
COVER LETTERS, RESUMES & CORRESPONDENCE LETTERS: GUIDELINES & SAMPLES

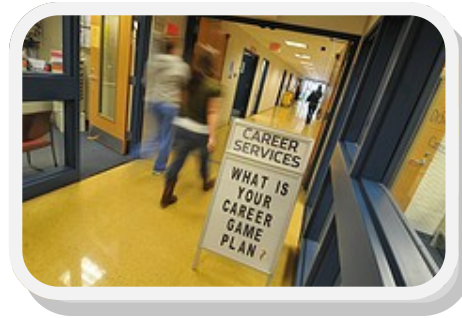


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Cover Letters, Resumes, & Correspondence Letters



Whether you are applying for an internship, full time job, or graduate school this guidebook is designed to help you develop your personal marketing package: Cover Letters, Resumes, and Reference Page. In addition, you will find helpful tips/samples on writing thank you letters, acceptance letters, and declining of job offer letters. For further assistance the staff in Career Services is available to work with you on your documents. Take advantage of walk-in advising hours and scheduled appointments.

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Correspondence Principles

1. For All Business Correspondence, Keep in Mind the Following

- **Individualize.** While there are specific components to types of letters, each letter should be individually tailored and targeted to the recipient. There is no such thing as an effective “form letter” in a job search. (You know when you get a form letter in the mail; a prospective employer knows too.)
- **Edit.** Grammar, spelling and punctuation should be error-free; wording should be clear, concise and business-like; avoid gimmicky language and slang terms.
- **Be yourself.** Be your business-like self, but express yourself in a manner which is natural to you. Avoid too much “borrowing” of language from sample letters and friends’ letters. Use good examples as inspiration, but don’t copy.
- **Paper.** Use 8½ x 11 inch, good quality paper. Preferably a 25% Thread Cotton paper, sold in all office supply stores and the campus bookstore.
- **E-mail issues.** E-mail is written correspondence. Apply the same rules as in hard copy correspondence: use correct spelling, punctuation, and grammar, and correctly use upper and lower case.
- **Record-keeping.** Retain a copy of every letter and e-mail you send and receive; mark your calendar for any appropriate follow-up.

2. Personalizing Your Correspondence

In addition to the items listed previously, there are generally accepted guidelines for types of business letters. In determining exactly how to word your own letter, think about the purpose of your letter and details of your individual circumstances. For example, if you make a telephone call to an employer prior to sending a cover letter, it makes sense for your letter to refer to the telephone call. If you must respond to an employer’s letter, read the letter carefully to draft an appropriate response.

3. Cover Letters: Letters of Application and Inquiry:

- **Explains why you are sending a resume.** Don’t send a resume without a cover letter. Also, you shouldn’t make the reader guess what you are asking for; be specific: Do you want a summer internship opportunity, or a permanent position at graduation; are you inquiring about future employment possibilities?
- **Tells specifically how you learned about the position or the organization.** A flyer posted in your department, a web site, a family friend who works at the organization. It is appropriate to mention the name of someone who suggested that you write. The employer wants to know how and where you learned about the company & the job.
- **Convinces the reader to look at your resume.** The cover letter will be seen first; therefore, it must be very well written and targeted to that employer and the job. Pay attention to the qualifications listed in the job descriptions. Market yourself accordingly!
- **Calls attention to elements of your background** (education, leadership, experience) that are relevant to a position you are seeking. Be as specific as possible, using examples.
- **Reflects your attitude,** personality, motivation, enthusiasm, and communication skills.
- **Provides or refers to any information which is specifically requested** in a job advertisement which might not be covered in your resume (such as availability date, or reference to an attached writing sample).
- **Indicates what you will do to follow up.**
- **In a letter of application** (applying for an advertised opening), applicants often say something like “I look forward to hearing from you.” However, it is advisable to take the initiative to follow up, saying something like, “I will contact you in the next two weeks to see if you require any additional information regarding my qualifications.”
- **In a letter of inquiry** (asking about the possibility of an opening) don’t assume the employer will contact you. You should say something like, “I will contact you in two weeks to learn more about upcoming employment opportunities with (name of organization).” Then mark your calendar to make the call.

4. E-mail or Hard Copy?

For most business correspondence, you can use hard copy or e-mail. When you're unsure which to use, consider the following:

- Hard copy is more formal than e-mail. If the employer does not have a web site that invites e-mail, or you haven't been otherwise invited to correspond to the employer via e-mail, you may wish to begin with hard copy correspondence. If the employer replies to you by e-mail, you can use e-mail for subsequent contacts.
- When a job ad invites you to apply online, do it, and follow instructions precisely.
- If you've found access to use e-mail (job ad or web site invites this), but there are no instructions on how to submit your resume, do this:
 - Write your e-mail as a cover letter
 - Also include your resume text in the e-mail
 - In addition, state in your e-mail that you are attaching your cover letter and your resume as MS Word® documents or PDF (which is the preferred method)
 - You've thus given the employer the option to view your documents as s/he chooses
- When you have the opportunity, as in meeting an employer at a job fair, ask the employer's preference for e-mail or hard copy. When you're given the employer's business card, or she tells you to visit the company web site and follow up, you can say, "Would it be appropriate for me to e-mail you (or whomever she's told you to contact)?"
- When speed is necessary, use e-mail.

5. E-mail guidelines

All the principles of written correspondence apply to both hard copy and e-mail, with some additional guidelines for e-mail:

- **DO use a subject line that would be logical to the recipient**, like "Application for business analyst position." Meaningless subject lines include "Can you help me?," or "Read this." If you leave the subject line blank and the recipient does not recognize your e-mail address, s/he may simply delete your e-mail without reading it.
- **DON'T use an inappropriate e-mail address or nickname.** Sending e-mail from partyman@xxx.com is a good way to have your e-mail deleted without being read.
- **DON'T start off, "Hi, my name is...."** Just as in a business letter, your name is at the conclusion of the letter. DO start, just as in a business letter, by explaining why you are writing. Be brief and clear, and cordial.
- **DO use a business-like writing style**, just as with hard copy correspondence. With friends, for social purposes, you can treat e-mail like verbal conversation. Business e-mails should be more formal than verbal conversation.
- **DO include a clear signature block at the close of your e-mail content.** It should include your name, mailing address, phone and return e-mail address. After your name you could include your major and year in school, as in "Sophomore, Marketing, DeSales University."
- **DON'T include a URL for a web site that is not strictly professional** in content or relevant to your career interests.

Cover Letter and Resume Formats

Two Types of Cover Letters

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

Letter of Inquiry: This type of letter states your interest in the organization and requests information about open positions that are of interest to you and meet your qualifications.

Resume Formats

Chronological format: The most common resume format is called “chronological.” It’s a resume format that lists your education and experience in reverse chronological order (most recent to least recent).

Functional format: The functional format is a variation on the chronological format that uses headings that best showcase your background and qualifications. For example, you may label a category as “Career Related Experience” as opposed to “Work Experience”, if the jobs/internships you list are related to your objective and career goals.

Skills format: A skills resume combines the skills you have from a variety of experiences-paid work, volunteer work, student activities, classroom work, projects, you name it-and groups these skills by category of skills that relates to the kind of job you’re seeking. This format works best when a traditional resume just doesn’t work to make you look like a good candidate even though you have relevant skills.

Federal format: Resumes written for federal jobs may require different information and presentation than is expected on a resume for the private sector, and expectations can vary by agency. The U.S. Office of Personnel Management (OPM) provides a resume builder for applicants for federal positions that "allows you to create one uniform resume that provides all the information required by government agencies." Also, visit Career Services or usajobs.gov for further assistance in creating Resumes in federal format. The **USAJOBS Resume Builder** allows you to create one uniform resume that provides all of the information required by government agencies.

Visit: www.gogovernment.org for further advice on this Federal Application Process

Tips for Effective Cover Letters

An important but often misunderstood part of the job search process is the cover letter. Your resume tells employers about your qualifications, education, and experiences, but it is your cover letter that gets them interested enough to read your resume. Your cover letter lets you emphasize information you want the reader to notice in your resume. It also gives you the opportunity to show aspects about you and your qualifications that the resume cannot. The cover letter is an excellent way to market yourself.

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

Guidelines for Writing a Cover Letter

*(If sending your letter as a hard copy: sender address and contact info at top. **Your address and the date can be left-justified, or centered.**)*

Your Street Address
City, State Zip Code
Telephone Number
E-mail Address

Month, Day, Year

Mr./Ms./Dr. First Name Last Name
Title
Name of Organization
Street or P.O. Box Address
City, State Zip Code

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

Opening paragraph: State why you are writing; how you learned of the organization or position, and basic information about yourself.

2nd paragraph: Tell why you are interested in the employer or type of work the employer does (Simply stating that you are interested does not tell why, and can sound like a form letter). Demonstrate that you know enough about the employer or position to relate your background to the employer or position. Mention specific qualifications which make you a good fit for the employer's needs. (Focus on what you can do for the employer, not what the employer can do for you.) This is an opportunity to explain in more detail relevant items in your resume. Refer to the fact that your resume is enclosed. Mention other enclosures if such are required to apply for a position.

3rd paragraph: Indicate that you would like the opportunity to interview for a position or to talk with the employer to learn more about their opportunities or hiring plans. State what you will do to follow up, such as telephone the employer within two weeks. If you will be in the employer's location and could offer to schedule a visit, indicate when. State that you would be glad to provide the employer with any additional information needed. Thank the employer for her/his consideration.

Sincerely,

(Your handwritten signature [on hard copy])

Your name typed

(In case of e-mail, your full contact info appears below your printed name [instead of at the top, as for hard copy], and of course there is no handwritten signature)

Enclosure(s) (refers to resume, etc.)

(Note: the contents of your letter might best be arranged into four paragraphs. Consider what you need to say and use good writing style. See the following examples for variations in organization and layout.)

Sample: Cover Letter-Hard Copy

2343 Preston Road
Center Valley, PA 18034
(610) 555-2233
sgxxxx@desales.edu

October 19, 2011

Ms. Sylvia Range
Special Programs Assistant
Marion County Family Court Wilderness Challenge
303 Center Street
Marion, VA 24560

Dear Ms. Range:

This semester I am a junior at DeSales University, working toward my bachelor's degree in Criminal Justice/Safety Studies. I am seeking an internship for this spring 2012, and while researching opportunities in the field of criminal justice and law, I found that your program works with juvenile delinquents. I am writing to inquire about possible internship opportunities with the Marion County Family Court Wilderness Challenge. My work background and coursework have supplied me with many skills and an understanding of dealing with the adolescent community; for example:

- 10 hours per week as a volunteer hotline assistant for a local intervention center. After a 50-hour training program, I counseled teenagers about personal concerns and referred them, when necessary, to appropriate professional services for additional help.
- Residence hall assistant in my residence hall, which requires me to establish rapport with fifty residents and advise them on personal matters, as well as university policies. In addition, I develop social and educational programs and activities each semester for up to 200 participants.

My enclosed resume provides additional details about my background. I will be in the Marion area during my spring break, March 6-10. I will call you next week to see if it would be possible to meet with you in early March to discuss your program.

Thank you for your consideration.
Sincerely,

(handwritten signature)

Stacy Lee Gimble
Enclosure: Resume

Sample: Cover Letter-Email Version

November 17, 2011

Ms. Anne Jones
Director of Human Resources
ComputerAid Inc.
1234 Market Street
Philadelphia, PA 19103

Dear Ms. Jones:

I am applying for the position of programmer analyst at ComputerAid Inc. which was recently posted on College Central Network. This position seems to fit well with my education, experience and career interests.

Your position requires experience in computer programming, financial applications software and end user consulting. With a major in computer science, I have a strong background in programming as well as a variety of software programs and applications. My practical experience in my university's computer center as a programmer and as a student consultant for systems users gave me valuable exposure to complex computer operations. Additionally, I worked as an intern in the computing operations for a large bank where I gained knowledge of financial systems. My qualifications and career goals seem to be an excellent match with your job requirements and I am confident that I can perform the job effectively. My enclosed resume provides greater detail of my qualifications.

I will call you next week to see if a meeting can be arranged to further discuss my qualifications and your job opportunity. Should you need to reach me, please free to contact me at 610-282-1234. Thank you for your consideration. I look forward to talking with you.

Sincerely,

Bud Foster
234 Macado Drive
Bethlehem, PA 18017
610-123-4567
bfxxxx@desales.edu

Enclosure: Resume

Sample: Cover Letter-Response to an Advertisement

January 25, 2012

Ms. Steve Merk
Director of Human Resources
Big Company
1234 Market Street
Philadelphia, PA 19103

Dear Mr. Merk:

I was pleased to see Big Company's advertisement for a feature writer which appeared in The Morning Call on November 13, 2011. Strongly interested in this position, I have enclosed my resume for your consideration. This position appears to be exactly the type of opportunity that I am seeking.

This May I will receive my bachelor's degree in English Communications from DeSales University where I currently hold a 3.6 grade point average. I am confident that I am well suited for the Feature Writer position for a number of reasons. First, I did extremely well in my writing courses and was a feature writer for our college newspaper. Secondly, I gained valuable practical experience as an intern in the public relations department at St. Luke's Hospital where I wrote press releases and feature stories for the hospital's newsletter. In addition, I am a highly organized, responsible and dependable individual who is ready to contribute to Big Company's success.

I would welcome the opportunity to meet with you to discuss my qualifications in greater detail. Please feel free to contact me at 610-282-1234 or dbxxxx@desales.edu. I will be in touch in the next two weeks to see if you have received my materials and to answer any questions that you may have. Thank you for your consideration and I look forward to meeting with you.

Sincerely,

Dave Bailey
152 West Union Drive
Bethlehem, PA 18017
610-123-4896
dbxxxx@desales.edu

Enclosure: Resume

Sample: Cover Letter– Networking Request

March 7, 2012

Ms. Kerri Keegan
Director of Human Resources
XYZ Accounting Firm
1234 Market Street
Philadelphia, PA 19103

Dear Ms. Keegan:

Mrs. Rosa, my Professor of Accounting at DeSales University, suggested that I contact you. She thought that you would be in an excellent position, as a DSU graduate, to assist me with a career decision.

As an accounting student, I am exploring which career paths to pursue. Public accounting, managerial accounting and IRS work all sound interesting to me at this point, but I want to go into my campus interviews next fall with a clear sense of direction. I would like to get your advice on the long term implications of each path as well as to get a better handle on the day-to-day activities of a CPA.

If your schedule allows I would welcome the opportunity to speak with you. I can be very flexible in arranging a time that works best for you. Thank you for considering my request.

Sincerely,

Beth Thompson
698 4th Street
Bethlehem, PA 18017
610-123-8888
btxxxx@desales.edu

Enclosure: Resume

Tips for Effective Resumes

Your resume is your first contact with a prospective employer. Don't let it be your last! Your resume should present the best possible picture of your skills, abilities, and interests. **The purpose of your resume is to get an interview and the interview is the final factor in landing the career of your dreams.**

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

- **BE CONCISE.** Employers are not interested in your life story. Therefore, choose your words carefully and present ideas clearly. One to two pages, maximum.
- **BE HONEST.** The most crucial element in any job search is trust. Without it, there is little possibility of a job offer.
- **BE NEAT.** The resume will probably be the employer's first look at "you". Make a professional appearance. You will not get a second chance to make a first impression.
- **BE WELL ORGANIZED.** A resume can either open or close a door for you. It is important that you organize the information carefully so that it best demonstrates your strong points at-a-glance, while emphasizing your achievements and skills.
- **BE PROFESSIONAL.** Cultivate a polished look. Use the same kind of paper (standard size white, pale gray, or cream) for your resume, cover letter, and envelopes. Resumes should not be folded or stapled. Utilize an 8x11 envelope for mailing and paperclip your documents together.
- **BE CAREFUL.** Review your work. Does your resume say what you want it to say? Look professional? Does it present an image in keeping with the employer, field, and position you are seeking?
- **EMPHASIZE.** Accomplishments, they are much more meaningful than just a list of job responsibilities. Dynamic Action Verbs, use key terms to make your past come alive. Transferable skills, especially if you do not have much experience or seek to change careers.
- **DO NOT INCLUDE PERSONAL INFORMATION.** Your age/health/photo/marital status/etc. (Exceptions do apply for certain majors such as Theater and Dance)
- **KEEP IT UP-TO-DATE.** Revise frequently. Make sure your contact information is current & plentiful, any information that would help an employer reach you during business hours.

Frequently Asked Resume Questions

Q: Should I include my GPA on my resume?

A: The answer depends on your GPA, the career field you are pursuing, and the other qualifications in your background. In technical fields, employers tend to place high importance on GPA, they want to know it, and they are going to ask for it eventually. That's just a fact of life. In fields in which employers care about GPA, if you leave your GPA off, you risk employers assuming that it is very low. In some career fields, GPA is not as important a factor in employers' decisions. **If you are uncertain about including your GPA, ask your faculty member or your Director of Career Services for recommendations based on your individual circumstances.** (Also see other GPA-related questions below.)

Q: Should I include my in-major GPA? How do I find it out?

A: By the time you are a junior or senior, you have generally established an in-major GPA. Most students have a higher in-major GPA than overall GPA, so it can be helpful to include this (it lets the employer know your area of strength). If your overall GPA is very low and your major GPA is very strong, you could leave off your overall GPA and just include your major GPA. To find out your major GPA, contact your academic department. And again, if you are unsure about what GPA to include, ask your Director of Career Services for recommendations based on your individual circumstances.

Q: What GPA is too low to include on a resume?

A: There's not one number that's a magic cut-off point, the answer depends on several factors. Don't let anyone persuade you that you have to have a 3.0 GPA or better to include it on your resume. The answer will depend on several things. Are you looking for work in a career field in which GPA is (or is not) important? How competitive is the career field you plan to enter? What other credentials are in your background? Did you work during school to pay for your education? Did you hold leadership positions in school or community organizations? Do you have good experience related to your career goals? Did you start out in a difficult major that hurt your GPA and then raise your grades significantly after changing into your current major? If you are unsure about including your overall GPA, your major GPA, or both, ask your faculty advisor for advice based on your individual situation.

Q: Should I include two addresses on my resume— home and school?

A: Absolutely (unless your home and school addresses are one and the same). You want to make it easy for employers to reach you. If you graduate, or go home for the summer, and are still looking for a job or summer position, an employer can't find you at your school address. If "home" is abroad and would be difficult or costly for an employer to telephone you there, indicate an alternate permanent address where you can be contacted if you will leave the Lehigh Valley for the summer.

Q: What size font should I use?

A: Generally, fonts between 10 and 12 points are okay. However, beware: font sizes vary by font style. For example, 10-point Times New Roman is smaller than 10-point Arial.

Q: Do I have to put an objective on my resume?

A: Usually yes. You don't want an employer to have to guess from your resume what type of position you are seeking. If you're not sure what kind of position you want, you'll need to do some research. If you have more than one type of position you're pursuing, do alternate versions of your resume to support each objective. When you mail your resume to an employer with your cover letter, you can elaborate on the position you are seeking in your letter, and in that case could leave the objective off. However, be aware that your resume could be separated from your cover letter, and again, you may be leaving someone to guess what you want to do.

Most Frequent Resume Mistakes

Mistake: Improper listing of school name.

Correct: Use the full name, DeSales University. Or use the full name with the shortened name in parentheses for future reference (DSU). Don't forget to give the location as "Center Valley, Pennsylvania" (or you may abbreviate state names). Street addresses and zip codes of school and work locations are not used on industry resumes (however, they may be used on federal resumes).

Mistake: Using really small fonts.

Correct: Remember that employers are typically reading many resumes, and are typically taking 15-20 seconds to skim each one. Really small fonts are hard to read and don't photocopy as well. (That applies to your address block as well.) What's too small? Generally don't go smaller than 10 point, but notice that all font styles aren't sized equally. For example, 10-point Arial font appears smaller than 10-point Antique Olive.

Mistake: Really wide margins with the resume content squeezed in the middle.

Correct: Your margins should be at least one-half inch. You really don't need more than one inch. Lots of students ask if their resumes have "enough white space." Remember that an employer isn't reading white space— employers are reading your content, and you want it to be easy to see.

Mistake: Long, wordy descriptions in your objective and elsewhere.

Correct: You don't need complete sentences in your resume. Concise, understandable phrases are sufficient. Look at the examples in this Guide. Ask your Director of Career Services for assistance in editing your resume.

Mistake: Typos.

Correct: You have one chance to make a first impression. In many cases, your resume, or your resume plus a cover letter, are the only things an employer has on which to form an impression of you. Whether in hard copy or e-mail, the resume is a critical document for presenting yourself. The view is that if you would make a mistake on your resume, you'll probably make a lot more mistakes on the job.

Mistake: Longer than one page.

Correct: Employers want and expect a one-page, concise document. 99% of students can fit their relevant information on one page with good editing and good layout. Your Director of Career Services can help you if you're stuck. Exceptions to the one page rule: Teaching candidate resumes may go to two pages, and people with graduate education and extensive professional experience may have a longer resume. (A lengthy document used by Ph.D.'s for positions in academia is a curriculum vitae, not a resume.)

Mistake: Using too complicated a format and/or getting too creative.

Correct: The employer typically spends 15 to 20 seconds reading your resume. Keep the layout simple and clean (like the examples in this guide). Avoid too many layers of indentation. Stick with one or two font sizes. Don't mix font types.

Mistake: Using a unique, creative layout or style to "stand out from the crowd."

Correct: The best way to stand out from the crowd is with high-quality **content** and a clearly written, neat, error-free document. Employers are looking for content, not fancy or dangerously creative layout. You don't want to stand out for the wrong reason. *Exceptions apply to individuals in the fields of graphic design, interior design, and architecture

Resume Content

NAME

Email Address (use your DeSales email, not personal account)

Address (Local)
Phone Number

Address (Permanent)
Phone Number

OBJECTIVE

You need not be too specific here, unless you are going to be absolute about the type of job you want. You can also post your willingness to relocate. Describe the position/environment (Human resources generalist in a corporate setting) or the function/skills (To produce commercials for advertising products and services utilizing artistic and design skills).

EDUCATION

List college(s) attended in reverse chronological order (most recent to least recent). Be sure to include dates for your degrees, and majors & minors. You may also want to list related upper level courses or projects (be detailed if the project was very team oriented and related to your career goals).

HONORS

Dean's List, honorary societies, academic scholarships, and awards.

EXPERIENCE(S)

Detail your most recent experiences. Separate out into 'Experience' categories if necessary: 'Internships', 'Related', 'Volunteer', 'Work'. Give the name of the employer, location (city, state), dates of involvement along with a brief description of your primary accomplishments, duties and responsibilities. Make sure to write these in a bulleted list. Do not write paragraphs or in full sentences. Use active, descriptive verbs to describe your work accomplishments (see the Skills Cluster List on pg. 14).

SPECIAL SKILLS

Have you conducted any research or have had your work published? Do you have any experience with computers (hardware/software) or any other specialized equipment? Are you familiar with any foreign languages (read/write, conversational or fluent?)

LEADERSHIP EXPERIENCE

Include campus activities (clubs, sports, student government, residence life, etc.) Encompasses both positional leadership roles and collaborative leadership (any time you worked as a part of a team). Be sure to use the complete organization name followed by an abbreviation, i.e. Student Government Association (SGA).

VOLUNTEER EXPERIENCE

Can be both on or off campus

*****FINAL NOTE:** Please remember that not all of these categories are mandatory. Add new ones or leave out those you don't prefer. This is your resume, make it work for you. Much of resume writing is a style issue; play around with different wording, layouts, categories, etc. The important thing is remembering to be consistent with whatever format you do choose to follow.

Whatever you do, **DO NOT** use Microsoft Templates when formatting your resume. Employers are aware of these templates and will often not accept a resume in such format. The best approach is to either create your own template or use one recommended by your Career Services Office.

Skills Cluster List

Fundraising	Public Relations	Accounting	Leadership	Writing	Craft	Innovating	Language
Research Analyze Strategize Program Develop Contact Inquire Inform Motivate Direct Persuade Monitor Coordinate	Assess Prepare Coordinate Present Negotiate Publicize Strengthen Promote Handle Participate Facilitate Troubleshoot	Record Assess Audit Prepare Maintain Forecast Calculate Estimate Figure Appraise Examine Measure Verify	Create Lead Encourage Manage Organize Compare Inspire Represent Govern Direct Advise	Conceive Construct Craft Integrate Interpret Capture Abstract Express Inform Summarize Conclude	Choreograph Design Create Build Entertain Perform Draw Render Illustrate Compose Construct Conceive	Create Modify Change Upgrade Improve Design Activate Restructure Establish Stimulate Implement Transform	Translate Interpret Lecture Converse Negotiate Compare Understand Comprehend Proficiency Fluency Teach Tutor
Research	Human Resources	Finance	Analysis	Editing	Consulting	Teaching	Performing
Identify Evaluate Review Assess Compare Analyze Critique Explain Prepare Recommend Conclude Determine	Assess Analyze Recruit Survey Screen Interview Select Train Mediate Appraise Coordinate Align	Analyze Invest Budget Inventory Evaluate Appraise Construct Develop Acquire Deploy Manage Project	Assess Observe Review Dissect Interpret Discern Conceptualize Discover Infer Clarify Quantify Qualify	Review Analyze Check Compare Comment Correct Rewrite Revise Rework Amend Improve Initiate Investigate	Troubleshoot Problem solve Assess Assist Arrange Guide Counsel Survey Serve Contribute Motivate Train	Educate Tutor Stimulate Inform Instruct Facilitate Awaken Explore Advise Counsel Entertain Amuse	Create Present Play Interpret Act Sing Dance Perform Model Read Inspire
Program Development	Information	Management	Design	Technical	Selling	Organizing	Marketing
Analyze Design Construct Develop Prepare Strategize Coordinate Formulate Recommend Persuade Implement	Appraise Analyze Inventory Structure Design Categorize Document Process Manage Program Link Coordinate	Coordinate Facilitate Plan Schedule Delegate Mediate Evaluate Strategize Develop Listen Consult	Organize Explore Formulate Sketch Draw Draft Layout Create Plan Style Pattern Build	Conceptualize Design Troubleshoot Inspect Locate Edit Analyze Implement Construct Modify Operate	Inform Educate Persuade Provide Assist Serve Trade Vend Handle Present Sell Convince	Simplify Classify Organize Assist Maintain Liaison Assist Support Arrange Systematize Schedule Coordinate	Review Assess Survey Analyze Quantify Identify Announce Promote Advertise Advance Boost Improve
Administration	Service	Persuading	Mechanical	Investigating	Counseling		
Monitor Track Assess Coordinate Organize Requisition Access Receive Process Serve Furnish	Anticipate Serve Assist Troubleshoot Present Maintain Help Coordinate Prepare Welcome Enhance	Present Articulate Clarify Challenge Negotiate Inquire Reason Influence Convince Arbitrate Mediate Reconcile	Analyze Design Construct Craft Troubleshoot Create Engineer Repair Align Coordinate Manipulate Examine	Pursue Interrogate Question Analyze Intuit Seek Search Probe Coordinate Explore	Facilitate Listen Sense Intuit Assess Analyze Assist Align Help Understand Inform		

Creating Your Own Resume Template

Quick Tips to get you started:

- Your name should be the first text on the page-centered or left justified. Make it stand out, bold and larger than the text in your resume.

<u>Current Address:</u> 101 Welsh Hall DeSales University Center Valley, PA (610) 282-1100 fg7981@desales.edu	<u>Permanent Address</u> 425 Main Blvd. Brooklyn, NY 10300 (718) 555-6789
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- Addresses: Insert a two-column table for yourself, but set the borders to be invisible on your document (Go to PAGE LAYOUT>PAGE BORDERS>NONE).** If you are living on campus or away from your permanent home, then two forms of address are required. Current addresses are listed first on the left and permanent addresses are listed second, right justified. If you only have one address, keep it left aligned or centered. Don't forget to include your phone number and email address, preferably your DeSales University email.
- Make a table for the body of your resume: It makes formatting and format changes easy. **Once again, you'll set the table borders so they're not visible on your resume when you print. Insert two columns (one for headings and one for text), and add rows as needed.** The number of subheadings you have may vary, thus so will your number of rows.

Sample of Table Format: (a sample final product can be seen on the following pg. 16)

Objective	A good way to clarify and convey your immediate career goals and reason for contacting an employer. It should be specific and straightforward, and limited to one or two concise sentences. Ex: Seeking a summer internship position in the field of business with an interest in sports marketing.
Education	List schools attended from most recent to least recent. After your sophomore year, high school information should be eliminated from this section. B.S. Biology; Chemistry Minor, (Expected May 2013) DeSales University, Center Valley PA *Things you can also include in this section are: GPA, academic honors, study abroad, financing any portion of your education.
Skills	List relevant "hard" skills such as computer skills, lab skills, language and travel skills. You can also make your subheadings more specific by labeling your category Computer Skills, Technical Skills, Language Skills, etc. Please do not list your "soft" skills here (i.e. team player, communicator, organized); rather, describe how you possess these skills through your work experience section.
Experience	For each entry be sure to include: <ul style="list-style-type: none"> Job Title (i.e. Sales Associate, Editorial Intern, Resident Advisor) Employer/Name of Organization Location as city and state. Don't include street address or zip code Duration of the experience (i.e. Summers 2010 and 2011, Fall semester 2010, January-October 2011) Bulleted list of accomplishments; 3-5 concise descriptions. Use action verbs, quantify when possible, and use terminology relevant to your career field

JOHN CAREER

jcxxx@desales.edu

Campus Address

2755 Station Avenue
Center Valley, PA 18034

Home Address

4424 Lawndale Street
Philadelphia, PA 19124

OBJECTIVE	Position in for-profit sector assisting organization in natural resource conservation and compliance with environmental laws and regulations.
EDUCATION	<p>B. S. Environmental Science, (Expected Graduation May 2013) DeSales University, Center Valley, Pennsylvania Major GPA: 3.2/4.0 Overall GPA 2.8/4.0</p> <p>Study Abroad in Madrid, Spain (Summer 2010)</p>
RELATED EXPERIENCE	<p>Environmental Resources Club (2010– present)</p> <ul style="list-style-type: none">• Founder and president of student club promoting interest in the environment• Plan social activities around environmental issues to enhance student interest• Organize and chair a large environmental debate <p>Intern, Mead Paper, Chillicothe, Ohio May – August 2009, January – May 2010</p> <ul style="list-style-type: none">• Worked on a large-scale Ecosystem Research Project in cooperation with the U.S.F.S.• Learned various industrial aspects of using natural resources• Used GIS and GPS systems to inspect pine tree plantations and map company lands
COMPUTER SKILLS	GIS, GPS, AutoCAD, MS Word, MS Excel
OTHER EXPERIENCE	<p>Legal Assistant, Mark R. Stanley, Attorney at Law, Bethlehem, Pennsylvania April 2009 – present, part-time during academic year</p> <ul style="list-style-type: none">• Assist the attorney in various matters concerning real estate, social services, criminal, family and common law cases• Gain practical experience and knowledge in legal issues and terminology <p>Technical Assistant, Johnson Controls, Inc., Sparks, Maryland May – August 2008</p> <ul style="list-style-type: none">• Assisted mechanical engineers with HVAC system design• Transferred and edited design drawings on computer programs
LEADERSHIP EXPERIENCE	<p>Eagle Scout Project, Allentown Pennsylvania Summer 2007</p> <ul style="list-style-type: none">• Planned and constructed rain garden at local elementary school• Researched proper plants and soil for garden• Calculated volume of run-off from surrounding area and required area of garden

Isabella Smith

9876 Channing Way • Allentown, PA 18103 • (610) 123-4567 • isxxxx@desales.edu

OBJECTIVE

To obtain a full-time position in recreation or sport management with a particular interest in professional athletics. Willing to relocate.

EDUCATION

Bachelor of Arts, Sports Management (May 20XX)

DeSales University, Center Valley, PA

- GPA in Major: 3.6/4.0, Cumulative GPA: 3.1/4.0
- Earning and financing 100% of college education at DeSales

RELATED COURSEWORK

History and Philosophy of Sport

Facility Planning and Event Management

Sport Marketing & Promotions

Sport Administration

Sport Management/Leadership

Legal Issues in Sport

Sport Finance and Economics

Sales and Sales Management

ACHIEVEMENTS

Dean's List

Society for Sport Leadership

Presidential Scholarship

DeSales Honors Fraternity

WORK EXPERIENCE

DeSales University Athletic Office

Athletic Supervisor

Center Valley, PA

Aug. 20xx - Present

- Provide administrative support at University's intercollegiate athletic events
- Supervise an outdoor field maintenance crew of three
- Perform weekly evaluation of campus fitness center to ensure the safety of the facility

Lehigh University Athletic Department

Athletic Intern

Bethlehem, PA

Sept. 20xx - Dec. 20xx

- Assisted in preparation of the athletic budget of approximately \$100,000
- Prepared coaching aids for home football games
- Prepared schedules for intramural sporting events and officiated at intramural football games

Grand Slam of Philly

Assistant Manager

Philadelphia, PA

Seasonal, 20xx - 20xx

- Supervised recreation activities
- Organized special events which included homerun derby for teenagers
- Sold athletic products and maintained inventory
- Developed weekly employee schedules

ACTIVITIES

- Chair, Student Government Constitution Revision Committee (Aug. 20xx - Present)
- Students in Free Enterprise (Oct. 20xx - Present)
 - Team won regional championship in 20xx and 20xx, placed nationally in 20xx
- Varsity Baseball Team (Sept. 20xx - Present)

SKILLS

- Proficient in Microsoft Office applications including: Word, Excel, PowerPoint and Access
- Fluent in Italian

Harriett Law

* 3473 Wells Road * King of Prussia, PA 19355 * 610-827-2110 * hlxxx@desales.edu *

Education

BA: DeSales University

Center Valley, PA

Dual Major: Law and Society and Criminal Justice (Pre-law) (May 2012)

Related Coursework

Trial by jury; Crime and Society; Mock Trial; Law Enforcement; Criminal Law; Legal Environment of Business; Family Law; Policy and Law; Constitutional Law; Introduction to Professional Communications

Related Experience

O'Malley Law Firm

West Chester, PA

Paralegal Assistant (2006-Present)

- Observe a personal injury attorney with over 25 years experience.
- Manage and organize client files.
- Organize and review incoming correspondences.
- Carefully handle and document confidential information.

Timothy A. Shaw – Attorney at Law

Allentown, PA

Law Intern (Fall 2010 – Spring 2011)

- Mentored by and observed criminal defense attorney.
- Assisted with client communication and consultations.
- Gained experience in court room settings by note taking.
- Drafted legal documents including letters to opposing counsel, judges, and court administrators.
- Managed and organized client files, including payment plans.
- Achieved an understanding of courtroom terminology.
- Utilized westlaw.lexisnexus.com for legal research.

Brown – The Law Firm

West Chester, PA

Law Intern (Summer 2009 and 2010)

- Received guidance from general practice attorney with focus in personal injury, family and employment law.
- Assisted with client communication and intake.
- Drafted legal documents including letters to opposing counsel and medical providers.
- Managed and organized client file.
- Trusted with confidential information.

Work Experience

DeSales University

Center Valley, PA

Admissions Assistant (Fall 2008-Present)

Leadership Experience

DeSales Cheerleading Squad, Treasurer Fall 2009 to Spring 2010, Selected Member Fall 2009 to Spring 2012

DeSales Admissions Welcoming Guide (D.A.W.G.S), Selected Member Fall 2008 to Spring 2012

Leaders Emerging at DeSales University (L.E.A.DSU), Selected Member Fall 2010

DeChantal Hall Representative, Student Government Association (SGA), Fall 2010

Colleges Against Cancer, Secretary Fall 2009 to Spring 2010

Pre-professional Memberships

St. Thomas Moore Society, Fall 2009 to Spring 2012

Criminal Justice Association, Fall 2009 to Spring 2012

American Mock Trial Association, Fall 2009 to Spring 2010

DEBRA R. KEITH

511 Sunridge Drive, Apartment 112, Easton PA 18065

debra.keith@desales.edu

OBJECTIVE Seeking an entry-level full-time position in the fields of market research, promotional campaign development and/or international relations.

EDUCATION DeSales University, Center Valley, PA (Expected graduation: May 2012)
Bachelor of Science: Marketing Management, In-Major GPA: 3.85/ 4.0
Bachelor of Arts: International Business, Spanish Minor, In-Major GPA: 3.76/ 4.0
Overall GPA: 3.55/ 4.0
Honors: Dean's List, Achieved a 3.4+ GPA for 5/7 semesters (2008 – Present)

Leadership Development Study Abroad Program, Rome, Italy January 2010 – April 2010

MARKETING EXPERIENCE **Event Planning and Promotions Intern, June 2010 – Present**
CAREER SERVICES – DESALES UNIVERSITY, Center Valley, PA

- Responsible for the promotion and outreach of career fairs and job-preparation events to students
- Contacted and recruited potential employers to attend job fairs and open house events
- Planned and implemented a series of resume critiquing/ mock interview events

Marketing Brand Manager, August 2010 – January 2011

MINDFUL EYE CONSULTING, Macungie, PA

- Developed complete brand positioning strategy for a start-up education consulting company
- Coordinated programs to meet the needs of potential clients within the capabilities of consultants
- Maintained brand awareness in education industry through email and website promotions

Lead Analyst – Taubman Museum of Art Consumer Research Group, August 2009– December 2010

DESALLES UNIVERSITY MARKETING RESEARCH COURSE, Center Valley, PA

- Created a market research plan to determine the best method of increasing public awareness
- Conducted primary and secondary research by organizing focus groups and consumer intercept surveys
- Evaluated observations and findings to determine the best course of action to generate increased revenue

OTHER EXPERIENCE **Administrative Intern, May 2008 – December 2008**

UNITED STATES ARMY SECURITY ASSISTANCE COMMAND (USASAC), Fort Belvoir, VA

- Developed charts, tables and PowerPoint presentations illustrating statistics relevant to foreign military sales
- Attended USASAC conferences relating to international policies of different regions around the world
- Updated various databases and communicated their status to alternate USASAC branches

LEADERSHIP EXPERIENCE **Phi Beta Delta, International Honors Society – Philanthropy Committee Chair** (Spring 2011)
Leadership Initiative for Excellence, International Leadership Development Program (Spring 2010)
LEADSU, Student Leadership Development Organization (2008-2009)

JANET A. KELLY

600 Jackson St., Apt. C • Center Valley, PA 18034 • (610) 555-2121 • Email: janet.kelly@desales.edu

OBJECTIVE Sales management trainee position; goal to lead and train a sales staff

EDUCATION **B.A., Communication Studies, Public Relations Option, Marketing Minor**, May 2012
DeSales University, Center Valley, PA
Semester at Sea, Spring 2010
GPA: In-major: 3.3./4.0 Overall: 2.6/4.0
Earned 50% of educational expenses

SKILLS

Marketing / Sales / Promotion

- Grossed \$15,000 in three months with summer painting business
- Raised \$600.00 in advertising space for PRSA guidebooks
- Raised \$400.00 for cycling club bike show
- Created informational brochure for apartment leasing company
- Developed advertising campaign for class project

Management / Training / Organizational Ability

- Managed daily activities of own painting business including renting/purchasing equipment and supplies, hiring assistants, budgeting, payroll
- Arranged client contracts for painting business
- Assisted in organizing talent show and benefit auction for Semester at Sea
- Coordinated sales presentation strategy for fraternity car show and trained others in sales techniques
- Trained new restaurant employees
- Aided in refurbishing and renovating a restaurant
- Performed restaurant duties ranging from busboy to night manager

Communications / Language / Creative Projects

- Created multimedia presentation using slides, music, and narration to brief incoming DeSales University students during orientation
- Developed sales presentations and assisted with advertising campaigns including radio spots, newspaper ads, billboards, posters, brochures
- Designed and distributed flyers for painting business
- Traveled around the world with Semester at Sea and used conversational Spanish skills

WORK **Self-Employed**, (Partnership) Sunrise Painters, Reston, VA, Summer 2009

EXPERIENCE **Waiter**, Leonard's of Washington, Washington, DC, Summers 2007 & 2008

ACTIVITIES **Theater Arts**, DeSales University (Summer 2010)
Several roles in: The Pennsylvania Shakespeare Festival

Lydia Arnez

5606 Harding Road
Center Valley, PA 18034
(610) 555-7816
laxxxx@desales.edu

OBJECTIVE

Secondary English Teacher or Language Arts/Social Studies Middle School Teacher;
interested in advising school yearbook or newspaper staff

EDUCATION

M.Ed., Teaching and Learning, May 2012
DeSales University, Center Valley, PA
Overall GPA 3.2
License: English Education 6-12 Endorsement: Middle School
Earn and financing 80% of college and living expenses

B.A., English, May 2009
DeSales University, Center Valley, PA

SUMMARY OF QUALIFICATIONS

- Successfully develop and instruct child-centered, integrated, thematic unit curriculum, utilizing multiple intelligences, to create an atmosphere of learning and fun
- Demonstrate ability to consistently individualize instruction, based on students interests and needs, at the most appropriate level
- Exceptional ability to establish cooperative, professional relationships with parents, staff, and administration
- Ability to work with special needs children, behavioral problems, ADD, and at-risk

TEACHING EXPERIENCE

Student Teacher, January – May 2009
Southern Lehigh Middle School, Center Valley, PA

- Taught 8th grade Language Arts during which students were presented with poetry, drama and young adult novel units.
- Co-taught and extensively observed 8th grade American Studies classes.
- Modified assignments for students at different ability levels.
- Provided individualized instruction base on student's need as the situation dictates
- Conducted teacher research on improving grammar and mechanical skills through the process model of writing.
- Collaborated with community resource and child support personnel.

Teacher's Aide, September – November 2008
Liberty High School, Bethlehem, PA

- Observed a variety of teaching styles at the middle and high school levels.
- Organized and executed lesson plans for a 9th grade English novel unit.
- Aided in advising the yearbook staff on interviewing, design and editing.
- Fulfilled such tasks as grading, research, and reading inventories.

Field Experience, January – April 2007
Parkland Elementary, Allentown, PA

- Explored issues of literacy development with academically-challenged 4th graders
- Developed creative reading and writing strategies to increase students' academic confidence and interest.
- Aided in administering standardized testing.

VOLUNTEER WORK

Special Olympics Volunteer, Allentown, PA (2010-present)

- Support an assigned group throughout all games and meals.
- Participate as Team Hugger for two years, hugging participants at the conclusion of their events.

Mentor, West Philadelphia YMCA, Philadelphia, PA (Jan-May 2011)

- Mentored group in an after-school program, providing structured play and individual home-work help.

PROFESSIONAL AFFILIATIONS

1st Vice President, (2009-2010)

Student Pennsylvania Education Association (SPEA)

- Worked closely with Executive Board to develop and implement annual plans.
- Conducted business meetings.
- Scheduled guest speakers and professional development programs.

Member, National Council for Exceptional Children (2008-2009)

Leader, Girl Scouts of America (2005-2008)

ACCOMPLISHMENTS

Kappa Delta Pi International Honor Society in Education
Phi Kappa Phi Honor Society
Golden Key Honor Society

PORTFOLIO

<http://www.arnez.com> or available upon request

Features of this resume:

- Two pages are acceptable for teaching candidates and for professional positions in higher education.
- Place your second page heading in the Header section. Don't simply insert it in your text. For someone else viewing your resume on-screen, the page break may not fall in the place you intend.
- When providing a URL for online information, make sure all your web contents are strictly professional and that the link is functioning properly.
- Margins are .5 inch on all sides and the Font used is Arial=10. You never want to go below 10 point font on your resume and cover letter.

Sample: Federal Government Resume

(This is a sample of how a federal resume should be formatted. Traditional federal resumes can be 2-5 pages in length)

Anna S. Ward

1700 Foxrun Road
Bridgewater, NJ 08807
(555) 948-1404
Anna.Ward@desales.edu

SSN: 222-33-4444

Citizenship: United States

Veterans Status: N/A Federal Civilian Status: N/A

Clearance: N/A

Languages: Spanish (Conversational, Moderate Speaking)

OBJECTIVE: CBP VETERINARY SPECIALIST Intern Position; Job Announcement number **MHC-05-156984-SJN**

SUMMARY OF RELEVANT LABORATORY SKILLS:

- Prepared specimens for laboratory analysis and testing. Prepared and stained slides for microscopic testing for specific disease pathogens.
- Skilled in the use of laboratory equipment and instrumentation.
- Observed veterinary surgical and autopsy procedures on both domestic and farm animals. Provided minor assistance as requested.
- Basic skills in collecting blood, urine and feces from animals, and blood specimens from humans. Performed red and white blood cell counts.

EDUCATION:

DeSales University, Center Valley, PA (**expected May 2013**)

Beginning Junior Year toward Bachelor of Science in Biology

Department of Biology; 3.5 GPA

Relevant courses:

Intro to Biology/Lab

Human Biology and Disease

Anatomy and Physiology and Lab

Intro to Animal Behavior and Lab

Thomas Jefferson High School, Bridgewater, NJ; 2004 to 2008

3.25 GPA

Relevant courses: Biology, Botany, Chemistry and Physics plus laboratories

RELATED EXPERIENCE (Paid and Unpaid):

VALLEY VIEW ANIMAL HOSPITAL Summer 2011

2100 Main Street, Bridgewater, New Jersey 08807

Supervisor: Dr. Henry Johnson (555) 898-1212

Veterinary Assistant: Worked directly with veterinarian to diagnose and treat a variety of domestic animal diseases and conditions. Assisted with routine examinations and treatments. Maintained facility, lab and equipment.

TRI-CITIES ANIMAL HOSPITAL January 2007 to June 2008

1100 Volunteer Parkway, Edison NJ 08817

Supervisor: Andrea Santos (718) 444-2222

Salary: \$7/hour; 8 hours per week

Animal Care Assistant: Worked weekends while in a freshman in college. Cared for domestic animals, cleaned kennel facilities, and provided routine hygiene. Coordinated animal drop-offs and pick-ups.

HO CLINIC Summer 2007

Ho, Ghana, West Africa

Supervisor: Ariana Logan; contact via Volunteers, Inc., NY, NY 800-222-3333

Salary: Volunteer; 55 hours per week

Medical Assistant: Three-month international volunteer assignment in a third-world African nation. Lived in African compound and worked at local veterinary hospital that cared for both animals and people because of their relatively modern laboratory facilities. Acquired outstanding hands-on experience in phlebotomy, hematology, routine and emergency surgical procedures, field autopsies and general animal health care.

ADDITIONAL EXPERIENCE:

SHOP RITE, INC. Summer 2006

5500 Lee Highway, Bridgewater, NJ 08807

Supervisor: Mitch Keys (540) 555-1212

Salary: \$6.75/hour; 25 hours per week

Cashier: Fast-paced customer service position in a high-volume retail grocery store.

EXTRACURRICULAR ACTIVITIES:

- Member, Northeast Chapter 4-H Club, 2008 to present. Won Honorable Mention at New Jersey State Fair for wood carving, 2008.
- Breed and raise Yellow Labrador puppies for resale. Raise and care for pups until they are ready to go to individual homes. Interview owners to place pups in a happy and healthy home. 2007 to present

Key points:

- Undergraduate, Graduate, and Ph.D. students can apply for federal jobs and internships.
- High School Information is often required on a federal resume (where it is not on a private industry resume)
- If you have publications/presentations this is indeed a place for you to highlight!
- It can be two-four pages long and includes some information not listed on a private sector resume, such as: your social security number, veteran's preference, country of citizenship, and previous salaries.
- A more detailed, paragraph format is suggested over bulleted items in the employment history category.
- For more tips on creating Federal Resumes and applying for Federal Internships/Jobs please visit:
 - www.gogovernment.org
 - www.usajobs.com

Following Up and Acknowledging Job Offers

Thank-You / Follow-up Letters

A thank-you letter should be written after:

- An interview
- A contact is helpful to you in a telephone conversation
- Someone mails/e-mails information to you at your request
- A contact was helpful to you at a career fair
- You visit a contact at their work site and
- Any other contact for which you want to express thanks and develop a good relationship

Acknowledging a Job Offer

Courtesy dictates that you acknowledge a written job offer, even if you are not ready to accept or decline it. Take note of the details of the offer and respond appropriately. Items to remember:

- Thank the employer for the opportunity presented.
- Indicate that you understand the terms of the offer, or if you don't, ask for clarification.
- A smart employer will know that you need to consider various employment options in order to make a wise decision; you may need to compare the offer to another pending offer.
- However, you may need to make a decision before you know whether or not you will receive another offer.
- Consult someone in career services if you need assistance handling offers or making a decision.

Requesting an Extension of Deadline to Respond to a Job Offer

In some cases you may need more time than the employer has allowed to make a decision:

- You may ask for an extension; the employer does not have to grant it.
- Make sure you have a good reason for asking for an extension. Are you waiting to hear from another employer about an offer, or are you just hoping to get more interviews?
- Don't wait until the last minute to ask for an extension; this looks like you don't think ahead and may indicate that you might behave the same way on the job.

Declining a Job Offer

- If you choose to decline a job offer, do so courteously, in writing, after making a phone call.
- Never say anything negative in writing about the employer, even if you had a negative experience.
- If you had a very negative experience, discuss it with someone in career services.
- A decision to decline an offer is usually based on the fact that another offer is a better fit for your interests and goals. It is fine to state this, without giving details about why the declined offer is not a fit.
- It is not necessary to state whose offer you accepted, but you may do so if you wish.
- Remember that this employer may be a contact for you in the future. Maintain professional, courteous relations.

Accepting an Offer and Withdrawing From Search for Other Jobs

Accepting a job offer ethically obligates you to cease job search efforts and to notify other prospective employers that you must withdraw your name from their consideration.

An employer should never pressure you to renege on another employer. Once you have accepted a job offer, notify any other employers with whom you are in discussion about employment that you are no longer a candidate. Cancel any upcoming interviews by courteously explaining that you have accepted another job offer. If you are in a difficult or confusing situation that you are not sure how to handle, talk with the director of career services.

Sample: Thank You Note for Initial Interview

400C Hunter Ridge
Center Valley, PA
(610) 555-1111
mbxxxx@desales.edu

October 10, 2011

Mr. Glenn Wright
Human Resources Manager
Fashion Department Store
2000 Line Drive
Philadelphia, PA 18062

Dear Mr. Wright:

I enjoyed interviewing with you during your recruiting visit to DeSales University on October 5. The management trainee program you outlined sounds both challenging and rewarding and I look forward to your decision concerning an on-site visit.

As mentioned during the interview, I will be graduating in December with a bachelor's degree in Management. Through my education and experience I've gained many skills, as well as an understanding of retailing concepts and dealing with the general public. I have worked seven years in the retail industry in various positions from Salesclerk to Assistant Department Manager. I think my education and work experience would compliment Fashion's management trainee program.

I have enclosed a copy of my college transcript and a list of references that you requested. Thank you again for the opportunity to interview with Fashion Department Store. I am very interested in becoming a part of your management team. I can be reached at (610) 555-1111 should you need additional information.

Sincerely,

Marianne Boles

Marianne Boles

Enclosures: transcript, references

Sample Letter: Acceptance of a Job Offer

1234 College Road
Center Valley, PA 24060
(610) 555-0000
raxxxx@desales.edu

March 1, 2012

Mr. John P. Summers
Rodale
400 S Tenth Street
Emmaus, PA 18098

Dear Mr. Summers:

Thank you for your offer of employment as a magazine editor for Bicycle Magazine. I am delighted to accept your offer and I look forward to begin working with you and my colleagues at Rodale.

You indicated that I will be receiving a salary of \$_____ per year, and will have initial duties reporting to Andrea Caruso. As your offer stated, I will begin work on August 1st. In mid-July, after relocating to the area, I will call you to see what information or materials I may need before August 1st. In the meantime, please let me know if I can provide you with any information.

Again, thank you for offering me this exciting opportunity.

Sincerely,

Rebecca Atkinson

Rebecca Atkinson

Sample Letter: Declining a Job Offer

900 Town Road
Center Valley, PA 24060
(610) 555-9009
mcxxxx@desales.edu

April 20, 2012

Tosha Smith
Citizens Network for Foreign Affairs
343 Third Street, NW
Washington, DC 20201-0343

Dear Ms. Smith:

Thank you very much for your telephone call and letter offering me the position of Assistant Project Coordinator with the Citizens Network for Foreign Affairs. While I believe firmly in the mission of your organization and appreciate the challenging opportunity you offer, I have had another offer which I believe more closely matches my current career goals and interests. Therefore, although it was a difficult decision, I must decline your offer. I do appreciate all the courtesy and hospitality extended to me by your office, and I wish you well in your endeavors.

In the position I have accepted with Public Policy Watch, I will occasionally be on Capitol Hill to attend hearings and monitor legislation, so I hope we can get together again and talk about common interests.

Best regards,

Martin Chang

Martin Chang

Creating Your Reference Page

Who should serve as your references?:

- Ask people who have a positive opinion of you and who can describe your work-related qualities and personal characteristics.
- Past and present employers usually know about your reliability, initiative, and ability to work with others. This information is valuable, even if your employment was not career-related.
- Faculty members know about your academic ability, productivity, and timeliness, and perhaps have observed how you work with others.
- Advisors and coaches may be aware of information about you that could be relevant to a potential employer-such as maturity, initiative, interpersonal skills or leadership qualities.
- Don't list references who only know you in a social capacity or are simply friends of your family.

Getting permission:

- Never give someone's name as a reference without securing that person's permission in advance.
- Verify spelling of names, titles, and all contact information for your references.
- Give each person who agree to serve as a reference for you a copy of your resume. This lets your references know about your abilities, interests, and experiences.
- Keep your references posted on your activities and progress. Tell your references the names of persons and organizations to whom you've given their names.
- When possible, give them a copy of the job description for the positions for which you are applying. This helps your references be prepared for phone calls and letters they may receive.
- Thank each reference in writing for his/her assistance.

When to give your reference list to a prospective employer:

- Provide reference information when you are asked to provide it. If you reach the interview stage and have not been asked for reference information, you may want to offer it.
- Generally do not send reference information with your resume unless it has been requested.
- For most undergraduates, employers will not be contacting references prior to interviewing you.

How and Where to list references?:

- It is unnecessary to state "References available upon request"- and is often a waste of valuable space-because most employers assume you can supply references.
- References are not listed on your resume, they are a separate document (when requested).
- **When setting up your Reference page, be sure to use the same heading as you did on your resume (same exact format- the easiest technique is to just CUT and PASTE from your Resume Heading to your Reference Page Heading).**
- Skip a few lines after your Heading and write the word REFERENCES. Below that is where you will list your contacts. See the following page for set up.
- The average number of references listed is between 3-5.

Sample Reference Page

Jane E. Summers

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References

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

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

Name
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Title
Street Address
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Phone Number
Email Address

Formatting:

- Your HEADER on your reference page should be identical to the HEADER you use on your resume.
- Be sure to ask your references how they prefer to be contacted before you list their information.

