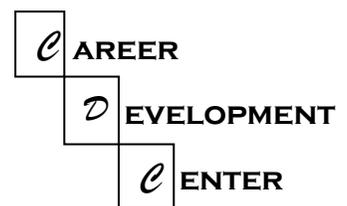


# Guide to Writing Resumes and Cover Letters



DREAM IT. PLAN IT. LIVE IT.

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## WHAT IS A RESUME?

A resume is a written document that summarizes your work-related accomplishments and capabilities. It acts as a sales tool and markets you to potential employers. It states what you are seeking, what you can do for the company, your prior positions, and your knowledge, skills, talents, and training. The resume also helps you to get an interview and provides the framework for discussion during the interview.



## PARTS OF A RESUME

There are many styles of resumes you can choose from; however, all resumes should include the same basic information.

### I. CONTACT INFORMATION

At the very top section of your resume, usually in bold print, provide your name and contact information.

**Name:** Use your full, formal name or the name by which you prefer to be called. For example:

Lynn Murray

**Address:** Include your physical residence address. If you use a post office box for mail, include this too.

**Telephone Number(s):** Include your home telephone number with the area code. You can also include a mobile phone number (refer to it as “mobile” rather than “cell”). Pager numbers are less desirable because you must call back in order to speak to the person who called you. Refrain from using work numbers. This communicates a message that you are using your employer’s resources and time to support your own personal job search campaign.

**E-mail address:** Because e-mail is now the most preferred method of communication in the job search, always include your private e-mail address. However, be sure to check your e-mail at least twice a day, and never use your employer’s e-mail address.

#### **Incorrect Email Address**

sexychocolate@yahoo.com

#### **Correct Email Address**

proast@gmail.com

Avoid personal information such as health, age, sex, social security number and marital status.

## II. OBJECTIVE (OPTIONAL)

In one short sentence, state the position for which you are applying. Avoid being too vague (a challenging opportunity with a successful organization offering growth and advancement) or too specific (an entry level administrative assistant position). See sample objectives on page 23.

## III. SKILLS

This is where you highlight attributes that may be of value to an employer. List certain skills you think could be transferred to an employer's particular work situation, like computer languages, foreign languages, equipment operated, and other technical skills. For example:

<b>Computer Skills</b>	
Operating Systems:	Windows XP, NT 4.0 Workstation
Hardware:	Printers, scanners, CD-ROMs, NIC cards
Software:	Microsoft Office Suite, FileMaker Pro

<b>Technology Skills Summary</b>		
Windows XP	FileMaker Pro	Microsoft Office Suite
Printers	CD-ROMs	NT 4.0 Workstation
Scanners	NIC cards	Ethernet 10

## IV. EDUCATION, TRAINING AND CERTIFICATIONS

List in reverse chronological order your academic and technical training. Be sure to include only the names of those schools from which you have obtained a certificate, degree, license, or continuing education credits. Also include the year you graduated (if still attending, list your anticipated graduation date), the type of degree or certificate (no abbreviations), your major, minor, specialization or concentration, and your GPA (if it's worth noting). You may also want to include relevant courses that you have taken or coursework that you have completed, but only those that relate to the type of job in which you are seeking. Elementary and High Schools can be omitted once you attend college.

## V. EXPERIENCE

Here is where you distinguish yourself from all of the other applicants. This section is the "meat of your resume." It's what gives your resume substance, meaning, and depth. It's also the section that will take the most time to write. Provide a brief, yet informative description of your work experience. Be sure to include the dates of employment, the employer's full name and geographical location, your job title, and your duties. Describe your duties using short phrases that start with strong action verbs (see list of action verbs on p. 22). Experts advise that you refrain from using complete sentences, for the "I" is understood, nor should you use "responsibilities included" as a description. Order phrases in each position by importance to the job desired or career objective so that the most important and relevant skills are read first.

Include all internships, volunteer positions, temporary jobs, cooperatives, student teaching, and military experiences that relate to the position for which you are applying (Enelow and Kursmark, 2003). Duties that are still being performed are to be listed in the present tense. Any experiences that are finished are to be listed in the past tense.

Here are some examples of how you can format your Experience section:

### ***Chronological Format***

Briefly emphasizes specific highlights of each position.

<b>Tiny Tots Child Development Center</b> <b>Preschool Teacher</b> <ul style="list-style-type: none"><li>• Instruct 17 three-and-four-year-old children in twice-weekly class</li><li>• Assisted with school's reaccreditation process</li></ul>	<b>Macon, GA</b> <b>2003-Present</b>
<b>Green Day School</b> <b>Preschool Teacher</b> <ul style="list-style-type: none"><li>• Transformed classrooms with creative decorations that tied in with weekly themes and classroom reading</li><li>• Instituted literature-based, early-childhood curriculum</li><li>• Supervised two assistant teachers</li></ul>	<b>Valley Glen, GA</b> <b>2000-2003</b>
<b>Village Day Camp</b> <b>Secretary</b> <ul style="list-style-type: none"><li>• Managed billing, registration, student scheduling, and site tours</li><li>• Administered employee timesheets, reporting, and payroll</li></ul>	<b>Valley Glen, GA</b> <b>1997-2000</b>

### ***Functional Format***

Emphasizes the functional areas in which you have experience. Target your functional areas to the needs of the employer by using appropriate key words and terminology.

<p><i>Curriculum /Instruction:</i></p> <ul style="list-style-type: none"><li>▫ Supervise instructional planning, goals, and objectives.</li><li>▫ Recruit, interview, hire, and direct work performance of 42-person teaching staff.</li></ul> <p><i>Staff Development:</i></p> <ul style="list-style-type: none"><li>▫ Orchestrate professional development opportunities for teaching staff across all grade levels.</li><li>▫ Supervise and coordinate work of chairpersons of staff development committees at all 43 schools throughout the Burgundy District.</li></ul> <p><i>Outreach and Communications:</i></p> <ul style="list-style-type: none"><li>▫ Write and publish press releases, fliers, and other promotional materials.</li><li>▫ Lead public speaking engagements at area middle schools to raise level of enthusiasm of incoming students.</li></ul>
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### ***Career Track Format***

Emphasizes fast-track promotion, overall scope of responsibility, and notable achievements.

<b>Ryncon America, Inc.</b>	<b>Dallas, Texas</b>	<b>1998 to Present</b>
Director of Sales	2002-Present	
Sales Manager	2000-2002	
Sales Representative	1998-2000	
<p>Fast-track promotion through a series of increasingly responsible positions to current role as Director of Sales. Recruited and developed a talented team of sales professionals that now serve as Rycon's core sales management team.</p> <ul style="list-style-type: none"><li>• Built division from \$20 million in annual revenues in 1998 to \$120+ million in 2002</li><li>• Achieved #1 market position in North America and maintained positioning for three consecutive years</li><li>• Surpassed all profit goals for 5 consecutive years</li></ul>		

### **VI. OPTIONAL CATEGORIES**

The main focus of your resume should be your professional /work experience and academic credentials that are directly related to the position for which you are applying. However, you should also include things that will set you apart from other candidates. Following is a list of the other categories you may or may not include in your resume. According to the experts, it's the "extras" that get the interviews.

#### ***Honors and Awards***

If you have won honors and awards, that are related to the position for which you are applying, you can either include them in a separate section or integrate them into the Education or Work Experience section. For example:

"Sales Manager of the Year"	Systems, Inc.	2002
"Athlete of the Year"	Granger College	2006

#### ***Teaching and Training***

When someone hires you (paid or unpaid) to speak to an audience, it communicates a strong message about your skills, qualifications, knowledge, and expertise. If you teach or train at colleges, universities, technical schools or on the job, list those topics that are related to the position for which you are applying. For example:

Second Grade Teacher	Catholic Elementary School	2005-Present
"Greek Leadership 101"	Douglas College	Spring 2005

### ***Professional Affiliations***

Being a member of an educational, professional, or leadership association communicates a message of professionalism, a desire to stay current with the industry, and a strong professional network. List educational, career related, or leadership associations of which you are a member. If you have held leadership positions within these organizations, be sure to include them.

For example:

<b>American Counseling Association</b>	
Professional Member	2000-Present
Membership Committee Chairperson	2004-2008

### ***Community Service***

If you are active within your community include these experiences on your resume, particularly if the organization to which you are applying is committed to serving the community. Again, be sure to list leadership positions that you have held. For example:

<b>Palabras to Words</b>	2010
<ul style="list-style-type: none"><li>Assist members of the Latino community in speaking English</li></ul>	

### ***College Involvement & Leadership***

Involvement in college activities and organizations is highly viewed by most employers. After all, it is through participation in these types of activities that most students develop leadership skills and other highly marketable traits. While it is great to be involved, remember it is neither necessary nor recommended to join every organization. Instead join a few organizations in which you are most interested. Don't forget to seek out and take advantage of leadership opportunities. For example:

Bowie State Woman Cross Country and Track and Field Team	2010-Present
Member of Bowie State's Student Athletes Advisory Committee	2009-2010

## VII. CONSOLIDATING THE OPTIONAL CATEGORIES

Sometimes when you have many optional categories at the end of your resume, each with only a handful of lines, spacing becomes a problem. In this situation, consider consolidating the information. For example:

<b>Professional Profile</b>	
Affiliations	National Education Association
Public Speaking	Speaker, SGA Leadership Summit, Chicago, 2000 Presenter, CPA Annual Conference, San Diego, 1999
Languages	Fluent in Spanish and German
Technology Qualifications	Microsoft Word, Access, Internet, and E-mail
Honors & Awards	2009 Athlete of the Year

## VIII. REFERENCES

Because you can volunteer references during the interview, experts recommend this section be omitted. It is not necessary to say “Available Upon Request” because it only takes up space without contributing anything.

# Types of Resumes

### I. THE PRINTED RESUME

Known as the “traditional resume,” this resume is forwarded by mail or fax in response to an advertisement and taken to interviews. When preparing a printed resume, you want to create a sharp, professional, and visually attractive presentation. This piece of paper conveys the very first impression of you to a potential employer.

### II. THE SCANNABLE RESUME

This type of resume is often referred to as the “plain-Jane” resume. All of the things you would normally do to make your printed resume look attractive – bold print, italics, multiple columns, fancy typestyle, and more – are eliminated in a scannable resume. The purpose here, it to create a document that can be easily read and interpreted by scanning technology. For formatting guidelines, please visit:  
[http://www.navigatenow.com/present/scan\\_1.htm](http://www.navigatenow.com/present/scan_1.htm).

### III. THE ELECTRONIC RESUME

This resume allows recruiters to consider, store, and access far more resumes than they could if screened by hand. It also allows a single resume to be considered for several job opportunities and to be kept in an

employer's databank for an extended period of time. Finally, electronic resumes are extremely useful for those who use the Functional resume format. This type of resume can take two forms - Email attachments and ASCII text files.

**Email Attachments:** When including your resume with an email, simply attach the word-processing file of your printed resume. Since most businesses use Microsoft Word, it is the most acceptable format and will present the fewest difficulties when attached. Be sure to name the document appropriately. For example: Jane\_Smith\_resume.doc.

**ASCII Text Files:** This type is used for several reasons:

To avoid formatting problems, you can paste the text into the body of an email message rather than send an attachment. You can readily copy and paste the text version in an online job application and resume blank forms, with no worries that formatting glitches will cause confusion. The text version is 100% scannable.

For formatting guidelines, please visit: <http://www.reslady.com/electronic.html>.

#### **IV. THE WEB RESUME**

This type combines the visually pleasing quality of the printed resume with the technological ease of the electronic resume. You host your Web resume on your own website, with your own URL, to which you refer prospective employers and recruiters. With just one click a viewer can access, download, and print your Web resume and because the Web resume is an efficient and easy-to-manage tool, you can choose to include more information that you would in a printed, scannable, or electronic resume.

For sample web resumes, please visit:

- <http://www.dlcreations.com/site%20html/resume.html>
- <http://www.glnet.tv/source/profile.asp?url=Resume>

## **RESUME STYLES**

Resumes come in various styles, so it is imperative that you select the style that best communicates your qualifications to an employer.

The following pages include examples of two resume styles: Chronological and Functional.

## Chronological Resume

This resume emphasizes your work experience in a reverse chronological sequence. It is most suitable for those persons whose career direction is clear and their job target matches their work history.

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### TROY STUDENT

25 Bragg Street  
Hanny, PA 17331

ttt002@gmail.com

717- 444-6555 (cell)  
717-555-6667 (home)

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#### EDUCATION:

Bowie State University, Bowie, MD May, 2009  
Bachelor of Science in Business Administration with a Banking and Finance concentration

#### RELEVANT COURSEWORK & CLASS PROJECTS:

Principles of Accounting I & II	Business & Economic Statistics
Principles of Management	Business Law I & II
Corporate Finance	International Economics

- Completed financial analysis of a mock company in my Small Business Finance course
- Completed several business simulations – students made decisions about pricing, the amount of the product to make, paying for materials immediately or on credit, and taking out loans
- My group won the distinction for “The Most Profitable Firm” in the simulation for my Commercial Banking class

#### COLLEGIATE ACTIVITIES:

Bowie State University Basketball team – 2006, 2007, 2008, 2009  
Selected to play in the HBCU’s All Star Game - 2008 & 2009

#### COMPUTER SKILLS:

MS Word, MS PowerPoint, MS Excel, Internet and email

#### WORK EXPERIENCE:

Pennsylvania Department of Transportation Summers of 2007 and 2008

- Worked as part of a road maintenance crew
- Performed traffic control and physical labor duties

Delia’s Inc. Winter of 2006-2007 and Summer of 2006

- Performed inventory control duties
- Unloaded trucks on the receiving dock and sorted orders

#### VOLUNTEER WORK:

South Western York Basketball Clinics	Spring 2005, Winter 2004, and Spring 2002
South Hanover Basketball Camp	March 2002
South Western Youth Basketball League	Winter 2001-2002

**Billy William Butter**

200 Wood Drive | Berlin, MD 21811 | butter@gmail.com | (410) 222-9999

**Education**

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**Bowie State University Bowie, MD**

Bachelor of Science, May 20XX

Major: Sports Management

GPA 3.6, Dean's List 2009, 2010 & 2011

**Professional Experience**

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**O'Donnell Sport Rehab & Physical Therapy**

Baltimore, MD

Physical Therapy Technician

December '08- August '09

- Assisted physical therapy patients with daily exercise programs.
- Maintained and managed Gym/Exercise area.
- Assisted physical therapist with hold, cold and electrical stimulation set-ups.

Accounts Receivable/Payable

February '09-August '09

- Assisted Accounts Receivable Manager using Electronic Data Interchange to process accounts receivable
- Tracked incoming inventory and assisted trouble-shooting when discrepancies arose by working with insurance companies and selected customers.

**You Are College**

West Chester, MD

Assistant Baseball Coach

August '08- August '09

- Developed and implemented off-season training program for team members.
- Collaborated with supervisors to revamp college's recruiting process.
- Lead coaching/leadership seminars for senior collegiate athletes.
- Managed 50+ student athlete's practice and travel schedules.

**Nike Junior Golf Camps, Inc.**

Westminster, MD

Assistant Camp Director

Seasonal 2005, 06, 07, 08

- Assisted supervisors with national marketing strategy to reach attendance goals.
- Supervised a staff of 10-15 counselors through the duration of each camp.
- Inspected camp facilities to ensure state health and safety requirements were met.
- Provided golf instruction to camp participants.

**Ruark Golf Properties**

Berlin, MD

Administrative Assistant

Seasonal 2005, 06, 07

- Assisted the General Manager with the development of the Community-Relations Program.
- Dictated board meetings for the General Managers.
- Designed and executed the Member's Care Community Program.
- Conducted daily accounting requirements.

**College Leadership Experience**

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- Member of National Society of Leadership and Success and Student Athletic Advisory Committee.
- Captain, Men's Golf Division III National Championship Team, 2008

**Computer Skills**

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- MS Access, Excel, Word, PowerPoint, Publisher, Outlook, Lotus Notes, QuickBooks, Adobe Photoshop

## Tracy Q. Graduate

### Campus:

456 College Hall  
Normal, IL 67890  
111-222-3333  
Tracy.Graduate@ilstate.edu

### Permanent:

123 Main Street  
Anytown, CA 12345  
777-888-9999  
TracyQ@gmail.com

**Objective:** Auditor position in the public accounting field in the Chicago area.

**Summary:**

- More than two years of progressive accounting and auditing experience.
- Auditor internship with Ernst & Young in New York City.
- Magna Cum Laude graduate with BBA in Accounting.
- Proficient with MS Office, Quicken, Peachtree and the Internet.

**Education:** **Bachelor of Business Administration in Accounting, May 20XX**  
Illinois State University, Normal, Illinois  
Graduated Magna Cum Laude with a GPA of 3.6 on a 4.0 scale

Courses taken included:

Managerial Accounting	Corporate Audit
Intermediate Accounting I & II	Financial Management
Sarbanes Oxley Requirements	Internal Audit
Accounting for Not-For-Profits	Managerial Economics

### Experience:

**Auditor Internship** **May 20XX to August 20XX**  
**Ernst & Young, New York, New York**

- Participated in the annual audit of Zephyr 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** **May 20XX to Present**  
**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.

### Activities:

- Vice President, Student Accountancy Chapter, 20XX-20XX
- Treasurer, Phi Beta Kappa honors society, 20XX-20XX
- Residence Hall Assistant, 20XX-20XX

**Beauty A. Ochosinco**  
XXX Taney Drive  
Taneytown, MD 21787  
(410) 777-9311  
och@yahoo.com

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**Objective:** Seeking a position in Human Services where I can utilize my sociology and Spanish language skills

**Education:**

Virginia University, Virginia Beach, VA  
Bachelors of Art in Spanish and Sociology

Graduation: May 2009

**Study Abroad Experience:**

University of Costa Rica  
Summer: July - August 2008  
Intensive Spanish Course

**Experience:**

United Hands of Virginia, Virginia Beach, VA

*Volunteer*

January 2009

- Assisted in typing a grant report for a smoking cessation program
- Edited a portion of the above grant report typed by a Spanish speaker

Human Services Program of Polk County, Wyoming, VA

*Receptionist*

November 2004 – July 2005

- Directed clients to various departments
- Managed the switchboard
- Scheduled appointments between clients and case workers
- Entered data on computer
- Sorted incoming and outgoing mail
- Scheduled patient appointments with Mission of Mercy ( a mobile clinic) once a week

**Skills:**

*Computer:* Windows 2000, MSWord, MS Excel, MS PowerPoint, Internet, and email

*Language:* Spanish

**Professional Affiliations:**

Alpha Kappa Delta, Sociology Honor Society

Phi Gamma Mu, Social Sciences Honor Society

## April Roma

3356 Oak Street  
777-306-8888

Beeville, PA 19525  
ar09@yahoo.com

### **OBJECTIVE:**

Seeking an internship in sports medicine, athletic training, coaching, and/or fitness instruction.

### **EDUCATION:**

**Cheyney University** **Cheyney, PA** **May 2010**  
Bachelor of Arts in Exercise Science & Physical Education  
Minors in Biology, Athletic Training & Sports Coaching  
Honors Program, Member

### **RELAVANT COURSEWORK:**

- Advanced Athletic Training
- Weight Training
- Sport Coaching & Management
- Child & Adolescent Development
- Nutrition
- Fundamentals of Exercise & Conditioning
- Prevention & Care of Athletic Injuries
- History & Philosophy of Physical Education & Sports
- Core Training
- Sports Behavior

### **COMPUTER SKILLS:**

MS Word, MS Excel, MS PowerPoint, Internet, Team Manager, and email

### **SPORTS/ATHLETIC EXPERIENCE:**

**Cheyney University Swim Lesson Program** **Cheyney, PA**  
*September 2006 – Present* *Swim Lesson Instructor*

- Instruct swim lessons to children ranging from ages 4 – 12
- Teach basic skills, stroke techniques and enforce water safety

**Navy Swimming Camp** **Annapolis, MD**  
*June 2008* *Counselor / Coach*

- Supervised campers ages 8-18 at the Navy Swimming Camp held at the United States Naval Academy to improve swimming skills
- Served as resident assistant for the overnight campers

**Cheyney University Athletic Training Room** **Cheyney, PA**  
*September 2006-May 2007* *Student Assistant*

- Organized and cleaned equipment and supplies
- Delivered water coolers, water bottles, and medical bags to athletic fields and teams
- Assisted trainers in ultrasound, icing, and heating treatments

**Upper Perkiomen YMCA** **Pennsburg, PA**  
*May-July 2006, 2007, 2008* *Assistant Swim Coach*

- Coached children ages 5-18 and taught fundamentals of competitive swimming
- Educated athletes on proper techniques and rules of four competitive swimming strokes, and race elements including legal starts, turns, and finishes
- Developed and supervised dry-land conditioning programs
- Designed and directed water workouts
- Prepared meet line-ups and input data into Team Manager software program

**Boyertown YMCA** **Boyertown, PA**  
*March 2005-August 2006* *Swim Lesson Instructor*

- Instructed swim lessons to ages ranging 7 months- 12 years
- Emphasized basic skills including, submersion, floating, freestyle, backstrokes, bilateral breathing, and diving.

**OTHER EXPERIENCE:**

**Cheyney University Admissions Office**  
*September 2007-May2008*

**Cheyney, PA**  
*Student Office Assistant*

- Filed various documents, organized applicant submissions, prepared mass mailings, & made campus deliveries

**The Perkiomen School**  
*May-August 2006, 2007, 2008*

**Pennsburg, PA**  
*Administrative Assistant*

- Conducted tours of the school and performed general clerical duties

**VOLUNTEER EXPERIENCE:**

**Servant Trip with the Southeastern Pennsylvania Synod**

**Chicago, IL**

**July 2005**

I spent ten days in Chicago volunteering at a food depository, cat shelter, local parks and a battered women's shelter

**PROFESSIONAL MEMBERSHIPS:**

American College of Sports Medicine, Student Alliance Member

**ACTIVITIES & AWARDS:**

Cheyney University Varsity Swimming Team

- Captain 2008-2009
- 2008 MVP Award
- 2008 Swimmer of the Year, Women's Team
- 2007 Rookie of the Year Award
- 2008 All-Centennial Conference Winter Sportsmanship Team

Cheyney University Honor and Conduct Board, Member

Cheyney University Student Athlete Advisory Committee, Member

Gamma Sigma Sigma Service Sorority, Zeta Sigma Chapter, Vice President 2008

Alpha Lambda Delta National Honor Society for First Year Students

## Functional Resume

This resume stresses skills, experience and accomplishments rather than the job held. It calls immediate attention to relevant skills and shifts the focus away from aspects of a person's background that would hinder him/her from getting past the initial screening. It is most suitable for entry-level job-seekers, job seekers who have a lot of experience in the same field, job seekers with varied work histories, and job seekers who have gaps in their employment.

### Broadie M. Remy

3921 Belfast Road  
Glyndon, MD 21071

410.999.2222  
remy@hotmail.com

#### Profile:

- More than 10 years experience doing research in father's law office.
- Proficient in MS Word, the Internet and email. Familiar with MS PowerPoint and Excel.
- Avid reader of Supreme Court cases
- Knowledge of legal vocabulary
- Familiar with governmental functions and operations
- Life, Accident and Health Insurance Producer license

#### Education:

Bachelor of Arts in Political Science  
York College  
May 2007  
York, PA

#### Honors & Collegiate Activities:

Dean's List – Fall 2004  
Editorial Writer for York College Times  
Phi Alpha Delta Pre-Law Fraternity  
Maryland Student Legislature (Mock General Assembly)

#### Professional Skills:

##### *Legal*

- Read, reviewed and filed petitions and motions
- Attended civil court proceedings
- Search files to obtain documents in preparation for court

##### *Administrative*

- Answered phones and corresponded with clients and constituents
- Copied and filed documents, delivered mail, typed reports and wrote letters
- Greet customers and secure building at night

##### *Legislative*

- Conducted research on environmental and legal issues
- Attended committee hearings on insurance related matters
- Participated in door-to-door canvassing and posting lawn signs
- Distributed campaign literature in congressional district
- Participated in local rallies and county fairs to promote candidate

##### *Finance / Sales*

- Built a client list to solicit products to
- Worked in teams to secure niche market and attended sales strategy meetings
- Conducted research on market factors and estate building

#### Work History:

Greetings & Readings	Hunt Valley, MD	Greeter	May 2008 – Present
Capital Financial Partners	Hunt Valley, MD	Insurance Producer	October 2007 – March 2008
Congressional Campaigns	Baltimore County, MD	Volunteer	August 2004 – September 2006
Vector Marketing	Towson, MD	Sales Representative	Summer 2005
Delegate A. Wade Kach	Annapolis, MD	Intern	2005 Legislative Session

**OBJECTIVE**

To obtain employment in a Washington DC based organization that is seeking a dependable associate to improve quality of life for America's children and families

**EDUCATION**

**Columbia University School of Social Work**, New York, NY

Masters of Science in Social Work, June 2002

Advanced Standing Student

Concentration: Policy Practice

GPA: 3.57

**Western Maryland College**, Westminster, MD

Bachelor of Arts in Social Work, May 2001

Minor: Sociology, Concentration: Criminal Justice

**PROFESSIONAL SKILLS**

**Project Management:**

- Established and lead nine statewide coalitions to increase SCHIP enrollment
- Created and implemented a healthy lifestyles initiative for afterschool programs
- Monitored violence prevention programming in high-crime neighborhoods
- Lead Older Youth Advisory Board in the development of a new payment structure
- Managed an online resource community serving all PSS funded programs
- Established and managed program budgets

**Community Development:**

- Organized community partners, state agencies and businesses to reduce the number of uninsured children in the state of Florida
- Developed and maintained cooperative relationships with Philadelphia community organizations, city agencies and child welfare advocates to improve out of school time
- Evaluated, reviewed and supported twenty four year-round youth development programs
- Member of the Pennsylvania Statewide Afterschool Youth Development Network
- Provided schools, communities of faith and nonprofits with computers and training
- Managed online resource community serving Philadelphia's afterschool community

**Training and Technical Assistance:**

- Provided technical assistance to nine statewide coalitions through strategic planning, goal development, coalition and team building
- Trained communities on Florida Kid Care utilization and outreach
- Organized and provided youth development trainings at local and regional youth development conferences
- Provided technical assistance to twenty-four youth development programs through fiscal or program operations and recommended policy changes
- Trained as a MadDog Athletic certified spin instructor

**Administration and Research**

- Supervised social work students
- Managed forty AmeriCorps/ UPenn students in Bridging the Digital Divide
- Experience in grant and proposal researching and writing
- Evaluated programmatic progress and reported findings to funders including state and city agencies
- Lead in the creation of a Development Department in a large New York City nonprofit
- Researched Best Practices in youth development to implement throughout afterschool programs

**Case Management**

- Provided crisis intervention for individuals, couples and families stranded in Philadelphia
- Linked Katrina evacuees with supports throughout the country
- Provided intensive case management to formally homeless dual diagnosis individuals and families
- Conducted psycho-social assessments
- Placed homeless individuals and families in shelters, transitional housing and residential programs
- Presented homeless adults and children with an opportunity to reunite with family

**Computer skills**

- Proficient in Microsoft Office Suite
  - Ability to track and present data on Excel and Access
  - Utilized Publisher and PowerPoint for statewide training and marketing
- Familiar with SPSS, GIS and fundraising software
- Experience researching through health data bases such as Pub Med
- Strong internet researcher

**EMPLOYMENT**

**The Lawton and Rhea Chiles Center, USF College of Public Health** Tampa, FL  
 Florida Covering Kids and Families  
 Community Coordination Manager 10/2007 - 8/2008

**Philadelphia Safe and Sound** Philadelphia, PA  
 Project Manager 12/2006 - 9/2007  
 Program Analyst 1/2006 - 12/2006

**Travelers Aid Philadelphia** Philadelphia, PA  
 Emergency Services Social Worker 11/2003 - 12/2005

**Center for Community Partnerships at University of Pennsylvania** Philadelphia, PA  
 Coordinator, AmeriCorps Program to Bridge the Digital Divide 9/2002 - 12/2003

**FIELD EXPERIENCE**

**Center for Urban Community Services** New York, NY  
 Development Associate 9/2001 - 6/2002

**Prologue Inc.** Baltimore, MD  
 Case Manager 9/2000 - 5/2001

**Kate Scruggs**  
**12 E Street**  
**Dallas, Texas 23333**  
**999-000-7777**  
**kate\_scruggs@oop.com**

**Professional Goal:**

To obtain a management position in the clerical field.

**Education:**

Oswego Community College, Oswego, NY June 2000  
Certificate in Business Office Management

**Computer Skills:**

Microsoft Office Suite, Lotus 1-2-3, Internet, Email, Typing speed of 75wpm

**Professional Skills:**

**Management**

Develop, coordinate and provide training for new students and staff  
Analyzed and evaluated organizational budgets  
Plan personnel activity policies  
Administer various budget tracking and compliance programs

**Administration**

Handled all correspondence and inquires  
Coordinate office services including budget preparation and control  
Issued and interpreted operating policies

**Training**

Developed and conducted training programs for organization employees  
Formulated teaching strategies and prepared training aids

**Employment History:**

1996 – Present	Ecco Staffing Services, Kansas City, MO	Office Assistant
1995-1996	Douglas Corporation, Eden Prairie, MN	Booking Clerk
1992-1995	Metropolitan Police District, Washington, DC	HR Generalist

## Macy Parade

P.O. Box 555, 589 Oak Street  
New Windsor, Maryland 21776

(000) 315-3333  
mpara@live.com

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### Education:

#### Salisbury University

May 2008

Bachelor of Arts in History and Art History  
Business Capstone Project on Corporate Finance and Financial Management  
Art History Honors Society

### Computer Skills:

MS Word, MS PowerPoint, MS Excel, QuickBooks, Internet, Email, and Agent Office

### Professional Skills:

#### *Administration/ Customer Service*

Correspond with mortgage company representatives and act as liaison between agents and clients  
Create and complete contracts between the buyer, seller and rental clients  
Maintain accurate and up to date records and database of clients  
Handle all phone inquiries and explain services to customers who place calls to the office  
Create and implement office related organizational systems  
Expedite product arrival due dates to meet customer order shipping deadlines  
Processed transactions such as address changes

#### *Management*

Manage Coffee Franchise/Kiosk (e.g. deliveries, open/closing duties, bank deposits)  
Train 12 new employees and created staff work schedules  
Supervised 100 residents in apartment style housing  
Acted as First Responder for campus incidents by coordinating efforts with campus safety officers

#### *Sales/ Finance*

Made sales calls to international pool buyers  
Made bank deposits, closed and balanced register tills  
Handled customer financial records

#### *Event Planning/ Marketing*

Designed promotional materials (e.g. coupons, mailers, fliers, brochures, postcards)  
Organized and assisted with community activities and promotional spots for the radio  
Design advertisements and research the most cost effective methods of advertising (magazines, internet)  
Organized Habitat for Humanity volunteer work trips

### Work History:

Re/Max Advantage	Realtor, Office Manager and Personal Assistant	2008-Present
British Metrics	Sales Person	2006-2008
McDaniel College	Resident Assistant	2004-2008
DRD Pools	Manager and Operator	2007-2008
Maui Wowi	Franchise Manager	2004-2006
Baughers Farm Market	Cashier	2001-2008
Buffalo Wild Wings	Server	2007-2008
Davidson Tree Farm	Sales Person	2001-2008

# Resume Tips and Techniques

Although there are no rules to the game of resume writing, there are certain expectations and a few standards to live by.

## **CONTENT**

Always write in the first person, dropping the word “I” from the front of each sentence. This assumes ownership and gives your resume a more assertive and professional tone.

Try not to use phrases such as “responsible for” or “duties included.” These words create a passive tone and style. Instead, use action verbs to describe what you did. For a list of action verbs, please see p. 22.

Don’t use acronyms—they’ll just confuse some people. Instead, spell out all titles, organizations, etc. first and then use acronyms in proceeding occurrences.

## **FORMATS**

Most often, resumes are written in a bulleted format, a paragraph format, or a combination of both. Following is a list of the advantages and disadvantages of each format. (Enelow and Kursmark, 2003).

### ***Paragraph***

*Advantages:* Requires the least amount of space on the page because they are brief, succinct, and to the point.

*Disadvantages:* Achievements get lost in the text. They are not visually distinctive, nor do they stand alone to draw attention to them. Employers have to search through lines and lines of text to determine your qualifications.

### ***Bulleted***

*Advantages:* Quick and easy to peruse. Employers can scan through the bullets easily. Allows you to rank your achievements and qualifications in the order of importance as it relates to the job you are seeking.

*Disadvantages:* Uses more space on the page. Achievements are lumped together with responsibilities.

### ***Combination***

*Advantages:* Clearly presents overall responsibilities in the introductory paragraph and then accentuates each achievement as a separate bullet.

*Disadvantages:* If you don’t have clearly identifiable accomplishments, this format is not effective. It may also draw attention to the positions where your accomplishments were less notable.

## **PRESENTATION**

Presentation refers to the way your resume looks. That is the fonts you use, the paper you print it on, any graphics you might include, and how many pages your resume is. Make sure you use a high quality printer. Keep your margins even, your format consistent, your headings similar and your sentences short. List your info in reverse chronological order from most recent to least recent.

*Typestyle:* Use a font that is clean, conservative, and easy to read. Refrain from anything that is too fancy, glitzy, curly, and the like. Here are a few recommendations:

Times New Roman	Tahoma	Arial	Book Antiqua
Bookman	Century Schoolbook		Century Gothic
Garamond	Gill Sans	<b>Lucida Sans</b>	Verdana

Your choice of typestyle should be determined by the content, format, and length of your resume. Some fonts look better than others at smaller or larger sizes and some require more white space to make them readable. After you write your resume, experiment with a few different fonts to see which one best enhances your document (Enelow and Kursmark, 2003).

**Type Size:** Readability is everything! If the type size is too small, your resume will be difficult to read and difficult for employers to skim for essential information. Too large font size can give a negative impression by conveying a juvenile or unprofessional image. As a general rule, select type from 10-12 points in size.

**Type Enhancements:** **Bold**, *italics*, underlining, and CAPITALIZATION are ideal for highlighting certain words, phrases, achievements, projects, numbers, and other information you want to draw special attention to. However, do not overuse these enhancements, for if your resume becomes too cluttered, nothing will stand out (Enelow and Kursmark, 2003).

NOTE: Electronic and scannable resumes have specific restrictions on typestyle, size and enhancements.

**Page Length:** Experts advise that you keep your resume to one or two pages. This same rule applies to managers and executives. However, sometimes it can be difficult to include all relevant information in just two pages. In situations like this, let the amount of quality information you have to share be the determining factor in the length of your resume. If you create a resume that is longer than two pages, make it more reader-friendly by carefully segmenting the information into separate sections. Place running headers on each page indicating your name and page number. This helps recruiters keep all of your pages together and separate from other applicants (Enelow and Kursmark, 2003).

NOTE: A resume is a snapshot of your skills and experience. It does not have to list everything you've ever done. What it should do is entice the reader's interest and attract prospective employers. It's in the interview where you get the chance to further elaborate and explain your skills to an employer.

**Paper Color:** Be conservative. White, ivory, and light gray are acceptable. Other flashier colors and/or scented papers are inappropriate.

**White Space:** Again, readability is everything! If employers struggle to read your resume, they simply won't make the effort. Therefore, be sure to leave plenty of white space (Enelow and Kursmark, 2003).

**Accuracy and Perfection:** One of the most critical steps in resume writing is the proof-reading stage. It is essential that your resume be well written, visually pleasing, and free of any errors, typographical mistakes, misspellings, and the like. Proofread your resume a minimum of three times, and then have two or three other people also proofread it. Your resume is an example of the quality of work you will produce on a company's behalf. If your resume has errors and inconsistencies, it communicates to a prospective employer that you are careless (Enelow and Kursmark, 2003). Keep it simple, be honest and don't forget to edit!

## List of Action Verbs

Use action verbs to highlight skills the employer needs.

Advised	Expanded	Ordered
Analyzed	Founded	Planned
Administered	Formulated	Persuaded
Arranged	Filed	Purchased
Audited	Financed	Presented
Assessed	Gathered	Promoted
Built	Guided	Printed
Budgeted	Headed	Programmed
Coordinated	Improved	Publicized
Computed	Informed	Researched
Copied	Inspected	Reviewed
Communicated	Interpreted	Recommended
Calculated	Interviewed	Reported
Constructed	Implemented	Sold
Classified	Investigated	Solved
Designed	Instructed	Scheduled
Developed	Initiated	Summarized
Diagnosed	Increased	Supervised
Directed	Lectured	Supplied
Displayed	Maintained	Targeted
Discovered	Managed	Trained
Edited	Mediated	Translated
Established	Monitored	Typed
Evaluated	Negotiated	Updated
Examined	Operated	Upgrade

## Sample Career Objectives

Your career objective sets the theme for your resume. The following career objectives are listed to serve as a guide. Preparing a career objective is a very personal process. Many interviewers will ask you to clarify or elaborate about your statement, so it's to your benefit to feel comfortable with the phrasing and meaning of your career objective.

### **Accountant**

Accounting position in budgeting or cost auditing with a growing corporation utilizing experience in computerized accounting systems.

An entry level position in the field of accounting leading to managerial responsibilities.

### **Advertising**

A position in media using analytical skills to determine and plan effective media buying.

### **Arts Administration**

Position with community-based arts organization involving public relations, marketing, and promoting performances and exhibits.

### **Banking**

Management trainee position involving exposure to comprehensive bank functions and operations using analytical and organizational skills.

### **Broadcasting**

Broadcasting position using experience in copy editing and writing news releases.

### **Chemical Engineering**

Technical position in plastics or specialty chemicals also offering customer relations and troubleshooting duties.

### **Computer Programming**

Programmer or systems analyst position using quantitative and mathematical training, with special interest in marketing and financial applications.

To use computer science training in software development for designing and implementing operating systems.

### **Communications**

Trainee position in public relations department involving copy editing, proofreading, and publication coordination.

To utilize my health policy and media background as a public relations specialist.

### **Consumer Products Sales**

Sales representative with a consumer products organization. Eventual goal is marketing management with involvement in training, advertising, and market research applications.

Seeking employment as a customer services specialist in the health insurance industry.

**Criminal Justice**

Position in corrections management involving experience with juvenile protection and judicial systems, including court liaison activities.

**Electrical Engineering**

Initial placement in electronic design involved with research development, testing, and evaluation.

**Finance**

Position in finance utilizing analytical and communication skills.

**Foreign Language**

Position in Multinational Corporation involving sophisticated written and oral bilingual skills in Japanese and Korean. Specific interest in translation of computer programs and manuals.

**Graphic Design**

Position in art department with specific interest in technical illustration for industrial clients.

**Health Care System**

Mid-level position in privately owed health care service involving cost accounting, insurance programs, and computerized record keeping.

**History**

Position with historical conservation department of a municipal or county agency using knowledge of federal regulations and historical research techniques.

**Human Resources**

To obtain a human resources position this will lead to opportunities in benefits administration.

**Marketing**

Entry-level position in direct mail or point-of-purchase marketing, leading to a supervisory position.

**Mechanical Engineering**

Technical assignment in vibrations study and stress analysis, eventually becoming a project manager.

**Newspaper Reporting**

A reporting position with a daily or weekly newspaper involving spot news, investigative reporting, and feature writing.

**Operations Management**

Entry position in industrial products offering experience in sales, procurement, and physical distribution.

**Personnel**

Personnel assistant in health care facility requiring knowledge of labor relations, benefit programs, and wage administration.

**Public Relations**

Entry-level position on public relations staff utilizing interests in photography, copywriting, and preparing press releases.

**Retail Management**

Merchandise management position leading to a senior buying position.

### **Sales Representative**

Representative for an insurance company using communication, organization, and marketing skills.

### **Social Service Agency**

Client-service position involving communication skills and knowledge of federal and state assistance programs as well as private providers. Specific experience and interest in geriatric and adolescent services.

### **Volunteer Work**

A volunteer services position with an emphasis on community mental health.

## **The Three Rs**

The three R's of resume writing are Research, Research, and Research. You must know what the prospective company does, what the position involves, and whether you will be a fit, before submitting your resume. And that means doing research – about the company, about the position, and about the type of employee the company typically hires.

**Research the company.** Read whatever literature the company has placed in the career library, on the Internet, or even more directly, call the company. Ask for the literature it may have, find out how the company is structured, and ask what qualities the company generally looks for in its employees. Ask if there are openings in your area, and find out the name of the department head and give him or her a call. Explain that you are trying to decide whether to apply to their company, and ask for their recommendation for next steps. Thank that person for the information, and ask to whom your resume should be directed.

**Research the position.** The more you know about the position, the better able you will be to sell yourself and to target the resume to that position. If possible, interview someone who does the same job. In addition to finding out the duties, ask if there is on-the-job training, whether they value education over experience (or vice versa), and what kind of turnover the department experiences. Ask what they like about the position and about the company; more important, ask what they don't like.

**Research yourself.** Your goal is not just to get a job. Your goal is to get a job that you will enjoy. After you find out all you can about the company and the position, ask yourself honestly whether this is what you really want to do and where you really want to be. You probably will hold this position for no more than two or three years, so it's not a lifetime commitment; however, this first job will be the base of your lifetime career. You must start successfully so that future recommendations will always be positive. Furthermore, three years is a long time to spend doing something you don't like, working in a position that isn't challenging, or living somewhere you don't want to live.

Once you have done this research, you will sell yourself more effectively. Most employers devote an average of 15 to 30 seconds reading a resume, so it is your responsibility to make it attractive, readable and informational. Remember, the resume can only get you the interview; the interview gets you the job.

# COVER LETTERS

## WHAT ARE THEY?

A form of written communication that accompanies the resume.

## WHAT FUNCTIONS DO COVER LETTERS SERVE?

- Provide your full name, address, and telephone number so the employer can reach you;
- Tell the employer how you heard about the job;
- Tell why you are interested in the job;
- Call attention to your resume (but does not repeat what is in it);
- Express an eagerness to interview; and
- Thank employers for their consideration of your application

## WHAT ARE THE BASIC PARTS TO A COVER LETTER?

- Your address
- Today's date
- Name and address of the person/organization you are contacting
- Salutation
- Paragraph # 1 – Explains why you are writing
- Paragraph # 2 and 3 – Explains how your skills relate to the job you are applying for
- Paragraph #4 – Requests a reply or interview
- Complimentary closing
- Your signature
- Your typed name
- The word "Enclosure"

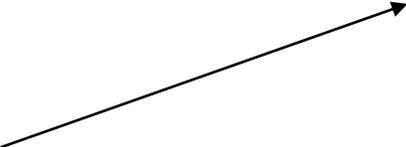
# HOW IS THE COVER LETTER STRUCTURED?

Your street address  
City, State, Zip Code  
Phone number

Today's Date

Employer's name and title  
Employer's street address  
City, State, Zip code

If possible, use the employer's name



Dear Employer's name:

**Paragraph 1:** State the specific position or type of work for which you are applying and mention how you heard of the opening. When you don't know if the company has vacancies, use this paragraph to inquire about possible employment opportunities.

**Paragraph 2 -3:** Explain how your skills relate to the job for which you are applying. If you have had relevant work experience or related education, be sure to point it out but do not reiterate your entire resume. Do this in a confident manner and remember that the reader will view your cover letter as an example of your writing skills.

**Paragraph 4:** Let the reader know when you would be available for an interview. In closing, thank the reader for reading your letter and taking the time to consider your application.

Sincerely,

Your Handwritten Signature

Your typed name

Enclosure

This lets the reader know that a resume is attached



# TYPES OF COVER LETTERS

## **I. COLD COVER LETTERS**

A letter written to an organization inquiring whether they have vacancies in your career field.

## **II. TARGETED COVER LETTERS**

A letter written to an organization that details the exact position you are seeking. Usually it is a response to an advertisement.

## **III. FOLLOW UP COVER LETTERS / THANK YOU LETTERS**

A letter written to the employer who conducted your interview. This letter reminds the interviewer why you are the best choice for the job. It repeats what they told you concerning when you would be hearing from them. And, it thanks them for their time.

Follow-up letters are also used after you talk with or meet with someone who has provided you with a job lead.

Once you have landed a job, a follow-up letter shares the good news with the people who have helped you. It tells them the name of the company you work for and thanks them for their help.

## **IV. REFERRAL COVER LETTERS**

Suppose you are talking to a friend of a friend and they suggest you call someone else they know that could use a person with your skills. That is called a referral. The friend is sending you, or referring you to someone else.

## **V. NETWORKING COVER LETTERS**

Written to generate Informational Interviews, which allow you to obtain job search advice in a specific career area.

## **VI. ACCEPTANCE COVER LETTERS**

This is written to officially accept a job offer, confirm the terms of employment, and reinforce the employer's decision to hire you.

## **VII. WITHDRAWAL COVER LETTERS**

This is written to inform an employer that you have accepted another offer or that you will not be accepting their offer and that you withdraw your application from further consideration.

## QUICK REMINDERS

**WHEN YOU SIT DOWN TO WRITE A COVER LETTER, YOUR JOB IS TO GET THE EMPLOYER'S ATTENTION. YOU CAN GUIDE THE EMPLOYER BY USING PHRASES SUCH AS:**

- According to my resume, I have experience in...
- My background shows that I am highly skilled and trained in...
- While at Bill's Auto Shop, I was promoted twice, named Employee of the month, etc.]
- Through my work experience I have acquired the following skills...
- I am enthusiastic, motivated, and have a strong drive for success.
- My communication skills, both orally and written are...

### **OTHER REMINDERS:**

- Never address a letter "To Whom it May Concern."
- Do not say "Mr. Wright referred me to you" unless it is true and unless Mr. Wright has given you permission to use his name.
- Keep copies of all the letters that you send out.
- Customize each cover letter, making it fit the company.
- Make sure the letter is typo-free, that all spelling is correct, and that it is on the same quality paper as your resume.
- Type your cover letter in the same font as your resume, making sure it is properly aligned from top to bottom and left to right.
- Keep your sentences short and straight to the point.
- Write as if you are actually talking to the reader.

## Sample Cold Cover Letter

345 Flower Street  
Millsville, Alabama 78967  
999-666-7777

October 1, 20XX

Mr. David King, Vice President  
Best Hotels  
4515 Sand Street  
Scottsdale, Alabama 78965

Dear Mr. King:

I am writing to inquire about possible job opportunities within your company.

As my resume indicates, I have worked as a HR Generalist at Motels In-The-Sand for two years. My duties included resolving complex personnel problems, developing an annual budget and keeping accurate records of all contracts, purchase orders and budgetary expenses.

My master's degree in marketing atop a bachelor's in business management, plus my three years in customer service at the Holiday Inn have provided me with the necessary skills and knowledge required for the field of business.

I welcome the opportunity to meet with you to discuss how my qualifications could benefit your company.

Sincerely,

*Patrick Paul*

Patrick Paul  
Enclosure

## Sample Targeted Cover Letter

780 Beacon Road  
Walden, Nevada 45678  
777-888-4343

January 25, 20XX

Mary Silver, Director of Human Resources  
Wainwright Finance  
430 Airmont Avenue  
Airport, Nevada 45688

Dear Ms. Silver:

I'm interested in the Customer Service Representative position advertised in the January 22<sup>nd</sup> Walden Times.

My past employment as a counter clerk and salesperson helped me develop a very successful manner of dealing courteously with the public. Even under stressful or busy circumstances, I have the ability to remain polite and unruffled, and still get the job done.

Qualities I will bring to Wainwright Finance include:

- Quick learner
- Pleasant voice and phone manner
- Work well independently and as a team player

I am available for an interview at your convenience and would appreciate the opportunity to further discuss this position with you. Thank you for considering me for this position and I hope to hear from you soon.

Sincerely,

*Toni Parker*

Toni Parker  
Enclosure

## Sample Thank You Cover Letter after the Interview

1234 Flower Parkway  
Baltimore, Maryland 21255  
410-222-1922

April 7, 20XX

Ms. Marlo James, Director  
Falcon Crest Publishing  
12 East Madison Street  
Baltimore, Maryland 21345

Dear Ms. James:

I want to thank you very much for interviewing me yesterday for the Associate Engineer position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for the position and my interest in working for AES were strengthened as a result of the interview. I think my education and internship experiences fit nicely with the job requirements, and I'm sure that I could make a significant contribution to your organization over time.

I am excited about the possibility of becoming a member of your team. You provide the kind of opportunity I seek. Please feel free to call me at 410-222-1922 if I can provide you with any additional information. I look forward to hearing from you.

Again, thank you for the interview and your consideration.

Sincerely,

*John Parks*

John Parks

## Sample Follow-Up Letter      After the Job Lead

25 Flood Street  
Walden, Illinois 60778  
782-777-0000

March 2, 2007

James Bonnomi  
59 Quincy Avenue  
Parkville, Illinois 60771

Dear Mr. Bonnomi:

Thank you for your time yesterday when we spoke about your experience in customer service. You were very patient in helping me understand all the kinds of jobs that I might be qualified to fill.

Thank you so much for the ideas about contacting companies like LaSalle Investments, and for Mrs. Leona Brady's name. When I contact her, I will use your name, as you have so kindly permitted me to do.

When I do get a job, I will be sure to let you know.

Sincerely,

*James Johnson*

James Johnson

## Sample Referral Cover Letter

67 Oak Street  
Washington, DC 20007  
202-555-9999

October 17, 20XX

Dr. Hillary Jones  
Department of History  
American University  
452 College Street  
Washington, DC 20009

Dear Dr. Jones:

Dr. Anthony Black, History Professor at the University of Florida, suggested that I contact you regarding possible faculty positions in your department.

My background includes a Bachelor's in Education, Master's in Teacher Leadership and Development and a Ph.D. in History. I have taught History at both the high school and college levels for well over 15 years. I was founder of the Coalition for Students interested in History and have conducted several pilot studies.

I have enclosed a copy of my curriculum vitae along with a list of my published studies and articles. I look forward to meeting with you and thank you for your consideration.

Sincerely,

*Dr. Kathy Myers*

Dr. Kathy Myers  
Enclosure

## Sample Networking Cover Letter

112 Walker Avenue  
New York, New York 11111  
555-555-5555

June 21, 20XX

Ms. B. Friendly  
Associate Media Planner  
What-U-Want Company  
001 Park Avenue  
New York, New York 11115

Dear Ms. Friendly:

I was delighted to find your name in the Anne Arundel Community College Alumni Career Network listing as I am seeking a chance to speak with an experienced professional regarding career opportunities in advertising and public relations. I completed an internship with a local advertising company, last summer, and gained an overall understanding of the business. However, I would like to learn more about the national and international advertising market place and would appreciate hearing your perspective.

I would greatly value the possibility of talking with you about your work and your point of view on effective job search strategies for entry-level positions in the advertising field. I will call you next week to see if we might be able to arrange a convenient time to talk. In the meantime, feel free to contact me at 555-555-5555. Thank you for your time and consideration.

Sincerely,

*Jennifer Colds*

Jennifer Colds

## Sample Acceptance Cover Letter

41 Pine Drive  
Fair Haven, New Jersey 07171  
777-999-0000

May 15, 20XX

Mr. B. Flat  
General Manager  
WZXY Radio Super Station  
1 Media Tower  
Fairfax, Virginia 01255

Dear Mr. Flat:

It is with great pleasure that I accept the position of Production Assistant that we discussed on May 13<sup>th</sup>. I am confident that I will make a valuable contribution to the production team at WZXY and I am grateful for this exciting opportunity to join the staff of The Super Station.

Per our conversation, I will report to Ms. Binley in the Human Resources office on Monday, June 3<sup>rd</sup>. I plan on arriving in Virginia next week to begin apartment hunting. As you recommended, I will contact Mr. Rayburn to seek his advice on temporary housing options.

Thank you for your assistance during the interview process. I am very excited about my new responsibilities at WZXY and look forward to joining your staff.

Sincerely,

*Melissa Miller*

Melissa Miller

## Sample Withdrawal Cover Letter

31 Spruce Place  
Pine Needle, Michigan 33333  
777-000-8888

June 10, 20XX

Ms. Gayle Storm  
Customer Relations Manager  
ABC Financial  
420 Port Street  
Baltimore, Maryland 24444

Dear Ms. Storm:

I am writing to inform you that I wish to withdraw my name from the applicant pool for the Client Services position as I have accepted another job offer. My decision was difficult, as the Client Services position with your firm seemed challenging to me.

I very much appreciate your full consideration of my application and the time you took explaining the position to me on my interview day. I was impressed with your company's mission statement and corporate culture. Best wishes to you as you continue the hiring process. Thank you, again, for your consideration.

Sincerely,

*Chris Black*

Chris Black

## References

Enelow, W.S. and Kursmark, L. M. (2003). *Expert Resumes for Managers and Executives*. Indianapolis, IN: Jist Publishing, Inc.

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Enelow, W.S. and Kursmark, L. M. (2003). *Expert Resumes for Health Care Careers*. Indianapolis, IN: Jist Publishing, Inc.

Enelow, W.S. and Kursmark, L. M. (2003). *Expert Resumes for Computer and Web Jobs*. Indianapolis, IN: Jist Publishing, Inc.

Enelow, W.S. and Kursmark, L. M. (2003). *Expert Resumes for People Returning to Work*. Indianapolis, IN: Jist Publishing, Inc.