

The Résumé and Cover Letter Guide



A guide to help get you
where you want to go

The Résumé and Cover Letter Guide

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Table of Contents

1. Employment Tools: An Overview.....	1
2. Beginning Your Résumé: Identifying Skills	3
3. Catalog Your Experiences	5
4. Résumé Sections	7
5. Action Verbs	17
6. Résumé Formats.....	19
7. Résumé Layout.....	21
8. Electronic Résumés.....	23
9. Scannable Résumés	25
10. Sample Résumés	27
11. Portfolio Overview	32
12. Cover Letters	34
13. Sample Cover Letters	38
14. A Final Note.....	40

Employment Tools: An Overview

The Résumé

A résumé is a brief and accurate synopsis of your skills and accomplishments which prospective employers use to place you in their field of reference. With this “data-sheet” an employer will decide whether you have the skills, credentials, experience, and potential needed for the position. Remember: Your résumé will not earn you the job; its purpose is to earn you an interview. The *interview* will earn you the job. A clearly written and well-designed résumé is a powerful tool to help you gain that interview. It is not enough to list your experiences and credentials. You must also decide which of your qualifications you wish to highlight. The more clearly you can demonstrate the match between your skills and the prospective employer’s needs, the more effective you will be at obtaining an interview.

A well-crafted résumé:

- emphasizes relevant education, skills and experience.
 - translates experience and training into tangible skills and accomplishments.
 - is clearly designed and written with short action phrases.
-

The Cover Letter

Your cover letter may be the first thing prospective employers see when the envelope is opened, even before they see the résumé you have so carefully prepared. It is your first chance, and possibly your last chance, to market yourself. You can make the employer’s job easier by clearly describing and demonstrating your strengths, ambitions, clear-headed thinking, and enthusiasm in the cover letter. Since you want to make sure the résumé is read, it is important to spend a good deal of thought and time writing an effective cover letter, one that will inspire the employer to seek out more information about you.

A well-written cover letter will allow you to:

- link your skills and experience to the employer’s needs.
- complement your résumé’s content by highlighting your unique qualifications that pertain to the job.
- express your individuality.

Portfolio: Work Samples

Many positions, including education and particularly in the creative professions such as graphic arts, writing, and the media, require you to prepare a portfolio of work samples to show prospective employers. Selecting your best work and the optimal presentation format can demonstrate your potential.

A strong portfolio will:

- Provide samples of your best work (writing, design, teaching, etc.).
- Be organized and designed to be easily accessible and make a statement about your individual skills and talents.
- Make a strong, consistent statement about your abilities in a variety of settings.
- Possibly include letters, certificates, diplomas, evaluations, photographs, videos, etc.



Beginning Your Résumé

Identifying Skills

Skills demonstrated on a résumé may come from summer employment, part-time jobs, volunteer work, participation in student organizations, internships, and other experiences. The list below identifies some of the critical skills that employers, in all industries, look for on job applications. You should clearly communicate these types of skills on your résumé.



Activity 1

Review the list and circle your four strongest skills.

Communication:

Interpersonal
Listen
Present
Write

Computer Skills:

Databases
Internet/HTML
Spreadsheets
Word processing

Creativity:

Design
Initiate new ideas
Perform
Problem Solve

Flexibility/Adaptability:

Change plans in mid-stream
Handle problems
Learn new roles
Take on new projects

Leadership:

Delegate
Make decisions
Motivate others
Persuade

Organization:

Attention to details
Coordinate
Plan
Follow-through

Personal Management:

Manage time
Manage finances
Work independently

Critical Thinking:

Evaluate options
Gather evidence through research
Identify problems
Make conclusions

Teamwork:

Complete assigned tasks
Cooperate – Negotiate
Contribute ideas within a team
Recognize and respect members' strengths and weaknesses

Skill: _____
Experiences where you have used this skill: _____

Skill: _____
Experiences where you have used this skill: _____

Skill: _____
Experiences where you have used this skill: _____

Skill: _____
Experiences where you have used this skill: _____

Activity 2

Write the skills that you circled on the previous page and identify experiences/positions, paid or unpaid, where you have used each skill.

Skill(s): _____

Experience(s): _____

Skill(s): _____

Experience(s): _____

Activity 3

In addition, the job you are applying for may require job-specific skills (e.g. lab research, editing, group counseling, graphic design, or marketing). Use this space to list your job-specific skills and experiences.

Catalog Your Experiences



Tips & Hints

- *Keep a master résumé, or data sheet where you can keep track of all your experiences as you have them.*
- *Use this catalog to create tailored résumés for each job application.*

You can use this workbook to begin cataloging information. This information may be kept in a computer file and updated as you gain additional experiences or skills, or as a paper file with your résumé and cover letter samples. The following are examples of sections you may want to include. *UO Skills Portfolio*, a web-based resource, is also available at <http://uocareer.uoregon.edu> to document your information and help build your résumé.

Education

(most recent first)

- Degrees: Earned degrees or those that you are pursuing
- Certificates or certifications
- Honors and Awards: Going all the way back to high school
- Coursework: Not just classes but even specific projects

Experience

- Employment
 - Every job you've ever had, whether paid, unpaid, volunteer, appointed, or elected
 - Volunteer and community service
 - Temporary, short-term, or even project jobs. One-day jobs are OK!
 - Student activities (clubs, etc), especially if you were a leader/officer
- Sports
 - Varsity, intramural, and just for fun
- Hobbies (besides watching TV)
- Religious, political, and community activities
- Travel

Professional, Technical, and Special Skills

- List of your computer or laboratory skills (software, hardware, procedures, equipment, etc)
- Languages: Fluent, Proficient, Conversational, Basic
- Publications, presentations, academic and professional meetings, affiliations (used mainly for the CV)

Title _____ Organization _____

City _____ State _____ Dates _____

What did I do? (Write down everything you did, even if you only did it once or twice):

What did I contribute or accomplish? Quantify whenever possible. (saved time/money, met deadlines, increased sales, improved morale, increased productivity, received recognition, etc.):

Of the skills I used in this experience, which ones would be of benefit in the job I am pursuing? (refer to job description or employer literature)

Title _____ Organization _____

City _____ State _____ Dates _____

What did I do? (Write down everything you did, even if you only did it once or twice):

What did I contribute or accomplish? Quantify whenever possible. (saved time/money, met deadlines, increased sales, improved morale, increased productivity, received recognition, etc.):

Of the skills I used in this experience, which ones would be of benefit in the job I am pursuing? (refer to job description or employer literature)

Activity 4



Documenting your experiences. Fill out this worksheet for two of the experiences you identified in Activities 2 and 3 (page 4). Later, use this format to describe each of your other experiences. When in doubt, be more thorough in your descriptions. You can always edit it down later.

Résumé Sections



Tips & Hints

Examples of résumés are included on pages 27 – 31 to give you an idea of content and layout. In addition, there are excellent résumé writing guides available in the library at the Career Center.

Your résumé is a personal statement, so avoid copying one of our models.

There is no consensus about what constitutes the perfect résumé; each résumé reflects the style of the person who wrote it. Some good criteria for a successful résumé are accuracy, how well it communicates your intentions, whether it is easy to read, and whether it makes a good skill match between you and the position for which you are applying. Your own background, as well as the job you want, may require that you leave out some components or include additional ones.

Required Sections

Most people agree that every résumé should have the following components (optional sections are discussed later):

- Heading – Identifying Information
- Education
- Experience

Heading:

Identifying Information

- Name (use larger font and/or bold to make it stand out).
- Current address and telephone number (include both local and permanent if in transit; use dates to signify which number to call when, and include your area code).
- E-mail or website (if you check regularly and if relevant to position).



Example

SARAH DOGWOOD
24 Serendipity Lane
Eugene, OR 97403
(541)555-0000
sdogwood@gladstone.uoregon.edu

OR

Sarah Dogwood
24 Serendipity Lane, Eugene, OR 97403, (541)555-0000

Begin with your most recent college degree and work backward. (Generally, high school information is omitted.) List only the institutions from which you have earned degrees. For example, if you took two terms at Washington State University, a year at a junior college, then came to the University of Oregon to graduate, it is best to list only the UO degree to be more efficient with the space on your résumé. An exception would be if you pursued a particular area of study that is relevant to your reader.

The format should read:

Degree (initials or fully written out), major(s), name of college, city, state, and (anticipated) date of graduation

- Optional information

OR

Degree, name of college, city, state, (anticipated) date of graduation.

- Major or double-major
- Optional information

Optional information could include minor, grade point average (G.P.A.), related course work, special training/workshops, certifications, special projects, academic honors, languages, or study abroad. Be sure these items are relevant to your intended reader and tied to your objective, if you are using one.



Academic Honors

Honors may be listed in the education section, under the degree or school attended. If you have many honors, you can set up a separate category called “Honors” that follows Education on your résumé. Be judicious when choosing the honors you want to include. Remember for whom the résumé is intended and include appropriate honors. Prioritize awards that are going to be recognized by your reader.

Coursework

The goal of listing coursework is to identify specific work in your classes that may be of interest to your reader. Focus on class topic rather than title or number. Again, you want your reader to be able to understand what you are trying to convey.



Example

Bachelor of Science, Psychology, University of Oregon, Eugene, OR, June 2003

- Minor: Business Administration
- Coursework: Small Group Dynamics, Cultural Psychology, Business Language, Real-time Decision Making

B.A., Environmental Studies

University of Oregon, Eugene, OR, December 2002

- Minor: Geology; G.P.A. 3.37
- Academic Honors: Deans List (4 terms); Phi Beta Kappa
- Certifications: SCUBA, CPR, First Aid



Activity 5

Now you write your Education section.

The experience listing can and should include any relevant experience to establish that you have the background the employer is seeking. **Experience is the key word, not employment.** Full-time paid experiences should be listed, but remember to consider all types of part-time and unpaid experiences too.

The key to getting an interview is to include key words and phrases in your résumé that are important to the position or in the industry. If you have included these terms in your résumé, it will attract attention whether it is being read by a hiring manager, scanned and searched by a computer, or indexed on an Internet site.

As with education, your experience list is usually arranged in reverse chronological order, with your most recent experience listed first. An alternative is to divide your experience list into topical headings, such as “Teaching Experience,” or “Sales and Marketing Experience.” See pages 19 and 20 for more ideas on formatting.

Remember, you are organizing the résumé information **in order of interest to your reader**. The information should establish you have the knowledge, skills, abilities, or personality traits that an employer is seeking.

Use the following steps to develop more in-depth descriptions of responsibilities, skills, and accomplishments.

Step 1.

Identify your most relevant experiences. Start with your top experiences from Activities 2 and 3 (page 4).

Step 2.

Create a list of your responsibilities using Activity 4 (page 6).

Consider the following guidelines when writing the experience entry:

- Use ACTION verb phrases (see pages 17 and 18) instead of lengthy sentences.
- Be honest! Don't misrepresent your work and accomplishments.
- Start the listings with the position title, name of the company, the city, state, and dates.
- Put dates on the right-hand side of the page.
- Use an exact figure whenever you can: \$9,870, 7 clients, 45%; estimate if necessary.
- Use a superlative whenever you can: first, best, fastest, largest.
- If your job title is not descriptive, consider replacing it with a functional title (Student Worker II = Assistant Manager of Chemistry Lab).
- Focus on accomplishments, not routine duties – accomplishments sell, duties bore.
- Write long on your first draft – you can edit down on later revisions.

- Omit all personal pronouns (e.g., use “Developed...” rather than “I developed...”).
- Avoid wordiness and strive for conciseness.
- Be consistent! (Title, Organization, Location, Dates)



Example

Teacher's Aide/Educational Liaison Intern,
Looking Glass Shelter, Eugene, OR 1999-2000

- Supervised 15 residents during classroom activities and breaks
- Interacted effectively with at-risk adolescents, individually and in small groups of up to 10
- Collaborated with case managers and school personnel to determine corrective measures for problems
- Modeled appropriate problem solving behavior to increase residents' social skills



Activity 6

Now you write one by expanding and clarifying your work from Activity 4 (page 6).



Optional Sections

The following sections may contain information considered pertinent to the reader, but don't fit well in the education or experience listings. Optional sections can be grab bags of information, containing a reference to additional paid employment, sports, hobbies, activities, awards and countries to which you have traveled. If you have only one type of information in an "Additional" listing, such as sports or travel or hobbies, then the additional section should probably just be named "Sports," "Travel," or "Hobbies."

- Professional Objective
- Profile/Summary
- Campus/Community Involvement
- Professional or Technical Skills
- Personal Interests

An objective is a short and concise statement of your professional goals. It signifies to the reader why you submitted the résumé.

Professional Objective

Reasons to include an objective:

When you know exactly the type of job you want, an objective can convey that cleanly. Many employers say the career objective is the most important item on the résumé because it gives them a sense of your self-knowledge, goal orientation, and motivation. Therefore, it can be well worth the time and energy it takes to create a well-written career objective that tells the employer what you want to do.

Many people wonder if including an objective limits them to specific positions. Preparing several résumés, each with a different objective, solves that dilemma. It may entail extra work, but it will help you market yourself more effectively by targeting your résumé to specific positions.

Reasons to not include an objective:

A generic objective can be a disadvantage, because it shows a lack of direction. In some industries (such as business), the exclusion of the objective statement is preferred. (Note: If you choose to omit the career objective or profile section, you may want to discuss your goals in a cover letter. See page 34).

Objectives take many forms, but generally include some combination of the following aspects:

- Job title (either very specific or more general) that you hope to obtain.
- Industry in which you hope to be employed.
- Skills that you hope to use.
- Your professional goals.



Example

- A position that involves stream analysis and restoration in which I can use and further develop my research and diagnostic skills.
- Position in a bank management training program leading to a position as a lending officer.
- To contribute to and develop outreach programs for at-risk youth.
- A position in a small, aggressive firm in which I would be directly rewarded for my productivity.

Profile/Summary

In place of the objective, some people include a “*Profile*” or “*Summary of Qualifications*” section. This works well if you have a great deal of experience in a given area and it allows you to highlight areas of expertise and experience at the very beginning of your résumé.

A profile lists the skills and abilities that you possess and can apply on the job. It is an advertisement of the skills you most want to utilize. “Profile” sections may be titled “*Profile*,” or “*Summary of Qualifications*.”



Example

Copy Writing and Editing

- Can generate a large volume of ideas quickly.
- Business writing experience in a variety of styles (informative, persuasive, humorous).
- Mastery of standard American business English; knowledge of AP Stylebook, Chicago Manual of Style, MLA Handbook, Fowler’s, and other standard usage guidebooks.
- Trained professional writer; able to function on a creative team.



Activity 7

Now you write an Objective or Profile.

Employers are interested in your activities outside the classroom; activities demonstrate your leadership, teamwork, motivation, and well-roundedness. Highlight any activities closely related to your career goals. Identify organizations to which you belong and the role you play in each, particularly those for which you have held office or served on committees.

Campus or Community Involvement

Your role in the organization and whether it matches the skills you wish to highlight will determine whether you place the experience in an Extracurricular section or under the Experience section.

-
- Captain, Intramural Badminton Team, 2000-2002
 - Women's Choral Ensemble, State Champions 2000, 2001
 - Member, Associated Students of Historic Preservation, 2002

Example



Skills not immediately apparent from your education or job descriptions can be included in a separate category of related professional skills. Here you mention computer literacy (including programs you know), foreign languages, writing, or technical skills.

Professional or Technical Skills

-
- Word Processing: WordPerfect, MS Word (Macintosh and PC).
 - Internet: HTML publishing, E-mail marketing.
 - Languages: English and conversational Spanish.

Example



There are at least two schools of thought about the inclusion of personal interests on a résumé. Some people follow a philosophy that says résumés are professional documents with no place for outside, non-career related interests, while others believe personal interests imply a well-rounded individual and can provide an ice breaker in the interview. A good compromise is to include interests if they meet one of the following criteria:

Personal Interests

- They are complementary to your career goals.
- They are very unusual (such as collecting antique perfume bottles or breeding aardvarks).

Try not to include mundane activities such as reading or sports. If you want to include them, be specific; this becomes more interesting to read. You might consider an entry like "Reading early American fiction" or "Wilderness trekking."

Personal Data

Since about 1975, domestic résumés in the United States have not included, for legal reasons, pictures, dates or place of birth, marital status, names and ages of children, height, weight, or social security number. This information is irrelevant to your job performance. Remember, you are presenting information intended to persuade an employer to interview you. If your additional information does not contribute to that goal, leave it out! Be cautious.

Students needing visa sponsorship from an employer are probably better off not mentioning it at all. See the International Programs Office in 330 Oregon Hall for more information on visa status and your rights and responsibilities.



Example

Foreign students may wish to include a “Personal” section such as one of these:

PERSONAL

French citizen; U.S. resident alien, valid “Green Card,” qualified for immediate employment anywhere in the U.S. or E.U.

PERSONAL

Citizen of Japan; F-1 student visa, qualified for one year of full-time employment related to my major area of study; details on request.



Special Note for Applying Internationally

If you are applying internationally, personal information may be expected or required on résumés. The following is an example of how it might be written. However, research the expectations of the company and country to determine whether including this type of information is appropriate.



Example

PERSONAL

Citizenship: U.S. citizen, valid passport, ready for immediate assignment.

Date of birth: August 26, 1983. Place of birth: Seattle, Washington.

Marital status: Single.

References

The statement, “References available upon request” on the résumé is considered old-fashioned and out of date. It wastes precious lines that could be used to better represent your skills. However, for some job postings, employers may ask you to send three to five references. In this case, include a reference sheet with your résumé and cover letter.

Here is a format to consider for a reference sheet: Name, Title, Organization, Address, Telephone, and how you know the person if necessary:

.....

Ms. Linda Grote
Dean of Students
University of Oregon
Eugene, OR 97403
(541) 346-0001
(Supervisor)

.....

Example



Contact each person, prior to listing them, to verify their willingness to act as reference for you and their current contact information. A reference should be able to talk about how you interact with others, your work style, and job strengths. When applying for summer/part-time jobs, you most likely will complete an employment application or submit a résumé that includes supervisors’ names and telephone numbers.

Your reference sheet should have the same heading as your cover letter and résumé and be printed on the same paper.

Action Verbs

Communication	Teaching and Counseling	Creation and Development	Supervision and Management
Addressed	Adapted	Acted	Administered
Advertised	Advised	Adapted	Allocated
Answered	Advocated	Authored	Approved
Briefed	Aided	Bolstered	Arranged
Communicated	Assessed	Built	Assigned
Corresponded	Assisted	Charged	Authorized
Debated	Bolstered	Clarified	Bolstered
Explained	Briefed	Composed	Coached
Expressed	Cared	Conceived	Conducted
Facilitated	Charged	Corrected	Decided
Interpreted	Clarified	Created	Delegated
Interviewed	Coached	Designed	Directed
Lectured	Comforted	Developed	Dispatched
Listened	Communicated	Devised	Distributed
Narrated	Conducted	Discovered	Educated
Prepared	Consulted	Drafted	Encouraged
Presented	Coordinated	Eliminated	Enforced
Publicized	Demonstrated	Established	Evaluated
Recorded	Educated	Expedited	Executed
Responded	Empathized	Initiated	Exercised
Spoke	Enabled	Innovated	Expedited
Wrote	Encouraged	Instituted	Facilitated
Achievement	Enlightened	Integrated	Fired
Advanced	Guided	Introduced	Followed (through)
Assured	Helped	Invented	Hired
Bolstered	Implemented	Launched	Implemented
Eliminated	Improved	Modified	Instructed
Encouraged	Influenced	Originated	Led
Enhanced	Informed	Perceived	Maintained
Expanded	Inspired	Performed	Managed
Facilitated	Interpreted	Planned	Met (deadlines)
Fostered	Investigated	Prioritized	Monitored
Generated	Observed	Produced	Motivated
Guaranteed	Perceived	Promoted	Organized
Identified	Persuaded	Proposed	Oversaw
Improved	Restored	Recommended	Planned
Increased	Saved	Reduced	Prepared
Inspired	Shared	Restored	Regulated
Mastered	Solved	Refined	Reinforced
Maximized	Spoke	Revamped	Responded
Motivated	Stimulated	Set	Retained
Obtained	Strengthened	Shaped	Reviewed
Overcame	Substituted	Simplified	Scheduled
Promoted	Supported	Solved	Set
Reduced	Sustained	Styled	Supervised
Restored	Taught	Streamlined	Taught
Stimulated	Trained	Substituted	Trained
Strengthened	Validated	Visualized	
Upgraded			

Negotiation	Analysis/ Problem Solving	Organization	Operations
Advised	Abstracted	Accumulated	Adjusted
Advocated	Analyzed	Arranged	Adapted
Arbitrated	Appraised	Assembled	Bolstered
Bargained	Assessed	Built	Clarified
Expedited	Briefed	Catalogued	Corrected
Facilitated	Clarified	Classified	Eliminated
Lobbied	Compared	Coordinated	Expedited
Mediated	Computed	Correlated	Facilitated
Merged	Correlated	Detailed	Fixed
Motivated	Critiqued	Developed	Implemented
Negotiated	Debated	Facilitated	Installed
Persuaded	Defined	Filed	Performed
Promoted	Determined	Gathered	Prepared
Reconciled	Diagnosed	Graphed	Prioritized
Solved	Dissected	Identified	Produced
Service	Evaluated	Inspected	Programmed
Assisted	Examined	Located	Promoted
Attended	Identified	Maintained	Ran
Cared	Interviewed	(records)	Reduced
Catered	Investigated	Mapped	Repaired
Delivered	Judged	Met (deadlines)	Serviced
Entertained	Maintained	Methodized	Set
Facilitated	Mapped	Obtained	Transported
Furnished	Monitored	Organized	Upheld
Listened	Observed	Planned	Used
Maintained	Perceived	Prioritized	Utilized
Prepared	Ranked	Processed	Assistance
Procured	Read	Programmed	Advised
Provided	Reasoned	Reorganized	Assisted
Satisfied	Related	Reproduced	Bolstered
Served	Researched	Retrieved	Collaborated
Supplied	Reviewed	Revamped	Contributed
Persuasion	Screened	Revised	Consulted
Aided	Scanned	Scheduled	Cooperated
Advertised	Solved	Set	Enlisted
Auctioned	Studied	Simplified	Facilitated
Bolstered	Summarized	Solved	Fostered
Enlisted	Surveyed	Streamlined	Helped
Facilitated	Synthesized	Structured	Participated
Helped	Verified	Synthesized	Referred
Improved	Visualized	Systemized	Served
Led		Updated	Strengthened
Maintained			Supported
Motivated			Sustained
Negotiated			
Persuaded			
Promoted			
Purchased			
Raised			
Recommended			
Recruited			

Résumé Formats

There are three basic formats for résumé preparation: chronological, functional, and combination. Remember that the résumé is your personal sales tool; therefore, select the style and sections that will highlight your best qualities and be visually appealing to the reader.

Chronological Résumé

Chronological résumés are the easiest to prepare and to read, and they appear to be the most popular style of résumé in use. Information about your experience and employment history is listed in reverse chronological order (i.e., most recent first), listing positions and dates. Examples are on page 27 and 28.

Functional Résumé

The functional résumé focuses on your strengths and skill areas and de-emphasizes positions and dates. Action verb phrases are organized into categories that demonstrate your strongest skills to employers. The functional résumé is especially valuable for candidates who:

- Lack direct job-related experience.
- Have too much or too varied professional experience and wish to consolidate and synthesize it.
- Are attempting a career change and need to emphasize transferable skills.
- Are experienced, but have “gaps” in their work histories they would like to minimize.

You should add a “Work History” section after your skill category to give credibility to your experiences and skills. An example of a functional résumé is shown on page 29.

Combination Résumé

This résumé allows you to combine the best aspects of the two previous résumé formats to highlight your skills to a potential employer. After looking at your skills and the skills necessary for the position, choose two or three skill areas in which to categorize your experiences. Place the top skill area first, and then, within that area, list your experiences in reverse chronological order. See page 30 for an example.

Generally, if you are applying for any academic or educational positions, including graduate schools, you will want to document in more detail all your academic achievements, teaching experiences, and related skills. The CV is a specialized type of résumé designed for that exact purpose. For further information on creating your CV, consult the UO Career Library in the Career Center for books related directly to CV development and/or talk to a faculty advisor.

CV: Curriculum Vitae

- Catalog of experiences: It is advisable to keep a catalog, or “master résumé,” where you have listed all your credentials, activities, employment, experience, etc. (see page 5). You can easily keep this updated and then cut and paste from this document to create a tailored résumé for the current job search.
- Postal mail: Your standard version, which is designed and formatted to be printed on quality paper (see pages 27 – 30).
- Scannable: This version is word-processed, but without bullets and the other design highlights (see page 25). Make sure to include keywords directly related to your professional field and skill set.
- Internet: Your final layout in digital form which can be uploaded to company (.PDF formats are great) or job search websites AND saved as a plain text document which can be cut-and-pasted into e-mail or online forms (see page 23).

Other Options



Résumé Layout

Length

- Less is better for résumé length. Usually one-page résumés work well for recent graduates. If your one-page résumé looks too compact, identify and delete irrelevant information. However, if everything is relevant, expand the material to two pages to make your résumé visually appealing.
 - Place the most vital information on the top of the first page; use the second page for facts that are important but not essential to your résumé.
 - Length is less critical in the case of an electronic résumé or CV. When a computer is scanning your résumé, and when your résumé is in e-mail format, length is less of a factor (See page 23).
-

Printing

- A laser printer produces a high quality résumé. The ink from ink-jet printers runs when it gets wet.
 - Use a word processing service if you are uncomfortable with computers; have the résumé saved for you on a computer disk that you can take with you to change as needed.
 - Print only five to ten résumés at a time, as addresses and information change rapidly.
 - Print your résumé on only one side of your paper. Your résumé will look less professional and will not photocopy well if printed on both sides.
-

Paper Quality

- Use high quality bond paper of at least 20 pound weight.
- Select paper, color, and design based on your audience. Employers tend to be conservative when it comes to résumés, so white, off-white, ivory, light tan, or light gray are your most appropriate color choices. Always test your paper by photocopying to see that it reproduces clearly.

The Design

- Use bold type and italics to highlight important information (name, degree, and positions).
- For most jobs, too much creativity or design embellishments will work against you. Design a highly individualized résumé only for application to the more creative professions such as advertising, the media, and graphic arts (see below).
- Assure that your résumé is impeccably designed and consistently formatted. Usually, one or two fonts are plenty for a résumé. You can add focus by simply changing the type style or capitalizing words. Remember the goal is to create a document which stands out in the stack because it is well designed, clear, clean, and easy to read.
- Let the reader focus on the content by allowing absolutely no typographical errors. Make one spelling error and your résumé could end up in the trash.

-
- Your résumé reflects your visual design skills (see page 28).
 - Clean, well-designed layout – attention to detail reflects your skills with design execution.
 - Carefully choose typeface to reflect your artistic style.
 - If you include images, logos, etc., choose carefully to be representative rather than limiting.
 - If you are going to be clever or innovative, **do it well**.

Tips for Creative and Visual Arts Résumés



Electronic Résumés

Your basic résumé format can be converted into electronic versions. There is no need to create entirely new résumés; you simply need to convert the layout to suit the different digital needs. It is a good idea to have electronic versions of your résumé because of the increasing use of technology in the job search process. Employers use computers to scan résumés for key words and skill areas and to search websites for résumé postings, and they may ask that you send your résumé via e-mail.

Internet Résumés

Why should you have one? It is the fastest way to contact a potential employer or networking contact. Many companies are soliciting résumés via e-mail as plain text documents. Many sites allow you to build your résumé on their pages by cutting and pasting it into a form they provide. Having your résumé in plain text means you can do this quickly and easily. You may also be asked to upload your résumé from the program in which you created it.

For Uploads: Make sure you are using the common mainstream software and the current version such as Microsoft Word 2000 or XP. It is also a good idea to make a .PDF file of your document using Adobe Acrobat, especially if it is graphics-intensive or uses special fonts. Check the site for uploading guidelines or instructions and make sure your software is compatible.

Creating your Plain Text Résumé (ASCII/plain text format): When you are asked to send plain text, you can convert your résumé by following these steps:

1. In your word processor document that contains your “postal mail” résumé, set your margins to 1 inch so that you don’t end up with 6.5 inches of text displayed.
2. Select all of the text, and then select a font that is non-proportional 12 point, such as Courier. This will give you 65 characters per line, which will accommodate most e-mail programs.
3. Save your résumé as a new “text only” file with “line breaks” under a different name so that you don’t lose your regular formatted version.
4. Change any italicized, bolded, underlined text to plain text and remove any vertical and horizontal lines, bullets, or other non-text characters.
5. Replace bullets with * or + and replace underlined text with complete lines of *, -, or ~. Use all capital letters to replace

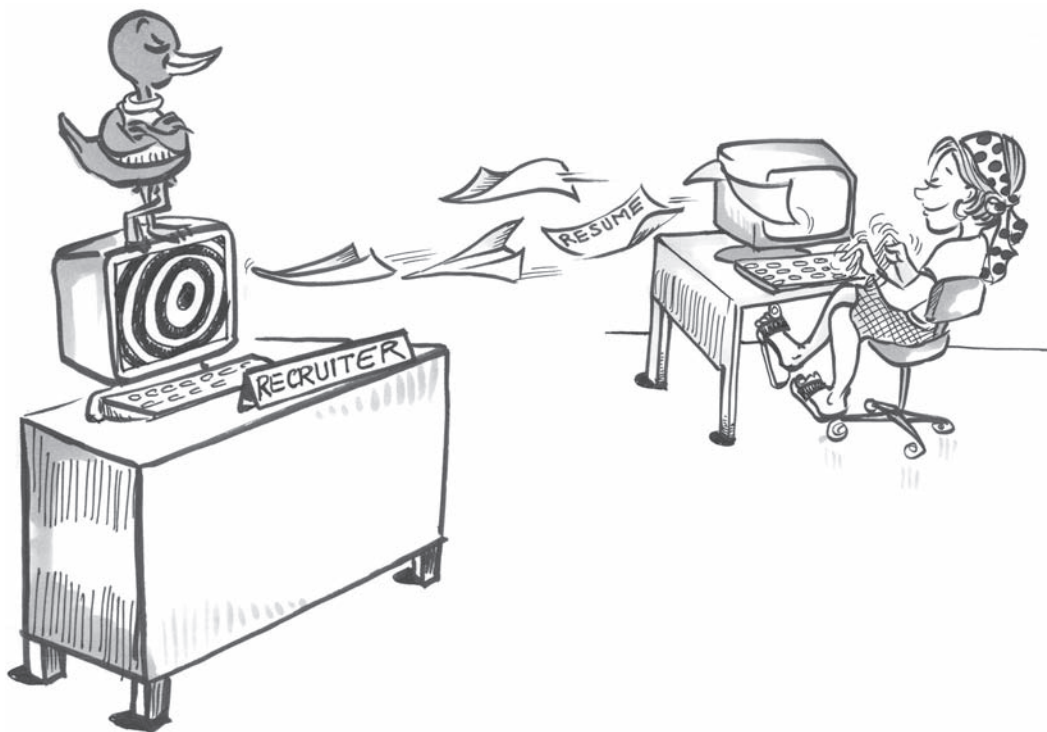
headings or offset headings with * or + (such as EXPERIENCE or ***Experience***).

6. Make it look like one page. If your original résumé was more than one page, it would have included your name and a page number on successive pages. Be sure to remove those notations.
7. To test what your ASCII/plain text résumé looks like on screen, cut and paste it into an e-mail message. Send it to yourself and a friend with a different type of e-mail software.

If you've been asked to send your résumé and/or cover letter by e-mail, you can send a formatted version as an attachment, but make sure to type or cut and paste your cover letter in the e-mail message, followed by your cut-and-pasted e-mail résumé. Potential employers don't want to spend extra time opening and converting attachments, particularly if there are compatibility issues.

When sending your résumé via e-mail, you should reference the job title or number on the subject line of the e-mail message. Some e-mail messages will be sent directly to a human resources or personnel department. Including the job title or number helps to ensure that your résumé gets to the right person. Including the job title on the subject line is also a good idea when your résumé has been solicited or you are applying for a posted position.

A Word About Attachments



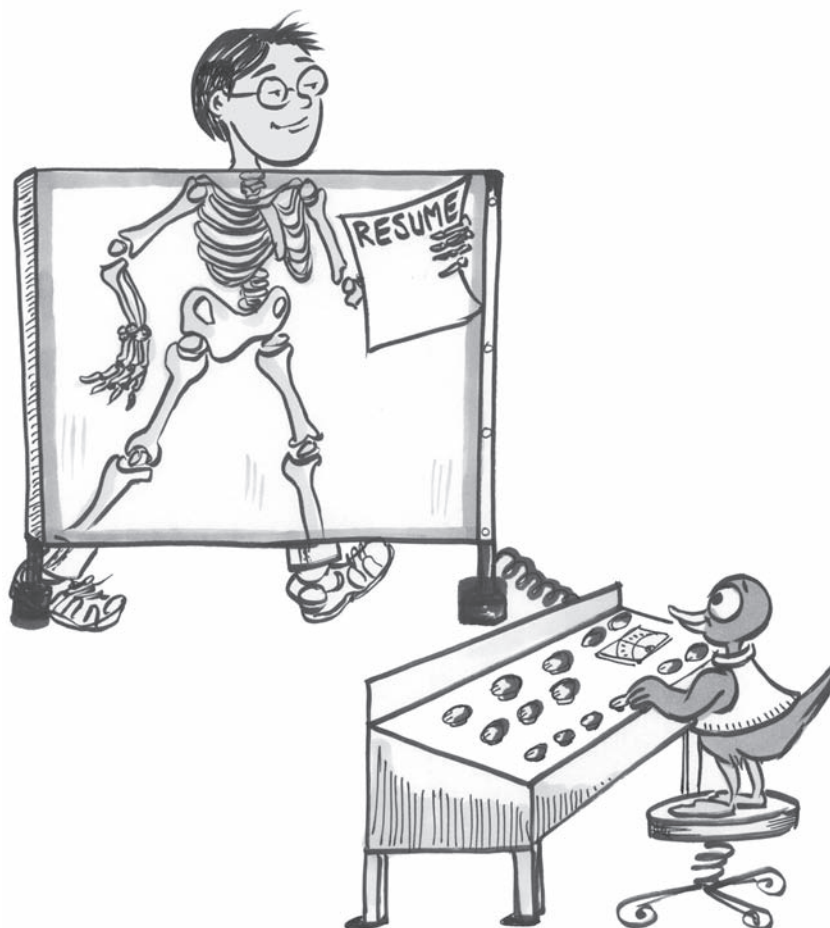
Scannable Résumés

Some employers use a computer to scan applicants' résumés for key words. Use the following guidelines to make sure that your original chronological, functional, or combination résumé includes the key words for your industry (see *Tips* in this chapter for formatting specifics).

- Use the common headings such as: Objective, Experience, Employment, Work History, Skills, Summary of Qualifications, Education, Affiliations, Publications, etc.
- Use complete school name, degree, and dates.
- Use complete job information and dates; be concise and truthful.
- Describe your experience with concrete words rather than vague descriptions.
- Increase your list of key words by including specifics. For example, list the names of software you use, including version number, such as Flash 5.0, Dreamweaver MX, Microsoft Access 2000, Microsoft Office 2000 and FileMakerPro 4.1.
- Use jargon and acronyms specific to your industry.
- Use two pages if necessary. The computer uses all of the information it extracts from your résumé to determine if your skills match available positions. This process allows you to provide more information than you would for a human reader.
- If you have extra space, describe your interpersonal traits and attitudes. Keywords could include skills in time management, dependability, high energy, leadership, sense of responsibility, good memory, etc.

- Use white 8½ x 11 paper, black ink, printed on one side only.
- Provide a laser printed or typewritten original. Do not send copies or dot matrix printouts.
- Do not fold, staple, or paperclip.
- Place your name and a page number at the top of each page. Use standard address format below your name.
- Use standard typefaces such as Arial, Courier, Helvetica, Futura, Optima, Times, Palatino, and New Century Schoolbook. Use a font size of 10 to 14 points. Don't condense spacing between letters.
- Use boldface type and/or all capital letters for section headings as long as the letters do not touch each other. Avoid fancy treatments such as italics, underline, shadows, and reverses.
- Maximum of two pages.
- Avoid vertical and horizontal lines, graphics, and boxes.
- Avoid two-column format or résumés that look like newspapers or newsletters.

Tips for Maximizing Scannability



Sample Résumés

Chronological Résumé

Stephanie Wood

630 E 24th #10 Eugene, OR 97401 (541) 555-7062

EDUCATION

Bachelor of Arts, Sociology, University of Oregon, Eugene, OR, June 2003

EXPERIENCE

Graphic Design Intern, Park & Recreation District, San Luis Obispo, CA, June - August 2002

- Designed 5 informational brochures to promote new programs and facilities
- Aided 7 program coordinators in describing and visualizing ideas in layout form
- Identified salient issues in marketing meetings to develop support, commitment, and trust between the district and the local community
- Constructed photo shoots, developed film, and incorporated photographs into brochures
- Created marketing and distribution strategies for 3 brochures and 6 informational pieces

Research Intern, Eco-Tourism International, Springfield, OR, August 2000 - March 2002

- Researched and updated culture and geography sections of travel guides for 3 countries
- Developed new layout and design of travel itinerary template to improve readability
- Participated in weekly strategic planning meetings addressing eco-tourism objectives
- Wrote 7 articles for quarterly newsletter based on having conducted 13 interviews
- Adapted to changing project priorities while maintaining quality of work

Varsity Softball, University of Oregon, Eugene, OR, August 1999 - present

- Demonstrated ability to set and achieve individual and team goals
- Successfully balanced full-time academics with intensive athletic schedule
- Maintained positive attitude and strong work ethic despite adversity
- Promoted understanding and inclusion of diverse backgrounds among 17 teammates
- Planned and coordinated community service project for 45 varsity and club softball players

SKILLS

Writing and Design:

- Computer and hand layout for small publications
- Photography; black and white darkroom developing

Computer and Technical Knowledge:

- Quark Xpress 5.0, Adobe Pagemaker 7.0, Adobe Photoshop 6.0, Microsoft Word 2000, Word Perfect for Windows, 4-D Client

Language and Travel:

- Conversational Spanish, travel in South America



Ellen Powers

1720 Emerald St. • Eugene, OR • (541)555-3245 • epowers@graphics.uoregon.edu

Graphics Experience:

Graphic Designer, Health Center, University of Oregon, Eugene, OR, 2000-present

- Designed all publications, including color posters, calendars, and webpage
- Responded to frequent revisions from 15-person committee
- Awarded "Best Promotional Poster" in Natl. College Health Assoc. contest

Graphic Designer, Image Services, Inc., Medford, OR, 1996-1999

- Designed over 50 yellow page advertisements published in 8 regional markets
- Created library of 200+ high-quality EPS-format corporate logos based upon low-resolution scans
- Supervised 2 student interns, providing training and feedback

Layout Artist, Siskyou Reporter, Medford, OR, 1995-1996

- Laid out 6-12 newspaper pages daily, including dummying news based on space budget and creating accompanying infographics
- Coordinated with 9 other staff to ensure optimum continuity and impact
- Maintained web version of paper including uploading and daily updates

Skills:

- Software: Mac/Windows OS; MS-Office; QuarkXpress; Adobe Pagemaker, Illustrator, Photoshop, Streamline; Macromedia Freehand, Dreamweaver, Fireworks; ERSI ArcView, ArcGIS
- Layout/Design: specifying details for outsourced printing (paper weights, inks, etc), hand paste-up techniques
- Language: English and conversational German

Education:

Bachelor of Arts (Geography), University of Oregon, Eugene, OR, 2002

- Honors: 3.9 GPA, Dean's List (6 terms), departmental honors, Golden Key International Honor Society
- Study Abroad: Albert-Ludwigs-Universität, Freiburg, Germany, 1999-2000

Functional Résumé

JIMMY TSUSAKI

Current: 1300 19th Street #4 ■ Eugene, OR 97401 ■ (541) 555-6224 (through March 2002)
Permanent: 360 Windingwood Court ■ Mountain View, CA 94040 ■ (415) 555-0123

EDUCATION

Bachelor of Arts, 2001, University of Oregon, Eugene, OR

Major: English Minor: Economics

Affiliations: Dean's Award for Service, Alpha Phi Omega National Co-Ed Service Fraternity,
Asian-Pacific American Students Union

EXPERIENCE

Public Relations and Promotions

- Promoted and communicated benefits of University of Oregon Recreation and Intramural services and events, successfully increasing student participation by 20%.
- Negotiated and obtained a feature article in student newspaper to increase exposure of upcoming events.
- Developed and conducted presentations to over 20 student organizations to ensure ongoing support.
- Established cooperative relationships with 12 community and campus service organizations.

Marketing

- Initiated and conducted market research survey of 250 clients, establishing direction of resource network.
- Researched and analyzed fitness market trends and customer needs.
- Recommended marketing strategy, emphasizing competitive advantage of health club membership features.
- Evaluated and revised 11 pre-existing brochures and pamphlets for non-member public, effectively enhancing context and content.
- Collaborated with 6 team members to successfully market the fund-raising event, "Witness for Fitness;" attendance exceeded 100 college students.

Sales and Customer Service

- Achieved status of Customer Service: Superior with Target through in-store personnel contest.
- Increased department sales 4% and built customer loyalty through professional salesmanship.
- Established immediate rapport with customers by creating a non-threatening environment and employing a natural conversational style.

WORK HISTORY

- Public Relations Intern, Recreation and Intramural Department, University of Oregon, Eugene, OR, March 2001 - present
- Promotions Intern, Better Bodies, Eugene, OR, June - September 2000
- Sales Representative, Target, Portland, OR, June - September 1998 - 1999
- Sales Representative/Laborer, Pier One Imports, Portland, OR, June - September 1997

DEBORAH ANNE REES

2020 Willamette
Eugene, OR 97405
(541) 555-0089
drees@gladstone.uoregon.edu

EDUCATION

B.S. in Biology, University of Oregon, Eugene, Oregon, 2002.

- 3.8 GPA
- Member of Druids National Honor Society

Oregon Institute of Marine Biology, Charleston, Oregon, Spring 2000.

- Coursework: Invertebrate Biology, Marine Birds and Mammals, Biological Oceanography, Vertebrate Physiology, Phycology.
- Research paper: "Submerged propulsion of littoral macro-invertebrates under tidal flux conditions," (with 2 co-authors); 15 pages.

RESEARCH AND LABORATORY EXPERIENCE

Station Assistant (internship), Orpheus Island Research Station, Great Barrier Reef, Australia, 1999. Collaborated with five-member team in comprehensive coral spawning experiment. Organized and prepared 30 sq. km. experimental area for collection and analysis of specimens. Cross-fertilized eight coral species and measured growth of oyster larvae. Conducted weekly laboratory tours for the public. Installed new computer programs on 17 workstations. Prepared maps based on aerial photography using Adobe Photoshop 6.0.

Invertebrate Zoology (class), Oregon Institute of Marine Biology, Charleston, OR, 2000. Dissected annelids, mollusks, and hemichordata using standard protocols. Constructed microscope slides of sea cucumber muscle tissue. Presented research results of macro-invertebrate study by 3-member team.

LEADERSHIP AND TEACHING EXPERIENCE

Biology Peer Advisor, University of Oregon, 2000-present. Analyzed transcripts to assess students' progress toward graduation. Advised students with scheduling difficulties and personal concerns. Collaborated with seven-member staff to develop and conduct advising workshops. Independently created a directory of internship opportunities for Biology majors. Coordinated with Career Center to produce professional development workshops.

Teaching Assistant, High School Equivalency Program, University of Oregon, 1998-2000. Aided in bilingual instruction of science, mathematics, and language to 20 students. Tutored individual students to encourage learning and confidence.

LANGUAGES

Bilingual: English and Spanish.

CERTIFICATIONS AND ASSOCIATIONS

SCUBA-- Basic, Advanced, Open Water (expires 2003)
Basic First Aid (expires 3/2004)
Adult CPR (expires 3/2003)
Member, National Association of Marine Surveyors

JOHN Y. SMITH
46586 SW Teal Rd., Apt. 345
Portland, OR 97214
(503) 555-1215

SUMMARY OF QUALIFICATIONS:

- *Five years experience developing curricula, lesson plans and training manuals.
- *Demonstrated effectiveness presenting in conference, classroom, and workshop settings.
- *Proven management skills, including the ability to motivate diverse teams to meet goals.
- *Recognized ability to interact smoothly with clients.

EXPERIENCE:

Curriculum Developer May 2001-present XYZ, Inc. Portland, OR

Wrote preparation guidelines for conducting training programs. Developed and taught 8 workshops for employees and customers on topics including Project Management for Programmers, Designing Effective Presentation Materials, and Using Aldus Persuasion for Technical Presentations. Developed and conducted Total Quality Management classes including Introduction to Total Quality Management and Statistical Process Control.

Software Project Leader Jan. - May 2001 ABC, Ltd. Portland, OR

Coordinated a diverse team of 12 database experts, coders, systems administrators, and software architects to create a statistical analysis module for Sun and DEC Ultrix systems within a 4 month timeframe. Implemented a portable graphics interface using TCL/TK and Motif for x10.4 and x11. Received commendation for explanations of programs to lay end-users.

SKILLS:

Hardware: Macintosh and IBM computers. Sun Microsystems and Apollo Workstations

Software: Microsoft Windows 95/NT/2000/XP, Microsoft Office Pro 2000, Filemaker Pro 4.1, Adobe PageMaker 7.0, Adobe Photoshop 6.0, MacDraw Pro, Aldus Persuasion 3.0, Lotus 1-2-3, dBase III

Language: Bilingual in Spanish and English

EDUCATION:

Bachelor of Science in Computer Science, December 2000
University of Oregon, Eugene, OR Cumulative GPA: 2.9 Major GPA 3.6

PROFESSIONAL AFFILIATIONS:

IEEE Engineering Management Society
American Society of Public Speakers

Portfolio Overview

What is a job skills or career portfolio? It is a job-hunting tool that you develop that gives employers a complete picture of who you are – your experience, your education, your accomplishments, your skill sets, and what you have the potential to become – much more than just a cover letter and résumé can provide. You can use the portfolio in job interviews to showcase a point, to illustrate the depth of your skills and experience, or to use as a tool to get a second interview.

Your biggest time commitment will be the initial development of your portfolio. Once you have developed it, keeping it current and up-to-date should be fairly easy. Your two biggest decisions in developing your portfolio are determining the format of the portfolio and the organization of the portfolio.

You should include a table of contents and use some kind of system – such as tabs or dividers – to separate the various parts of the portfolio.

Besides the traditional portfolio, you should also consider developing an online portfolio if you have access to space on a website.

So, what types of things go in a portfolio? Below are the basic categories. Do not feel you need to use these exact categories for your portfolio. Some occupations have specific portfolio guidelines, so make sure you understand the expectations for your field.

- Career summary and goals: A description of what you stand for (such as work ethic, organizational interests, management philosophy, etc.), and where you see yourself in two to five years.
- Traditional résumé: A summary of your education, achievements, and work experience, using a chronological, functional, or combination résumé.
- Scannable résumé: A text-only version of your résumé should also be included.
- Skills, abilities, and marketable qualities: A detailed examination of your skills and experience. This section should include: the name of the skill area; the knowledge and personality traits that contribute to your success in that skill area; and your background and specific experiences that demonstrate your application of the skill.
- Samples of your work: A sampling of your best work, including reports, papers, publications, brochures, projects, presentations, etc. Besides print samples, you can also include CD-ROMs, videos, and other multimedia formats.
- Testimonials and letters of recommendation: A collection of any kudos you have received – from customers, clients, colleagues, past employers, professors, etc. Some experts even suggest including copies of favorable employer evaluations and reviews.

Portfolio Contents

- Awards and honors: A collection of any certificates of awards, honors, and scholarships.
- Conference and workshops: A list of conferences, seminars, and workshops you've participated in and/or attended.
- Transcripts, degrees, licenses, and certifications: A description of relevant courses, degrees, licenses, and certifications.
- Military records, awards, and badges: A listing of your military service, if applicable.
- References: A list of three to five people (including full names, titles, addresses, and phone/email) who are willing to speak about your strengths, abilities, and experience. At least one reference should be a former supervisor.

And remember – once you've created your job search portfolio, be sure to take it with you to all interviews and use it as a tool for getting job offers. If you still have questions, check out the Career Center Library at 244 Hendricks Hall. We have valuable resources that can help you build your portfolio.

Books:

Portfolio Power: The New Way to Showcase All Your Job Skills and Experiences, by Martin Kimeldorf (Peterson's)

Portfolio Design, by Harold Linton (W.W. Norton & Company)



Cover Letters

Your cover letter is often the first thing prospective employers see when the envelope is opened, even before they see the résumé you have so carefully prepared. Some people read the résumé first, while others start with the cover letter. Regardless, it is imperative that you spend a good deal of thought and time to write an effective cover letter, one that will get you the interview you want.

In your cover letter, you can show your enthusiasm, assertiveness, organizational skills, self-knowledge, interest in the organization, a sense of humor, and your ability to write. The cover letter presents you as an individual and engages the reader's interest. You should also think of it as an example of your work.

To write a good cover letter, you must do research to understand what the job entails, what the industry/organization is like, and (most importantly) how you will be an asset to the employer. Indicate the unique contributions you can make to the organization. Call attention to your goals and reflect your self-knowledge and motivation.

Remember it is critical for a cover letter to express who you are and where you want to be in the position. **Avoid copying the sample letters** – they will not represent you adequately and will probably sound artificial. Use them as style guides to create a letter that tells the employer who you are.

Each letter needs to be unique to the position. Yes, it is a lot of writing, but targeting your cover letter is as important as targeting the résumé in getting an interview. It is your first chance, and possibly your last chance, to market yourself as a potential employee. You can make the employer's job easier by clearly describing your strengths, your ambitions, your logical thinking, and your enthusiasm in your cover letter.

Avoid over-used phrases and clichés in describing your qualifications and interest in a position. Too many people have written that they are seeking a “challenging and rewarding position” where they can “work with people.” Boring! If you are seeking these attributes in a job, try to rephrase them in new ways. Be specific about the challenges, knowledge, and opportunities you hope to find in the position.

Try to draw logical connections between the statements you make. For instance, if you say that you understand the goals of the XYZ Corporation and would be good at sales with the company, give specific examples and reasons for thinking so. Reasons could be because you have had prior experience in the industry, because you have done the job before in a different setting, or because you understand the importance of sales to the company's goal of increased growth. In short, back up claims of past or intended glory with evidence that you have demonstrated these skills.

Assuming an active voice and enthusiastic tone attracts an employer's attention. There are no specific rules for creating an active tone to your letter. Reread the letter. If you sound too passive, apologetic, hopeful, or indifferent, rewrite the letter to capture the reader's attention. Try to engage the reader with your enthusiasm and commitment to the work.



Activity 8

Cover letter worksheet. This model is one strong format to follow when writing your cover letter. If you run out of space while filling in your information, you may want to use an additional sheet of paper.

Your Name

Your Address

City, State Zip Code

Date

Individual's Name

Title

Name of Organization

Street Address

City, State Zip Code

Dear Individual's Name: (Use either Mr. or Ms. If you do not know, contact the company to find out the specific person to whom you should address the letter).

FIRST PARAGRAPH. *"You"—The focus of this paragraph is on the employer.*

The initial paragraph needs to capture the attention of the reader and compel him/her to read further. Answer the question, "why am I writing this letter?" One way to accomplish this goal is to open the letter with a topic of importance to the employer. This topic should be linked to job requirements or expected accomplishments of a person in the kind of job you are seeking. An alternative method of capturing the employer's attention is to display knowledge of the organization and its reputation or goals. In either case, it is important to link your qualifications to the employer's needs, either in the first paragraph or later on.

Another approach is to mention the name of a person who referred you to the employer or stating your reason for writing (to inquire about or apply for a specific type of position). If you use this approach, state how you learned of the position. Whatever your approach to the first paragraph (and the rest of the letter, for that matter), make it interesting and original. “I am writing to apply for...” is **not** very interesting.

1. Why do you want to work at this company/organization? What is important about the mission, the environment, etc.?

MIDDLE PARAGRAPH (S). *“Me”—What skills I bring and how they match the employer’s needs.*

Here is your opportunity, in one or two paragraphs, to convince the employer that you can make a unique contribution to the organization. Highlight your most relevant skills, experience, knowledge, personal qualities, academic background, and accomplishments. Link these positive features to ways you can benefit the employer. Always use specific examples to support claims you make about yourself. Link your strengths and examples to the employer’s needs and to the stated job requirements.

2. What specific skills or experiences will you bring to this position which directly ties to the mission of the organization or the demands of this position?

LAST PARAGRAPH. “We”—*When will we meet or talk further?*

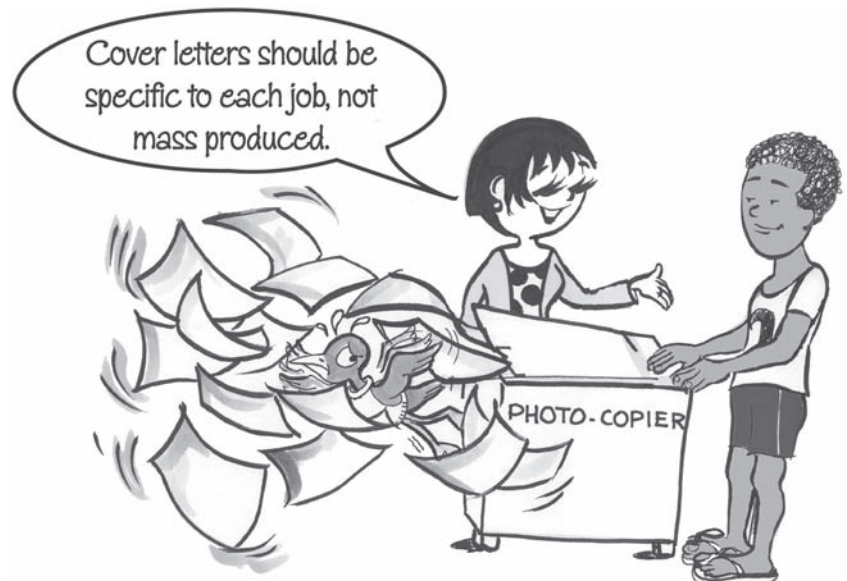
Conclude by restating your candidacy for the position, or express your interest in working with the organization (if you did not do so in the first paragraph). Use this paragraph to state your desire to meet with the employer for an interview. Refer to your enclosed résumé and/or other supporting documents (applications, references, and transcripts).

3. How will you summarize why they should hire you?

Give a phone number where you can be reached, where a message can be left for you, and/or when you will be contacting him/her.

Sincerely,
(signature)
Your Name

Enc. (This denotes that your résumé, application form, and/or reference sheet have been enclosed).



Sample Cover Letters

Andrea Weckler
1532 Adams St.
Eugene, OR 97402
(541)555-0012

April 16, 2003

Mark Pilakes
Armitage Youth Services
1427 SW Mill Street
Missoula, MT 59812

Dear Mr. Pilakes:

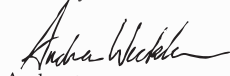
In discussing youth programming ideas with Marla Appleton, your Development Coordinator, I learned that Armitage is searching for a Recreation Programs Coordinator. I am very interested in this position and believe that my skills and goals are a good match.

The skills I developed as a student at the University of Oregon have equipped me to handle a wide range of programs and activities. Between my intramural soccer team and outdoor pursuits classes, I learned leadership and teaching skills in activities including team sports, backpacking, and rock climbing. My junior year I helped lead a group of 9 University students on a 22-mile weekend backpacking trip during which we had to contend with extensive rain and snowfall. My Sociology major gave me the theoretical background on group interactions, which has been supplemented by group projects required in nearly every class. During my Adolescent Development class, I coordinated with a team of 3 other students to survey 100 teenagers from a local high school regarding their attitudes on teen pregnancy, drug use, and staying in school.

The results of that survey-- that most teens recognize unhealthy behaviors as such but don't recognize acceptable alternatives-- helped confirm my personal goal of helping teens find effective ways to maintain healthy lifestyles. I was inspired to read on your website that the mission of Armitage Youth Services includes "creating fun programs which effectively deter youth from drugs, alcohol and other unhealthy behaviors," and I believe the 3 awards you recently received are a testament to your success. Marla also told me that you are exploring the possibility of connecting with area schools, a program which I would enjoy initiating. Coordinating with the high school for my class was an incredible experience. I found both the faculty and the students highly receptive to my inquiries. My ultimate goal is to establish a strong youth services program in an underserved area, and I believe that Armitage Youth Services is an ideal way to continue my development towards that goal.

Thank you for taking the time to review my application. I will call you on Monday, May 5th to ensure that you received this letter and my resume' and to answer any questions you may have at that time.

Sincerely,



Andrea Weckler

Enc.

Sample Cover Letter

Jorge Pasa
4311 E. 19th Ave.
Eugene, OR 97403
(541)555-1234

November 15, 2002

Mr. Ron Rose
Manager of Human Resources
Elikate Investment Group
123 Hawthorne Park Ave.
Walnut Creek, CA 20211

Dear Mr. Rose:

I recently came across your advertisement for the position of client account coordinator posted with the Career Center at the University of Oregon. After reading the qualifications for the position, it seems to fit very well with my education, experience, and career interests.

The advertisement states your position requires excellent communication skills, computer literacy, and a B.S. degree in business, economics, or finance. I will be graduating from the University of Oregon in June with a Bachelor of Science degree in finance. My academic coursework has included computer science, management information systems, communications, and business writing. In addition to the above qualifications, I understand you are seeking a candidate who is team- and detail-oriented, works well under pressure, and is able to deal with people in departments throughout the firm. During my college career, and most recently at my internship with American Express Financial in Eugene, OR, I further developed these skills.

My goals and background seem to match your requirements well. I am certain I can effectively perform the job, and I am excited about the idea of working for a dynamic, nationally recognized investment management firm.

I will contact your office next week to make sure you have received my application materials and to answer any questions about my qualifications. If you would like to discuss my interest in this position or schedule an interview before then, please call me at (541)555-1234.

Thank you for your consideration.

Respectfully,



Jorge Pasa

Enc.

A Final Note

Now that you have designed a résumé and cover letter, bring your drafts to the Career Center during drop-in hours. One of our advisors will give you feedback and suggestions for improvements.

To maximize the effectiveness of your résumé and cover letter, you should demonstrate knowledge of, and thus sincere interest in, the company and job to which you are applying. The Career Center Library (244 Hendricks Hall) and website <http://uocareer.uoregon.edu> have resources for researching individual organizations, as well as more comprehensive books on résumés and cover letters.

Your next step is the actual job search and interview. You can find the Career Center's *Job Search and Interview Guide* on our website, or pick up a copy in our office.



Career Center Services

Career Direction

- Individual career assessments
- Web-based career assessments (SIGIPlus)
- Mentor Program
- Assistance with major selection

Career Information

- Career Resources Library
- Career Center web site
- Alumni speaker forums
- Mentor Program

Job Search

- Job postings (full-time, part-time, and work-study jobs)
- Career Fairs
- Employers interviewing on campus

Employment Preparation Tools

- Résumé and cover letter feedback
- Practice interviews
- Workshops (résumé writing, job search, interviews)
- Career Success Seminars
- Web-based résumé builders (online Portfolio)
- Individual assistance

Internships

- Internship listings (web-based and hard copies)

Graduate School Decisions

- Graduate school website
- Graduate school fairs



Notes



UNIVERSITY
OF OREGON

Career Center
DREAM IT. PLAN IT. DO IT.

220 Hendricks Hall • PO Box 3257

Eugene, OR 97403

Phone: (541)346-3235 • Fax: (541)346-6038

<http://uocareer.uoregon.edu>

Drop-in Resume Review
Monday - Friday
11:00AM - 4:00PM