications Statements

Select the statements below that best describe you and your skills. Use them as is, or revise them to describe your skill set more accurately. During interviews, be prepared to offer examples from work, school, sports, community activities, etc., that clearly support each skill represented on your resume.

Please Note: Within most of the categories below, you will find multiple ways of stating the same skill. Read these thoroughly and choose carefully to avoid redundancy!

Communication Skills

- Demonstrates strong written and verbal communication skills
- Strong writing skills include the ability to document results of research and analysis
- Confident public speaker with proven facilitation and presentation skills □ Offers professional telephone demeanor and positive attitude

Customer Service

- Recognized as an excellent problem solver in customer relations roles
- Demonstrates strong customer service skills with ability to resolve disputes
- Capably assists clients, offering friendly and efficient customer service
- Earned a reputation for excellence, consistently providing high quality service to clients
- Proven skills in problem solving to enhance the customer experience

Interpersonal Skills

- Demonstrating strong interpersonal skills, easily establishes rapport with colleagues
- Skilled at interacting with staff and clients of all ages and backgrounds
- Able to develop effective working relationships throughout an organization □
 Outstanding talent for assessing people's needs and connecting with resources
- Easily establishes rapport with individuals from diverse backgrounds
- Works productively with a wide range of personalities
- Skilled at building productive work relationships with customers and staff
- Confidently interacts with all levels of staff and management

Teamwork

- Self-motivated worker functions well both independently and as a team member
- Eager collaborator works well under pressure
- Effective team member is comfortable leading and collaborating
- Team player with ability to make sound business decisions in stressful situations

Leadership

- Leadership skills include the ability to motivate workers with diverse work styles
- Confident decision maker is well organized and resourceful
- Skilled in planning, coordinating and supervising projects
- Effective team leader functions well under pressure with strong management skills
- Strengths include promoting an atmosphere of professionalism and collaboration

Sample Qualifications Statements

Problem Solving Abilities

- Thoroughly explores options, solving problems in a timely manner
- Effective troubleshooter can be counted on to get the job done
- With strong analytical skills, confidently makes on-the-spot decisions
- Highly creative and innovative problem solver, is not afraid to take calculated risks
- Proven strengths include analyzing, researching, and organizing information

Organizational Skills

- Well organized self-starter sets realistic priorities and manages multiple projects
- Demonstrated ability to manage multiple priorities effectively
- Outstanding skills in analysis, strategy and planning
- Energetic self-starter with strong analytical, organizational and creative skills
- Confident decision maker is well organized and resourceful
- Creative and flexible in organizing and planning, with a strong eye for detail

Work Ethic

- Innovative, quick learner with proven ability to adapt quickly to challenges
- Meticulous worker displays attention to quality and detail
- Effective in a dynamic and challenging environment
- Self-motivated worker functions well independently and as a team member
- Highly-motivated and dependable worker with proven ability to deliver quality results
- Eager to take initiative and assume additional responsibilities
- Focused and persistent, plans and carries out ideas from inception through execution
- Dedicated to professionalism and highly motivated toward goal achievement

Computer Skills

(Note: computer science majors should include a detailed section listing operating systems, languages, software and hardware)

- Technical proficiency includes both Mac and PC applications
- Computer proficiency includes Microsoft Excel, Word, PowerPoint and Outlook, 2010
 - Computer proficiency includes Microsoft Office and QuickBooks accounting software

ADDITIONAL RESUME WRITING RESOURCES

If you are still struggling with writing your resume, there are some free resources available to you on the internet. Feel free to explore these sites for additional resume writing assistance:

JobStar: <http://jobstar.org/tools/resume/index.php>

Rockport Institute: <http://www.rockportinstitute.com/resumes.html>

JobWeb: <http://www.jobweb.com/resumes.aspx?folderid=116>

QuintCareers: <http://www.quintcareers.com/resres.html>

CollegeGrad.com: <http://www.collegegrad.com/resumes/>

Riley Guide: <http://www.rileyguide.com/resprep.html>

PROFESSIONAL LETTER WRITING GUIDELINES

As you embark on your search for an internship or employment opportunities, being familiar with several different professional letters will be beneficial. We provide this guide as an introduction to those letters, when and how to use them, and provide you with samples. Maintaining consistency in your communication with potential employers is key, therefore we ask you to consider the following whenever penning a letter:

- Use the same heading as your resume to make a matching, professional-looking set.
- Use good quality paper that matches your resume (white, heavier than printer paper).
- Use powerful words to sell yourself as someone worth getting to know. [Refer to the provided list of actions verbs and transferable skills in our resume writing guide]
- Date and sign your letters.
- Ask someone else to proofread all letters for clarity, typos and proper grammar.
- For reference purposes, keep copies of all letters sent to, and correspondence received from, each organization.

COVER LETTERS

Our office strongly encourages you to include a **customized cover letter with every resume** you submit. As this will likely be your first official contact with an organization, it is important to make a positive impression. Be sure your letter reflects your personality, your interest for the job and specifies something you can contribute to the organization. Do not simply repeat the same information that appears on your resume.

Why a Cover Letter Is Important

The ability to express yourself well with the written word is a highly sought-after skill, something your cover letter can demonstrate. Tailoring your cover letter to the position to convince the hiring manager to read your resume to get to know you better is imperative.

While cover letters in this technological age may seem outdated, you never know which hiring managers are looking for this document as part of your application package. For this reason, we recommend you always include a customized cover letter with each resume you submit. If the recruiter is expecting a cover letter and does not receive one, you may be perceived as lazy or unprofessional and might be passed over for an interview.

We share some of the following Do's and Don'ts to keep in mind when drafting your cover letter:

DO: □ Address your letters to a specific individual and include the recipient's mailing address below the date. If you do not have a contact name, use the internet to research the

company and find out who their hiring manager is, or who their Director of Human Resources is. Send your letter to him or her.

- RESEARCH the employer. Demonstrate your knowledge of the company by including specific company details, and verbalize how you can help them meet their organizational goals.
- Choose appropriate typeset; it should match what you use on your resume.
- Always open with a strong leading statement/sentence. Tell the employer something about you that will resonate with them.
- Show you are excited about the opportunity to work for them. If you aren't you shouldn't apply.
- Keep your letter brief; not more than a page.
- Finish strong and reiterate how your experience/knowledge/skills will help you do the job.

DON'T:

- Send your letter addressed "To Whom It May Concern".
- Open by telling the employer what they already know. (My name is ____ and I am applying for _____ job at your company.)
- Repeat what is already in your resume, or use the line "as you can see from my resume"
- Brag. You don't want to come across as trying too hard.
- Over format your letter. Full justification or bold, italicized or underlined words are too distracting.

Industry standards today suggest your cover letter should be very brief; only three paragraphs, four tops. You want to be sure to make your connection to the employer immediately and present how your strengths and skills meet their needs.

Opening Paragraph: Here you should be creative and catch the reader's attention. Use what you have learned about the company through your research and make a connection.

I have been following your company for several years now and with the opening of your new offices in Hartford, I envision you will need someone who is experienced in office startups.

Another way to grab their attention is to share with them why you would be the best candidate to meet their needs:

I have over 15 years of experience working in higher education, specializing in providing one-on-one counseling and small group presentations. My ability to connect with students has earned me the reputation for being trustworthy, knowledgeable, approachable and able to resolve crises.

If you have a personal connection to the company; you know someone who works there, make sure you mention it, they immediately become a character reference for you. If you received the person's contact information from someone, indicate how; maybe your father's boss sits on the board of directors for the employer and he provided the contact information.

Middle Paragraph: This is where you want to emphasize your interest in working for this particular employer and what you can contribute to the organization. Enumerate your

accomplishments; include a specific example from your experience that relates to the position for which you are applying.

Serving as plant manager at one of the largest sporting goods manufacturers in the United States, I reduced overtime by over 20% and increased productivity by 9%, all while increasing quality and reducing accidents by over 30%.

Closing Paragraph: Re-emphasize your enthusiasm for job. Encourage the reader to review your resume, and let them know you will be calling in a few days to discuss the position. Just make sure you make the follow-up call!

Enclosed you will find my resume outlining my skills and experiences which will transfer well to this position and your organization. In the coming days I will call your office so that we may speak further about the position and my interest in working with you. My thanks in advance for your time and consideration.

Here's a great site for you to pick up some pointers on the do's and don'ts of cover letter writing:

http://www.slate.com/articles/business/moneybox/2013/08/cover_letter_writing_advice_how_to_write_a_cover_letter_for_an_entry_level.html

Letter of Inquiry

If a company does not have any advertised job openings, you can still send a letter of inquiry outlining how you could add value to their organization. It only varies from a cover letter in that you are not referencing a specific job posting. In this case, it is even more important to emphasize your interest in working for this specific company. It is crucial that you do your homework and research the company in order to show the employer that you are sincerely interested in working for them.

Opening Paragraph: Here you should show your knowledge of the company/organization and indicate why you want to work for them.

For the last several years, I have followed your company through news articles, LinkedIn and other web research. The commitment you have made to improve your local community through employee volunteerism is of significant interest to me.

Middle Paragraph: This is where you want to summarize your experience and highlight your accomplishments.

Having volunteered with Habitat for Humanity throughout my collegiate career, I have had the privilege of helping provide housing to those in need. A large part of my job search has focused on finding companies with strong ties to their community and a willingness to serve. With my sociology degree and minor in business, I bring a strong understanding of the non-profit sector. My internship at the local boys and girls club has afforded me the opportunity to learn from my supervisors the importance of working together with the community to achieve common goals.

Closing Paragraph: End your letter indicating you would like to speak either in person or over the phone to discuss employment opportunities, and how your skills will benefit the organization.

I would like an opportunity to visit with you to get your insight and suggestions on where my skills and abilities would be of the greatest value to your company, and to inquire about possible job openings you have.

Job Application

These days, most employers ask you to apply online. When you do this, you are typically entering your information directly into their Applicant Tracking System. If the online application system only allows you to upload one document, that should be your resume. You should be able to copy and paste some of the information from your cover letter to answer the questions the system asks you regarding your qualifications for the position. **Be sure you answer every question**, as many employers will not review incomplete applications. Be sure to use proper grammar and punctuation, with perfect spelling. One typo can eliminate you from consideration.

It is critical that you follow the application guidelines established by each organization. Some employers may send you an employment application upon receiving your online resume submission. Be sure to read the instructions thoroughly regarding typing or handwriting the paper application. Copy the completed application for your records and then return the application form with your resume and a letter thanking them for their time and consideration. Include the name of the position and inform them of what documents you forwarded. Also, volunteer to provide any additional information that will enhance your application. Restate your interest for a personal interview and, again, provide your contact information. Use this contact as another opportunity to set yourself apart from your competition.

Letter of Recommendation

Providing the names of references, or in some case, providing letters of recommendation are often required as part of your application process. This applies to an internship, job or graduate school. Often students ask our office, "Who should I ask for recommendations from?" You should consider any of the following individuals as potential reference:

- Your current or a previous boss/supervisor
- A professor you have established a rapport with
- An advisor you have interacted with (academic, club or organization) □ If you are an athlete, your head coach

Approach these individuals in person to discuss their willingness to serve as a reference for you. Be sure you collect all proper contact information from them to include on your reference list. **You should never list a reference without first asking if they are willing to serve in that capacity.**

When asked to submit letters of recommendation, we suggest you do the following:

- Make every effort to meet in person with the individual you ask to write your letter; minimally you should communicate by the phone;

- Provide a copy of the position description AND a copy of your resume to the individual writing your letter;
- Discuss your interest in the position and/or company with your recommender; this will provide them with additional background information for writing your letter.

Know that it is not uncommon for someone to ask you to write your letter of recommendation for him or her to review and sign. Should this occur, keep the following in mind when writing your recommendation:

- Do your best to write from the perspective of your recommender; inclusive of using words and phrasing common to their speaking tone;
- Do be sure to give yourself proper credit for your skills, abilities and accomplishments; the natural response is to be modest, but you don't want to sell yourself short;
- Don't say too much, after all, you do know yourself best. Focus on one or two qualities that match well to the position you are applying for;
- Present the letter to your recommender in final format, but offer to make any revisions they may request;
- Don't take it personally if they do ask you to modify the letter.

Letter of Resignation

Yes, they day may come when a letter of resignation is something you will need to know how to write. It is important to understand, whether leaving on good terms or you are delighted to be leaving your experience behind, writing a professional and courteous letter is important. You never want to burn bridges. Some day you may need a letter of recommendation, or you may return to the company you once worked for.

A letter of resignation contains, basically, three simple parts:

- Your statement of resignation from what position and effective when

Please accept this letter as my formal resignation from the position of administrative assistant to the Vice President of Marketing effective June 30, 2016.

- A thank you statement where you include comments on what you enjoyed and learned from your time

Thank you for this opportunity to work for you and this organization for the past three years. I have truly enjoyed my experience; especially my time spent assisting you with our many corporate events. My work has allowed me to strengthen my time management, interpersonal and problem solving skills. Each of these skills will serve me well in my future endeavors.

- An expression of assisting with the transition

During the next two weeks, I will make every effort to complete my current workload and train our other Administrative Assistant. Please let me know if there is anything else I can do to aid in the transition.

SAMPLE COVER LETTER

Jane Johnson

123 North Main Street, Willimantic, CT 06226
johnsonja@my2.easternct.edu (860) 123-4567
www.linkedin.com/in/janejohnson

March 3, 2016

Ms. Susan Smith
Vice President
Youth Literature Publishing
555 Fifth Avenue
New York, NY 10001

Dear Ms. Smith:

As an English major and avid reader, your position for an Editorial Assistant is exceptionally interesting to me. I will read any genre of book presented to me, but my passion lies in youth literature. The possibility of starting my career in publishing with the number one ranked publisher for youth literature in the United States is very exciting.

Through my education and work as assistant news editor, I have gained valuable experience in writing and editing. For my major I have written creative, critical and theoretical papers on a wide range of topics. As assistant editor, I have written numerous original articles and edited the writings of my staff. In addition, publishing a weekly paper has taught me how to work as part of a team to reach a common goal under deadline pressure. Working as an Editorial Assistant for your company will allow me to apply the literary knowledge and communication skills developed through my college coursework.

As you review my resume, I am confident you will see the writing, research and editorial skills I have acquired will enable me to make a strong contribution to your company. Please know I would welcome the opportunity to meet with you to discuss the specifics of the Editorial Assistant position. You may reach me at (860) 123-4567 or johnsonja@my2.easternct.edu to schedule an interview. Thank you for your time and consideration.

Sincerely,

Jane Johnson

SAMPLE COVER LETTER

Jane Johnson

123 North Main Street, Willimantic, CT 06226

johnsonja@my2.easternct.edu (860) 123-4567 www.linkedin.com/in/janejohnson March 1, 2016

Ms. Lisa Lewis
Vice President
Sample Marketing Group
555 Fifth Avenue
New York, NY 10001

Dear Ms. Lewis,

My interest in your Assistant to the Director of Public Relations position results from my growing interest in the field of marketing and public relations. With an internship and work experience directly tied to the field, I am looking forward to utilizing my skills in a full-time position. I am particularly interested in this opportunity at SMG given the exemplary reputation you have for meeting and exceeding your client's needs.

During the summer leading to my senior year, I interned at the national Sculpture Society in New York City. My position entailed developing web pages and slideshows publicizing the success of the society's artists. I was able to utilize my web authoring skills to assist the organization in their goal to promote sculpture. My personal interest in social media also allowed me to develop a social media campaign to promote the organization as well.

As an assistant at Eastern Connecticut State University's career development office, I am responsible for updating information on alumni, career advisors and companies who publicize internships with our office. This involves heavy calling during my shifts at the office. Additionally, I also email clientele, which requires me to employ interpersonal skills to communicate with clients effectively. The office also gives me the responsibility of publicizing events via Facebook.

My experiences in marketing and interpersonal skills have prepared me well for this position, and I look forward to the opportunity to speak with you further about what I will bring to Sample Marketing Group. Thank you in advance for your consideration of my application.

Best Regards,

Jane Johnson

SAMPLE LETTER OF INQUIRY

Jane Johnson

123 North Main Street, Willimantic, CT 06226
johnsonja@my2.easternct.edu (860) 123-4567
www.linkedin.com/in/janejohnson

March 7, 2016

Ms. Susan Smith
Vice President
ABC Arts Center
555 Fifth Avenue
New York, NY 10001

Dear Ms. Smith:

As a senior at Eastern Connecticut State University, I am seeking a position as a Marketing Intern with ABC Arts Center. I believe your company has the ideal culture in which to pursue my goal of becoming an innovative and responsible arts administrator and contributing to your outstanding record as a center for exhibition and discussion of contemporary art and culture.

Academically, my extensive course work in art history has allowed me to gain an understanding and appreciation for the art your company exhibits. I also have studied broader elements of arts management, including audience development and fund-raising as a part of my recent arts management class. As a part of that class, I worked for the Windham Textile Museum examining their marketing strategies in an effort to discover the most effective and efficient manner to promote their upcoming exhibition. This experience was very rewarding, increased my interest to continue in this field, and helped me develop the tools needed to be an effective arts administrator. I have also been able to spend time working for the Windham Textile Museum specifically as a survey assistant, which has further strengthened my attraction to museum studies.

Having previously worked as a staff reporter for The Chronicle newspaper, as well as my work with my school's paper, I have developed a strong base of communication knowledge and have learned how to develop and work on several projects at once. I have had the opportunity to write about a diverse range of topics, and know how to work quickly and efficiently.

I firmly believe that I will be a good fit in ABC Arts Center's innovative environment. Thank you for your time and consideration. I look forward to hearing from you. Sincerely,

Jane Johnson

SAMPLE RECOMMENDATION LETTER:

March 7, 2016

Ms. Susan Smith
Vice President
ABC Arts Center
555 Fifth Avenue
New York, NY 10001

Dear Ms. Smith:

Please accept this letter of recommendation for Ms. Jane Johnson, an applicant for your student teaching vacancy. I have known Jane for nearly five years now as a student at Eastern Connecticut State University. I am pleased to recommend her to you.

Jane was a very active student on the Eastern campus. She became involved in the Student Government Association her first year, was an officer by her sophomore year, and was the President of SGA by her senior year. Jane was active in creating new initiatives for the group, including Faculty Appreciation Days and a fund raising activity for the victims of the Haiti earthquake.

As a student, Jane excelled in the classroom, continually improving her academics and completing her undergraduate degree program in four years. She was inducted into both the Kappa Delta Pi Education Honors Society and the Omicron Delta Kappa Honor Society. In addition, Jane was named the Outstanding Senior in the Education Major program.

In preparation for a career in education, Jane has completed fieldwork experience as a teaching assistant at Eastern, taught reading and comprehension strategies at Windham Middle School, and spent a semester at Norwich Free Academy in their 9th grade English class. Jane is currently completing her student teaching placement at Windham High School.

As Jane begins her quest for a permanent teaching position, I am pleased to recommend her to you. She is passionate about the education process and is excited to be entering the teaching field. Her patience and understanding for people will serve her well in the classroom environment. It is without reservation I recommend Jane to you.

Sincerely,

Dr. Sally Jones
Associate Professor, English
Eastern Connecticut State University
860-465-0000

SAMPLE RESIGNATION LETTER:

March 7, 2016

Ms. Susan Smith
Vice President
ABC Arts Center
555 Fifth Avenue
New York, NY 10001

Dear Ms. Smith:

Please accept this letter as my formal resignation from the position of Assistant Director of the ABC Arts Center. My resignation is effective Mach 21, 2016.

My experience working for such an outstanding arts facility has been truly rewarding. My position has allowed me to meet many established artists and work with them in preparing their exhibits. I have learned the many nuances of planning a showing and how to meet the needs of the artist, while appealing to our audience.

During these next two weeks I will make every effort to complete my current workload, and will train other members of the staff in preparation for our next exhibit. Please let me know if there is anything else I can do to assist with this transition.

Sincerely,

Jane Johnson

Inventory Sheet to Help Build Your Resume

Profile Statement

(Draft your profile statement here)

Education

Degree: _____

Graduation Date: _____

CGPA (optional): _____

Relevant Coursework:

Work History

Employer: _____
Location: _____
Job Title: _____ Date
of Employment: _____
Duties/Responsibilities:

Employer: _____
Location: _____
Job Title: _____ Date
of Employment: _____
Duties/Responsibilities:

Employer: _____
Location: _____
Job Title: _____ Date
of Employment: _____
Duties/Responsibilities:

Summary of Qualifications

Technical Skills

List all software applications you are familiar with. You can indicate familiar, advance, or proficient if you like.

Memberships or Licenses/Certifications you hold:

Volunteer Activity/Work:

Academic Awards/Achievements:

(List these in your education section)

Extra-Curricular Activities:

(List Clubs, Organizations, Athletic Participation, etc.)
