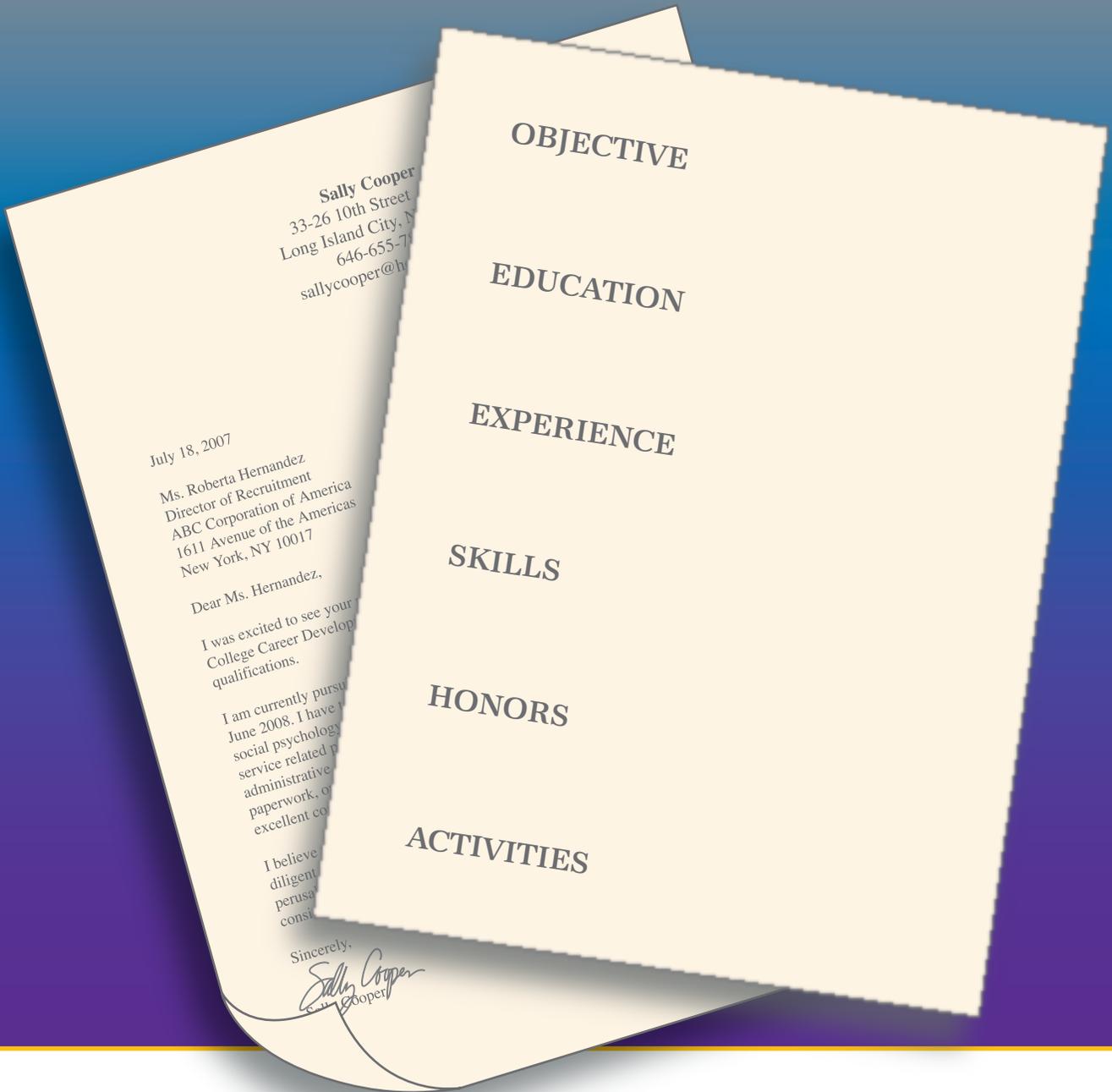


CDS
CAREER DEVELOPMENT SERVICES

212.772.4850 • career@hunter.cuny.edu • 805 East Building
<http://www.hunter.cuny.edu/studentservices/cds>

RÉSUMÉ & COVER LETTER WRITING GUIDE



Sally Cooper

33-26 10th Street Apt# 2 LIC, NY 11103 Tel: (646) 655-7810

sallycooper@hotmail.com

OBJECTIVE: To obtain an entry level position in Human Resources where I may use my excellent communication, analytical and organizational skills.

EDUCATION: **Hunter College, City University of New York**
Bachelor of Arts in Psychology, Expected June 2008
GPA 3.52 Honors: Psi Chi, Dean's List
Related coursework: Industrial/ Organizational Psychology, Motivation, Social Psychology, Abnormal Psychology, Research Methods

SPECIAL SKILLS: Proficient in Microsoft Word, Excel, Outlook, Internet Explorer, Netscape, Lotus Notes, ADP, Internet Research. Conversational Spanish

PROFESSIONAL EXPERIENCE:

HOSTESS/RESERVATIONIST **OCEAN GRILL, NEW YORK, NY**
05/02-present

- Monitor number of reservations on a daily basis in accordance to restaurant availability.
- Open and balance the registers throughout the restaurant.
- Analyze sales data and prepare reports for restaurant manager.
- Enter inventory data into Excel spreadsheets and generate reports.
- Handle all internal & external calls.
- Manage the front desk and responsible for assisting in all client matters.
- Assist restaurant manager with processing ADP payroll for approximately 25 employees.
- Responsible for employee verifications, new hire paperwork and orientation.
- Train and supervise new staff.
- Schedule meetings and conference calls for office staff.

CUSTOMER SERVICE REPRESENTATIVE **CHASE BANK, NEW YORK, NY**
08/03 – 05/04

- Consistently exceeded more than 100% of quarterly sales goal set out by branch office management for each CSR.
- Assisted clients to help process everyday financial transactions and all inquiries.
- Delivered financial service products to current and potential consumers and business customers.
- Developed small business customer base and deepened relationships with existing clients to plan growth and meet quarterly business objectives.
- Sold bank products and all upcoming new business promotions.
- Initiated and identified customers with additional profit potential and developed action plans to expand these relationships while utilizing sales plans to acquire new relationships.

SALES ASSOCIATE/CASHIER **BANANA REPUBLIC, NEW YORK, NY**
10/01-05/03

- Consistently exceeded goal of initiating new business by generating four plus new charge card accounts on a daily basis.
- Opened, processed and closed assigned registers throughout the Flagship store daily.
- Assisted Visuals Manager with displays of all current and upcoming merchandise.
- Oriented newly hired sales associates to store policies, standards, and procedures.

references available upon request

Molly Solomon

11 Park Avenue Apt. 5F
New York, NY 10016

917-222-9999
mollysol@yahoo.com

Objective: To obtain a position in the field of Accounting where I may apply my analytical and technical skills.

Education: **Hunter College, The City University of New York**
Bachelor of Science, Accounting Expected May 2008
Minor: Computer Science GPA 3.657 Dean's List

Warminsko- Mazurski University, Poland
Major: Russian and German Languages, March 2003

Experience:
02/2007- present

Accounting Assistant (temp position) Sigerson Morrison, NY, NY

- Process accounts payable and accounts receivable transactions
- Prepare reimbursements for travel and business expenses
- Match, code, and enter invoices into QuickBooks
- Prepare financial statements for month end close
- Prepare journal entries related to revenues and expenses
- Analyze monthly budget to actual financials
- Summarize information and create spreadsheets using Excel
- Assist Manager in processing payroll using ADP

09/2006- 12/2006

Corporate Tax Intern GE Capital, Stamford, CT

- Assisted in the preparation and filing of state corporate tax returns by using software such as Vantage Tax and Oracle
- Updated and organized information prior to and following the filing of returns in state and federal file rooms
- Exposed to specific tax adjustments and laws in various states
- Created Excel spreadsheets

03/2005- 6/2005

Volunteer English Teacher/Tutor The Learning Center, NY, NY

- Taught lessons in English grammar and conversation
- Handed out assignments and corrected homework
- Compiled lists of reading material and workbooks

Activities: Hunter College Accounting Society, Hunter College Polish Club
New York State Society of CPA's

Language Skills: Trilingual (Polish, English and Russian), Conversational German

Computer Skills: Microsoft Word, Excel, PowerPoint, QuickBooks, Vantage Tax, Oracle and Internet Research

References Available Upon Request

Kira Dwight
1225 Wyatt Street
Bronx, New York 10460
Phone: 917.325.6175
kdwight@yahoo.com

OBJECTIVE To obtain a Marketing Assistant position where I may utilize my communication and computer skills.

EDUCATION **Hunter College, The City University of New York**
Bachelor of Arts in Psychology, June 2007
Minor: Media, GPA 3.4, Dean's List

EXPERIENCE
11/06 to 5/07

Morryde International, Inc., New York, NY
Administrative Assistant

- Answered multi-line phones, distributed incoming and outgoing mail
- Ordered office supplies and stocked inventory
- Used visual citrix software to retrieve information on customer orders
- Filed shipping tickets and other related documents
- Ordered lunch and attended to clients coming in for service
- Reconciled petty cash for office expenditures

6/04 to 6/06

Metropolitan Optometric Associates, Inc., New York, NY
Optometric Technician

- Trained patients on how to use and care for their contact lenses
- Pre-screened patients during exam visits utilizing computerized equipment (tonometer, auto-refractor, visual field, retinal camera, eye chart projector)
- Filed and prepared charts for patient consult, insurance verification
- Submitted contact lens orders and handled patient inquiries
- Confirmed and scheduled appointments using log book
- Reconciled transactions and ran credit card reports

6/02 to 10/03

Mt. Sinai School of Medicine, New York, NY
Medical Records Clerk/Office Assistant

- Made copies of medical records and retrieved x-rays for surgical cases.
- Filed and prepared charts for patient consults, verification of medical insurance
- Researched medical reports accessing the main frame (IDX, IBAX)
- Handled incoming, outgoing mail and inventory of office supplies
- Translated and ordered prescriptions for patients

ACTIVITIES

Member of Hunter College Student Government,
Volunteer in soup kitchen during holiday season and enjoy playing tennis

SKILLS

Knowledge of IBM systems, Windows 98/2000/XP (Excel, Word, Power Point, Access, Outlook), Corel Draw, Internet Research, Stars Net software, Lotus Notes
Fluent in Spanish

References Available Upon Request

Shaun S. Quinn

8840 189th Street, Flushing, NY 11423 Tel: 914-612-2941, squinn@hunter.cuny.edu

Objective

Seeking a Staff Accounting position in a corporate and professional environment.

Education

C.U.N.Y Hunter College Bachelors of Science Degree in Accounting Expected Graduation August 2007

Skills

Proficient with Microsoft Office applications, FTP Programs, HTML, and Windows XP; type over 100 wpm, and familiar with use of copiers, scanners and fax machines

Experience

Film Emporium New York, NY 12/2005-present

Office Services / Marketing Assistant

- ❖ Handle busy phones and greet clients; both individuals and corporate clients
- ❖ Manage and oversee price changing, invoicing, and Accounts Payable/Accounts Receivable using QuickBooks
- ❖ Manage and update database to track film and insurance applications
- ❖ Solicit new client leads and assist customers with purchasing products
- ❖ Stock supplies in inventory room and order/pick up new supplies as needed
- ❖ Scan documents, fax extensive paperwork, and make copies for the CEO

Hunter College, New York, NY 02/2005-03/2006

Bursar Department Assistant

- ❖ Provided administrative support for Bursar Coordinator
- ❖ Handled busy phones, answered staff and student inquiries relating to payments and charges
- ❖ Responsible for check and credit card reconciliation, charged credit card payments and refunds for students on phone, in person, and on the web, and handled cash related payments
- ❖ Utilized Excel to create deposit summary reports of payments
- ❖ Handled Accounts Payable, Receivable, Payroll, and invoice processing
- ❖ Filed student records and organized office

Affiliations

Member of Hunter College Accounting Society, Volunteer for VITA filing Income Tax Returns

SARAH STEWART-SMITH
148-03 Brookville Blvd., Rosedale, NY 11422
Home: (718)-525-6774 Cell: (347)533-7617
Email: sss@aol.com

OBJECTIVE

To obtain a nursing position on a Medical-Surgical Unit in order to improve the well-being of patients.

EDUCATION

Hunter College, The City University of New York
Bachelor of Science in Nursing, May 2007
GPA 3.46

EXPERIENCE

Weill Cornell Medical Center, New York, NY January 2007 to May 2007
Preceptorship- Renal Unit

- Performed physical assessment on patients
- Assisted preceptor in caring for patients with ileostomies, PEG, centrally inserted catheters, and Ileal conduits
- Administered medications by various routes
- Documented patients' assessment information in computer

St. John's Hospital, Flushing, NY June 2006 to December 2006
Student Extern, Medical Surgical Unit

- Collected ongoing patient data, documented and reviewed findings with preceptor, including TPR, BP, height and weight and pain score
 - Collaborated with preceptor in the development and updating of interdisciplinary plan of care
 - Assisted with patient admissions, transfers, and discharges
 - Assisted patient with activities of daily living such as; bathing, eating, toileting, and oral hygiene
 - Collected and labeled specimens
 - Performed blood glucose checks
-

AFFILIATIONS

Sigma Theta Tau International Honor Society of Nursing
National Student Nurses Association (NSNA)
National Black Nurses Association (NBNA)

References Available Upon Request



ACTION WORDS

Use action words to describe your experience and accomplishments.

Achieved	Generated	Selected
Acquired	Guided	Separated
Adapted	Hired	Set up
Addressed	Implemented	Simplified
Administered	Improved	Solved
Analyzed	Informed	Surveyed
Assembled	Insured	Staffed
Assisted	Interpreted	Standardized
Audited	Interviewed	Streamlined
Budgeted	Launched	Studied
Calculated	Maintained	Succeeded
Centralized	Managed	Summarized
Changed	Marketed	Supervised
Collaborated	Minimized	Supported
Composed	Motivated	Surpassed
Condensed	Negotiated	Surveyed
Constructed	Obtained	Systemized
Contracted	Operated	Taught
Converted	Organized	Terminated
Coordinated	Originated	Tested
Created	Oversaw	Traded
Demonstrated	Performed	Translated
Designed	Planned	Trained
Developed	Prevented	Traced
Devised	Produced	Uncovered
Discovered	Programmed	Unified
Doubled	Promoted	Utilized
Drafted	Provided	Vitalized
Edited	Publicized	Volunteered
Eliminated	Published	Widened
Enforced	Recruited	Won
Established	Reorganized	Withdrew
Evaluated	Reported	Wrote
Expanded	Researched	
Explained	Resolved	
Forecasted	Reviewed	
Formed	Scheduled	

SAMPLE COVER LETTER

Sally Cooper
33-26 10th Street Apt. 2
Long Island City, NY 11103
646-655-7810
sallycooper@hotmail.com

July 18, 2007

Ms. Roberta Hernandez
Director of Recruitment
ABC Corporation of America
1611 Avenue of the Americas
New York, NY 10017

Dear Ms. Hernandez,

I was excited to see your posting for a Human Resource Assistant listed on the Hunter College Career Development Services Job Bank. Below are a few highlights of my qualifications.

I am currently pursuing a degree in psychology and will graduate with honors in June 2008. I have taken courses in industrial/organizational psychology, motivation and social psychology. In addition to my coursework, I have worked in various customer service related positions that have allowed me to develop my interpersonal and administrative skills. In my current position I am responsible for processing new hire paperwork, orientation and payroll using ADP. I am extremely detail oriented; I possess excellent computer skills and eager to obtain a position in corporate Human Resources.

I believe that the combination of experience, college courses, computer skills and a diligent work ethic make me a well qualified candidate. Enclosed is my resume for your perusal. I look forward to the opportunity to meet with you. Thank you for your consideration.

Sincerely,

Sally Cooper

Sample E-mail Networking Letter

Dear Ms. Friedberg,

Dr. Clifton Carr, Professor of Economics at Hunter College, suggested that I contact you. He thought that, as an alumna, you would be in an excellent position to assist me with a career decision.

As an economics student, I am exploring which career path to pursue. At this point securities, trading and investment banking work all sound interesting to me. I would like to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice regarding the industry.

I will follow up with you next week to see if we can arrange a brief meeting at your convenience. Thank you for considering my request.

Sincerely,

Scott Stevens

Remember:

- **Make a connection between yourself and the reader**
- **State your purpose without pressuring the reader**
- **Request a meeting indicating you will call to make arrangements**
- **Keep it brief and to the point**

Sample Thank You Note

August 3, 2007

Mr. Charles Hershey
Uptown Publishing Corporation
515 Madison Avenue
New York, NY 10022

Dear Mr. Hershey,

Thank you very much for interviewing me yesterday for the Editorial Assistant position. I enjoyed meeting you and learning more about your publication and the responsibilities of the position.

My enthusiasm for the position and my interest in working for Uptown Publishing were strengthened as a result of the interview. My education and cooperative education experience fit nicely with the job requirements. I am sure that I could make a significant contribution to your publication over time.

Thank you for the interview and your consideration.

Sincerely,

Thomas Smith

Remember:

- **Make your thank-you note warm and personal**
- **Express your sincere appreciation**
- **Reemphasize your strongest qualifications**
- **Keep it short**
- **Be timely...send your thank-you note right away!**

SAMPLE THANK YOU NOTE

Sally Cooper
33-26 10th Street Apt. 2
Long Island City, NY 11103
646-655-7810
sallycooper@hotmail.com

July 20, 2007

Dear Ms. Hernandez,

It was a pleasure to have met with you on July 18th, regarding the Human Resource Assistant position. Reflecting on our meeting and your insight into the role and responsibilities, I truly feel I am a good fit for this position. I would welcome the opportunity to work for the Human Resources department of ABC Corporation of America.

Thank you for your time and consideration of my candidacy.

Sincerely,

Sally Cooper



WHAT IS A RÉSUMÉ?

Résumés are simply what people use to get jobs, right?

WRONG!!!!

A resume is a one or two page summary of your education, skills, accomplishments and experience. Your résumé's purpose is to get your foot in the door. A well-written résumé does its job successfully if it *does not* exclude you from consideration.

To prepare a successful résumé you need to know how to review, summarize, and present your experience and achievements on one page. Unless you have considerable experience, you don't need nor should you have two pages.

YOUR RESUME IS YOUR TICKET TO AN INTERVIEW WHERE YOU CAN SELL YOURSELF!!!!

In this guide you will find:

- How to Prepare an Effective Résumé
- Action Words
- Six Tips for Effective Résumé Writing
- How to Prepare an Effective Cover Letter
- What Employers Want
- Thank You Letter – Post Interview Letter
- Sample Résumés
- Sample Cover Letters
- Sample Networking Letter
- Sample Thank You Notes

HOW TO PREPARE AN EFFECTIVE RÉSUMÉ

1. Résumé Essentials

Before you write, take the time to do a self-assessment on paper. Outline your skills and abilities as well as your work experience and extracurricular activities. This will make it easier to prepare a thorough résumé.

2. The Content of Your Résumé

Name, Address, Telephone, Email Address

All of your contact information should go at the top of your résumé.

- Avoid nicknames
- Use a permanent address
- Choose an email address that sounds professional



Objective or Summary

An objective tells potential employers the sort of work you are hoping to do.

- Be specific about the job you want. *For example: To obtain an entry-level position within a financial institution requiring strong analytical and organizational skills.*
- Tailor your objective to the employer — objectives may change. Exact job titles may be stated. *For Example: To obtain a Research Analyst position.*

Education

New graduates without a lot of work experience should list their educational information at the top of the résumé. Alumni can list it after the work experience section.

*For Example: Hunter College, The City University of New York
Bachelor of Science, Expected June 2009
Major: Accounting, Minor: Psychology GPA: 3.34*

Work Experience

Briefly give the employer an overview of work that has taught you skills and responsibility. Use **action** words to describe your job duties. Include your work experience in reverse chronological order — that is, put your last job first and work backward to your first job.

Include:

- Name of Organization, City, State
- Title of Position
- Dates of Employment (*off to the side*)
- Describe your work responsibilities with emphasis on specific skills and achievements.

Additional Categories

A Career Development Services staff member can advise you on other information to add to your résumé.

You may want to add:

- Leadership Experience
- Involvement in Campus Activities
- Volunteer Work
- Special Research Project

Skills

List out all of the computer packages you have knowledge of using. This is also where you would list language skills, stating if you are bilingual and in what languages.

References

Do not include your reference information on your résumé. You may note at the bottom of your résumé (centered): *References available upon request. *Note: Always ask people if they are willing to provide a reference for you before you give out their names.*

Congratulations! You've written your résumé! Now it's time to have it reviewed and critiqued by a Career Counselor!



SIX TIPS FOR EFFECTIVE RÉSUMÉ WRITING

- Pay attention to detail. Don't cut corners!
- Do the basics. Proofread for spelling, grammar and tone.
- Construct an effective résumé. Organize your information in a logical fashion and keep descriptions clear and to the point. Be specific. Also, use a simple, easy to read font.
- Make it easy for the hiring manager — use your name and the word résumé in your email header so it is easy for the hiring manger to identify your résumé.
- Focus on what you bring to the employer, not what you want from the job.
- Be Professional. Have a professional email address and message on your voicemail.

HOW TO PREPARE AN EFFECTIVE COVER LETTER:

1. Cover Letter Essentials

The goal is to communicate enthusiasm and provide information that will make them want to read your résumé. This should be short and to the point!

2. The Content of Your Cover Letter (Typically Three Paragraphs)

First Paragraph

This is your purpose for writing. It should express your interest in the particular type of job or position. If a reference number is listed for the position, include the reference number and where you came across the position. *(For instance: I am extremely interested in the Part-Time Bookkeeper position, Reference Number 7783, I found listed in the Hunter College Career Development Services Job Bank.)*

Second Paragraph

The second paragraph highlights those positive characteristics that you think will be of particular interest to the employer and explains why you want to work for the company.

Third Paragraph

This is your closing and states your interest in meeting with the prospective employer to discuss your skills further. Thank them for considering your candidacy.



WHAT EMPLOYERS WANT

Employers say that they are impressed by job candidates who have excellent communication skills, good grooming habits and good computer skills.

Top Ten Qualities Employers Seek:

- Communication Skills (*verbal & written*)
- Honesty / Integrity
- Teamwork Skills (*ability to work well with others*)
- Motivation / Initiative
- Strong Work Ethic
- Analytical Skills
- Flexibility / Adaptability
- Computer Skills
- Organizational Skills

Employers Rate the Importance of Experience:

- Relevant Work Experience
- Internship Experience
- Any Work Experience
- Co-op Experience

THANK YOU LETTER – POST INTERVIEW LETTER

This is not just a thank you note. This should be what separates you from the competition! It should include some specifics discussed at the interview. Each letter should be specific to the interview, bringing up key points and how your skills and interest make you the best candidate for the job.