

COVER LETTERS & RESUMES

GUIDELINES AND SAMPLES



RCF-302

410.772.4840

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COVER LETTER GUIDELINES

The following information is adapted from an article written by Linda Matias in the October 28, 2003 issue of *CrossRoads newsletter* as published by Net-Temps at http://www.net-temps.com/adcgi/banner.cgi?ref=crnews&ch=545&id=crs_545, and from *Writing Targeted Cover Letters*, by Alison Doyle, as published by About.com: Job Searching, <http://jobsearch.about.com/od/coverletters/a/cuttingedge.htm>.

- **The resume and cover letter have different purposes:**
 - A resume's purpose is to get you invited for an interview.
 - A cover letter's purpose is to introduce yourself and entice the employer to read your resume.
- **Link your experience to the job:** Carefully review the job posting, list the criteria of the position, and summarize your matching skills and experience, either in paragraph form or as a bulleted list. If you do not make a direct link between the job and your experience, you are not likely to be considered.
- **Write from the reader's perspective.** The cover letter should be about what you can do for the employer, not what you want or what they can do for you. Demonstrate enthusiasm for the position, company and industry.
- **Follow instructions.** Be as specific as possible about the job you are applying for, including the title, the job number if given, and where and when you saw the job advertised. If asked to name a salary requirement, give a general range or state that your requirements are negotiable. Failure to follow the instructions or answer all the questions in an ad might eliminate you from consideration.
- **Write as you speak.** The cover letter should have a professional but conversational tone. Don't fall into the trap of trying to impress the reader with big words to communicate your message.
- **Address your letter to a specific person.** If you are unable to obtain the name of the hiring manager, Jim Sweeney, author and president of Career Jimmy (www.careerjimmy.com), recommends that you address your letter, "Dear Hiring Manager" or "Dear Human Resources Representative" and state, "I wanted to address this cover letter to you by name but it was not provided online and I was unable to obtain it."
- **Limit your cover letter to one page.** Use the following outline as a general rule: in paragraph one introduce why you are writing, in paragraph two summarize your qualifications, and in paragraph three thank the reader for his/her consideration and ask for the opportunity to be interviewed.
- **Ask for an interview.** Be proactive. Unless the instructions in a job posting specify no phone calls, let the reader know that you will contact him or her to set up a meeting. After all, the purpose of applying for a job is to be interviewed. Don't be shy - go for it!
- **And remember -- SIGN YOUR LETTER!**
- See the sample letters in this booklet and the use sites below for additional guidelines:
 - <http://jobsearch.about.com/od/coverlettersamples/a/coverlettsample.htm>
 - <http://jobsearch.about.com/od/resumes/a/resumecenter.htm>
 - <http://jobsearch.about.com/od/coverletters/a/cuttingedge.htm>
 - <http://www.net-temps.com/careerdev/career-tools.html>
 - <http://www.collegegrad.com/resumes>

Annmarie Guevarra Aleman

2368 Elm Run Drive • Potomac, MD 20850 • 301.641.9238 • aga@verizon.net

April 20, 2008

Ms. Evelyn Conti
Assoc. Superintendent for Curriculum
Montgomery County Public Schools
850 Hungerford Drive
Rockville, MD 20850

Dear Ms. Conti:

Jennifer Epps recently spoke highly of you as a friend and mentor. She enjoys teaching at Carderock Springs Elementary School and said that you were instrumental in her success as a Montgomery County teacher. Jennifer and the many other dedicated teachers I have crossed paths with all demonstrate a high level of commitment that has undoubtedly contributed to the county's top ranking among other school districts in Maryland.

To maintain that reputation, Montgomery County Public Schools will need to continue to add educated, energetic, creative, and dedicated members to its staff – teachers and instructional aides, for example, who will prepare the county's diverse student population for life after secondary school and instill a love of learning. I would welcome an opportunity to work as an instructional aide for MCPS. My values are consistent with the school system, and I feel we would make great partners.

I graduated from Towson University with honors, earning my Bachelor of Arts degree in graphic design. More recently, I have been a Carderock Springs Elementary parent volunteer, contributing my talents and time in many ways, including room mother and fundraiser. I also work as a MCPS substitute teacher. My interest in teaching began during these pursuits, and I have gone back to school to begin course work toward a degree in education.

I have a lot of experience, creativity, and energy to offer the school system and would like to meet with you to discuss opportunities that may be available. I have enclosed my resume and will call you next week to set up a time to meet with you.

Sincerely,

Annmarie G. Aleman

Enclosure: Resume

Sample Cover Letters - Matching Requirements & Experience

Mary Jane Smith
123 Elm Street
Anytown, MD 00000
November 14, 2008

Mr. John Doe
XYZ Corporation
222 Main Street
Anywhere, MD 00000

Dr. Mr. Doe:

In response to your advertisement in the *Milliken Valley Sentinel* for Vice President of Operations, please consider my qualifications in relation to your requirements:

Develop and implement strategic operational plans.

15+ years of food production management experience. Planned, implemented, coordinated, and revised all production operations in a plant of 250+ employees.

Manage people, resources and processes.

Developed and published weekly processing and packaging schedules to meet annual corporate sales demands of up to \$50 million. Met all production requirements and minimized inventory costs.

Coach and develop direct reports.

Designed and presented training programs for corporate, divisional and plant management personnel. Created employee involvement program resulting in \$100,000+ savings annually.

Ensure operational service groups meet needs of external and internal customers.

Chaired cross-functional committee of 16 associates that developed and implemented processes, systems and procedures plant-wide. Achieved year-end results of 12% increase in production, 6% reduction in direct operational costs and increased customer satisfaction rating from 85% to 93.5%.

My resume has been uploaded, per your instructions, and I welcome the opportunity to visit with you about this position. I may be reached at (555) 555-5555.

Thank you for your consideration.

Sincerely,

Mary Jane Smith

Adapted from <http://jobsearch.about.com/od/coverlettersamples/a/sampletarget2.htm>

Sample Cover Letters – Bulleted Opening

Mary Jane Smith
123 Elm Street
Anytown, MD 00000
November 14, 2008

Mr. John Doe
Reindeer Corporation
222 Main Street
Anywhere, MD 00000

Mr. Doe:

- Proven skills in delivering employee development workshops and seminars
- Knowledge of adult learning theories
- Professional training and qualification in the MBTI and FIRO-B personality assessments

These are just some of the skills I would bring to your position of Training Specialist as advertised on your company's web page. As detailed on my enclosed resume, I gained them through 10+ years of experience in teaching, training, and counseling in higher education and corporate settings. My goal is to apply them at Reindeer to help employees maximize their performance and productivity.

I would appreciate the opportunity to discuss my qualifications and your needs in person. I will call your office within the next several days to schedule an appointment.

Thank you for your consideration.

Sincerely,

Mary Jane Smith

Enclosure: Resume

Written by Paul Martin, Career Counselor, Howard Community College

Sample Cover Letters – Matching Requirements Column Format

Mary Jane Smith
123 Elm Street
Anytown, MD 00000
November 14, 2008

Ms. Davida Darwin
1900 Cassiopeia Avenue
Cockeysville, MD 21030

Re: Posting 101 Associate Director II

Dear Ms. Darwin:

Your ad for an Associate Director II on the Marylandworks job site matches my experience, education, and skills. My enclosed resume details my strengths and achievements, but I have listed some of your requirements and my applicable skills below:

You require

Ability to coordinate and oversee the work of subordinates

Ability to strategically plan, develop and implement programs and operations toward achievement of team's mission, goals, and objectives.

Problem-solving and decision-making abilities.

Financial and personnel management expertise.

Proven ability to serve as a liaison with related agencies and in public speaking.

I offer:

Experience in supervising 25 office employees and ensuring staff efficiency as a public health program director.

Experience developing and implementing treatment programs as a public health program director.

Success in solving numerous problems at inner-city clinic, such as reducing the number of emergency and drug-seeking patients; lobbying for HIV information dissemination; and increasing number of patients given routine care.

Expertise in both areas through public health and office-management background.

Significant experience giving presentations, speaking persuasively, and interacting with diverse individuals.

Since my experience and expertise fit your requirements so closely, I will contact you to arrange a meeting. In the meantime, please feel free to call me at (555) 555-5555.

Sincerely,

Mary Jane Smith

Enclosure: Resume

Adapted from the October 26, 2004 issue of Net-Temps Crossroads newsletter.

Sample Cover Letters – General

Jane Doe
1111 Main Street
Washington, DC 22222
November 14, 2008

Mr. John Jones
Association of Widget Manufacturers
1000 Industry Lane
Washington, DC 00000

Dear Mr. Jones:

This letter is in reference to the position of Director of Meetings as advertised in *The Washington Post* on November 13, 2008. My background includes a combination of training and experience that is uniquely suited to the position's requirements.

For the past five years I have worked as Associate Director of Meetings for a national trade association. In that capacity, I developed expertise in vendor negotiation and contracting, excellent supervisory skills, and the ability to handle both the day-to-day and strategic planning responsibilities of a meetings office. With my diverse training and experience, I will be able to provide excellent and cost-effective meeting planning services for AWM. The position you have open is the type of challenge I am seeking at this stage of my career, and therefore my salary requirements are negotiable.

I will contact you during the first week of December to answer any questions you may have about my experience and schedule a meeting with you. In the meantime, you may contact me at (777) 555-1229. I am excited about the possibility of applying my skills at AWM.

Thank you for your consideration.

Sincerely,

Jane Doe

Enclosure: Resume

Written by Paul Martin, Career Counselor, Howard Community College

RESUME GUIDELINES

Purpose: Get invited for an interview.

Formats: Chronological, Functional, Combination

1. Chronological: Describes experience in reverse chronological order.
 - (+) Emphasizes career growth.
 - (+) Titles show responsibility level
 - (+) Preferred by employers
 - (-) Shows gaps or frequent changes.
2. Functional: Groups experience into 3-4 skill categories.
 - (+) Good for career changers or covering employment gaps
 - (-) Employers are suspicious because it lacks employment chronology
 - (-) De-emphasizes career growth
3. Combination: Describes skill categories and lists work history.
 - (+) Combines the best elements of chronological and functional resumes
 - (+) Focuses on strong points without omitting employment chronology

Guidelines for Writing - All formats:

1. Emphasize results; describe the impact and results of your work
2. Use action verbs: Example: instead of *Responsibilities included drafting letters* state *Drafted letters*. See the bottom of the next page for web sites with lists of action verbs.
3. Sufficient white space for readability
4. No personal info such as age, marital status, salary requirement, birthplace, or religion
5. Write your own resume. Talking about what someone else has written for you is difficult.
6. Dates: Flush with right margin (not left!)
7. Be concise: 2 pages maximum (except for federal government resume)

Contents - All Formats

1. Objective: The title of the job you are applying for (optional in most cases).
2. Summary: Brief statements in bullet or paragraph form of your top strengths, skills, accomplishments, honors and/or awards. Relevant certifications, licenses, or security clearances could be included in your summary or in a separate section.
3. Education: **Highest degrees first with major** (bolded), name of school, year (optional).
 - a. If no degree, list high school diploma and/or relevant, specialized training. You do not need to list high school diploma if you have a college degree. Do not list year of graduation if you think it could cause age discrimination.
 - b. Examples:
 - No degree: **Diploma**, Central High School, Anytown, MD, June 2008.
 - In process: Currently pursuing **Associate of Arts degree in Communications**, Howard Community College, Columbia, MD. Anticipated graduation May 2009, with plans to pursue **Bachelor of Arts degree in Communications**.
 - For completed degree: **Bachelor of Science in Communications**, Illinois State University, Normal, Illinois, May 2008.
 - c. List GPA if 3.5 or higher.
 - d. Optional: list relevant courses taken.
4. Activities, such as community or professional memberships can be included in an optional section.
5. No need for *References Available Upon Request*, but have separate reference list available.

Contents – Chronological Resume

1. Title (bolded in initial caps); name/city/state of employer; dates (months & years in position)
2. Bulleted statements of duties using action verbs. Duties are the specific tasks performed as part of your job.
Example: *Assisted customers by demonstrating products.*
3. Include statement(s) of achievements, accomplishments, or commendations

Contents – Combination Resume

1. Three to four categories of expertise in bold (e.g., **Training, Administration, Customer Service**)
2. Bulleted statements of accomplishments and duties performed within each functional area.
3. Do not limit duties or accomplishments to paid jobs – volunteer and other experience counts.
4. Employment history: title (bolded in caps); name of employer; employment dates

Writing Accomplishment Statements

1. Accomplishments describe the results of performing your duties. Ex: *Increased sales revenue by 20%.*
2. Accomplishments can be described with your duties or listed separately after your duties.
3. In a combination or functional resume, accomplishment statements can be drawn from experience outside of paid jobs, such as experience from home and/or volunteer activities.
4. Identify the common themes in your accomplishments and develop a skill profile. Include your top skills in your summary or in a separate skill profile section.
5. In developing accomplishment statements, think about:
 - a. A problem or situation that created a need for your action
 - b. What you did to resolve the problem or what you did in the situation
 - c. The skills utilized and demonstrated in your actions
 - d. The results of your effort. What impact did your activity have? How many people saw it or were affected by it? What was the reaction of others?
 - e. Ask who, what, where, when, how many, and why.
 - f. Your motivation. Why did you get started with the activity in the first place?
 - g. Your goal. What did you hope to accomplish?
 - h. The steps you took to reach your goal.
 - i. The setting. Did you work alone, with one or two people, or a large group?

Action Verbs - For a list of action verbs, go to:

1. <http://www.writeexpress.com/action-verbs.html>
2. http://www.quintcareers.com/action_verbs.html
3. <http://www.tbrnet.com/resumes/actionverbs.php3?a>

For Help With Writing Duties/Tasks:

1. Go to <http://online.onetcenter.org>
2. Click “Find Occupations”
3. Select job category under “Browse by Job Family”
4. Select job title under category
5. Copy and paste tasks into resume (re-word for simplicity)

Chronological/Relevant Experience

EDWARD MONEY
123 Wall Street
New York, NY 12901
(212) 964-0446 • emoney@hotmail.com

SUMMARY

Accounting major with demonstrated ability to complete tasks with accuracy and attention to detail. Possesses strong work ethic and willingness to succeed. Proficient with QuickBooks, MS Word, Excel, and PowerPoint. Bilingual in Spanish and English. Interested in applying current knowledge to an internship or part-time position in the accounting field.

EDUCATION

Bachelor of Arts in Accounting, expected 2010

New York University – New York, New York

Associate of Art in Business Administration, 2008

Syracuse Community College, Syracuse, NY

Relevant Coursework & Academic Highlights

Principles of Accounting I & II

Intermediate Accounting

Managing Finances with QuickBooks

Dean's List Fall 2005 and Fall 2006

RELEVANT EXPERIENCE

Tax Preparer

2007-2008

H & R Block – Syracuse, NY

- Computed taxes owed or overpaid, using adding machines or personal computers, and completed entries on forms, following tax form instructions and tax tables.
- Prepared or assisted in preparing simple to complex tax returns for individuals or small businesses.
- Used all appropriate adjustments, deductions, and credits to keep clients' taxes to a minimum.
- Interviewed clients to obtain additional information on taxable income and deductible expenses and allowances.
- Reviewed financial records, such as income statements and documentation of expenditures to determine forms needed to prepare tax returns.
- Furnished taxpayers with sufficient information and advice to ensure correct tax form completion.

Also worked in various departments while a student at Syracuse Community College

VOLUNTEER EXPERIENCE

Calendar Coordinator/Scheduler

2005-2008

United Methodist Church – Syracuse, New York

Written by Sheri Hawes, Internship manager, Howard Community College

Resume Sample - Before

MARY ROBIN
4123 Cardinal Drive
Sparrow, MD 99999

OBJECTIVE: A job that utilizes my skills and offers opportunities for advancement.

EXPERIENCE

August 2007
to Present

ABC Printing Company, Columbia, Maryland
Receptionist/Clerk (Part-time)

- Responsible for all office and reception duties
- Greet and assist visitors and customers.
- Front area cleaning
- Incoming and outgoing mail
- Self-taught on using computers

September 2006
to January 2007

Waitress
Tomato Palace, Columbia, Maryland

- Cashiering and hosting

EDUCATION

Howard Community College
Oakland Mills High School, Columbia, Maryland. GPA: 3.5.

Problems:

1. No phone number and e-mail address.
2. The objective is too broad and is about what Mary wants, not what she has to offer.
3. No summary.
4. She does not use action verbs to describe her duties.
5. The titles are not in bold.
6. In the first job the title is listed second, but in the second job her title is listed first.
7. Dates are flush with left margin. In a chronological resume, titles should be listed first because they indicate the level of qualifications. Also, dates in the left margin highlight gaps in employment or frequent job changes.
8. Her education is vague.

See the next page for corrections and additions to Mary's resume.

Resume Sample - After

MARY ROBIN
4123 Cardinal Drive
Sparrow, MD 99999
(777) 555-6327
mrobin@yahoo.com

OBJECTIVE: Part-time Administrative Assistant

- SUMMARY**
- Experience in varied office and customer service positions
 - Demonstrated dependability and excellent organizational skills
 - Proficiency with MS Word, Excel, PowerPoint and Access
 - Dean's List for four consecutive semesters, Oakland Mills High School

EXPERIENCE **Receptionist/Clerk (Part-time)**

ABC Printing Company, Columbia, Maryland, August 2003 to Present

- Answer busy switchboard and route calls to staff members.
- Greet and assist visitors and customers.
- Maintain neat appearance of front office area.
- Type correspondence and reports using Word and Excel.
- Photocopy documents and assist with preparing flyers for advertising.
- Maintain and update customer database using MS Access.

Waitress

Tomato Palace, Columbia, Maryland, September 2002 to January 2003

- Provided friendly and efficient waitressing services to approximately 50 patrons per shift
- Assisted with hosting duties.
- Awarded employee of the month three times for teamwork.

EDUCATION Currently pursuing **Associate of Arts degree in Communications**, Howard Community College, Columbia, MD. Anticipated graduation May 2010, with plans to transfer to University of Maryland School of Journalism.

Diploma, Oakland Mills High School, Columbia, Maryland, May 2008. GPA: 3.5

- ACTIVITIES**
- Member, National Honor Society
 - Cheerleader, Oakland Mills High School.

JOHN C. DOE
123 Reindeer Drive
Antelope, MD 99999
(777) 555-6327
[johndoe@yahoo.com](mailto: johndoe@yahoo.com)

OBJECTIVE: Corporate communications internship.

SUMMARY

- Corporate communications internship experience with Hewlett-Packard.
- Experience in newspaper reporting and editing.
- Proficient with HTML, MS Office, Windows XP and the Internet.

EDUCATION

Currently pursuing **Associate of Arts degree in Communications**, Howard Community College, Columbia, MD. Anticipated graduation May 2008, with plans to pursue **Bachelor of Arts degree in Communications**. Courses taken thus far include:

- Communication Strategies
- Intro to Public Relations
- Corporate Communications
- Intercultural Communications

EXPERIENCE

Assistant Editor/Reporter, *Student News*, Howard Community College, Columbia, MD, 2006-2007

- Wrote news articles on all campus social activities.
- Developed weekly stories without missing a single deadline.

Corporate Communications Internship, Hewlett-Packard, Baltimore, MD, Summer 2006

- Worked with senior staff members to launch the first Intranet newsletter, allowing for more efficient and cost-effective delivery of corporate news.
- Developed HTML template to allow newsletter contributors to develop and deliver articles with little or no format editing.

ACTIVITIES

- Member, Future Writers of America, Student Chapter, 2007 to present
- Administration Liaison for Student Council, Atholton High School, 2005-2006 School Year

Chronological Sample – Pursuing Master’s Degree

NATALIE G. NELSON

12006 Prospect Drive · Columbia, MD 21044

Home Phone: (301) 596-7733 · Cell Phone: (443) 745-0062

ngn@hotmail.com

QUALIFICATIONS SUMMARY

Energetic and determined to succeed. Strong organizational and planning skills contribute to quality work even when under pressure. Adapt well to new situations. Excellent communicator with polished written and verbal presentation skills. Use analytical skills and creativity to solve problems. Knowledgeable of MS Word, Excel, PowerPoint, Internet, and E-mail. Fluent in Spanish.

EDUCATION

UNIVERSITY of MARYLAND, University College, College Park

MBA, expected May 2009

UNIVERSITY of MARYLAND, College Park

BA, Communications, 2005

Academic Highlights:

- Semester Dean’s List
- College Republicans Member, 2004 and 2005
- College Republicans Events Coordinator, 2005 -- Promoted events, coordinated fundraisers, scheduled speakers
- Contributed to college tuition by working at family business
- Successfully balanced work and school

EXPERIENCE

NELSON AUTO REPAIR, Clarksville, Maryland

1998 – Present

Inventory and Marketing Manager

Contribute to this family-owned and operated auto parts and repair business. Responsibilities have increased over time. Current duties include assisting customers, ordering parts, managing inventory, and handling marketing. Also assist with introducing technology that will improve efficiency.

Accomplishments:

- Researched, purchased, and implemented inventory and estimating software, 2006
- Created company website, 2005

TOMMY HILFIGER, Washington, D.C.

2004

Summer Intern

Analyzed sales figures in the Washington, D.C. market. Worked on visual merchandising at local department stores to create effective showrooms and increase sales.

Accomplishments:

- Chosen for this internship in a highly competitive selection process
- Earned role as team leader
- Increased sales

Written by Sheri Hawes, Internship manager, Howard Community College

Combination Example - Degree Completed

TRACY C. GRADUATE

123 Main Street
Anytown, CA 12345
(777) 888-9999
tracygraduate@hotmail.com

OBJECTIVE: Human Resources Representative

SUMMARY

- Human Resources internship with Banc One
- Magna Cum Laude graduate with BBA in Human Resources
- Proficient with MS Office, Lotus Notes, Windows XP and the Internet

EDUCATION

Bachelor of Business Administration in Human Resources, Illinois State University, Normal, Illinois, May 2002. Graduated Magna Cum Laude. Courses included:

- Human Resources Management
- Labor Relations
- Personnel Law I & II
- Corporate Communications
- Management Theory
- Human Relations

EXPERIENCE

Human Resources

- Supported corporate recruiting for retail banking in Columbus, Cleveland, and Dayton.
- Developed position requisitions and sourcing plan based on managers' requests.
- Developed advertising program and conducted first-level interviews to screen for appropriate job candidates.
- Launched Internet sourcing strategy, including posting of jobs at corporate Web site as well as other commercial job posting sites.

Office Administration

- Processed monthly statements and balance inquiries.
- Developed formal system for employee file documentation.
- Wrote internal management guidelines for employee disciplinary policy.

EMPLOYMENT HISTORY

Human Resources Internship, Banc One, Columbus, Ohio, May 2001 to August 2001.

Office Assistant, First Commercial Credit Union, Anytown, Ohio, May 2000 to August 2000 and May 1999 to August 1999.

ACTIVITIES

- Vice President, PIRA, Student Chapter, 2001-2002
- Member, PIRA, Student Chapter, 1999-2002
- Member of varsity volleyball team, 2000-2002

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Sample High School Resume

This student's education, interests and awards are listed first because they are more closely related to his objective than is his paid experience. He put his sectional headings in the left margin to take up space on the page.

JOHN JAMES SMITH

555 Main Street
Main Street City, Maryland
(410) 555-4567
jjsmith@yahoo.com

- OBJECTIVE:** Summer Laboratory Aide
- SKILLS:** *First Aid and CPR Certified*
Proficient with MS Office
- EDUCATION:** Oakland Mills High School, Columbia, Maryland
Junior status with honors in Science
Plan to attend the University of Maryland, College Park
- INTERESTS/
ACTIVITIES:** *Science:* Member of Ecology Club, Oakland Mills High School
Boy Scouts: Various community service projects.
- AWARDS:** *Ecology Club:* First Place, Environmental Knowledge Competition
Boy Scouts Merit Badge - Chesapeake Bay Cleanup Project, Summer 2003
- EXPERIENCE:**
- Student Aide**, Oakland Mills High School Library, Sept. 2003 to Present
- Shelf books using Dewey decimal system
 - Check out books for students
 - Maintain neat and orderly appearance of library
 - Assist Librarian with special projects
- Bus Boy**, ACE Restaurant, Columbia, Maryland, June 2002 to Sept. 2003
- Bussed tables
 - Set-up buffet
- Assistant**, Metzler's Garden Center, Summer 2001
- Assisted customers with finding plants and products
 - Operated cash register
 - Watered outdoor plants and maintained landscaping displays

WRITING E-MAIL RESUMES

Follow the same format as a hard copy resume, except:

- Align text and sectional headings flush with left margin.
- Use * instead of bullets
- Save your resume as “Text Only with Line Breaks (*.txt)” or “Rich Text Format (*.rtf).” (or “Text Only” if that is the only option available) to avoid having lines run off the screen.
- List contact information in a single line:
 - Name
 - Address
 - Phone
 - e-mail address
- Do not use multiple columns.
- Simplify. Do not use graphics, shading, italics, boxes, or lines. Use capital letters or boldface to emphasize important information.
- Unless requested otherwise, put your resume in the body of the e-mail because the employer might not open an attachment for fear of viruses.
- e-mail a copy of your resume to yourself and a friend as a test before e-mailing to the employer.
- Use the job title and your name in the subject line.
- Bring hard copy of resume to interview.
- For a step-by-step tutorial on formatting your resume for e-mail, go to: <http://eresumes.com>
- Other resources:
 - *Tapping the Power of Keywords to Enhance Your Resume's Effectiveness*, by Katherine Hansen, from www.quintcareers.com/resume_keywords.html
 - www.jobhuntersbible.com/resumes/building.shtml
 - *The Top 10 Things You Need to Know about E-Resumes and Posting Your Resume Online* by Katharine Hansen, from: <http://www.quintcareers.com/e-resumes.html>
 - *Internet Job Search Almanac 2001-2002*, Published by Adams Media Corporation
 - <http://www.careerperfect.com/CareerPerfect/resumeFAQs1-10.htm>
 - http://eresumes.com/tut_keyres_examples.html#Keyword%20Summaries
 - <http://www.fastcompany.com/magazine/16/webjobs.html>

E-Resume Sample

TRACY C. GRADUATE
123 Main Street
Anytown, CA 00000
(777) 888-9999
tracygraduate@hotmail.com

OBJECTIVE: Corporate communications position.

SUMMARY

- *Corporate communications internship with Hewlett-Packard.
- *Magna Cum Laude graduate with BS in Communications.
- *Proficient with HTML, MS Office, Windows XP and the Internet.

EDUCATION

Bachelor of Science in Communications, Illinois State University, Normal, Illinois, May 2002.
Graduated Magna Cum Laude. Courses taken include:

- *Communication Strategies
- *Organization Communication Technology
- *Corporate Communications
- *Public Relations
- *Intercultural Communications
- *Quantitative Research in Communications

EXPERIENCE

Assistant Editor/Reporter, Student News, Illinois State University, Normal, IL, 1995 to Present

- *Reported all campus social activities.
- *Developed weekly stories without missing a single deadline.

Corporate Communications Internship, Hewlett-Packard, Palo Alto, California, Summer 2001

- *Re-initiated the departmental newsletter program, utilizing a common corporate format and theme to integrate with departmental news.
- *Launched the first Intranet newsletter, allowing for more efficient and cost-effective delivery of corporate news, with an annual savings of more than \$60,000 in printing and delivery costs.
- *Developed HTML template to allow newsletter contributors to develop and deliver articles with little or no format editing.
- *Designed and developed new interface for Communications Department for company-wide Intranet.

ACTIVITIES

- *Vice President, Student Council, 2001-2002
- *Administration Liaison for Student Council
- *Co-chaired Complaint Resolution Committee
- *President, Future Writers of America, Student Chapter, 2001-2002

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FEDERAL RESUME FORMAT

The following information should be included in a Federal resume. The order in which you present your qualifications does not have to follow the order listed here, but your résumé should include all the information requested. See the next page for a sample resume. For more examples of resumes and information on applying for Federal government jobs, see reference book, *The Federal Resume Guidebook* in the Counseling and Career Services library, or go to www.usajobs.opm.gov.

Personal Information

- Full name, mailing address with zip code, day and evening phone numbers with area codes, e-mail address
- Social security number
- U.S. Citizenship Status
- Veteran's Preference
- Federal Civilian Status (yes if current Federal employer, no if not. If yes, list highest Federal civilian grade held, including series and dates held and reinstatement eligibility with copy of SF50)
- Announcement number, title and grade of job for which you are applying for
- The lowest pay range you will accept

Education

- High school attended (name, city, state, zip code if known, and date of diploma or GED).
- Colleges or universities attended (name, city, state, zip code if known, major, type and year of degree received. If no degree, show total credits earned as either semester or quarter hours).

Work Experience

Give the following information for your paid and non-paid work experience related to the position for which you are applying:

- Job titles (include series or grade in a Federal job)
- Duties and accomplishments
- Employer's name and address
- Supervisor's name and phone number
- Indicate if supervisor can be contacted
- Starting and ending date (month and year)
- Number of hours worked per week
- Salary

Other Qualifications

- Job-related training (title and years)
- Job-related skills (e.g., foreign languages spoken, computer software/hardware, tools/machinery, typing speed)
- Job-related honors, awards or special accomplishments
- Membership in professional associations or honor societies

Persons with Disabilities

Letter of eligibility from state department of rehabilitation or your doctor (to be used if you are applying under a special appointing or non-competitive authority, such as Schedule A.)

Information for Veterans

- DD Form 214, Certificate of Release or Discharge from active duty
- Standard Form 15, Application for 10-point Veteran Preference, and if applicable, proof of disability dated within the last 12 months.

Federal Government Resume Example

JOHN C. DOE

123 Reindeer Drive • Antelope, MD 99999
(777) 555-6327 • johndoc@yahoo.com

Social Security Number: 000-00-0000
Vacancy Announcement Number: MT 336-0004
Job Title: Management Trainee
Grade: GS 3

Citizenship: U.S.A.
Veteran's Preference: None
Federal Civilian Status: None
Salary Range: \$20,000 to \$30,000

SUMMARY

- Experience in retail and food management industries with excellent customer service skills.
- Proficiency in advanced functions of MS Word, Excel, PowerPoint and Access.
- Intermediate Spanish language skills.
- Dean's List in all semesters, Howard Community College.

EXPERIENCE

Clerk

Staples
1013 Fox Hunt Lane
Columbia, Maryland
(410) 555-3333

August 2001 to Present
Supervisor: Mary Jones
Contact: Yes
20 hours/week
Salary: \$7.50/hour

- Assisted customers with locating store items.
- Unloaded supplies from delivery trucks and stocked shelves.
- Maintained neat appearance of store.
- Participated in annual inventory, including preparation for first barcode reporting.
- Complimented by manager for superior customer service skills.

Cashier

McDonald's Restaurant
4329 Fawn Lane
Columbia, Maryland 21044
(410) 555-2132

August 2000 to August 2001
Supervisor: Bob Smithson
Contact: Yes
15 hours/week
Salary: \$6.50/hour

- Took food orders from customers and operate cash register.
- Assisted with opening and closing of store on weekends and during school breaks.
- Used foreign language skills to help Spanish-speaking customers.
- Awarded Employee of the Month three times.

EDUCATION

Pursuing **Associate of Arts degree in Business Management**, Howard Community College, Columbia, Maryland 21044. 50 semester hours completed thus far. Anticipated graduation: May 2005. GPA: 3.5

High School Diploma, Columbia High School, Columbia, Maryland 21044. June 2003.

OTHER QUALIFICATIONS

Vice President, Student Entrepreneur's Club, Howard Community College.

RESUME WRITING CHECKLIST

- Objective (optional): Generic functional title (e.g., Human Resources Representative)
- Summary: 3 to 4 statements that summarize your strengths & qualifications
- Effective use of **bolds**
- Sufficient white space on top and bottom and left and right margins
- Format appropriate for your situation (CHRONOLOGICAL for people staying in the same field and COMBINATION for people changing careers or re-entering the workforce. See *Cover Letter and Resume Writing Guide*)
- Use of action verbs. For a list of action verbs, go to:
 - <http://www.writeexpress.com/action-verbs.html>
 - http://www.quintcareers.com/action_verbs.html
 - <http://www.tbrnet.com/resumes/actionverbs.php3?a>
- For help with writing duties/tasks:
 - Go to <http://online.onetcenter.org>
 - Click “Find Occupations”
 - Select job category under “Browse by Job Family”
 - Select job title under category
 - Copy and paste tasks into resume (re-word for simplicity)
- No personal information (such as race, religion, age)
- Emphasis on results and accomplishments, not just duties.
- Dates: Flush with right margin, not left margin
- Titles: Job titles and/or degree titles in **bold**
- Overall appearance

For more assistance with writing a cover letter/or resume or other career services, please call Counseling and Career Services.

Counseling and Career Services

RCF-302 ♦ 410.772.4840

www.howardcc.edu/counseling

Monday – Wednesday 8:30 a.m. – 8:00 p.m.

Thursday and Friday 8:30 a.m. – 5:00 p.m.