

GUIDE TO RESUME and COVER LETTER WRITING



This *Guide* is designed to help you develop YOUR MARKETING PACKAGE: cover letter, resume, and reference pages.

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TAKE ADVANTAGE OF THE REVIEW SERVICE!!



Before sending your cover letter and resume out, make sure it is error free and markets you the best it can. Once you have a typed draft, drop-off, schedule an appointment, email (career@vhcc.edu) or mail them to Career Development for review.

THREE KINDS OF RESUMES

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 which relate to career interests. Effective for those changing careers who want to emphasize skills/talents/etc. more than positions.

Combination: Uses elements of both chronological and functional. No standard format.

TWO KINDS OF COVER LETTERS

Letter of Application: This is the kind of letter written in response to an advertised position. Make the letter a direct response to the qualifications listed in the advertisement or to other details discovered through your research. Tailor the letter to show how your qualifications and interests match those of the advertised position.

Letter of inquiry: This type of letter states your interest in the organization and requests information concerning openings of the type you desire.

*The main difference between the two kinds of letters is in the content of the first paragraph.

RESUME WRITING

Remember, your resume is your first contact with a prospective employer. You will never get a second chance to make a first impression, so your resume should present the best possible image of your skills, abilities, and interests! Here are some suggestions for writing an effective resume:

Formatting

- Begin with a fresh Word document, rather than a template.
- Maintain .05" – 1" margins (left, right, top and bottom).
- Use one, clear 10-12 point font for body text and 12-14 point for name and section headings.
- Underline, bold, and italicize sparingly to add emphasis to key points.
- Use black text only. Avoid using graphics or pictures.
- Keep document to two pages or less. If you have a second page, put your name and page 2 at the top of the second page.
- If two pages, print your resume on one side only, rather than back-to-back, and paper clip the pages together (do not staple).
- Print your resume on light-colored or white professional paper—you can find resume paper at most local office supply stores.
- Do not include references on your resume. This will be separate document.
- Remember to proofread for spelling and grammar errors. Do not rely on spell- and grammar-checks!

Content

- Items should appear in reverse chronological order. Most recent should appear first.
- You will not need to list high school information, unless it is particularly relevant to your goal.
- When listing education, include the school name, your major(s) (and minor or concentration), month and year of graduation, city, state, and GPA (if over 3.00).
- Create separate categories, such as Internship Experience, Related Experience, Campus Involvement/Leadership, Research Experience, Other Work Experience, and/ or Volunteer Experience to emphasize your experience.
- Use action verbs to describe your duties - be as specific as possible.
- Use past tense for past experiences and present tense for current experiences.
- It is not uncommon for employers to run resumes through a scanner to pick up on key words and to streamline their review process. Ensure that you are including key words on your resume from the job description/company website.
- Have your resume (and cover letter, references list, etc.) reviewed!

Dos & Don'ts of RESUMES

Do

- Be Honest
- Keep it Brief – 1 to 2 pages recommended
- Write your own resume – you know yourself best
- When 2 pages long, include header and Page 2 at top of second page in case the pages ever get separated
- Keep it chronological – most recent experiences (whether job experience or education) comes first
- Line it up – make sure bullets and/or categories line up straight – use a ruler to verify
- Keep It Simple – make sentences short and to the point

DON'T

- Include salary requirements
- Include references on the resume
- Use the word “I” – this is a 3rd person document
- Include unnecessary personal information (race, religion, marital status, etc)
- Include unnecessary employment information (street address, supervisor name, salary, etc.)
- Staple – either numerous pages or resume to cover letter

Finishing Touches

- Leave a 1” margin on all sides
- Use capital letters, boldface, bullets, italics, and indenting to emphasize important information or change categories
- Easy to read type – Times New Roman or Arial
- Reasonable font – no less than 10, no larger than 12
- Single space within sections, double space between sections
- Use high-quality resume paper with matching envelopes

Most Important

NEVER use the Microsoft Word Resume Template!!!

- Does not distinguish you from other applicants – everyone uses it and after awhile human resource managers will stop reading them.
- Is not formatted properly – dates go on the right.
- Limits creativity – adding your own categories or changing the format is very difficult with the template.

TIPS FOR EFFECTIVE RESUMES



Your resume is your first contact with a prospective employer. Don't let it be your last! Your resume should present the best possible picture of your skills, abilities, and interests. **Your resume's job is to "sell" you to an employer to obtain an interview.**

Your ability to communicate in a clear, concise way is one of the most important parts to a successful job search. Here are some suggestions:

- ✓ **BE CONCISE.** Employers are not interested in your life story. Therefore, choose your words carefully and present ideas clearly. Employers don't have the time to read non-essential information.
- ✓ **BE HONEST.** The most crucial element in any job search is trust. Without it, there is little possibility of a job offer.
- ✓ **BE NEAT.** The resume will probably be the employer's first look at "you." Make a professional appearance. You won't get a second chance to make a first impression.
- ✓ **BE ACCURATE.** Spelling counts. Dates count. Job titles count.
- ✓ **BE PROFESSIONAL.** Cultivate a polished look. Use a laser printer and the same kind of paper (standard size white, pale gray, or cream) for your resume, cover letter, and envelopes.
- ✓ **BE CAREFUL.** Review your work. Does your resume say what you want it to? Look professional? Does it present an image in keeping with the employer, field, and position you are seeking?
- ✓ **EMPHASIZE.** Accomplishments – they are much more meaningful than just a list of job responsibilities. Dynamic Action Verbs – use key terms to make your past come alive. Transferable Skills – especially if you don't have much experience or seek to change careers.
- ✓ **DON'T INCLUDE PERSONAL INFORMATION.** Your age/health/photo/marital status/etc.
- ✓ **KEEP IT UP-TO-DATE.** Revise frequently. Make sure your contact information is current & plentiful...any information that would help an employer reach you during business hours.
- ✓ **HAVE OTHERS REVIEW IT.** As many pairs of eyes you can get to look at it the better. Start with Career Planning; also faculty, family, and professionals you know in your field.

ACTION VERBS

Audited
Calculated
Completed
Constructed
Consulted
Coordinated
Corresponded
Created
Designed
Directed
Dispensed
Eliminated
Evaluated
Formulated
Identified
Implemented
Improved
Installed
Instituted
Instructed
Managed
Negotiated
Obtained
Oversaw
Performed
Planned
Presented
Protected
Provided
Purchased
Reduced
Researched
Routed
Tested

Analyzed
Arranged
Assisted
Built
Collected
Compounded
Conducted
Consolidated
Counseled
Delivered
Detected
Determined
Developed
Diagnosed
Disproved
Distributed
Edited
Founded
Improved
Instructed
Invented
Logged
Ordered
Produced
Received
Recommended
Referred
Rendered
Selected
Served
Solved
Studied
Wrote
Translated

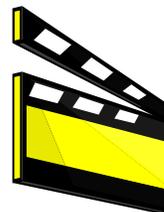
Administered
Advised
Arbitrated
Assembled
Charted
Conserved
Criticized
Delivered
Devised
Discovered
Drew up
Examined
Expanded
Increased
Interpreted
Interviewed
Lectured
Maintained
Navigated
Operated
Organized
Prepared
Prescribed
Processed
Promoted
Realized
Recorded
Represented
Restored
Reviewed
Reviewed
Supervised
Supplied
Trained

SELF-DESCRIPTIVE WORDS

active
dependable
enterprising
hard worker
objective
resourceful
will travel

diplomatic
forceful
personable
creative
self-reliant
ambitious
energetic

loyal
productive
tactful
driven
team oriented
efficient
goal oriented



SKILLS AS VERBS

Achieve	Act	Adapt	Address	Administer
Advise	Analyze	Anticipate	Arbitrate	Arrange
Ascertain	Assemble	Assess	Attain	Audit
Budget	Build	Calculate	Chart	Check
Classify	Coach	Collect	Communicate	Compile
Complete	Compose	Compute	Conceptualize	Conduct
Conserve	Consolidate	Construct	Control	Coordinate
Cope	Counsel	Create	Decide	Define
Deliver	Design	Detail	Detect	Determine
Develop	Devise	Diagnose	Dig	Direct
Discover	Dispense	Display	Disprove	Dissect
Distribute	Divert	Dramatize	Draw	Drive
Edit	Eliminate	Empathize	Enforce	Establish
Estimate	Evaluate	Examine	Expand	Experiment
Explain	Express	Extract	File	Finance
Fix	Follow	Formulate	Found	Gather
Generate	Get	Give	Guide	Handle
Have responsibility	Head	Help	Hypothesize	Identify
Illustrate	Imagine	Implement	Improve	Improvise
Increase	Influence	Inform	Initiate	Innovate
Inspect	Inspire	Install	Institute	Instruct
Inventory	Investigate	Judge	Keep	Lead
Learn	Lecture	Lift	Listen	Log
Maintain	Make	Manage	Manipulate	Mediate
Meet	Memorize	Mentor	Model	Monitor
Motivate	Navigate	Negotiate	Observe	Obtain
Offer	Operate	Order	Organize	Originate
Oversee	Paint	Perceive	Perform	Persuade
Photograph	Pilot	Plan	Play	Predict
Prepare	Prescribe	Present	Print	Problem solve
Process	Produce	Program	Project	Promote
Proof-read	Protect	Provide	Publicize	Purchase
Question	Raise	Read	Realize	Reason
Receive	Recommend	Reconcile	Record	Recruit
Reduce	Refer	Rehabilitate	Relate	Remember
Render	Repair	Report	Represent	Research
Resolve	Respond	Restore	Retrieve	Review
Risk	Schedule	Select	Sell	Sense
Separate	Serve	Set	Set-up	Sew
Shape	Share	Show	Sing	Sketch
Solve	Sort	Speak	Study	Summarize
Supervise	Supply	Symbolize	Synergize	Synthesize
Systematize	Take instructions	Test & prove	Trouble-shoot	Team-build
Tell	Tend	Talk	Teach	Transcribe
Translate	Travel	Treat	Test	Tutor
Type	Umpire	Understand	Understudy	Undertake
Unify	Unite	Upgrade	Use	Utilize
Verbalize	Wash	Win	Work	Write

The Objective vs. The Professional Summary

For years the career objective was the way to begin a resume. As with all things, times change. An objective works best for those who know exactly what job they want. Your career objective is a personal statement which defines the specifics which you wish to attain with respect to your professional work.

It's personal. Others may share similar goals, but your objective should state your goals in terms that you are comfortable with.

It's a commitment. Stating a goal is a form of identifying who you are and what you want to achieve.

It's action-oriented. It's you taking control of your life and communicating what you can do to an employer in action terms.

It's directional. By focusing on your future, you can then identify the next step to take, which resources to seek. Your focus can be short-range or long-range. The more completely you examine your future, the better able you will be to evaluate potential work situations.

It's specific. It clearly identifies some facts or elements about a work situation. Broad terms such as "successful" or "challenging" may mean something to you, but they convey no facts to an employer.

Professional Summary

The biggest problems with the objective is that it is a valuable waste of space at the most important part of a resume and that it limits you to just one position. Instead of the specific job, the professional summary focuses on the job seeker. A summary statement may be a short paragraph that provides an overview of your skills and experience, highlights what makes you a qualified candidate and focuses on what makes you different than the other applicants. It may also be a bulleted list of qualifications or skills you have to offer. Finally the summary can be a combination of the two, a short paragraph followed by a bulleted list. Summaries can highlight specific accomplishments or general achievements.

Example 1:

Recent RN graduate with over 5 years experience in the healthcare industry. Thorough understanding of nursing procedures and committed to ensuring excellent patient care. Excel in time management and prioritizing tasks. Communicate well with staff, patients and families. Punctual and dependable.

Example 2:

- Customer Service
- Accounts Payable/Receivable
- Multi-Line Telephone Reception
- Microsoft Word, Excel, Powerpoint
- Type 65 wpm
- Medical Terminology

Example 3:

Certified network systems specialist with technical experience in network administration and programming. Skilled in installation, configuration, maintenance, troubleshooting, design and conversion.

- LAN/WAN
- C++
- System integration
- Network Firewalls
- Windows Vista
- Java, HTML

RESUME FRAMEWORK

NAME
ADDRESS
PHONE NUMBER
EMAIL ADDRESS

QUALIFICATIONS SUMMARY This is used to grab the reader's attention with a summary of skills and attributes you have developed over your years of working. Analyze your jobs and activities. What can you do well? (writing, researching, public speaking, organizing, planning, etc.) This is also a good place to list those "soft skills" that employers seek (i.e. leadership abilities, dedication to teamwork, communication, organization, motivation, strong work ethic, etc.). If possible use specific numbers, programs or equipment (10 years customer service experience, supervised 15 people, etc).

EDUCATION List college(s) attended in reverse chronological order (most recent first). Be sure to include dates for your degrees and program you will be graduating in. **DO NOT INCLUDE HIGH SCHOOL.**

HONORS Academic honors, honorary societies, academic scholarships, and awards.

EXPERIENCE(S) Detail your most recent work experiences. Give the name of the employer, location (city & state), dates of employment along with a brief description of your primary accomplishments, duties and responsibilities. Use active, descriptive verbs to describe your work accomplishments (i.e. planned, designed, organized, taught, led, supervised, etc.). List volunteer work, internships and work-study jobs.

SPECIAL SKILLS Do you have any experience with computers (hardware/software) or any other specialized equipment? Are you familiar with any foreign languages (read, write, or are fluent?)

ACTIVITIES/INTERESTS Include campus activities (clubs, sports, student government, etc.) and any offices you may have held or committees you chaired. Note any other hobbies or community involvement outside of VHCC. Beware of controversial activities.

REFERENCES Simply state that references are available upon request. Remember, before using someone's name as a reference, ask for their permission! Don't list references on the resume, they go on a separate page (see sample following resume section).

****FINAL NOTE: Please remember that not all of these categories are mandatory. Add new ones or leave out those you don't like. This is your resume, make it work for you. Much of resume writing is a style issue; play around with different wording, layouts, categories, etc.**

Now that you have some guidelines, try your hand at building a resume!

Name

Address (road, city/state, zip)

Email

Phone

Professional Summary/Qualifications/Skill list:

Short description or bulleted list to highlight what sets you apart from other job seekers. See page 7 for more information.

Education:

_____, Virginia Highlands Community College Abingdon, VA
Spell out degree: Associate of Applied Science or Associate of Arts & Science
Major: _____ Month/Year of Graduation: _____
List honors if Summa Cum Laude or member of Phi Theta Kappa

Experience: *Related, Work, Internship, Volunteer (you can split these up by category or list all in one list – just remember they go in reverse chronological order)*

_____ Company Name	_____ City, State
_____ Job Title	_____ Date range worked
• _____ <i>Description of duties, start each bullet with an action verb</i>	
• _____	
• _____	

Campus Involvement/Community Involvement/Leadership:

Campus Clubs or Organizations; Community Involvement

Dates

References: Available Upon Request

SAMPLE REFERENCE PAGE

References
for
Jane E. Summers
1234 Resume Road
Anywheresville, VA 28234
(276) 555-5555
student@email.vccs.edu

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

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

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

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

- Do not include in your resume, always 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 by sending a thank you letter with your new, updated resume.
- Stay in touch with them and let them know how your career is progressing.

COVER LETTER WRITING

While your resume tells employers about your qualifications, education, and experiences, your cover letter tells employers a story about your accomplishments. It affords you the opportunity to explain aspects about your qualifications and market yourself in ways that the resume cannot. Here are some suggestions for writing an effective cover letter:

Formatting

- Maintain at least 1" margins (left, right, top and bottom).
- Use same font style, size and paper as your resume.
- Use black text only. Avoid using graphics or pictures.
- Keep letter to one page - usually 3-4 paragraphs
- Always, always proofread your letter. You are invited to submit it to Career Development for a fresh pair of eyes.
- Vary your sentence structure. Don't start every sentence with "I."

Content

- Highlight your most relevant skills and qualifications for the position/program.
- Focus on the needs of the employer, not your needs or interests
- If possible, find the name of the hiring manager.
- Begin the page with the date and the hiring manager's name, title, organization name, and address, followed by a salutation to "Dear Mr., Ms., or Dr., Last Name:"
- State the position/program for which you are interested and how you heard about it. If someone gave the information, mention that individual by name. This is your opportunity to "name drop!"
- Explain how your skills, knowledge and/or experience relate to the requirements of the position/program and the organization
- Explain what you can contribute to the company/organization. How can you help the organization meet their goals? Be specific.
- Reiterate your interest in the position/program, make a specific request for an interview, and thank the hiring manager for his/her consideration.
- After the closing, leave room for your signature above your typed name, and follow up with your contact information (street address, phone number, email address).

TIPS FOR EFFECTIVE COVER LETTERS

An important but often misunderstood part of the job search process is the cover letter. It is your cover letter that gets people interested enough to even look at your resume and lets you emphasize information you want the reader to notice in your resume. It also gives you the opportunity to show the employer things about you and your qualifications that the resume cannot. The cover letter is an excellent way to market yourself.

- ✓ **SELL YOURSELF.** Get the reader interested in you.
- ✓ **BE ASSERTIVE.** If the purpose of sending your cover letter is to get an application or arrange for an interview, say so. Many candidates beat around the bush but never get to the point in their cover letters. When closing, you can mention that you will be calling soon to arrange an interview. Then don't forget to call!
- ✓ **MEET THE EMPLOYER'S NEEDS.** Speak to the requirements of the jobs, especially when responding to an ad. Tell the employer how you can contribute to the organization.
- ✓ **SPELL CORRECTLY & WATCH YOUR GRAMMAR.** Review it carefully. Make it perfect.
- ✓ **KEEP IT TO ONE PAGE.** Be clear, concise and to the point.
- ✓ **MATCH YOUR RESUME.** Same paper, same color, same font style & size.
- ✓ **USE THE PERSON'S TITLE.** Find the name and title of the best person to send your cover letter to. You may call the employer to find out.
- ✓ **GET TO THE POINT.** Being brief is the key. Employers don't have the time to read long cover letters. In the first sentence of your cover letter, explain what the letter is about and why you are writing it. Be concise and make your letter easy to read.
- ✓ **DON'T OVERUSE THE WORD "I".** Vary your sentence structure and use compound sentences!
- ✓ **USE POSITIVE WORDS.** Never be negative...show your strengths and leave a positive impression.
- ✓ **REVIEW YOUR WORK.** Take the time to look over what you have written. Does it say what you want to convey? Does it look and sound professional?

The cover letter will not get you a job; it will, however, determine whether or not people read your resume. The resume then determines if you will be asked for an interview, which may lead you to a job offer. Each step in the job search demands care and attention.

SAMPLE COVER LETTER

Date

Employer's Name

Title

Organization

Street

City, State, Zip

Dear Mr./Ms./Dr. _____:

The 1st paragraph should tell WHAT you are writing the letter about and WHY. Be as specific as possible. Answer: who, what, where, when, why? **Who** you are (e.g., graduating in the accounting program). **What** area you're interested in. **Why** you're writing (e.g., to get information or an application form, to actually apply for a specific job). **Where** (you learned about the vacancy or where your degree is from). **When** (you'll graduate or when you are available to work). If you are applying for a particular vacancy, tell how or where you found out about it (from the newspaper? the career planning office? a professor?) If you have been referred by someone the reader also knows, mention that person's name here. It will get and keep the reader's attention right away. This paragraph is the shortest.

This paragraph is the real "body" of the letter and its job is to get the reader interested enough in you to read your resume. Market yourself here pointing out your specific achievements or unique qualifications (perhaps related work, volunteer or an internship experience, or, something significant about you that doesn't apply to everybody). Do not just restate what is on your resume - focus on your skills, abilities and strengths...what you've gained from these experiences such as your functional skills (leadership, time management, managerial, etc.) and personal qualities (goal-oriented, hard working, flexible). Focus on what you can do for the employer (how your knowledge and skills can assist the organization in its goals), not how you will benefit from, appreciate, or enjoy the job. Remember: you are trying to sell something -- yourself. This paragraph will be the longest.

What people read last they remember most, so use this 3rd paragraph carefully. If you are enclosing a resume, say so here. Also, offer to send recommendations or any additional information the reader might like to see (Don't send it unless they ask for it; just offer. This shows a willingness to be helpful and open). Remind the reader why you're writing. For example, if you want an application, say so. If you are trying to set up an interview say that you look forward to an interview and will call shortly to arrange a convenient time. Somewhere in here, use the word PLEASE. End your letter with THANK YOU.

Sincerely,

Signature

Your Name

Name

Address

Telephone number

Email Address

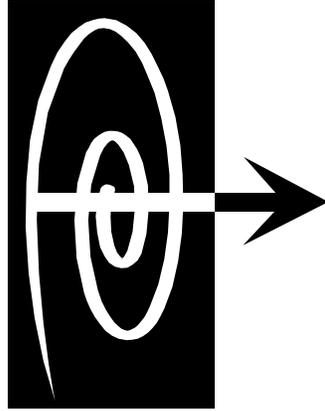
Enc. (only put this if you are enclosing something, for example, your resume)

What to keep in mind about Social Media



If you have a social media page beware of the information you are posting, as employers are checking your online presence as a screening tool. Even if you have set your page as private, pictures or comments on friend's pages may be seen by employers. It is a good idea before you start job searching to see what is on the web about yourself. On the other hand, setting your page up as an online portfolio that highlights your qualifications may attract employers that are using these sites as recruiting tools.

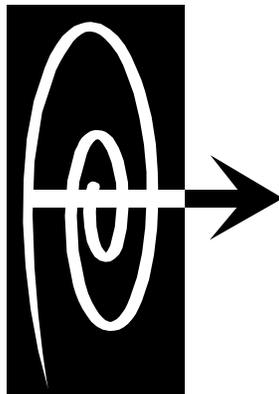
- In posting information, consider not only how you want to present yourself to your friends, but also the way you want to be perceived in three or five or ten years. Much of the content posted online never really goes away. If just one visitor to your site saves a quote or photo, even if it's up for a day or two, it will always be out there.
- Your chances of being hired by a company may be affected by your profile.
- Choose carefully when posting photos. If you wouldn't want your grandmother to see it you probably wouldn't want an employer to see the picture.
- Compromising and inappropriate pictures, statements or other information can hurt your chance to gain or be considered for employment. Employers take the images that students are portraying very seriously as a reflection of personal character.
- Do not post private information such as cell phone, address, class schedule, or social plans unless you are prepared for anyone to find you/track you down at any time.
- Be prepared to answer questions about your account in job interviews. It has become common for interviewers to ask applicants "Are you on Facebook?" and "What is on your profile?" Be prepared to answer honestly because employers will most likely look at your account themselves...or already have.
- Realize that there is a difference between what you and a recruiter might think is appropriate
- Be thoughtful about what you post and think about whether you even need to post it.



The following pages are samples of
resumes & cover letters...

Choose the one that works for you!

Many more examples are available in
the Career Development Library
(ISC 101).



Jane E. Summers

1234 Resume Road
Anywheresville, VA 28234
(276) 555-5555
student@email.vccs.edu

PROFESSIONAL SUMMARY

Results-driven, self-motivated recent graduate with solid understanding of web, hardware and software applications. Highly motivated and dependable. Proven skills in problem solving, customer relations and organization. Ability to excel with a team or individually.

- ◆ **Programming Languages:** HTML, XHTML, DHTML, ColdFusion, Java, Java Servlets
- ◆ **Database Applications:** SQL, SQL/PL, Oracle, Access, Database Design and Architecture
- ◆ **Software Applications:** Dreamweaver, Flash, Fireworks, Adobe Photoshop
- ◆ **Operating Platforms:** UNIX and Windows 95/98/2000/NT

EDUCATION

Associate of Applied Science, *Information Systems Technology*, August 2010
Virginia Highlands Community College, Abingdon, VA

COOPERATIVE EDUCATION EXPERIENCE

Highlands Community Services

Intern

**Bristol, VA
Spring 2007**

Designed organization webpage and updated promotional flyers. Met with departments to ensure work reflected their vision. Tracked number of visitors to sites and assessed effectiveness of information presented to community.

WORK EXPERIENCE

Michelson Advertising and Public Relations

Public Relations Assistant

**Bristol, VA
May 1999-August 2009**

Assisted public relations manager and media director with special projects such as an integrated media plan, press releases, and advertising research.

Hayutin, Rubinroit, Praw & Kupietzky

Assistant to Office Manager

**Abingdon, VA
July 1995-April 1999**

Greeted customers, ensured information filed accurately, ordered office supplies and maintained inventory.

ACTIVITIES

SAGE Literary Club

Literary Contributor

Abingdon, VA

American Red Cross

Volunteer Recruiter

**Bristol, VA
May 2007-March 2008**

Recruited blood donation volunteers and staff.

References Furnished Upon Request

Patricia P. Public

123 Resume Road
Anywheresville, VA 22345
276.555.1234
student@email.vccs.edu

SKILL SUMMARY

- ◆ Multi-line phone system operations
- ◆ Accounts Payable/Receivable
- ◆ 9 years of customer service experience
- ◆ Competent in Microsoft Office
- ◆ Type 65 wpm
- ◆ Visitor Reception
- ◆ Medical Terminology
- ◆ Fluent in Spanish

HEALTHCARE EXPERIENCE

Office Assistant, Bristol Pediatric, Bristol, VA (May 2001 – current)

Provide clerical support for direct services staff. Manage patient records and insurance billing, schedule medical appointments, greet patients. Order supplies and materials, maintain stock. Assist with accounts payable, receivables and payroll.

Receptionist, Abingdon Medical Center, Abingdon, VA (July 1997 – May 2001)

Welcomed patients as arrive for appointments, answered phone and scheduled appointments. Directed calls to appropriate person.

OTHER EXPERIENCE

Teacher's Assistant, Bristol County Schools, Bristol, VA (August 1996 – May 1997)

Provided classroom support to 2nd grade classroom. Taught units in reading and writing, supervised field trips and managed classroom in teacher's absence.

Newspaper Carrier, Bristol Courier News, Bristol, VA (January 1995 – January 1997)

Provided home delivery of morning paper to customers. Tracked billing and new and lapsed subscriptions.

EDUCATION

Associate of Applied Science, Administrative Support Technology

Virginia Highlands Community College, December 20xx

GPA: 3.68, Phi Theta Kappa

References available upon request.

JOHN DOE STUDENT

123 Main Street
Abingdon, VA 29530
(276) 555-5555
student@email.vccs.edu

TRAINING INCLUDES

- Air Conditioning and Refrigeration Systems and Equipment
- Boilers
- Commercial and Industrial
- Instrumentation
- Overhead and Underground
- Troubleshooting and Maintenance
- Conduit Flex, Duct and Controls

EDUCATION

Diploma, Virginia Highlands Community College, Abingdon, VA
Air Conditioning, Refrigeration, and Heating, December 20xx

COURSES

- Air Conditioning & Refrigeration Controls
- Refrigeration
- Circuits & Controls
- Heat Pumps
- Heating Systems
- Hydronics & Zoning

SKILLS

Working Knowledge of MS Word
Quick and efficient worker

WORK EXPERIENCE

Birch Brothers Constructions, Bristol, VA
Laborer, June 20xx - Present

- Cut wood for framing
- Assist in hanging drywall, mudding
- Haul materials around jobsite
- Transport material from shop to jobsite

Pop's Restaurant, Abingdon, VA
Busboy, May 19xx – June 20xx

- Bused tables, reset place settings
- Assisted chef with prep work
- Cleaned restaurants after closing
- Hauled food off trucks from vendors

REFERENCES

Furnished upon request

March 1, 2013

Ms. Michelle Shirey
Regional Manager
College Central Network
11111 16th & Broad Streets
New York, NY 10011

Dear Ms. Shirey:

I have read with great interest the position listed on your corporate website for an Account Executive. With this letter, I would like to formally apply for the position. Upon graduation from Virginia Highlands Community College this May, I will be relocating to the New York area.

While attending VHCC, I have become familiar with the various products of your company. I used your company software and, with the Career Planning staff, identified internship opportunities in the local area. In my senior year, I used a local job fair to seek permanent positions. Among the qualifications you list in your position description, you seek someone with excellent written and verbal communication skills, sales experience, teamwork skills and someone who is self-motivated. As detailed on my resume, I believe my academic, extracurricular, and work experience meet your expectations. The curriculum for the management program at VHCC requires numerous position papers and ongoing class dialogues and presentations. Regarding sales experience, I worked for a small retail firm where I became very knowledgeable about our product lines in order to best meet the specific needs of the customer. And finally, as my local Red Cross community outreach chair, I coordinated a small team of volunteers who, in turn, organized a fundraising project that netted over \$50,000.

I look forward to talking with you in more detail about the account executive position. If I do not hear from you beforehand, I will contact you in two weeks to set up an interview. Thank you, in advance, for your consideration of my credentials.

Sincerely,

Jane Jones

Jane Jones
123 Main Street
Anytown, VA 19530
610-683-1111

Enc. Resume

October 1, 2012

Pat Jennings
Director of Human Resources
Any Corporation
123 Main Street
Anytown, VA 19112

Dear Mr. Jennings:

I am extremely interested in putting my graphics expertise to work for Any Corporation. Your great successes in the past year, including your six-figure accounts with Kitters Cola and Mooburger Company, impressed all of us in the advertising business. I want to get in on the excitement!

In my own studio I design with the latest graphic-related hardware and software. I offer extensive experience in:

- Designing marketing literature with QuarkXpress, Aldus Freehand, and Photoshop
- Preparing complicated files on the Macintosh as final mechanicals, for direct export to the printing company.
- Communicating and working directly with faculty, administrators, and clients.
- Estimating jobs firsthand and working directly with vendors

Do my credentials sound suitable for a position at Any Corporation? I would be more than happy to meet with you and show you a portfolio of my work at your convenience. I will contact your office next week to schedule an interview. Thank you for your consideration.

Sincerely,

Chris Smith

Chris Smith
123 Main Street
Anytown, VA 19530
610-683-1111

Enc. Resume

Professional Employment Portfolio

A professional employment portfolio could be just the thing that sets you apart from other job candidates. The material will show what makes you different from the other applicants for a particular position.

A well-prepared portfolio

- Shows your achievements
- Documents the scope and quality of your experience and training
- Shows your skills and abilities

Purpose

The portfolio can help you market yourself to employers. You can support what you tell an employer in an interview with items from your portfolio.

Getting Started with your Portfolio

You need to begin with self-assessment and evaluation to determine what you have to offer an employer. What is the best way to market your assets?

Organizing Your Portfolio

First, decide what skills and experiences you have that relate to the needs of the employer. Second, spend some time thinking about what you have done that will exhibit those skills to the employer.

Suppose the employer is seeking a person with a strong accounting background. You could discuss the requirements of your accounting major, your courses, and your internship in the accounting department of an insurance company. Show the employer your transcript (courses) and your internship summary report.

Keep in mind that your portfolio displays you to an employer; therefore, it must present you in a professional manner. Buy a loose-leaf portfolio notebook and a supply of plastic page covers to add materials whenever you need. You will need to place similar information together. If you have three letters of recommendation, they should all be placed in the same area of the portfolio, not scattered throughout. You may want to label the different sections for ease of finding information in the portfolio.

Arrange your portfolio to show how your abilities relate to the employer's needs. The examples of your work experiences can come from paid work (part and full-time), volunteer work, internships, cooperative education, and clubs. A well-organized portfolio indicates that you are a serious job seeker.

What to Include

1. A copy of your resume, even though you may have already sent one to the employer. You may want to have several copies with you at the interview.
2. An official copy of your transcript(s).
3. A fact sheet, in list form, that displays your skills and what you like to do.
4. A list of experiences that do not fit into your resume.
5. Certificates of award and honors; special certifications for special training.
6. A program from an event you planned or in which you participated as a part of a class project or campus organization. Be sure to only take partial credit for group efforts.

7. A list of conferences and workshops you have attended and a description of each.
8. Some samples of your writing of which you are proud. If any of the samples are unpublished college papers, remove any remarks from the professors.
9. Documentation of technical or computer skills that would be of benefit to the employer.
10. Letters of commendation or thanks from previous employers, campus organization advisors, or leaders of volunteer projects in which you have been involved.
11. Letters of recommendation from supervisors or faculty.
12. Letters of nomination to honors and academic organizations.
13. Newspaper articles that address some achievement.
14. Internship or co-op summary report.

Telling an Employer about Your Portfolio

You have to let the employer know that you have a portfolio. Possibly add the phrase, “Portfolio available upon request” to your cover letter or resume. Since interviewers may not be accustomed to using portfolios, you must take the initiative in presenting your portfolio for review early in the interview. If your portfolio is lengthy, be selective in what you highlight. Remember, a portfolio is a supportive tool not the central part of an interview.

Since time can sometimes be a factor, an option would be to have a copy you could leave with the interviewer. This way when they are deliberating on who to hire they can refer back to your accomplishments. Make sure you are not leaving the employers any original documents because you will not be getting the portfolio returned (have both the original and a copy at the interview – the original is what is used during the interview, the copy is what you leave with them).

Keeping Current

You need to continue to update and add to your portfolio. To help you remember to put things in your portfolio, you should keep an achievement diary.

Everyday (or at least once a week), make notes in your diary about projects or ideas you have written as well as notes about decisions you have made that had a positive results. Include anything you think might help you in a future job search.

Elements of a Portfolio

While all portfolio elements in business and non-business need not be in writing, most will be. Some examples of non-written elements: a website, a demonstration video prepared for an applied management class, photographs of a trade show exhibit created during a co-op, a computer file on CD of a spreadsheet template created to analyze cash-flow fluctuations for an accounting class, a paper on the chemical reaction of nitrogen and hydrogen. In each of the computer examples cited, both the CD and a paper copy of the file should be in the portfolio.

Customization

You don’t need to overload your portfolio as you decide what to include for each job interview. Extract just a few elements from your collection that match the desired competencies for the particular interview.