

The Office of
Experiential Learning & Career Management



Resume and Cover Letter Book



Phone - 717-872-3312

Fax - 717-871-2348

www.millersville.edu/ices

P.O. Box 1002

Millersville, PA 17551-0302



Millersville University

SEIZE THE OPPORTUNITY

CIVIC AND COMMUNITY ENGAGEMENT
AND RESEARCH PROJECT

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Resume

A resume is a marketing tool used to sell yourself to employers. Landing the job is not the purpose of the resume; rather it is to help you obtain a job interview. Your resume needs to be:

- Attractive and scannable to the eye
- Error free
- Targeted to the position to which you are applying
- Accurate: misrepresenting yourself may lead to losing an offer/job

The most effective resumes are ones that are tailored to specific employers and positions. Be prepared to have three or four resumes targeted to specific positions and organizations.

Resume Basics

Identification Section: This section includes your name, mailing address, phone number(s), and email address and website (include only if your personal website is professional).

Education Section: Includes your university/universities, degrees or certifications, major(s) and minor(s) or concentration(s), graduation month and year, and may include your GPA if a 3.0 or better (overall or major). You may also note honors, such as Dean's List, in this section. List additional degrees in reverse chronological order (most recent degree listed first). You may also list another university/college if you feel it is relevant for the positions to which you are applying or if you completed significant course work (for example 35 credit hours) at that institution. Remember to include your study abroad institution. High school information is typically not included.

Relevant Courses/Projects: Can be a separate section or under Education. Course work is typically shown on a resume if you do not have relevant experience related to the career you are pursuing or if your coursework makes you uniquely different than others in your major.

Experience Section/ Relevant Experience: Includes employment, internships/co-ops, volunteer experience, research projects/thesis, and significant campus activities. Focus on the skills and tasks developed at each job. Write in short concise statements using action verbs and adjectives to describe each skill or task. Cite specific responsibilities and accomplishments for each position (using the "Power Verbs" listed on pages 4-5 is helpful). Each statement may be displayed in either bullet or paragraph format; complete sentences are not necessary in bulleted format.

Optional

Objective: Brief statement that is specific to the types of positions you are seeking. Ideally this statement will be customized to the position to which you are applying. The objective should be no longer than two sentences. Avoid using generic phrases such as "an entry-level position."

Awards, Honors, and Achievements: Include any of these if they are relevant to the position you are seeking. Make sure to mention what the award was for and be able to describe it in more detail in an interview.

Organizations/Activities: Include any organizations, clubs, community service, or volunteer experience; especially those that show achievement or professional standing. Also include any offices that you held (you may have listed some of these in your experience section, so there is no need to list them twice on your resume).

Technical or Special Skills: Example headings may be "Computer Skills," "Laboratory Experience," "Publications," "Presentations," "Professional Associations/Affiliations," etc.

References: You may put "References Available Upon Request" at the end of your resume but it is not essential. Do not list your references on your resume. Your references should be on a separate sheet of paper, accompanying your resume if requested.

Possible Power Verbs for Describing Experiences

Describe your experiences utilizing “action” or “power” verbs. Listed below are examples of these verbs that can be used effectively in your resume. Use the present form of the verb when describing current experiences.

accelerated
accomplished
achieved
acted
activated
adapted
addressed
administered
advised
aided
allocated
amplified
analyzed
answered
anticipated
appointed
appraised
approved
arbitrated
arranged
ascertained
assembled
assessed
attained
audited
augmented
awarded
broadened
budgeted
built
calculated
cataloged
charted
checked
classified
coached
collected
communicated

compiled
completed
composed
computed
conceived
conceptualized
condensed
conducted
conserved
consolidated
constructed
consulted
contrived
controlled
cooperated
coordinated
corresponded
created
decided
defined
delegated
delivered
demonstrated
derived
designed
detailed
detected
determined
developed
devised
devoted
diagnosed
diagrammed
directed
discovered
dispensed
displayed
disproved

dissected
distributed
diverted
dramatized
drew
drove
edited
effected
eliminated
emphasized
employed
enforced
engaged
established
estimated
evaluated
examined
expanded
expedited
experimented
explained
expressed
extended
extracted
fabricated
filed
financed
fixed
focused
followed
formulated
fortified
founded
gathered
gave
guided
handled
harmonized

headed
heightened
helped
hypothesized
identified
illustrated
imagined
implemented
improved
improvised
incorporated
increased
influenced
informed
initiated
innovated
inspected
inspired
installed
instituted
instructed
integrated
interpreted
interviewed
introduced
invested
inventoried
investigated
judged
launched
learned
lectured
led
lifted
listed
listened
logged
made

maintained
managed
manipulated
mediated
memorized
mentored
met
modeled
modified
monitored
motivated
navigated
negotiated
observed
obtained
offered
operated
ordered
organized
oriented
overhead
overhauled
oversaw
painted
participated
perceived
performed
persuaded
photographed
piloted
pinpointed
planned
played
predicted
prepared
prescribed
presented
preserved

problem solved
processed
produced
programmed
projected
promoted
proofread
proposed
protected
proved
provided
publicized
purchased
qualified
questioned
raised
read
realized
reasoned
received
recommended

reconciled
recruited
rectified
reduced
reestablished
referred
regulated
rehabilitated
rehearsed
reinforced
related
remembered
rendered
reorganized
repaired
reported
represented
researched
reshaped
resolved
responded

restituted
restored
retrieved
revamped
reviewed
revised
risked
sang
scheduled
selected
sensed
separated
served
set up
sewed
shaped
shared
sketched
sold
solved
sorted

sought
specialized
spoke
streamlined
structured
studied
substituted
suggested
summarized
supervised
supplied
supported
symbolized
synergized
systematized
talked
taught
team-built
team-taught
tended
tested

trained
transcribed
translated
treated
tutored
typed
umpired
understood
understudied
undertook
unified
united
upgraded
used
utilized
verbalized
verified
volunteered
weighed
widened
worked

Types of Resumes

There are different types of resumes with many variations on the basic theme. The following is a description of each type.

Chronological: Many recent graduates and individuals with plenty of related experience will choose this format. Information in this format is in reverse chronological order, emphasizing current experience.

Functional: Individuals making a career change, re-entering the workplace, or who have had little experience may choose this format. The emphasis is on skills and qualifications developed in work while drawing upon experience, education, and personal background. Headings are used to separate particular skills. Example headings: Managerial Skills, Financial Skills, and Organizational Skills.

Combination: The combination resume is a blend of the chronological and functional resumes. It allows for flexibility to choose the parts that work best for your experiences.

Creative: This resume type is ideal for those entering a highly creative field such as graphic design or art. It combines aspects of other resume layouts and uses an original and unique layout with distinct content. While this may work in highly creative fields, you must be certain when you use this format that you are sending your resumes to organizations that will appreciate it. You are best served to also prepare a traditional resume for more conservative businesses or organizations.

Federal Resume: A federal resume is a resume that includes all the information the federal government requires in an application for employment. The federal resume must include specific information in a certain chronological format and lists job related and recent employment, education, training, and skills. For further information, consult the resource book, "Jobseeker's Guide: Ten Steps To a Federal Job," by Kathryn K. Troutman, which is housed in our Career Resource Library.

Curriculum Vita (CV): This is similar to a resume, but is used primarily when applying for higher education teaching positions, research opportunities and graduate schools. The CV is designed to highlight an individual's educational and academic history, focusing specifically on academic achievements. The CV can be multiple pages highlighting your educational experience, research, publications, academic fellowships, honors and awards, presentations, and professional affiliations.

ResumeMaker: Students are encouraged to use our ResumeMaker program, which can be found in the CareerConnection database. This feature provides step-by-step guides for a professional resume starting from scratch or assistance with a current resume. Instructions can be found on the main page in your CareerConnection site.

Internship Resume: An internship resume highlights a student's relevant education, work history, activities and awards, and, in some cases, relevant completed coursework. Internship resumes are one page in length. Internship resumes for traditional students will be, for the most part, a standard, chronological resume. Our employers want to know where the students have worked, regardless if the student was a dishwasher or computer programmer. Both paid and volunteer experiences may be used. Non-traditional students, especially those coming from a different career, may benefit more from a resume emphasizing transferable skills. Both professional and volunteer experiences (related to the field) could be used.

Format of an Internship Resume

OBJECTIVE

Keep your objective short and to the point. It should explicitly state you are interested in an internship. One to two lines is the maximum amount of text. An objective for an internship resume often starts with "An internship..."

EDUCATION

Universities should be listed with the most recent first. Include the dates attended and any degrees earned. Spell out the name of your degree, your major and date that you anticipate graduating. See sample resume in the "Internship" section of this booklet.

RELATED COURSEWORK

Internship resumes may sometimes include related coursework that you have taken in your major. These courses should be listed by course name and should be formatted into two columns. In general, students who have little or no related work experience should list related coursework, while it is not necessary for students who have relatable experience in their field.

EXPERIENCE

Employers should be listed chronologically, with the most recent jobs first. Job descriptions should be in a list format as opposed to a paragraph format. Limit the use of words such as: I, my, and the. Focus on actual job duties, using transferable skills in moderation.

COMPUTER SKILLS

Make sure you list all computer skills. This can be listed directly under the education section or directly after the employment section. It is assumed you have basic skills such as use of internet and email, so you should not list these items. If you have no skills other than the basics, then there is no need to have a Computer Skills section on your resume.

ACTIVITIES/AWARDS

You may include memberships in organizations and any leadership roles you have held. Personal interests relevant to the position sought may also be mentioned.

REFERENCES

State that references are available upon request.
www.millersville.edu/ices

Tip Sheet for a Successful Resume

1. Use official Resume Paper that is 24 lb. weight, 100% cotton, and neutral in color (white, off-white, ivory, or light grey) for your resume, references AND cover letter.
2. If you have a section on your resume with just one item in it, try to combine that heading with another one. A “thin” section could draw attention from one of your more important accomplishments.
3. You are not locked into using a chronological resume only. Use the style that you feel best encompasses your experience.
4. Listing languages beyond English in which you are fluent can help boost your status as a candidate.
5. Most recent college graduates should be able to fit their resume on one page.
 - Students with extensive experience or majors with practicum/student teaching or internship experience may need a two page resume.
 - If your resume is two pages, be certain you use over 1/3 of the second page and list page 2, your name, email and/or phone number at the top.
6. When listing your experience, the employer doesn’t need to see your life story. High school jobs or positions you held 10 years ago may no longer be relevant. List experiences which showcase your ability to meet the required skills of the positions you are seeking.
7. Do not list your references on your resume. References should be included on a separate page.
8. It is not necessary to include high school information on your resume.
9. Listing courses on your resume: You can list courses that make you uniquely different from your classmates; if you don’t have much experience outside of the classroom, list courses that are relevant to the position.
10. List independent study, research experiences or study abroad experiences.
11. Keep in mind that the company you turn down today may later have a job available that you want!

Education Sample Resumes

Name

(777) 555-6666
student@xys.com

Current Address
555 Millersville Drive
Millersville, PA 17551

Permanent Address
333 Skyview Road
XYSville, PA 10001

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Secondary Math Education, May 20XX

Minor: Computer Science

GPA: 3.31/4.0

Honors in Math 405: Teaching in Secondary Education

ETS Recognition of Excellence in Mathematics Praxis 2010

TEACHING EXPERIENCE

Student Teaching, Spring 20XX

XYS High School, XYZ Township, PA

- Planned and implemented lessons and activities in Precalculus/Trigonometry and Calculus
- Use differentiation instruction to support students of all abilities including students with IEPS
- Design and implemented formal assessments, including tests, quizzes, and tickets out the door
- Used informal assessments to determine the progress of the students throughout the lesson and to determine if standards and curriculum requirements are met
- Assisted students in computer science club by encouraging problem solving skills

Advanced Professional Studies, Fall 20XX

ABC High School, XYZ High School

Fun Elementary, Learning Middle School, Assessment High School in Lancaster, PA

- Observed and taught mini-units in 5 different schools in different math subjects and age groups
- Planned and implemented lessons in algebra, trigonometry, computer science, 7th grade pre-algebra, and 6th grade visual building
- Developed student focused lessons where students were actively involved in their learning
- Designed assessments to determine how effective the lessons were on student learning, including quizzes, activities, and tickets out the door
- Collaborated with the cooperating teacher to meet required curriculum needs and teacher needs
- Computer Science developed interactive lessons to simulate understanding of code by reading, interpreting and acting out the code. Lessons were taught using the Karel code

Sophomore Block Field Experience, Spring 20XX

Learning Middle School, Lancaster City, PA

- Interacted with a 7th grade science classroom
- Observed the 7th grade team end of the year reports about which students were passing and failing what classes
- Worked with and interacted with a classroom of diverse students

COMPUTER SKILLS

Computer Science Languages Studied: Java, C++, Visual Basic, and Assembly Language

RELATED EXPERIENCE

AIM for Success, Millersville University, Millersville, PA

Math Tutor, September 20XX – May 20XX

- Tutored students that are seeking help in their pre-algebra and algebra classes

Camp Fun, Campville, PA

Resident Director (3 yrs), **Senior Cabin Counselor** (4 yr), Summers 200X – 20XX

- Supervised 12-15 camp counselors and staff through staff training, evaluations, and meetings
- Coordinated, developed and directed 12 resident and day groups in up to 6 activities a day
- Resolved camper disputes through conflict-resolution
- Developed and instructed activity lessons for a total of 400 campers ages 5 to 17 in the areas of archery, sports and games, outdoor living skills, canoeing, low ropes, and arts and crafts

ACTIVITIES

Peer Health Education, Millersville University, Millersville, PA

Treasurer, August 20XX – May 20XX

- Informed the college and community about health related information
- Worked closely with students and faculty to help them recognize addiction problems in cessation classes and support groups
- Implemented programs for the campus on sexual protections, healthy living, and other health issues
- Organized the budget of \$2000, following University guidelines

Math Club, Millersville University, Millersville, PA

President, 20XX – 20XX

InterVarsity Christian Fellowship, Millersville University Millersville, PA

Treasurer, 20XX – 20XX

- Processed and submitted financial paperwork for Student Senate budget allocations
- Managed the \$3000 budget between events, scholarships, and materials

AWARDS

Overall Best Staff Member of the Year, Camp XYZ , 20XX

Resident Staff Member of the Year, Camp Wonderful, 20XX, 20XX

Eagle Scout, 20XX

NAME
54 South Bend Avenue
Philadelphia, PA 19104
student@marauder.millersville.edu
(610) 123-2354

OBJECTIVE

A Secondary Biology teaching position.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Education in Biology, May 20XX

Overall GPA: 3.2/4.0 Dean's List 3 Semesters

TEACHING EXPERIENCE

Conestoga Valley High School, Lancaster, PA

Intern, 10th Grade Biology, September 20XX-May 20XX

- Full year teaching experience designed to expose students to the whole spectrum of teaching at the secondary level
- Taught 3 sections of Biology to students in general, college preparatory, and advanced classes
- Designed units on cell meiosis, genetics, and plant anatomy
- Utilized cell model to make presentation more engaging for hands-on and visual learners
- Incorporated technology into the lessons using a Smartboard and computer programs
- Assessed students learning using pre and post testing
- Maintained positive relationships with parents through frequent communications regarding their child's progress
- Made appropriate disability accommodations as needed
- Chaperoned a weekend fieldtrip to Cape Henlopen where students studied aquatic life

RELATED EXPERIENCE

Millersville University, Millersville, PA

Science Tutor, September 20XX-Present

- Instructed students one-on-one and in small groups on concepts in basic biology and botany
- worked closely with professors to provide optimal assistance
- 80% of students increased their grades by one letter grade
- Received International Tutor Training and Certification

Millersville University, Millersville PA

Field Hockey Team, August 20XX- December 20XX

- Provided leadership as the team captain for the 20XX season
- Organized formal and informal meetings to open and improve team communication
- Selected for preseason all-conference team, 20XX
- Helped MU Field Hockey Team achieve its first 10 win season in 20 years

WORK EXPERIENCE

The Lancaster Science Factory, Lancaster, PA

Guest Services, June 20XX -Present

- Greet guests and provide them with information on the museum
- Coordinate group sales packages for schools and scout troops

Dutch Wonderland Family Amusement Park, Lancaster, PA

Ride Operator, May 20XX-May 20XX

ACTIVITIES/HONORS

Pennsylvania State Educators Association, 20XX-Present

National Science Teacher Association, 20XX-Present

Biology Club, 20XX-Present

- Secretary, 20XX-20XX

Student-Athlete Advisory Committee, 20XX – 20XX

Kiwanis Club Scholarship, 20XX

REFERENCES & PORTFOLIO AVAILABLE ON REQUEST

NAME
1 George Street
Harrisburg PA 15001
717.333.1234
student@marauder.millersville.edu

OBJECTIVE

Special Education teaching position in K-12 grades to utilize my abilities to engage students in learning.

EDUCATION

Bachelor of Science – Elementary Education and Special Education, May 20XX

Millersville University, Millersville, PA
GPA: 3.4/4.0 Major GPA: 3.6/4.0

TEACHING EXPERIENCE

Student Teaching, Learning Support for Reading, Marticville Middle School, Pequea, PA Spring 20XX

- Develop and implement a comprehensive instructional unit on “Mystery” to familiarize the students with the genre
- Prepare and present daily lesson plans in reading, including SRA lessons, for comprehension and decoding skills
- Conduct running records in 1 min. increments recording % of successful completion
- Attend an IEP meeting to witness the development of an individualized education plan for one student
- Provide support during study hall and computer classes to accommodate students’ needs

Advanced Professional Studies- Intermediate Life Skills – 4th & 5th grade, Hope Elementary, Hope, PA Fall 20XX

- Designed and implemented a comprehensive instruction unit on reading tables in mathematics for five students
- Wrote a teacher work sample corresponding to the mathematics unit
- Instructed one student in a spelling lesson daily to further develop his vocabulary
- Reviewed SRA and Edmark flashcards with all the students daily to expand their sight word vocabulary
- Read books aloud to the class, to demonstrate expressive language skills and build comprehension
- Graded students individual folder work, to provide feedback and informally assess their abilities

Advanced Professional Studies- 5th Grade Inclusion Team, Has Herr Elementary, Lampeter, PA Spring 20XX

- Developed and taught math lessons on probability, a lesson on the three branches of government and a lesson on the three types of rocks so the students can broaden their knowledge on the subjects
- Instructed small groups during the reading of the book “Sounder”, to informally assess comprehension
- Designed an interactive bulletin board on the three branches of government to provide additional support for the students of the unit
- Responded to the students in student-teacher reading response journal, to build communication skills and encourage reading

Sophomore Block- 4th Grade ELL, Jackson Elementary, York, PA Fall 20XX

- Taught a lesson on sequencing and bullying to assess the students’ ordering abilities and to expand on social skills
- Created a visual record of the experience in the form of a scrapbook, to understand the schools contextual factors and build on my professional development
- Graded worksheets and tests, to formally assess the students subject knowledge

RELATED EXPERIENCE

Student Intern- Grade 5, Quakertown Elementary, Quakertown, PA **Spring 20XX**

- Worked one-on-one with the students to provide additional help with mathematics
- Conferenced with students during writer’s workshop for editing help
- Reviewed homework or morning work with the students as a review of previous lessons and information
- Created the classroom seating chart, to build on my decision making and rational as a teacher

Volunteer- Pre K, Children’s Developmental Program, Kid Care, Landisville, PA **Summer 20XX**

- Worked with 22 students of various abilities, including mental and physical disabilities for over sixty hours
- Assisted the students with the computer and read to the students during free time for language development
- Interacted and assisted the students during their activities and circle time to provide support
- Taught and provided activities on camping and bears to expand the students knowledge on the outdoors

Student Intern- 8th Grade German, Strayer Middle School, Willow Street, PA **Spring 20XX**

- Assisted the students with pronunciations during activities to improve their development of the language
- Led the class when the teacher was absent, to further my professional development as a teacher
- Graded, copied papers, and created flashcards to familiarize myself with various forms of technology

WORK EXPERIENCE

Student Supervisor/Server, Millersville University Catering, Millersville, PA **June 20XX-Present**

- Assign responsibilities so the function runs smoothly and each member of the wait staff is held accountable
- Oversee the functions to provide a positive experience for both the costumer and the employees
- Serve, clean-up, and set-up catering events to understand what needs to be done, to better myself as a supervisor

Service Deli Worker, ACME Markets, Millersville, PA **September 20XX-Present**

- Interacted with customers daily to build communication skills and create a positive atmosphere
- Weigh, slice, and decorate various cheeses to expand on my creativity and imagination skills
- Work with a team of employees to further my knowledge and provide fast and meaningful service

PROFESSIONAL MEMBERSHIPS AND AWARDS

“Classroom Management-- Where do I go from here?” Presentation, Millersville, PA	20XX
Pennsylvania State Education Association	20XX- Present
Attendee, Alfie Kohn Lecture at Millersville University, Millersville, PA	20XX
Dean’s List- five semesters	20XX-20XX
Millersville University Marauder Marching Band	20XX-20XX
Girl Scouts	19XX-20XX

Name

101 N. George Street
Millersville, PA 17551

(717)-872-3312
student@gmail.com

OBJECTIVE

A position as an industrial technology teacher.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Technology Education, May, 20XX

GPA: 3.76/4.00

Dean's List: 6/8 semesters

Magna cum laude

TEACHING EXPERIENCE

Student Teaching, 7th grade Industrial Technology, January 20XX-Present

XYZ Middle School, Millersville, PA

- Planned and implemented unit on Designing an Effective Message with Desktop Publishing in four sections
- Taught standards based lessons on robotics, web-design, multimedia, digital imaging, wood, and 3D modeling
- Developed teaching strategies and classroom management skills to promote a positive learning environment
- Designed and created various instructional materials including: bulletin boards, presentations, handouts, worksheets, video tutorials, and instructions
- Facilitated material review with an interactive Jeopardy question game
- Attended bi-weekly IEP meetings to review special needs students' programs and implemented any necessary changes
- Initiated contact with students' parents to ensure their child's success in the classroom

Advanced Professional Studies, Spring 20XX

Learning Valley High School, Learning, PA

- Developed and instructed a lesson on offset lithography to a 9th-12th grade graphics class of 33 students
- Collaborated with cooperating teacher during small group instruction and work periods to assist students' needs
- Observed student-teacher interaction, noting positive classroom management strategies

Sophomore Block, 6th Grade, Spring 20XX

Schoolville High School, Schoolville, PA

- Observed student-teacher interaction
- Assisted with group projects
- Interacted with students before and after class

Name, Page 2

student@gmail.com, (717)-872-3312

RELATED EXPERIENCE

Volunteer, Second Mile, Spring 20XX-Present

Millersville University, Millersville PA

- Facilitated group work and cooperation by engaging children in hands-on crafts or sports activities
- Provided support in a one-on-one relationship with an eight year old child to facilitate communication
- Supervised, ages 6 – 12, children’s sports games and ensured safety and proper sportsmanship to reinforce appropriate group behaviors

Camp Counselor, Summers 20XX – 20XX

Camp Sunshine, Mount Books, PA

- Supervised a group of twelve children for nine weeks and encouraged group work dynamics and collaboration
- Created group games to strengthen and challenge physical and mental capabilities
- Mentored individual children who needed additional support or assistance to accomplish their summer camp goals

WORK EXPERIENCE

Sales Associate, March 20XX - Present

Barnes and Noble Bookseller, Mount Books, PA

- Assist customers in locating the book(s) to suit their needs and to optimize their shopping experience
- Work cooperatively with fellow associates to provide a positive shopping atmosphere for the customers by providing fast and accurate check-out service

Student Worker, Academic Advisement, October 20XX - Present

Millersville University, Millersville, PA

- Assisted students in class selection and exploratory program options
- Facilitated communication between exploratory students and their potential major department’s supervisor

Humanities & Social Sciences Sample Resumes

NAME

40 Lemon Street, Lancaster, PA 17603 • name@hotmail.com • Cell: (610) 456-7899

OBJECTIVE

A management position in human resources.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Business Administration, December 20XX

Concentration: Management

GPA: 3.1/4.0

INTERNSHIP EXPERIENCE

AXA Advisors, Lancaster, PA

Human Resources Intern, Spring 20XX

- Posted job openings to 400 northeast colleges
- Maintained progress and information regarding job postings through an Excel spreadsheet
- Scored The Leadership Matrix and Wonderlic: Personnel Test for potential job applicants
- Researched employment websites to find ideal candidates for possible interviews
- Created hiring packets for interview applicants

WORK EXPERIENCE

Weis Markets, Millersville, PA

Customer Service Representative and Key Holder, September 20XX – Present

- Monitor, assess, and supervise up to 7 cashiers
- Organize break schedule and oversee general actions of cashiers and stockers
- Resolve customer complaints efficiently and effectively
- Assist customers with bill payments and money orders

Millersville University, Millersville, PA

Student Assistant to the Department of Business Administration, January 20XX – Present

- Compile and maintain an Excel internship database for an average of 50 students a semester
- Transpose grades into Excel spreadsheet for faculty

McDonalds, Womelsdorf and Sinking Spring, PA

Swing Manager, September 20XX – January 20XX

- Oversaw crew of 2 to 15 people and delegated duties
- Analyzed secret shopper reports and implemented change

Shift Supervisor, Crew Trainer, and Crew Member, June 20XX – April 20XX

PROFESSIONAL ORGANIZATIONS

LCAHRM – Lancaster County Association for Human Resource Management

SAM - Society for the Advancement of Management

NAME
101 George Street
Millersville, PA 17112
717-872-1111
Student@gmail.com

OBJECTIVE

A probation officer position in the city of Lancaster.

EDUCATION

Millersville University, Millersville, PA
Bachelor of Art in Sociology, May 20XX

Option: Criminology

Cumulative GPA 3.2/4.0

Dean's List 4/8 semesters

RELATED EXPERIENCE

Intern, Youth Correctional Center, Lancaster, PA January 20XX - Present

- Prepare paperwork for cases scheduled for court appearance
- Submit monthly statistical reports on status of court case-flow
- Assist Probation Officers with enforcement of all orders handed down by the Court
- Aide Probation Officers with paperwork and collateral materials needed to conduct investigations

Intern, Lancaster County Youth Intervention Center, Lancaster, PA Summer 20XX

- Observed and aided staff and supervisor with facility operations and events
- Facilitated group sessions designed to educate and reinforce appropriate behaviors
- Met one-on-one with 5 clients ages 13 – 16 to discuss individual behavior issues and identified behavioral modification strategies

Therapeutic Support Staff, Community Service Group, Lancaster, PA September 20XX– December 20XX

- Provided one-on-one interventions with assigned residents
- Ensured clients' health, safety and welfare, and integrate clients into the community
- Implemented program plans to enhance clients' social, emotional, cognitive, and independent living skills
- Completed all daily, weekly, and monthly records, reports, casework notes, etc in a timely fashion

EXPERIENCE

Assistant Manager, LA Fitness, Lancaster, PA March 20XX – May 20XX

- Managed and assigned tasks for 12 other employees to complete throughout the day
- Assisted over 500 patrons who enter the fitness center by answering questions about the facilities, demonstrating proper workout techniques, and walking throughout facility to maintain my presence
- Opened and closed facility which includes, cash register management by properly calculating cash deposits of over \$800 and cash on hand totals, and calculating drink inventory

Aerobics Instructor, Student Memorial Fitness Center, Millersville University, Millersville, PA May 20XX - Present

- Instructed an aerobic class which utilizes a variety of agility exercises
- Designed each 45 minute class so that each exercise is specific and relevant to the goals behind the class
- Performed drills with 65 participants in order to lead and instruct them throughout the class

ACTIVITIES

Lancaster County Day of Commitment
Millersville University Circle K
Sociology Club

May 20XX
Fall 20XX- 20XX
January 20XX- 20XX

225 Hempstead Lane
Landisville, PA 17538

NAME

student@marauder.millersville.edu
(717) 555-0000

OBJECTIVE

A County Caseworker position which utilizes my education, skills, and experience.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Arts in Psychology, May 20XX

GPA: 3.8/4.0

Dean's List 8/8 Semesters

Magna Cum Laude

AGENCY EXPERIENCE

Children & Youth Agency, Lancaster, PA

Case Worker Intern, January 20XX-Present

- Conduct intake interviews with children and families to determine their needs
- Complete accurate, timely, and confidential case notes for clients
- Co-lead adult education seminar on parenting skills
- Refer families to community resources for employment, housing, addiction, abuse, food, clothing, education, counseling, and legal services

Domestic Violence Services of Lancaster, Lancaster, PA

Children's Advocate Directed Project, Fall 20XX

- Planned and implemented recreational/educational group activities for children
- Assisted with on-going development of Domestic Violence Curriculum for volunteers and staff
- Co-facilitated student groups designed to process domestic violence in families

RELATED EXPERIENCE

Red Robin, Lancaster, PA

Server & Trainer, August 20XX- December 20XX

- Trained new hires on company procedures
- Received Employee of the Month Award for March 20XX and May 20XX

Boys & Girls Club of Lancaster, Lancaster, PA

Camp Counselor, Summer 20XX

- Assured the safety and well-being of 12 girls in 3rd and 4th grades during week-long day camp
- Organized and led campers in games designed to teach team building and conflict resolution skills
- Hosted the end of week talent show and helped participants to prepare their acts

VOLUNTEER WORK

Water Street Rescue Mission, 20XX

Habitat for Humanity, 20XX- 20XX

United Way Day of Caring, 20XX

Youth With A Mission, Mexico City Homebuilding Project, 20XX

ACTIVITIES/HONORS

Psi Chi National Honor Society in Psychology, 20XX-Present

Millersville University Psychology Club, 20XX-Present

- President, 20XX-20XX

American Business Women's Association Scholarship, 20XX

119 Westbury Drive
Lancaster, PA 17603

NAME
student@marauder.millersville.edu

Home: (717) 394-6523
Cell: (717) 572-8712

OBJECTIVE

A public relations specialist position with XYZ company.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Speech Communication, December 20XX

Concentration: Public Relations

GPA: 3.5/4.0 **Cum laude** Dean's List 3/4 Semesters

Harrisburg Area Community College, Lancaster PA

Associate of Arts in Communication, May 20XX

GPA 3.8/4.0 Highest Honors Dean's List 4/4 Semesters

RELATED EXPERIENCE

Giant Center, Hershey, PA

Public Relations Intern, Fall 20XX

- Worked with advertisers to strategically place company logos in the stadium
- Coordinated with graphic artist to develop print advertisements for newspapers and Clipper Magazine
- Brainstormed and implemented creative promotional contest to increase fan attendance
- Wrote press releases regarding upcoming promotional events
- Arranged public appearances for Hershey Bears hockey players

American Cancer Society, Lancaster, PA

Public Relations Intern, Summer 20XX

- Coordinated Relay for Life event to raise money for cancer research
- Created press releases for various events throughout the year
- Started and maintained a Facebook page and Tweeter account for the Lancaster Chapter
- Developed and assembled information packets designed to educate on cancer patients and their families on available support services
- Assisted Make-A-Wish Foundation by providing names of children who would like to ride in their annual Mother's Day Truck Convoy for children with cancer

WORK EXPERIENCE

Cloister Car Wash, Lancaster, PA

Cashier, June 20XX-Present

- Provide customer service by greeting customers and suggestively selling services
- Handle monetary transactions providing accurate change to customers

Vacuum cleaner/Window Cleaner, August 20XX-May 20XX

ACTIVITIES/HONORS

Public Relations Student Society of America, 20XX-Present

Acacia Fraternity, 20XX-Present

Susquehanna Bank Summer Nonprofit Internship Award, 20XX

Acacia Leadership Academy, 20XX

Writer, The Snapper (Millersville University's student newspaper) 20XX-20XX

COMPUTER SKILLS & SPECIAL SKILLS

Microsoft Word, Publisher, PowerPoint, iMovie, Facebook, Internet

Bi-lingual in English and Spanish

11 Frederick Street
Millersville, PA 17551

NAME

(717) 871- 1111
student@yahoo.com

OBJECTIVE

A victim advocate position with social services.

EDUCATION

Millersville University, Millersville, PA
Bachelor of Arts in Social Work, CSWE Accredited
GPA: 3.72/4.0, Overall GPA: 3.36/4.0

May 20XX

FIELD EXPERIENCE

Social Work Intern, Lancaster IU #13, Lancaster, PA
(450 contact hours under the supervision of a social worker)

Spring 20XX

- Create and implement weekly social skill lessons for 20 at risk middle school students
- Plan and facilitate a 10 week anger management program for 15 students
- Coordinate and plan monthly field trips, as a reward for students with good behavior
- Teach and display positive choices, safety, self-worth, respect, and empathy
- Intervene in crisis situations that involve the child

Social Work Intern, Deb's House Program, Lancaster, PA

Fall 200X

- Answered questions about services and make appropriate referrals to agencies and services
- Conducted initial intake interviews to assess the mother and children service needs
- Contacted respite families to care for the children when needed

Field Practice Intern, Supervised Visitation Program, Family Services, Lancaster, PA

Spring 20XX

- Observed visitation monitors during weekly visits between a non-custodial parent and children
- Monitored hour long weekly visits with a low risk family
- Maintained field notes of parents appearance, behavior, and activities
- Reported findings to case manager to verify client compliance with court orders

Field Practice Intern, T.W. Ponessa Counseling Associations, Lancaster, PA

Fall 20XX

- Shadowed a mobile mental therapist
- Observed psychiatric evaluations with children
- Participated in monthly staff meetings with interns and supervisors

RELATED EXPERIENCE

Vantage House, Lancaster, PA

Summer 20XX

- Assisted social worker in facilitating group activities for 10 women in drug and alcohol recovery
- Supervised children in daycare

Willow Valley Retirement Center, Lancaster, PA

May 20XX – December 20XX

- Monitored daily group activities
- Interacted with residents

ORGANIZATIONS

Phi Alpha Social Work National Honor Society
Social Work Organization

Spring 20XX - Present
September 20XX - Present
September 20XX - Present
September 20XX – May 20XX

- President
- Secretary

Internship Sample Resumes

Name

Home Address
123 Sunshine Lane
Lancaster, PA 17603
(555) 123-4567

student@marauder.millersville.edu

School Address
321 George Street
Millersville, PA 17551
(555) 987-6543

OBJECTIVE

A marketing internship utilizing my strong communication, writing and analytical skills.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Business Administration, May 20XX

Concentration: Marketing

GPA: 3.5/4.0 Dean's List 5/8 semesters

COMPUTER SKILLS

- Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Minitab

RELEVANT EXPERIENCE

Publishers Unlimited, Columbia, PA

Marketing Intern, May 20XX-Present

- Coordinate with internal departments to respond quickly to customer needs, requests and problems
- Perform market research through interviews, focus groups and surveys
- Place and track advertising
- Brainstorm and implement innovative marketing and outreach strategies
- Prepare brochures and materials and develop detailed marketing plans

ADDITIONAL EXPERIENCE

The Office of Life and Learning, Millersville, PA

Office Assistant, April 20XX- Present

- Assume receptionist duties, greet public and refer them to appropriate staff members, answer phone, route calls, and take messages
- Oversee database management for quality assurance.
- Assist staff with administrative duties as requested.

Little Kids Day Care Center, Landisville, PA

Child Care Provider, June 20XX- August 20XX

- Planned and implemented activities to meet the physical, emotional, intellectual and social needs of the children in the program

ACTIVITIES/AWARDS

Treasurer, MU Student Senate, 20XX-Present

University Athletics Board, 20XX-20XX

National Honor Fraternity, 20XX-20XX

Name

Home Address

123 Sunshine Lane
Lancaster, PA 17603
(555) 123-4567

student@marauder.millersville.edu

School Address

321 George Street
Millersville, PA 17551
(555) 987-6543

OBJECTIVE

A computer science internship utilizing my strong computer programming, data management, web design, and software development skills.

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Computer Science, May 20XX

GPA: 3.5/4.0 Dean's List 5/8 semesters

COMPUTER SKILLS

- Microsoft Office, including Word, Excel, PowerPoint, Access, and Outlook
- Linux and Windows
- Networking, Hardware and Software installations
- Programming in C++
- Eclipse for Java

RELEVANT EXPERIENCE

Millersville University Information Technology, Millersville, PA

Student Assistant May 20XX-Present

- Provide hardware and software support for campus computers
- Install printers and various computer hardware for offices and classrooms
- Perform troubleshooting and repairs for lab and faculty computers and printers
- Create, maintain and update interactive, multi-page websites

ADDITIONAL EXPERIENCE

New Computer Company, Lancaster, PA

Customer Service Representative, April 20XX- Present

- Assist customers with software installation and operation questions
- Participate in extensive product training program
- Prepare monthly reports

Food Markets, East Stroudsburg, PA

Store Clerk, September 20XX – August 20XX

- Restocked shelves with merchandise
- Maintained a clean appearance in store

ACTIVITIES/AWARDS

Webmaster, MU African Student Association, 20XX-Present

University Athletics Board, 20XX-20XX

Science & Mathematics Sample Resumes

NAME

5435 George Street
Millersville, PA 17551
(555) 555-5555
student@gmail.com

OBJECTIVE

A position as a Stationary Lab Technician with Environmental Labs to utilize my research biological skills.

EDUCATION

Millersville University, Millersville, PA
Bachelor of Science in Biology, May 20XX
Minor: Mathematics
GPA: 3.8/4.0 Magna cum laude

LAB EXPERIENCE

Lancaster Labs, Lancaster, PA
Bacteriology Intern, January 20XX – May 20XX

- Filtered water samples for Recreation Committee to obtain pollutant levels
- Identified water pollutants and generated analysis report for various agencies
- Assisted and observed insect control plans for local community
- Utilized autoclaving machines to sterilize laboratory equipment

SKILLS

Software: Graphical Analysis, HyperCard, Microsoft Office and Access,
Instrumentation: Infrared Spectrometer, Mass Spectrometer, Centrifuges, Autoclave, Electrophoresis
Fluorescent Microscopes, and Scanning Electron Microscopes

OTHER EXPERIENCE

West Chester Nursery, West Chester, PA
Greenhouse Laborer, June 20XX – December 20XX

- Maintained proper atmospheric conditions for optimal growing conditions
- Monitored and replenished inventory levels of 1000 item inventory
- Performed routine maintenance of plants including pruning, watering, and weeding

ACTIVITIES

Biology Club President, Fall 20XX – Present
Resident Hall Activities Council, Spring 20XX – Present
Phi Eta Sigma National Honor Organization, Fall 20XX – Present
University Honors Program, Fall 20XX – Present

References Available Upon Request

Name

45 Main Street
Millersville, PA 17551

(717) 555-1234
student@marauder.millersville.edu

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Chemistry, December 20XX

Magna cum laude Cumulative GPA: 3.89/4.00

LABORATORY EXPERIENCE

Independent Research, Millersville University, Millersville, PA Fall 20XX

- Characterized N-Heterocyclic carbene (NHC) complexes of rhodium
- Synthesized two series of novel complexes to date and work frequently with analytical techniques including NMR spectroscopy

NSF REU Participant, North Carolina State University, Raleigh, NC Summer 20XX

- Worked extensively in the synthesis and catalytic analysis of a variety of oxorhenium complexes
- Assessed research problems in both independent and collaborative settings and gained experience in the formal communication and presentation of chemical research

Summer Intern, Hydac Technology Corporation, Bethlehem, PA Summer 20XX

- Evaluated the condition of outgoing and incoming fluid and hydraulic products such as hydraulic filter elements and housings
- Composed and revised work instructions for various fluid-power and electronic instruments and products

WORK EXPERIENCE

Office Assistant, Office of Learning Services, Millersville University Millersville, PA Sept 20XX – Present

- Receive, process and file applications for prospective tutors and tutees
- Analyze and enter data with the use of Microsoft Word, Microsoft Outlook, and Excel

Café Attendant, Borders Books Music and Café, Reading PA Summers 20XX–20XX

- Provided customer service to customers in a high-traffic, fast-paced environment
- Opened and closed café and assisted with daily settling of cash registers

HONORS AND AWARDS

NSF STEM Scholarship School of Science and Mathematics, Millersville University 20XX-present

Wentzel-Wright Memorial Scholarship, Millersville University 20XX

Pennsylvania State Athletic Conference Scholar Athlete Award 20XX, 20XX & 20XX

INVOLVEMENT

Poster Presentation, “Development of an Analytical Chemistry Experiment”, 239th ACS National Meeting, San Francisco, CA March, 20XX

Student Chapter, American Chemistry Society 20XX – 20XX

Millersville University Relay for Life 20XX – 20XX

Current Address
10 Main Street
Millersville, PA 17551

NAME
(717) 555-555
student@gmail.com

Permanent Address
15 Walnut Street
Philadelphia, PA 19551

OBJECTIVE

A position writing web applications making use of my strong Java skills.

EDUCATION

Millersville University, Millersville, PA
Bachelor of Science in Computer Science, May 20XX
GPA: 3.5/4.0 **Cum laude**

RELATED WORK EXPERIENCE

Programmer/Analyst, September 20XX-20XX

XYZ Life Insurance Company, Lancaster, PA

- Designed and built internal web application used by underwriters to calculate group insurance renewal rates using C#, SQL Server 2000, and ASP.NET
- Automated multiple existing data processing programs by building a modular Python framework to coordinate and execute daily and weekly tasks
- Implemented web based framework from business partner which gives policyholders self-service options (inspecting claims, maintaining contact information, etc.)

Programming Intern, September 20XX- December 20XX

Student Services, Millersville University, Millersville, PA

- Developed Oracle database and jQuery-driven web pages to automate business process and facilitate information retrieval for administrators
- Wrote a jQuery-based web application to consolidate student information for advising
- Automated the loading of admissions applications from external sources for graduate and undergraduate offices using PL/SQL
- Developed Axis2-based web services for online payment authentication and external data loading

RELEVANT TECHNICAL SKILLS

Languages: Java, PL/SQL, Python, PHP, C++

Database: Oracle, SQL

Web: HTML, CSS, Javascript, jQuery, JSON, Ajax, SOA, Web Services

Java web technologies: Axis2, Struts, Spring, Hibernate

ACADEMIC COMPETITIONS

Millersville University Network Security Team

- Collegiate CyberDefense Competition April 20XX
- Collaborated as a team to update, patch, and secure a network
- Monitored network for virus outbreaks, security breaches, and attacks
- Maintained detailed logs of all network and system events
- Worked with FBI agents to document network attacks

Millersville University Programming Team

Pennsylvania Association of Computer and Information Science Educators
Association for Computing Machinery

NAME

Student@gmail.com, 610-555-1111
Any Walnut Street, Reading, PA 19608

EDUCATION

Millersville University, Millersville, PA

Bachelor of Science in Biology Respiratory Therapy, December 20XX

Deans List: 7/8 semesters

GPA: 3.8/4.0 **Magna cum laude**

CLINICAL EXPERIENCE

CLINICAL ROTATIONS (7 hospital rotations for 720 contact hours) July 20XX – December 20XX

Christiana Care Health System, Newark, DE

- Observed and engaged in respiratory therapy protocols in the Neonatal Intensive Care Unit, Surgical Critical Care Center, and Emergency department
- Performed various patient care treatments and diagnostic modalities to adult and neonatal patients
- Assisted in tracheotomy procedures, bronchoscopy, and surfactant delivery
- Aided in ventilator checks and patient care, and attended morning rounds

Geisinger Medical Center, Danville, PA

- Handled multiple duties in the Adult Critical Care Unit, Pediatric Critical Care Unit, and Neonatal Critical Care Unit
- Interacted with medical staff to determine proper care of patients

Hershey Medical Center, Hershey, PA

- Helped evaluate and treat patients in the Adult Intensive Care Unit, Neonatal Intensive Care Unit, Pediatric Intensive Care Unit, and Neurological Intensive Care Unit
- Worked in a team environment, and built cooperation skills by interacting closely with nurses, doctors, x-ray techs, and other various staff at the hospital

Lehigh Valley Hospital and Health Network, Allentown, PA

- Provided patient care in the Medical Intensive Care Unit, Surgical Intensive Care Unit, Neonatal Intensive Care Unit, and Burn Unit
- Developed specific respiratory care plans by evaluating the pulmonary needs of each patient

Lancaster Regional Medical Center, Lancaster, PA

- Aided respiratory therapists in the Intensive Care Unit
- Acted as the charge therapist, performed pulmonary function tests and calibrated ABG analyzer
- Coached patients in pulmonary rehabilitation, observed open heart surgery
- Learned proper airway management in the operating room, observed a day in the cardiac cath lab, and facilitated a sleep study
- Assessed, managed, and delivered respiratory care to a variety of patients

Lehigh Valley Respiratory Care, Lancaster, PA

- Broadened my view of respiratory therapy by spending a week observing a home care respiratory therapist and service technician

AI DuPont, Wilmington, DE

- Aided respiratory therapist in the hospitals Pediatric Intensive Care Unit, Cystic Fibrosis Clinic, Cardiac Operating Room, and CICU/Cath Lab
- Ensured proper medication delivery
- Performed specialty pulmonary function testing, stress testing, and metabolic assessment testing

Volunteer Respiratory Therapist, PA Vent Camp, Lancaster, PA July 20XX

- Assisted in the use of IPV and the coughalator machines, nasotracheal and tracheal suctioning
- Monitored and changed shiley trachs

RESEARCH

Lehigh Valley Health Network, Respiratory Unit, Allentown, PA Summer 20XX

Summer Research Scholar Program Intern

- 1 of 43 participating undergraduate students, selected from a pool of 170 applicants
- Performed research entitled “Predictors of Failure of Bi-Level Positive Airway Pressure for the Treatment of Acute Cardiogenic Pulmonary Edema”
- Investigated medical charts for pertinent data for research; established a better understanding of non-cardiogenic pulmonary edema and the positive effects BiPAP can have on this disease

Senior Research, “An Observational Study on the Effects of Deep Suctioning” July 20XX- November 20XX

- Conducted an observational research experiment in collaboration with classmate on deep suctioning
- Jointly planned, organized, performed, and analyzed the research data

CERTIFICATIONS

Advanced Cardiac Life Support Certification, September 20XX

Pediatric Advanced Life Support Certification, August 20XX

Neonatal Resuscitation Program, June 20XX

Basic Life Support Certification, June 20XX

INVOLVEMENT

American Association for Respiratory Care

Pennsylvania Society for Respiratory Care

Placed third, Pennsylvania State Student Sputum Bowl, Harrisburg, PA April 20XX

Volunteer Science Fair Judge, Penn Manor High School, Millersville, PA 20XX

Millersville University Volleyball Team 20XX – 20XX

- Scholar Athlete

EMPLOYMENT

Wait Staff, Red Robin, Willow Street, PA June 2009- Present

- Averaged \$1250 in sales per night
- Worked a six-table section with 75-100 customers per shift
- Maintained highest check average among 10-person staff

Head Banquet Manager, CrossGate Country Club, Millersville, PA Summer 20XX

- Hired, trained and evaluated a staff of 8
- Scheduled work shifts to assure adequate staffing for catered events

Server, University Dining and Conference Services, Millersville University Millersville, PA Spring 20XX

105 George Street
Harrisburg, PA 17605

NAME

717.872.1111
student@hotmail.com

EDUCATION

Millersville University Millersville, PA

School Nurse Certification, May 20XX

Bachelor of Science in Nursing, May 20XX

Lancaster General Hospital School of Nursing, Lancaster, PA

Registered Nurse Diploma, June 20XX

PRACTICUM EXPERIENCE

Penn Manor High School, Millersville, PA Spring 20XX

School Nurse Intern

- Assessed the medical needs of the students and created a school health plan
- Represented the school at local health care co-operative and community planning meetings
- Worked in partnership with children, parents and the school community to address identified needs
- Supported, advised, counseled and referred children to appropriate care when experiencing mental health issues
- Facilitated small groups designed to educate parents on good parenting skills
- Coordinated immunization programs with PA Department of Health
- Provided basic healthcare training for school staff
- Advised parents and school staff on childhood illnesses and the management and control of infection and communicable diseases
- Carried out health assessment at school entry

HOSPITAL EXPERIENCE

Lancaster General, Lancaster, PA 20XX – 20XX

Staff Nurse

- Implemented patient care for up to 12 patients per section
- Scheduled patient admissions and discharges
- Assessed patient status and notify physicians of clinical changes
- Provided assistance to Nursing Manager in the supervision of staff nurses
- Evaluated staffing requirements including floor assignments
- Maintained patient charts and confidential files according to Federal mandated HIPAA Privacy Rule

LICENSES & CERTIFICATIONS

EMT – Professional Health Care Provider License, State of Pennsylvania

Pediatric Advanced Life Support Certification, American Heart Association

Critical Care Registered Nurse Certification, National Association of Critical Care Nurses

Trauma Care Certification Lancaster General Hospital

Cover Letters

Cover Letters

WAIT! Don't mail that resume uncovered!

While the resume is an essential part of your job campaign, it is not complete unless it is accompanied by a cover letter. Resumes that are mailed or emailed to prospective employers need to have a cover letter included. Cover letters need to be targeted to the positions you are applying to and should highlight your experience and direct the employer to the resume. Don't repeat what is in your resume.

Cover Letter Basics:

- Entices a potential employer/graduate school to read the resume
- Explains why the resume was sent
- Conveys enthusiasm and specific interest in the organization/position/graduate school
- Allows further communication by indicating next steps
- Tailors specific skills or attributes to the position
- Provides a professional example of work quality by being neat, well organized, concise, and technically flawless
- Use the same paper you used for your resume, remember this needs to be 24 lb., 100% Cotton resume paper that is neutral in color (white, off-white, ivory or light grey)

Email Cover Letter Basics

- Follow the employer's instructions on how to submit your cover letter and resume
- Make sure that your email cover letter is written as well as any other professional correspondence
- Remember to use a simple font and remove fancy formatting. Don't use HTML
- If the job posting asks you to send an attachment, ask the employer what format they would like to receive your documents. Typically employers can view documents as a PDF or as Microsoft Word
- Make certain you list the position you are applying for in the Subject Line of your email
- Include contact information below your signature line. This makes it easy for the hiring manager to get in touch with you

Job Search Letter Types:

- Application or inquiry: Answering an advertised position or exploring if there is a position within the targeted organization
- Thank you letters: Mailed within 48 hours of an interview or contact, thanking the individual, restating or clarifying your strengths for the position, and restating the next steps in the hiring process
- Acceptance or Rejection Letters: Confirms acceptance or rejection of position offered. States your understanding of the responsibilities in the position and verifies starting date and salary

LETTER DESIGN:

Opening paragraph:

Take the time to introduce yourself and tell them why you're interested in the job. Let the reader know where you saw the position posted. If you were referred to the position by a friend or colleague, identify the person in the opening sentence. Keep it professional.

Second/third paragraph:

Describe your skills and qualifications and what makes you the best candidate for the position. Remember to focus on how your qualifications match this position. This is the time to highlight points on your resume, but be careful that you DO NOT restate what you have outlined on your resume. Give specific examples of how your education, skills, and experiences will help you to be an outstanding candidate for the position. Make sure you tell an employer what you can do for the company NOT what the company can do for you.

Closing paragraph:

Thank them for reviewing your resume and outline a course of action. Remember to provide a phone number or email address so that they can get in touch with you.

Once your cover letter is written you should have it critiqued. Career Services will critique your resume and cover letter during scheduled walk-in hours, individual appointments or by email (castudent@millersville.edu). Allow 3 business days for feedback.

Sample Cover Letters

Name
Address
City, State, Zip Code

Date

Employer Name
Title
Company
Address
City, State, Zip Code

Dear Ms. Black:

Suzanne Smith, a regional sales manager at Major Max Company, suggested I write to you regarding the Marketing Assistant position in your sales department. I have heard a great deal about Major Max over the years and know it is a well-respected and innovative leader in the retail industry. I would love the opportunity to begin my professional career at such an organization.

One of my strengths is my ability to work with a team to develop effective marketing plans. As an Intern at the Fabulous Shoe Company, I lead a team of three Marketing Interns. Our team researched the buying and shopping habits of our targeted group of 20 – 30 year olds and developed a marketing plan to meet our consumers buying needs. Based on our study the Fabulous Shoe Company increased their market share by 15% and our team was recognized as having the top innovative marketing plan for 20XX. In addition to this internship experience, I also worked for the Best Dressed Corporation from 20xx – 20xx. During this two year period I exceeded my sales goals by 49% and received the “Top Salesperson of the Month” award eight times. As a result of these experiences, I have developed the skills necessary to succeed at Major Max Corporation.

I look forward to meeting you to discuss in detail my qualifications. The number I can be reached at during the day is 717-852-1597, or email me at ____@____. Thank you for your time and consideration.

Sincerely,

Sign in black ink

Your Name

Enclosure

Your Name
Your Address
Your City, State, Zip Code

Date

Employer Name
Title
Company
Address
City, State, Zip Code

Dear Dr. Moore:

Dr. Smith alerted me to the Special Education Teacher position that has become available at XYZ School District. Please accept this letter and accompanying resume as evidence of my interest in applying for this position.

My education at Millersville University has given me a strong background in teaching students with special needs. My experiences as a student teacher at Penn Manor High School allowed me to plan appropriate instructional experiences for the students, oversee progress of students on their IEP's and communicate directly with parents, staff and community members. These skills will allow me to be an effective member of the teaching staff at Alternatives Unlimited with the XYZ School District.

Thank you for taking the time to review my credentials. If you have further questions or would like to schedule an interview, please contact me at ___@___ or 717-xxx-xxxx.

Sincerely,

Sign in Black Ink

Your Name

Enclosure

Sample - Thank-You Letter

Your Name
Your Address
Your City, State, Zip Code

Date

Employer Name
Title
Company
Address
City, State, Zip Code

Dear Dr. Flander:

Thank you very much for taking the time to interview me for the Production Line Manager position at the Leftorium on October 31, 20XX. It was extremely interesting to learn about your company and the services that you offer. I respect the work and accomplishments that your organization provides to left-handed people in the Lancaster area.

My enthusiasm for the position and my interest in working for the Leftorium was strengthened as a result of the interview last Thursday. I believe my education and experience match very well with the job requirements, and will allow me to excel in this position. For example, my five years of working with left-handed lawyers will assist me in developing a product line for your clients. I am highly motivated, open-minded, and a good facilitator. I am sure that I could make a significant contribution to the productivity of your organization.

The Leftorium is an organization that I can definitely see myself devoting time and energy to because the work is of great importance to the lives of many people. I would like to reiterate my interest in the position and your organization. If there is any further information I can provide, please do not hesitate to contact me at (717) 555-3663 or by email at ____@____. I look forward to speaking with you soon.

Again, thank you for the interview and your consideration.

Sincerely,

Sign name in black ink

Your Name

Sample - Declination Letter

Your Name
Your Address
Your City, State, Zip Code

Date

Employer Name, Title
Company
Address
City, State, Zip Code

Dear Mr. Watt:

Thank you for the considerable time and effort you have expended in considering me for the Systems Analyst position in your Information Technology Department. I appreciate the time you, Mr. Joule, and Ms. Curie have spent with me during the interviews and tour of your facilities.

As you are aware, I have had the good fortune to be able to select from several outstanding opportunities. The process of selecting just one of these offers has been very difficult. Last week, I focused my energies on High Voltage Electronics and one other company.

After much thought I must respectfully decline your offer to join your Information Technology Department. I feel that the opportunity with the other company more closely matches my qualifications, and interests at this stage in my career.

I am very impressed with your Intranet services for clients, the commitment to customer service, and team atmosphere. I have advised a number of my peers of the excellent opportunities available with your company. Several of them expressed interest in speaking with you after they graduate. I wish you much success in your recruitment efforts.

Thank you again for the kindness and consideration you offered me over the last few weeks.

Sincerely,

Sign in black ink

Your Name

Sample - Acceptance Letter

Your Name
Your Address
Your City, State, Zip Code

Date

Employer Name
Title
Company
Address
City, State, Zip Code

Dear Ms. Burns:

I am pleased to accept the position of staff accountant with the Springfield Nuclear Power Plant. I look forward to the challenges that await me with your company. I appreciate the opportunity to use all of my business skills to benefit your organization.

I will report to the Springfield Nuclear Power Plant Operations Center on November 1, 20XX to begin the training process, which will conclude on November, 6. As we discussed, my starting salary will be \$50,000 a year and I will enroll in the company benefits program.

Thank you again for the opportunity to join your organization. If you need to get in contact with me before the 1st of November, I can be reached at (555) 555-5555 or by email at _____@_____.

Sincerely,

Sign in black ink

Your Name

References

Professional References

References are people who can speak to your ability to do the work required for the position and who can also speak about your work ethic, technical/theoretical knowledge base and your ability to grow beyond the position for which you are currently applying. If you are applying for graduate schools or certification programs, your references will need to speak about your ability to handle the academic requirements of the program, your scholarly achievements, and your commitment to the field. Typically you will be required to provide 3-5 references.

Possible References

- Supervisors and former supervisors are great references. They have worked directly with you, and can give an honest, yet positive assessment of your abilities.
- Listing a college professor with whom you worked closely is a good idea. An employer will be able to learn about your research interests and where you learned your skills.
- Academic and organization advisors can also be good resources of individuals who know you and your experiences related to the field you are about to enter.

A few final notes on references

1. Make sure you have permission to use someone as a reference. You can't expect someone to talk highly about you if you don't ask for their permission for employers to call them.
2. When asking someone to be a reference, talk to them about what types of things they will say about you.
If the individual can only give negative comments about you or is vague about your experiences and skills, don't list them as a reference.
3. Send your references, your resume, and a statement of what types of positions to which you are applying.
4. Keep your references informed of how your search is going and what organizations received their name.
5. Let them know when you get offers and accept a position.
6. Thank your references. You should be grateful that they are helping you in your job search. A thank-you note shows that you appreciate their assistance.

C. Alan Arthur
129 Tarmac Road
Millersville, PA 17551
(717) 555-7737
carthur@comcast.net

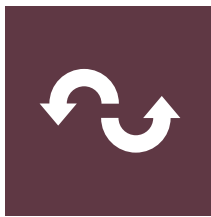
REFERENCES:

Mr. Carl Carlson
Shift Supervisor
Springfield Nuclear Power Plant
227 Fallout Avenue S
Springfield, PA 12345
(717) 555-6853
ccsnpp@snpp.com

Dr. Nicholas Riviera
Professor of Biology
Millersville University
P.O. Box 1002
Millersville, PA 17551
(717) 555-2663
n.riviera@hotmail.com

Ms. Selma Bouvier
Assistant Director
Department of Motor Vehicles, Lancaster Office
227 Driveway Boulevard
Lancaster, PA 17603
(717) 555-2277
Bouvier2784@gmail.com

Dr. John Smith
Director of Special Projects
Lancaster General Hospital
Lancaster PA 17603
(717) 555-5555
js@lancastergeneral.net



Millersville University

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