



# Résumé & Cover Letter Samples

Also Includes:

Action Word List

Résumé Formatting Tips

Employability Skill List



DVC Career & Transfer



dvccet



Diablo Valley College Career Connect

DVC Career & Employment Services  
[www.dvc.edu/career](http://www.dvc.edu/career) • [careerservices@dvc.edu](mailto:careerservices@dvc.edu)

925-969-2135

Student Services, 2<sup>nd</sup> Floor, Room 202



# Marsha B. Bravo

265 Camelback RD, Pleasant Hill, CA 94523, 925-436-7272, bravo@dvc.edu

Objective: To obtain an internship position in a non-profit organization, utilizing my knowledge of business.

## Education

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*Goal: Bachelor of Arts, Psychology*

Graduation: May 2016

Transfer to a 4 year university

Currently Enrolled: Diablo Valley College

Relevant Course Work:

- Principles of Management
- Professional Writing
- Business Finance
- Organizational Behavior

## Skills & Qualifications

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- Demonstrated ability in grant writing and other professional writing
- Understanding of basic business and organizational behavior principles
- Possess initiative to institute organizational policy
- Strong communication skills needed to support colleagues, supervisors and clients
- Fluent in Mandarin
- Organized, detail orientated and ability to interpret organization policy and procedures
- Proficient computer skills including Excel, FilemakerPro and basic web design knowledge

## Experience

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*Office Assistant*, Brady and Bravo Family Medical Services, Alameda

Summers 2012-2013

- Provided office support to medical center staff
- Provided customer service and support to over 20 patients daily
- Organized and maintained file system for incoming patients
- Implemented office recycling program

*Team Member*, Grant Writing Assignment, Professional Writing Class, DVC

Fall 2011

- Worked with two teammates to draft a grant request addressed to local community businesses and organizations
- Researched history of organizations and developed plan of grant implementation
- Designed website used to promote outreach initiatives, using GooglePages
- Awarded \$1000 in grant money to be used toward scholarships for incoming students at Diablo Valley College

## Awards & Memberships

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*Member*, Chi Sigma Honor Society

*Student of the Year*, St. John's High School, San Jose 2010-2011

# Sanford Sharpie

235 Camelback Rd, Pleasant Hill, CA 94523, 925-436-5989, sharpie@dvc.edu

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**Objective:** To obtain a part-time position or internship in the area of nursing and health care

**Education:** Goal: **Bachelor of Science**, Nursing Graduation: May 2017  
 Currently Enrolled: Diablo Valley College  
 GPA: 3.6

**Relevant Course Work:**

- Health Assessment/Lab
- Microbiology
- Nursing Research
- Family and Community Health Nursing

**Skills:**

- Understanding of health care issues and principles as they relate to institutions and communities
- Experience conducting assessments via intakes and lab tests
- Familiar with high paced hospital environments
- Effective communication skills, including knowledge of imperative health related terms
- Refined research and data collection skills
- Ability to provide support to hospital staff in the form of admin support & patient care
- Proficient computer skills including knowledge of FileMaker Pro, MS Office, internet, email

**Relevant Experience:**

**Volunteer**, San Ramon Valley Hospital, San Ramon, Summer 2011

- Assisted floor nurses with daily patient intakes
- Provided administrative support to nurses, doctors, and patients
- Delivered lab samples and test results to various departments
- Attended continuing education lectures that covered topics including out-patient care, pathophysiology, and community health issues

**Additional Experience:**

**Catalog Assistant**, Library, Diablo Valley College, July 2012-Present

- Responsible for maintaining the catalog system for research and reference materials
- Assist head librarians with daily organizational tasks
- Assist students and staff in locating various resources in the library
- Check-out and check-in materials using FileMaker Pro

**Associations:**

**Member**, College Choir, Diablo Valley College

# Daisuke Tanaka

5678 North Avenue • Martinez, CA 94553 • (925) 980-7654 • daisuke\_tanaka@gmail.com

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## OBJECTIVE

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A position as a Library Clerk with a Contra Costa County Public Library

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## HIGHLIGHTS

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- Strong Library Information skills needed to work in public library
- Experience assisting with community outreach and programming including the ability to recognize need for and design workshops for underserved populations
- Ability to represent organizations professionally and provide service to clients and customers
- Selected to serve as *Student Liaison* on Library Technology Advisory Committee with faculty, staff and area libraries
- Familiarity with online resources to assist patrons with job and college search
- Knowledge of Microsoft Word, Excel and PowerPoint
- Practice and procedures of invoicing, shipping, and receiving

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## EDUCATION

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***Associate of Science: Library Technology***

**May 2013**

Diablo Valley College, Pleasant Hill, CA

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## RELEVANT SKILLS

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### LIBRARY PRACTICES & TECHNIQUES

- Comprehend and recognize library terminology and standard library procedures
- Understand processes relating to acquisition and classification of library materials
- Designed children's reading project for on-campus day care facility at Diablo Valley College
- Process book requests for students and faculty; assist patrons in locating materials
- Prepare and type book orders, requisitions, continuing contract orders and library suborders

### ADMINISTRATIVE

- Knowledgeable of office support methods and ability to provide quality customer service
- Ability to maintain accurate notes and records of meetings and office related procedures
- Experience training and mentoring new employees
- Ability to process insurance claims; transcribe taped accident reports; maintain client confidentiality

### FINANCIAL RECORD KEEPING

- Experience collecting and recording fines and payments for overdue materials; issue receipts to patrons
- Knowledgeable bookkeeper (accounts payable and receivable), shipping and receiving, inventory control, bank deposits, and payroll
- Experience balancing daily cash flow in excess of \$200,000; handled bank deposits, credit card deposits, and submission of Cashier Daily Balance form

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## EXPERIENCE

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<i>Student Assistant</i>	Career & Employment Services, DVC, Pleasant Hill	Jan 2012 - Present
<i>Batching Clerk/Transcriptionist</i>	Farmers Insurance, Richmond, CA	Mar 2010 - Dec 2011
<i>Customer Service Rep</i>	Target, Martinez, CA	Feb 2010 – Oct 2011

**YOUR NAME** \_\_\_\_\_  
 Your Address \_\_\_\_\_  
 City, State, Zip \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Education: Tell the reader about your current education and recent education and training**

Goal: Bachelor of \_\_\_\_\_ Expected: \_\_\_\_\_  
 Transfer to a 4 year university  
 Currently enrolled: \_\_\_\_\_

**Relevant Coursework:**

\_\_\_\_\_  
 \_\_\_\_\_

**Skills: In this section, tell the reader what you know how to do**

- Trained in CPR and First Aid, June 2009
- Ability to effectively manage a classroom and maintain appropriate student involvement
- \_\_\_\_\_  
 Skill (i.e. second language, communication skills, leadership)
- \_\_\_\_\_  
 Skill (things learned in courses – child development theory, etc)
- \_\_\_\_\_  
 Skill (i.e. second language, communication skills, leadership)
- \_\_\_\_\_  
 Skill (employability skills: flexibility, initiative, organization, etc see page #9)

**Experience: In this section, tell the reader about your job. This should read like a mini job description and start with strong action words (see pg. #8)**

Job Title,	Company Name,	City, State	Dates of employment
<ul style="list-style-type: none"> <li>• <b>Trained</b> new staff in daily procedures and safety protocols</li> <li>• <b>Created...</b></li> <li>•</li> </ul>			
Job Title,	Company Name,	City, State	Dates of employment
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>			

**Activities: Any extra things that you would like the reader to know about you**

**Member,** National Education Association, January 2008 - Present

- Participated in national conference and workshops specific to classroom management

\_\_\_\_\_  
 position, organization

\_\_\_\_\_  
 Dates

*Cover letters  
should be 1 page*

Your Name

Street Address

State, City, Zip

Phone Number

Today's date

Mr. Hiring Person

HP's Job Title

HP's Company

Company Street Address

City, State, and Zip Code

 TIP!

Stuck? Imagine that you are writing a letter to a close friend.

Use every day casual language to tell your friend what job you are applying for and where. Why are you qualified? What are you excited about the job?

After you're done, go back and translate your letter using professional language to an employer.

Piece of cake, right?

Dear Mr. Hiring Person,

**1<sup>st</sup> Paragraph:** should clearly state the purpose of your letter and should indicate the position for which you wish to be considered, including position title if provided. Also, indicate how you learned of the opening (web site, newspaper, college job board, etc).

**2<sup>nd</sup> Paragraph:** The body of your letter should consist of one to two paragraphs. This section of the letter should address the responsibilities of the position and should draw upon your experiences in related settings and your academic preparation. Use this part of the letter to share with an employer your achievements and the special skills that you can contribute as a new employee (refer to your enclosed résumé). Also talk about what you know about the organization.

**3<sup>rd</sup> Paragraph:** tell how you will follow through. For example, "I'll call your office early next week to see if we could meet soon and discuss this job opening."

Sincerely,

Jeremiah Job Hunter

Don't forget a signature!

**Jill Lacey**

2500 Elm Street  
Walnut Creek CA 94597

September 7, 2009

Stacey Kent, Administrative Director  
School of Management  
John F. Kennedy University  
100 Ellinwood Dr.  
Pleasant Hill CA 94523

Dear Ms. Kent:

I was excited to see the part-time position of Administrative Assistant II posted on the JFKU website. I am a graduate student at JFKU in the School of Management and after visiting your office last week, I became convinced that my background in writing, editing and designing would contribute to the Marketing Department's continued growth and success.

Highlights of my qualifications include:

- Experience in marketing communications producing newsletters, brochures and flyers
- General office support (filing, phones, serving walk-in traffic, ordering supplies)
- Outreach support: staffing booths at career fairs, public speaking, fundraising
- Computer proficiency with MS Excel, Word, Access and PowerPoint
- Two years' university work experience serving faculty and students

I am eager to learn more about the department's strategic goals for rebranding JFK after our recent change of leadership. I think that my studies, coupled with my past experiences can be a great asset to your efforts.

I look forward to discussing my qualifications with you further in person. I can be reached via phone (925) 555-2343 or email [jlacey@hotmail.com](mailto:jlacey@hotmail.com). I'll follow up early next week to see if you have any questions.

Thank you for your time. I look forward to hearing from you soon!

Sincerely yours,

*Jill Lacey*

Jill Lacey



## Action Verbs for Résumés

### Communication & Instructional Skills

Apprised	Educated	Presented	Taught
Answered	Explained	Reported	Trained
Conducted	Familiarized	Represented	Translated
Contacted	Handled	Responded	Wrote
Demonstrated	Informed	Spoke	
Drafted	Instructed	Summarized	

### Management & Leadership Skills

Allocated	Founded	Instituted	Recruited
Developed	Governed	Managed	Represented
Directed	Hired	Oversaw	Spearheaded
Elected	Initiated	Pioneered	Sponsored
Enlisted	Inspired	Produced	Supervised

### Creative Skills

Adapted	Created	Edited	Originated
Authored	Composed	Established	Published
Conceived	Designed	Generated	Revolutionized
Conceptualized	Devised	Invented	Wrote

### Organizational Skills

Arranged	Distributed	Installed	Routed
Assembled	Disseminated	Maintained	Recorded
Collected	Enforced	Organized	Reorganized
Centralized	Executed	Planned	Scheduled
Coordinated	Formalized	Prepared	Updated
Catalogued	Implemented	Processed	

### Helping Skills

Aided	Collaborated	Fostered	Provided
Advised	Comforted	Guided	Settled
Advocated	Contributed	Helped	Supported
Attended	Counseled	Mediated	Tutored
Assisted	Facilitated	Mentored	

### Analytical Skills

Analyzed	Detected	Evaluated	Interviewed
Assessed	Discerned	Examined	Researched
Audited	Discovered	Gathered	Searched
Compiled	Documented	Identified	Surveyed
Consulted	Edited	Interpreted	Tested

### Selling Skills

Arbitrated	Marketed	Promoted	Secured
Encouraged	Negotiated	Publicized	Sold
Increased	Persuaded	Resolved	Solicited



## Employability Soft Skills

**Employability Skills** are skills that employers often cannot train us in but expect us to have. For example, an employer can train you in the office procedures of their organization, but cannot train you to show up to work on time; that is *expected*.

***Awareness:*** be observant of what needs to be done, as well as the needs of others, pay attention to both your words and actions and how they affect others

***Communication:*** be able to effectively and confidently communicate your thoughts and ideas verbally, non-verbally and in writing

***Flexibility:*** be ready to make changes, adapt quickly and easily

***Initiative :*** be a self-starter and self-directed, look for things to do before being asked

***Integrity :*** be honest and ethical in both your work and your treatment of others, give an honest day's work for a day's pay

***Leadership :*** lead by example, encourage others, and give clear and concise directions

***Presentation :*** speak slowly, clearly and confidently, always act and dress professionally and appropriately

***Problem Solving :*** be creative, open-minded, practical and helpful when approaching difficulties and problems

***Respect:*** be considerate of other's feelings and differences, treat all people equally and recognize their value

***Responsibility :*** be accountable for the work that you do, be dependable and accept the responsibilities given to you

***Task/Time Management :*** accomplish work within the designated time, plan activities with realistic expectations for completion, multi-task to get things done, be punctual

***Teamwork :*** be respectful, collaborative, and cooperative with co-workers, share and contribute to accomplish goals

***Have you mentioned your employability skills on your resume?***

## Did you:

### ❖ Content

- ☐ Focus on the specific results of your work, significant achievements, and recognition received?
- ☐ Use action verbs (pg 8) to describe your experience?
- ☐ Emphasize your employability skills (pg 9)?
- ☐ Emphasize your strongest qualifications; what do you want the employer to read first?
- ☐ Create a résumé tailored to the job you are seeking?
- ☐ Remember to describe both your paid, unpaid internship & volunteer experiences?
- ☐ Use short phrases, not long and complex sentences?
- ☐ Use quantitative information: #, %, \$?
- ☐ Keep your résumé up-to-date?
- ☐ Have somebody you trust proofread your résumé for spelling and grammatical errors?
- ☐ **Hint: Career and Transfer has resume drop-ins!**

*Visit the DVC online job  
system for Résumé  
guides and videos!  
[www.dvc.edu/career](http://www.dvc.edu/career)*

### ❖ Format

- ☐ Change margins to .5 top/bottom; .75 on the sides
- ☐ Use readable and common fonts
- ☐ Use **BOLD**, *italics* or underline for section headings
- ☐ Make your résumé clear, concise and easy to read
- ☐ Send your résumé with a cover letter
- ☐ Print your résumé on high quality 8 ½ by 11 paper

Avoid :	
❖ Use résumé templates included in word processing software	❖ "References available upon requests." If they want them they will ask. Reference should be professional, not personal
❖ Personal pronouns "I", "my" or "me"	❖ Salary information
❖ Mailing or faxing a résumé if email is an option.	❖ Lies. Brag but never lie.
❖ Personal information (Ex: Your age, height, weight, date of birth, marital status, sex, ethnicity, health, religion, or political affiliations)	