



**KNOX**  
COLLEGE

**BASTIAN FAMILY  
CAREER CENTER**

Alumni Hall, Room 222 | [www.knox.edu/careercenter](http://www.knox.edu/careercenter) | Phone: (309) 341-7494

# RESUME AND COVER LETTER

## EXAMPLES AND TIPS



Office Hours: Monday through Friday from 8:00 am - 12:00 Noon and 1:00 pm - 4:30 pm

# What Is A Resume?

A resume is a tailored document highlighting a person's education, work experience, and skills. It is a summary of qualifications for a job, internship, scholarship, or other opportunity, and should be considered a marketing tool! The top half of your resume could either make or break you. By the time recruiters have read the first few lines, you have either caught their interest, or your resume has failed.

## Resume Purpose

To help you develop content and writing style of your resume for maximum effectiveness, it is important to understand how they are utilized.

### Resumes are used to:

- Screen applicants and determine whom to interview. Employers scan a resume quickly – in about 35 seconds, for evidence that a candidate will be of value to their organization or program. It should be results-oriented and tailored to their needs.
- Develop interview questions. Statements on your resume often serve as the basis for interviews.
- Judge an applicant's communication skills.
- Remind them of a candidate's qualifications when hiring/acceptance decisions are made. Employers and graduate school committees want to know how your experiences have prepared you for the job/program. Understanding the specific job or career field requirements will allow you to highlight your related experience and personal attributes, distinguishing yourself from other candidates.

How do you make your resume stand out among the hundreds employers receive? Recognize your personal attributes that are transferable to the workplace. For example, a leadership position in a student activity translates into leadership potential in an organization. Using specific, concrete information describing your activities and accomplishments will illustrate these qualities:

- Initiative and self-motivation
- High energy level
- Ability to communicate effectively
- Leadership potential
- Strong interpersonal skills
- Critical thinking and reasoning abilities
- Ability to multi-task
- Willingness to assume responsibility
- Capacity to work as team player
- Skill in dealing with stress
- Persistence

**First**, inventory your experiences and compile data about yourself – think in terms of the following categories:

- Academic background
- Summer jobs
- Internships
- Research experience
- Extracurricular activities
- Volunteer and community involvement

**Second**, analyze what you accomplished in each experience. Consider skills you developed and your level of involvement. Prioritize information and be selective, highlighting what is most significant and relevant about your background in relation to your career field and the needs of employers.

**Third**, write accomplishment-oriented statements introduced by action verbs. Convey through direct language that you are involved and produce results, while targeting your achievements and skills to the employers' needs.

# Resume Guidelines

Your resume will be quickly scanned, rather than read in its entirety. About 35 seconds is all the time you have to persuade a prospective employer to keep reading. A quick screening of your resume should impress the reader and convince him or her of your qualifications and hopefully result in an interview!

## General Tips

1. Highlight skills, achievements, and what you learned. Do not create a duty list (Example: mopped floors). Use this space to discuss things that are relevant to the job.
2. Keep it to one page. In most cases, your resume should not exceed one page in length. There are exceptions, so talk with the Career Center to determine if this is the case.
3. Format, Format, Format. Only use one font type and size. Except for your name, font size should be 10-12 point and easy to read. Margins should be between .5 and 1 inch. Make things stand out by using bold, italics, all caps or small caps, and underlining.
4. Don't undersell yourself! Most of the experiences that you have had in college are important. These include part-time jobs, student organizations, leadership experience, relevant class projects, and more!
5. Make it your own. There is no exact formula for the perfect resume – include sections that highlight your individual experience. Put the most relevant and recent information first.
6. Do not use resume templates. Editing your resume is much easier if you begin with a blank Word document.

## Personal Information

- You want to present a professional image. Email addresses such as BrewDawg@gmail.com or sassy@email.edu may have personal meaning to you, but to employers, they represent someone who lacks professionalism.
- The phone number is another chance to present a professional image. Make sure that the greeting on your cell phone is professional and business-like.
- Do NOT include information such as age, marital status, gender, citizenship, etc. unless the employer specifically requests it.

## Objective Statements

This line atop your resume (right under your contact information) identifies the name of the job or type of job you seek. This is commonly known as an Objective Statement. Resume objectives express your goals to potential employers. This statement may help the employer to determine whether your goal is in line with their hiring needs and culture.

However, an objective statement is most effective only if it provides clarification for the reader. If you have a broad major, you are seeking an internship, or you are seeking a position that is not closely related to your major, you may consider using an objective. Feel free to discuss this with the Career Center staff.

## Education

- Make sure you know the official name of your degree! (At Knox, all graduates receive a Bachelor of Arts.)
- Know your GPA. Include GPA if it is over 3.0 and/or if the position description lists a specific requirement.

## Experience

- This can include work experience, internship experience, leadership experience, volunteer, etc.
- Start all sentences with strong action verbs (a list is available later in this booklet).
- Use numbers, percentages, and amounts of money to describe job duties. Go beyond the job description—what made you stand out? What are the results you achieved?
- Include experiences that line up with the skills and abilities desired in the job description.

# Create a Resume in 5 Steps

## 1. Analyze yourself

Effective resume writing begins with knowing what you have to offer. Start the resume writing process by brainstorming the classes you enjoyed, activities you have been involved with, leadership roles you have obtained, the jobs you have held, community service roles you have volunteered for, hobbies you enjoy, and accomplishments you have achieved. Review this information and identify groupings and/or skill categories. In the initial resume writing phase, all of your experience should be considered as potential content.

## 2. Analyze the job description

Review the job description for the skills and qualifications an employer has prioritized. Identify the skills most relevant for the position to which you are applying. As you identify what the employers in your industry of interest are looking for, review your list of experiences and consider whether you employed these skills.

## 3. Create descriptive phrases

Create short phrases to describe your job duties. These phrases begin with an action verb, and consist of project description, and results/outcomes. Avoid using phrases such as "responsible for" or "in charge of." Focus on the skills necessary to do the job you are seeking. Think about the "story" you are trying to portray about your experience and how it relates.

## 4. Construct a clean and precise document

Visual appeal is important as your resume makes a first impression. Use formatting to help organize the document and draw attention to particular pieces of information. Ensure that you are using formatting in a consistent way throughout the whole document. In most instances, you should condense your content to one page.

## 5. Have your resume critiqued by at least two other people

Never underestimate the power of one misspelled word or a typo. The Career Center is available to critique your resume. In addition, seek the support of faculty, alumni or other business professionals, including those that work in your desired career field/institution.

# Resume Design

## Why is the design of my resume so important?

Again, employers will usually take only 35 seconds to look at this one-page representation of you before deciding whether to keep or discard it. To ensure that you will make it past that initial screening, you should design your resume in such a way that employers can read the document easily and process information quickly.

## The 20-second Test

How do you know when you have successfully created an easily read resume that allows employers to process information quickly? Try having someone perform the 20-second test on your resume. What all did he or she learn about you? If your reader noticed within 20 seconds what you want employers to learn about you, then most likely you have created an effective resume.

# Chronological Resume Format

The most basic style of resume for college students to use is the chronological format. However, your resume should always reflect your goals and unique background, so create a document which works for you, not one that only conforms to a particular format.

When using a chronological resume format, education and experience are listed in chronological order, starting with your most recent experience. This format emphasizes positions and organizations, and describes achievements and responsibilities. It demonstrates career growth and continuity, and is most effective when the job target is in line with your experience and academic background.

You can also consider breaking down your experiences into two separate "experience" sections. For example, one can be referred to "**Related Experience**" and the other called "**Other Experience.**" By separating the information into two categories, you can maintain a chronological format while emphasizing your most pertinent skills.

## Resume Parts

Although resumes are composed using standard elements, there is no prescribed format that works equally well for everyone. Sections that do not relate to your objective or career field of interest can be de-emphasized or even omitted. Titles of sections can also be modified to describe the information presented more accurately. Below are some examples of sections you might consider including on your resume:

**Heading** – Include name, permanent and/or college address, email address, phone number, LinkedIn link (if applicable), or possibly a portfolio link.

**Objective** – An objective on your resume can be helpful if it concisely describes your employment goal, but it is not an essential component of a successful resume. You may prefer to incorporate an objective in a cover letter instead.

**Summary of Qualifications** – Offers an opportunity to highlight your most important assets at the top of your resume that resonate with the position or industry. This is less widely used than an objective statement.

**Education** – List institutions, locations, degrees and dates received; major and minor, if applicable. Include your GPA if it is at least 3.0. Do not include high school unless it is nationally recognized or in an area where you want to work.

**Honors and Awards** – Opportunity to indicate Dean's List, honor societies, and academic awards. They can be listed in a separate section if you have more than one or two entries; if not, incorporate them in the education section.

**Relevant Courses** – You can consider listing courses that are pertinent to your objective and employers' needs, especially if your major does not directly relate to your employment goal.

**Experience** – Includes diverse experiences, both paid and unpaid: part-time work, full-time work, summer jobs, internships, volunteer experience, international experience or study abroad, and/or extracurricular activities. Can be divided into separate sections for each category.

For each experience, include the position you held, organization name, city and state of its location, and time frame of your involvement (include both month and year). Summarize what you accomplished in each experience and prioritize these results-oriented descriptions to support your objective. Do not include every experience, only ones demonstrating you can succeed in the position you are pursuing. Use brief phrases beginning with action verbs, incorporating statistics, percentages, and numbers where possible.

**Skills** – Computer languages and programs, knowledge of foreign languages, laboratory and research skills, analytical skills, and management skills not mentioned elsewhere.

**Activities and Interests** – If space allows, you may elect to include your involvement in student organizations, professional associations, committees, and community involvement, indicating any leadership roles you may have held.

# Resume Do's and Don'ts

## Resume Do's...

- Emphasize transferable skills
- Use professional, easy-to-read fonts (e.g., Arial, Times New Roman, Calibri, etc.)
- Choose categories that emphasize your individual strengths
- Use underlining, bolding, and italics to emphasize categories and important topics
- Keep format consistent (e.g., font size/type, order of information, layout, etc.)
- Tailor for each position
- Place the most important information first and group related experiences together
- Use power verbs to strengthen your statements
- Quantify and qualify your accomplishments
- Include relevant non-work experiences
- Keep information up-to-date and edit and proofread multiple times



## Resume Don'ts...

- Use a resume template
- Use fancy and unusual fonts
- Set margins to be less than .5 on any side of the document
- Use a font size below 10 point
- Use personal pronouns, abbreviations, or acronyms
- Exaggerate your experiences or accomplishments
- Include everything and anything you have ever done
- Repeat information offered in another category
- List references on your resume (create a separate document)
- List inaccurate information
- Include confidential information

## Resume Checklist

- One page in length
- Tailored to the position for which you are applying
- Neat, well-organized, and easy to read
- Consistent in formatting, font, and content
- Checked for proper grammar and punctuation
- Appealing to the eye
- Printed on quality, neutral-colored paper
- Uses strong action verbs and power words
- Free of spelling errors
- Updated and current
- Avoids high school information (after your first year in college)
- Avoids the phrases "Duties included..." and "Responsible for..."
- Uses numbers, such as percentages or amounts of money
- Has been proofread by at least two other people (one of them should be your Career Center!)
- Avoids personal pronouns like "I" or "my"



**FEEL FREE TO BROWSE THE RESUME EXAMPLES THAT FOLLOW!**

# Action Verbs for Your Resume

There are dull words and exciting words. The former can put a reader to sleep, the latter can grab the reader's attention. Action verbs are action words and, when used in a resume, they represent you as an active person. These types of verbs are recommended. Below is a list of potential action verbs you might want to incorporate:

## ACTION Verbs

### ...to express Accomplishment

Achieved	Expanded	Pioneered
Attained	Expedited	Resolved
Accomplished	Increased	Restored
Adapted	Improved	Revitalized
Completed	Initiated	Revolutionized
Convinced	Introduced	Spearheaded
Discovered	Invented	Strengthened
Doubled	Launched	Transformed
Eliminated (costs)	Originated	

### ...to express Communication skills

Addressed	Edited	Persuaded
Adhereed	Enlisted	Promoted
Arranged	Formulated	Proposed
Arbitrated	Influenced	Publicized
Collaborated	Interpreted	Reconciled
Corresponded	Lectured	Recruited
Developed	Mediated	Spoke
Directed	Moderated	Translated
Drafted	Negotiated	Wrote

### ...to express Creative skills

Acted	Fashioned	Revised
Conceptualized	Illustrated	Revitalized
Created	Instituted	Set Up
Customized	Integrated	Shaped
Designed	Performed	Simplified
Directed	Planned	Streamlined
Established	Proved	Structured

### ...to express Detail skills

Approved	Generated	Purchased
Arranged	Implemented	Recorded
Catalogued	Inspected	Retrieved
Classified	Monitored	Screened
Collected	Operated	Simplified
Compiled	Ordered	Specified
Dispatched	Organized	Tabulated
Executed	Prepared	Validated

### ...to express ability to Help others

Assessed	Familiarized	Rehabilitated
Assisted	Guided	Represented
Clarified	Inspired	Reinforced
Coached	Led	Supported
Counseled	Motivated	Taught
Demonstrated	Participated	Trained
Diagnosed	Provided	Verified
Educated	Referred	

### ...to express Management skills

Administered	Developed	Produced
Analyzed	Directed	Recommended
Assigned	Evaluated	Reorganized
Chaired	Led	Revamped
Consolidated	Organized	Reviewed
Contracted	Oversaw	Scheduled
Coordinated	Planned	Supervised
Delegated	Prioritized	

### ...to express Research skills

Clarified	Evaluated	Interviewed
Collected	Examined	Investigated
Critiqued	Extracted	Organized
Diagnosed	Identified	Reviewed
Discovered	Inspected	Summarized
Elucidated	Interpreted	Surveyed

### ...to express Teaching skills

Adapted	Enabled	Lectured
Advised	Encouraged	Persuaded
Clarified	Evaluated	Presented
Coached	Explained	Set goals
Communicated	Facilitated	Stimulated
Conducted	Guided	Taught
Coordinated	Informed	Trained

### ...to express Technical skills

Assembled	Devised	Pinpointed
Built	Engineered	Programmed
Calculated	Fabricated	Remodeled
Computed	Maintained	Repaired
Designed	Operated	Solved

**SARAH JANE PETRONI**

500 Sun Avenue, Apt. #2104  
City, IL 12345

(122) 123-1234

sp12345@knox.edu

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**EDUCATION**

**Bachelor of Arts in Political Science**

**June 2015**

Independent Minor: Journalism & Communications  
Knox College, Galesburg, IL

**ACADEMIC PROJECTS**

**Management Information Systems, Knox College**

**Spring 2014**

- Assisted in the development and creation of a business plan, including product, brand management, and logo for wind energy development
- Managed team of six in the conceptualization and creation of the company design
- Launched business in competitive *Business Fair* and awarded 1<sup>st</sup> place

**International Olympic Committee (IOC) Project, Knox College**

**Fall 2013**

- Analyzed breakdown in the organizational communication function
- Implemented multiple communication theories to improve organization efficiency
- Conducted extensive research and interviews in order to present creative strategies
- Compiled full case analysis and enhancement measures in IOC mock training manual
- Presented manual to mock committee

**RELEVANT EXPERIENCE**

**Vice President – Knox College Public Relations & Communications Club**

**May 2014 - Present**

- Increased membership by 150% through effective advertising and public relations efforts
- Recruit guest speakers to discuss community development initiatives
- Supervise eight officers working in the areas of treasury, internal communication, professional networking, and member benefits
- Represent organization at professional functions and on university-wide committees

**Research Intern – Smith & Jones Communications, Washington, DC**

**Summer 2014**

- Researched campaigns in various local and state races and compiled the information into research books and searchable CD's
- Gathered preliminary information for research trips outside the DC area for Senior Researchers
- Conducted in-person interviews throughout the mid-Atlantic to collect constituent and policy information
- Performed legislative research at the U.S. Capitol
- Collected and analyzed data to assist in clients' overall campaign strategies

**ADDITIONAL EXPERIENCE**

**Server** – John's Down-Home BBQ, Somewhere, NY

**Summer 2013**

**Receptionist** – White Paper Supply, Any City, IL

**Summer 2012**

**OTHER SKILLS**

**PC Experience** – Microsoft Office, Adobe Creative Suite, Basic HTML Coding

**Languages** – Intermediate French and Conversational Urdu

**Interests** – Travel, Golf, and Playing Guitar

**(EXAMPLE)**

**Clara W. Career**

**College Address**  
2 E. South St., Box K-232  
Galesburg, IL 61401

666-666-6666  
ccareer@knox.edu

**Home Address**  
102 W. Main St.  
City, State 11111

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- Objective** To obtain a Management Trainee position with Enterprise Rent-a-Car
- Education** **Knox College, Galesburg, IL** – Bachelor of Arts **June 2015**  
Double Major in Economics and Sociology  
Major GPA: 3.77/4.0
- Honors/ Awards** Mortar Board, April 2011 – Present  
President’s Honor Roll, all trimesters
- Relevant Coursework** **Practical** – Statistics, Econometrics, Accounting  
**Theory** – Macroeconomic Theory, Public Finance, Computer Science  
**Independent Study** – Economic Issues in Minority Communities
- Research Experience** **Economic Development Association** – Puerto Rico **Summer 2014**  
▪ Participated in undergraduate research regarding Economic Development for Puerto Rico  
▪ Application for publication of research in process
- Business Experience** **Intern** – Senator Faircloth’s Office, Washington, DC **Summer 2013**  
▪ Researched and analyzed effectiveness of government departments  
▪ Investigated constituent concerns with a variety of federal agencies  
▪ Represented office to diverse constituency at state-wide functions  
▪ Assisted Office Manager in Missouri and Senator’s Economic Advisor in DC with compilation of economic data
- Office Manager** – Cranberry Creek Baskets, Maryville, MO **Summer 2012**  
▪ Organized invoices, accounts payable, and accounts receivable for a small international manufacturing company grossing over \$30,000 per year  
▪ Recruited, trained, and supervised six new employees  
▪ Implemented special projects and community outreach with a team of seven  
▪ Consulted with owners to determine target markets, and represented the company at retail shows  
▪ Designed fact sheets for potential retail and wholesale buyers
- Leadership Activities** **President** – Knox College Student Senate **May 2014 - May 2015**  
▪ Oversaw monthly meetings, scheduling and ensuring all participants contribute
- Public Relations Chair** – Sigma Sigma Sorority **May 2014 - May 2015**  
▪ Ensured new recruits understand mission and vision of organization  
▪ Worked with alumni of sorority building relationships and communication
- Volunteer Experience** Knox County Habitat for Humanity, Knox College Reading Buddies, Relay for Life, Special Olympics, Muscular Dystrophy, Galesburg Polar Plunge
- Computer Skills** Proficient in Word, PowerPoint, Access, Excel, Publisher, InDesign, Microsoft Outlook  
Knowledgeable in Photoshop, EViews
- Languages** Competent in Spanish

**RICHARD ANDERSON**

1234 West 67<sup>th</sup> Avenue  
Cityville, AK 01234

randerson@email.com  
(123) 456-7890

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**PROFILE**

- Established ability to analyze, troubleshoot and determine technical problems
- Rapid learner with strong working skills of networking, software, hardware, OS and security application
- Excellent academic record
- Exceptional communication skills
- Great analytical and problem resolving ability, with a track record of enhancing operations

**EDUCATION**

***Knox College***, Galesburg, IL – Bachelor of Arts in Computer Science  
Double Minor: Business & Management and Economics

***June 2014***

**TECHNICAL QUALIFICATIONS**

Operating Systems – Win XP, Win 2000, Win NT, Win 3.x, VMS, Unix (Sun Solaris, Linux, Ultrix, OSF/1)

Networking – TCP/IP, LAN/WAN, VPN, SONET, ATM, ADSL, HDSL

Languages – Visual Basic 6.0, XHTML, CSS, HTML, SQL, ASP.net, C, C++, Java Script, PHP

Software – MS Office, MS Exchange, Open Office, Dreamweaver, FrontPage, Image Ready, SWISH

**RELATED EXPERIENCE**

***Helpdesk Technician*** – ABC Organization, New York, NY

***Summers 2013 and 2014***

- Worked the service point-of-contact for the helpdesk
- Assisted to analyze, troubleshoot, and determine process to solve problems
- Helped with installation, configuration and upgrade of Access Devices, PCs, Blade server, and related peripherals
- Offered regular technical maintenance for email, connectivity, telecommunications, network, and peripheral equipment
- Set up computers and responsible for software installations
- Created a web-based helpdesk request system, which increased IT response time by 21%

***Computer Technician*** – Knox College, Galesburg, IL

***Sept 2013 – May 2015***

- Served as an adviser in the computer labs, guiding students on an individual basis
- Coached student workers in different operating systems and the software applications to improve their basic knowledge of computer handling
- Offered the emergency technical assistance for early-morning shifts
- Assisted with installation of seventeen new PC and Mac computers for labs
- Started and maintained a log for all work orders placed through helpdesk
- Created a problems database and also a resolution database which helped labs in assessing student needs

**COMMUNITY INVOLVEMENT**

***Computer Lab Volunteer*** – Galesburg Community School District 205

***Reading Buddy Volunteer*** – Silas Willard Elementary School

***Database Programmer*** – Knox County Health Department

***Big Brother*** – Big Brother/Big Sister Program

**EXTRACURRICULAR ACTIVITIES**

***Active Member*** – Knox College Business Club

***Photographer*** – Knox College Film Club

***Team Member*** – Knox College Intramural Basketball Team

## **(EXAMPLE)**

### **TIFFANY TEACHER**

3412 Childrensway, Kidtown, TX 01234

Cell: (555) 555-5555

Email: abc123@internet.com

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#### **EDUCATION**

##### ***Bachelor of Arts Degree in Elementary Education***

June 2015

- Knox College, Galesburg, IL
- Major GPA: 3.6/4.0

#### **CERTIFICATION**

##### ***Illinois Type 03 Teaching Certificate***

Anticipated June 2015

- Elementary Education

#### **STUDENT TEACHING EXPERIENCE**

##### ***Second Grade and Fifth Grade***, North Elementary, Centertown, IL

January 2015 – May 2015

- Provided instruction to a diverse student population, paying attention to different learning styles
- Developed and implemented curricula, lesson plans, and thematic units
- Encouraged student learning by continually exploring new ways to design engaging curriculum
- Established long and short-term student goals, evaluations, and assessments
- Created many hands-on activities to increase student motivation
- Utilized creative skills to design and distribute a weekly newsletter for students and parents
- Fostered a positive learning environment by creating several visual displays and providing the proper physical set-up
- Assisted in planning and supervising class field trips
- Implemented effective behavioral management strategies

#### **PRACTICA EXPERIENCE**

##### ***First Grade and Sixth Grade***, Lab School, Centertown, IL

Fall 2014

- Provided opportunities to accommodate individual learning styles
- Designed and developed various learning centers
- Planned and implemented lesson plans, exercises, and special projects
- Used many hands-on activities to create an interactive environment
- Assisted in creating both formal and informal student assessments

#### **RELATED INTERNSHIP**

##### ***Tutor***, Sylvan Learning Center, Anywhere, CO

June 2013 – August 2013

- Assisted elementary-age children with both reading and mathematics

#### **ADDITIONAL EXPERIENCE**

##### ***Child Care Provider***, Mary's Daycare, Anywhere, CO

January 2011 – December 2012

##### ***Server***, Jack's Restaurant, Anywhere, CO

August 2009 – January 2011

#### **COMMUNITY INVOLVEMENT**

##### ***Volunteer***, Knox College Reading Buddies

Fall 2013 – Present

##### ***Member***, International Reading Association

Fall 2013 – Present

##### ***Tutor***, Academic Intervention Program

Fall 2013

#### **VOLUNTEER EXPERIENCE**

Relay for Life, Alzheimer's Memory Walk, Knox County Humane Society

#### **COMPUTER SKILLS**

Proficient PC and Mac user; MS Word, Excel, PowerPoint, Outlook, Adobe Photoshop

**(EXAMPLE)**

## First Year Student

(309) 111-1111 • email@knox.edu

### Home Address

228 Baldwin Street  
Cityville, AL 99999

### College Address

2 E. South Street  
Galesburg, IL 61401

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### Objective

Obtain a summer internship in the food and beverage industry that utilizes my science knowledge and teamwork skills

### Education

#### ***Knox College, Galesburg, IL***

Currently Pursuing a Bachelor of Arts in Chemistry  
Anticipated Minor in Biochemistry  
Lincoln Scholarship Recipient  
GPA: 3.87/4.0

Expected Graduation June 2018

#### ***Oak High School, Cityville, AL***

Honors High School Diploma  
GPA: 4.57/5.00

May 2014

### Work Experience

#### ***Dining Room Attendant*** – Knox College Dining Services, Galesburg, IL

September 2014 – Present

- Maintain clean and safe environment for campus dining hall serving 1000+ patrons daily
- Interact with patron to ensure quality dining experience
- Beginning Student Manager Training Program in September 2015

#### ***Cashier*** – CVS Pharmacy, Cityville, AL

Summers 2013 – Present

- Hired as seasonal worker during summers and college breaks
- Handled financial transactions totaling \$1,000+ nightly
- Issued receipts, refunds, credits and change due to customers
- Maintained thorough knowledge of store merchandise to help advise customers on purchases and sale items
- Compiled periodic balance sheets of amounts and numbers of transactions

### College Activities

#### ***Student-Athlete*** – Knox College Baseball

September 2014 – Present

- Dedicate 15 hours each week to training and practice
- Compete in over 35 NCAA D-III games during the season

#### ***Member*** – Knox College Chemistry Club

September 2014 – Present

- Attend bi-weekly meetings and contribute to discussions regarding outreach into the community
- Participate in program with local elementary school to promote interest in the sciences to children

### Other Skills

***Computer*** – Proficient on both PC and Macintosh; Microsoft Office (Word, Excel, PowerPoint, Outlook); Web 2.0

***Language*** – Fluent in reading, writing, speaking, and presenting in Spanish

### Community Involvement

***Participant*** – Relay for Life

***Volunteer*** – Howard County Community Center

***Summer Tutor*** – Oak Elementary School

## (EXAMPLE)

### MICK JOHNSTONE

1234 South Burg Street, Apt #308, Galesburg, IL 61401 ■ 123-222-1234 ■ mickjohnstone12345@gmail.com

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#### EDUCATION

##### ***Knox College – Galesburg, IL***

June 2015

Bachelor of Arts: Double Major in Philosophy and Spanish  
GPA 3.7/4.0

#### STUDY ABROAD

##### ***Student – The University of Barcelona, Barcelona, Spain***

January 2014 – May 2014

- Studied the Spanish culture while living with a host family of seven while also speaking the language and learning first-hand about the community
- Served as a Spanish-English translator and tutor for young children learning English in elementary school
- Completed classes in Modern Spanish and European History accompanied by several field trips to monuments, landmarks, and villages

#### WORK EXPERIENCE

##### ***Assistant Librarian – Knox College Seymour Library, Galesburg, IL***

January 2013 – May 2013

- Aided students and faculty in research questions as well as pinpointing the locations of books, journals, and online resources
- Catalogued and organized book collection to ensure faster access to resources
- Researched new books to add to the classics library collection

##### ***Research Assistant – Knox College Spanish Department, Galesburg, IL***

January 2011 – January 2013

- Created and distributed over 1,000 survey forms to randomly selected addresses in the Austin, TX area
- Researched and analyzed survey results of lower income families in Austin, TX regarding their education decisions

#### COMMUNITY INVOLVEMENT

##### ***Volunteer – Habitat for Humanity, Austin, TX***

Summers 2011 – 2014

- Worked on a team of 12 to build and paint new houses for families who are unable to afford shelter
- Met one weekend per month throughout the summer to accomplish tasks
- Communicated and connected with children and families from several different cultures, regions, and socio-economic classes

#### ORGANIZATIONS

##### ***Student Member – Greenpeace, Galesburg, IL***

January 2012 – Present

- Attend bi-weekly meetings to discuss, debate, and attempt to resolve the major environmental issues of our society as a whole
- Campaign for specific environmental legislation during voting periods
- Conduct presentations and seminars on campus to inform students about environmental issues and how they can help

##### ***Vice President / Rush and Recruiting Captain – Delta Kappa Psi Fraternity***

August 2012 – Present

- Planned and scheduled approximately 20 events, socials, and fundraisers throughout the term as Vice President
- Managed a cabinet of eight officers as Vice President and held weekly board meetings in order to ensure efficient delegation of duties
- Represented the fraternity as Vice President at monthly Interfraternity Council meetings where all Greek fraternities meet to discuss, resolve, and vote on major issues affecting the Greek community
- Oversaw the recruitment of a record high 32 new members for the Fall 2008 Season as Recruiting Captain
- Coordinated eight major recruiting events including a fraternity trip to San Antonio and also a beach volleyball tournament

#### OTHER SKILLS

Word, PowerPoint, Excel, Outlook, and Photoshop; Advanced Spanish, Conversational French and Portuguese

THOMAS J. SMITH

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tjsmith@knox.edu • 12345 Main St., City, IL 12345 • 123.456.7890

**PROFILE**

- Deep understanding of community development
- Experience living and working in three foreign countries
- Excellent research and analytical skills
- Proven ability to successfully complete complex and challenging projects
- Recognized talent for working with very diverse groups of people

**EDUCATION**

**Knox College**, Galesburg, IL – Bachelor of Arts in International Relations **June 2015**  
Double Minor in Sociology and Spanish

**INTERNATIONAL EXPERIENCE**

- Study Abroad** – Universidad de Buenos Aires, Buenos Aires, Argentina **Fall Term 2014**
- Analyzed local government and policies surrounding education and contrasted findings against U.S. policies
  - Interacted with native residents including Patagonian grasslands inhabitants: Gauchos
  - Gained exposure to the endangered and extinct languages of Argentina
  - Developed a fluency in Spanish language during 4-month tenure by living with a Spanish-speaking host family
  - Traveled extensively throughout South America to visit landmarks, learn more about the culture

**RELEVANT EXPERIENCE**

- Intern** – The Blue Foundation, Cityville, AL **June – July 2014**
- Reviewed training activities of city-wide development organizations that were operating in over thirty selected cities around the U.S. using telephone interviews and questionnaires
  - Produced a 20-page report based on extensive research that is currently being used to guide Foundation efforts in strengthening these organizations
  - Created technical assistance guidelines to ensure the Foundation staff use best practice when working with local development organizations
- Program Assistant Intern** – City Hall of Wherever, Cityville, AL **June – August 2013**
- Revamped City Hall’s volunteers program, ensuring future success of its mission to utilize constituent volunteers
  - Compiled and copy edited internship requests from City Hall departments for three Internship Guides, published online and in print
  - Created first ever edition of City Hall Tour Guide to be used for future building field trips and visits

**INTERNATIONAL COMMUNITY SERVICE**

- Volunteer** – Quetzaltenango Orphanage, Quetzaltenango, Guatemala **July 2012**
- Tutored English, supervised meal and bath time, and played daily with 10 newborn through 13 year-old children, including two with special needs
- Volunteer** – St. Vincent De Paul Preschool, Kibera, Kenya **July 2011**
- Organized art projects, taught English, cooked, fed, played with, and attended to approximately 30 preschoolers at a facility in Africa’s largest slum

**EXTRACURRICULAR ACTIVITIES**

- Knox College Intramural Basketball Team
- Knox College International Relations Club
- Knox College Student Senate

**(EXAMPLE)**

**SUSAN SHEILA MAJOR**

2520 Destination Drive

City, State 12345

ssmajor@knox.edu

(123) 456-7890

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**EDUCATION**

**Knox College** – Galesburg, Illinois  
Bachelor of Arts in English Literature  
Minor in Journalism

**September 2011 - June 2015**

**RELEVANT EXPERIENCE**

**Editorial Assistant** – Northwestern University Press, Evanston, Illinois

**Summer 2014**

- Promoted from Summer 2013 Intern to Editorial Assistant in 2014 for excellent and thorough work
- Edited various manuscripts, including short story anthologies, drama, novels, and educational and scholarly works
- Prepared files for copy editing by entering typesetting codes, fact-checking references and the consistency of style
- Input author and copy editor changes to files, reviewed page proofs, queried authors about discrepancies in manuscripts
- Revised introductions, chronologies, photo galleries, notes, bibliographies, and indices

**Summer Intern** – Short Stellar Editions Literary Magazine, City, Illinois

**Summer 2013**

- Edited short story manuscripts and promoted subscriptions
- Increased sales by 25% during summer with publicity campaign
- Researched and compiled marketing information on potential buyers and targeted audiences

**PUBLICATIONS/OTHER WRITING**

**Somebody's Tale** – Sam T. Kimberly, City, State

**May 2011 - December 2012**

- Authored 55-page historical novella chronicling the major events during the women's suffrage movement; will be published fall 2012

**Revolutionary War Heroes** – Dr. Kimm Kidd, City, State

**January - April 2011**

- Wrote chapter entitled, "The Beginning" about woman's roles during the American Revolution

**RESEARCH EXPERIENCE**

**"The impact of attire on ratings of likeability"** – Research Methods Project

**Spring Term 2014**

- Researched similar/past experiments published through journals for fact-gathering and experiment guidelines
- Recruited participants from the Galesburg area to rate pictures on a scale of likeability and recorded data
- Gathered and entered response data through spreadsheets utilizing Microsoft Excel
- Utilized a range of statistical methods to analyze the data and determine results
- Collaborated with professor to present results and provide future recommendations

**RELATED SKILLS**

**Publishing** – Experienced with the Chicago Manual of Style editing symbols, language, and guidelines

**Computer** – Proficient on both PC and Macintosh; Microsoft Office (Word, Excel, PowerPoint); Web 2.0

**Language** – Fluent in reading, writing, speaking, and presenting in Spanish

**LEADERSHIP ACTIVITIES**

**Board Member** – Knox College Student Senate

**Pan-Hellenic Representative** – Delta Delta Delta Sorority

**Resident Assistant** – Knox College Campus Life

# References



Carefully choose job references that complement your resume. A good reference should be someone who confirms the details of your resume and offers positive feedback regarding your work or educational skills and experience. They should ideally have known you for at least one year.

Your list of references should include 3-5 of the following:

- Former and/or current supervisors
- Colleagues and/or subordinates
- Contacts from volunteer work or student organizations
- Former customers/clients
- Former and/or current professors

Contact and obtain permission from each individual whom you are asking to serve as your reference. You do not want a reference to be surprised when contacted by a potential employer, and you want to be confident the person is comfortable with serving as an outstanding reference for you.

When you secure permission, verify all the details of your references' contact information, including the spelling of name, job title, address, phone number and email address.

## References should not be included in your resume.

Include your references on a separate sheet.

Do not submit references to employers unless they have been requested.

<b>(EXAMPLE)</b>	<b>SARAH JANE PETRONI</b>
(122) 123-1234	500 Sun Avenue, Apt. #204 City, State 12345      sp345@knox.edu
<b>REFERENCES</b>	
First Last Name	Title
Organization Name	Street Address
City, State Zip	Phone Number
Phone Number	Email Address
First Last Name	Title
Organization Name	Street Address
City, State Zip	Phone Number
Phone Number	Email Address
First Last Name	Title
Organization Name	Street Address
City, State Zip	Phone Number
Phone Number	Email Address

# Cover Letter Structure

What is a cover letter? A cover letter is a document sent with your resume to provide additional information on your skills and experience.

A cover letter is a statement of introduction that highlights your key accomplishments and fit for a job opening. Effective cover letters add focus to your resume, should tell the employer the type of position you are seeking, and exactly how you are qualified.



The **opening paragraph** introduces you. State your reason for writing and how you learned about the organization or position. If someone referred you, include the person's name and affiliation with the employer. Demonstrate your level of interest in and knowledge of the organization in two to three more sentences.

The **middle two paragraphs** emphasize and elaborate on your strongest qualifications and key relevant experiences. If you use two separate paragraphs to highlight your two top strengths in relationship to the position or the organization in which you are applying, that is best. Each paragraph gives you an opportunity to address the qualifications specifically listed in the job description. The cover letter and resume together should convey a complete picture of what you want the employer to know about you.

The **closing paragraph** is generally used to express thanks for consideration, to request an opportunity to discuss the position, and to indicate how you can be reached. It, too, may be used to indicate a new initiative that the company is working on and how it relates to your interest and values. Also, let the employer know of any plans to visit the area, in hope of arranging an interview then.

If you are using the same heading from your resume, you don't have to repeat your contact information in the closing paragraph. Simply include your name at the end.

Of course, it is also a good idea to solicit feedback on your cover letter by sharing drafts with the Career Center staff, professional contacts, and peers. Ask your reviewers, "What did you learn about my qualifications and interest in the position?" And, naturally you will also want to proofread it one last time before sending it.



**Examples of Cover Letters follow on the next two pages.**

**(COVER LETTER EXAMPLE)**

Joshua D. Smith  
321 Oakton Drive  
Chicago, IL 60606

October 9, 2015

Mr. Jeremy Bellamy  
Senior Human Resources Manager  
Brown Financial Corporation  
123 Chicago Street  
Evansville, IL 12345

Dear Mr. Bellamy:

Mr. Sam Thomas, Campus Recruiter for your organization, suggested I contact you to express my interest in your vacancy for a Summer Financial Analyst. Currently, I am a junior at Knox College and anticipate completing my Bachelor of Arts degree in Economics in June 2017. For your review, attached is a copy of my resume.

As my resume shows, I am the co-founder of the new student group named, "Focus." As co-founder, I have had the opportunity to build and maintain a high-functioning organization that has become one of the most active community service groups on Knox's campus. Through this leadership role, I have acquired a unique set of interpersonal and organizational skills that I would apply to working effectively with Brown's clients. In addition, my quantitative skills would complement my ability to examine financial data and spreadsheets.

My coursework has also provided me with the relevant experience for this position. More specifically, one class project in Financial Economics allowed me to work directly with First Financial Services in Galesburg, Illinois. My task was to propose a plan to decrease the costs associated with a workshop series they offered, while still providing a quality event. This project involved using market research and analytical methods to help meet First Financial's goals, which were achieved by the end of the quarter.

Based on my ability to effectively lead a team, successfully analyze complex situations, and develop viable solutions to financial problems, I believe I am a strong candidate for the Summer Financial Analyst position. I welcome an opportunity to discuss my qualifications with you in more detail. Please feel free to contact me at (123) 456-7890 or at [jdsmith@knox.edu](mailto:jdsmith@knox.edu). Thank you for your time and consideration and I look forward to hearing from you soon.

Sincerely,

Joshua Smith

## **(COVER LETTER EXAMPLE)**

Teresa Jones  
8888 Main Street  
City, State 12345

April 17, 2015

Ms. Rita Recruiter  
Head Marketing Coordinator  
Atlanta Sports Team  
1111 Company Drive  
City, State 16789

Dear Ms. Recruiter:

My life-long passion for athletics and my desire to work in a fast-paced, competitive environment have led to a strong interest in working for an organization such as your own. I have been continually impressed not only by the marketing and promotions efforts made by Atlanta Sports Team, but also by the efforts of creating the best possible fan and player experience possible, especially the recent expansion of the *Meet The Players* program. I feel that my dynamic personality would be an excellent addition to your organization.

During my undergraduate experience, I completed an internship with the Balding Eagles. Assisting in a variety of tasks ranging from day-of-game operations to the "fan" experience, I was able to learn about each department and how they function together to create a successful experience for both players and fans. I led a team of interns in developing a new strategic marketing plan for the team's community outreach, parts of which were implemented the following year.

I also competed for four years as a starting running back for the Knox College football team; this experience taught me leadership, commitment, and how to get the job done under pressure and with a full schedule.

Thank you for taking the time to consider my letter and resume. I would love the opportunity to learn more about your organization and to show you how I could apply my skills, internship experiences, and knowledge of collegiate athletics to add value to your organization. Please do not hesitate to contact me at [tsjones1@knox.edu](mailto:tsjones1@knox.edu) or (123) 456-7890. I hope to have the opportunity to speak with you further about my innovative approach and dedicated work ethic. Thank you for taking the time to consider my application, and I look forward to speaking with you soon.

Sincerely,

Teresa Jones

**(COVER LETTER EXAMPLE)**

**GINGER TROUT**  
www.gtrout.linkedin.com

11 West Main Street  
Anywhere, MT 12345

(123) 456-7890  
ginger@knox.edu

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March 30, 2015

Mr. William Pleasant  
Associate Vice President  
Hadsley Corporation  
1234 Blank Road  
Somewhere, MT 98877

Dear Vice President Pleasant:

Superb communication skills, strong organization skills, and knowledge of clinical and technical project management are a few of the attributes I can offer you at Hadsley Corporation as your Assistant Project Manager (Job ID: A2MT110111). As you will note from my resume, I also have experience in the project management field and will be receiving my Bachelor's degree in June with a double major in Economics and Computer Science.

I have a proven record in leading projects and initiatives from inception to end including conceptualization, planning, execution and final delivery. I am skilled at monitoring timelines and deliverables while simultaneously ensuring efficient workflow. My coursework in the liberal arts, my internship last summer, my contribution to the football team at Knox College, and my initiative and motivation make me an excellent candidate for your Assistant Project Manager. If chosen, I will also bring the following to Hadsley Corporation:

- Effective communication to all levels of employees during each project phase.
- Proficiency in using Microsoft Project to plan projects.
- Spirit of teamwork and capability to support project team and collaborate with key departments.
- Knowledge of LAN/WAN and SAN/NAS storage concept and design.
- Accurate workflow documentation.

You can view samples of my work on LinkedIn at [www.gtrout.linkedin.com](http://www.gtrout.linkedin.com). In addition, I have included my resume and references which reiterate my track record in project management. Feel free to contact my references at your convenience.

I hope that I have aroused your curiosity and it is exciting to think about the possibility of an opportunity to discuss the Assistant Project Manager position with you further. I will try to give you a call next week in hopes of scheduling an appointment with you in the near future. In the meantime, feel free to reach out to me at the above phone or email.

Sincerely,

Ginger Trout

# Portfolio

## What is a portfolio?

A portfolio is a collection of your work and should be used to market yourself to a potential employer. It is a way for you to demonstrate your work in a variety of ways including, but not limited to: writing samples, professional blogs, videos, and pictures. It can be showcased online or through hard copy.

## Why is it beneficial to have a portfolio?

Nothing impresses more than a beautifully presented portfolio at an interview. It can help you showcase your work and help demonstrate your skills. But don't send it unless requested. And always bring it with you if you have an interview. Some tips for creating a portfolio include:

- Go for quality, not quantity. Employers will probably spend only a few minutes looking at your portfolio, especially at an interview. Less can be more, so select only your strongest work.
- Put your portfolio on a website; that makes it easy to access. Then simply provide the web link on your resume.
- Make sure that the portfolio is carefully laid out and in the correct order.
- All items need to be clear and easy to understand.
- A physical portfolio can include anything that is portable! Anything flat can be folded into a portfolio, but you are not restricted to things that can fit inside the portfolio! If an item is too large to take to the interview take high quality photos of it to show with close-ups to elicit details.

## What should my portfolio include?

A good portfolio would probably have most of the following:

- An index of the contents.
- Your resume including your interests and any evidence of project management skills. In addition, it should give the impression that you think like a designer: one who is a good listener, curious, observant, detail-oriented, has a desire to improve, and who is responsible for finding solutions – regardless of your career path.
- Perhaps a profile or personal statement.
- Your key achievements and skills.
- Examples of your work with good documentation. Place the best and most relevant work first and start and finish with strong examples.
- Include a variety of examples of work you have done.
- Your main example needs to reflect your strengths and your creative approach and flair.
- Items that show your thought process and development of ideas are valuable. For example, showing a sequence of photos is a good indicator of your thought process in action.
- Production portfolios can also include budget sheets, idea pitches, and marketing materials.

Depending on your future career, some of the following portfolio websites may be more helpful than others: About.me; Paper.li; Weebly; Behance; Prezi; Wix; Cargo Collective; Strikingly; Wordpress; Issuu; Vimeo; Youtube.

## You might also check out:

- **Dexigner** - [www.dexigner.com](http://www.dexigner.com) online portal for designers, architects, illustrators, engineers, artists, and creatives
- **Pinterest** - <http://about.pinterest.com> tool for collecting and organizing things - useful for putting portfolios together
- **Tumblr** - <https://www.tumblr.com> post anything from anywhere, customize everything.
- **Instagram** - <http://instagram.com/about/faq> share your life with friends through a series of pictures.
- **Behance** - [www.behance.net](http://www.behance.net) the latest work from top online portfolios by creative professionals
- **Coroflot** - [www.coroflot.com](http://www.coroflot.com) design jobs and portfolios