



RESUME & COVER LETTER BUILDING GUIDE

*Career Planning Office
Cedar Crest College*

Allen House

On Campus: X3401

Off Campus: 610.606.4648

Email: career@cedarcrest.edu

www.cedarcrest.edu/career

Cedar Crest College Career Planning Services

The Office of Career Planning offers a variety of services to assist students in identifying and researching their career goals. Through individual counseling and career development programs, students become involved in the career planning process early in their academic career. This enables them to make appropriate and timely decisions regarding their academic and career direction. Students are assisted in every step of the career-planning process, from choosing a major to conducting a successful job search to selecting and applying to graduate school.

Career Development Assistance

Career Counseling: individual counseling is available to assist students in relating information about themselves to specific occupations, to help with career decisions, the job search, resume/cover letter writing and graduate school applications.

Career Planning Homepage

Available through the CCC INFO System, the Career Planning Homepage:

www2.cedarcrest.edu/career/master.htm provides students with Internet links to information regarding jobs, careers, graduate schools and much more.

Self-Assessment

Assessment tools are available to help students discover their skills, interests, values and preferences. Assessment tools include FOCUS: Career & Educational Planning Systems and the Myers Briggs Type Indicator, both of which are available on the Career Planning website.

Career Planning Library

The Career Planning Library contains a large collection of resources on occupations, career planning, job searching, resume writing, employment trends, salaries and graduate school programs.

Career Planning Workshops

Workshops are offered throughout the year on numerous topics to promote career awareness and planning for a professional job or graduate school.

Career Planning Courses

Two one-credit courses are taught by the Career Planning Director. Special Studies 161 emphasizes exploration of skills, values and interests through self-assessment activities and discussion. Special Studies 200 helps students establish career goals. The courses also explore a variety of career topics including resumes and cover letters, making decisions, entering the job market, preparing for interviews and making a successful transition from college to career.

On-Campus Recruiting

Representatives from many different types of companies and organizations visit the campus throughout the year.

Job Listings

Notices of current job openings are maintained in the Career Resource Library and listed on the Career Planning homepage. More than 500 full-time, part-time and summer job opportunities are received each year from local, regional and national employers.

TYPES OF RESUMES

Your resume is the first contact with a prospective employer and you do not want it to be your last. It should present the best possible picture of your skills, abilities and interests. Your résumé's job is to sell you to an employer. Put the time and effort into building a document that best represents you.

Chronological

Emphasizes work history by listing experiences with the most recent coming first. This format can highlight relevant experience, but it can also reveal spotty work history.

Functional

Highlights selected areas that relate to career interests. This has proven effective for those changing careers and want to emphasize skills/talents/etc. more than positions.

Combination

Uses elements of chronological and functional resumes. No standard format.

With any format, you should present yourself clearly, succinctly and confidently. Use the suggestions on the following pages to develop your resume. Choose and arrange categories so the most relevant information is placed where it will catch the reader's eye. Use the Action Verbs and Skills as Verbs pages to formulate the content.

TIPS FOR WRITING AN EFFECTIVE RESUME

- Do not include personal information such as your age, a photo, etc.
- Be concise because employers are not interested in your life history. They will not spend time reading more than two pages.
- Be honest in order to build trust. There is no chance of a job offer without it.
- Accuracy counts. Get spelling, names and phone numbers right.
- Have a polished, professional look to your resume. This is your first impression on an employer. Use a laser printer if possible and always use the same kind of paper for your resume, cover letter and envelopes. (White, pale gray or cream. Standard size paper only.)
- Review your work carefully. Does it say what you want it to? Does it present an appropriate image with the employer, field you are seeking?
- Emphasize accomplishments and transferable skills. They are more meaningful than a list of job responsibilities especially if you don't have much experience or are looking to change careers.
- Keep it up to date and revise your resume frequently. Make sure your contact information is current.
- Have others review it. The more people looking at it, the better. Start with the Office of Career Planning and also have faculty, friends and professionals you know in your field look it over.

RESUME FRAMEWORK

Your Name

Email Address

Permanent Address

Phone Number

Local Address

Phone Number

OBJECTIVE

- Short and to the point statement letting the employer know the purpose of this resume. For example, "To obtain the Summer Accounting Internship at ABC Company"
- Avoid jargon such as, "To contribute to the profitability of an employer" or "A challenging position offering opportunity for growth and advancement."
- If you include an objective, make sure it is an effective statement. If you choose not to have one, make sure your cover letter gets your objective across.

EDUCATION

- List degrees in reverse chronological order (most recent first). Keep the information easy to scan.
- Be sure to include dates for your degrees, majors and minors, and you may also want to list any relevant 300 or 400 level courses you have taken.
- You can list Education Abroad experiences here.
- Include your overall or major GPA if either is over a 3.0.

EXPERIENCE

- Reverse chronological order is what readers expect, but if you have a mixture of experiences, you can break this into two major categories, such as RELATED EXPERIENCE and OTHER EXPERIENCE. This allows you to put the most relevant items together and move older, relevant items to the beginning.
- Give details of your accomplishments and responsibilities rather than a general list of duties. Numbers make strong statements and can enhance credibility; these numbers can show volume, percentages and dollar amounts.
- Include information and skills that relate to the position you are seeking.
- Consolidate information when possible; avoid repetition and excessive details in describing experiences.
- Use active, descriptive verbs to describe your work accomplishments (see Action Verb page).
- List volunteer work, internships and work-study jobs.
- Use bulleted statements, not paragraphs.

SPECIAL SKILLS

- This section is best used to highlight skills you have on specific computer hardware or software, foreign languages or machinery required for performance on the job. You could also group any CERTIFICATIONS in this category.

HONORS/AWARDS

- Include only if you have several honors. If you have only one or two honors you can include them in a combined ACTIVITIES/HONORS section.
- Dean's List, honorary societies, academic scholarships and awards.

ACTIVITIES

- List the most relevant activities and offices held first. Include college, community and professional activities.
- You can add brief explanatory details of the position and your accomplishments.
- Include hobbies and interests only if they are relevant to the job objective or if they reveal characteristics important to the job.
- This section can add individuality and flavor to your resume, so you may want to include unusual or interesting items.

REFERENCES

- Simply state references are available upon request.
- Before using someone's name as a reference, ask their permission!
- Don't list references on the resume, list them on a separate page (see the SAMPLE REFERENCES page).

ACTION VERBS

Created	Solved	Examined	Realized	Reviewed	Instructed	Disproved
Determined	Lectured	Reduced	Negotiated	Planned	Sold	Completed
Designed	Consulted	Evaluated	Calculated	Identified	Performed	Constructed
Dispensed	Formulated	Improved	Tested	Protected	Obtained	Purchased
Oversaw	Installed	Routed	Corresponded	Audited	Coordinated	Researched
Implemented	Presented	Instituted	Directed	Managed	Eliminated	Provided
Collected	Referred	Reviewed	Processed	Served	Compounded	Rendered
Instructed	Counseled	Received	Built	Detected	Selected	Logged
Arranged	Distributed	Recommended	Developed	Edited	Wrote	Analyzed
Produced	Conducted	Delivered	Founded	Assisted	Studied	Improved
Consolidated	Ordered	Invented	Diagnosed	Translated	Prescribed	Charted
Represented	Promoted	Recorded	Operated	Supervised	Drew Up	Organized
Increased	Expanded	Trained	Devised	Supplied	Prepared	Maintained
Interpreted	Administered	Interviewed	Advised	Discovered	Restored	Conserved
Arbitrated	Criticized	Assembled	Navigated			

SELF-DESCRIPTIVE WORDS

Active	Resourceful	Objective	Enterprising	Dependable	Will Travel	Detail Oriented
Diplomatic	Ambitious	Self-reliant	Personable	Forceful	Energetic	Creative
Loyal	Efficient	Team Oriented	Tactful	Productive	Goal Oriented	Driven

SKILLS AS VERBS

Achieving	Acting	Adapting	Addressing	Administering	Advising	Analyzing
Anticipating	Arbitrating	Arranging	Ascertaining	Assembling	Assessing	Attaining
Auditing	Budgeting	Building	Calculating	Charting	Checking	Classifying
Coaching	Collecting	Communicating	Compiling	Completing	Composing	Computing
Conceptualizing	Conducting	Conserving	Consolidating	Constructing	Controlling	Coordinating
Coping	Counseling	Creating	Deciding	Defining	Delivering	Designing
Detailing	Detecting	Determining	Developing	Devising	Diagnosing	Digging
Directing	Discovering	Dispensing	Displaying	Disproving	Dissecting	Distributing
Diverting	Dramatizing	Drawing	Driving	Editing	Eliminating	Empathizing
Enforcing	Establishing	Estimating	Evaluating	Examining	Expanding	Experimenting
Explaining	Expressing	Extracting	Filing	Financing	Fixing	Following
Formulating	Founding	Gathering	Generating	Getting	Giving	Guiding
Handling	Heading	Helping	Hypothesizing	Identifying	Illustrating	Imagining
Implementing	Improving	Improvising	Increasing	Influencing	Informing	Initiating
Innovating	Inspecting	Inspiring	Installing	Instituting	Instructing	Inventorying
Investigating	Judging	Keeping	Leading	Learning	Lecturing	Lifting
Listening	Logging	Maintaining	Making	Managing	Manipulating	Mediating
Meeting	Memorizing	Mentoring	Modeling	Monitoring	Motivating	Navigating
Negotiating	Observing	Obtaining	Offering	Operating	Ordering	Organizing
Originating	Overseeing	Painting	Perceiving	Performing	Persuading	Photographing
Piloting	Planning	Playing	Predicting	Preparing	Prescribing	Presenting
Printing	Problem solving	Processing	Producing	Programming	Projecting	Promoting
Proof-reading	Protecting	Providing	Publicizing	Purchasing	Questioning	Raising
Reading	Realizing	Reasoning	Receiving	Recommending	Reconciling	Recording
Recruiting	Reducing	Referring	Relating	Remembering	Rendering	Repairing
Reporting	Representing	Researching	Resolving	Responding	Restoring	Retrieving
Reviewing	Risking	Scheduling	Selecting	Selling	Sensing	Separating
Serving	Setting	Setting-up	Shaping	Sharing	Showing	Sketching
Solving	Sorting	Speaking	Studying	Summarizing	Supervising	Systematizing
Telling	Tending	Talking	Teaching	Transcribing	Translating	Traveling
Treating	Testing	Tutoring	Typing	Umpiring	Understanding	Unifying

SCANNABLE RESUMES

Employers are often inundated with resumes. To effectively manage a large candidate pool, more companies are utilizing resumes scanned in as images and then read by software. Screening is done by a keyword search. This handout is to help you prepare a scannable friendly resume so that important information including education, work experience and computer skills can be extracted from the database.

STYLE

Avoid boldface, italicizing, script, shading, graphics, borders and underlining. Use asterisks, not bullets. A scannable resume is clean with crisp characteristics so that the OCR can recognize every letter. When your resume is being scanned, it is designed to read text not graphics. Do not use horizontal or vertical lines. Computers will try to read lines and may blur them into characters. Vertical lines may be confused with the letter I. Omit Parentheses or brackets around any telephone area codes. Use 10-14 point common sans serif fonts such as Helvetica, or use clean popular serif fonts like Times Roman or Palatino as a second choice. Avoid compressing spaces between letters. Use spaces between lines as frequently as possible. Use traditional reverse chronological resume formats that avoid complex layouts, tables or columns.

SUBSTANCE

Your name should be the first text line. Avoid styles such as Jane Union, 123 Main Street, Anywhere, NJ 12345, 123-456-7890. A keyword summary paragraph at the top of your resume can identify important relevant skills and qualifications.

SKILL-FOCUSED NOUNS

With scannable resumes, computers search on descriptive nouns such as manager and marketing as opposed to verbs such as managed, assisted, coordinated and organized. Also, avoid slashes such as design/develop. Many scanning systems are programmed to understand standard abbreviations such as BA, BS, MS, MBA, and PhD.

MAXIMIZE USE OF INDUSTRY JARGON & ABBREVIATIONS

It is logical to assume recruiters will instruct the search engine dictionary to pull up keywords specific to the job opening and field when trying to fill a position. Use specific buzzwords in your career field such as LAN (Local Area Network), CAD (Computer-Assisted Design), Lotus, and systems integration. Include computer software and hardware skills, degree, majors, GPA, job titles, employers, accomplishments and honors.

SENDING & PACKAGING

Always send a laser printed, black ink on white paper resume. If faxing is a must, set the fax machine on fine mode, rather than on standard mode. When mailing, always use a paper clip; staples in your resume may cause the packages to stick together. Do not fold your resume, because if a crease lands across a line of text, it will confuse the scanner. Send your resume in a large flat envelope, ideally with a sheet of cardboard to keep it neat.

ELECTRONIC RESUMES

SENDING YOUR RESUME AS AN EMAIL ATTACHMENT

- Many employers prefer that you do not send resumes as attachments. It is best to ask what they prefer before doing so.
- Some email programs do not support attachments. If this is the case, then the resume may become distorted and difficult to read. There is a possibility that viruses can be sent along with attachments and “contracted” by the recipient’s computer. People are reluctant to open attachments for this reason.
- It is usually preferred that you send your resume as an email message. The cut and paste function on your computer will assist you in doing this.

SENDING COVER LETTERS AS PART OF AN EMAIL MESSAGE

- If you are going to send your resume as an attachment, it is best to put your cover letter in the body of the email message. More than one attachment in the message is not generally desired.
- Make sure that the cover letter is a supplement to the resume. Do not just repeat information that has already been stated.
- For email correspondence in general and email cover letters specifically, do not use all caps. On the Internet, this is perceived as shouting. Also, refrain from using emotions (smiley faces, etc). These symbols can come off as too casual and not everyone knows what they mean.

SENDING THE RESUME

- When you are in doubt about whether to send your resume as an attachment, or if your email or the recipient’s email does not support attachments, it is always best to send it in plain text as part of the body of the email.
- Always use a popular font. Your goal is to have your resume accessible to the employers. If the font that you choose is not recognized by the recipient’s computer or scanner, you will have wasted valuable time and it could also cost you an interview.
- Avoid using bullets, underlining, bold or italics. They can be distorted during the email or scanning process as well.
- Make sure it will work. Before you send your resume to a potential employer, try sending a copy to a friend or another email address that you use.

COMMON MISTAKES IN RESUME WRITING

YOUR RESUME SHOULD NOT BE MORE THAN ONE PAGE. If you have a lot of relevant experience, than your resume may be more than one page. However, keep in mind that if it is longer than one page that the information better keep the reader's interest.

TYPOGRAPHICAL, GRAMMATICAL OR SPELLING ERRORS. These errors suggest carelessness, poor education and/or lack of intelligence. Have as many people as possible proofread it before submitting. Do not rely on spell-checkers or grammar checkers on the computer.

HARD TO READ. A poorly typed or copied resume looks unprofessional. Use a computer. Use a plain typeface, no smaller than 10-point font. Asterisks, bullets, underlining, boldface type and italics should be used only to make the document easier to read, not fancier. Again, ask a professional's opinion.

TOO VERBOSE (USING TOO MANY WORDS TO SAY TOO LITTLE). Do not use complete sentences or paragraphs. Say as much as possible with as few words as possible. *A*, *an* and *the* can almost always be avoided. Avoid jargon, slang and regional dialect.

TOO SPARSE. Give more than bare essentials, especially when describing related work experience, skills, accomplishments, activities, interests and club memberships that will give employers clues to desirable information for which, by law, they cannot ask. Including membership in the Society of Women Engineers would be helpful to employers who wish to hire more women, yet cannot ask for that information.

IRRELAVENT INFORMATION. Customize each resume to each position you seek (when possible). Of course, include all education and work experience, but emphasize only relevant experience, skills, accomplishments, activities and hobbies. Do not include marital status, age, sex, children, height, weight, health, church membership, etc., unless the employer can legally require any of this information.

OBVIOUSLY GENERIC. Too many resumes scream, "I need any job!" The employer needs to feel that you are interested in that position with that company.

TOO SNAZZY. Of course, use good quality bond paper, but avoid exotic types, colored paper, photographs, binders and graphics. More and more companies are scanning resumes into a database, so use white paper, black ink, plain type and avoid symbols, underlining or italics.

BORING. Make your resume as dynamic as possible. Begin every statement with an action verb. Use active verbs, describing what you accomplished on the job. Do not write what someone else told you to do; write what you did. Avoid *responsible for*, *duties included*, *participated in* and the like. Take advantage of your rich vocabulary and avoid repeating words, especially the first word in a section.

TOO MODEST. The resume showcases your qualifications in competition with the other applicants. Put your best foot forward without misrepresentation, falsification or arrogance.

RESUME CHECKLIST

Use this checklist to insure that your resume is complete.

- The length is appropriate for your level of skills.
- Computer generated with full spell check and grammar check.
- A professional font, 10-12 point size type.
- No more than two fonts or two sizes.
- Margins no less than .70" and no more than 1.5."
- Quality 20 bond paper, 8 ½ x 11 inches.
- Contact information clearly stated on every page, campus and permanent addresses both listed if appropriate.
- GPA listed if over 3.0.
- Major GPA listed if it is over 3.0 and your overall GPA is under 3.0.
- Graduation date listed, even if you have not yet graduated.
- Experience section listing most notable accomplishments.
- Descriptive (not necessarily actual) job titles.
- Industry buzzwords and keywords included.
- Activities section listing your most notable extracurricular activities.
- No personal data or potentially discriminatory data.
- Spell check and grammar check your resume—twice; then have at least one other person do it for you again.
- Focus is on what the employer wants, not what you want.
- The layout is pleasing to the eye.
- No long sentences.
- No abbreviations.
- Bullets begin with action verbs.

REFERENCES

Your choice of references can be critical to your job search. At some stage in considering you as a potential employee, virtually all companies will phone your references. They will want to discuss your work habits, personality traits and past performance. Because these responses are important to the potential employer, it is not enough that you choose your references with care. Their responses must also be checked and you must maintain close contact with them throughout your search.

It is a matter of preference to include a line in your resume that says, "References available upon request" or to include your references on a separate page with your resume. Some employers will ask for references to come with resumes, some will not. Your references can make a strong, positive statement about you.

Once chosen, list your references on your reference page. The heading of your title page should look identical to your resume. For each reference, you need to include their full name, title, company affiliation, company mailing address, telephone number and email address.

References should not be listed in the order of best or worst. It can be damaging if the response becomes less favorable as more references are called. This might suggest to the caller that additional references would continue in this pattern. You should never put down a reference unless you know exactly what they will say about you and they have a copy of your resume to refer to also.

A minimum of three references should be chosen. This is a convenient number to call, and with similar responses from each, should be sufficient.

CHOICE OF REFERENCES

All three of your references should be business people who have known you well in one or more of your recent jobs. If possible, these should be jobs that relate closely to the position you seek. It is always advisable to include a reference from your last employer if it is a good one. If this cannot be done, be ready to explain why. An interested company may specifically ask to talk with your last supervisor. When you have substantially different job targets and resumes, you might consider listing different references or listing the references in a different order for each.

It is acceptable to include as a reference a professor that has knowledge of your work ability. It is also advisable to have a reference whose position is above or similar to that of the probable caller.

Do not use personal references such as your minister, neighbors or close friends who have had no contact with you in business. Any prospective employers checking your references will expect your business associates to be a conversant with your honesty and personality traits as your friends. In addition, they are most interested in these traits as they appear in a business environment. Your references should be persons who know you well in both a business and a social context wherever possible.

ASKING FOR A REFERENCE

Make sure once you choose three people to serve as references for you that you contact them in a professional way to ask if they would be willing to serve in this capacity. A formal, business style letter is sent along with an updated copy of your resume. The letter should ask if they would be willing to serve as a reference for you as you begin your search. If they agree, there is a copy of your resume for them to have in case they need it when potential employers call. Not all of your references will know everything you have done in the past and a copy of your resume will be a great help to them.

SAMPLE REFERENCE PAGE

References
For
Sally S. Student
1234 Resume Road
Anywhere, NJ 19191
609-555-1234
email@home.com

Name
Title
Street Address
City, State Zip
Phone Number
Email Address

Name
Title
Street Address
City, State Zip
Phone Number
Email Address

Name
Title
Street Address
City, State Zip
Phone Number
Email Address

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- Do not include your resume. That always goes on a separate page.
 - Be sure to ask permission before including anyone as a reference.
 - Supply them with a copy of your resume so they can write an accurate recommendation letter.
 - References should be professional (supervisors, administrators, faculty, advisors, coaches, etc) rather than personal, character references.
 - Thank them when you are hired, even if you know they were never contacted. Send them a thank you letter with your new, updated resume.
 - Stay in touch with them and let them know how your career is progressing.

ACCOUNTING MAJOR

123 Main Street
Allentown, PA 18104
610-123-4567

myemail@cedarcrest.edu

OBJECTIVE To obtain the summer accounting internship at ABC Company

EDUCATION Bachelor of Science, Accounting, May 2009
Cedar Crest College, Allentown, PA
GPA: 3.3

RELEVANT COURSEWORK Cost Accounting, Accounting Information Systems, Financial Analysis, Business Law

EXPERIENCE ***Bank of America, Bethlehem, PA*** February 2006-present
Teller

- Utilize persuasive skills to sell products to banking clients
- Perform basic accounting functions to balance bank drawer in excess of \$10,000 daily
- Maintain accurate records in electronic database

Carraba's Restaurant Allentown, PA March 2004-February 2006
Server/Hostess

- Communicated effectively with a diverse clientele
- Trained and scheduled new employees
- Acted as first contact for customers entering establishment

Macy's, Lehigh Valley Mall, Whitehall, PA Summers 2003-2006
Sales Associate

- Awarded for highest sales for two months in a row
- Balanced daily cash and credit transactions in excess of \$4000
- Delivered high quality customer service

**ACTIVITIES/
VOLUNTEER WORK** Accounting Club, member 2006-present
Investment Club, member 2006-2007
Boys and Girls Club of America, volunteer 2003-present

References furnished upon request

Nancy Nurse
123 Healthy Street
Anytown, PA 12345
610.555.1234
nnurse@cedarcrest.edu

EDUCATION

Cedar Crest College
Bachelor of Science in Nursing
GPA 3.5

Allentown, PA
December 2006

RELATED WORK EXPERIENCE

Emergency Room Technician

Lehigh Valley Hospital

1991-present
Allentown, PA

- Assist with assessment and care of patients
- Record vital signs and medical history
- Perform venipuncture
- Perform CPR and EKGs
- Admit psychiatric patients into the computer database
- Transport patients
- Clean and bandage wounds; apply splints
- Set up various instruments and assist physicians with various procedures

Nursing Technical Assistant

Lehigh Valley Hospital

1986-1989
Allentown, PA

- Assist with patient care including vital signs, bathing, ambulating, ROM, toileting, transporting and feeding
- Placed emphasis on holistic care of the patients

CERTIFICATIONS

Cardio Pulmonary Resuscitation
Emergency Medical Technician

1996-present
1997-present

AWARDS

Received formal recognition from Kidney One for outstanding service

ADDITIONAL WORK EXPERIENCE

Sales and Service Representative

Country Stop Corporation

1989-1991
Germansville, PA

- Created advertising and promotional materials
- Conducted sales calls
- Performed installation and service of product

REFERENCES

Credential file available from Cedar Crest College, Office of Career Planning, 100 College Drive, Allentown, PA 18104

Sally S. Student

Permanent Address
1234 Resume Road
Anywhere, NJ 19191
609.555.1212
email@home.com

Campus Address
100 College Boulevard
Allentown, PA 18181
610.987.6543
email@school.edu

OBJECTIVE

To obtain the position of summer intern at XYZ Company.

EDUCATION

Cedar Crest College
Bachelor of Arts in English
Minor: Writing
Related Courses: Advertising, Marketing and Marketing Research

Allentown, PA
May 2005

WORK EXPERIENCE

Michelson Advertising and Public Relations
Public Relations Assistant
Assisted public relations manager and media director with special projects such as integrated media plan, press releases and advertising research.

Philadelphia, PA
June 2003-August 2003

Hayutin, Rubinroit, Praw & Kupietzky
Assistant to Office Manager
Responsible for monthly billing, accounting and filing.

Philadelphia, PA
June 2002-August 2002

CAMPUS EXPERIENCE

The Crestiad
Layout Editor
Responsible for layout of all pages of the student newspaper.

Allentown, PA
January 2003-Present

The Crestiad
Reporter

Allentown, PA
August 2001-May 2002

ACTIVITIES

MARKETING CLUB- Promoted and market the varsity basketball team.
ALPHI PHI Sorority- Member and appointed correspondent to national magazine, the ALPHA PHI QUARTERLY.

References available upon request.

IMA STUDENT

Permanent Address
123 Nice Drive
Montclair, NJ 08888
123.456.7890

Campus Address
100 College Drive Box 36
Allentown, PA 18104
610.606.5555
istudent@cedarcrest.edu

OBJECTIVE

To obtain a position at Kids Peace in Allentown.

EDUCATION

Cedar Crest College
Bachelor of Arts in Psychology
Minor: Business Administration
Related Courses: Life-Span Development, Seminar in Personality Theory, Social Psychology,
Abnormal Psychology, Cognitive Psychology.

Allentown, PA
May 2007

WORK EXPERIENCE

Holiday Inn Express
Front Desk Manager

Allentown, PA
April 2005 – October 2006

Helped guests have the best stay possible by training workers to make the check-in and check-out process as quick and uncomplicated as possible; handled any guest concerns and make sure that they leave the premise satisfied with their stay; provide a professional appearance of all of the workers as well as the work area; communicated with guests in order to make reservations for a time in the future; gave the guests a feeling of friendliness and a positive atmosphere when they enter the hotel.

Brook Custom Cabinetry
Secretary

Clinton, NJ
January 2003 – August 2004

Communicated with potential customers to help answer questions concerning the products sold; scheduled appointments for customers in need of a consultation with the designer of their choice; made house calls to ensure that the installation of the product was done correctly; completed general office work to help provide for the smooth running of business on a daily basis.

CAMPUS EXPERIENCE

Hall Receptionists
Head Receptionist

Allentown, PA
August 2005 – Present

Developing scheduled shifts which work in cooperation with employees' class time schedules; training new receptionists on how to appropriately complete assigned tasks; evaluating guests in the residence hall at all times to ensure that all visitation rules are followed; communicate with the proper administrators in order to make sure that all parties are on task.

Orientation Assistants
Orientation Assistant

Allentown, PA
May 2005 – Present

Work as a team with other Orientation Assistants to develop skills that are useful to help incoming students; build trust with incoming students in order to give them a start to a support system on campus; answer questions concerning the campus, course schedules, and any incoming student fears; connect with different resources in order to properly guide incoming students through their first year.

I. LOVE SCIENCE

ILove@cedarcrest.edu

212 Main Street
Bethlehem, PA 18020
123-456-5566

Cedar Crest College
100 College Dr.
Allentown, PA 18104
610-606-0000

OBJECTIVE

Internship position in an undergraduate research lab or scientific research company.

EDUCATION

Cedar Crest College, Allentown, PA Bachelor of Science, Expected May 2007
Genetic Engineering major with Chemistry minor GPA: 3.85

RESEARCH EXPERIENCE

Freshman Research: Used confocal microscope to perform calcium calibration of Oregon Green Bapta 488 dye for use in medicinal leeches. Spring 2004. Advisor: Dr. Kent Fitzgerald
Summer Internship and Current Research, Cedar Crest College: Sequenced genes in *Drosophila melanogaster*, *maurtiana*, *sechelia* and *simulans* to study evolution in fruit flies. Summer 2005-present. Advisor: Dr. Richard Kliman

HONORS

Dean's List, Cedar Crest College: Fall 2003-2004, Spring 2005
Tri-Beta National Biological Honors Society: Inducted Spring 2005
Student Ambassador, Cedar Crest College: Fall 2004-present

COURSEWORK

Cell Biology, Microbiology, Genetics, Organic Chemistry I and II, Calculus
Currently enrolled: Molecular Genetics, Biochemistry

TECHNIQUES USED IN RESEARCH

Primer Design, Polymerization Chain Reaction, Cycle Sequencing, DNA Sequencing
Computer skills: Sequencher and Macvector

TECHNIQUES LEARNED IN COURSEWORK

Notebook Maintenance; Scientific Paper Writing; Biochemical Tests; Serial Dilutions; Gel Electrophoresis; Centrifugation; Gene Transformation; Compound Light, Phase Contrast, Confocal, and Fluorescent Microscopy; Spectroscopy

ACTIVITIES

Cross Country: Appointed Co-Captain, Fall 2005. Team member 2003- present.
Student Athletic Advisory Committee: Cross country representative 2004- present.
Alternative Spring Break: Traveled to North Carolina with a team of Cedar Crest College Women to help build homes for Habitat for Humanity, Spring 2004, 2005.
Tutor: Appointed Site Coordinator, Spring 2005-present. Teach reading, writing, and math skills to third graders at Sheridan Elementary School. Tutor Fall 2003-present.

Fran Functional

123 Organized Lane, Allentown, PA 18104

610-555-5555

ffunction@cedarcrest.edu

Education

Bachelor of Science in Biochemistry
Cedar Crest College

Anticipated Graduation, Spring 2006
Allentown, PA

Associates Degree in Medical Transcription
Northampton Area Community College

Spring 2002
Bethlehem, PA

Professional Skills

Leadership/Project Management

- Managed laboratory equipment and supply budgets
- Negotiated contracts and discounts with vendors, resulting in a 10% decrease in supply expenses
- Presented and taught scientific methods, techniques and safety standards to staff and students
- Organized and directed the transfer of laboratory equipment and supplies to remote class sites

Training

- Interviewed, supervised and trained a staff of five
- Increased staff retention rate 45%
- Developed numerous orientation and training sessions for staff
- Taught basic reading and study skills to adult learners in a variety of settings

Technical Experience

- Designed and performed scientific laboratory experiments
- Conducted protein analyses including dialysis, column chromatography, HPLC, immune precipitation, PAGE electrophoresis, Western blots and enzymatic assays
- Conducted DNA analyses including plasmid preparation, making probe, agrose gel electrophoresis and southern blots analysis
- Prepared, grew and harvested polyclonal antibodies
- Maintained a complex breeding colony of 225 mice

Writing & Communications

- Wrote and edited laboratory, safety and teaching assistant manuals each term
- Utilized software including Excel, Word, Edora, PowerPoint, Filemaker Pro, Netscape, PeopleSoft, SPSS
- Organized report production: composed report graphics, sketched maps, edited report text, collated and delivered final reports
- Wrote grant proposals that were successful
- Authored several articles published in professional journals

Related Experience

Laboratory Services Coordinator
Cedar Crest College

May 2003 - present
Allentown, PA

Laboratory Animal Care Technician
ABC Company

October 2001 – May 2003
Whitehall, PA

Other Experience

Clerk/Pharmacy Assistant
CVS Pharmacy

Summers 2003, 2004 & 2005
Allentown, PA

Community Involvement

Mentor for undergraduate biology students
Girl Scout merit badge counselor

2000-present
1997-present

Awards & Honors

Dean's List
Omicron Delta Epsilon

Fall 2003-present
Spring 2004-present

References

Functional Resume Potential Headings

Please note: These subheadings are in no particular order and are to be used only as a GUIDELINE for writing your functional resume. You do not have to use all of them, or any of them. They are suggestions to help you as you put together a functional resume. You may find many or few work for what you are trying to write, but they should be able to help you get on the right track.

- Professional Skills
- Leadership
- Technical
- Analytical
- Educational/Program Development
- Project Management
- Management & Administration
- Writing & Presentations
- Communication
- Program Coordinator
- Supervisory Skills
- Accounting (or fill in major here) Skills
- Licensing/Certifications
- Professional Recognition
- Professional Experience
- Education
- Community Involvement
- Related Coursework
- Relevant Skills & Experience
- Publications
- Accomplishments
- References
- Objective
- Awards & Honors
- Certifications
- Research Experience
- Training/Interviewing
- Counseling Skills

TYPES OF COVER LETTERS

The cover letter is a very important part of the job search process. Your resume goes over your qualifications, experiences and education but it is your cover letter that will get people to even look at your resume. A good letter lets you emphasize information that you want the reader to notice in your resume. It also gives you the opportunity to tell people what your resume does not. It is an important way to market yourself.

Letter of Application

This letter is targeted towards potential employers. It is addressed to a specific person and in reference to a position that may or may not be vacant. It is often written in response to a classified ad or vacancy announcement or in reference to a job lead received from a referral. The letter needs to be specific and oriented toward the needs of the employer. The content should reflect as much knowledge of the employer and position as possible. It must emphasize skills that appear most compatible with the employer and needs of the position. This is the writer's chance to tell the employer why they should take time to talk with you by telephone or meet you in person to further discuss your qualifications.

Letter of Inquiry

This letter is written to state your interest in a specific company and any openings they have that fit your experience and interests.

TIPS FOR WRITING AN EFFECTIVE COVER LETTER

- **Include Your Resume.** Never mail a resume without a cover letter.
- **Plan Ahead.** Make sure to plan your letter before you write it.
- **Keep It To One Page:** Be concise and to the point. Employers will not read more than one page. Make it easy to read and explain in the first sentence why you are writing.
- **Give Them What They Want:** Speak to the requirements of the job, especially when you are responding to an ad. Let the employer know how you can contribute to the company.
- **Sell Yourself:** Get the reader interested in you. Open with an idea that captures the attention of the prospective employer so the letter and resume are considered worth reading. Highlight and draw attention to the points in your resume that uniquely qualify you for the position.
- **Be Assertive:** Let them know the purpose of your letter. If you want to arrange an interview, then say so. Say at the end of the letter that you will contact them and then do it!
- **Use the Person's Title:** Make sure to refer to them by the correct title, name. You also want to spell it correctly. Call the company for the info if you have to.
- **Match Your Resume:** Make sure you use the same paper, font and size. Do not use different colors!
- **Positivity:** Always be positive. Never use a negative word and make sure to leave a good impression.
- **I:** Do not overuse the word "I." Vary your sentence structure and use compound sentences.
- **Spelling and Grammar:** Use correct spelling and grammar. Review your work carefully.
- **Review Your Work:** Make sure you go over what you have written. Does it say what you want to? Does it look/sound professional? Before you send it out make sure others have read your work so you do not miss any mistakes.

Remember: a cover letter won't get you a job but it will entice the employer to look at the resume you have enclosed. That could get you an interview which in turn could get you a job!

SAMPLE COVER LETTER

Your Name
Street Address
City, State Zip Code
Phone Number

Date

Reader's Name
Title
Company
Street Address
City, State Zip Code

Dear Mr./Ms./Dr. _____:

The first paragraph should attract the employer's interest by briefly mentioning such information as a relevant accomplishment or your enthusiasm for the job. Avoid such stereotypical, overused first sentences as "This is in answer to your advertisement," or "I am a senior Psychology major at Cedar Crest College." You do want to state who you are and the purpose of the letter, but take some time and think of an interesting, thought-provoking, or eye-catching introductory paragraph.

The second paragraph is the body of the letter. Market yourself here by indicating what is special about you (related experience, internship, etc). Focus on functional skills (leadership, organization, time management, etc). Identify personal qualities (goal-oriented, hard working, flexible). Do not go over everything that is in your resume. If your GPA is 3.5 or higher or if you have been on the Dean's List or held an office then put it here. Do not give too many details. This paragraph is just supposed to get the reader interested enough in you to read your resume. Focus on how you will benefit the employer, not what you will get from the job.

In the closing paragraph, mention your interest in discussing the job in person and tell them you will contact them in the next two weeks to discuss their needs and your qualifications further. (Make sure if you say you will contact them that you actually do so!) Do not ask them to contact you, instead say you will contact them. This shows enthusiasm for the position.

Sincerely,

SIGNATURE

Your Name

Enc. (only put this if you are enclosing something, for example, your resume)