

# **RESUMES**

&

# **COVER LETTERS**

A guideline written by  
Lyn Hood  
Student Employment Coordinator  
Cabrillo College

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# **RESUMES**

**A resume is one of the most important tools of job seeking. The resume and the cover letter are what get you in the door to the employment interview. Resumes can also be used as an effective networking tool. Provide copies to friends and colleagues and let them know what type of work you are seeking.**

## **SOME GENERAL POINTERS:**

1. The resume should be as short as possible, “the longer the resume, the less important the person.” Like being set up on a blind date, it should make them want to meet you, but does not disappoint them when you show up.
2. Tailor your resume to a particular field or industry. If you are interested in more than one area of work, you will probably need more than one resume.
3. Use action words, not weak words:

<b>action</b>	<b>weak</b>
planned, selected,	was involved in, helped
supervised, designed	assisted, worked under,
budgeted, edited,	was given responsibility for,
established, directed	directed to...

4. Give the **results** your work produced:
  - a. Numbers: increasing members, sales, circulation, etc.
  - b. Time saved: how quickly you solved the problem, how much faster the work can be performed.
  - c. Effects: the long and short-term positive effects of your work.
  - d. Durability: how long a suggestion, idea, solution of yours has been in use.
  - e. Expansion: your idea(s) was used in another department or become part of another project.
  - f. Did you write any promotional or educational material, handbooks, pamphlets, flyers, etc.?
  - g. Did you maintain contact with, or coordinate with other organizations? If so, which ones and why?
5. If your past work history consists mostly of homemaker or volunteer activities, list the duties and responsibilities of these positions as if they were paid positions.

## **YOUR EMPLOYMENT HISTORY**

Now is the time to brainstorm (a free flow of information without negative censorship). Write down **everything** you did or had responsibility for on each job you have held. You may find it helpful to select one job a day and concentrate on that. Discussing your past employment with friends or co-workers may also be enlightening.

Once you have written down all the information you can remember, cross out those duties or responsibilities that fit either of the following criteria:

1. It is something that you never want to do again, and/or
2. It is completely irrelevant to the type of work for which you are targeting in this resume.

Circle those duties or responsibilities that you feel are the most important. Underline those responsibilities which have a lesser importance but which you feel are still important to include.

To organize your thoughts, for each job you have ever held, write down all the pertinent information that you can remember about the position. List the employer, address, dates of employment, supervisors name, promotions you received, responsibilities of your position, things you created, losses you prevented, what you liked most and least about the job. Did you ever cover for another position with different responsibilities? Did you make or implement any procedural changes?

Do the same thing for any education or training you have received. Did you get academic honors (usually a GPA of over 3.5) Win awards? Get training in a specific skill or technical area? These notes will help you to provide content and determine the style of resume you will choose to produce.

## **THE CHRONOLOGICAL FORMAT**

The chronological resume works best for those individuals who are looking for the same type of employment that they have held in the past. If your work history has been a series of well-defined, clearly understood jobs such as: teacher, accountant, firefighter, insurance agent, etc., then the chronological or conventional resume format may be the best method to present your skills. This format is straight forward and lends itself to concise writing. If done properly, it comes off as strong, believable, and persuasive.

This format lists your work history in a chronological order. Your most current position would be listed first, with your past positions listed after, in descending order through time. Generally your work history on a resume will not exceed ten years, unless you have spent an extended time in a particular position, or you have pertinent work history that extends past that time period. If your dates of employment in a job are for less than one year in one or more jobs, you may want to consider a format style that does not list the dates on the left hand margin.

## **THE FUNCTIONAL / SKILLS FORMAT**

The functional or skills format resume works best for individuals who are career changers and are either combining skills from several past jobs into a new career, or who have undergone recent re-training or education to give them new job skills.

The functional resume stresses strengths and accomplishments rather than presenting a chronological work history. It is called functional as it is organized under the heading of skills or functions, rather than by time block, job titles or companies. This format is a good one for people who have erratic work histories or who have been employed in widely varied types of employment.

(Warning: resumes that do not include some reference to employment dates are generally not well received by employers)

## **THE COMBINED FORMAT**

This format includes both the functional/skills format, followed by a brief chronological employment history, which includes previous job titles, employer names, and dates of employment. The combined format includes the best of both worlds for many job seekers. It allows you to highlight your skills and still gives past employers an idea of your past work history.

## **OTHER FORMATS**

There is no one best way to write a resume. The format styles listed previously are the most common, but your background and experience, combined with the type of position you are applying for will dictate the style most appropriate for you to use. If you are seeking work in more than one type of employment, you will probably need more than one type of resume, and may use a different style of format for each one. Most important is that your resume should reflect you, and be an exemplary sample of the type of work that you can produce.

An on line resource that can help you decide what type of resume best fits your experience and the type of employment you are seeking is the **RESUME CALCULATOR**. In 3 minutes or less this unique online application will determine what kind of resume offers you the most powerful way to link your skills and experience to future employers.

[http://www.careervictory.com/resume\\_calculator/college/rescalc01.asp](http://www.careervictory.com/resume_calculator/college/rescalc01.asp)

## **IF YOU HAVE DECIDED TO USE A CHRONOLOGICAL FORMAT**

Under each job title (most current first), list the skills and duties that you feel were the most important to that position, or to the position you are now seeking. These duties would be followed by duties not as important, as space permits. Try to save at least one strong accomplishment or responsibility with which to end each area.

## **IF YOU HAVE DECIDED TO USE A FUNCTIONAL FORMAT**

Select three to five main headings or skill areas that are the most important to the type of work for which the resume is targeted. For example, if you are looking for work in the field of Personnel your main areas might include: Recruiting, Selection, Affirmative Action, Training, and Compliance.

Color code each of these main areas with a different colored highlighter pen, and then review your past work history and color code your strong points throughout your previous employment in colors that relate to your main skill areas. List these by area, in order of importance, saving something strong for an ending.

An excellent reference for functional format resumes is Yana Parker's *The Resume Catalog, 200 Damn Good Examples*. This reference offers examples of resumes geared toward a variety of types of employment, and demonstrates a variety of applicable categories to use for skill headings.

## **NAME, ADDRESS AND PHONE NUMBER(S), EMAIL**

Your name address and phone number should be listed at the top of your resume. You may use the name you prefer to be called rather than your legal name if you wish. Use a local address where possible, or note that you are willing to relocate. A home phone and a message phone should be listed if your home phone is not on an answering machine, or if your message machine is used by a number of household members. During your job search, be sure that the message on your phone answering machine sounds professional. The call you miss may be a job offer. Your email address should also sound professional.

## **CAREER (JOB) OBJECTIVE**

A career or job objective is the first heading on your resume after your name, address and phone number. An objective should be brief, and indicate the type of employment or specific job title of the position you are seeking. A generic objective statement may be worse than none at all. Employers want to know that you are focused and are applying for the type of position they are offering. They generally do not have time to read

your resume and try to determine if they have a position that would work for you. An objective statement that says you want a position that offers growth and advancement and the opportunity to expand on your education and training tells an employer that you are looking for what they can do for you, not what you can do for them.

## **EDUCATION OR EXPERIENCE...What to put first**

If your education is more pertinent to the work you are seeking than your employment history, list your education first. If your education is very pertinent to the job, you may wish to list specific course titles that you have completed that are directly related to the work you would be doing. If your employment history is more pertinent, it should be listed first on your resume.

## **ACADEMIC BACKGROUND**

Your academic background should be included in the resume with your most recently obtained degree or most advanced degree listed first. The usual method is to list the school name, city and state, degree earned and date of graduation. If you are currently enrolled in school, you can list your projected date of graduation.

If you have received “honors” at school, were elected class president, or supported yourself through college you can add those achievements to your resume under a heading such as “Honors and Achievements.”

If you feel that some of your coursework will be valuable to you on the job, you may want a heading called “Major Coursework” or “Pertinent Coursework” where you would list specific classes by name. If the name of the course does not make it obvious what the content of the course was, you may want to add this information in parentheses.

## **OTHER POSSIBLE TOPIC OR SKILL HEADINGS**

Equipment	Language Competency	Licenses/Certificates
Computer Expertise	Additional Training	Professional Affiliations
Qualifications Highlights/Summary	Strengths/Accomplishments/Achievements	

## **REFERENCES**

There are mixed opinions as to whether or not to have a references notation on your resume. If you are squeezed for space, it is probably in your best interest to use the space to sell yourself to the employer. On the other hand, if you are just starting out in the job market, there is no harm in noting that you do have references available on your resume. You should have references available to hand to the employer immediately, and may want to include them with your resume as part of your application packet.

References are usually the last heading on your resume, and are usually listed as “Available upon Request”, “References Attached, Additional References Available Upon Request” or “References and Portfolio Available Upon Request.” Be sure that you have them typed and ready to hand out. References should not be listed individually on the resume itself, but rather on a separate sheet, with an indication as to your relationship to the person you are listing as a reference. For work related references you might list company presidents, managers, supervisors, co-workers, or clients. Personal references can include friends, faculty, landlords, etc. Providing a list of references works as long as a reference is still available at your prior employer. A letter of recommendation gives you a hedge against the day that your reference moves on and you can no longer refer potential employers to them.

Be sure that you ask a person if they are willing to be a reference for you before you list them as a reference. Check with your listed references regularly to be sure that they are still available.

## **LETTERS OF RECOMMENDATION**

If possible, get a written letter of recommendation from as many people as possible before you leave a job or soon afterwards. A written recommendation is a known quantity. You can never be sure what someone says about you in a verbal recommendation. Written letters of recommendation may be attached to a resume, or given to a potential employer separately with your references. A letter of recommendation can speak about you in more glowing terms than you would feel comfortable describing yourself. Many employers want to speak to a reference rather than read a letter of recommendation. They distrust letters of recommendation, knowing that you would be unlikely to provide a less than glowing one, and want to talk to your reference directly, or even circumvent your listed references and speak to other people who may have worked with you at the company. Always check with your references before listing them on an application to be sure that they are still available and willing to act as a reference for you. If you are uneasy about what your references may be saying about you, you can hire a reference checking service, or have a friend act as a potential employer and call the reference you are concerned about. If you choose to go this route, give them a script to work from. Many companies have a reference policy and will only verify that you were an employee and the dates that you worked for that company.

## **WHAT NOT TO PUT IN YOUR RESUME**

Do not put your age, sex, marital status, number of children, religious affiliation, ethnic origin, height, weight or health status. This information may be used to discriminate against you, and is illegal for employers to ask prior to hiring you. It is also advisable not to list political or professional affiliations unless they are directly job related.

Do not include past salaries or anticipated starting salary. This information may be requested by an employer, however the consensus with employment professionals is that it is not in your best interest to include the information in writing. You have to choose whether or not you feel your background is strong enough that they will want to speak to you without this information. If you include a section of hobbies or extracurricular activities, it is recommended that you leave out any activities that could be considered physically hazardous. Employers want you on the job, not recovering from your recreational activities.

## **REMEMBER**

Your resume should be free of spelling, grammatical and typographical errors. Have it proof read. Never assume that a computer spell check will find all errors. Keep it simple. Do not use brightly colored paper or a variety of graphics or fonts or font sizes.

Have your resume printed on good quality, rag bond paper. Have your references list and letters of recommendation and cover letter printed on the same paper as your resume. If possible, avoid plain white paper.

If your resume will be scanned (not a usual occurrence in Santa Cruz, but common in Silicon Valley), be sure to provide a scanner friendly version.

If you are doing a web based resume, be sure any links to or from that web link are professional. Do not post your picture on-line as part of your on-line resume.

Do not send out a resume that has cross outs or things handwritten in. Take the time to do it right.

## KEY WORDS FOR RESUME PREPARATION

Ability	Coordinate	Founded	Oversee	Self-starter
Accelerated	Correlated	Generate	Participated	Sense-of-humor
Accomplished	Correspond	Guided	Perform	Sensitive
Accurate	Created	Handled	Perspective	Served
Achieved	Dedicated	Hired	Personable	Set up
Active	Defined	Honest	Persistent	Shaped
Adapted	Delegate	Humorous	Persuaded	Significant
Adjusted	Demonstrate	Identified	Pertinent	Simplified
Administer	Dependable	Ignited	Pinpointed	Sincere
Advertised	Deposited	Illustrated	Pioneered	Sold
Advised	Designed	Imaginative	Plan	Solved
Aggressive	Detected	Implemented	Pleasant	Sparked
Ambitions	Determined	Improve	Positive	Specified
Analyze	Developed	Improvise	Potential	Stable
Analytical	Devised	Increase	Prepared	Staffed
Announced	Diagnosed	Independent	Processed	Stimulated
Approve	Diplomatic	Influenced	Profitable	Strategy
Arbitrated	Direct	Informed	Programmed	Streamlined
Arranged	Disciplined	Initiated	Practical	Strengthened
Assembled	Discovered	Innovated	Promoted	Stretched
Assertive	Discrete	Inspected	Proposed	Structured
Attained	Dispensed	Installed	Preference	Study
Attentive	Distributed	Instituted	Prepared	Substantial
Audited	Diversity	Instruct	Proposed	Succeeded
Balanced	Economical	Integrated	Productive	Successfully
Broad minded	Edited	Intelligent	Proficient	Summarized
Built	Educated	Interpreted	Proved	Supervise
Calculated	Effective	Interviewed	Provided	Support
Capable	Eliminate	Invented	Publicized	Surveyed
Capacity	Encourage	Knowledgeable	Published	Synthesized
Cataloged	Energetic	Launched	Qualified	Systematic
Chaired	Enterprising	Layout	Realistic	Tactful
Charted	Entertained	Lead	Recommend	Talented
Collaborated	Enthusiastic	Lecture	Record	Teach
Collect	Equipped	Liaison	Recruited	Team player
Communicated	Established	Logical loyal	Redesigned	Tested
Compared	Estimated	Made	Reduced	Thorough
Competent	Evaluate	Maintain	Preferred	Tracked
Compiled	Evident	Major	Reinforced	Traded
Completed	Examined	Manage	Relate	Trained
Computed	Executed	Marketed	Reliable	Translated
Conceived	Exemplary	Mature	Reorganize	Transformed
Conceptualized	Expanded	Methodical	Repaired	Transmitted
Conduct	Expedite	Moderated	Reported	Uncovered
Confident	Experienced	Modified	Represented	Unified
Conscientious	Explained	Monitored	Researched	Unraveled
Conserved	Extroverted	Motivated	Resourceful	Upgraded
Consistent	Fabricated	Negotiated	Responsible	Used
Consolidated	Facilitated	Objective	Respective	Verified
Construct	Fair	Obtained	Revamped	Vigorous
Consult	Familiarized	Operated	Review	Well educated
Contributions	Figured	Optimistic	Revised	Will relocate
Contracted	Flexible	Order	Schedule	Will travel
Control	Forceful	Organized	Selected	Wrote
Converted	Formulated	Originate	Self-reliant	

## SAMPLE PHRASES USED IN RESUME PREPARATION

Supervise administration of \_\_\_\_\_  
Designed new \_\_\_\_\_  
Plan and design \_\_\_\_\_ and \_\_\_\_\_  
Coordinate with \_\_\_\_\_  
Solve problems by applying \_\_\_\_\_ methods  
Identify and classify \_\_\_\_\_  
Develop improved methods for \_\_\_\_\_  
Improve qualities of \_\_\_\_\_  
Arranged \_\_\_\_\_ programs for \_\_\_\_\_  
Construct and test methods of \_\_\_\_\_  
Analyze and evaluate data  
Serve as liaison between \_\_\_\_\_ and \_\_\_\_\_  
Order and evaluate \_\_\_\_\_  
Plan and direct preparation and service of \_\_\_\_\_  
Make quantitative and qualitative \_\_\_\_\_ analysis  
Obtain data for \_\_\_\_\_  
Researched data for \_\_\_\_\_  
Prepare \_\_\_\_\_ drawings  
Keep accurate records notes, sketches  
Study \_\_\_\_\_ records to establish \_\_\_\_\_  
Interpret data concerning \_\_\_\_\_  
Construct graphs and charts regarding \_\_\_\_\_  
Keep records on \_\_\_\_\_  
Plan work flow with production schedule  
Prevent emergencies by \_\_\_\_\_  
Set up sequence for \_\_\_\_\_  
Receive incoming \_\_\_\_\_ and direct to \_\_\_\_\_  
Take physical inventory of \_\_\_\_\_ and maintain \_\_\_\_\_  
Initiated successful \_\_\_\_\_  
Organized and chaired \_\_\_\_\_  
Increased sales in \_\_\_\_\_ by \_\_\_\_\_  
Initiated improvements in \_\_\_\_\_ and \_\_\_\_\_  
Negotiated \_\_\_\_\_ between \_\_\_\_\_ and \_\_\_\_\_  
Matched up \_\_\_\_\_ and \_\_\_\_\_  
Researched and authored \_\_\_\_\_  
Demonstrated experience with \_\_\_\_\_  
Effective and knowledgeable in working with \_\_\_\_\_  
Utilized \_\_\_\_\_ to increase / decrease \_\_\_\_\_  
Maintained high standards which set high levels of \_\_\_\_\_  
Provided exemplary customer service which \_\_\_\_\_  
Able to problem solve and implement changes to \_\_\_\_\_  
Reduced losses by \_\_\_\_\_  
Team player with strong interpersonal skills and ability to \_\_\_\_\_  
Self-starter, able to initiate projects and follow through to completion  
Instituted new \_\_\_\_\_ which resulted in \_\_\_\_\_  
Demonstrated positive interactions with diverse populations and cultures  
Skilled in diagnosing and troubleshooting \_\_\_\_\_  
Reversed downward trend in \_\_\_\_\_ by \_\_\_\_\_.  
Raised expectations in \_\_\_\_\_ for \_\_\_\_\_.  
Revitalized stagnant \_\_\_\_\_ by \_\_\_\_\_.

## **THE COVER LETTER**

- The cover letter should stand on its own, independent of the resume.
- Each letter should be carefully adapted for each employer, demonstrating that you understand the needs of that particular company.
- The cover letter should contain examples of results you have produced or problems you have solved, related to the type of work for which you are applying.
- Do some research. Show that you have taken the time to learn about the company and their needs or future plans.
- The cover letter should not be more than one page long.
- The cover letter should be addressed to a particular person and title.
- The cover letter should be written in a standard business letter format.

### **DO:**

- Be sincere and forthright.
- Use plain English, avoid jargon and abbreviations.
- Personalize your letter by mentioning something about your background or personality to give the employer an insight into your personal side.
- Use quality paper, similar to the paper used in your resume.
- Avoid gimmicks such as cartoons and poetry, unless the job you seek requires similar creative talents.
- Keep copies for your records.
- Format your resume so that it is easy to read, use short paragraphs, bullets and white space.
- Proof read to be sure there are no typographical or grammatical errors.

### **DO NOT:**

- Send copies of generic cover letters.
- Provoke the reader by being too directive or challenging them to hire you.
- Be too flippant or casual.
- Provide too much personal information.
- Have a cover letter that is less than one-half page or more than 2 pages in length. One page is preferred.

## **COVER LETTER FORMAT INGREDIENTS**

Your Name  
Street Address  
City, State, Zip Code

Date

Employer's Name (Always to a specific individual)  
Employer's Title  
Company Name  
Company Address

Dear (Ms./Mrs./ Mr. / Dr., )\_\_\_\_\_ ,

**Section 1:** Tell what position you are applying for and how you found out about the position (If you found out about the job from a friend who works there or for a related firm, be sure they have a good reputation with the company).

**Section 2:** Explain and expand briefly how you meet the company's needs. State the educational, skill and personality traits that prepare you to contribute to the company in a unique way. Give reference to the enclosed documents but **DO NOT** put "see resume" for details. The cover letter should make them want to read the resume for more information. If you are given an application to fill out, also fill that out completely, do not put "see resume" on the application either.

**Section 3:** Give a time frame in which you will call to arrange an interview, or indicate that you hope to be hearing from them soon, and indicate the best way and time to reach you.

**Section 4:** Thank them for their time and consideration.

Sincerely,

Your signature

Your name typed  
Your phone number typed  
your e-mail address

**Attachments:** Resume, letters of recommendation and application if required

# SAMPLE PARAGRAPHS TO USE IN COVER LETTERS

## SECTION 1: (Introduction)

In response to your advertisement in the \_\_\_\_\_ newspaper of October \_\_\_, 200\_ for a \_\_\_\_\_, I am enclosing my resume for your consideration.

I was very pleased to hear of your current opening for a \_\_\_\_\_. I was referred to this position by \_\_\_\_\_ who has been a long time client of your firm.

This letter is in response to your job posting for a \_\_\_\_\_. I was very excited to see your job announcement listed on the student job board at Cabrillo College. I have been studying \_\_\_\_\_ for \_\_\_ semesters and I have always hoped to have the opportunity to be associated with your company.

I was excited to see your job listed on the Cabrillo College Student Job Board. I have been looking for exactly this position, and I think that my work experience and related skills will be an excellent match for your needs.

## SECTION 2: (How do you meet their needs)

Your job announcement requested the skills I have to offer.

I am an achiever, with \_\_\_ years experience as a successful \_\_\_\_\_. I have always set high standards and consistently achieved my goals.

In my \_\_\_ months (years) as a \_\_\_\_\_ with \_\_\_\_\_ company. I have been commended several times for the initiative and creativity I have shown on the job.

On my last job I discovered that what I most enjoyed about the work was \_\_\_\_\_. To expand my skills in that area, I returned to school and earned a \_\_\_\_\_ in \_\_\_\_\_.

In my last position, I was promoted to \_\_\_\_\_, where I worked in the area (s) of \_\_\_\_\_. In this position I gained the experience to meet the requirements of your position, and have additional skills to \_\_\_\_\_.

As a \_\_\_\_\_, I had the opportunity to \_\_\_\_\_, which gave me invaluable experience that enables me to \_\_\_\_\_. I think that this background would be an asset to me in the position of \_\_\_\_\_, and allow me to "hit the ground running".

## SECTION 3: (Closing)

I hope that you feel that I am a strong candidate for your position, and I will hear from you soon to arrange for an interview.

I am excited about the opportunity to be associated with your company and hope to hear from you soon to set up an interview to discuss your position further.

I will contact your office during the week of \_\_\_\_\_ to see if we can arrange a time to meet and discuss your needs and my qualifications.

I would like to talk with you in person, and discuss where my skills would benefit you the most. I will contact your office on \_\_\_\_\_ to see if you would be able to fit me into your schedule.

I will be in your area the last week of \_\_\_\_\_. At that time I will call your office and ask if an appointment can be arranged. If you wish to contact me before then, you can reach me at (\_\_\_\_\_)\_\_\_\_\_.

## **SENDING OUT YOUR LETTER**

Send your cover letter with your resume attached to the director of the department you are interested in. Check out her or his name, title and honorarium (Dr., Mr., Ms., Miss., or Mrs.). You can usually get this information from the business switchboard operator or receptionist. Be sure that you have the spelling right. The **only** time that you would send a letter "To Whom It May Concern" would be if you were responding to an advertisement with a blind post office box.

Although personnel / human resources offices sometimes handle initial screening of job applicants, send your resume and cover letter to the person you would be working for. If you are applying to a large company, offering similar career opportunities in more than one department, send a letter and resume to each department head. In this instance you would want to keep your career objective statement flexible, but not so flexible that they are not sure about the position you are seeking. Do not expect to receive a response if the company is not currently advertising a position.

### ***FOR MORE HELP...***

*Damn Good Resume Guide*, Parker, Yana

*The Resume Catalog, 200 Damn Good Examples*, Parker, Yana (*excellent functional resume samples*)

*Does Your Resume Wear Blue Jeans*, Good, Edward C.

*Career Planning Today*, Powell, C. Randall

*Sweaty Palms, The Neglected Art of Being Interviewed*, Medley, Anthony

*Knock 'Em Dead With Great Answers to Tough Interview Questions*, Yate, Martin

*Resume Magic (Second Edition)*, Whitcomb, Susan Britton (*good professional resume samples*)

### **SOME ON-LINE ASSISTANCE...**

<http://www.cabrillo.edu/services/jobs/index.html>

<http://www.oswego.edu/student/career/jobsearch/index.html>

<http://www.calmis.cahwnet.gov>

<http://www.caljobs.ca.gov>

<http://www.quintcareers.com/>

[http://www.careervictory.com/resume\\_calculator/college/rescalc01.asp](http://www.careervictory.com/resume_calculator/college/rescalc01.asp)

<http://www.cabrillo.edu/services/jobs/hotjoblinks.html>

### **ALSO...**

Check with your local college Career Planning or Student Employment Center, Public Library, State of California Employment Development Department, County Human Resources Agency, YMCA and YWCA's for job seeking assistance and support groups.

*(chronological format - education emphasis)*

## MARY PETERSEN

### Campus Address

540 So. XX<sup>th</sup> Street  
San Jose, CA 95112  
(408) XXX-XXXX

### Permanent Address

XXXX White Oaks Way  
San Carlos, CA 95070  
(415) XXX-XXXX

**PROFESSIONAL OBJECTIVE** Junior Civil Engineer for a structural design or construction firm

### EDUCATION

San Jose State University, San Jose, CA  
B.S.: Civil Engineering Structural & Applied Mechanics Option  
GPA: 3.5 Academic Honors: Dean's List

### PERTINENT COURSEWORK

Structures (design analysis)	Misc. Engineering Courses
Soils	Hydrology
Math (beyond Differential Equations)	Environmental Engineering
Computer Science (C++)	Economics

### EXPERIENCE

- 9/02-4/05 Ames Research Center (NASA), Moffett Field, CA  
**Engineering Aid** - Completed two work periods under San Jose State Cooperative Education Program in Structural Division of 40'x 80' Wind Tunnel Expansion (\$85 million program). Project responsibilities included: completing design calculations and specification for expansion of major wind tunnel work packages; running computer models for analysis of stress on 3 dimensional trusses; drafting design revisions and modifications; inspecting fieldwork for adherence to location of critical work points.
- 1/01-9/02 Melvin Hill Engineering, Campbell, CA  
**Engineering Intern** - Under supervision of civil engineering staff, analyzed small wood frame structures, retaining walls and foundations; drafted revisions; interfaced with San Jose Building Department in completing drawings and specifications.
- 5/99-9/01 National Park Service, Yellowstone National Park, WY  
**Tour Guide** - Led student and public groups on guided tours; organized nature walks.
- 9/99-12/01 Flour Metals and Mining, San Mateo, CA  
**Engineering Technician** - Analyzed various steel structures to withstand wind and gravity loads (ore processing facility). Compiled data for structural reports.

### PROFESSIONAL AFFILIATIONS

American Society of Civil Engineering-Student Chapter, Secretary and President  
Society of Women Engineers

### BACKGROUND

Reared in San Francisco Bay Area; have traveled extensively throughout the western states and am willing to relocate. As a result of work experience, am able to establish rapport easily with contractors and professional engineers.

**REFERENCES** Available upon request.

*(Chronological format - emphasizing education, de-emphasizing dates of employment)*

## MURPHY J. SIMMONS

XXXX Cypress Hill Avenue  
Santa Cruz, California 91706

(831) XXX-XXXX (Home)  
(831) XXX-XXXX (Cell)

**CAREER OBJECTIVE** Entry level position as a Marketing Representative with a pharmaceutical firm.

**ACADEMIC BACKGROUND** California State University, Monterey Bay  
Bachelor of Arts, major in English with minor in Biology.  
Anticipated date of graduation: December, 2003.

Cabrillo College  
Associate of Arts, 1999

**MAJOR COURSEWORK** Technical Report Writing      Communication Problems  
Language and Culture      Creative Writing  
Communication of Ideas      Computational Linguistics  
Population & Cell Biology      Human Anatomy & Physiology

**EMPLOYMENT EXPERIENCE** **Store Night Manager**, Capitola, CA  
Alberluckies, June, 2002 to present.  
Responsible for store operation during evening hours.  
Account for cash flows, store security, and employee work assignments.  
Make deposits and complete weekly worksheets.

**Administrative Assistant**, Capitola, CA  
Borge Insurance Company, September, 1999 to May, 2002  
Supervised a dozen student worker's whose task was to file medical insurance forms. Solved personnel and filing problems; formulated nightly work output reports.

**Front Desk / Guest Services**, Santa Cruz, CA  
Santa Cruz Gardens Health Spa, June, 1997- August, 1999  
Checked in Spa members, provided temporary guest memberships,  
cleaned locker rooms, took payments and issued receipts, set up or closed facility as needed.

**ACHIEVEMENTS** Dean's List  
Who's Who among American Junior College Students

**LANGUAGES** Fluent in Spanish

**COMPUTER** Experienced with IBM and Macintosh computer systems. Software competence with Word, Quickbooks Pro, and spread sheets including Excel.

**REFERENCES** Letters of reference attached, additional references available upon request

**(CHRONOLOGICAL RESUME - Education emphasis)**

**Mark Robinson**  
13254 - XX<sup>th</sup> Avenue, # 12  
Ben Lomond, CA 95006  
(831) XXX-XXXX  
mark22@XXXXXX.com

**Job Objective:**                   **Autocad Drafter**

**Education:**

2001-2003	Cabrillo College, Aptos, CA 95003 Certificate - Engineering Technology, December 1998
1997-1999	Masters Institute, San Jose, CA 95044 Certificate - Electro / Mechanical Design and Drafting

**Related Coursework:**

- ◆ Autocad Rel. 13 - 2004
- ◆ 3D Wireframe and solid modeling
- ◆ P-Cad
- ◆ MS Word 7 and Excel
- ◆ Detail and Assembly Drawing
- ◆ 2D Animation Studio
- ◆ Mechanical Desktop 2.0
- ◆ MS Works 4 and Windows 95

**Work History:**

January 2001 - April 2005	<b>Sneezegate Technology</b> Scotts Valley, CA 95076 Production Operator in clean room environment PCB Shop
August 1999 - December 2001	<b>ACCAPA Services</b> Santa Clara, CA Warehouse, Shipping, Receiving
January 1997 - March 1999	<b>Golden Opportunities Agency</b> San Jose, CA Contract work for temporary agency Machinist, Warehouse, Light industrial

**References:** List of references attached, additional references available upon request

## Samantha Robinson

XXX-XX<sup>th</sup> Avenue, Santa Cruz, CA 95062 (831) XXX-XXXX

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### Objective: General Clerical / Bookkeeping

**Special Strengths:** I have the ability to work well with others and to learn quickly. I am also very detail oriented, reliable and punctual.

### Related Skills:

<b>Computer Skills:</b>	Excel Spreadsheet Telemajic WinWord Windows 95	Word Perfect 5.0 Wordstar Pagemaker Quark	E-mail Foxpro American Contractor A/R Access
<b>General Clerical:</b>	Type with speed and accuracy Shipping & Receiving experience Familiar with standard office equipment		Data entry Cash register Multi-line switchboard
<b>Customer Service:</b>	Excellent phone & communication skills Successful problem resolution		Surveyed customers Professional attitude
<b>Travel Planning:</b>	Scheduled reservations Set up appropriate accommodations		Liaison with travel agencies and hotels
<b>Bookkeeping:</b>	Accounts Receivable Statements General Ledger		Collection calls Month end reports Accounts Payable

**Work History:** **Accounts Receivable Associate / Marketing Assistant** 1998-Present  
Fromhaggens Computer Works, Santa Cruz, CA

**File Clerk/ Customer Service** 1998  
Doctors on Call, Aptos, CA

**File Clerk / Accounting Assistant** 1995-1998  
Brannagan and Pierce, General Contractors, Santa Cruz, CA

**Education:** Cabrillo College, Aptos, CA 1997-Present  
General Business Major (part-time night student)

Soquel High School, Soquel, CA Graduate  
College Prep.

### References Available Upon Request

**Sara Prouse**

XXXX Mc Arthur Lane  
Santa Cruz, CA 95061  
(831) XXX-XXXX

**Job Objective: Administrative Assistant**

**Highlights of Qualifications:**

- Professional appearance and attitude
- Excellent communication and customer service skills
- Flexible, adaptable and enthusiastic
- Work well independently and as part of a team

**Related Experience:**

**Administrative Assistant**

Assistant to store manager and other department managers  
Computer data entry; experience with Word on PC and Macintosh  
Managed supplies and organization of the office  
Negotiated prices with vendors  
Managed accounts receivable for the accounting department

**Sales, Promotion and Customer Service**

Directed customers to products and special promotional items  
Customer assistance on phones and in the store  
Developed rapport and cooperation with customers  
Assessed needs and made recommendations for purchases

**Supervision:**

Supervised 12-15 person work crew as well as office staff  
Directed flow of work and targeted projects  
Responsible for meeting quality guidelines and completion deadlines

**Work History:**

February 1999-Present      **Administrative Assistant** - New Living Center, Soquel, CA  
(Promoted from cashier)

January 1997-January 1999      **Crew Leader** - California Conservation Corps, Santa Cruz and Eureka, CA

**Education:**

1999-Present      Cabrillo College, Aptos, CA  
General Education classes  
1997      Santa Cruz Adult Education, Santa Cruz, CA  
GED

**References attached –Additional References Available Upon Request**

*(functional format)*

## **JOHN DOLAN**

XXX Amen Street  
San Francisco, CA

johndolan@freeware.net  
(415) XXX-XXXX

### **OBJECTIVE**

#### **Sales Executive**

#### **SALES PROMOTION**

- Devised and supervised promotion projects for large business firms and manufacturers, mostly in the electronics field.
- Originated newspaper, radio and television advertising and coordinated sales market potential.
- As sales executive and promotion consultant handled a great variety of accounts. Sales potentials in these firms vary from \$100,000 to \$5 million per annum. Successfully raised the volume of sales in many of these companies 25% within the first year.

#### **SALES MANAGEMENT**

- Hired and supervised sales staff on a local, regional, and national basis. Established branch offices throughout the United States.
- Developed uniform systems of processing orders and sales records. Implemented a catalog training program system involving inventory control to facilitate movement of scarce stock.
- Promoted new products as well as improving sales of old ones. Developed sales training.
- Over fifteen years retail and wholesale sales. Direct sales to consumer, jobber, and manufacturer. Hard goods, small metals and electrical appliances.

#### **MARKET RESEARCH**

- Devised and supervised market research projects to determine sales potentials and need for advertising.
- Wrote detailed reports and recommendation describing each step in distribution, areas for development and plans for sales improvements.
- Gathered pricing and scheduling information on competitors and reported on changes needed to maintain competitive edge.
- Identified areas of customer satisfaction and motivation and initiated changes to ensure repeat business.

#### **FIRMS**

1999-Present	B.B. Bower Sales Development Company San Francisco, CA	Sales Executive
1989-1999	James Bresher Commercial and Industrial Sales Research Corporation San Francisco, CA	Sr. Sales Promotion Manager

#### **EDUCATION**

University of California, Berkeley, B.S. 1990; Business Administration

(functional format - specific international emphasis)

## PHILIP MARGOLIS

831.XXX.XXXX (H)

831.XXX.XXXX5 (C)

P.O. Box XXX

Brookdale, CA

### CAREER OBJECTIVE

To obtain employment as a consultant to an internationally based firm as a Solar Technologist. The specialization's in which I am most qualified are desalination, agricultural development and electrical generation application.

### EMPLOYMENT BACKGROUND

#### SYSTEMS DESIGN:

Designed and fabricated practical solar collection and monitoring expertise as a contractor and on residential and commercial applications.

#### SUPERVISION AND TRAINING:

Supervised the design, materials acquisition and construction phases of residential construction projects. Trained and oversaw work of subcontractors and construction crews.

#### PROGRAM EVALUATION

Analyzed statistical data for implementation of public programs.  
Made major policy recommendations to city and county planning departments

#### FIELD CONDITIONS ANALYSIS:

Conducted water quality tests in field and laboratory and used data for preparation of watershed inventory publication.

1999-Present Owner, Specialized Solar Systems, Santa Cruz, CA

1995-1999            Individual Consultant, Margolis Solar Consulting, Santa Cruz, CA

1999-2002            Building Contractor, Pacific Construction Co, Santa Cruz, CA

1997-1999            Associate Planner, Planning Dept, Santa Cruz County, CA

### EDUCATIONAL BACKGROUND

BACHELOR OF ARTS:    Environmental Studies & Biology 1990 UCSC, Santa Cruz, CA

ASSOCIATE OF SCIENCE:    Solar Energy Technology 1985 Cabrillo College, Aptos, CA

### ORGANIZATIONAL MEMBERSHIPS

American Section of I.S.E.S.  
Santa Cruz Alternative Energy Cooperative

### INTERNATIONAL EXPOSURE

TRAVEL ABROAD: Japan, England, Germany, Italy, Mexico VALID PASSPORT

FOREIGN LANGUAGES: Spanish; levels 1-2, Chinese; levels 1-3

**Britt Abernathy**  
P.O. Box XXXX2,  
Aptos, CA 95003-8092  
831-XXX-XXXX

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### **Job Objective: Administrative Assistant**

#### **Related Skills:**

##### **General Office**

- Coordinated multiple assignments and worked independently with increasing responsibility.
- Worked as part of a team to implement large scale projects.
- Interacted with other departments and sister agencies.
- Accurately typed letters, drafted inquiries and responses and proofread.
- Filed, alphabetized, processed orders, collated, made copies, used fax machine.
- Used advanced multi-line phone system, took messages, gave phone referrals.
- inventoried and accessed stored materials, purchased office materials and supplies.

##### **Customer Service**

- Greeted customers, answered phones, established how best to meet customer's needs.
- Took and processed work orders and returns.
- Provided detailed information on and encouraged use of project materials.

##### **Computer**

- Extensive Macintosh experience.
- Thorough knowledge of FilemakerPro, Pagemaker, MS Word and Norton Disk Doctor/Utilities.
- Set up and accurately maintained databases, printed labels and reports in various formats.
- Designed and developed various marketing and survey materials, flyers, enclosures, newspaper advertisements, office forms and record keeping materials.
- Learned and installed new computer programs as needed.

#### **Work History**

<b>From / To</b>	<b>Employer Name</b>	<b>Location</b>
12/04 - present	Santa Cruz Metro Transit	Santa Cruz, CA
9/02 - 11/04	Special Care Residential Home	Santa Cruz, CA
8/99 - 7/02	Marc's Brothers Plumbing Supply	Santa Rosa, CA
6/97 - 8/99	Travel	Europe & Asia

#### **Education**

<b>From / To</b>	<b>School Name</b>	<b>Course of Study</b>
1/02 - present	Cabrillo College, CA	Archaeology Technology
9/99 - 12/02	UC Santa Cruz, CA	Philosophy
8/98 - 6/99	Santa Rosa Jr. College, CA	Psychiatric Technician Degree
	Mission High School, CA	Diploma

(skills/abilities resume - dates ambiguous)

**Ruby Salavia**  
**XXXX Porter Place**  
**Aptos, CA 95003**

**ruby12@fox.net**  
**(831) XXX-XXXX**

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**OBJECTIVE:** A position as an Administrative Assistant or Account Clerk

**PRIMARY SKILLS:**

- » D-Base Management
- » Payroll
- » Bookkeeping
- » Form Processing
- » WordPerfect
- » Quicken / Quattro
- » PC Dos
- » Ledger Maintenance
- » Budget Analysis
- » Collections / Billing
- » 10 Key Calculator
- » Supervision

**ABILITIES:**

- » Spanish/English oral, written and technical communication
- » Bilingual / Bicultural
- » Friendly, courteous and articulate
- » Work independently with no supervision
- » Interact effectively in dealing with diverse groups
- » Extensive experience dealing with frequent interruptions and time deadlines
- » Effective preparation of documents, with close attention to detail
- » Analytical skills, with a demonstrated ability to solve problems
- » Extensive experience with administration and clerical procedures

**EXPERIENCE:**

3-D Experiences, Santa Cruz, CA  
El Serno Health Department, Los Angeles, CA  
Tri-County Vocational Training, Walnut, CA

<b>Administrative Assistant</b>	1 year
<b>Typist Clerk</b>	9 years
<b>Office Assistant</b>	3 years

**EDUCATION:**

Cabrillo College, Aptos, CA  
Los Angeles City College, Los Angeles, CA  
San Gabriel High School, San Gabriel, CA

**Business Office Technology**  
**General Education**  
**Diploma**

**REFERENCES ATTACHED, ADDITIONAL REFERENCES FURNISHED UPON REQUEST**

# Winona Percosa

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XXX Harper St. # 22  
Santa Cruz, CA 94062

(831) XXX-XXXX/XXX-XXXX  
e-mail: Winny14@XXXXXX.net

## Objective

Office Manager position with responsibility for purchasing, budgeting, and personnel management.

## Qualifications

12 years of experience in business management with expertise in purchasing, sales, project management, leasing, property management, training and creative problem solving. Extensive experience interfacing with outside vendors, clients and corporate executives. Fluent in English and Spanish. Able to translate and interpret. Computer literate.

## Achievements

**Supervised** properties in 5 states. Organized and restructured office procedures and workflow; developed and implemented new systems for rent collection, processing work orders and maintenance projects; wrote and enforced occupancy, safety and security policies; interpreted and enforced OSHA policies and regulations; resolved residential issues and complaints.

**Managed** operations functions for multi-unit facility. Negotiated contracts and coordinated scheduling with contractors, outside vendors and suppliers; purchased equipment and office supplies; created budgets and developed expense controls; served as liaison with fire department, police and building inspectors.

**Coordinated** all personnel, customer service and tenant relation activities. Hired, trained and promoted personnel; developed cross-functional teams which met all project benchmarks; trained staff in essentials of superior customer service. Delegated assignments to technical and administrative teams; Bored through slow moving approval process, obtaining permits in record time; Designated team leaders for successful new project.

**Performed** sales, marketing, leasing and contract negotiations in multiple business environments. Marketed and sold condominiums, ATM and POS equipment, clothing, novelties and catering services. Negotiated contracts with vendors, residents and outside contractors.

## Professional Experience

Monet Staffing Services, Capitola, CA	2003-Present	Leasing Manager
The Amram Swenson Company, Santa Cruz, CA	1999-2003	Administrator
The John Stewart Company, Aptos, CA	1996-1999	Property Manager

## Education

**MBA**, Chapman College, Monterey, CA 2004

**Finance and Accounting Certificate**, National University, San Jose CA 2002

# **John Aguirre**

XXX Lincoln Street  
Watsonville, CA 95076

(831) XXX-XXXX  
johnaguirre@XXXX.com

## **OBJECTIVE**

Junior Level Network Administrator

### **Cisco Routers**

IOS command structure, router configurations and security using access lists to create firewalls. configuring both LAN and WAN ports to accept various protocols on the network. Copy and manipulate configuration files and router files through the use of passwords.

### **Windows NT 4.0**

Windows NT 4.0, Windows 95, sharing resources, user management, cross domain management, system policy, user profiles, security, disaster recovery, NetWare to NT migrations, installation, configuration, backups, un-interruptable power supplies.

### **Novel 4.x**

Installation, configuration and maintenance of Novel 4.x network, including the design and maintenance. Adding, deleting and granting trustee rights to users. NDS tree design, creating and administration.

### **Unix System V.7 (SCO)**

Working knowledge of vi and ex editors, prep, sed, adding/deleting users, granting rights, permissions and security considerations.

### **Troubleshooting**

Building, repairing, troubleshooting of IBM compatible PC's to the FRU level and the installation/modification of windows 3.1/95 operating systems.

### **Electronics**

Circuits, voltages, resistance, series and parallel circuits, waveforms, inductors, capacitance, impedance, transistors, data and analog signals, bandwidth, cabling.

### **Operating System software (DOS/Windows)**

Extensive DOS 6.22, commands, file manipulation.

## **Experience**

- |           |  |
|-----------|--|
| 2002-2005 | Student Worker III (Work Experience Program) - Computer Training Academy, San Jose, CA Installation, configuration and maintenance of Cisco products along with Novel and NY networks. |
| 1999-2002 | Assistant Contractor - Sementos Brothers Construction, Watsonville, CA Supplied pipe fitters and welders with all the proper equipment needed for jobs                                 |

## **Education**

- |              |   |
|--------------|---|
| 2003-Present | Cabrillo College, Aptos, CA Currently enrolled - Engineering Technology |
| 1999-2001    | Computer Training Academy, San Jose, CA Diploma                         |

# RACHELLE ACOSTA

**XXX Scenic Way  
Scotts Valley, CA 95066**

**Phone:(831) XXX-XXXX  
Cell: (408) XXX-XXXX**

## OBJECTIVE

A challenging position in Organizational Development, Human Resources, Corporate Training or Benefits Administration in a well established and positive company environment.

## SUMMARY OF QUALIFICATIONS

Human Resources Professional with extensive experience in large executive search and consulting firms. Consistently effective in the design and delivery of training workshops and seminars. Strong work ethic and demonstrated history of leadership in fast paced environments. Confident and resourceful manager capable of establishing solid business partnerships to support strategic objectives. Able to inspire and motivate diverse individuals and teams. Well established consultation skills with demonstrated effectiveness in negotiation, problem solving and analysis. PC literate with current word processing, spreadsheet and database applications. Areas of expertise include:

- Training / Curriculum Design
- Start-up Operations
- Organizational Development
- Wage and Compensation Administration
- Diversity Training
- Labor Law
- Performance Management
- Employee Relations
- Benefits Analysis
- Staffing and Recruiting
- Employee Retention
- Search and Selection

## CAREER ACHIEVEMENTS

Lead trainer for corporate wide leadership development, team building, career coaching and performance improvement seminars. Viewed as content expert and design resource for behavioral interviewing, recruitment and conflict management workshops.

Created and implemented professional retention program. Provided career coaching to over 400 high potential consultants, successfully transferred over 60 professionals and saved \$665,000 in recruitment fees in the programs first six months.

Built and sustained a recruiting organization and managed a \$3 million recruiting budget, including all media, advertising and sourcing activities for growing firm area including Electronic Commerce, Customer Relationship Management and Japanese Practices. Recruited more than 280 professionals while reducing past cost per hire by 54% in nine months.

Conducted job search strategy and resume writing workshops for Career Forum at Stanford University. Led training sessions on recruiting and retaining high tech employees in a variety of locations. Instructor for Senior Core of Retired Entrepreneurs.

Wrote and produced Human Resources Procedures Manual covering personnel, training, benefits, employee discipline and administrative issues. Re-wrote job descriptions resulting in greater efficiency and fewer personnel.

Designed and implemented a Diversity Hiring plan which resulted in a substantial increase in diversity hires through extensive sponsorships, publicity and advertising in diversity media.

(page 1 of 2)

**PROFESSIONAL EXPERIENCE**

**CENTER FOR HUMAN GROWTH, Palo Alto, CA** **2003-present**  
**Director of Staffing**

- ❑ Conducted numerous internal workshops on stress management, communication, leadership development and team building to promote employee commitment and tenure.
- ❑ Managed all professional recruiting and led team of 10 recruiters and two schedulers for recruitment of all domestic and globally based professional staff.
- ❑ Integrated American and Japanese Human Resources office procedures.
- ❑ Developed highly effective presentation outlining results of a work productivity study, contributing to the adoption of over 80% of my recommendations.

**LACHMAN & DOSS CONSULTING, San Francisco, CA** **2001-2003**  
**Employee Retention and Staffing Manager**

- ❑ Managed all professional recruiting and led team of 12 for recruitment of all domestic and global based professional staff, Established Web presence and web based process to advertise open positions and expedite internal transfers.
- ❑ Led seminars on performance management and created user's guide for professional level staff.
- ❑ Facilitated over 100 "train the trainer" behavioral interviewing workshops.
- ❑ Conducted needs assessment / gap analysis, recommended training curriculum, managed program launch, registration and evaluation. Selected and evaluated training vendors.

**PERALTA & JENNER, Oakland, CA** **1998-2001**  
**Management Analyst**

- ❑ Managed four person research team while recruiting partners, associates, and consultants for Big Five and top-tier strategy consulting firms.
- ❑ Improved personnel accountability by redefining responsibility for essential functions.

**EDUCATION AND AFFILIATIONS**

**M.B.A., International Management, Stanford University, Palo Alto, CA** 2004  
**B.A., Business Management, San Jose State University, San Jose, CA** 2001  
**Member, American Society for Training and Development- Bay Area Chapter**

(scannable resume)

Carol Bryant  
XXXX Hubbard Road  
Moss Landing, CA 93007  
(831) XXX-XXXX3776                    [artcomp222@cruzio.com](mailto:artcomp222@cruzio.com)

**OBJECTIVE:** Computer Network Administrator, Computer System Operator, or Technical Support

**HIGHLIGHTS OF QUALIFICATIONS:** Eleven years computer-related experience including:

Operating Systems Environments:	Hardware:	Languages:	Applications:
MS/DOS	IBM/Clones	C	Lotus 1-2-3
UNIX and Xwindows	Macintosh	Basic/Qbasic	Wordperfect/Wordstar
MS Windows 3.1, NT, Workgroups	IBM 4381	dBASEIII	Microsoft Word
Netware 3.11, 4.0	VAX	DataEase	Xtree Gold, Hypercard
Mac OS and AppleTalk	PDP 11/70	C-shell script	Paradox, Filemaker Pro
VMS	Printers		ReSource II DBMS
MVS/XA, VM/XA	Modems, scanners		ProComm, Telix

- ~ Created NetWare 3.11 network including file server, print servers and work stations
- ~ Installed and configured peripherals and replaced extension boards in PC compatible computers
- ~ Able to master new software and apply its full range of capabilities
- ~ Excellent listening skills; experience with interpreting problems and offering the best resolution
- ~ Supervisory experience
- ~ Ten years administrative background in business environment

**TECHNICAL WORK EXPERIENCE:**

Kinkis Computer Center, Santa Cruz, CA                    2002-2005  
Computer Operator and Computer Consultant - Tended UNIX, VM/XA and MVS/XA systems in high volume computer center. Responsible for laser printer jobs, system backups, tape libraries and work documentation. Instructed users in the use of UNIX system, EtherNet network, IBM PC's, Macintoshes and AppleTalk network.

Planetworks, Inc., Santa Cruz, CA                    2002  
Computer Operator - Responsible for operation of VAX VMS system. Duties included maintaining terminals, providing internal technical support for employees, troubleshooting hardware and software problems and connecting hardware. Wrote in-house documentation.

**OTHER WORK EXPERIENCE:**

Focastle and Associates, Santa Cruz, CA                    1998-2001  
Office Manager and Administrative Assistant - Key person in successful computer conversion. Research hardware and software appropriate to company's needs and made final purchasing recommendations. Implemented DataEase database management system used for invoicing, payroll and accounts receivable, writing code for company specific modules. Trained staff in use of company software; wrote in-house database and software manual. Responsible for office equipment maintenance, purchasing and accounts receivable. Designed and implemented new office procedures. Interviewed, hired and supervised office assistants.

**EDUCATION:**

Cabrillo College, Aptos, CA - Microcomputer Management                    A.S. Degree 2001  
Courses include computer networking, dBASE programming, microcomputer installation / maintenance, Macintosh operating system, telecommunications and accounting.

**REFERENCES:** Attached, additional references available upon request

## Work Related References

Marge Berko Kinkis Computer Center 2121 Freedom Street Santa Cruz, CA 95060 Store Manager / Direct Supervisor 831.XXX.XXXX <a href="mailto:marge@kinkis.com">marge@kinkis.com</a>	Judy Pollsowitz IT Manager Planet Works 2525 Vineyard Ave Santa Cruz, CA 95062 Direct Supervisor 831.XXX.XXXX <a href="mailto:JDPollsowitz@planetworks.com">JDPollsowitz@planetworks.com</a>
Frodo Bobbins Computer Operator Kinkis Computer Center 2121 Freedom Street Santa Cruz, CA 95060 Co-Worker in IT Department 831.XXX.XXXX <a href="mailto:Frodo@kinkis.com">Frodo@kinkis.com</a>	Ward Cleaver Computer Analyst Planet Works 2525 Vineyard Ave Santa Cruz, CA 95062 Co-Worker 831-XXX-XXXX <a href="mailto:WPCleaver@planetworks.com">WPCleaver@planetworks.com</a>
Jane Doe Chief Business Officer Foscattle and Associates XXXX Front Street Santa Cruz, CA 95060 Supervisors boss 831.XXX.XXXX	Bob Dolantz Director of IT Foscattle and Associates XXXX Front Street Santa Cruz, CA 95060 Direct Supervisor 831.XXX.XXX

## Personal References

Peter Jacobson XXXX - 15th AVE Santa Cruz, CA 95062 Landlord of 8 years 831.XXX.XXXX	Dr. Slater Biggams Cabrillo College 6500 Soquel Drive Aptos, CA 95003 Instructor in Computer Science 831.XXX.XXXX <a href="mailto:sbigg@cabrillo.edu">sbigg@cabrillo.edu</a>
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**what not to do - see below**

12/15/04 (1)

resume of: (2)

**jane doe** <sup>(3)</sup>

**P.O. Box 555** **(408) 555-5555**  
**Seacliff, CA 95003**

**JOB OBJECTIVE:** A job that offers benefits and will allow me to use my education and experience and grow and advance in the company. (4)

**WORK HISTORY:** (5)

**June 1997-November 1997** Grill Cook, Betty s Pasta Shop, 1921 Main Street, Santa Lupe, California, Supervisor: Angela Parnelli (555) 121-1212 \$ 8.00/hr

Cooked soups, sandwiches, food prep.

**1/15/1997- 5/22/97 AAA Organic Farms, Gardener, Petaluma, Ca., \$9.00/hr**

Worked in garden, picked and packed vegetables.

**8/1/94-7/12/96 Parking Lot Attendant/Security Guard, Great Mall of El Segundo, Mesa, Arizona**

Parked cars, apprehended shoplifters.

**9/15/96-12/30/87 Retail Sales, The Backpackers Paradise, Crescent City, Arizona \$7.50/hr**

Sold backpacks and camping supplies.

**EDUCATION:** UCCC Santa Lupe , California, Major: Human Studies

Anticipated date of graduation: June 2005 (6)

Aardvark High School, Mesa, Arizona (7)

**REFERENCES:** Reverend Milo Wacky, Universal Universalist Church (555)-332-1212

June Cleaver, (555) 332-5412 (8)

**PERSONAL INFORMATION:** Recently divorced, 3 children ages 2,3 & 7. (9)

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(1) Do not date resume. (2) Do not label “resume” (3) Font too large for name and address, small case not appropriate for resume. (4) Objective statement too broad, not targeted. (5) Different format style used for dates, dates out of order and have a typo. Formatting generally uneven with job title and employer names staggered. Size of font varies. Do not list street addresses, supervisors names or employer phone numbers here. Do not list salary information on resume. Detail of skills and responsibilities lacking or vague. Work history not targeted toward any specific type of employment. (6) Anticipated date of graduation too far in future to list. 7) Graduation not indicated. (8) Reference has religious orientation, or no indication of relationship, references should be listed on separate page. (9) Do not put personal information on resume.

In general, resume is too busy, and has too many font styles. Resume not targeted toward any particular type of work. Formatting very uneven. Do not use font smaller than 11 pt.

## **FOLLOW UP LETTER**

Follow up correspondence is an important aspect of your job search. It only takes a few moments to write a thank you note and the results can be rewarding.

The note should be brief; thank them for their time and consideration in seeing you and reiterate your interest in the position. Emphasize what you can do for them, not what they can do for you.

A thank you note shows that you are considerate. It may put you ahead of the competition, or keep your name fresh in the employers' mind for future consideration.

Be sure your follow-up note has your contact information on the note itself, not just on the envelope.

## **SAMPLE FOLLOW UP LETTER**

October 15, 2004

Ms. Jennifer Jones  
District Manager  
Bank of Central California  
1212 Spring Street  
San Luis Obispo, CA 95555

Dear Ms. Jones,

Thank you for taking the time to thoroughly discuss your management training program with me yesterday during the course of my interview. After careful consideration, I feel that I would be achieving my personal goals and meeting your needs by utilizing my finance degree as a trainee in your mortgage loan department.

I am excited by the opportunity to be affiliated with the Bank of Central California during the bank's growth into the arena of international banking and would be willing to continue my education in the area of international business if considered for this position.

I enjoyed the opportunity to meet with you and I appreciate the time you spent with me. I hope to hear from you soon.

Sincerely,

Ellen James  
1912 Cedar Street  
Santa Cruz, CA 95060  
831-XXX-XXXX

## SCANNABLE RESUMES

The key points to remember in creating a resume that will translate well when processed through a scanner for selection are **SIMPLICITY & TERMINOLOGY**.

Scanners look for key words when sorting resumes into employment categories and awarding "points" for consideration. Many of the things that are important in a resume that is being reviewed by a person, will work against you when a resume is being scanned by a machine. If you are sending resumes to companies that use scanners, and companies that do not use scanners, you will need two styles of resume. You may also want to send both styles of resume to the same company, with an indication that one is for scanning and the other for the hiring manager to read.

**SIMPLICITY :** Use plain text only. Do not use *italics* , **bold face**, or underlines. (See resume on page 21)

Do not use shading, borders, graphics or bullets. Use a font that is 11-14 points and is simple and easy to read such as CG Times, Palatino, Bookman, etc.

Be sure that your name is on the top line by itself. Print the resume on a laser printer if possible and send a crisp, clean copy on white paper. Use white space. Scanners recognize that white spaces separate categories.

**TERMINOLOGY** - Scanners search for key words. Use nouns rather than verbs, Words like systems engineering, accounting, public relations, IBM, manager, etc., The more you can use appropriate terminology, the more points you accumulate. With the exception of common abbreviations such as IBM or B.A., (Bachelor of Arts), you will want to minimize the use of abbreviations, and be sure to use words that have a common definition.

Scanners are designed to look for key words which describe job titles, functions, skills, academic degrees, relevant training, equipment, computer hardware and software, technical and industry jargon, and relevant personality traits.

A one page resume is no longer the rule for scannable resumes. You can many times re-work your existing resume by eliminating the fancy graphics and adding a **key word section** at the end of the resume. Include all of the job specific words that apply to either your education, experience or the job qualifications which you meet.

One of the major distributors of resume scanning technology is a company called **Resumix** (<http://www.resumix.com/>). They offer a site that allows you to create an on-line resume (<http://www.resumix.com/mwb/resume-form.html>). There are many other resume creation sites also available on the internet.

## POSTING YOUR RESUME ON-LINE

Submitting your resume to an on-line job referral service can be as easy as sending an email. Some sites want you to follow their format and fill in boxes on an e-form, some allow you to cut and paste from a word document. Monster.com, CareerBuilder.com, HotJobs.com, CALJobs.ca.gov and additional sites listed on Hot Jobs Links on our Cabrillo College Student Employment web site are all potential sites for you to post your resume on-line. Some sites offer "push technology" where you can post your e-mail address and have jobs that meet your stated criteria sent to you as they are listed.

## WEB RESUMES

Anyone can have a web resume if they have access to a web site, although they are more common for people with technical expertise or artistic abilities. Posting your resume on-line gives you the ability to appear to be technologically savvy, but also provides a window for anyone with a good search engine to get more information about you than you might like to provide. You may not want to post your address or land line phone on an web resume.

In a web resume, you can provide copies of letters of recommendation, links to projects that you have done on the web, show off a portfolio of art work, and have your resume available to anyone at anytime. Web Resumes allow you to expand on a simple paper resume and creative side. Be sure not to include a picture of yourself as part of this resume.

## E-MAILING YOUR RESUME

When e-mailing your resume to an employer it is a good idea to give them the option as to how they would like to view your resume. You can send it as a word attachment, but it is also a good idea to include it as plain text in the body of your e-mail to the employer. Not every one feels comfortable accepting attachments due to the potential for virus contamination. When sending an ASCII resume, be sure to send it to a couple of friends who use different browsers, as it may not look the same when received as it did when you sent it. Have your friends print you a copy so that you can come up with a version to e-mail that will have a good readable layout when received.

## FINAL TIPS

**Focus the resume on the job you are applying for.** Think what you can do for the employer. Which of your skills are the most applicable for the job you are applying for.

**Start with what will sell you best to the employer.** If your education is more relevant than your work history, lead with your education. If your work history is more relevant, lead with that. If you have acquired skills from other venues that are your greatest strengths, lead with a summary of those skills.

**Use strong terminology.** Key words, action words and strong phrasing are very important.

**Keep it honest.** Do not embellish your background with degrees you have not earned or job titles that you have not held.

**Make it easy to read, with no errors.** Use white space appropriately. Have it proof read by several different people before printing your final draft. Listen to suggestions, but realize that there is no one best way to do a resume, and that only you can make the final decision as to how to market yourself on paper to a prospective employer.