

RESUME
&
COVER LETTER
PACKET

BRING YOUR RESUME IN TO BE CRITIQUED
MONDAY – THURSDAY 2-4 PM DURING THE ACADEMIC YEAR
(CALL FOR SUMMER HOURS)



World Class. Face to Face.

PARTS OF A RESUME

Although there are several components listed below, be sure to choose only those that are relevant to the job you are applying for.

Heading

The heading is the top portion of your resume that includes information such as your name, address, telephone number, and e-mail address (both current and permanent if necessary). You should not include the following information on your resume (employers have no legal right to request this information either): age, sex, race, religion, marital status, number of children, health, physical attributes, sexual orientation, or personal habits.

Objective/Skills Summary

The *employment objective* tells the prospective employer what you want. You want to be as specific as possible. The *skills summary* tells the prospective employer your most sought-after skills, abilities, accomplishments and attributes.

Education and Related Coursework

List degrees earned, your major/minor areas of study, the name of the college, city and state where located, month and year of graduation and GPA/Class Rank (optional). If you are a member of the honors college, attended any special programs, elective coursework, trainings, courses, or participated in study abroad, you can also list them in this section. List in reverse chronological order.

Related Work Experience

List your position, the organization's name, city and state where located, the time period you worked there and what you accomplished while you worked there. Include any experience gained from work, practicum, or internships. This is the place to show you are employable and have marketable skills. Don't just list *what* you did (job duties), list *how well* you did them (accomplishments)!

Leadership

Use this section to highlight any leadership roles you have held both in and out of school. This can include offices held, projects led, groups led, etc. Demonstrate how your leadership was effective and the skills you used as a leader.

Professional Development/Certifications

Highlight additional training and certifications relevant to the position you are applying for and that sets you apart from other applicants. This would include conferences, workshops and seminars attended, and certifications or licenses held.

Publications

Use this section to list any abstracts or articles you have had published during your education.

Honors/Awards

List any honors, scholarships, honorary organizations and awards received (both academic and non-academic related).

Clubs/Organizations

Use this section to list any clubs or organizations for which you are a member and actively involved.

Volunteer/Community Service

This section lists your contributions to various organizations within your community.

GENERATE A LIST OF YOUR ACCOMPLISHMENTS

Employers want to know what you have achieved in past jobs to see how you can contribute to their organization. Job duties tell a prospective employer *what* you did; accomplishments tell them *how well* you did it. Think time, money and amounts. Use the acronym CAR (Challenge-Approach-Results). Consider the problems you have faced (the Challenges), your unique contribution (the Approach), and the benefits that you have imparted (the Results). Read the examples below to get a better understanding of the difference between a job duty and a job accomplishment.

Job Duty: Responsible for keeping accurate client records in a multi-doctor practice.

Job Accomplishment: Developed and maintained a computerized system for tracking production of six physicians in a 950,000/year practice.

Job Duty: Responsible for loss prevention for department store.

Job Accomplishment: Developed and implemented loss prevention protocol that resulted in a 14% decrease in lost revenue and a \$9,000 decrease in legal fees for prosecution of shoplifters.

More accomplishment examples:

- 1) Initiated an on-campus recruitment program resulting in a 40% increase in applicants.
- 2) Improved business exposure through development and marketing of web site and advertising at local theaters.
- 3) Excellent interpersonal and client relation skills demonstrated through retention of and 6% increase in client base.
- 4) Increased personal production by 7%, which contributed to an overall increase in store production of 11%.
- 5) Promoted to manager within one year of employment.
- 6) Developed and facilitated eight workshops for outpatient nutrition education programs including diabetes, cardiac care, weight loss, and pregnancy.

Ask yourself the following questions:

- What did you do that was faster, better, cheaper?
- Increase membership/participation/sales?
- Save your organization time, money or eliminate waste?
- Identify and/or help solve any problems?
- Institute any new methods, systems or procedures?
- Suggest a new service, product or project?
- Re-organize or improve an existing system?
- Refine the nature of an existing task?
- Maintain a consistently high level of performance?
- Demonstrate leadership skills and exhibit good team player skills?
- Reach out for more work or more responsibility?
- Achieve results with little or no supervision?
- Establish new goals and objectives?
- Accomplish something others thought could not be done?
- Motivate others?
- Coordinate any event or project?
- Train another person? What were the results?
- Acquire industry-specific knowledge?

NON-TECHNICAL COMPETENCIES

Recent research conducted by NACE (National Association of College and Employers, 2003) has shown employers consider more than the technical skills and knowledge of potential employees. Employers want to know you possess certain *non-technical competencies* that would make you a well-rounded person able to function in a team environment and when working with others. It is important to demonstrate these skills on your resume. You can incorporate these competencies in the skills summary section, in your cover letter, or in the work experience section.

Top twenty non-technical competencies employers look for in job candidates

- | | |
|--------------------------------------------------|-----------------------------------|
| 1) Communication Skills (verbal and written) | 11) Leadership Skills |
| 2) Honesty/Integrity | 12) Organizational Skills |
| 3) Interpersonal Skills (relates well to others) | 13) Self-Confidence |
| 4) Motivation/Initiative | 14) Friendly/Outgoing Personality |
| 5) Strong Work Ethic | 15) Tactfulness |
| 6) Teamwork Skills (works well with others) | 16) Well Mannered/Polite |
| 7) Analytical Skills | 17) Creativity |
| 8) Flexibility/Adaptability | 18) GPA (3.0 or better) |
| 9) Computer Skills | 19) Entrepreneurial Skills |
| 10) Detail Oriented | 20) Sense of Humor |

Other Non-Technical Competencies

- 1) Professionalism
- 2) Positive Attitude
- 3) Time Management
- 4) Dedication
- 5) Discipline
- 6) Goal Setting
- 7) Commitment
- 8) Multi-Cultural Experience

Written examples may include:

- Proven interpersonal and teamwork skills in academic and work environments.
- Demonstrated personal qualities of strong work ethic and dedication to high quality performance.
- Multicultural experience through education and team related relationships.
- Positive attitude and quick learner with the ability to adapt to new challenges.
- Communicate and work well with others from a wide variety of backgrounds and personalities.
- Inspire others to set and achieve personal and team goals.
- Motivated, goal-oriented and dedicated to excellence.
- Excellent verbal and written skills with clients, staff, peers and faculty.
- Ability to work both independently and as a team.

KEY PHRASES FOR POWERFUL RESUME & COVER LETTER WRITING

- Excellent written and verbal communication skills.
- First-hand experience with a wide range of cultures.
- Long-term interest in _____.
- Managed a very successful _____.
- Completed assignments to our clients' complete satisfaction.
- Well-organized and resourceful.
- A creative flair for putting on events.
- Excellent communicator; able to draw people out and quickly put them at ease.
- Strong credentials in _____ and _____.
- Creative problem solver.
- Possess a positive, professional image suitable for any business environment.
- Theoretical grounding in _____ and _____.
- A quick learner with ability to adapt to new challenges.
- Designed and implemented a highly successful employee _____.
- Skilled at developing rapport with all types of people.
- Able to resolve conflicts in a diplomatic manner.
- Effective in working with people from _____.
- Outstanding communication and presentation skills.
- I've had specialized courses in _____ and _____.
- Thrive on working with people and helping clients achieve their objectives.
- Effective independently or as a member of the team.
- Diplomatic and tactful with both professionals and nonprofessionals.
- Highly motivated and goal oriented.
- Well-versed in _____. A generator of creative ideas.
- Excellent references from _____.
- Effectively interfaced with management at all levels.
- High level of professionalism.
- Trained by one of the area's most reputable _____.
- Succeeded in only _____ months to educate myself in _____ areas.
- Project a highly competent and professional image.
- A finely tuned sense of _____ and its uses.
- Excellent organization, communication, and writing skills.
- Familiar with _____ cultures and politics.
- Designed courses to train over _____ people.
- Excellent command of both _____ and _____ languages.
- Able to pinpoint problems and initiate creative solutions.
- Poised and competent as a professional representative.
- Extensive public service in nonprofit organizations.
- Special talent for improving systems. Able to accurately establish priorities.
- Enthusiastic, creative, and willing to assume increased responsibility.
- Effective at public speaking and media presentations.
- Ability to organize many documents into a coherent presentation.
- Effective in developing programs which reach goals.
- Communicate well with a wide range of personalities.
- Extremely dependable in completing projects.
- Special talent for coordination of colors and visual effects.
- Planned, managed and supervised events for up to _____ people.
- High energy coupled with enthusiasm and dedication to _____.

ACTION WORDS

Accepted	Compiled	Enforced	Inventoried	Recruited
Accounted	Composed	Engineered	Investigated	Rectified
Achieved	Computed	Enlarged	Issued	Reduced
Acquired	Conceptualized	Enlisted	Itemized	Refined
Adapted	Condensed	Entered	Joined	Reinforced
Addressed	Conducted	Established	Launched	Reorganized
Adjusted	Consolidated	Estimated	Led	Repaired
Administered	Constructed	Evaluated	Maintained	Reported
Adopted	Consulted	Examined	Managed	Represented
Advised	Contracted	Executed	Manufactured	Researched
Advocated	Converted	Exhibited	Marketed	Resolved
Allocated	Conveyed	Expanded	Measured	Retrieved
Allotted	Coordinated	Experienced	Mediated	Reviewed
Altered	Copied	Experimented	Minimized	Revised
Analyzed	Corrected	Explained	Modified	Scheduled
Answered	Correlated	Extracted	Monitored	Selected
Anticipated	Counseled	Fabricated	Motivated	Separated
Applied	Created	Facilitated	Negotiated	Set up
Appointed	Critiqued	Filed	Notified	Shaped
Appraised	Cultivated	Financed	Observed	Simplified
Approved	Defined	Forecasted	Obtained	Solved
Arbitrated	Delegated	Formed	Operated	Sparked
Arranged	Delivered	Formulated	Ordered	Surveyed
Assembled	Demonstrated	Founded	Originated	Staffed
Assessed	Described	Gathered	Organized	Strengthened
Assigned	Designated	Generated	Outlined	Studied
Assisted	Designed	Governed	Overcame	Succeeded
Audited	Detailed	Graded	Oversaw	Summarized
Authorized	Detected	Grouped	Participated	Supervised
Awarded	Determined	Guided	Performed	Surveyed
Balanced	Developed	Handled	Persuaded	Synthesized
Budgeted	Devised	Headed	Planned	Tailored
Calculated	Diagnosed	Hired	Predicted	Taught
Calibrated	Directed	Identified	Prepared	Tested
Carried	Disciplined	Illustrated	Presented	Trained
Catalogued	Discovered	Imagined	Presided	Transcribed
Categorized	Dispatched	Implemented	Prevented	Transformed
Certified	Dispensed	Improved	Prioritized	Translated
Checked	Displayed	Improvised	Produced	Tutored
Centralized	Dissected	Increased	Programmed	Typed
Changed	Disseminated	Informed	Promoted	Unified
Clarified	Distributed	Initiated	Protected	Updated
Classified	Drafted	Innovated	Proposed	Utilized
Cleaned	Drafted	Inspected	Provided	Verified
Coached	Edited	Installed	Publicized	Wrote
Collaborated	Elected	Instructed	Published	
Collated	Eliminated	Insured	Recognized	
Collected	Empowered	Integrated	Recommended	
Communicated	Encouraged	Interpreted	Reconciled	
Compared	Endorsed	Interviewed	Recorded	

SAMPLE CHRONOLOGICAL RESUME

STILL N. SCHOOL

Phone: 509-123-4567
 Email: stillnschool@wsu.edu

123 Anywhere Street
 Pullman, WA 99163

Objective:

A trainee position leading to Branch Management/Operations for a major financial services organization.

Education:

BA in Business Administration, Option in Finance *May 200X*
 Washington State University, Pullman, WA
 GPA 3.15

Relevant coursework: Financial Institutions and Markets, Commercial Bank Management, Advanced Financial Management, Investments and Security Analysis, Portfolio Theory and Management, Operations Management, Database Management Systems, Professional and Technical Writing

Work Experience:

Financed 100% of higher education costs through the following part-time and summer jobs:

Managing Editor, Daily Evergreen 9/200X – Present
Washington State University Pullman, WA

Supervise a staff of 35 people, maintaining the lowest turnover rate in five years. Coordinate editorial and art production schedules, oversee budget, recommend cost-cutting procedures to campus advisor. Developed a training program for new employees resulting in increased productivity. Wrote an orientation handbook. Initiated an on-campus recruitment program which generated 40% more applicants.

Assistant Manager, Pullman Franchise 1/200X - 12/200X
McDonald's Pullman, WA

Supervised a staff of 10 part-time employees. Arranged work schedules. Taught orientation program for over 50 new employees. Reduced customer complaints by 25%. Balanced daily cash register receipts and sales. Oversaw work flow. Promoted to assistant manager position within first six months of employment.

Leadership: President, Finance Club
 Vice President, Beta Sigma Epsilon

Clubs: Member, Finance Club
 Member, Business Administration Club

Honors and Awards: Donald Gates Outstanding Leader Scholarship
 WSU Writing Portfolio "Passed with Distinction"

SAMPLE FUNCTIONAL RESUME

FOREVER A. STUDENT

foreverastudent@wsu.edu

Current Address (until May 20, 200X)

123 Any Street
Pullman, WA 99163
(509) 123-4567

Permanent Address

987 Somewhere St.
Boise, ID 88888
(208) 987-6534

OBJECTIVE

Full-time employment as a clinical dietitian with the opportunity to provide individual patient care.

EDUCATION

BS in Food Science and Human Nutrition, General Dietetics Option, May 200X

Washington State University, Pullman, WA, GPA 3.15

Relevant coursework: Eating Disorders, Global Nutrition, Community Nutrition, Nutritional Assessment, Medical Nutrition Therapy, Prenatal-Infant and Child Nutrition, Nutrition and Aging, Sport Nutrition

CLINICAL EXPERIENCE

- Performed effective nutritional screening to assess status and develop nutrition care plans for patients
- Provided counseling and diet instruction for inpatients and outpatients in hospital setting
- Attained first-hand clinical experience in renal, ICU, diabetic, cardiac, and geriatric rotations
- Developed presentations for outpatient nutrition education programs including diabetes, cardiac care, weight loss and pregnancy
- Provided nutrition counseling to university students
- Established proficient charting procedures
- Developed precision, confidence and ability to manage patient loads

COMMUNITY EXPERIENCE

- Developed nutrition education materials for teaching individuals in the community
- Organized nutritional components of “Eating Disorders Awareness Week” on campus
- Participated in Food Bank and Meals on Wheels community programs
- Co-directed a station of the “Body Walk” program (regional 4th grade nutrition education program) organizing staffing, scheduling, props and nutrition education

FOOD SERVICE EXPERIENCE

- Planned theme dinner for WSU dining centers
- Participated in budgeting, requisitioning and ordering procedures for public school food service
- Conducted in-service training for full-time food service staff

EMPLOYMENT HISTORY

Student Dietician, WSU Nutrition Clinic, Pullman, WA, 1/200X - present

Food Service Manager, Pullman School District, Pullman, WA, 8/200X - 5/200X

Food Service Worker, Sweet Sensations, WSU, Pullman, WA, 8/200X – present

Student Dietitian, Madigan Army Medical Center, Tacoma, WA, 8/200X – 5/200X

HONORS AND LEADERSHIP

Member, American Dietetic Association

Treasurer, Student Nutrition Awareness Club

ADA Outstanding CUOGD Dietetic Student Nominee

SAMPLE TECHNICAL RESUME

IAM A. GRADUATE

iamagraduate@wsu.edu

123 Homestead Place
Pullman, WA 99163

Phone: (509) 987-6534
Cell: (509) 123-4567

Languages

- Visual Basic
- COBOL
- C, C + +
- Pascal

Operating Systems

- Windows (all versions)
- Mac OS
- UNIX
- Novel NetWare

Applications

- Microsoft Office
- Adobe PageMaker
- Adobe Photo Shop
- Corel DRAW

Networking

- Ethernet card installation
- TCP/IP
- Telnet
- FTP
- Fetch

Database

- SQL
- Microsoft Access
- Oracle8

Web Development

- HTML
- Microsoft FrontPage
- Macromedia
Dreamweaver
- ASP Programming

EDUCATION

B.A. in Business Administration, May 200X
Emphasis: Management Information Systems
Washington State University, Pullman, WA
GPA: 3.3

RELEVANT EXPERIENCE

Web Coordinator, Student Computing Services, 8/200X – 5/200X

- Created, implemented and maintained public and internal website
- Worked with other departments as a team member
- Installed and maintained NT server

Lab Monitor, Student Computing Services, 8/200X – 5/200X

- Created user accounts with Novell Network
- Helped customers regarding software or hardware, providing optimum customer service

OTHER EXPERIENCE

Food Service Handler, Compton Union Building, 8/200X – 5/200X

Food Service Handler, Regent Dining Center, 8/200X – 5/200X

VOLUNTEER EXPERIENCE

Career Development Specialist, Career Services, 8/199X – 5/200X

- Planned programming to assist students with career counseling
- Directed outreaches and presentations to new and potential Washington State University students

Peer Advisor, College of Business & Economics, 8/199X – 5/200X

- Provided academic advising and support to assigned student advisees
- Acted as role model and promoted responsible behavior to advisees
- Participated in extensive training in listening skills and advising issues

ORGANIZATIONS

Member, Management Information Systems Club, 8/200X-present

- Coordinated fund raiser that raised \$2000 for community charity
- Organized and executed marketing plan to promote fund raiser

SAMPLE SCIENCE RESUME

IAM A. GRADUATE
iamagraduate@wsu.edu

123 Homestead Place
Pullman, WA 99163

Phone: (509) 987-6534
Cell: (509) 123-4567

QUALIFICATIONS

Five semesters working in commercial and academic biological research labs. Proficiency with electrophoresis, media preparation and a variety of other lab techniques. History of working while attending classes full-time.

EDUCATION

B. S. in Biology, Washington State University, May 200X
Member of Honors College
GPA: 3.65
Study Abroad at University of Lancaster, England, Spring 200X

LABORATORY SKILLS

Radioimmunoassay, Microscopy, Agarose Gel Electrophoresis, Media Preparation, Animal Injections (chickens), Spectroscopy, Lotus 1-2-3 Software, Macintosh Computer

RESEARCH

Hypothyroidism in male chickens: Investigated the effects injections of thyroid hormone and drugs that inhibit thyroid hormone production had on body weight and bone growth replacement, 200X

- Proficient at IM injections for chickens
- Ran 80 blood samples through gas chromatograph to check T1 levels
- Prepared bone growth media for 8 sets of experiments

EXPERIENCE

Earned \$10,000 towards education through employment

Laboratory Assistant Pullman, WA
Washington State University 8/200X-5/200X

- Assisted students with weekly lab projects and answered student questions
- Prepared gel electrophoresis equipment for 10 students
- Arranged tutoring circles for students who scored low on exams

Moisture Analyst, Quality Assurance Dept. Allentown, PA
ALPO Petfoods, Inc. Summer 200X

- Measured moisture and physical constants of newly produced dog food and adjusted content when necessary so variables remained within specified parameters
- Trained on and became proficient with Electronic Moisture Analyzer
- Calibrated moisture injection equipment

Preparation Room Attendant Pullman, WA
Washington State University Fall 200X

- Prepared various laboratory courses
- Prepared solutions and media and performed autoclaving

HONORS

Treasurer, Mortar Board
Dean's List, Fall 200X, Spring 200X, Fall 200X

SAMPLE REFERENCE LIST

STILL N. SCHOOL

Phone: 509-123-4567
 Email: stillnschool@wsu.edu

123 Anywhere Street
 Pullman, WA 99163

Name of Reference Person
 Job Title
 Address (include zip)
 Phone (include area code)
 E-mail address
 Relationship to you (optional)

Name of Reference Person
 Job Title
 Address (include zip)
 Phone (include area code)
 E-mail address
 Relationship to you (optional)

Name of Reference Person
 Job Title
 Address (include zip)
 Phone (include area code)
 E-mail address
 Relationship to you (optional)

Note:

- List 3-6 references. Remember, you must ask your reference people, in advance, if they are willing to provide recommendations for you. Ask your references if they prefer you list both their home and/or work phone numbers.

COVER LETTER FORMAT

Your Address
 City, State, ZIP
 Phone
 E-mail

Date

Name of Contact Person
 Title
 Organization
 Street Address
 City, State ZIP

Dear (Contact Person's Name):

Opening Paragraph: Why you are writing.

- State why you are writing. Name the position or type of position for which you are applying.
- Mention how you learned of the position.
- Mention the name of any referring person.
- Briefly describe why you are interested in this particular position.

Body of the Letter: Sell yourself.

- Introduce yourself.
- Briefly describe the skills and/or experiences you possess that fit the requirements of the position.
- If you have related experiences, mention your qualifications and achievements.
- This is your chance to give the reader more insight as to who you are as a person. Do not repeat your resume. This is the time to mention personal qualities or special experiences and motivators.
- Refer the reader to your enclosed resume.

Closing Paragraph: Request an interview.

- Directly, but politely, indicate your desire to further discuss your qualifications in an interview.
- Make it easy for the reader to contact you by providing your phone number(s), email, and the best time to reach you.
- Thank the contact person for his or her time and consideration.

Sincerely,
 Your Signature
 (4 spaces)

Your typed name
 (2 spaces)
 Enc(s).

SAMPLE COVER LETTER

123 Anywhere Street
Pullman, WA 99163
509-123-4567
stillnschool.wsu.edu

February 18, 200X

Dr. Mark Green
Owner
Reno Lights Clinic
1234 Casino Road
Reno, NV 99999

Dear Dr. Green:

My name is Still N. School and I am currently a third year student at Washington State University College of Nursing. Before beginning senior clinical practicum in August, I am interested in returning to a clinical setting and would like the opportunity to visit your practice and discuss the possibility of either summer employment or a senior internship.

I am a well-rounded student, recognized on the Dean's List and active in many extracurricular activities and clubs. Throughout nursing school, I have experienced many opportunities that foster teamwork, leadership, diagnostic skills, and problem solving. My studies have included courses such as pharmacology, pathophysiology, anatomy and physiology, psychiatric and mental health, chronic illness in adults, and laboratory values and analysis. In addition to my curriculum, I developed and implemented a thesis project on the positive effect of exercise on insulin levels in severe diabetics. At the end of the project, I presented the successful results at the state nursing convention in Seattle, WA and to the College of Nursing at Washington State University.

My past clinical experience includes two multi-doctor practices in which I fulfilled certified nursing technician duties. Beyond medical knowledge, I gained a great appreciation for a sound staff, teamwork, and respect in the work place. These experiences have shaped my work ethic and my definition of a successful practice. I also have a wide variety of experience working with obese and diabetic populations. My future career interests reflect my diverse background.

I will be in Reno during the third week of March and would like the chance to introduce myself in person and visit your practice. I can be reached at your convenience at the contact information listed below. I will follow up with a phone call during the first week in March. Thank you for taking the time to look over my resume. I look forward to hearing from you soon and meeting with you in March.

Sincerely,

Still N. School

Still N. School

Enc. Resume