CAREER DEVELOPMENT CENTER

RESUME
&
COVER LETTER
GUIDE

SUFFOLK UNIVERSITY

RAM RECRUITER

Is your resume ready to roll?

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Career Development Center
Division Of Student Success
73 Tremont Street, 9th Floor
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SUFFOLK UNIVERSITY BOSTON

Your Resume is Your Personal Marketing Brochure

Your resume is designed to grab the interest of an employer, distinguish you from other candidates, and generate an interview. Just as an advertisement can't say all things to all audiences, a resume can't be so general that it is appropriate for all jobs.

It should be focused—a one-minute commercial—targeted to a specific audience, your prospective employer.

Research your targeted field, look at job descriptions and use keywords and phrases you find to describe your knowledge, experience, and activities, keeping in mind the transferable skills and competencies desired by employers in the field.

You may find that you will have a few versions of your resume that you will use to target specific employers or types of positions.

General Guidelines

- Whenever possible, focus your resume on your accomplishments and results.
- Use action verbs (see below) to describe your responsibilities.
- Keep it to one page if possible; two pages may be acceptable to some employers.
- Ensure that it is error free—no grammar, spelling, or formatting mistakes!
- When you send your resume (or cover letter) via email, it is best to convert it to PDF in order to ensure intended formatting.

Content of Resumes

- Contact information: name, address, phone number(s), email, LinkedIn, and personal webpage address (if available)
- Summary or profile—a concise set of statements summarizing your qualifications; this takes the place of an objective statement.
- Education: list most recent/advanced degrees first, followed in descending order by other degrees (aka, "reverse chronological order"). This can include certificate programs, coursework, other training, and study abroad.
- Experience: list in reverse chronological order accomplishments/results, work activities, and responsibilities. Whenever possible, you should highlight those experiences that reflect your summary or profile.
- Skills: technical, software, foreign language, laboratory, other
- Professional affiliations: especially organizations related to your major or employment objective
- Leadership, community involvement, campus activities, or interests. Choose those that reflect your non-work related experiences.
- References statement: not required. Employers will ask for references when appropriate to do so.

Make It Visually Appealing

- Make it look professional: clean, succinct, easy to read, well-formatted.
- Use key words and phrases appropriate to your field, including skills and experiences.
- Use boldface, italics, underlining, and capitalization sparingly and only to emphasize what's truly important (e.g., employers and job titles, not dates and locations).
- When providing hard copies, use a high quality printer/copier, and resume paper.

Action Words

Use active verbs to begin phrases and describe your experience and accomplishments. The following is a brief list of resume appropriate words. Many more can be found online or in a thesaurus:

achieved
acquired
adapted
addressed
administered
analyzed
anticipated
assembled
assisted
audited
budgeted
calculated
centralized
changed
collaborated
composed
condensed
conducted
constructed
contracted
converted
coordinated
created
cultivated
demonstrated
designed
developed
devised
discovered
doubled
drafted
edited
eliminated
enforced
established
evaluated
expanded
explained
forecasted
formed
founded
generated
guided
hired
implemented
improved
informed
insured
interpreted
interviewed
launched
maintained
managed
marketed
minimized
motivated
negotiated
obtained
operated
organized
originated
oversaw
performed
planned
prevented
produced
programmed
promoted
provided
publicized
published
recruited
reorganized
reported
researched
resolved
reviewed
selected
separated
set up
simplified
solved
surveyed
staffed
supervise
taught
tested
trained
used

Resume Checklist

FORMATTING & MECHANICS

___ Resume is one page without appearing cramped. Check with a career advisor if it is longer than one page.
___ Font size is 10-12 point and is professional and uniform throughout resume. Recommended font styles include Garamond, Arial, Calibri, Georgia, and Helvetica.
___ Resume is visually appealing in terms of formatting and choice of paper.
___ School, name of degree, employer, job title, location (city, state/country), and dates are uniformly formatted and complete for each education and employment entry.
___ Careful use of boldface, italics, underlining, and capitalization enhances appearance and readability.
___ There are no errors in capitalization, spelling, word usage, grammar, and punctuation.
___ Margins are no smaller than .5 inches.
___ Education and experience entries are listed in reverse chronological order (current to oldest) in each section.

CONTACT INFORMATION

___ Resume includes at least one phone number, professional email address, and LinkedIn page. Mailing addresses can be included but are not required.
___ If available, contact information may include links to a professional portfolio or personal web site

SUMMARY OR PROFILE STATEMENT

It is now common for resumes to have a summary or profile statement rather than an objective statement. A summary or profile statement is essentially your elevator pitch or personal brand. It consists of three to four sentences detailing what you have to offer an employer in terms of knowledge, skills, and experience. It also conveys what kind of employee you are. Here is an example:

Respected and dedicated professional with experience providing internal employee development, team effectiveness, and leadership development consulting to all levels of an organization. Able to design and implement strategic plans and develop high performing teams.

EDUCATION

___ Education is the next section to appear on the resume after your summary or profile statement.
___ Any honors/awards may be included here (e.g., Dean's List, scholarships, etc.).
___ Each educational institution attended after high school is listed. Freshmen and sophomores may include high school; juniors and seniors typically do not; certain private or specialized high schools (IB, international) are an exception.
___ Study abroad is listed (institution, country, courses, and dates of study), if applicable.
___ Degree, and month and year of graduation are identified, including major(s) and minor(s).
___ Specific coursework is optional and/or can be a separate section. (Only list selected courses relevant to position sought.)
___ GPA is listed if 3.0 or higher. (Express as X.XX.)

EXPERIENCE

___ Can be divided into different types (e.g., related, other, employment)
___ Include paid, volunteer, intern, and course-based experiences that pertain to position sought.
___ Each entry must include four items: employer/organization name, job title/role, location (i.e., city, state), and date range.
___ Use a round or square, solid bullet to list your accomplishments and skills.
___ Start descriptions with a variety of active verbs (present tense for current work; past tense for completed work).
___ Emphasize accomplishments, higher-level responsibilities, and results whenever possible.
___ Quantify your responsibilities whenever possible to prove your results and effectiveness (aim for 3-5 bullet points depending on the nature of the job).

SKILLS

___ Skills are identified by type—e.g., technical, software programs, foreign language, laboratory, industry specific, etc.

___ Proficiency level is included for foreign languages (e.g, native, fluent, proficient, conversant, study in). Be sure you accurately express your proficiency level; if you exaggerate your knowledge, you may risk your credibility.

___ Do not include personal attributes (e.g., height, weight, marital status, etc.) or soft skills (e.g., teamwork, communication, organization, work ethic, etc.), which need to be demonstrated or expressed through examples. That is, an employer won't just take your word for it.

REMEMBER

___ Include dates of participation for activities and other involvements.

___ You may also have separate sections for "professional associations," "publications," "presentations," etc.

___ Document does not include use of personal pronouns (e.g, I, me, we) or articles (e.g., the, a)

___ A list of references should NOT be included in the resume. (A separate references page is recommended.) Do not use the phrase, "References available upon request."

Accomplishment Statements

Accomplishment statements go beyond just describing your experience or what you did in a job or internship. Accomplishment statements also show the results of your actions, and your effectiveness and success as an employee who solves problems. When writing accomplishment statements, use the PAR system

The **problem** encountered or identified in work environment (e.g., process, procedure, personnel, etc.)

Specific **action(s)** taken to address or resolve the problem

The **result(s)** you achieved through your actions to fix the problem

Examples:

BEFORE PAR	AFTER PAR
Filed papers for a doctor's office	Developed updated filing and organization system, which resulted in less time spent locating and retrieving patient files
Served customers at a restaurant	Promoted weekly specials resulting in a 20% increase in sales
Supervised camp activities	Supervised 10 children, ages 5-13, ensuring safety and experiential learning in a summer day camp
Volunteered as Program Council Treasurer	Saved $10K annually by implementing new auditing system to be used by the Program Council

CAROLE SMITH

80 Manchester Road
Lexington, MA 12345
781-987-6543
csmith@gmail.com

EDUCATION:

SUFFOLK UNIVERSITY — Boston, MA
B.S. Candidate/Marketing Major — May 2019
GPA: 3.5
Member, Marketing Club

LEXINGTON HIGH SCHOOL — Lexington, MA
Diploma, Honors Curriculum — June 2015
Activities included:

- Cheerleader, 2013-2015
- Captain of Cheerleading Team, 2015
- Business Manager, writer, school newspaper

EXPERIENCE:

CELLULAR ONE — Waltham, MA
Customer Service Representative — Summer, 2014

- Responded to customer inquiries in order to provide excellent service
- Marketed services to potential customers through demonstrations of products
- Managed scheduling of 10 part-time employees to ensure proper staffing of the customer service desk

WALTER REED ARMY MEDICAL HOSPITAL — Washington, DC
Community Health Nursing Intern — Spring, 2013

- Reviewed and selected literature for use in pre-natal classes for new parents
- Measured, recorded, and charted blood pressure of military personnel
- Observed and assisted nurses while they collected specimens ensuring accuracy

RETAIL CLOTHING SALES — Burlington, MA
Sales Clerk — 2011-2013

- Worked full-time summers and vacations and part-time academic semesters at T.J. Maxx and at Marshalls
- Operated and balanced cash registers while cashing out customers
- Earned Employee of the Month May 2015" by regularly meeting sales goals for TJX credit cards.

COMMUNITY ACTIVITIES:

Candy Stripe volunteer at New England Rehab Center, 2015
National Service Fraternity at Suffolk University, 2016-Present

Elliot Renoir

12 Massachusetts Ave. | Arlington, MA 02476
(781)-000-0000 | erenoir@gmail.com

PROFILE

Sociology student with strong customer service and communication skills and experience analyzing customer needs and creating solutions. Demonstrated success working with a range of people, especially in youth programs, as well as academia.

EDUCATION

Suffolk University — Boston, MA
BS Candidate — May 2019
Major: Sociology
GPA: 3.4; Member, Program Council

Arlington Catholic High School — Arlington, MA
Diploma — June 2015

EXPERIENCE

Arlington YMCA SACC Program — Malden, MA
Assistant Site Coordinator — Sept 2015– present

- Promoted from Group Leader to Assistant Site Coordinator
- Oversee the planning and implementation of age appropriate activities/field trips
- Accountable for children ages 9-14 and the supervision of staff
- Served as Acting Site Coordinator during Site Coordinator's absence
- Manage behavior and ensure safety of all children

Harvard University, Department of Education — Cambridge, MA
Office Clerk — Oct 2014 – Aug 2015

- Filed, copied, typed, performed office inventory, and completed data entry projects for faculty
- Answered phones; greeted parents, students, and faculty; and set up appointments for students with faculty
- Mailed out letters, made labels, and assisted in sending out confidential materials

Urban Outfitters — Cambridge, MA
Sales Associate — Jan 2014 – Aug 2014

- Greeted and assisted customers; closed sales
- Utilized different marketing techniques to gain more sales
- Ensured a safe and friendly environment for customers and employees

Arlington Boys & Girls Club — Arlington, MA
Group Leader — Summer 2013

- Mentored and interacted with children ages 5-12
- Planned and implemented daily physical and educational group activities

SKILLS

- Fluent in French
- Proficient in Excel, PowerPoint
- CPR and First Aid Certified

LARRY MANDELL

19 Hardy Avenue
Braintree, MA 02184
781-794-0000, llmandell@hotmail.com

EDUCATION:

SUFFOLK UNIVERSITY — Boston, MA
BA Candidate - Psychology Major — May 2018
GPA: 3.5
SUCCESS Program, Member
Jumpstart, Volunteer

BRAINTREE HIGH SCHOOL — Braintree, MA
Diploma, Honors & AP Curriculum — June 2014
Peer Mediation, 2012-2014
Recycling Club, 2011-2013
Varsity Hockey, 2011-2012

EXPERIENCE:

BOSTON DUCK TOURS — Boston, MA
Guest Services Representative — June 2014 – Present

- Sell tickets and merchandise
- Greet customers and answer any questions
- Resolve problems to ensure good customer service

SOUTH SHORE MOTORS — Norwell, MA
Office Assistant — Sept 2013 – May 2014

- Posted bank deposits daily for safe-keeping of sales revenue
- Paid all vendor bills weekly with company credit card
- Answered phones and directed calls to appropriate departments
- Updated client information in company database

COMMUNITY SERVICE:

BRAINTREE YOUTH SERVICES — Braintree, MA
Braintree Youth Council — 2011 – 2013

- Developed programming for town youth with a team of 6 volunteers
- Aided in raising funds over $1000 for BYS youth foundation
- Maintained an active leadership role and participated in the Holiday Toy Drive, Santa Fund, Java Jam, Telethon

SKILLS: Microsoft Excel, Word, PowerPoint

Shandra Gregory
210 Kennedy Rd. Boston, MA
671-150-2561 sc2215gregory@suffolk.edu

EDUCATION

SUFFOLK UNIVERSITY Boston, MA
B.S.B.A Finance Expected May 2017
Relevant Courses: Principals of Marketing, Business Statistics, and Business Law

BUNKERHILL COMMUNITY COLLEGE Boston, MA
Associate of Arts May 2015

RELATED EXPERIENCE

CFK & Associates, Boston, MA
Receptionist Summer 2015

- Answered and screened phone calls on a multi-line phone system, ensuring callers were transferred to the appropriate staff member.
- Accommodated visitors by welcoming them and answering any questions.
- Controlled conference room functions by scheduling events and maintaining up to date room requests.
- Monitored and logged all incoming packages ensuring accuracy.

Accounting Assistant Intern January 2014 – May 2015

- Processed 20 invoices and payments per week using QuickBooks.
- Organized and prioritized incoming and outgoing mail daily.
- Worked closely with vendors to process tax information accurately.
- Assisted in data entry entering new hire information into company database.

OTHER EXPERIENCE

Holiday Inn Express, Boston, MA October 2013 – June 2015
Guest Service Agent

- Used suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Followed IHG standards and assured that hotel polices & procedures were met.
- Responded and took appropriate action on guest complaints and problems.
- Greeted customers and provided outstanding service to fulfill needs.
- Assured front desk was staffed and performed necessary services.

OTHER EXPERIENCE AND SPECIAL SKILLS

Clubs & Associations

- Futures Investors in Real Estate (FIRE)
- Beta Alpha Psi Society

Skills

- Proficient in Microsoft Office; Word, Excel, PowerPoint, Outlook
- Understand basic Spanish and Creole

RANDI NOVA
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617-000-0000
rnova@yahoo.com

EDUCATION

SUFFOLK UNIVERSITY Boston, MA
BSBA in Accounting May 2016
GPA: 3.50
Leadership Activities: Beta Alpha Psi, Orientation Leader

RELATED COURSES

Accounting Information Systems
Auditing and Assurance
Cost and Managerial Accounting
Non-profit Accounting
Corporate and Individual Federal Taxation

ACCOUNTING EXPERIENCE

GRANT THORNTON Boston, MA
Accounting Intern June 2015 - Aug 2015

- Prepared weekly financial statements for the department director
- Summarized cash disbursements and case receipts ensuring accuracy
- Recorded and balanced accounts in general ledger
- Utilized QuickBooks for gathering and reporting account data

ADDITIONAL EXPERIENCE

SOVEREIGN BANK Boston, MA
Bank Teller Sept 2013 - present

- Assist customers with various banking transactions
- Provide customers with information regarding banking services
- Resolve customer banking problems ensuring a pleasant customer service experience
- Identify customers' needs and offer new bank products to generate revenue

STARBUCKS Boston, MA
Customer Service Representative Jan 2012 – June 2013

SKILLS

- Microsoft Office, QuickBooks
- Fluent in Italian & Spanish

Karen I. Errico

592 North Main St., Apt. # 8 (617) 688-2270
Andover, MA 01810 kie@suffolk.edu

Education:

SUFFOLK UNIVERSITY Boston, MA
B.S. - Communication Major, Social Psychology Minor May 2016
GPA: 3.6

- Annual National Orientation Directors Assoc. (NODA) Conference, Seattle 2013
- Regional NODA Conference: 2012, 2013
- Suffolk University 2012 Leadership Institute Graduate

Experience:

SUFFOLK UNIVERSITY Boston, MA
Orientation Scholar/Student Activities 9/14- present

- Recruit, select, and train approximately 25 orientation leaders
- Conduct interviews of graduate students for summer intern position
- Work closely with Director in design and implementation of orientation programs
- Assist in the development of Orientation Leader Training Programs
- Create a new peer mentoring program for incoming students

Office Assistant/Career Services and Cooperative Education 9/13-5/15

- Assisted students and employers with questions regarding job requirements
- Reviewed incoming job opportunities and posted them in coordinating job areas
- Assisted students with career searches by scheduling them with proper counselors
- Organized mailings to employers and students on upcoming seminars and job opportunities
- Sent student information to recruiters resulting in ten students receiving jobs upon their graduation

KEY EDUCATION RESOURCES Boston, MA
Customer Service Representative 5/14-9/14

- Trained thoroughly on educational loans and financial aid requirements
- Worked directly with supervisors on loan corrections
- Informed applicants of loan status through official letters
- Transferred customers to proper departments regarding loan information

GREATER BOSTON CONVENTION AND VISITORS BUREAU Boston, MA
Personal Assistant 5/12-5/13

- Worked independently on administrative projects for department head
- Created employee monthly schedules
- Completed monthly sales and visitor reports
- Organized and maintained filing system

Visitor Center Representative

- Supervised center when supervisor out or on vacation
- Completed sales of Boston memorabilia
- Responded to visitors' inquiries regarding the Boston area

Technical: Microsoft Word, Excel, Lotus 123, PowerPoint, Lotus Notes, Edison

Volunteer: Medical Aid-Dominican Republic, AIDS Walk, AAC Volunteer

Sam A. Murdoch

108 South Main St. 978-000-0000 (cell)
Andover, MA 01810 smurdoch@hotmail.com

EDUCATION:

Suffolk University • Boston, MA
BA in Communication, May 2016
GPA: 3.7, Dean's List
Delta Alpha Pi Honor Society Member

RELATED COURSES:

- Public Relations I & II
- Media Relations
- Professional Writing
- Internet Communications
- Integrated Marketing
- Advertising Copy

COURSE PROJECTS:

New Identity Package Barnstable, MA
Suffolk University: Public Relations II Fall 2015

- Performed research and analyzed data about the Barnstable Senior Center
- Created a media list, radio PSA, and cable television slide
- Assisted in incorporating all student projects into the client presentation

Event Planning Boston, MA
Suffolk University: Media Relations Spring 2014

- Designed an on-campus event to raise money for the Boston Harbor Association
- Wrote press releases and news releases to publicize
- Compiled all work into a comprehensive media packet describing the event

WORK EXPERIENCE:

Texas Roadhouse Methuen, MA
Local Store Marketer June 2013 – November 2013
Service Trainer/ Headwaiter/ Bartender

- Communicated marketing strategies to managers and staff
- Developed strategies and action plan to meet the goal of $325,000 in gift card sales
- Assisted in the promotion and execution of a Harley ride and raffle
- Ensured customer satisfaction in fast-paced restaurant environment
- Trained new staff to provide quality customer service

Massachusetts Bay Transportation Authority (MBTA) Boston, MA
Customer Service Representative January 2012 – June 2013

- Assisted in coordination of all details for the Rider Oversight Committee
- Assembled customer relations data and designed and implemented a more efficient reporting system
- Developed and wrote manual on how to maintain and perform all e-mail database tasks

COMPUTER SKILLS:

Microsoft Word, Excel, PowerPoint, Photoshop, Dreamweaver, Internet Research

ARIEL N. HOLLAS

2010 Harvard Street, Cambridge, MA 02138
212-123-4567 ahollas10@suffolk.edu

EDUCATION

SUFFOLK UNIVERSITY Boston, MA
B.S. Public Relations/Minor in General Business Administration May 2016
GPA: 3.96

EVENT EXPERIENCE

RAFANELLI EVENTS Boston, MA
Event Production Intern September 2015 – present

- Set up design presentations and work on-site at events.
- Perform in-depth sourcing of projects for an array of items including design, centerpiece, floral, travel, & entertainment.
- Utilize MWSnap3 to develop designs for presentations.

SUFFOLK UNIVERSITY PROGRAM COUNCIL Boston, MA
General Member, Vice President, President September 2012 – May 2015

- Planned events targeted to the Suffolk community such as Suffolk's winter and spring formals, New York trip, Taste of Boston family luncheon, and Meal N' Reel Film Series.
- Developed strong interpersonal communication, leadership, and time management skills.
- Chaired a committee and closely monitored a budget of over $140,000.

AMERICAN GIRL Boston, MA
Event Associate October 2012 – January 2013

- Led and facilitated parties, programs, and special events while providing engaging services to guests.
- Maintained a strict party schedule complete with games, crafts, and private dining for seamless event flow.

WESTIN BOSTON WATERFRONT HOTEL Boston, MA
Catering and Sales Intern, June – September 2011

- Staffed two weddings and personalized the bride and groom's suite.
- Created Banquet Event Order Forms, Banquet Checks, and managed other request forms in timely manner.

OTHER EXPERIENCE

MAX AND DYLANS Boston, MA
Server, Facilitator, and Bartender June 2014 – present

- Supervise staff and utilize organizational and multi-tasking skills.

SUFFOLK UNIVERSITY Boston, MA
Orientation Leader May – July 2013

- Managed 16-hour work days while supervising student groups of over 15 students.

AWARDS AND RECOGNITION

- Student Leadership Award from the National Association for Campus Activities
- Outstanding Senior of the Year nomination, Who's Who Award
- Outstanding Student in College of Arts and Sciences nomination

KEVIN J. CRONIN

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Somerville, MA 02144
203.121-2345 kevinjcronin@gmail.com

EDUCATION

Suffolk University Boston, MA
BSBA Candidate, Marketing Major May 2016
GPA: 3.73

- Beta Gamma Sigma International Honor Society
- Sawyer Business School Griffin Honor Society
- Delta Alpha Pi Honor Society
- Who's Who Among Students in American Universities and Colleges

RELATED EXPERIENCE

Arnold Advertising Boston, MA
Digital Analytics Intern Fall 2015 - present

- Draft campaign analysis using dashboard platforms Omniture, DART, and Google Analytics.
- Utilize outcomes analysis to optimize campaign units across display, search, mobile, and social media platforms.
- Effectively report findings from integrated campaigns to the Analytics group using Microsoft Excel pivot tables and Microsoft PowerPoint.

Optey Inc. Boston, MA
SEO/SEM Marketing Intern Summer 2014

- Learned search engine optimization strategies to generate organic and paid search awareness for a diverse client portfolio.
- Implemented strategies such as writing web META, keyword optimization, editing blog and wiki articles, and formal letter writing.
- Gained an understanding of search-based advertising and social media in servicing small business clientele.

LEADERSHIP

Suffolk University Boston, MA
President, Program Council Fall 2014 - Present

- Oversee the operations of Program Council, a programming board on campus.
- Sustain a cohesive Executive Board through weekly teambuilding activities.

Team Leader and Teacher's Assistant, Alternative Spring Break Fall 2013 - Present

- Co-led groups of 17 students to Meridian, MS and Birmingham, AL for one week service learning projects with Habitat for Humanity.

Carl Rogers, Jr.

150 Tremont Street, Boston, MA 02108 (617) 350-2222 crogers@msn.com

SUMMARY STATEMENT

Recent graduate of Suffolk University with leadership experience, a strong academic background, and great communication skills. Looking to utilize strong qualitative and quantitative research skills in the human services and education sector.

EDUCATION

SUFFOLK UNIVERSITY — Boston, MA
Bachelor of Science in Psychology — May 2015

Honors: Dean's List, Honors Scholar
Activities: Varsity Baseball, Black Student Union
Honors Research: Researched patterns of depression and anxiety in freshman residence students. Created and administered survey to residence hall population. Compiled and analyzed results using statistical modeling and software. Presented findings to a panel of Psychology Department faculty.

RELATED EXPERIENCE

TILL, INC. — Framingham, MA
Weekend Residential Counselor — June 2015-present

- Provide instruction in daily living skills to residents of 15 mentally and emotionally challenged clients seeking the opportunity for independent living
- Counsel clients on personal and adjustment issues
- Plan social and learning activities for client
- Supervise all weekend residence operations

SUFFOLK UNIVERSITY — Boston, MA
Tutor, Learning Center — Feb. 2014-May 2015

- Tutored academically at-risk students in English, math, and basic study skills
- Assessed student needs and progress
- Prepared progress reports for faculty

OTHER EXPERIENCE

CVS — Needham, MA
Customer Service Clerk — August 2011-May 2013

- Assisted customers with all transactions, returns and store specials
- Trained five cashiers in company standards and best practices
- Operated and balanced cash drawers

Beth L. Wilton

802 Mt. Vernon Street, Apt. 3 617-761-5268
Boston, MA 48104 blwilton@gmail.com

EDUCATION

SUFFOLK UNIVERSITY, SAWYER BUSINESS SCHOOL Boston, MA
MBA candidate, Finance Concentration May 20XX
GPA: 3.7

- Relevant Courses: Multinational Financial Management, Investment Analysis, Portfolio Management, Financial Forecasting
- International Business Seminar Munich and Frankfurt, Germany, May 20XX
- Vice-President, Graduate Student Association, 20XX-20XX

VIRGINIA COMMONWEALTH UNIVERSITY Richmond, VA
BA in English *cum laude*, Minor in Philosophy Jan 20XX
GPA: 3.6, Honors Student

- Tennis team, 20XX-200XX
- Study abroad, Barcelona, Spain, Spring 20XX

EXPERIENCE

SUFFOLK UNIVERSITY, FINANCE DEPARTMENT Boston, MA
Research Assistant Sept 20XX– present

- Conduct research on financial forecasting and modeling
- Present findings in an organized report to faculty head

ABC INVESTMENT ADVISORS Cambridge, MA
Performance Measurement Analyst Jan 20XX – Sept 20XX

- Audited and analyzed the investment performance of institutional accounts for major clients
- Performed variance analysis of equity and fixed income accounts
- Analyzed workflow processes and implemented procedural and flowchart documentation that reduced errors by 20%

BROWN BROTHERS HARRIMAN & CO. Boston, MA
Mutual Funds Administrator Mar 20XX – Nov 20XX

- Administered mutual fund investments in emerging markets with assets totaling $300 million
- Ensured accurate and timely valuations of all assets within the portfolios with emphasis on international securities, stock-index futures and options, and exchange rate hedges
- Designed new spreadsheets that increased reporting capabilities and reduced errors
- Received employee recognition award for outstanding performance

SKILLS

Computer: Microsoft Word, Excel, Access, PowerPoint, HTML, Bloomberg, SPSS
Languages: Fluent in Spanish

ACTIVITIES

Boston Cares Project Leader and Volunteer, 20XX-present
Treasurer of VCU Community Service Club, 20XX

Tom Souza

23 Bennett Street, Somerville, MA 02143 | 781-649-3200 | tsouza@suffolk.edu

EDUCATION

SUFFOLK UNIVERSITY Boston, MA
Master of Education in Administration of Higher Education, candidate May 20XX

ABC COLLEGE Portland, ME
Bachelor of Arts in American Cultural Studies May 20XX
Study Abroad: Sustaining the Masses, China, Fall 20XX

EXPERIENCE

MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT) Cambridge, MA
Graduate Assistant, Global Education and Career Development Sept 20XX – Present

- Facilitate career development workshops on networking, resume writing, and social media
- Counsel undergraduates, graduate students, and alumni during drop-in appointments critiquing resumes and cover letters
- Conduct mock interviews, assist students with employment searches, and provide job offer negotiation advice
- Manage several projects including creating internship opportunity updates posted on Facebook and Twitter
- Compile employer data for Graduating Student Survey

EF EDUCATION Cambridge, MA
Evaluation and Quality Control Specialist June 20XX – May 20XX

- Presented trainings to new hires and current staff on company policy and customer service skills
- Collaborated with the Director of Customer Service on interviewing and hiring employees
- Gathered data and ratings of tours to asses quality and success of product
- Communicated with approximately 40 travelers daily regarding feedback from their tour

Team Leader, Customized Tours Jan– June 20XX

- Mentored three Northeastern University cooperative students on professional development and post-graduation goals
- Supervised six customer service representatives
- Conducted weekly team meetings and presented company updates

PHILLIPS ANDOVER ACADEMY Andover, MA
Teaching Assistant June 20XX – Aug 20XX

- Assisted English teacher for (MS) 2, the "Math and Science for Minority Students" program
- Prepared and taught lessons to 30 high school freshmen
- Managed study hall, critiqued assignments and helped students with writing skills

PROFESSIONAL ASSOCIATIONS

- Career Counselors' Consortium Northeast (CCC), National Career Development Association (NCDA)

SKILLS

- Microsoft Excel, Microsoft PowerPoint, Microsoft Word, CSO

Cover Letters

A cover letter should accompany almost every resume you send out. Its primary purposes are to indicate your interest in a particular position or employer and to highlight the skills, knowledge, and qualities in your background which relate to the needs of the employer. Where a resume should be targeted to a specific job objective, a cover letter targets a specific employer with unique needs that you can fill. It is meant to "sell you" for a particular job or to a particular employer. There are times when an employer might not want a cover letter – when you fill out an online application, for example. There are other times when it might be best to have your cover letter in the body of an email to an employer with your resume as an attached pdf. In this case, you probably need not include your return or the employer's address information. When in doubt, you should definitely include a cover letter.

Content

There are several things to keep in mind when you consider what will go into your cover letter.
You need to:

- Introduce yourself and tell the employer why you're writing.
- Sell yourself! What's in it for the employer? Why this job, this company?
- Describe your qualifications dynamically and concisely. Use action words. Quantify accomplishments as much as possible. Edit and rewrite with directness and an eye for being concise.
- Start from the perspective of the employer: focus on what that the employer has outlined in the job description.

Process

1) Read through the description and list the major needs or requirements indicated.
2) Prioritize your list according to what you perceive is most importance to the employer.
3) Address the top 3-5 needs in letter, in order of importance, by relaying how or why you meet each need through connecting your relevant skills, experience, or accomplishments.

Try not to use space discussing points that are not connected to the most important needs of the employer. *Remember*, the employer has your resume as a companion document to look at for other information about you.

General Tips

- Limit letters to one page (generally 3-4 paragraphs).
- Use your own natural writing style, but with language that is simple and to the point.
- Don't just repeat resume facts.
- Edit and proofread all letters. Try to have someone else proofread your letters as well.
- Letters must be perfect—typos, spelling or grammatical errors are not acceptable!
- Attachment letters should be in pdf format.
- All letters must be individual – no "form" letters.
- Use high quality stationary, preferably the same color and stock as your resume if sending hard copy (and this should be a rare occasion).
- Get the name and title of the hiring manager and address your letter to her/him.
- Always cite the person or resource from which you found out about the position.
- Sign each hard copy letter.
- Maintain an electronic file of every letter you send.

Block Style Business Letter Format

All components of the letter are placed flush with the left margin.

[Your street address]
[Your city, state and zip code]
[Date]

Ms. Hiring Manager
Title
Interesting Company
000 Industrial Way
Anywhere, US 00000-0000

Dear Ms. Hiring Manager:

Initial Paragraph Goals: Introduce yourself; grab the attention of the reader; declare the purpose for your letter. **What to include**: State why you are writing, the position in which you are interested and how you learned about that position. Indicate why you are interested in that particular position or employer. Be as personal as you can in stating your motivations for wanting to work for the employer. Cite a facet of your experience, interests or education that makes the connection between the job and you.

Middle Paragraph(s): Ideally one paragraph, no more than two. **Goal**: A claim that you meet the specific needs of the employer for this job, and support or justification for this claim. **Include**: appropriate skills, experiences and knowledge areas from your background and connect them individually with the particular needs stated in the requirements and responsibilities outlined in the job description. Present the results you've attained and highlight that you'll be able to achieve similar results for the employer. Make references to your resume, but don't repeat it verbatim.

Final Paragraph: The wrap-up. **Goal**: A call for action and thanks to the employer. **Include**: Request an interview or let the employer know you will follow up on your letter. Clarify, if necessary, how the employer can best reach you. Express appreciation for the employer's time and consideration.

Sincerely,

Your signature (if hard copy)

Your name typed

SAMUEL A. MURDOCH

123 Main Street
Somerville, MA 02144
617.121-2345
samurdoch@suffolk.edu

[Date]

Mr. John Smith
ABC Communications
99 Atlantic Ave.
Boston, MA 02108

Dear Mr. Dover,

I am contacting you regarding the position of Public Relations Assistant with ABC Communications. As a BSBA/Marketing honors graduate (3.7 GPA) from Suffolk University, I believe I bring the requisite skills, experience, and determination to excel in the role. The ABC Communications portfolio of dynamic public relations, social media, event management, and business development activities truly represents the work to which I hope to contribute my talents and enthusiasm.

My concentration in public relations has prepared me well for the field. My public relations internship at Snow Partners required strong writing skills, experience interacting with clients, and knowledge of web design and analytics. Of particular interest, you will also see that two courses, Integrated Marketing Communications and eMarketing, provided a real focus on the interaction between the message and the customer or the client. Integrated Marketing Communications focused on creating a new identity package for the Andover Tutors & Associates. Activities included redesigning the client's brand and logo to coincide with the company's evolving services and developing targeted media lists and radio advertising. In eMarketing, I designed an event to raise money for the Boston Harbor Association, and then created comprehensive web and social media advertisements and messaging to generate an audience for the event.

I am confident that I bring the right portfolio -- writing abilities, knowledge of current media resources, determination, and interpersonal skills -- to meet the needs of ABC Communication and its clients.

Attached is my resume for your review. I will plan to contact you next week regarding the position. Thank you for your time and consideration.

Sincerely,

Sam A. Murdoch

Your Street Address
Your City, State and Zip Code

Date

Ms. / Mr. First and Last Name (of Contact person)
Job Title (of Contact person)
XYZ Studios
987 Second Street
Boston, MA 02108

Dear Mr. /Ms. XXX:

Please consider my candidacy for the Systems Assistant position at XYZ. Joanna Lazarek of Suffolk University's Internship Program referred me to this opportunity.

As a Computer Science student entering my junior year, I have taken coursework relevant to the MIS position you have posted. My academic record is excellent, and I have gained valuable computer experience while working in the Academic Computing Department at Suffolk, where I assisted in the management of the terminal and microlab rooms and provided systems support to students and faculty.

Enclosed for your review, please find my resume. I am available to begin a co-op position the first of next month. My academic schedule allows me to work all day Tuesdays and Thursdays and from 1:00 to 5:00 p.m. on Mondays and Wednesdays.

I am eager to gain career related experience, and I believe that this opportunity would be a perfect match with my skills and goals. I look forward to meeting at your earliest convenience to further discuss this opportunity. Thank you for your consideration.

Sincerely,

Your signature

Your name typed

Thank You Letter

This is a fairly concise letter with four goals – 1) Thank the employer for the opportunity to come for an interview, 2) point out a couple of things you learned about the position that added to your interest or excitement in the position, 3) based on the interview discussion, reiterate one or two of your most pertinent qualifications, and 4) restate your understanding of when you will hear from them next.
This letter should be sent within 24 hours of the interview!!!

July 10, 200X
(Provide date and address in a mailed letter)

Ms. Maria Patrillo
Employment Manager
Human Resources
CMD Corporation
35 High Street
Boston, MA 02116

Dear Ms. Patrillo,

Thank you for meeting with me to discuss the Training Specialist position. I enjoyed speaking with the members of the Training Department team and believe the position is a good match with my background in designing and presenting dynamic workshops.

I was especially interested in hearing about CMD Corporation's plans to initiate online learning programs. In my last position, I researched vendors and managed the company's first distance learning courses for our employees in satellite offices. Through this experience, I learned how to plan and implement successful courses via videoconferencing. I also taught a management development distance education course, which furthered my ability to facilitate discussions between local and satellite classrooms.

Again, thank you for the opportunity to interview with you. I look forward to hearing from you by next Wednesday about the next step in the process and how I can contribute to the goals of the Training Department.

Sincerely,

Amelia Simpson