Resume & Letter Writing



"Resumes are often your first impression to employers, so if I were to give anyone advice on their resume I would say always target your resume to a specific position, never make them general."

Guadalupe J., Senior, Psychology



"It's really important to tailor your resume. I suggest making a 'master resume' so that you can copy and paste the most relevant experiences on to the resume you send to employers."

Amy L., Senior, Psychology/Integrative Biology

well crafted resume and cover letter can set you apart from other candidates. Strong resumes do more than summarize your educational background and work history; they emphasize the **results** of your efforts and draw clear parallels between your skills and experience and an employer's needs.

THE 5 STEPS OF RESUME DEVELOPMENT



Read job descriptions thoroughly and then highlight all of the keywords which indicate required and preferred skills, abilities, attributes, and qualifications. If an employer is looking for somebody who is innovative, punctual, and attentive to detail, use these same or similar words in your resume.

Step 2: Generate a List of Accomplishments

Create an inventory of your accomplishments—tasks that you enjoyed doing, did well, and are proud of. Include education/training, volunteer experience, jobs, projects, school assignments, travel, and group or team activities. Focus on the outcomes of your efforts. Quantify your results if possible. Don't be humble! Resumes are promotional tools.

Chapter Action Items more info: career.berkeley.edu

- Keep track of your achievements.
 Save any positive written feedback you receive. This will come in handy when creating resumes and cover letters and help you stand out
- Get an early start. Carve out time to develop and edit your resumes and cover letters before submitting them. To be competitive, your materials need to be error free
- Access proven examples and tools.
 Beyond this Job & Internship Guide, you can access the Resume Builder within Callisto to create effective
- Use your own words. Do not borrow content from others' resumes or you will have a hard time talking about it in an interview
- See a peer advisor or career counselor for resume and cover letter critiques
- Recruit an English major or other word whiz to perform a final grammar and content review. Have two other people read your resume for good measure
- Follow up with employers you've submitted your resume and cover letter to within two weeks.
- Watch our Online Resume and Cover Letter Workshops, available 24/7 on career.berkeley.edu

Step 3: Identify Relevant Skill Areas

Frame your experience so that it focuses on skills and achievements that are desirable for that particular position. Make sure each accomplishment you list highlights a skill the employer is looking for.

Step 4: Write Descriptive Phrases

Using action verbs (see p. 27), write concise phrases to describe experiences that demonstrate your relevant skills. The accomplishments on your resume should ultimately be targeted to address an employer's needs. Do your best to place them in order of relevance with the most relevant information as close as possible to the top.

Step 5: Choose a Format

While resume templates may be tempting, they tend to be inflexible; also, employers are often familiar with them and may perceive you as lacking ingenuity. Here's a chart to help you select a format.

Selecting a Resume Format

Chronological

- Lists your experience in reverse chronological order—from most recent to least recent.
- Works best when your work, volunteer, and academic experience relate directly to the type of job you're applying for.
- Illustrates consistency in your work history. If there are wide gaps in your experience, this may not be the best format for you.
- Most popular resume style. The majority of on-campus recruiters and business employers prefer this style.

Skills

- Lists your experience based on skill headings, which relate to the job you are applying for.
- Works best when you are trying to break into a field where you have little or no experience. A good choice for career shifters.
- Actual work history is summarized in a brief section at the bottom of the page.
- Focus is shifted away from where and when you developed particular skills. The skills themselves are the main attraction.

Hybrid

- Combines the other two formats. Can be organized in different ways, but usually displays experiences with descriptions in reverse chronological order grouped under skill headings.
- Works best when there are some consistent themes to your experience (teaching, leadership, marketing, etc.)
- The benefit of this format is that it provides employers with easily identifiable skill areas and a sense of your history.



RESUME TIPS FOR FIRST YEAR STUDENTS



- You may include work, leadership, and academic achievements from high school. By your third year in college, college experiences should replace those from high school.
- Don't worry about having limited work experience. You may highlight other accomplishments, such as those listed under "Resume Components," p. 26. Include some of the components marked "optional."
- First resumes require extra time to assemble. Expect to spend a few hours creating a rough draft, and make an appointment with a career counselor or see a peer advisor to review your document.
- Be patient with the process! Resumes are always a work in progress.

RESUME DOS AND DON'TS

Do

Tailor your objective to include elements of the job description for each position you are applying for

Focus on the specific results of your work, significant achievements, and recognition received

Use action verbs such as "created" or "coordinated" to describe your experience

Get feedback from several people, including a career counselor

Have somebody whose writing skills you trust proofread your resume for spelling and grammatical errors

Remember to describe both your paid and unpaid positions and volunteer experiences

Exercise restraint rather than cramming too much information onto a resume

Tailor your resume to each specific position

Use readable and common fonts

Don't

Use phrases such as "Responsibilities included"

Use resume templates included in word processing software

Manipulate margins or font size to accommodate information in place of proper editing

Include routine job duties such as "making copies"

Use long sentences or paragraphs

Submit the same resume to every employer, regardless of the position

Write long objectives such as, "To find a sales position at a medium sized corporation where I can grow and develop my management skills"



MAKING A CAREER SHIFT



Let's say you worked as a restaurant host for the past two years; now you want to find an internship in human resources. How can you make the switch? By using your transferable skills! Transferable skills are skills that you've developed that can be used in many different settings. Here are some examples:

- Customer service and conflict resolution
- Analytical and problem solving ability
- Teamwork and leadership
- Written and verbal communication
- Organizational skills and attention to detail
- Research and presentation

Your list will be unique. Prior to writing your resume, consider what skills you've developed that may translate from one work environment to another. As you search for jobs or internships, target job postings with these skills. Then write out in detail the ways in which you've developed each one. The case below illustrates how a restaurant host could demonstrate some of the transferable skills that an employer is seeking. Use it as a model for developing your own list of transferable skills.

The Job Posting:

Join the Human Resources Team of Company X in the East Bay as a Recruiting Intern. Must:

- be effective at written and verbal communication
- be proficient in Word and Excel
- be able to quickly learn computer programs
- have ability to travel locally when needed
- have punctual and consistent attendance
- be willing to perform administrative duties

Relevant Skills Developed as a Restaurant Host

Written and Verbal Communication

- Two years of assisting customers in a fast-paced, hectic restaurant environment
- Mediated conflicts using a "customers first" approach to ensure resolution and satisfaction
- Developed a customer service handbook for hosts and waitstaff. Initiative resulted in being awarded Employee of the Year.

Quick Learner/Computers

 Mastered proprietary table service management system in less than one week, increasing food service accuracy

Punctual/Good Attendance

 Maintained perfect attendance record as a host and as a residence hall peer counselor over a 3 year period



Before emailing your resume, try to find out the employer's format preference. Some accept attachments; others prefer your resume in the text of the email message. If you can't find out the employer's preference, send it both ways in one message. Unless you are told otherwise, include a cover letter. Send the resume and cover letter in one email message. See p. 37 for an example email format.

When submitting a resume via an organization's website, use the formatting and display style recommended by the website.

To send your resume as an attachment:

- Convert your document to a .pdf file to ensure formatting stays intact
- Give the document a name the recruiter will associate with you, such as "MillerJennifer.pdf" Don't give it a generic name like "Resume.pdf"
- Be sure your document is virus free

To send your resume in the text of the email message:

- Save both the resume and cover letter as text documents (.txt)
- Put the cover letter first
- Do not use bold, underlining, bullets, distinctive fonts, colored text, or html codes. Use asterisks, plus signs (+), dashes, all capital letters, and combinations of these to highlight text
- Text resumes look plain and ordinary, but employers are used to this. They are more concerned with whether the content meets their needs

To make your resume scannable:

Some employers use resume database tracking systems. They scan incoming resumes (sometimes letters, too) into a database and when they have openings, retrieve resumes using relevant keywords. Some companies will indicate on their website if they scan resumes and often provide formatting tips.

- Include industry or job-specific keywords, especially relevant skills, major, specific areas of study, and experience (e.g., marketing research, java, html, sales, gel electrophoresis).
- Use 10 to 12 point font size. Do not use italics, underlining, fancy fonts, bullets or multiple columns.
 Use all bold or capitals for emphasis.
- When submitting a hard copy by mail, print it on white paper with a laser printer.

RESUME CHECKLIST



STOP! Don't submit your resume until you have checked off this list!

- Are your name, address, city, state, zip code, phone number and email address at the top of the page?
- Is the resume pleasing to the eye with an easy-toread font, and good layout? Can an employer learn the basics about you with a 10 second glance at it?
- Did you use bullets, bold, all capitals, and underlining to highlight the parts you want to emphasize (e.g., job titles)?
- Did you tailor your resume for the position by including key skills and experiences the employer wants?
- Is information listed in order of importance and relevance to the requirements listed in the job description?
- Does the resume avoid generalities and provide specific information about context, actions taken, and results?
- Do most phrases begin with action verbs such as "developed," "initiated," etc.?
- Have you been accurate and truthful about your accomplishments rather than being too modest or exaggerating?
- Did you check the spelling of every word and make sure the grammar and punctuation are correct?
- If you know your resume will be scanned, did you omit columns, underlining, and bullets?
- Have you had a Career Center counselor or peer advisor critique it?
- If you were the employer, would you call you for an interview?

RESUME COMPONENTS

COMPONENT	BASICS	COMMENTS
Identifying Data	phone or message number at the top of the	Voicemail message, email address, and website content should be appropriate for a potential employer. Don't answer the phone during a job search unless you are in an appropriate environment.
Education	graduation date, projected graduation date, or	Include any course titles relevant to the targeted position. Honors and grade-point average are optional; include if among your strong points. If you attended more than one school, list the most recent first. You don't have to list all the schools you have attended nor high school. Additional education and training may either go here or under a separate heading.
Experience/Work History		Present achievements, contributions, and results (e.g., streamlined a procedure or made a cost-saving suggestion).
Optional components—use if appropriate for your background and the employers you're targeting		
Job Objective	A one-line description of the type of position you want.	Follows your name, address and phone number at the top of your resume. Should be specific rather than a general statement of your interests.
Skills & Abilities or Summary of Qualifications		Skills and abilities can be combined under one heading or listed separately. Make sure your list includes concrete examples of your abilities.
Languages	Mention if you are proficient or fluent in a foreign language.	If you understand a language but are not fluent, still mention it. For example: fluent in Russian, conversational Spanish, or basic French.
Activities & Interests	In reverse chronological order, list student activities/organizations, professional associations, and committees in which you have participated. List any offices that you held with the skills you used.	Include activities and interests that show leadership or initiative or that pertain to your career focus.
Community Involvement/ Volunteer Activities	List offices held, organizations, projects, and accomplishments.	If the setting is political or religious, you may want to use generic descriptions (e.g., Youth Leader for church, Speech Writer for City Council candidate). If substantial, these may be listed under "Experience."
Honors	Recent graduates and continuing students can include academic honors such as Dean's List, honor societies, and scholarships.	
Research & Publications	Briefly describe relevant research projects. List published articles, papers or books.	
Class Projects		This shows that you have hands-on experience and is a good strategy for younger students with limited experience.
Travel		You can use this as a way of distinguishing yourself if you have significant travel experience.
References/Portfolio	the phrase, "References Available on Request," but this is the best place to state that you have	Create a separate page for references, see p 38. List names, titles and contact information. Always ask permission before using anyone's name as a reference. Include people who know about your work-related abilities, such as former employers, volunteer project supervisors, and faculty. Do not use relatives or friends.

VERB LIST FOR ••• RESUMES & LETTERS

Management

administered analyzed assigned attained chaired contracted coordinated delegated developed directed evaluated executed improved

improved increased

organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised promoted publicized reconciled recruited spoke translated wrote

Research

clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized

Communication

addressed arbitrated arranged authored collaborated convinced corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated negotiated

persuaded

Technical

assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved upgraded

Teaching

adapted

advised clarified coached communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained

Financial

administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched

Creative

acted conceptualized created customized designed developed directed established fashioned founded illustrated initiated instituted integrated introduced invented originated performed planned revitalized shaped

Helping

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
motivated
referred
rehabilitated

represented

Words in **bold** are especially good for pointing out accomplishments.

Clerical or Detail Oriented

approved

arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated

More Verbs for Accomplishments

achieved expanded improved pioneered reduced (losses) resolved (problems) restored spearheaded transformed

from **The Damn Good Resume Guide**by Yana Parker,
Berkeley:Ten Speed
Press

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Your Name

Use an appropriate email and voicemail.

Street Address City, State Zip student@berkeley.edu contact phone

OBJECTIVE

If included, it should be specific to the job you are applying for

QUALIFICATIONS

- Number of years relevant experience, noting skills gained
- An important accomplishment that directly relates to the job
- A quality or characteristic of yours that supports this goal

A Qualifications section is optional. Use only if you have significant skills that relate to the job description.

EDUCATION

University of California, Berkeley

Bachelor of Arts/Science, Name of Major

Minor or Concentration

Overall GPA and/or Major GPA

Related Coursework: Course Title, Course Title, Course Title

EXPERIENCE

Position Title

Mo/Yr - Mo/Yr

Graduation date: Mo/Yr

Company/Organization Name, City, State

- Use bullet points to describe your accomplishments (paragraphs can work as well, although bullets will lead the reader's eyes easier)
- Always start your statement with "action verbs" add adjectives to emphasize
- State an accomplishment that demonstrates your skills in this field/position
- Illustrate a problem you solved using relevant skill(s) and the results
- An example of when you used your skills to positively affect the organization, the bottom line, your boss, or your clients

Leadership Title Mo/Yr – Mo/Yr

Student Organization, UC Berkeley

- A project you're proud of that supports your objective
- Quantifiable results that point out your skills
- Awards, commendations, publications, etc. that speak to your accomplished skill

Volunteer Title Mo/Yr – Mo/Yr

Community Service Organization, City, State

- Be consistent with punctuation and format
- Use present tense verbs for current positions and past tense verbs for previous positions

LEADERSHIP

Title, Student Organization Name, UC Berkeley Volunteer, Community Organization, City State Mo/Yr – Mo/Yr Mo/Yr – Mo/Yr

SKILLS

- Demonstrated experience with...
- Proficient in...

Other Possible Section Headings

Research
Professional Affiliations

Volunteer Interests

Anna Lee

333 University Ave. | Berkeley, CA 94720 | (555)555-5555 | student@berkeley.edu

OBJECTIVE

To obtain a full-time position as a financial analyst

If you include an objective, make it clear and concise.

EDUCATION

University of California, Berkeley Haas School of Business

Bachelor of Science, Business Administration (GPA: 3.64)

May 2014

SUMMARY OF QUALIFICATIONS

- Strong background in research and analysis developed through work experience and courses
- Experience working on case projects in financial accounting and corporate finance classes
- Proven ability to multitask in a busy corporate environment
- Proficient in Excel, PowerPoint, and Bloomberg

A summary may be included if you have specific skills and experiences the job description asks for.

EXPERIENCE

Investment Intern, BAE Financial Services, Orange, CA

May 2013 – August 2013

- Developed and implemented financial plans for individuals, businesses, and organizations by utilizing knowledge of tax and investment strategies, securities, insurance, pension plans, and real estate
- Prepared and submitted documents to implement plan selected by client, and maintained contact with client to revise plan based on modified needs of client or changes in investment market
- Conducted research on various investment company funds in the market to recommend the best possible products to clients

Case Competitions, Haas School of Business

August 2012 – May 2013

1st Place: Morgan Stanley Technology Investment Banking Case Competition, Fall 2012

• Conducted discounted cash flow and public comparables analyses to determine the best strategic recommendation for LinkedIn's IPO; analyzed competitive landscape, industry trends and IPO market

Finalist: Goldman Sachs Investment Banking Case Competition, Fall 2012

LEADERSHIP

Treasurer, Undergraduate Finance Association

August 2012 – present

- Expertly manage cash flows of the organization from membership fees, ASUC allotment and annual events
- Actively attend weekly meetings, contributing to conversation and sharing information with peers about opportunities and activities surrounding careers in finance

Active Member, International Association of Business Communicators

August 2012 - present

ADDITIONAL SKILLS & INTERESTS

Computer: Bloomberg, Excel, Access, PowerPoint, Word, C++, HTML

Languages: Fluent in Mandarin

Interests: Avid vocalist, painter and photographer



Diana Ross

555 Cedar Street Redwood City, CA 94077 diana.ross@berkeley.edu (650) 555-5555

OBJECTIVE Environmental Engineer

EDUCATION University of California, Berkeley

Bachelor of Science: Civil & Environmental Engineering (Cum. GPA 3.15), December 2014

Cañada College, Redwood City, CA

Studied general engineering curriculum (Cum. GPA 3.5), August 2010 - Decembe include community

SKILLS Computer: AutoCAD, MATLAB Programming, MS Office Suite

Language: Fluent in Spanish

You may choose to include community college if you studied a complementary subject or have signifianct experience there.

DESIGN Design of Environmental and Water Resource Systems Course

PROJECTS

Designed a system that consisted of pipes, pumps, and a reservoir to transport water from one location to another. Devised a water supply system in a fictitious town to provide potable water. Developed a restoration project for a portion of Peralta Creek in the city of Oakland along with expanding an existing park located near the creek.

Include a Projects section to show applied experience and knowledge.

Math, Engineering, Science, Achievement (MESA) Program

Planned, designed, and constructed a wheelbarrow storage for the community of the Homeless Garden Project, a non-profit organization that helps homeless people in Santa Cruz help themselves. Observed the client's concerns and needs and examined all possible solutions. Built the most favorable design within allocated budget.

EXPERIENCE

San Francisco Public Utilities Commission, San Bruno, CA, June 2013 - August 2013

Intern

Conducted filter inspections to ensure proper filter performance and maintenance. Efficiently and professionally assisted lab chemist with chlorine decay tests every month. Operated lab equipment to test concentrations of chemicals. Independently developed a monthly filter performance report.

LEADERSHIP

Cañada College, Redwood City, CA, August 2010- December 2012

• Campus Ambassador, Outreach Department

Provided courteous and helpful assistance with campus resources, to new and continuing students. Helped coordinate outreach programs for high school students, setting up events, scheduling staff and communicating details to managers. Gave weekly tours to 50+ visitors at a time and participated in student panels. Provided guidance to students about the admissions and financial aid processes.

Workshop Facilitator, MESA Program

Tutored and facilitated academic workshops with Physics and Calculus students. Advised and motivated students about college success and resources.

Peer Counselor, Psychological Services

Collaborated in the development of a new program for at-risk adolescents. Visited community agencies throughout the county to promote this program in the community. Formed and organized a group of students and solicited their opinions and ideas to implement into design of program. Created a community resource guide. Served on the Advisory Committee for the program.



CHRONOLOGICAL RESUME

Jayden Hien Yoon

5555 Dwight Way Berkeley, CA 94704 (916) 555-5555 student@berkeley.edu

EDUCATION

University of California, Berkeley

(12/14)

Major: Bachelor of Science in Integrated Biology; emphasis in Human Biology

Minor: Chemistry; Theatre, Dance, and Performance studies

GPA: 3.54

Coursework: General Chemistry, Organic Chemistry, Biology, Biology of Human Reproduction, Comparative Endocrinology, Hormones and Behavior, Physics, Calculus

LAB SKILLS

Nuclear Magnetic Resonance Mass Spectrometry Gel Electrophoresis Organic Synthesis Thin Layer Chromatography Polymerases Chain Reactions

Dissection

Include a summary of lab skills for an employer to quickly showcase your skills.

EXPERIENCE

Chemistry Tutor

(9/12-Present)

Student Learning Center, UC Berkeley

- Work with a team of experienced students to tutor both individually and in groups in subjects such as General Chemistry and Organic Chemistry
- Prepare mock lectures to teach complex Organic chemistry reactions to Berkeley students
- Develop original problem sets to further illustrate concepts; well-received by students

Grader (Chemistry lab)

(9/11-5/12)

American River College, Rockland, CA

• Meticulously checked and graded over 100 lab books per week, paying close attention to details and returning to professor on time each week

VOLUNTEER

Volunteer, Urgent Care at San Francisco General Hospital

San Francisco General Hospital, San Francisco

- Using care and compassion, assist healthcare providers and nursing staff with patient care
- Direct patients and their families to specific departments of the hospital, answering questions and making referrals to other departments
- Monitor the health conditions of patients in the waiting room and report any dangerous changes in the health or behaviors of the patients to nurses

(7/12-Present)

(7/12-Present)

Related volunteer work can show both applied knowledge and care for the community.

Volunteer, Vitas Innovative Hospice Care

Various locations, Berkeley

- Assist elders with their daily needs related to mobility, food-serving, and cleanliness
- Aid in emotional and spiritual support for patients with life-limiting illness and bereavement support for families
- Prepare weekly reports for Hospice Care regarding behavioral and physical changes of elders

Mongolian Community/Mission Service Trip

(Summer 2010)

Mongolia

- Collaborated with seminary students to understand and communicate with native speakers more effectively
- Worked with a team of 11 American and 9 Mongolian studentsto build tents and ranches for the Nomads
- Executed a variety of programs to engage and teach college students at Mongolian State University of Agriculture, taking initiative to connect and interact with them



Edward Vigil

123 Main Street | Los Gatos, CA 95032 | student@berkeley.edu | (408) 555-5555

EDUCATION

University of California, Berkeley

Bachelor of Arts, Cognitive Science and Linguistics | GPA 3.79

May 2014

Pontifical Catholic University of Chile, Santiago, Study Abroad.

July-December 2012

Always include study abroad experiences.

RELEVANT EXPERIENCE

Research Assistant, Affective Cognitive Neuroscience Lab, UC Berkeley

January 2013-present

- Collected, manipulated, and classified images into emotional and semantic categories for experimental stimulus sets
- · Assisted fMRI scan sessions with subjects, including careful and efficient pre-scan equipment set-up and attentive eyetracking and bio-data collection during scans
- Used SPM software to accurately define specific brain area as Region of Interest from previous fMRI scans
- Helped design and co-execute two-part behavioral study, collecting behavioral data from a total of 60+ subjects (and counting) for honors thesis project
- · Attended and actively participated in weekly two-hour lab meetings, in addition to initiating and participating in smaller group meetings to communicate ongoing updates and issues of tasks in progress

Extern, North Oakland Community Charter School, Oakland

January 2013

- Observed special education resource teacher duties, including meetings with parents and teachers, lessons with individual students and small groups, and ad hoc academic and behavioral guidance of students in class
- Assisted in reading, writing, and math tutoring and behavioral guidance of troubled students in grades 2-8 during

Volunteer, Ruca Rayén School (for severely disabled youth), Santiago, Chile

August-November 2012

- Cheerfully assisted class of 5-10 students in daily activities
- Provided one-on-one help with meals and hygiene, participated and guided students in games, songs, and crafts

Volunteer, Fundación San Nectario (school for autistic children), Santiago, Chile

August-November 2012

• Assisted with PE class and recess, crafts and cooking, occupational the manufactured activities; maintained Using a Relevant positive attitude and mentoring demeanor **Experiences section**

Research Assistant, Infant Cognition and Language Lab, UC Berkeley

- Recruited and patiently managed infant and toddler subjects
- Designed and set up studies, created experimental stimuli

shows the employer the nuary 2011-May 2011 direction you want your

Mentor, Longfellow Middle School, Berkeley

September 2010-May 2011

• With dedication and reliability, tutored and mentored one middle school student, punctually chaperoned weekend events

and enthusiastically volunteered at concession stands

INTERNATIONAL EXPERIENCE

Traveled internationally since 1992. Places visited include Canada, Mexico, India, France, Italy, Turkey, Greece, Scotland, Netherlands, Switzerland, Paraguay, Chile, and Argentina.

SKILLS AND INTERESTS

Programming: Fluent in Java, Scheme. Proficient in Jess, Python, Matlab

Software: Microsoft Office, Macromedia Fireworks, Dreamweaver, Mathematica, SPSS (introduced Spring 2013)

Languages: Fluent English, Bengali, Spanish; Proficient Hindi

Interests: singing, piano (14 years), karate (9 years), reading fiction, knitting

Lawrence Liu

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EDUCATION

University of California, Berkeley

Bachelor of Arts, Psychology (GPA: 3.73); Bachelor of Arts, Cognitive Science (GPA: 3.40), expected May 2015

Relevant Courses

- -Negotiation and Conflict Resolution, Spring 2014
- -Diversity in the Workplace, Spring 2014
- -Intro to Leadership and Organizational Behavior, Fall 2013
- -Research & Data Analysis, Fall 2013

- -Personality Psychology, Fall 2013
- -Social Psychology, Summer 2013
- -Clinical Psychology, Spring 2013

RELEVANT EXPERIENCE

Clinical Research Intern, July 2013- Present

STAR Tobacco Research Study with Professor Taylor, Stanford University School of Medicine

- Administer psychological assessments and a quit-smoking computer intervention program to psychiatric patients in a sensitive manner
- Maintain 300+ patient data with an online client management database (ACT!)
- Schedule longitudinal follow-up appointments at Alta Bates Medical Center using Outlook

Adding a Courses section can beuseful when applying to internships to show employers your academic foundation.

Research Assistant, June 2013- Present

Culture and Family Lab with Professor Zhou, UC Berkeley

- Accurately translate and back-translate assessment materials (Mandarin Chinese and English)
- Recruit preschool-age bilingual children and conduct one-on-one language and psychological assessments

Research Assistant, May 2012- June 2013

Relationships and Social Cognition Lab with Professor Ayduk, UC Berkeley

- Recruited and interacted extensively with research participants while safeguarding their confidentiality
- Operationalized participants' verbal and non-verbal behavior into quantitative data
- Performed scrupulous data collection, data entry and data analysis; maintained records of research procedures and results
- Expertly managed databases such as, Qualtrics, Psychology RPP, and Survey Monkey

ADDITIONAL EXPERIENCE

Administrative Assistant, January 2012- Present

Department of English, UC Berkeley

- Provide excellent administrative support to 57 faculty and 11 staff with demonstrated ability to improvise and meet demanding deadlines
- Respond to a high volume of both telephone and walk-in inquiries with friendliness and professionalism, referring clients to appropriate resources
- Extensive use of Filemaker database for book ordering and record keeping
- Pioneered method to store paper-based and electronic documents properly for future reference; improved efficiency

LEADERSHIP

Public Relations Committee Chair, August 2012- June 2013

Taiwanese American Student Association, UC Berkeley

- Developed committee goals to achieve the club's public relations goals and enhanced personal relations among members
- Publicized club activities and projects among the community through flyer designing and distributing
- Promoted the image and the mission of the organization through extensive event publicity and outreaching

SKILLS

Computer skills: Excellent with Microsoft Word, Excel, Powerpoint, Outlook, Filemaker Database and Adobe Photoshop Language skills: Native proficiency in both spoken and written Mandarin Chinese, Taiwanese; Intermediate spoken and written French



Lucy White

6789 Dwight Way Apt. 3, Berkeley, CA 94704 | student@berkeley.edu | (408)555-5555

Education

University of California, Berkeley

Degree: B.A. Applied Mathematics (GPA:3.862) May 2014

Honors: Dean's Honors List, National Merit Scholarship Winner

Coursework: Data Structures and Programming Methodology, Concepts in Computing with Data, Discrete

Mathematics, Efficient Algorithms and Intractable Problems

UC Education Abroad Program, Peking University

June 2012 - July 2012

Coursework: Chinese language

Summary of Qualifications

Programming: Skilled in programming in Python, Java, and R; familiar with Unix, SQL, XML, and JSON

• Computer: Experienced in using MS Word, MS PowerPoint, MS Excel, and Adobe Photoshop

Leadership: Led and worked in groups of volunteers consistently throughout high school and college

Communication: Outstanding skills obtained through professional work and leadership activities

• Language: Fluent in Mandarin Chinese; basic speaking, reading, and writing skills in Spanish

Skills and Accomplishments

Programming

• Developed games and a Scheme language interpreter in Python

• Simulated an Enigma cipher machine and logic puzzle solver in Java

• Obtained ample experience in debugging programs in Python, Java, and R

• Performed algorithmic analyses on programs in order to improve efficiency

Choose skills and areas tohighlight based onwhat's listed in the job description.

Data Analysis

- Synthesized data into an interactive map using R and a Google Earth map using KML
- Acquired data by data mining websites and organized into databases using SQL
- Performed data simulations and used statistical modeling techniques to analyze large sets of data

Teamwork and Interpersonal Skills

- Tutored and communicated effectively with students of diverse backgrounds and grade levels, ensuring understanding of material
- Led volunteer activities at nonprofit events and local community centers
- Collaborated with a team of employees at the UC Berkeley Student Learning Center and Economics Department to provide excellent services to students with academic need

Organization and Administrative Skills

- Coordinated weekly seminars by prominent speakers at the UC Berkeley Department of Economics
- Assisted in organizing a two-day conference, a six-month project requiring excellent time management skills
- Executed tasks with minimal to no supervision while producing detail-oriented and accurate work

Work History

Student Assistant, UC Berkeley Department of Economics
Math Tutor, UC Berkeley Student Learning Center
Disabled Students Program Tutor, UC Berkeley Disabled Students Program

July 2011 – Present January 2012 – Present August 2012 – Present

Including Work History shows employers where you developed some of your skills.



James Davis

123 East Street • San Leandro, CA 94578 • (510) 555-5555 • student@berkeley.edu

EDUCATION: University of California, Berkeley

5/2014 B.A. Molecular and Cell Biology, Minor in Psychology, GPA: 3.70

This hybrid resume combines strengths of both skills and chronological resume formats.

EXPERIENCE: RESEARCH/WRITING

8/12-5/13 **Research Assistant,** Comparative Endocrinology Lab, UC Berkeley

Planned, organized and carried out long-term and short-term research projects with minimal supervision; Quickly learned complicated laboratory procedures; Analyzed and studied evolution of hormones, developing expertise in metabolic pathways of thyronines

9/11-5/12 Research Assistant, Children's Hospital of Oakland

Successfully executed molecular biology experiments involving DNA sequencing and gene analysis; Maintained detailed records for procedural and statistical purposes; Gained independent research and writing experience

1/11-5/11 **Campus Relations Intern,** UC Berkeley Office of Public Affairs

Compiled Fellow articles from a variety of journals, magazines and newspapers; Used InDesign to create pages; Developed proofreading skills

TEACHING

5/13-8/13 **Teaching Intern,** Break the Cycle, Berkeley, CA

Improved 1st grade students' math skills through consistent and creative teaching and curriculum development; Motivated 15 underachieving students toward success in their annual district exams; Designed individual curricula, focusing attention on methods that work well for this specialized population

9/11-12/11 Tutor and Teacher's Aide, Edna Brewer School, Oakland, CA

Conceptualized and implemented a yearlong project for ESL students resulting in a journal of autobiographical works for use as a learning tool for other ESL instructors, historical archive, and a source of inspiration for other ESL students; Drafted proposal to finance project, resulting in a full grant support

LEADERSHIP

9/12-12/12 **Rush Chairperson,** Chi Omega Sorority, UC Berkeley

Coordinated team of 10 in planning sorority recruitment; Implemented marketing strategies promoting the benefits of membership, resulting in chapter membership increasing by 35%; Efficiently managed budget for Rush preparation week and Rush week

ACTIVITIES: Saxophone, UC Berkeley Jazz Band

Baseball, UC Berkeley Club Team

Dasel

The federal resume is not the same as a private industry resume: it averages 4 pages (for experienced professionals); it MUST match a target announcement to stand out and eventually get referred to a supervisor. Federal resumes must include month and year for experiences; list up to 10 years of details about supervisors and salary; education and certifications listed in details (if you have that much). You can find information about federal positions here:

STUDENTS RECENT GRADS

usajobs.gov/StudentsAndGrads opm.gov/HiringReform/Pathways/program/graduates

FOR BEST RESULTS

- Use the resume builder on usajobs.gov to create your resume; edit your resume before submitting
- Read the vacancy description carefully for all duties and qualification
- You must show that you have the minimum listed requirements more is better
- Review specific instructions to any status that may apply to you: student, disability and veteran

ITEMS TO INCLUDE IN A FEDERAL RESUME

JOB INFORMATION

• Announcement number and title and grade(s) of the job you are applying for.

PERSONAL INFORMATION

- Full name, mailing address (with zip code), and day and evening phone numbers.
- Veterans preference (if applicable a 00-214 is required).
- Reinstatement eligibility (if requested, attach SF-50 proof of your career or career-conditional status).
- Country of Citizenship (most federal jobs require US citizenship).

EDUCATION

- College or University. Include name, city and state, majors, and any degrees awarded (only send college transcripts if the position specifies to do so).
- High School. Include name, city and state, and date of diploma or GED.

WORK EXPERIENCE

- Read the QUALIFICATIONS section of an announcement carefully.
- Provide the following information for your paid and non-paid work experience related to the job you are applying for: job titles (include series and grade if a federal job); duties and accomplishments; employer's name and address; supervisor's name and phone number; starting and ending dates (month and year);hours per week and salary. Indicate whether your current supervisor can be contacted.
- Focus on the most recent and relevant positions. Add accomplishments; separate the accomplishments from duties. Include the duties first then the short list of accomplishments.
- Add the keywords from the DUTIES AND QUALIFICATIONS SECTIONS into your resume.
- Highlight key skills in ALL CAPS or bold to improve readability in the builders.

OTHER QUALIFICATIONS

- Job-related training courses (title and year).
- Job-related skills, e.g., languages, computer software/hardware tools, machinery, typing speed.
- Job-related certifications and licenses (current only).
- List job-related honors, awards, and special accomplishments, for example, publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards.





Dear Ms. Simmons,

I enjoyed meeting you yesterday evening at the information session you held at UC Berkeley. Learning about the manufacturing position and your company's goals for the future solidified my interest; I am certain that my strong mechanical engineering training and work experience in a manufacturing setting make me an ideal candidate. Per your advice, I submitted my application on-line this morning, but wanted to follow up with you as well.

I believe that my problem-solving skills related to my strong technical coursework will enable me to be a strong addition to your team this summer. As you can see from my resume, I have taken several relevant courses that will give me the foundation needed to begin work quickly with your team. In addition, my internship at Raytek, Inc. has given me a chance to not only perform in a professional environment, but exposed me to many similar scenarios with product implementation that Widgets International will face.

I'd welcome the opportunity to talk further with you about how my skills and experience could benefit Widgets International. Please refer to my resume below for further evidence of my qualifications. I look forward to talking with you soon.

Sincerely,
John Chang
(510)555-5555
student@berkeley.edu

RESUME

EDUCATION

University of California, Berkeley Bachelor of Science, Mechanical Engineering, May 2014 Honors: Pi Tau Sigma (Mechanical Engineering Honors Society)

PROJECTS

*Modeled aluminum tubing framework of a DNA machine and provided cost analysis, vendor information, and component and assembly drawings

*Conceptualized and developed a prototype for a device used to prevent the disastrous effects of household gas leaks

EXPERIENCE

RAYTEK, INC., Fremont, CA, May 2013-present

Manufacturing Engineering Assistant

*Performed daily maintenance and troubleshooting of a manufacturing line

*Researched and tested hardware and software scenarios for implementation

SPACE SCIENCES LABORATORY, Berkeley, CA, May 2012 - present

Mechanical Design Intern

*Designed a vacuum chamber and redesigned an oven hood for assembly of neutrino detectors for the Argonne Labs

*Constructed a portable, modular high voltage power supply unit for use with detectors while testing
*Familiarized with high level clean room practices and procedures required for the cleaning of space systems assemblies

Keeo text simple and easy to read with no bold, underlining, or tabs. All text is justified left. See p. 25 for more guidelines.

MICHELLE ANDERSON

1253 College Avenue, Berkeley, CA 92134 · 510.555.4457 · mander@berkeley.edu

In almost all cases, you will NOT submit references with your resume. Instead bring them to your interviews to furnish upon request.

Secure 3-5 references prior to interviews. References should be people who have supervised you in an academic or hands-on setting like a job, internship, or volunteer position. Friends, family, and well-known people who do not know you well are not good references—they can say little about your potential for success.

REFERENCES

Deborah Smith
Director of Marketing
ADworks Corporation
2 Sacramento Plaza, Suite 2434
San Francisco, CA 94311
(415) 555-0477
deborah.smith@adworks.com

Philip Blass, PhD
Assistant Professor
University of California, Berkeley
Department of Psychology
3210 Tolman Hall
Berkeley, CA 94720
(510) 555-3175
pblass@berkeley.edu

Sylvia Nunez
Tutoring Programs Coordinator
Berkeley Tutoring Center
695 College Ave.
Berkeley, CA 92431
(510) 555-4892
snunez@berkeleytutoring.com

For a polished look, use the same header style for your contact information on your reference sheet that you use for your resume and cover letter.



A well written cover letter should always accompany your resume or application. Its purpose is to introduce you and expand on the experience in your resume. A good cover letter should:

- Include specific information about why you want to work for the employer
- Exemplify clear and concise writing skills
- Demonstrate your knowledge of the position
- Align your experience with the desired qualifications of the employer

Cover Letters for Job or Internship Listings 1. Know the employer

Research the employer's organization to see how your experience, skills, and abilities meet its needs. In your cover letter, show why you are a good fit. Send the letter to a specific person whenever possible; otherwise, use "Dear Hiring Manager" or "Dear Members of the Selection Committee."

2. Analyze the job description

Review the job responsibilities and qualifications carefully and design your cover letter to match these as much as possible. Sometimes job listings are vague. In these cases, draw from your experience of similar jobs to infer what skills and abilities might be required or research similar positions online.

3. Analyze your background

Think about your background in relation to the job responsibilities and qualifications. Ask yourself, "What have I done that is similar to what this job entails?" Consider courses taken, classroom projects, work experience, summer jobs, internships, volunteer experience, extracurricular involvement, and travel.

Be sure to indicate in the first paragraph what position you're seeking. If a specific person recommended you for or alerted you about the position, include their name and title up front. For example "Jason Ryner, your Marketing Manager, recommended that I apply for this position."

Prospecting Letters

If you are inquiring about possible openings, you are sending an Inquiry or Prospecting Letter. Address your letter to a specific individual, usually the person who supervises the functional area where you'd like to work. Be as specific as possible about the type of position that interests you. Ideally, your research will reveal the job titles used by this employer. If not, use generic job titles commonly understood in the field.

COVER LETTER CHECKLIST

STOP! Don't submit your cover letter until you have completed the following:

- Write an original targeted cover letter for each employer and position
- State in the first sentence why you are writing
- Show that your career goals are aligned with both the position and the organization
- Make your points succinctly; every point should support your readiness to contribute
- Proofread for typos and accuracy of contact information. Have another set of eyes review it too
- Run Spell Check before sending your final copy, but remember that it does not catch everything
- Follow up with the employer if you hear nothing after 2-3 weeks. Inquire if any further information is needed and reiterate your interest

HOW TO WRITE A COVER LETTER THAT GOES NOWHERE

- Make your introduction long winded and don't include your job objective to cause confusion about what you're applying for
- Don't proofread your letter or use Spell Check.
 This is very useful for those who claim to be "detail oriented"
- Ramble on about your experiences without explaining why they are relevant. Don't mention details that will let the employer know that you understand what their company does or what the job entails
- Write more than one page, forcing employers to hunt for your qualifications
- Explain what the employer can do for you, instead of what you can do for them
- Don't encourage the employer to contact you, leave out contact information, and don't sign your name at the end of the letter
- Send the same generic cover letter to all employers

The following is intended as a guide. Cover letters should be unique and original.

Your Name Street Address | City, State Zip | (Area Code) Phone Number | student@berkeley.edu

Month Date, Year

Employer's Name
Position or Title
Company Name
Employer Street Address/P.O. Box
City, State Zip Code

The simplest way to lay out your cover letter is to align all text to the left. Not only is it simple, but it looks professional and polished.

Dear Mr./Ms./Dr. Last Name of Addressee:

(Note: if no name is available use a generic title such as Human Resources Manager, Selection Committee or search LinkedIn for a HR contact name)

Opening Paragraph

State the position you are applying for, how you found out about it, and ask for consideration based on your skills and experiences you have to offer. If you were referred by someone, state that here. Make a general statement about being a good candidate for the job.

Middle Paragraph(s)

In this section, you want to build a connection between the company's needs and your background and skills. Explain why you have targeted this particular organization. Stress what you have to offer, not what you want from them. Identify those parts of your experience that will interest THIS employer. You can draw attention to relevant course work, special projects and campus activities if they show direct relationship to this position. Do not restate what's in your resume, rather expand upon a specific project or accomplishment.

Closing Paragraph

Restate your interest in this position and how your unique qualifications fit the position. Request an interview, or tell the reader that you will contact him/her soon in order to schedule a mutually convenient time to meet. Thank the reader for his/her time and consideration.

Sincerely,

Your Signature

Type your name

Marty Lewis 345 Channing Way Apt #101 • Berkeley, CA 94704 • 650.555-5555 • student@berkeley.edu

October 1, 2013

Patricia Scott
Director, Human Resources
Yahoo!
896 Mission College Blvd.
Santa Clara, CA 95003

Dear Ms. Scott:

I am excited to submit my application for the Training Specialist position I saw listed in Callisto. I am confident that my qualifications for this position merit your consideration.

As you can see from my resumé, I will complete my bachelor's degree in Business Administration from UC Berkeley in May 2014. While this degree has provided me with a strong background in many aspects of business, it has also given me the opportunity to demonstrate my abilities through practical experience.

As a Training Department Intern with UCSF, I was responsible for a new computer software education program. This project allowed me to develop and refine my training and organizational skills while designing a program to teach basic software applications to users with limited experience working with computers. The success of this program has been so overwhelming that the department has integrated it into their new staff training course.

Although the enclosed resumé thoroughly outlines my education and experience, I would appreciate the opportunity to demonstrate in an interview my knowledge of employee training and development, initiative, and interpersonal skills. You can contact me at (650)555-5555 to set up an interview. I look forward to hearing from you soon.

Sincerely,

Marty Lewis

Marty Lewis

Enclosure

Although it's more assertive to indicate that you will call, it's best to wait for a call if the employer specifically states "no calls" in their listing.



333 College Avenue Berkeley, CA 94765 susantdavis@berkeley.edu (555) 555-7777

December 1, 2013

Mr. Earl Jones Goodworks Agency 234 E Santa Clara Street San Jose, CA 94567

Dear Mr. Jones:

Since you don't have a mutual contact, you have to find another way to form a bond with the reader. Establish that you are interested specifically in this organization and explain why you are targeting them.

I learned about Goodworks in the process of researching nonprofits online. I have been seeking an organization whose mission matches my desire to help low-income clients with practical matters and emotional support, and was inspired by Goodworks' range of services and successful track record. I am writing to see whether you would be interested in hiring an intern this summer.

I am a junior at UC Berkeley, pursuing my BA in Sociology and a Spanish Minor, and considering an eventual career in social work or nonprofit management. Since August, I have been conducting HIV test counseling sessions as a volunteer at the Berkeley Free Clinic. It has been rewarding working with people from diverse backgrounds, many of whom are struggling to meet basic life needs, and to use my Spanish speaking skills. I would love to apply and further develop my counseling skills while making a positive contribution at Goodworks.

I will be available to work up to 20 hours a week this coming summer and would welcome the opportunity to meet with you to discuss the possibility of interning there. I will follow up on this letter in a week to see if we can set up a time. Thank you very much for your attention.

Sincerely,

Susan T. Davis

Susan T. Davis

Keep the letter short and to the point. The reader is probably very busy, and the letter is just to get his attention. Be assertive in the closing. Logan Silva 555 Rodeo Drive Berkeley, CA 94532 logans@berkeley.edu (510) 555-8765 For a unified look, use the same presentation style for your cover letter contact information that you used on your resume. Logan centered all of his contact information here as well as at the top of his resume.

December 17, 2013

Ms. Mary Smith Striped Bass, Inc. 1010 Avenue of the Stars, Ste. 900 Los Angeles, CA 90000

Dear Ms. Smith:

Begin with the name of your mutual acquaintance—this creates an immediate connection.

Jane Jones, a friend and Senior Financial Analyst at Striped Bass, suggested that I forward my resume to you. Based on a review of your website and my conversations with Jane about my educational training, work experience, and professional interests, I believe I would fit right in at Striped Bass. I am highly motivated to build a successful career in finance and hope to contribute to the team at Striped Bass as a Financial Analyst.

My fascination with finance has grown steadily during my business school studies, driven mostly by my desire to understand how business decisions are made. Beginning with my first finance class and continuing with more in-depth study of corporate finance and managerial accounting, I have come to see how financial data can be used to make business decisions, whether in launching a new product or acquiring a new company. I have also learned how important it is to keep a bigpicture perspective during the decision-making process. This duality appeals to me tremendously as it follows directly from what I have been studying: business with its detailed focus on the company, and economics with its broad perspective on industry and the marketplace. Working as a Financial Analyst with Striped Bass would be a natural extension of the academic foundation I have gained.

My work experiences also reflect my desire to become involved with challenging projects such as those offered by your organization. The opportunity at Striped Bass to participate in executing senior staff's complex projects as well as eventually leading my own is very appealing to me. At Boston Scientific, I created numerous forecast and inventory reports for the Global Supply Chain Management team. This required significant attention to detail and analytical work. I further developed my communication and financial skills by working on numerous cost efficiency projects for the Microbiology department, including the creation of a corporate-wide standing order matrix.

I would build upon these skills and experiences at Striped Bass and am confident that I would do outstanding work as a Financial Analyst. Please do not hesitate to contact me with any questions, as I would like to meet with you at your convenience to discuss the possibility of full-time employment.

Sincerely,

Logan Silva

Logan Silva

attention to relevant skills and demonstrate when and how you used them.