

Resumes and Cover Letters

Sample Resumes

- **Chronological**
 - **Scannable**
 - **Functional**
 - **References**

Sample Letters

- Letter of Application** •
- Letter of Inquiry** •
- Thank You Letter** •
- Networking Letter** •

**UNIVERSITY OF PUGET SOUND
CAREER AND EMPLOYMENT SERVICES**
Howarth Hall, Room 101 • ces@pugetsound.edu • 253.879.3161
Visit www.pugetsound.edu/ces for additional resources.

*This guide is designed to help you get started writing a quality resume and cover letter. If you need additional information, there are many books on the subject that may be checked out from the Career and Employment Services (CES) career resources library in Howarth Hall, Room 101. Once you have completed your resume, consider making an appointment with a career advisor, who can help you make a good resume **great**.*

Resume Key Points

The purpose of a resume is to get you an interview.

Your interview should get you a job. If you're getting interviews from your resume, it's doing its job.

A resume is a marketing piece, not a history piece.

Decide carefully what to include and leave out. It's not your life story; it's your personal sales piece.

Your resume should be targeted to the job for which you are applying.

Be specific and particular in showing your interest and suitability.

If possible, keep your resume to one page.

Definitely use a clean, succinct style. Your resume may be judged in 10 seconds.

Read job descriptions and requirements carefully.

These tell you what to emphasize and what to de-emphasize on your resume.

Pretend you're the hiring manager when critiquing your resume.

Ask yourself, "Can this person do the job?"

Look objectively—use only what is written to make your determination.

Have your resume ready to go at all times.

It takes time to create one. Don't wait until the last minute.

If you're in the market for a job or internship market, create one now.

If you are asked for a Curriculum Vita or CV...

Check with an advisor or review one of our books on CVs. Often, a resume is truly what the employer wants.

Anatomy of a Resume

There is no official format for a resume. Please view the information on the left for some resume basics.

• **Heading.** All resumes begin with a heading that includes all the information necessary for an employer to reach you.

• **Job Objective.** The objective provides the focus of your resume. Write your resume to support your objective by listing applicable accomplishments and experience. An objective is not always necessary.

• **Education.** This entry should include the name of your college, the city and state, the degree you received or expect to receive, and the date of the degree. Study abroad experience could also be included in this section. Academic honors are occasionally included as well.

• **Experience.** Other possible headings for this section include: Employment, Related or Relevant Experience. Remember that in addition to paid employment, experience can also include internships, volunteer experience, campus involvement, and work-study. List your title, place of employment, the city and state, and dates of employment.

• **Activities & Honors.** If your work history is limited, this section may provide the primary material for your resume. If space is at a premium on your resume, simply list the organization and your position.

• **Skills.** This is where you show you have a skill related to the position that may not require additional training.

McIntyre Jones

1081 Wheelock Student Center
Tacoma, WA 98416-1081

(253) 879-3161
mjones4@ups.edu

► **OBJECTIVE**
To obtain a Member Services internship with the World Trade Center of Tacoma.

EDUCATION
Bachelor of Arts in **Politics and Government**, minor in **Business**
University of Puget Sound, Tacoma, WA
GPA: **3.40 / 4.00** Expected: May 2009

EXPERIENCE

Courier June – August 2008
Robison Belaustegui Sharp and Low Reno, NV

- Interacted with attorneys and office managers on a daily basis
- Promptly delivered confidential materials pertaining to court decisions to three to five locations daily
- Retrieved documents from clients, attorneys, the courthouse, and the firm's archives
- Conceptualized and designed map of basement for easier navigation

Library Assistant-Government Documents Department September 2006 – May 2008
Collins Memorial Library Tacoma, WA

- Received and processed shipments of government documents
- Updated database to reflect current availability of in house resources
- As a team, coordinated the verification of articles and media delivered

Historian September 2007 – May 2008
Phi Mu Alpha Sinfonia, Men's Music Fraternity Tacoma, WA

- Maintained records of meetings and created a notebook to collect correspondence and materials from events to serve as tool for future events.

Promotions Intern May – August 2006
KINK-FM 102 Portland, OR

- Promoted radio station at booth at KINK-sponsored events
- Oversaw and participated in various office projects
- Created and implemented CD cataloging system

► **ACTIVITIES**

- Praxis Imago (filmmaking organization), University of Puget Sound
- Ubiquitous They (sketch comedy group), University of Puget Sound

► **COMPUTER SKILLS**
MS Office products: Word, Excel, and PowerPoint
Adobe Photoshop

22

Million

Between 2004 and 2014, the U.S. economy will produce about 22 million growth jobs.

– U.S. Bureau of Labor Statistics

Sample Resumes

Include your name, address, phone and e-mail address in the header. If you list your e-mail address, however, be sure that you check your mail regularly!

Kristina B. Alder

(Local) 1202 North Lawrence, Sumner, WA 98390, (253)555-5168, kba@pugetsound.edu
(Permanent) 950 Smallwood Trail, Fairbanks, AK 99712, (907) 488-1111

OBJECTIVE To secure position #543-99, **Editing Assistant**.

EDUCATION Bachelor of Arts in **English**
Emphasis in **Writing, Rhetoric and Culture**
University of Puget Sound, Tacoma, WA December 2008

Study Abroad, Fall 2007
University of Aberdeen, Scotland

RELATED EXPERIENCE **Writing Intern**, January 2008 to present
Premiere Media Group, Tacoma, WA

- Independently research, write and edit articles for *425 Magazine*, a regional lifestyle magazine.
- Maintain the integrity of the schedule in accordance with deadlines.
- Check facts and verify information with the media and public to obtain essential background for articles.
- File and organize material for future reference.

Editorial Assistant, September 2006 to May 2007
CrossCurrents Literary Magazine, Tacoma, WA

- Evaluated and edited more than 250 poems and short stories.
- Collaborated with photo/art editor to design layout for twice yearly magazine.

Staff Intern, Summer 2006
Norm Dicks Congressional Re-election Campaign, Tacoma, WA

- Wrote news briefs and designed campaign itineraries.
- Created and conducted phone and in-person questionnaires.
- Organized and implemented logistics for major fundraisers.
- Corresponded and communicated with members of the press and constituents on a daily basis via phone, e-mail and in person.

ADDITIONAL EXPERIENCE **Technician**, Village Theatre April 2004 to present
Swim Instructor, Korum YMCA May 2005 to present

ACTIVITIES & HONORS National Merit Scholar
Staff Writer of the Year, *The Patriot*, North Pole High School
Intramural sports - golf and volleyball
Contribute artistic services to church.

If you are asked to indicate a job number, you may list this in the objective.

Sample Chronological Resume

Brian E. Warner

111 North Grant
Tacoma, WA 98403
253-879-3161 bew@pugetsound.edu

OBJECTIVE To obtain a position as a Financial Analyst.

EDUCATION Bachelor of Arts in **Finance**, Minor in **Economics**
University of Puget Sound, Tacoma, WA May 2009
Cumulative GPA: 3.4 / 4.0 Major GPA: 3.7 / 4.0

RELATED EXPERIENCE **Phi Delta Theta Fraternity**, University of Puget Sound, Tacoma, WA
Treasurer, August 2007-Present

- Manage a \$65,000 annual budget.
- Collect and deposit dues. Record monthly membership dues in Excel.
- Authorize purchases and secure payments to outside vendors.
- Chair fund-review committee, which authorizes and distributes funds internally.
- Serve as liaison to Inter-Fraternity Council and Associated Student's finance committees.

HH&M Landscaping, West Linn, OR
Co-Owner, August 2005-August 2006

- Recruited, hired and supervised a staff of 8 employees.
- Collected, deposited and recorded accounts receivable and payable.
- Coordinated advertising and customer service.
- Communicated with customers to provide bids on services.

PaineWebber, Portland, OR
Summer Intern, May-August 2005

- Worked as part of a team to create a system that efficiently calculated and organized cost basis information.
- Provided assistance to brokers and operations by performing tasks such as editing a trust establishment, answering client inquiries and establishing new accounts.
- Gained a thorough understanding of the essential functions within a securities and commodities firm.

ADDITIONAL EXPERIENCE **Office of the Registrar**, University of Puget Sound, Tacoma, WA
Records Coordinator's Assistant, May-August 2007

ACTIVITIES Social chair on the executive staff of Phi Delta Theta Fraternity
University of Puget Sound varsity football team
Vice President of Future Business Leaders of America

SKILLS Proficient in Microsoft Access, Excel, Word, and PowerPoint.

You can list both your overall and major GPA if you want to show that your major GPA is higher. If an employer asks for GPA, be sure to list it.

Sample Chronological Resume

BELINDA K. PEYTON

3810 North J Street, Tacoma, WA 98416 | bkpeyton@pugetsound.edu | (253) 756-8888

OBJECTIVE A **laboratory assistant** position in a hospital or biological research institution.

EDUCATION

Bachelors of Science in **Biology**, Bachelors of Arts in **Psychology**
University of Puget Sound, Tacoma, WA May 2009
GPA: 3.5 / 4.0

Honors: Dean's List, all semesters; Charles A. Dana Scholarship for academic achievement and leadership.

RELEVANT COURSEWORK

Electron Microscopy	Animal Physiology	Organic Chemistry
Cell Biology	Genetics	Physiological Psychology
Biochemistry	Mammalian Histology	

RESEARCH EXPERIENCE

Student Researcher

University of Puget Sound, Tacoma, WA Spring 2007 and Fall 2008

As part of a class, compared the renal structure of various stages in mouse development. Used corrosion casting and the Scanning Electron Microscope. Also conducted a neurohistological study of paraffin-embedded rat brain tissue.

LABORATORY TECHNIQUES

Electron Microscopy: proficient in scanning electron microscopy, transmission electron microscopy, and darkroom techniques.

Organic Chemistry: extensive experience in wet chemistry, nuclear magnetic resonance, infrared spectroscopy, and gas chromatography.

Specimen Preparation: knowledge of critical point drying, sputter coating, vacuum evaporation, ultramicrotomy, and resin embedding.

Stereotaxic Surgical Procedures: experienced in anesthesia, suction ablation, and vascular perfusion.

SCIENCE TEACHING

Course Assistant, Biology

University of Puget Sound, Biology Department, Tacoma, WA Fall 2007-present

Assisted students in the design and execution of experiments and assisted in grading tests. Helped mediate the team-work process and resolved student conflicts concerning design and distribution of work.

Laboratory Instructor

University of Puget Sound, Psychology Department, Tacoma, WA Fall 2006-Spring 2007

Prepared rats for stereotaxic suction and electrolytic brain lesions. Supervised laboratory activities and wrote detailed lab notes.

VOLUNTEER ACTIVITIES

Science Tutor, Grant Middle School, Tacoma, WA Fall 2006 - present

Listing relevant coursework is an effective way to demonstrate core skills and knowledge. However, once you have gained related professional experience it should be the first section that you remove. Remember to only list classes that are relevant.

A skills section can supplement your experience and help you target your resume for a specific position.

Miriam Schneebeck

2500 Wheelock Student Center, Tacoma, WA 98416
(253) 555-1111 | mschneebeck @pugetsound.edu

OBJECTIVE: To obtain a Marketing Assistant position with the Seattle Symphony

EDUCATION: Bachelor of Arts in **Music**, Vocal Performance Emphasis
University of Puget Sound, Tacoma, WA Graduation: May 2009

RELEVANT EXPERIENCE:

Marketing Intern

Seattle Opera, Seattle, WA Jan. - May 2009

- Wrote press releases for web and print media, singer bios for programs, and general correspondence on behalf of marketing director
- Maintained website and managed social media outreach
- Participated in the coordination of special events by handling mailings and updating databases

PR and Marketing Intern, Bumbershoot Music Festival

One Reel, Seattle, WA May - Sept. 2007/8

- Spent two summers promoting Seattle's largest music festival through grass roots web marketing efforts
- Procured press and publicity material while researching, updating and adding to the Festival's current press roster for all press releases
- Wrote blog posts and contributed other content to Festival's site

Disc Jockey, KUPS, 90.1 FM

University of Puget Sound, Tacoma, WA Sept. 2007 - May 2008

- Produced and announced a weekly two-hour review of classical music

Box Office Service Representative

Broadway Center for the Performing Arts, Tacoma, WA Jan. - May 2007

- Provided information to callers and in-person Center visitors regarding group ticket sales
- Learned all aspects of the performance program and the services provided by the Center
- Worked independently and as part of a team, handling heavy call volume and walk-in traffic

Link Phone-A-Thon Caller

University of Puget Sound, Tacoma, WA Sept. 2006 -- Dec. 2007

- Made calls, accepted pledges, and answered inquiries from alumni

ACTIVITIES: Member, Adelpian Concert Choir 2008 -- 2009
Member, Sigma Alpha Iota Women's Music Fraternity 2006 -- 2009
Soloist, Opera Scenes Workshop Fall 2008

SKILLS: Technical skills include MS Office programs, Customer Relations Databases, and Raiser's Edge

Eric Schiff

952 Union Ave
Tacoma, WA 98416

eschiff@pugetsound.edu
(253)555-4525

OBJECTIVE Looking for positions in the adventure travel industry that will use administrative skill set and outdoor expertise.

EDUCATION Bachelor of Science degree in **Exercise Science**, Minor in **French**
University of Puget Sound, Tacoma, WA Expected May 2009
WFA and CPR training, University of Puget Sound August 2006

EXPERIENCE **Office Assistant for Student Development Office**
University of Puget Sound, Tacoma, WA September 2007-present

- Collect event evaluation data in excel and provide basic analyses in graphs and charts.
- Prepare correspondence and presentations for senior staff and represent office in a professional manner on the phone and in person.

Trip Leader

Backroads, Berkely, CA June-August 2008

- Led a variety of trips (biking, hiking, and multisport) for groups averaging 18 people at a time.
- Planned and executed itineraries for 3-7 day trips, incorporating the needs of diverse age and ability ranges.
- Coordinated all aspects of the trips, including food and accommodations.
- Received multiple thank you letters from participants for providing enjoyable, trouble-free vacation experiences.

Passages Overnight Trip Leader

University of Puget Sound, Tacoma, WA August 2006-2008

- Selected to lead groups of new students on 3-day outdoor adventures as part of award-winning university orientation program.
- Organized all aspects of trips for groups of 10 students: food, equipment, and trip planning.
- Facilitated group discussions, team building exercises, and trust activities to foster relationships between students new to campus.

OUTDOOR

EXPERTISE Led informal groups of less experienced outdoor enthusiasts since 2003. Comfortable leading/teaching the following topics:

- Backpacking
- Hiking
- White-water Rafting
- Biking

LOCATIONS Bulk of experience located in western states, particularly California, Washington, Oregon, and Montana.

Sample Functional (Skills) Resume

Dorothy Y. Wheelock

473 James Road, Tacoma, WA 98406 • (253)879-3333 • dyw@pugetsound.edu

OBJECTIVE

To capitalize on my training, program development and marketing skills in any entry level Training and Development position.

EDUCATION

Bachelor of Arts in **Psychology**
Minor in **Communication and Theater Arts**
University of Puget Sound, Tacoma WA December 2008

SKILLS

Training

- Developed and presented 10 educational seminars/events for 126 residents of a campus residence hall.
- Instructed new employees regarding wait staff policies, procedures, and customer service techniques.
- Tutored students one-on-one for psychology and communication courses.

Program Development

- Planned and organized Community Involvement and Action Center (CIAC) events such as Winterfeast and Community Service Fair.
- Recruited and supervised 50 campus and community volunteers for a neighborhood cleanup campaign.
- Managed a programming budget of \$15,000.

Marketing

- Communicated with local nonprofit groups and campus constituents.
- Created marketing and promotional materials for the CIAC and Mortar Board Events.
- Solicited articles for the CIAC Newsletter, edited submissions, and designed the layout using desktop publishing tools.

EXPERIENCE

Resident Advisor, University of Puget Sound, Tacoma, WA, August 2006-present

Server, East West Café, Tacoma, WA, June 2005-August 2006

Event Coordinator, Community Involvement and Action Center (CIAC), August 2004-May 2005

Salesperson, The Gap, Tacoma, WA June 2003-June 2004

ACTIVITIES

National Association for Training and Development (Student Affiliate)

Tutor, Center for Writing, Learning and Teaching

Mortar Board (National Honor Society)

Spurs (Sophomore Honor Society)

A skills based resume is most helpful when you lack related experience. It allows you to clearly demonstrate your skills to an employer while de-emphasizing position titles.

Do your research! Look through job descriptions, read websites, and conduct informational interviews to identify skill clusters sought out by the employer.

Consider joining related professional associations. In addition to offering great benefits, many have student memberships at a significantly reduced cost.

Submitting a Resume Online?

A resume can be both attractive and in a format allowing for electronic scanning. Organizations use different scanning hardware and software, often making it challenging to know for sure how to format a resume. The best way to ensure that the document is formatted properly is to call the company's Human Resources department and find out if they have specific guidelines. If you do not have this information, there are steps you can take to optimize scannability:

Tips for Creating a Scannable Resume

by [Kim Isaacs](#), Monster.com

- One of the most important factors is whether or not letters touch each other. Scanning systems have difficulty interpreting characters that are melded into one, so make sure that no characters touch each other. Italics and bold are both fine, as long as the letters do not touch.
- Choose a common, non-decorative sans serif font (such as Arial or Tahoma) and keep the font size between 10 and 14 points.
- Underlining and horizontal/vertical lines are okay, as long as the lines do not touch any of the letters.
- Avoid columns (the Optical Character Reader reads the text from left to right).
- Do not use round, hollow bullets (they may be interpreted as the letter o). Instead, choose round, solid bullets.
- Do not use ampersands, percent signs or foreign characters (they may not translate properly).
- Add a space in between slashes so that the slash doesn't touch the letters (e.g., IT / IS).
- Use light-colored paper (white is best) and avoid paper that contains dark speckles.
- Do not staple your resume.
- Mail your resume in a flat envelope. If you fold your resume and the crease lands on a line of text, the laser toner may flake off and render the entire line unreadable.

53%

Fifty-three percent of all "internet hires" come through a company's own website. Twenty-three percent come from job sites, like Monster.com or CareerBuilder.com.
-CareerXroads

Sample Scannable Resume

CYNTHIA F. KITTREDGE
1302 North Lawrence, Tacoma, WA 98416 (253) 756-8996
83 River Street, Naples, FL 37079 (406) 638-3299 cfyfe@pugetsound.edu

KEYWORD SUMMARY

Arts Management. Special Projects. Independent Research. Microsoft. Access. Excel. PowerPoint. Outlook. Word. French. International. Innovative. Flexible and Dependable. Accurate. Results Oriented. Excellent Oral and Written Communication Skills. Editing.

EDUCATION

Bachelor of Arts in Religion, Secondary Concentration in French
University of Puget Sound, Tacoma, WA May 2008
GPA. 3.6 / 4.0; GPA in Major 3.7 / 4.0

South India University, Madurai, India
Intensive course work in Tamil culture, language, politics, and religion, including home stay, travel, and independent research, Fall 2005

ARTS EXPERIENCE

Project Assistant, Percent for Art, New York City Department of Cultural Affairs
New York, NY, May - August 2008
Participated in all aspects of public arts administration and project development. Organized and conducted outreach to special-interest communities. Documented and photographed museum collection of contemporary Hispanic art. Maintained and updated largest artists' registry in the U.S.

Curatorial Assistant, Tacoma Art Museum
Tacoma, WA, August 2006 - May 2008
Upgraded existing record system into computerized slide database and index. Produced and filed new slides; preserved existing collection of slides. Initiated and executed project to expand Asian collection utilizing student photographs.

ADDITIONAL EXPERIENCE

Tutor, English as a Second Language Program, Tacoma, WA October 2005-present
Taught English vocabulary, grammar and composition to foreign school-aged students. Taught reading, writing, and comprehension skills to students of adult literacy program. Established instruction geared for individual students' needs and abilities.

Staff Reporter, "The Trail" Student Newspaper, Tacoma, WA September 2005-May 2006
Wrote articles covering campus events, issues, and concerns. Interviewed and reviewed guest artists and performers. Met regularly with students and college officials to research news and views around the campus.

SKILLS / INTERESTS

Skilled with Microsoft Word, Access, Excel, PowerPoint, etc. Advanced competency in French.
Extensive international travel in India, Sri Lanka, France, and Italy.

Notice that there is no fancy formatting (no bold, italics, bullets, or underlining) on a scannable resume.

A keyword summary is used on a scannable resume. Its purpose is to "front load" the resume with the most important keywords to make sure they are "read" by the computer.

If you list personal interests, consider whether or not they are related to the type of position you are seeking.

Letters for your job search

There are several different types of letters you will use in your job search. The most common are application, inquiry, networking and thank you letters. Each type of letter is described below.

Letter of Application / Cover Letter

This letter is used to introduce your enclosed resume and to generate interviews. Use this type of letter in response to specific job advertisements and vacancy announcements. Demonstrate how your qualifications fit the requirements of the position. Study the position description carefully and decide on one or more themes – education, experience, interests, responsibility, etc.–that show persuasively how well you fit the needs of the position.

Letter of Inquiry

Also known as the prospecting letter, this letter is used to inquire about possible opportunities and vacancies. Target specific individuals in specific organizations. Structure this letter similarly to the application letter, but instead of using position information, focus on broader occupational and/or organizational dimensions to describe how your qualifications match the work environment. Because you are initiating this contact, suggest an action plan.

Networking Letter

This letter is designed to generate informational interviews—not job interviews. Informational interviewing involves meeting with individuals who can give you specific information about career fields or organizations that interest you. State your purpose clearly in your letter. If you were referred by someone, mention that in your first paragraph. Often, your resume is not attached to the networking letter, but may be provided during the informational interview.

Thank You Letter

Thank you letters are one of the most important, yet least used tools in a job search. These letters are used to establish goodwill, to express appreciation, and/or to strengthen your candidacy. The basic rule of thumb is that everyone who helps you in any way should get a thank you letter. When used to follow up on employment interviews, thank you letters should be sent within 24 hours. Also, be sure to send thank you letters to each of your contacts who granted you informational interviews and to people who provided references for you.

88%

Eighty-eight percent of employers surveyed said that “employee referrals” brought in the highest quality job applicants.
—Booze/Allen/Hamilton

Guidelines for Letters of Application (Cover Letter)

Used in response to specific job advertisements and vacancy announcements.

Your present address
City, State Zip Code

Date of Letter

Individual's name
Title
Employer
Street address
City, State Zip Code

Dear _____:

First paragraph

Come right to the point. Hook the reader and reveal your purpose and interest. Identify the position and your source of information. Introduce themes.

Second paragraph

Outline your strongest qualifications that match the position requirements. As much as possible, provide evidence of your related experiences and accomplishments. If necessary, break into two paragraphs and use the second paragraph to highlight academic accomplishments and experience.

Final paragraph

Reiterate your interest in the position. Refer the reader to your enclosed resume. Include your phone number in the letter (and perhaps your e-mail address) and offer any assistance to help in a speedy response. Thank the reader for his or her time and consideration.

Sincerely,

(Your handwritten signature)

Type your name

Letter of Application (Cover Letter)

Use to respond to specific job announcements

508 South Warner
Tacoma, WA 98407

January 5, 2008

Jennifer Wilson
Human Resources Director
Advantage Communication
457 Fowler Road
Seattle, WA 98102

Dear Ms. Wilson:

Please accept this letter as an application for the **technical writer** position. I was excited to learn via Advantage Communication's homepage of this opening. I read about your recent merger with Edge Technology and am confident that I will make great contributions to your newly expanded team.

As a technical writing intern with Syntax, Inc., I collaborated on the development and revision of a manual for their new connectivity project. I wrote, edited and revised instructional materials for our clients. This work involved frequent team meetings and leading client focus groups.

As a summer customer service representative with Amazon.com, I quickly became adept at assessing customer needs and referring them to appropriate staff for service. In addition, my technical background includes working as a student computer lab supervisor. In this position, I installed new hardware and software, solved a variety of networking problems, and assisted students in all facets of their work in the lab. I am confident that this mix of skills will contribute to my success with Advantage Communication.

I am interested in discussing this internship opportunity with you at your earliest convenience. If you would like additional information or to arrange an interview, please call me at 253.879.3161. Thank you for your consideration.

Sincerely,

Sara Fieldhouse

Sara Fieldhouse

Show that you've done your research on the company. This might be through an informational interview or research on the internet.

Experience can come from class projects, internships, volunteer opportunities or paid work experience.

Use action words to get your point across on your resume clearly, efficiently and with impact.

Guidelines for Letter of Inquiry

Your present address
City, State Zip Code

Date of letter

Individual's name
Title
Employer
Street Address
City, State Zip Code

Dear _____:

First paragraph

Indicate your interest and reveal your source of information.

Second paragraph

Present your strongest qualifications. Focus on how your skills match the occupation or organization. Indicate what you know about the organization. You may expand to a third paragraph to highlight academic experience that relates to the position.

Final paragraph

Indicate what you would like to happen next. For example, "I will call you during the week of November 9th to inquire about the possibility of an interview. Please call me if you would like additional information or to schedule an interview." Include your phone number and e-mail address and thank the reader for taking the time to review your resume.

Sincerely,

(Your handwritten signature)

Type your name

Letter of Inquiry

Use to inquire about possible opportunities

508 South Warner
Tacoma, WA 98407

January 5, 2008

Human Resources Director
Tacoma General Hospital
123 Tacoma Avenue South
Tacoma, WA 98403

Dear Human Resources Director:

I am interested in learning about job opportunities as a **lab technician** at Tacoma General Hospital. Beverly Jones, a Tacoma General staff member in the pediatrics department, suggested that I contact you. I am currently a senior at the University of Puget Sound pursuing a degree in Biology with a minor in Chemistry.

As an intern at Allenmore Hospital, I became familiar with medical terminology, participated in a one-week training on laboratory safety issues, and assisted with rotation and inventory control of supplies. In addition, I handled specimens and performed routine laboratory testing and analysis.

While a student at Puget Sound, I completed extensive coursework in biology and served as a research assistant for Dr. Joe Jones. I assessed suitability of available methods for drug metabolism studies and assisted Dr. Jones in conducting his research and analyzing data. The culmination of this research effort was the presentation of a paper I wrote on the study to the American Biological Association National Conference.

I will call you next week to inquire about the possibility of meeting with you to discuss possible opportunities. Please feel free to call me with any questions at (253) 555-5151. Thank you for your time and consideration.

Sincerely,

Karen Jones

Karen Jones

If possible, get a name to use when addressing your letter.

Present your strongest qualifications. Focus on how your skills match the occupation or organization.

Indicate what you would like to happen next. Include your phone number and thank the reader for taking the time to review your resume.

Networking Letter

Use to generate informational interviews

234 West Pine Street
Tacoma, WA 98407

January 5, 2008

Cedric Thomas
Director of Development
Seattle Art Museum
1155 Spring Street
Seattle, WA 98105

Dear Mr. Thomas:

I located your name through the Alumni Sharing Knowledge Network at the University of Puget Sound and am writing to seek your professional advice. Currently, I am exploring opportunities in fundraising and development and am especially interested in organizations relating to the arts.

My goal is to learn more about the development profession. I am interested in talking with you regarding any suggestions you may have on how to prepare to enter this field.

I will contact you within the week to see about the possibility of arranging a brief meeting. Thank you very much for your time.

Sincerely,

José Wyatt

José Wyatt

← *List an e-mail address if you have one AND you check your e-mail regularly.*

← *Mention your referral source.*

← *State your objective clearly*

Thank you letter etiquette...

The first step to writing an effective thank you letter is in reading the notes you took during the interview. If you didn't actually take notes during the interview (and why not?!), then write down everything you can remember about the interview, including:

- Your interviewer's name (and correct spelling). If there was more than one interviewer, each should receive his or her own personalized thank you letter. Consider asking for a business card at the conclusion of your interview so you have the information.
- Key points discussed during the interview. These should include the objective of the position being targeted, the goals and missions of company or department, and any special concerns or considerations discussed.
- Any positive contributions you feel your particular skills and experience will bring to this particular company's goals and missions (including any that were actually discussed during the interview).

A thank you card, handwritten (if your writing is neat and legible), may be preferable to an actual letter, as it will provide a more personal and professional impression - over what could otherwise appear to be a standard form letter. Business letter format is always recommended for fields such as consulting and finance.

Send your thank you letter or note as soon after the interview as possible. The same day is not too soon.

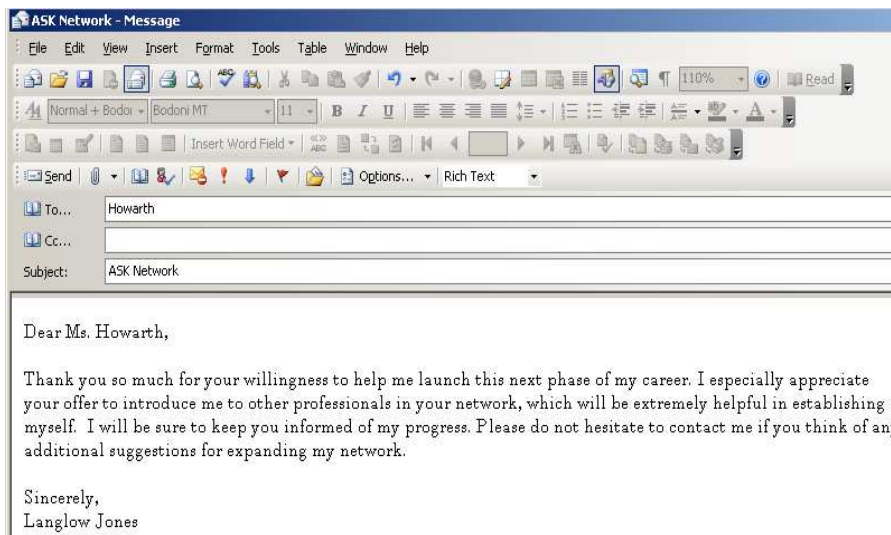


Dear Ms. Harned,

Thank you for taking the time to meet with me at the University of Puget Sound Career Fair today. I certainly appreciate your time and attention in the midst of so many students seeking jobs.

I look forward to an opportunity to visit Aerial's Portland office and speak to you further about the trainee program. I will contact you next week to arrange an appointment.

Thanks again!
Seward Wheelock



Thank-you Letter

Use to follow-up after an interview

Always send a thank-you note within 24-48 hours after your interview.

111 South J Street
Tacoma, WA 98407

January 5, 2008

Celeste Owen
Director of Marketing
Amazon.com
888 King Hill
Seattle, WA 98105

Dear Ms. Owen:

Thank you for the opportunity to interview yesterday for the marketing analyst position. I appreciated your hospitality and enjoyed meeting you and the members of your staff.

The interview confirmed my initial positive impression of Amazon.com and reinforced my strong interest in being associated with such an exciting organization. I was particularly pleased to learn about Amazon.com's commitment to ongoing training and development programs and overall interest in creating a positive work environment. My prior experience as a marketing intern for Syntax, plus my educational background in business with an emphasis in marketing, would enable me to become a strong contributing member of your team.

Please let me know if there is any information that I can provide that will help you in your decision-making. You may reach me at (253) 555-2222. Thank you for your consideration.

Sincerely,

Paul Smith

Paul Smith

An email thank-you note is also an acceptable way to show gratitude.

Personalize your letter by reiterating your interest in the position and mentioning something that you learned in the interview that reinforces your interest.

Choosing Your Best References

References are important resources for your job search. Not only can recommenders attest to the quality of your work performance, habits and skills, but they also can help you identify possible new employers – especially if you are looking for leads in their field. References often take a personal interest in your search.



Seek responsible people who know your work and who like you. Some examples of on-campus references might be supervisors for your on-campus job, teachers or professors, university staff members, and coaches. Off-campus recommenders might include your immediate supervisor from a current or past job, internship supervisor, managers of other departments, the heads of organizations for which you volunteer, and professionals of any type with whom you have worked on prior jobs. It is not a good idea to list friends or relatives, since employers won't expect them to be objective and will probably not contact them.



Ask for permission from your references before you include them. Because it is important to your future to assume that these people will write a positive recommendation, ask them if they have any reservations about giving you a good reference. If someone is at all hesitant, you might decide not to include him/her on your list.



Give your recommenders some details about the position for which you are applying. Tell them what kind of information you would like them to include in their reference. You can even provide them with a copy of the job description. If it has been a while since you worked with someone, give that person a summary of what you have been doing, your accomplishments, and your ambitions. One way to remind them about your accomplishments is to provide a copy of your resume.



Different organizations will ask for references in a variety of ways. Some organizations might want you to list names and addresses or phone numbers so they can contact the recommenders directly, or they might want you to attach letters of reference with your application. Keep in mind that some previous employers may not be able to give references out over the telephone because of company policy. In that case, you may ask them to write a letter in advance that you can then photocopy for your potential employer.

51%

Because 51 percent of applicants falsify information on their resume or job application, hiring managers want to talk to three people who can vouch for you.
-Society for Human Resource Management

Kristina B. Alder

(Local) 1202 North Lawrence, Sumner, Washington 98390 (253)555-5168 kba@ups.edu
(Permanent) 950 Smallwood Trail, Fairbanks, Alaska 99712 (907)488-1111

*Use the heading you
used for your resume
to create consistency.*

References

Mr. James Johnson

Admissions Counselor
University of Puget Sound
1500 North Warner
Tacoma, WA 98416
(253) 756-0000
jj@ups.edu

Ms. Susan Jones

Department Manager
National Marine Fisheries Service
1234 56th Street
San Diego, CA 11111
(708) 555-0000
sjones@marinefisheries.com

*Only include an
e-mail address if
you know that
your reference
regularly checks
his or her
e-mail.*

Dr. Bob Roberts

Professor of Biology
University of Puget Sound
1500 North Warner
Tacoma, WA 98416
(253) 756-0000
br@ups.edu

RESUME ACTION WORDS

augmented	enlarged	hired	marketed	projected	revamped	suggested
authored	enlisted	identified	measured	promoted	reviewed	summarized
authorized	enriched	illustrated	mediated	proposed	revised	supervised
balanced	enumerated	implemented	minimized	proved	revitalized	supplemented
bolstered	envisioned	improved	mobilized	publicized	revived	supported
boosted	established	increased	modeled	published	sanctioned	surpassed
brainstormed	estimated	indexed	moderated	purchased	satisfied	surveyed
broadened	evaluated	indicated	modernized	queried	saved	sustained
brought	examined	inferred	modified	questioned	scheduled	synthesized
budgeted	exceeded	influenced	monitored	raised	screened	systematized
built	excelled	informed	motivated	rated	scrutinized	tabulated
calculated	executed	initiate	multiplied	re-established	secured	tailored
catalogued	exercised	innovated	negotiated	realized	selected	taught
centralized	expanded	inspected	nominated	recommended	served	terminated
certified	expedited	inspired	obtained	reconciled	set goals	tested
directed	explained	installed	officiated	recorded	set up	traced
disbursed	extended	instituted	operated	recruited	settled	traded
discovered	extracted	instructed	orchestrated	rectified	shaped	trained
dispatched	fabricated	integrated	ordered	reduced	showed	transacted
displayed	facilitated	interceded	organized	referred	simplified	transferred
distributed	familiarized	interpreted	originated	refined	smoothed	transformed
documented	fashioned	interviewed	overcame	reformed	sold	translated
doubled	figured	introduced	overhauled	regarded	solicited	transmitted
drafted	finalized	invented	oversaw	regulated	solved	trimmed
earned	financed	investigated	participated	rehabilitated	sought	tripled
eased	forecasted	involved	performed	reinforced	spearheaded	uncovered
eclipsed	formed	issued	persuaded	rejuvenated	specified	undertook
edited	formulated	judged	pinpointed	related	spoke	updated
educated	fostered	justified	pioneered	relieved	sponsored	upgraded
elevated	found	launched	planned	remedied	staffed	used
elicited	founded	lectured	polished	remodeled	standardized	utilized
eliminated	fulfilled	led	prepared	reorganized	started	validated
employed	generated	licensed	prescribed	repaired	stimulated	valued
empowered	grew	lightened	presented	reported	streamlined	verified
enabled	guaranteed	linked	prevented	represented	strengthened	visualized
encouraged	guided	liquidated	prioritized	researched	stretched	widened
endorsed	halved	located	processed	reserved	structured	withdrew
enforced	handled	made	procured	resolved	studied	weighed
engineered	headed	maintained	produced	restored	submitted	won
enhanced	helped	managed	programmed	retrieved	substantiated	worked
						wrote
						wrought