

# Resumes, Cover Letters, and LinkedIn



Counseling and Career Services



*You Can Get There From Here.*

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## RESUME GUIDELINES

- *Options for address*
  - *Full address*
  - *City and state*
  - *Omit address altogether*

### **NAME** (bolded, all caps)

Address (optional)

Phone Number(s)

Email Address

LinkedIn Address

Click [here](#) for information on LinkedIn

**OBJECTIVE:** Specific type of job you are seeking (optional)

### **SUMMARY**

*Sectional headings centered in all caps and in bold*

- Summary of your education and experience.
- General transferrable skills or traits (e.g., organizational skills; reliability).
- What do you want to convey to employer as the essence of what you have to offer?
- Can be bulleted statements or a short paragraph.

### **SKILLS**

- Key words or technical skills needed in the job and industry – see <http://bit.ly/skillslistedbyjob>.
- Format as a bulleted list and put in columns if even number of 4 or more.

### **EDUCATION**

- Title of degree bolded (ex: **Bachelor of Arts, History**).
- Name and city/state of college/university.
- Month and year of completion or expected completion.
- Courses completed if they are specific to your goal.
- High school diploma is optional, but can be helpful if you have high school activities to highlight.

*See samples on pages 2 & 3 for formatting options*

### **EXPERIENCE**

#### **CHRONOLOGICAL FORMAT**

- Experience in reverse chronological order.
- **Titles** in bold.
- Employer name and city/state location.
- Dates of employment - month and year or season (e.g., Summer 2018).
- Action verbs – present tense for current jobs; past tense for former jobs.
- See example on page 2.

OR

#### **COMBINATION FORMAT**

- Experience grouped by skill categories, not chronological titles.
- Separate employment history section with titles, employers, and months and years of employment.
- Past tense action verbs to describe experience within each category.
- See example on page 3.

**AFFILIATIONS, PROFESSIONAL LICENSES OR VOLUNTEER SERVICE** (optional)

*If resume is 2 pages, use footer with your name and page x of y*

**CHRONOLOGICAL  
RESUME EXAMPLE**

**JOHN DOE**

Columbia, Maryland

(443) 555-1234

[johndoe@yahoo.com](mailto:johndoe@yahoo.com)

[linkedin.com/in/john-doe00000](https://www.linkedin.com/in/john-doe00000)

**OBJECTIVE:** Financial Planning Internship

**SUMMARY**

College student majoring in Business Administration with interests in financial investments and money management. Friendly and approachable with enthusiasm for creating welcoming first impressions on customers in retail settings.

**SKILLS**

- Numerical aptitude
- Cash handling
- Conversational Spanish
- MS Word and Excel

**EDUCATION**

Currently pursuing **Associate of Arts degree in Business Administration**, Howard Community College, Columbia, MD. Expected graduation May 2020 with plans to earn Bachelor's degree in Economics.

**EXPERIENCE**

**Cashier**, Target, Columbia, Maryland, June 2016 - Present

- Provide professional and friendly customer service to all patrons entering the store.
- Process customers' purchases via cash, checks and credit/debit cards.
- Engage in suggestive selling of Target credit cards.
- Achieved cash award for the highest number of new credit cards opened.

**Greeter**, Walmart, Catonsville, Maryland, March 2014 - June 2016

- Greeted customers entering the store.
- Directed customers to location of store merchandise.
- Consistently received ratings of 5 out of 5 on surveys for providing exceptional customer service.

**HONORS/AFFILIATIONS**

- Member, Rouse Honors Scholars Program, Howard Community College, 2018-Present.
- Treasurer, Business Club, Howard Community College, Fall 2018 semester.
- Inductee, National Honor Society, Centennial High School, Junior & Senior years, 2016-2018.

## JORDAN JOBSEEKER

Columbia, MD 21042 | 443-555-1212 | jordanjobseeker@gmail.com | www.linkedin.com/jordanjobseeker

### SUMMARY

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Current Cybersecurity student with work experience in IT and customer service. Excellent communication and interpersonal skills with demonstrated ability to work as part of a team and independently. Proven technical skills in Cybersecurity, Ethical Hacking, Digital Forensics, Network Security, and Quality Assurance.

### TECHNICAL SKILLS AND ABILITIES

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- **Programming/ Languages:** Java, C, C++, Visual Basic, HTML
- **Databases:** Oracle 8, SQL, MS Access
- **Operating systems:** Windows XP/ 2000
- **Software:** Microsoft Office (MS Word, PowerPoint, Excel, Access)

### EDUCATION

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**Associate of Arts in Cybersecurity, May 2020 GPA: 3.6**

Howard Community College, Columbia, MD

- Plan to transfer to University of Maryland for Bachelor of Science in Cybersecurity

#### Relevant Courses:

- Intro to Network Security Systems
- Intro to Firewalls and Internet Security
- Intro to Intrusion Detection & Prevention
- Intro to Programming with JavaScript
- Intro to Unix and Linux
- Encryption and Secure Communications

#### Class Projects:

- Developed a payroll software program in C++ and Visual Basic that accurately gathers and calculates hours, rate, and overtime and produces gross pay.
- Used C++ to convert Fahrenheit into Celsius and Celsius into Fahrenheit.
- Designed software that allows a teacher to store student grades in an array and displays the max grade along with the average of the grades.
- Built a relational database in SQL that created tables that allows school administrators to procure student personal information, course schedules, aptitude test scores and teacher table.
- Conducted threat, vulnerability and risk assessments in Physical and Personnel Security course
- Created and planned a system that allows a company to detect, delay and respond to threats.

### EXPERIENCE

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**IT Intern**, Village Park Apartments, Columbia, MD 09/2019 – Present

- Troubleshoot, solve and repair tenants' connectivity issues.
- Rewire, assemble and test circuit boards and their components.
- Ensure circuit boards meet state and federal guidelines.

**Team Member**, Target, Columbia, MD 06/2017 – 08/2019

- Provided efficient and excellent customer service.
- Accurately handled cash and credit card transactions.
- Cross-sold Target credit cards.

### HONORS AND ACTIVITIES

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Howard Community College:

- Member, Phi Theta Kappa, Alpha Alpha Sigma Chapter 09/2018 - Present
- Vice-President, Student Government Association 02/2018 - Present

**COMBINATION  
RESUME EXAMPLE**

**ROBIN BYRD**

(777) 888-9999

[robinbyrd@hotmail.com](mailto:robinbyrd@hotmail.com)

[linkedin.com/in/robin-bird0000](https://www.linkedin.com/in/robin-bird0000)

**SUMMARY**

Human Resources professional with background in business management within varied industries. Recognized for implementing HR policies and benefits that improved organizational outcomes and employee satisfaction.

**AREAS OF EXPERTISE**

- Online Recruiting
- Benefits Administration
- Compensation
- Staff Development/Training
- HR Policy Development
- Employee Relations

**EDUCATION**

**Bachelor of Arts degree in Business with a concentration in Human Resources**

May 2000

University of Maryland, College Park, MD

**EXPERIENCE**

**Human Resources**

*Managed Human Resources for a privately-owned business that grew from 50 to 100 employees in five years.*

- Developed policies that streamlined the process for getting job vacancies approved for posting, resulting in a reduction in unfilled positions by an average of 25%.
- Negotiated with IT staff to increase visibility of opening on the company's web page and implemented incentive employee referral program. Cut costs for advertising in outside media by 50% in one year.
- Gained approval from senior management for using savings in recruiting costs to increase the benefits budget, thereby improving benefit offerings and increasing staff morale and satisfaction.
- Developed and delivered in-house training and orientation sessions and hired contract trainers.
- Gained reputation for excellence and promoted to HR manager position within 3 years of hire.

**Office Administration**

*Provided sole administrative and clerical assistance to a Human Resources office of a Fortune 500 company.*

- Assisted the HR Director with maintaining records of employee relations concerns.
- Revised and improved filing system for confidential personnel files.
- Produced documents on MS Word, developed budget spreadsheets on Excel and designed presentations for executives on PowerPoint.
- Assisted the employment, benefits and compensation managers with daily paperwork and record keeping.

**EMPLOYMENT HISTORY**

**Human Resources Manager**, Association of Bank Executives, Anytown, MD, 2008-Present.

**Human Resources Representative**, Association of Bank Executives, Anytown, MD, 2005 to 2008.

**Office Assistant**, Commercial Creditors, Inc., Anytown, Maryland, 2000-2005.

**ACTIVITIES**

**Member**, Society of Human Resource Management (SHRM).

**Volunteer**, Habitat for Humanity, Summers 2005-Present. Assist with building houses throughout the U.S.

**COVER LETTERS**  
See example next page

**Center letter vertically on the page**

Your Name  
Street Address  
City, State, Zip Code  
Date

Name of person receiving letter  
Title  
Name of organization  
Street address, Suite #  
City, State, Zip Code

**If recipient's name cannot  
be found, address letter to  
Hiring Manager**

Dear Mr. /Ms. (last name):

**OPENING PARAGRAPH:** State the title of the opening and the source where it was listed. If someone referred you, mention his/her name.

**MIDDLE PARAGRAPH(S):** Briefly describe how your background is suited to the job requirements and/or the company's needs. Summarize but don't repeat your resume. In this paragraph or a 3<sup>rd</sup> paragraph indicate why you are interested in the position (e.g., how the position and/or company's product/mission is in line with your career goals). Address any additional issues that were requested in the ad (e.g., salary requirements, availability date). If salary requirement was requested, indicate that it is negotiable and/or that you would be happy to discuss salary after you have had the opportunity to learn more about the position. Otherwise, you can omit any reference to salary.

**CLOSING PARAGRAPH:** Thank the reader for his/her consideration and give them instructions on how the recipient can contact you.

Sincerely,  
*Your name*

Enclosure(s): if requested

SAMPLE COVER LETTER

Jane Doe  
1111 Main Street  
Washington, DC 00000  
February 1, 2019

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

Dear Mr. Jones:

This letter is in reference to the position of Director of Meetings as advertised on AWM's web page. 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. Also, as a former account executive for two international hotel corporations, I am knowledgeable of the hotel and resort industry in the U.S., including operations of sales offices and the incentives they use to gain repeat business.

I am aware of the critical role that meetings play in the work of associations, and I would enjoy using my skills to provide excellent and cost-effective meeting planning services for AWM. Moreover I am aware of your company's reputation for integrity in the association industry, and I would be honored to join your staff. The position you have open is the type of challenge I am seeking, and therefore my salary requirements are negotiable.

I look forward to meeting you in person to discuss my qualifications and your needs. You may contact me at (777) 555-1229 or janedoe@somedomain.com to schedule an interview. Thank you for your consideration.

Sincerely,  
*Jane Doe*

Enclosure: Resume



**LinkedIn - See also**

[https://university.linkedin.com/content/dam/university/global/en\\_US/site/pdf/LinkedIn%20Profile%20Checklist%20-%20College%20Students.pdf](https://university.linkedin.com/content/dam/university/global/en_US/site/pdf/LinkedIn%20Profile%20Checklist%20-%20College%20Students.pdf)

**Your Profile:**

1. Use a good photo:
  - a. Current.
  - b. Only you! No background distractions or group picture.
  - c. Professional for your industry.
  - d. Friendly (smile).
2. Your Headline (next to your picture):
  - a. Go beyond your job title – use a “keyword” statement that summarizes your functional areas of expertise.
  - b. Can also include commendations from others.
3. Summary – Your introduction/commercial:
  - a. What you do, how you do it, and the value you offer – the “so what” of what you do. Give examples.
  - b. What motivates you?
  - c. Type of environment you work or thrive in (e.g., fast paced; customer focused).
  - d. Highlight important work experiences and list 3-5 accomplishments. Break experiences and accomplishments into blocks or headings and subheadings instead of long paragraphs.
  - e. Make sure your headline and summary use industry-specific key words.
4. Experience – Similar to your resume:
  - a. Experience can be paid jobs, internships or extracurricular activities that demonstrate your qualifications.
  - b. Include accomplishments.
  - c. Link photos or videos if appropriate.
5. Education:
  - a. Start with your highest level of education and work backward.
  - b. Include specialized training or certifications.
6. Your vanity URL – customize the URL instead of using the one assigned by LinkedIn:
  - a. Click on your picture.
  - b. Under settings: edit your profile.
  - c. The URL automatically assigned by LinkedIn appears below your picture. Click edit.
  - d. In the upper right corner of the next screen, click “Customize your public profile URL.” Choose a URL to match your name. Example: [www.linkedin.com/in/johndoe](http://www.linkedin.com/in/johndoe).
7. Recommendations – Ask colleagues, clients or customers to write recommendations about you.
8. Build your network/connections:
  - a. Send personalized LinkedIn connection requests to everyone you know - friends, family, neighbors, teachers, colleagues, classmates, and more.
  - b. LinkedIn defines your connections by degrees of separation. 1<sup>st</sup> degree connections are people who have agreed to connect with you. 2<sup>nd</sup> degree connections are mutual connections you have with your 1<sup>st</sup> degree connections but have not connected with you yet.
  - c. Give back to your network by offering ideas/suggestions.
  - d. Join groups/associations for your profession or industry.
9. Regularly update your profile, including your skills, endorsements and projects.

### Using LinkedIn for Your Job Search:

1. Put your LinkedIn URL address on your resume after your phone number & e-mail address.
2. Your headline could include the type of job being sought.
3. Use your connections. 70% of jobs are found through networking.
  - a. Send customized messages (not mass emails) to your connections to let them know you are job-hunting.
  - b. Ask your connections for advice, an informational interview, or referrals to anyone they know in your desired field.
4. Recruiters search LinkedIn for candidates. Use keywords from job descriptions or profiles of people in jobs you want. Put these keywords in your headline, summary, and skills sections.
5. Get Connected to Companies:
  - a. If you have targeted one or two companies to work for, follow the company.
  - b. For any company you apply to or are targeting, see if any of your first or second degree connections work for that company. If your 1<sup>st</sup> degree connection has a connection to someone in the company (especially a recruiter or the hiring manager), use the "Get introduced" feature to ask your 1<sup>st</sup> degree connections to introduce you to 2<sup>nd</sup> degree connection.

### RESOURCES

- Resume samples by major: <https://www.internships.com/career-advice/search/resume-examples#internshipresume>. Includes one sample for a student with no experience (#4).
- Cover Letter Examples by College Major: <https://www.internships.com/career-advice/search/coverletter-examples>.
- Cover Letter Builder: <https://resume-place.com/resources/cover-letter-builder/>.
- Accomplishments Builder: <https://resume-place.com/resources/ccar-accomplishment-builder/>.
- <https://resumegenius.com/blog>.
- <https://zety.com/blog/how-to-write-a-cover-letter>.
- <https://www.glassdoor.com/blog/guide/how-to-write-a-cover-letter/>.
- <https://www.themuse.com/advice/how-to-write-a-cover-letter-31-tips-you-need-to-know>.
- <https://www.jobscan.co/learning>.
- <https://www.thebalancecareers.com/resume-writing-guide-2063189>.
- <https://resumegenius.com/how-to-write-a-resume>.
- <https://novoresume.com/career-blog>.
- <https://www.thebalancecareers.com/employment-skills-listed-by-job-2062389>
- <http://online.onetcenter.org> – verbiage for duties under "Find Occupations."
- Resume Guide: <https://resumegenius.com/blog/resume-help/how-to-write-a-resume>.
- Cover Letter guide: <https://resumegenius.com/blog/cover-letter-help/how-to-write-a->