

# Résumé and Cover Letter Guide

*A practical guide to writing and using two of the most important tools in the job search*



**AQ ADVANTAGE**  
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# Table of Contents

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The Résumé: An Introduction	3
The Anatomy of a Résumé	4
Helpful Hints for Résumé Writing	5
Action Words for Résumé Preparation	7
Résumé Worksheet	8
Résumé Types	10
Criteria for Acceptable Visual Résumés	12
Electronic Résumés	13
Electronic Résumé Guidelines	15
Chronological Résumé Sample	16
Functional Résumé Samples	17
Targeted/Combination Résumé Sample	19
Traditional Educational Résumé Sample	20
Experienced Professional Résumé Sample	22
Experienced Professional/Non-College Graduate Résumé Sample	24
Non-College Graduate Résumé Sample	25
Internship Résumé Sample	26
Federal Résumé Sample	27
Career Changer Résumé Sample	29
Scannable Résumé Sample	30
Résumés as a Web Page	31
References/Sample	32
Anatomy of a Cover Letter/Samples	34
Sample Thank You Letter	39
Handshake Quick Start Guide	40
About This Guide	41

# The Résumé

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The résumé is an essential part of the job search process. It is often the first impression a prospective employer will have of your qualifications. It should contain information pertinent to the position you are seeking, be easy to read, and have an attractive layout. Your résumé must reflect your qualifications as thoroughly yet succinctly as possible. You may find that it takes up to four drafts until you have a résumé with which you are completely satisfied. **While this handout provides many examples, it is most important that your résumé be your own creation.** If it is to have any power or strength, it must come from you.

When coupled with a dynamic cover letter, a résumé can enhance your chances of standing out from the multitude of candidates applying for a position. Part of the purpose of a résumé is help you avoid the rejection pile and earn an invitation to interview. Each résumé should be tailored to the specific position for which you are applying. It is well worth your while to spend the time necessary to write a great résumé.

We have assembled information in this packet that will provide you with the tools and guidance to develop an effective résumé. In addition, you can contact the AQ Advantage Center for assistance.



# Anatomy of a Résumé

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## RÉSUMÉ INFORMATION WORKSHEET

Select the résumé categories that apply to you and use the résumé worksheet that follows (Page 8) to complete the information under each category, as you would like it to appear on your résumé. (Note: you may change any heading/category names that you wish.)

- **Objective** – A short and concise statement that lets the employer know which position you are applying for, the skills and experience you have to offer the employer and/or the industry type in which you seek employment
- **Education** – Includes the institution(s) where you are completing your degree (s). You should also list the degree you anticipate receiving or have received (i.e., Bachelor of Arts/Bachelor of Science), and your major(s)/minor(s). You may list your grade point average if it is above a 3.0. *If you transferred to Aquinas from another institution, you should list your most current institution first. **You should not include high school information.***
- **Honors** – This category is for listing any honors you may have received. These include academic, athletic, club or organization related awards, scholarships, and/or leadership recognition.
- **Activities** – This category is for listing any clubs/organizations, groups, committees, and/or sports you were involved in.
- **Relevant Courses** – This category is used to list classes that you have or are currently taking that are related to the position you are applying for.
- **Skills/Accomplishments** – A list of skills and accomplishments that are relevant to the position you are applying for. When compiling this section, consider your strengths and how they can benefit the employer(s) you are targeting.
- **Qualifications** – This highlights your best attributes, your specialized skills, and can show an employer what you have to offer their company. **Note:** This section is preferred for seasoned professionals.
- **Work Experience** – This category lists your work experience chronologically, with your most current employment first. You should also list your responsibilities in each position relevant to their importance.
- **Military** – If you have been in the military, you may list this experience on your résumé.
- **Licenses** – This category includes CPR, First Aid, teaching certification, counseling licensure, etc.
- **Publications** – If you have ever had anything you've written published, you may list that in this category.

**Note:** References are considered part of the “package” of your résumé, but they are not placed on the résumé itself. They are listed on a **separate page**. For an example, see pg. 33.

# Helpful Hints for Résumé Writing

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## The Dos in Résumé Writing

- ❑ Select a format that works best for you and the position you are applying for.
- ❑ If you are applying for several different types of positions, you may want to have several versions of your résumé.
- ❑ Have a clear job target in mind.
- ❑ Decide whether or not you will have an objective, job target statement, or statement of qualifications.
- ❑ Describe your accomplishments as well as your capabilities.
- ❑ Use short, clear, concise phrases. Use action words as often as possible.
- ❑ Demonstrate your ability to produce results in areas of importance to potential employers.
- ❑ Tailor your wording to the language of the particular position.
- ❑ Avoid repetition.
- ❑ Keep it to one page unless you have significant (post-BA) experience.
- ❑ Have the résumé proofread by as many people as possible. Spelling and grammatical errors are inexcusable.
- ❑ Describe results and use quantifiable language whenever possible.
- ❑ Use abbreviations rarely, and use professional jargon only if it is relevant to the position you are applying for.
- ❑ Mention the following, if they apply:
  - Foreign languages
  - Business Organizations
  - Special Business Courses
  - Published articles
  - Licenses, such as CPA, etc.
- ❑ Use strong and descriptive action verbs.
- ❑ Have your résumé copied and/or printed on résumé-quality paper. White, ivory, or light gray are the most appropriate choices. Avoid papers with a background that may not copy well.

## **The Don'ts in Résumé Writing**

- ❑ Don't underestimate your accomplishments.
- ❑ Don't be boastful – state the facts accurately.
- ❑ Don't focus on your past job responsibilities.
  - Focus on your accomplishments and attributes.
  - Focus on your transferable skills.
- ❑ Don't venture outside the bounds of your career objective.
- ❑ Don't lie on your résumé.
- ❑ Don't use personal pronouns such as “I” in statements.

## **Résumé Writing – In Summary**

- ❑ Revisit and update your résumé often.
  - Improve upon it.
  - Keep it updated on a regular basis.
- ❑ Look for ways to improve it.
- ❑ Remember – your résumé is your marketing tool.
- ❑ Make it look professional.

# Action Verbs for Résumé Preparation

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Once you have a draft of your résumé, go back through and look at how you explained your experience. Employers want to know what you have accomplished in the experiences you have included on your résumé. It is also very important to state any outcomes that are the result of your work. Employers want to know what you can do for them. The most effective method for describing is to use strong action verbs. **Do not use personal pronouns such as I**, etc. Be sure to include all full or part-time experience, volunteering, and/or community service, as well as internships. Following are some suggestions:

accomplished	corrected	implemented	programmed
achieved	counseled	improved	prohibited
acquired	critiqued	initiated	projected
adjusted	dealt	inspected	promoted
administered	decided	instructed	purchased
advised	defined	insured	qualified
analyzed	delegated	interrupted	rated
applied	delivered	interviewed	recommended
appraised	demonstrated	introduced	related
arranged	designed	investigated	reported
assessed	determined	joined	researched
assisted	developed	kept	reviewed
assured	devised	led	revised
bought	directed	licensed	selected
briefed	drafted	maintained	set
brought	edited	managed	solved
budgeted	enlisted	modified	sought
catalogued	ensured	monitored	specified
changed	established	named	spoke
chaired	estimated	negotiated	studied
closed	evaluated	observed	suggested
communicated	expanded	ordered	summarized
compared	expedited	organized	supervised
completed	explained	participated	targeted
convinced	financed	perceived	taught
concluded	forecast	performed	tested
conducted	formulated	persuaded	trained
continued	gathered	planned	translated
contracted	graded	prepared	treated
controlled	guided	presented	updated
coordinated	handled	processed	wrote

# Résumé Worksheet

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**NOTE:** This worksheet provides topic areas that you may include in your résumé, but keep in mind that you do not need to place them in this particular order.

1. Objective:

2. Education\*:

a. Certifications/Licenses

3. Skills/Accomplishments:

4. Work Experience/Military:

5. Relevant Courses:

6. Honors:



7. Activities:

8. Publications:

\* If your degree is older and you have significant experience in your field, you may want to move the Education section toward the end of your résumé.

# Résumé Types

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## Chronological Résumé

### Advantages

- ♦ Widely used format
- ♦ Has logical flow and is easy to read
- ♦ Highlights a steady work record
- ♦ Shows growth in responsibility
- ♦ Highlights job history and development
- ♦ if related to type of job being sought

### This Is For You If ...

- ♦ Your job history shows continuity and development
- ♦ You are staying in the same field
- ♦ The name of your last employer adds prestige
- ♦ Your past job titles are impressive
- ♦ Your career direction is very clear

### Disadvantages

- ♦ Emphasizes gaps in employment
- ♦ Not suitable if no related work experience
- ♦ Highlights frequent job changes
- ♦ Does not emphasize skill development
- ♦ Emphasizes lack of related experience

### This Is Not For You If ...

- ♦ No work history or spotty work history
- ♦ You change positions frequently
- ♦ Changing career goals
- ♦ You don't want to draw attention to your age
- ♦ You have been absent from the job market for a while

→ See an example of a chronological résumé on page 16.

## Functional Résumé

### Advantages

- ♦ Emphasizes skills rather than employment
- ♦ Organizes variety of experiences
- ♦ Disguises gaps in work record or a series of short-term jobs

### This Is For You If...

- ♦ You have no previous employment
- ♦ You are re-entering the job market after a period of time
- ♦ Frequent job-changer
- ♦ You have an array of unconnected job experiences
- ♦ You have developed skills from places other than what is documented

### Disadvantages

- ♦ May be viewed with suspicion by employers in highly traditional fields
- ♦ Doesn't emphasize a career growth pattern

### This Isn't For You If ...

- ♦ You are applying for a job in a highly traditional field
- ♦ You want to emphasize a pattern of career growth
- ♦ You have performed limited functions in your work

→ See examples of a functional résumé on pages 17-18.

## Targeted/Combination Résumé

### **Advantages**

- ◆ Highlights most relevant skills and accomplishments
- ◆ Combines skills developed in a variety of jobs or activities
- ◆ Minimizes drawbacks such as employment gaps and absence of directly related experience
- ◆ De-emphasizes employment history in less relevant ways

### **Disadvantages**

- ◆ Can be confusing if not well-organized
- ◆ De-emphasizes job tasks, responsibilities
- ◆ Requires more effort and creativity to prepare

### **This Is For You If ...**

- ◆ You are very clear about your job target and want to make an impressive case for that job
- ◆ You are approaching the job market with several different directions in mind (different résumé for each target)
- ◆ You want to emphasize your abilities, but may not have direct experience in those areas
- ◆ You have a strong understanding and competency in a specific area

### **This Is Not For You If ...**

- ◆ You want one résumé for several job applications
- ◆ You are not clear about your capabilities and accomplishments
- ◆ You are just beginning your career and have little experience
- ◆ You are not clear about specific job target

→ See an example of a targeted/combination résumé on page 19.

# Criteria for Acceptable Visual Résumés

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1. A clear, specific objective if one is used
2. Short, concise phrases
3. A variety of action verbs
4. Résumés should focus on abilities, skills, or talents. Theses may be highlighted in a section titled “Abilities, Skills, or Strengths,” etc., or skills may be listed under each position in which the skills were used
5. Maximum 2 pages, preferably one page
6. No typos or spelling errors
7. No or minimal abbreviations
8. Little or no professional jargon
9. No personal information
10. No religious information
11. No use of “I”
12. No periods at the end of objective or single lines
13. Proper grammar must be used
14. Format must be pleasing to the eye with a significant amount of white space
15. Legible type font, not less than 10 point and not more than 12 point (italics only when grammatically correct)
16. 8.5” x 11” paper, plain white or light colored
17. Include full address, telephone number, and e-mail address at top
18. Items not allowed:
  - a) photographs
  - b) list of references on résumé itself
  - c) mention of problems or disabilities
  - d) salary information
  - e) reasons for leaving previous employers
  - f) names of supervisors

# Electronic Résumés

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There are three main ways that résumés can become “electronic”: being uploaded to an online database, being sent as an e-mail attachment, and being scanned from a paper copy into a company’s database. Electronic résumés are unique in that they often incorporate a “key words” section in the document to grab the attention of computerized searches. This section discusses the use of key words and each type of electronic résumé briefly and offers some guidelines on how to prepare these specialized résumés.

**Note:** Additional information is available on eRecruiting. For instructions on how to use the site, see pages 40-41.

## **What Is a Key Word?**

By using “key words,” companies can have their database pull up all résumés of people who meet qualifications that are predetermined. Key words are individual words or phrases that are used for searches of databases for résumés that match. They tend to be mostly nouns or noun phrase types (e.g. Total Quality Management, UNIX, Bio-Chemist), rather than the traditional power action verbs often found in résumés (e.g. developed, coordinated, organized). When you use a key word, you are more likely to strike a “match” with what the database is looking for.

Here is one example: You have applied for a position with DaimlerChrysler. They receive your résumé, along with 400 others. To make things easier for them, they scan all the résumés received and create a database. Let's imagine that their criteria for the position include computer knowledge, a degree in business administration or accounting, and some previous experience. The human resources person responsible for hiring can query the database to retrieve information on all candidates by degree, experience, education, etc. This process allows employers to be very specific when narrowing their applicant pool.

## **Uploaded Résumé to a Database**

When creating a résumé that will be uploaded to an online database, whether it is a large job search site such as Monster.com or a specific company’s job portal, make sure the document contains a key word section as discussed above. This will allow employers to find your résumé when they perform a data search.

Many sites will ask you to upload your résumé as a DOC file. If you use Microsoft Word 2007, save your file as a “Word 97-2003” document to ensure compatibility with other computers. Others will request an ASCII résumé, which is a TXT file. These can be created in Notepad or Wordpad, or can be converted from a Word document through the “Save As” menu.

Online Resources:

<http://www.resume-resource.com/online.html>

<http://www.theladders.com/career-advice/resume-technology-resume-format-machine-friendly>

[http://help.monster.com/my20/faq.asp#help\\_1\\_211459](http://help.monster.com/my20/faq.asp#help_1_211459)

## **E-mailed Résumé Sent as an Attachment**

Employers may request that you send your résumé via e-mail or at least give you that option when applying for a position. Here are some general guidelines:

- Send the document as an attachment, not in the body of the e-mail (unless specifically asked).
- Send the document as either a PDF or a Rich Text file (RTF).

The advantage of sending a PDF is that the formatting will stay exactly the same, no matter what computer it is being viewed with. The advantage of an RTF is that many different word processing programs can easily open this type of document, decreasing the chance on incompatibility.

**Note:** PDF Creator is a free program that allows you to save documents as a PDF file. To download the software, visit: <http://sourceforge.net/projects/pdfcreator/>. It acts a printer and can be used from any Windows program. Mac OS X users have the ability to save PDFs built in via the print command.

Online Resources:

<http://www.rilevguide.com/eresume.html>

<http://www.employmentdigest.net/2008/08/how-to-email-your-resume-to-potential-employers/>

## **Scannable Résumé**

A scannable résumé is a document that is created to have the capability to be scanned using special computer equipment. Using scannable résumés was a very popular trend in the corporate world several years ago. However, these days, fewer companies are using these specialized software programs. Instead, they are requiring applicants to submit their résumés through an online database or through e-mail, which removes the step of manually scanning a paper résumé.

If you are interested in creating an electronic résumé, it is important that you consider carefully what is generally included in a résumé. Your résumé should paint a picture of where you are going. It should be easy to read and simply stated. If you are creating a scannable résumé, it is especially important to keep your résumé clean and concise. Rather than using the traditional action verbs, make sure that your résumé contains some noun phrases that will serve as your key words. Remember, as with written résumés, employers do not spend much time looking over individual résumés. If you have a lot of graphics or special features in your résumé, it will take a computer a longer time to bring the document up on the screen. The fewer the graphics, the faster the computer will function, and the more likely your résumé is to hold the reader's interest.

If you are interested in creating a scannable résumé, review some of the sites listed below for information and examples:

EcoEmploy.com: <http://www.ecoemploy.com/scan.html>

About.com: <http://jobsearchtech.about.com/od/resumewriting1/l/aa032403.htm>

Boston College: <http://www.bc.edu/offices/careers/skills/resumes/electronic/scannable.html>

These are only a couple of examples of sites that provide information on preparing a scannable résumé. A key word search in your preferred Internet search engine can provide more sites that contain helpful tips. If you would like additional help, you are always welcome to consult with the AQ Advantage Center/Career Services on how to create a scannable résumé.

→ See an example of a scannable résumé on page 28.

# Electronic Résumé Guidelines

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- ❑ Left justify the entire document
- ❑ At the top of the page, just below your name, your résumé should provide a series of headings for each of the important categories it contains, such as education, or banking
- ❑ Avoid tabs and hard returns whenever possible
- ❑ Avoid all caps unless using an acronym
- ❑ Avoid italic text or script, underlining, and bold-face
- ❑ Avoid compressed lines of print
- ❑ Avoid faxed copies, which become fuzzy
- ❑ Use common headings such as experience, awards, education
- ❑ Don't use multiple columns for text
- ❑ List software programs you use by their specific names
- ❑ Keep lines of text to 65 characters
- ❑ Feel free to use jargon specific to your field. Ex: computers can search “LAN” as easily as “Local Area Network”

## CHRONOLOGICAL RÉSUMÉ SAMPLE

### BRENDA K. MILLER

2901 Aspenwood S.E. ■ Grand Rapids, Michigan, 49546 ■ Telephone (616) 354-0060 ■ bkmiller@aquinas.edu

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**OBJECTIVE** Seeking a position as a customer service associate

**EDUCATION** Aquinas College, Grand Rapids, Michigan  
Expected graduation May 2010  
GPA 3.78 (4.0)  
Major: Communication Arts; Minor: Business Administration  
Additional concentration in Health, Physical Education and Recreation

**EXPERIENCE** **State of Michigan** **Western Michigan Area**  
**High School Volleyball Official** **2004 - present**  
■ Supervised volleyball matches, practices, and tournament sites

**Ann Becker and Associates, Inc.** **Chicago, Illinois**  
**Chicago Metropolitan Center Internship** **September - December 2009**  
■ Assisted in all aspects of professional event planning in a company which specializes in full-service meeting management.  
-Participated in client meetings  
-Attended pre-conference meetings and site walk-through  
-Helped oversee all on-site aspects of meeting, including logistics, food and beverages

**Walt Disney World** **Orlando, Florida**  
**College Internship Program** **January - May 2009**  
■ Regularly delivered brief informative speech to audiences of 450 people  
■ Created Disney “magic” through upbeat interactions with guests  
■ Addressed guest needs and concerns in a professional manner  
■ Supervised visitor safety while operating attractions  
■ Volunteer, “Give Kids the World” - program for terminally ill children  
■ Attended management seminars

**American Lung Association of New Mexico** **Albuquerque, New Mexico**  
**Volunteer** **May - July 2008**  
■ Participated in fund-raising campaigns  
■ Produced marketing video for asthma camp  
■ Camp Counselor - Asthma Camp  
-Promoted sense of normalcy and positive self-image for campers  
-Motivated participation in camp activities  
-Administered and monitored daily “peak flow” tests

**ACTIVITIES AND ACHIEVEMENTS** Aquinas College Senate Service Award  
Sister Helen Louise Brogger Award (outstanding student-athlete)  
Dean's List (2003-present)  
Member, Women's Varsity Volleyball Team (Captain, 2004)  
Academic All-American (Volleyball, 2003 and 2004)  
Outstanding Communication Arts Graduate Award (2006)



## FUNCTIONAL RÉSUMÉ SAMPLE

### McKinley L. Stevenson

stevemck72@aquinas.edu

Campus Address:  
402 Regina Hall  
Aquinas College  
Grand Rapids, MI 49506  
(616) 732-4500

Home Address:  
1217 Rickelmann  
Ann Arbor, MI 48104  
(313) 555-7890

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#### OBJECTIVE:

To work as a marketing representative utilizing my communication and business skills

#### EDUCATION:

Aquinas College, Grand Rapids, Michigan  
Bachelor of Arts in Economics  
May, 2006, magna cum laude  
GPA: 3.67 (overall)

#### DEMONSTRATED SKILLS:

- |                      |  |
|----------------------|--|
| <b>Sales</b>         | <ul style="list-style-type: none"><li>• Worked 10 - 15 hours per week for two years as sales clerk in sportswear store</li><li>• Assistant manager of gift store. Purchased merchandise at trade shows, handled preferred customers in owner's absence</li><li>• Interacted with sales representatives and maintained office products for a law firm</li></ul> |
| <b>Communication</b> | <ul style="list-style-type: none"><li>• Worked as reporter and night editor for two years on college newspaper</li><li>• Excelled academically in six writing and public speaking courses</li></ul>  |
| <b>Organization</b>  | <ul style="list-style-type: none"><li>• Managed time effectively while working part-time, going to school full-time (3.8 GPA in my major)</li><li>• Worked in gift shop during seasonal rush periods</li><li>• Handled a variety of office tasks, and became familiar with a range of office products and services as a clerk in a law firm</li></ul>          |

#### WORK EXPERIENCE:

Salesman, The Voyager Men's Wear, Ann Arbor, MI, Summer 2005

Librarian Aide, Aquinas College, Grand Rapids, MI, 2004-2005

Camp Counselor, Camp Run-A-Muc, Deerfly, WY, Summer 2004

#### EXTRA-CURRICULAR:

Men's Volleyball Club, President  
Regina Residence Hall Council

## FUNCTIONAL RÉSUMÉ SAMPLE

### Makenzie T. Hoffman

325 South Bayshore Drive ▪ Grand Rapids, MI, 49546 ▪ (616) 676-5197 ▪ makenziet@comcast.net

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**OBJECTIVE:** Seeking a position as a Youth Specialist that will utilize my psychology background

**EDUCATION:** Aquinas College, Grand Rapids, Michigan  
Bachelor of Science  
Major: Psychology  
Expected Graduation: August, 2009  
GPA: 3.6

**SKILLS:**

- Thoroughly studied etiology, diagnosis, and treatment of emotional disorders
- Researched psychopathic behavior, sexual deviation, substance abuse, organic brain disorder, and therapeutic interventions
- Completed six courses in communications, studied variable of cohesion and adaptability in familial systems
- Currently teaching classes on client communications
- Organized operational material and developed new procedures
- Managed large inventory, including purchasing and ordering
- Developed management team, led meetings twice a month
- Presented report of operational changes, resulting in profit and salary increases

<b>EMPLOYMENT:</b>	Salon Tech Operations Coordinator	Grandville, Michigan 2004 – Present
	Haircuts Plus Crossroads Manager	Grandville, Michigan 2003
	Panopoulos Salon Coordinator	Grandville, Michigan 2002
	Panopoulos North Front Desk Coordinator	Grand Rapids, Michigan 1999-2002
	Panopoulos Receptionist	Holland, Michigan 1998-1999

## TARGETED/COMBINATION RÉSUMÉ SAMPLE

JOHN SMITH

123 Stone Brook • Grand Rapids, MI • 49505

(616) 456-1111 • smithjoh@aquinas.edu

### OBJECTIVE

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To increase sales and customer base as an Account Executive

### EDUCATION

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Aquinas College  
*Bachelor of Science in Business Administration*  
*Dual Major: Business Administration/ Communication*  
■ Expected graduation: May 2010

Grand Rapids, MI

### WORK EXPERIENCE

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2009-Present    Aquinas College Advising Department    Grand Rapids, MI  
***Academic Advising Intern***

- Update continuing education database
- Write brochures for Assessment Workshop
- Create handbook for Academic Advisors

2007-2009    Central Michigan Paper Company    Grand Rapids, MI  
***Assistant to Sample Department***

- Created prototype samples of customer projects
- Serviced customers requesting paper products
- Strong knowledge of product

### SKILLS

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- Knowledge of Windows 95, Microsoft Word, and the Internet
- Able to create written correspondence and communicate directly with customers to accomplish objectives
- Excellent organizational skills with effective time management
- Independent, self starter, and self learner

### RELEVANT COURSES

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Macroeconomics	Marketing	Communications
Microeconomics	Advertising	Public Relations
Accounting I & II	Business Policy	History of Economic Idea
Financial Management	Management	

## TRADITIONAL EDUCATION SAMPLE RÉSUMÉ

### Rosanne Cooper-Park

5998 Cascade Rd.  
Ada, Michigan 49301  
(616) 987-6543  
cooperparkr@sbcglobal.com

- Objective** To obtain an elementary teaching position
- Certification** Michigan Elementary Provisional Teaching Certificate May, 2006  
K-5 All subject areas  
6-8 English and Reading  
K-12 Reading Endorsement
- Education** Aquinas College, Grand Rapids, Michigan  
Bachelor of Arts December 2005  
Major: English Minor: Reading  
G.P.A. 3.8
- Teaching Experience** **Substitute Teacher** 2001 – Present  
**Forest Hills Public Schools**, Grand Rapids, Michigan  
**Grand Rapids Public Schools**, Grand Rapids, Michigan
- Taught fourth and fifth grade in a combined classroom
  - Taught thematic units including: Geology, Force and Motion, United States Regions, and Birds
  - Created independent lessons and activities to meet individual student needs
  - Used varied assessment techniques including rubrics, peer- and self-evaluation
  - Chaperoned outside of school functions, such as fifth-grade camp
  - Implemented lessons using internet search engines for kids and computer software including Clarisworks, HyperStack Studio, and Grolier's Encyclopedia
- Field Work Experience** **Student Teacher** January – April, 2006  
**Grant Elementary**, Grant, Michigan
- Taught second and third grade class
  - Utilized Theories of Learning Styles in lessons to reach all learners
  - Used Writers' Workshop techniques
  - Organized and taught second grade science unit on Light and Shadow
  - Designed and implemented lesson plans using the I.T.I.P. strategies and the Kent County Outcome Based Education Standards
  - Integrated technology into lesson plans and directed weekly lessons in computer lab

**Reading Internship** September – December, 2005

**Breton Downs Elementary**, East Grand Rapids, Michigan

- Worked with small groups (Grades K-4)
- Developed and implemented remedial reading lesson plans
- Diagnosed students using formal and informal assessments
- Shared test results and strategies with classroom teachers

**Science Mentor** June – August, 2005

**Aquinas College Science Camp**, Grand Rapids Michigan

- Created science plans with a hands-on approach to learning for fifth graders

**Aquinas College Reading Tutor** April – May, 2005

**Aquinas College Reading Clinic**, Grand Rapids, Michigan

- Taught third grade students
- Administered informal/formal diagnostic tests
- Created and taught lessons based on test evaluations
- Generated diagnostic reports

**Math Tutor** January – March, 2005

**St. Stephens Elementary**, Grand Rapids, Michigan

- Tutored third grade student two hours per week for nine weeks
- Created individualized lesson plans based on an initial diagnostic assessment
- Created a final diagnostic report for presentation to teacher and parents

**Assistant Teaching** September – December, 2004

**Meadowlawn Elementary**, Kentwood, Michigan

- Assisted teacher in a fifth grade class
- Tutored E.S.L. student in reading
- Instructed full class in social studies lessons
- Worked with small science and math groups

**Professional Affiliations** Michigan Reading Association (MRA)  
Kent Reading Council  
Association for Supervision and Curriculum Development (ASCD)

**Activities** Aquinas Women's Softball  
Editor, Aquinas Times  
CAVA (Community Action Volunteers Association)

**Work Experience** Sales Clerk, JC Penny, Grand Rapids, Michigan 2000 – 2004  
Waitress, Hong Kong Inn, Grand Rapids, Michigan Summer 1999

# EXPERIENCED PROFESSIONAL RÉSUMÉ SAMPLE

## ALLISON M. ALUMNI

1234 Peach Rd.  
Anytown, Michigan 49001

Home: (814) 555-1234  
Cell: (814) 555-1235  
E-mail: am\_alumni@mail.org

### PROFESSIONAL PROFILE

Business professional with 20 years leadership experience in employee development and coaching, recruiting, sales and brand management, and training and facilitation. Known as a goal oriented manager who is able to solve problems, coach employees and motivate teams. Skilled facilitator regularly called upon for corporate, college and community public speaking, and facilitation of training seminars.

### AREAS OF EXPERTISE

#### Recruiting

- Recognized as Recruiter of the Year at Western Michigan University in 1997.
- Created and monitored fiscal year staffing forecast and met or exceeded goal of 75 hires for 5 years.
- Developed and implemented summer internship program which resulted in a 45% intern to fulltime conversion rate in the Greater Michigan group.
- Reviewed 100 online applications, conducted 25 phone interviews and 20 first interviews monthly.
- Increased regional college and university referral source to top 5 in the country for the past 3 years.
- Created and facilitated presentations for upper level college classes, professional student organizations, fraternities and local business organizations. Topics included dining etiquette, leadership, survival after graduation, and interviewing tips.

#### Sales and Employment Brand Management

- Created a strategy for targeting Tier I, II and III level colleges and universities for the purpose of recruiting and increasing return on investment.
- Visited 15-20 college campuses per semester for recruiting events such as job fairs, panels, interviewing.
- Maintained relationships with career centers, faculty and professional organizations during off season to develop brand recognition and deepen corporate relationship.
- Continued to identify and build relationships with faculty which resulted in more directed and appropriate student referrals.

#### Employee Development and Coaching

- Established goals and evaluated performance for recruiter, trainer, human resources generalist and human resources coordinator consistent with corporate goals.
- Developed and executed an employee retention strategy based on local economic factors and projected growth.
- Directed employee development for 400 employees in the Greater Michigan group.
- Identified staffing trends and consulted with corporate office to implement practical solutions.
- Regularly consulted with local retail managers, conducted “stay interviews” with employees, and provided exit counseling and career development sessions throughout the Greater Michigan group.
- Acted as a resource for employees with questions on employee assistance program, profit sharing, 401k, and employee benefits statement.

## ALLISON M. ALUMNI

page 2

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### Training and Facilitation

- Monitored effectiveness of training programs, surveyed employees and adapted programs based on the feedback to achieve stronger results to the bottom line.
- Taught diversity awareness training for all employees from new hires through upper management.
- Educated managers on the use of the personnel expense calculator. This tool served as a guide when scheduling employee work hours below 50 hours a week and helped with long-term planning.
- Created and facilitated a customer service presentation, which resulted in a 2-point increase in the Enterprise Service Quality index.
- Facilitated training seminars to assistant branch managers on topics including mentoring, leadership, performance management, and motivation.
- Trained and counseled managers on employee reviews, personnel policies, employee benefits, discipline, and hiring process issues.

### EMPLOYMENT HISTORY

ENTERPRISE RENT-A-CAR, Lansing, Michigan	1991 – 2008
<b>Human Resources Manager</b>	2003 – 2008
<b>Recruiting Manager</b>	1998 – 2003
<b>Recruiting Supervisor</b>	1996 – 1998
<b>Branch Manager</b> (management trainee program)	1991 – 1996
HARDEE'S FOOD SYSTEM, Birch Run, Michigan	1988 – 1991
<b>Assistant Restaurant Manager</b>	

### EDUCATION AND DEVELOPMENT

**Bachelor of Science**, Business Administration, Aquinas College, Grand Rapids, Michigan

- |   |             |
|---|-------------|
| • Professional Conferences at Midwest Association of Colleges and Employers Conference          | 1996 – 2005 |
| • Disney Institute: "Keys to Excellence Seminar," Lansing, Michigan                             | 2006        |
| • Train the Trainer: Multicultural Leadership Initiative, Allegro Training, St. Louis, Missouri | 2004        |
| • Human Resources Policies and Procedures, Chamber of Commerce, Lansing, Michigan               | 2004, 2005  |

### PROFESSIONAL AND CIVIC AFFILIATIONS

Board Member, West Michigan's 101 Best & Brightest Companies to Work For	2005 – present
Co-Chair, Susan G. Komen Race for the Cure, Grand Rapids, Michigan	2007 – present
Board Member, Susan G. Komen for the Cure, Grand Rapids, Michigan	2006 – present
Local Representative, Komen BMW Ultimate Drive, Grand Rapids, Michigan	2004 – present
Active Member, Midwest Association of Colleges and Employers	1997 – present
Auditor, Pulaski Day Queen Pageant, Grand Rapids, Michigan	2006
Judge, Pulaski Day Queen Pageant, Grand Rapids, Michigan	2005

# SEASONED PROFESSIONAL/NON-COLLEGE GRADUATE RÉSUMÉ SAMPLE

## Thomas Aquinas

1234 2<sup>nd</sup> Street SW  
Wyoming, Michigan 49509

(616)123-4567  
taquinas96@comcast.net

### OBJECTIVE

Seeking a management position that will utilize my management, organizational, and interpersonal skills to achieve and exceed company goals

### HIGHLIGHTS OF ACCOMPLISHMENTS

- Managed a \$2.6M dollar budget
- Develop employee compensation program that increased productivity 30%
- Hire/terminate, train, and schedule employees, saving \$60,000 in payroll expense
- Negotiate with suppliers and vendors, reducing acquisition costs 5%
- Return on Investment evaluation, reducing inventory space and costs 32%
- Acquired product distributorship, doubling sales while maintaining a 40% GPM
- Began successful e-commerce site, increasing revenue 20%
- Negotiated operating costs, reducing overhead by 15%

### SUMMARY OF QUALIFICATIONS

- Over 20 years experience in inventory control
- Opened international e-commerce sales in 19 countries
- Develop marketing budget and implementation of all media
- Analyze trends and adjust inventory and regulate purchases and manpower accordingly
- Recruit, hire, and train employees for customer service, management, and technical positions
- Manage account receivables, payables, and collections
- Proficient in spreadsheets, profit, and loss statements and inventory management programs
- Advanced knowledge of Quickens, Xenix, Mitchell, and Microsoft programs
- Facilitated and implemented strategic plans and directions
- Web site appraisal and direct involvement in design, functionality, and layout
- Managed vendor co-op/CRM programs and reimbursements

### PROFESSIONAL DEVELOPMENT

SMI: Motivational Management / Personal Leadership  
Sontag Media and Marketing Seminars  
Northern Institute Profitability Seminar  
Standard Oil Management School

### WORK EXPERIENCE

<b>The Auto Barn, Inc.</b>	Grand Rapids, MI
Partner / Operations Manager	1996 – 2008
Sales and Marketing	1990 – 2008
Outside Sales	1982 – 1990
Counter Sales	1979 – 1982

<b>St. John Vianney</b>	Wyoming, MI
<i>Youth Ministry</i>	
Director of Young Adult Programs	1996 – 1999
Associate Youth Director	1994 – 1996

<i>Music Ministry Team Leader</i>	
Music Minister / Choir Director	2007 – 2008
Music Minister / Coordinator	1995 – 2008

### COMMUNITY SERVICE

School Board Search Committee • Cantor • Habitat for Humanity • Entertainment Director



# NON-COLLEGE GRADUATE RÉSUMÉ SAMPLE

## ROGER LANCASTER

1234 22<sup>nd</sup> St.  
Holland, MI 49423

(616) 555-5555  
lancasterr@email.us

### OBJECTIVE

Entry level position as news grip with a TV station

### HIGHLIGHTS OF QUALIFICATIONS

- Cooperative teamworker in setting and achieving goals; personable, outgoing, approachable and communicative
- Good eye for photography; experience with digital camcorders
- Strong interest in the field of TV reporting and camera work
- Dependable, available, eager to learn, willing to work hard

### RELEVANT EXPERIENCE

#### Teamwork

- Served as waiter for exclusive party-yacht service, coordinating with coworkers on meticulously timed dinner cruises:
  - Met deadlines for finely detailed preparations;
  - Served 4 courses within strict time constraints, maintaining high quality and attention to detail
- Participated in weekly meetings of a collective, taking into account everyone's opinions and priorities in working out problems

#### Camera work

- Filmed 20 two-minute opinion interviews of Hope College students, operating a JVC camcorder
- Additional experience handling a camcorder for personal use

#### Project Organizing

- Assisted with order filling and customer services at Center for Local & Community Research:
  - Organized a wide range of data (including computerized info) to develop special interest mailings;
  - Answered phone inquiries, provided information, and referred customers to other sources of information in their field;
  - Filled mail order for books and pamphlets available from our company
- Entered and sorted accounting data on a computer for a small accounting firm, successfully learning new procedures and following through without supervision

### EMPLOYMENT HISTORY & EDUCATION

2006-present	<b>Waiter</b>	Hornblower Party Yachts, Holland, MI
2005	<b>Dishwasher</b>	Hornblower Party Yachts, Holland, MI
2004-2006	<b>Clerical Assistant</b>	Center for Local & Community Research, Holland, MI (networking/info center for nonprofit organizations)
2004	<b>Accounting Assistant</b>	Darlene Vega, Accountant, Holland, MI

## INTERNSHIP RÉSUMÉ SAMPLE

### A. QUE STUDENT

PHONE (616) 555-9999 • [AQSTU@AQUINAS.EDU](mailto:AQSTU@AQUINAS.EDU)  
RAVINE APT. 123 • 1607 ROBINSON RD • GRAND RAPIDS, MI 49506

#### OBJECTIVE

To obtain a Public Accounting tax internship position

#### EDUCATION

Aquinas College,  
*Bachelor of Science in Business Administration*  
*Business and Accounting Dual Major*

Grand Rapids, MI  
*Anticipated Graduation, 2010*  
*Major GPA: 3.26; Cumulative GPA: 3.273/4.0*

#### RELATED COURSES

Principles of Accounting I&II  
Spreadsheets  
Management  
Financial Management

Intermediate Accounting I&II  
Accounting-Tech  
Statistics  
Marketing

Macro-Economics  
Micro-Economics  
Tax Law I  
Cost Accounting

#### SKILLS

Proven Leader  
Individually Motivated

Communication  
Flexible and Reliable

Quick Books  
Microsoft Office

#### WORK EXPERIENCE

**Document Storage Inc.**  
*Warehouse-Specialist*

**Grand Rapids, MI**

**July 2008 - Present**

- Move documents from one building to another.
- Establish flexibility, reliability, and trust with owners. Train new employees on procedures that provide efficient use of time. Supervise two employees. Communicated between owners and staff.

**Able Construction Inc.**  
*Laborer*

**Grand Rapids, MI**

**2008-2009**

- Clean up, Demolition, House Framing, Interior and Exterior Trim
- Established flexibility, reliability, and trust with the owner. Able to work as a member of a team. Communicated with the boss. Started applying the basics of management.

#### ACTIVITIES AND INTEREST

- Aquinas Business and Accounting League Club, Vice President
- Aquinas Ultimate Frisbee Club, Member
- Intramural Flag Football, Player

## FEDERAL RÉSUMÉ SAMPLE

Scott Hampstead

555 Division Road, Rockford, MI 49341  
(616) 866-0000 • scotth20202@email.org

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SSN: 000-00-0000; U.S. Citizen  
VETERANS PREFERENCE: 5 POINTS

### OBJECTIVE:

**Labor Economist, GS-0110-11, U.S. Department of Labor, Washington, DC**  
**Announcement: NCSC/ILAB 95-046**

### SUMMARY OF RELEVANT SKILLS:

#### *Economics*

- Utilize knowledge of economic relationships to advise senior researchers
- Apply money, banking, and foreign-exchange principles to current research

#### *Econometrics*

- Prepare economic and governmental forecasts
- Provide information to support policy decision-making

#### *Computers*

- Proficiency with Mini-tab and SAS statistical software
- Compile data; analyze statistics
- Produce spreadsheets and reports

#### *Written Language*

- Construct clear, concise, audience-specific reports
- Conduct extensive research to support team-oriented class projects

#### *Public Speaking*

- Design and present informative, demonstrative, or persuasive speeches
- Deliver animated conference-level presentations with visual aids
- Interview specialized professionals and executives on economic research

### EDUCATION:

#### **Bachelor of Science in Economics**

**Aquinas College**, Grand Rapids, Michigan  
May 2009

Overall GPA: 3.6/4.0

Economics GPA: 3.7/4.0

### ACADEMIC AWARDS AND HONORS:

**International Honor Society in Economics:** Omicron Delta Epsilon, May 2009

**Dean's List for Academic Excellence**, Aquinas College, 2005-2009

## RELATED COURSEWORK:

Macroeconomics, microeconomics, world economies, applied economics, environmental economics and policy, international business, international trade theory, public sector economics, development economics, history of economic ideas

## EMPLOYMENT HISTORY:

### **Academic Achievement Center at Aquinas College**

1607 Robinson Road SE, Grand Rapids, Michigan 49506

2006-2009

#### **Peer Tutor**

Salary: \$600 per month

20 hours/week

Supervisor: Kelly O'Connor, (616) 632-9999

Provided writing support and course-specific tutoring in economics, history, and English to undergraduates

### **Department of Economics at University of Michigan**

920 South University Avenue, Ann Arbor, Michigan 48109

Summer 2008

#### **Research Assistant**

Salary: \$300 per month

30 hours/week

Supervisor: Dr. Michael Hardy, (734) 764-9999

Provided research support to senior researcher in area of international trade and international economies

### **Village Antiques**

500 Summit Road, Rockford, Michigan 49341

2005-2006

#### **Sales Clerk**

Salary: \$850 per month

18 hours/week

Supervisor: John Jones, (616) 555-5555

Responsible for customer service, sales, daily operation of store

### **United States Marine Corps Intelligence Field**

2000-2005

#### **Cryptologic Spanish Linguist**

Salary: \$1,500 per month

40 hours/week

Supervisor: Edward A. Hall, (202) 716-3210

Top Secret Clearance      Honorable Discharge, 2005

## MILITARY CLEARANCE AND AWARDS:

### **United States Marine Corps, 2000-2005.**

Cleared for Top Secret information and granted access to Sensitive Compartmented information based on a special background investigation completed on 880802 under CCN #88132-1366.

#### *Awards:*

- Rifle Expert Award
- Good Conduct Medal
- Letter of Commendation
- Letters of Appreciation

# CAREER CHANGER RÉSUMÉ SAMPLE

*\*from Store Management to Real Estate Sales*

## WILLIAM MAAS

1607 Robinson Road, Grand Rapids, MI 49506 • maaswill@aquinas.edu • (616) 632-2905

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### OBJECTIVE

To contribute to an organization that can use a resourceful and congenial sales professional with excellent customer relations skills who offers a proven “track record” of accomplishment in both sales and operations management

### SUMMARY OF QUALIFICATIONS

- Licensed by Michigan Real Estate Commission as sales person
- Completing Brokers Certification
- Completed “Michigan Fundamentals of Real Estate Course”
- Proven commitment to meeting deadlines and serving customers
- Exceptionally strong analytical and problem-solving skills
- Known for positive attitude and cheerful disposition
- Skilled in hiring, training, scheduling, and maintaining sales staff dedicated to superior customer relations
- Eight years of restaurant and retail management experience

### EXPERIENCE

#### STORE MANAGER

2003-2006

Camelot Music, Grand Rapids, MI, and Kentwood, MI

- Selected to manage a new 10,000 square foot freestanding “superstore”
- Opened new stores and converted acquisition stores to Camelot’s procedures, methods, and systems
- Devised and implemented effective merchandising techniques
- Specialized in maintaining superior inventory conditions
- Achieved consistent sales increases and ranked among the chain’s highest volume stores
- Diminished shrinkage and substantially increased profits
- Implemented effective off-site sales locations utilizing radio and television as well as popular musicians and bands at successful local events

#### CO-MANAGER

2001-2003

Burger King, Kentwood, MI

#### ASSISTANT MANAGER

1998-2001

Vitale’s Italian Restaurant, Grand Rapids, MI

### EDUCATION

**Bachelor of Science** in Business Administration, 2003  
Aquinas College, Grand Rapids, MI

## SCANNABLE RÉSUMÉ SAMPLE

Michael Scannable  
1234 Main Street  
Kalamazoo, MI 48123  
(616) 123-4567  
msresume@scan.com

### SKILLS

Administration and Management Skills: meeting planner; maintaining student employee schedules; meeting deadlines; training and supervising student staff; punctual; decisive; logical; rational; writing reports; assessing data.

Communication Skills: human relations training; fluent French; writing for publication; switchboard experience; customer service training; computing/word processing; fluent Microsoft Office; interpersonal, public speaking, other communication coursework.

Computer Skills: Microsoft Word, Excel, Access, Internet, Lotus Notes, HTML, PowerPoint; instructor assistant training.

### EDUCATION

Bachelor of Science, 1999, Western Michigan University; Major: Business Administration, Communication; Minor: French.

### WORK EXPERIENCE

1999-present, Western Michigan University  
Administrative Assistant

Kalamazoo, MI

Assisted President with clerical work. Familiarized staff with Microsoft Office. Took minutes at various meetings. Organized all databases in office. Assessed staff and faculty at university. Performed general clerical duties such as typing, filing, and answering phones

1997-1999, Western Michigan University  
President of Student Body

Kalamazoo, MI

Represented student body. Created and implemented strategies for new parking plans and procedures. Developed new procedure for recruiting membership on student government. Facilitated student government meetings.

### ACTIVITIES

Participant in Cancer Walk	July 1998
Organized charity event for homeless children	December 1998
Created a focus group on promoting college leadership	April 1998
Built a house for Habitat for Humanity	January 1999
Planted trees at Acadia National Park, MA	May 1999
Cleaned up highway	June 1999

# Résumés as a Web Page

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If you would like to place your résumé on the internet, you will need to follow some of the same guidelines as you would with the scannable résumé. On the Internet, however, you can be more creative than you would be on paper. Depending on the level of your computer skills, the sky is the limit to the special features you can apply to your documents.

## Internet Résumé Guidelines:

- Make sure that you have an e-mail hyperlink
- Make sure that the file is properly formatted as an ASCII text file
- Utilize a sans serif font in size 10-14
- Avoid underlining, graphics, bold and shading
- Avoid horizontal and vertical lines, and compressed lines of text
- Avoid parentheses and brackets, italic text or script
- Make sure to include a counter to know how many times your page has been visited
- Left justify the entire document
- At the top of the page, just below your name your résumé should provide a series of jumps for each of the important categories it contains.
- Avoid tabs and hard returns whenever possible
- Avoid faxed copies which become fuzzy
- Ensure that your résumé will be picked up by various search engines on the Internet. This is an issue of proper formatting, and selection of key words.

# References

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Obtaining professional references is an important part of the job search process. Opinions are divided as to whether the phrase “References available upon request” should be included at the bottom on your résumé. In either case, it is important that reference information not appear on your résumé. We recommend that you list your references on a separate sheet of paper, which is ready to present with the résumé to the employer.

## **Reference Etiquette:**

Before listing people as a reference, you must always ask their permission. When you ask a person to be a reference for you, inform them about your experience and background, and provide them a copy of your résumé. Let them know also about the positions you are seeking or applying for, so they won’t be surprised when they receive a telephone call. People appreciate it also when you keep them updated about your job search process, be sure to let them know when you obtain a position, and don’t forget to thank them for their assistance in the process.

## **Content:**

You should always give a minimum of five and not more than eight. Try to have the sources vary, perhaps including a professor, advisor, and a current or former employer. It is best not to include any family members or personal friends. Give accurate information about these people, including name, title, organization, address, phone number, and possibly a fax or e-mail address.

## **Tips:**

Some employers prefer receiving references with a résumé and cover letter at the same time of application. Others will ask for them at a later time. Unfortunately, you will have to play it by ear. If you apply in person, or in an interview, you may want to ask the person working if they would like your references. Always be sure to have a neat and up-to-date copy on hand. A sample is given on the next page.



References for  
**Suzanne Pankey**

4133 Brown Avenue ■

Grand Rapids, MI 49543 ■

(616) 967-2133 ■

suzie.pankey@email.org

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**Professional references:**

Pat Roberts  
Associate Director of AQ Advantage Center  
Grand Valley State University  
Allendale, MI 49601  
Office Phone: (616)678-1234  
Home Phone: (616)123-9654

Dr. Mary Spencer  
Vice President of Finance  
Western Michigan University  
Kalamazoo, MI 49761  
Office Phone: (313)786-2310  
Fax: (313)786-3411

Dr. William VanderLoot  
Professor of Management  
University of Illinois  
Urbana, IL 60694  
Office Phone: (708)364-9120  
E-mail: vanderlo@urbana.edu

**Former Professors:**

Dr. Michael Keils  
Professor of Chemistry  
Boston College  
Boston, MA 56012  
Office Phone: (560)435-8720

Dr. Ginger Kennedy  
Professor of English  
Boston College  
Boston, MA 56012  
Office Phone: (560)435-2139

**Co-Worker:**

Ms. Melanie Frost  
Manager  
Thomas Labs  
453 Green Street  
Grand Rapids, MI 46853  
Office Phone: (616)956-4326

# Anatomy of a Cover Letter

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Perhaps one of the most confusing aspects of job finding that you'll face is writing appropriate job-search letters. The job search may be the first time you'll have to compose and produce professional-level correspondence. Accordingly, you face the challenge of deciding both what to say and how to say it for a number of important, unfamiliar situations.

Good letters can enhance your employability, but they first must be connected to your most important job search tool – your brain! The purposes and impact of every letter should be considered carefully. It is important that you craft your letters to reflect what is appropriate for your audience, our objectives, and the requirement of the situation.

Your job search letters should be linked to the following career development tasks:

- ❑ Assessing your abilities, skills, knowledge, interests, preference, values, and motivations;
- ❑ Researching and evaluating occupations, jobs, and employers;
- ❑ Defining your work objectives and career goals;
- ❑ Writing a professional-level résumé;
- ❑ Planning and implementing your job-search campaign;
- ❑ Interviewing for job opportunities; and
- ❑ Choosing appropriate work.

Most often, letter writing supports the last three tasks, but the key point to remember is that effective letters are part of a larger career planning and job-search process.

## Ten Basic Principles to Effective Cover Letter Writing

- ❑ Decide your purpose in writing, then plan accordingly. Place the most important items first, supported by facts.
- ❑ Group similar items together in a paragraph, then organize the paragraphs in logical relationship to one another. Do the work of organizing your information for the reader.
- ❑ Keep your letters personal, warm, and professional. Avoid being either overly familiar or overly officious in tone. However, do remember that business letters are formal, not informal, documents.
- ❑ Say what you mean directly without a lot of verbiage. Demonstrate that you understand the value of the reader's time by being as brief as possible.
- ❑ Write clearly and simply. Avoid jargon and overly complex sentences.
- ❑ Be positive in content, tone, word choice, and expectations. Suggest that you are an optimistic, responsible, productive, and reasonable person.
- ❑ Use active voice and action verbs in your writing.
- ❑ Keep the reader's interest by varying sentence structure and length.
- ❑ Reduce uncertainty and abstraction for the reader by including specific facts.
- ❑ Provide information that reflects the reader's interest. Stress benefits for the reader.

## TRADITIONAL COVER LETTER FORMAT

**Applicant's address**  
**City, State Zip Code**  
**Phone number**

**Date**

**Employer's name**  
**Employer's complete title**  
**Employers address**  
**City, State Zip Code**

**Salutation:** (get a specific name/person if possible)

**Opening paragraph:** Come to the point. Reveal your purpose and interest. Identify the position and your source of information. Introduce your themes.

**Second paragraph:** Outline your strongest qualifications that match the position requirements based on the themes you selected. As much as possible, provide evidence of your related experiences and accomplishments. Make reference to your enclosed résumé.

**Third paragraph:** Convince the employer that you have the personal qualities and motivation to perform well in the position. Sell yourself. **Be sure to incorporate information that you have learned about the employer and why you would be a good fit.**

**Fourth paragraph:** Suggest an action plan. Request an interview, and indicate that you will call during a specific time period to discuss interview possibilities.

**Closing paragraph:** Show appreciation to the reader for his or her time and consideration.

**Sincerely yours,**

*(2-3 spaces, enough to sign your name)*

**Name of applicant** (make sure you sign your letter as well)

## TRADITIONAL SAMPLE COVER LETTER

41 36th Street, Apt. 1A  
Kentwood, MI 49516  
(616) 555-7329

January 12, 2009

Ms. Ellen Woodward  
Section Manager  
Hewlett Packard  
16399 Saint Bernardo Drive  
San Diego, CA 92717

Dear Ms. Woodward:

In May of 2010, I will be graduating from Aquinas College in Grand Rapids, Michigan, with a Bachelor of Science degree and a major in Computer Information Systems. I am writing to explore the possibility of employment as a Systems Analyst at your San Diego facility.

Your position requires experience in computer systems, financial applications software, and end-user consulting. With a major in Computer Information Systems, I have training on mainframes, minicomputers, and microcomputers as well as with a variety of software programs and applications. My practical experience at Hewlett Packard, as part of my internship, gave me valuable exposure to a number of your products in our laboratory. Your product design, precision, and reliability are impressive. More recently, however, I noted in a professional computing journal that you are undertaking a new project to apply microcomputers in automatic control systems. Many of my electives were in the fields of control systems and computers, and I worked for three summers in microcomputer applications. My enclosed résumé provides more details on my qualifications.

I believe that my background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for your San Diego facility. Your firm has an excellent reputation and comes highly recommended to me.

Please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity. I will contact you by phone within ten days to discuss the possibility of an interview. Should you need to reach me, please feel free to call me at (213) 459-8281. If I am not in, please leave a message on my voice mail and I will return your call within a day.

Sincerely,

Elizabeth Farnsworth

Enclosures

## **T-FORMAT COVER LETTER**

*The “t-format” cover letter is a great way to introduce oneself to prospective employer. Note the outline format that serves as a sort of mini-résumé.*

**Corey M. Smith**  
1607 Robinson Road SE  
Grand Rapids, MI 49506

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May 15, 2009

Mr. Alan Smith  
Director of Human Resources  
Kent County Human Services  
1234 Pearl Street  
Grand Rapids, MI 49503

Dear Mr. Smith:

I would like to express my interest in becoming a part of the Kent County Human Services team as a Case Manager. I am confident that my direct experience as a Case Manager for another Kent County organization will demonstrate my commitment to the field, and will verify my qualifications for this position.

**You require a professional:**

With a Bachelor's degree in a field related to social work or counseling.

With two years experience in human services.

With strong communication skills.

**I offer experience as a Case Manager who has:**

A Bachelor's degree with a major in Sociology and a minor in Spanish.

Three years experience in various positions at local human service organizations.

Worked five years as a tutor for English as a Second Language for international students.

In consideration of these and other qualifications (as outlined in my enclosed résumé), I am looking forward to meeting with you to discuss the Case Manager position. I will call you by June 1<sup>st</sup>, 2009 to discuss the possibility of an interview. Should you have any questions in the meantime, please do not hesitate to contact me at (616) 234-1234. Thank you for your consideration.

Sincerely,

Corey M. Smith

Enclosures

## BULLETED COVER LETTER

Mary H. Lamb  
1234 Prairie Lane  
Grand Rapids, MI 49506  
(616) 456-1234

May 1, 2009

Mr. Eric Russell  
Human Resources  
WOW! Company  
123 54<sup>th</sup> Ave.  
Wyoming, MI 49509

Dear Mr. Russell:

I am applying for the position of Financial Analyst, which was advertised in the April 29 edition of *The Grand Rapids Press*. The position seems to fit very well with my education, experience and career interests.

There are many things about WOW! Company that I am impressed with. WOW! is on the cutting edge of technology utilization in the financial planning process. While attempting to incorporate technology, you have managed to keep customer satisfaction as the focus of your interactions with clients. I believe that my experiences and my understanding of the difficulty and necessity of making the most of technology will give you the valuable employee you are looking for and make me an asset to your organization.

Some of my recent experiences include the following:

- Completed an internship at John Hancock as an investment associate;
- Staffed the Aquinas College help-desk for the Information Technology Department; and
- Coordinated the conversion from a DOS based software package to a Windows based software package for the department, while I was a student.

Would you please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity? I will call you next week to see if an interview can be arranged. Should you need to reach me, please feel free to call me at (616) 459-1234. If I am not in, please leave a message on my answering machine and I will return your call within a day.

Sincerely,

Mary H. Lamb

Enclosures

## **SAMPLE FOLLOW-UP/THANK YOU LETTER**

*You should follow every interview with a thank you letter. If you interviewed with more than one person, send each an individual letter. Keep this in mind as you go through your interview process, making sure to write down names, titles, and addresses before you get home and forget the information.*

512 Saxony Drive  
Grand Rapids, MI 49506  
(616) 949-5555

September 1, 2009

Mr. Daniel Johnson  
Marketing Director  
Abernathy, Timmons and Langford, Ltd.  
100 Monroe NW  
Grand Rapids, MI 49503

Dear Mr. Johnson:

Thank you for taking the time to talk with me yesterday. It was fascinating to discuss Abernathy, Timmons and Langford, Ltd.'s (ATL) new strategies for becoming the leaders in bond trading.

After speaking with you, I am more certain than ever about the contributions I could make to ATL. My finance major included many courses in fiscal policy and the workings of the stock market. And, as we discussed, my internship at a brokerage firm provided me with many experiences, which would prove to be very useful in a career at your company.

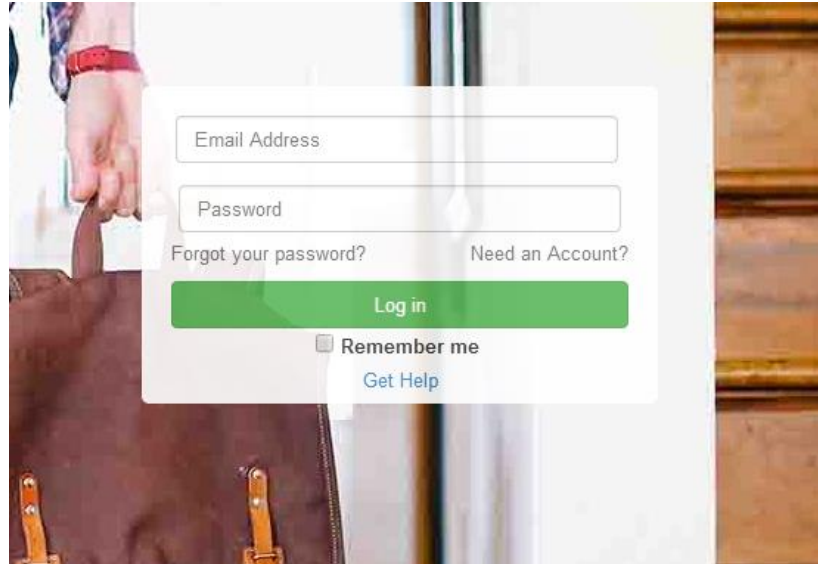
Again, I appreciated the opportunity to interview with you and hope you will call me if you have any further questions. I look forward to hearing from you.

Sincerely,

Susan Drake

# **Handshake Student Quick Start Guide**

If you haven't found the answer to your question(s) through our Quick Start Guide, please feel free to contact your Career Center Administrator on campus or get help through Handshake.



1. Go to [aquinas.joinhandshake.com](https://aquinas.joinhandshake.com)
2. Click "need an account"
3. Follow the steps and use your Aquinas email.

What you can do with Handshake:

- Download the iphone app. The android app is in the process of being created
- Search jobs and employers
- Upload your resume for review
- Important milestones to graduation checklist
- Journal what you've done in class/volunteering
- Learn about career fairs/events



## About This Guide

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The previous pages gave you a solid understanding of how to organize a résumé, how to write a résumé and cover letter, how to format different styles of résumés and cover letters, and how to organize a reference page. You were also given several résumé samples for different needs.

For additional information and even more samples, log on to Handshake (<http://aquinas.joinhandshake.com>), also available through the Aquinas network. A link is available under “Additional Resources” on The Moose. If you don’t have an account you can create an account using your Aquinas email address.



[aquinas.joinhandshake.com](http://aquinas.joinhandshake.com)