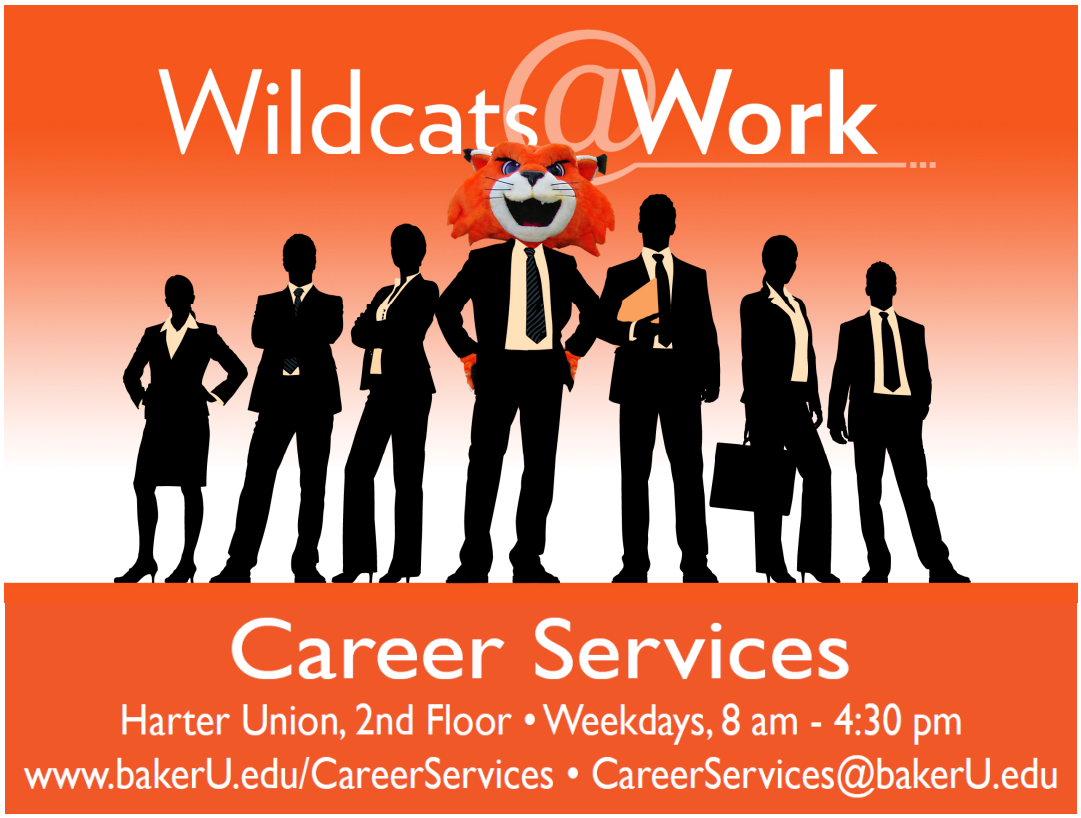

Resumes • Cover Letters • Thank You Letters

RESUME – YES

- Keep to **one** page, never more than two
- Be concise and well organized
- Use specific examples
- Use correct grammar and spelling
- Portray an **honest** reflection of your skills
- Sound positive and enthusiastic
- Print on high quality paper
- Use conservative, solid color paper
- Use present tense for current work and past tense for past work
- Have consistent punctuation and verb tense
- Convey accomplishments and achievements
- Highlight skills – not job duties
- Include only relevant information

RESUME – NO

- Use "I", "Me", "My"
- State wages or salaries
- Be boastful or dishonest
- List references on resume
- Include high school information
- Write in paragraphs
- Use fonts that are difficult to read
- Include a photograph
- List personal information
- Use unprofessional sounding email address

Resume Sections:

1. YOUR NAME: Place it at the top and centered or to the left, just make it prominent and in a larger font than the rest of the document.

2. CONTACT INFORMATION: List your address, city, state, zip code and telephone number of where you can be reached. (If you use a cell phone number, make sure it is charged and "on" most of the time.) Provide only one phone number, if possible. Never more than two. (This is the time to change your message on your phone to make it as professional as possible, you know who you are!)

3. CAREER OBJECTIVE: A career objective should be *very specific*. With that in mind, you can also see how that may lead a recruiter to **not** consider you for positions that are *similar*, but not exactly like what you have applied for. That's why I don't recommend a career objective. If you decide to user a career objective anyway, you'll need to customize it for each company and position you apply for. The best method of communicating your career objective is in your cover letter.

4. EDUCATION: Education should be placed at the top of the resume, unless you have had years of experience since graduating. Then, it can be moved to the end of the resume, if preferred. List highest degree first and work chronologically backward. List your degree and major/minor, name of school attended, city and state, dates of graduation. GPAs should be included only if higher than 3.0.

5. RELEVANT COURSEWORK: Until you have significant career-related experience, major courses relevant to positions applied for should be listed. List by title, in order of importance. Course numbers should not be included.

6. SPECIAL SKILLS: Include computers skills and languages known. Quantify language skills using phrases such as: fluent in, conversational in, knowledge of, etc. Computer skills should be highlighted here only when relevant to the position applied for.

7. RELATED EXPERIENCE: Highlight what you have achieved and special contributions you have made. Include: internships, field experiences, clinical rotations, senior projects and practica. This includes both paid and unpaid experience. Responsibilities are important but achievements are stressed. Use correct dates, brief and direct descriptions, strong action verbs, but avoid being overly complex. Start each position with your job title, employer/company name, employer/company location (city and state), and

dates of work. Each position should be listed in reverse chronological order. NOTE: Experience can be separated into "Related Experience" and "Additional Experience." When doing so, "Related Experience" is listed first.

8. ACTIVITIES AND HONORS (alternative terms: MEMBERSHIPS, MILITARY SERVICE, AWARDS, ACHIEVEMENTS, LEADERSHIP EXPERIENCE): Include your memberships in professional organizations, any awards, scholarships, leadership roles, offices held or presentations given that related back to your career objective.

9. VOLUNTEER OR COMMUNITY CONTRIBUTIONS: Include activities that relate to your objective and how you added value to the organizations. (Note: These may be included as part of your "EXPERIENCE" section or listed separately.)

10. REFERENCES: References are NOT a section of the resume. List references on a separate page, which matches your resume paper, font and layout. References are typically provided during your interviews but we suggest you wait until your interviewer requests them.

SETTING UP YOUR RESUME:

Your overall resume presentation speaks volumes about you. Layout and design of your resume is a critical part of your presentation. By creating a visually appealing and easy to read resume, employers will give you more than a quick "once over."

EASY ON THE EYES

- ✓ The best resumes make good use of space.
- ✓ Use white or off-white paper (easy for employers to copy & forward).
- ✓ Do not exceed two tools (bold, underline, italic, etc.).
- ✓ Limit tabs so that all indentations fall on three or fewer vertical lines.
- ✓ Be consistent with use of tools, placement and spacing. If your job titles are in bold make sure all appear in bold. Insert dates in the same location.
- ✓ If your resume extends to a second page, fill at least half of the second page.
- ✓ Your top and bottom margins should be at least 0.5 inches and left/right margins should be at least 0.75". Center your resume from top to bottom and left to right.

IDEAS TO MAKE IT FIT

When you need additional space to edit your resume onto one page:

- ✓ Reduce margins (no less than .5" margins)
- ✓ Reduce fonts size (no less than 10 point font). Keep name and section headings larger.
- ✓ Change font styles (but keep it professional: Courier or Times)
- ✓ Change tabs so they are closer to the left.
- ✓ Put more information on one line.
- ✓ Abbreviate dates and states.
- ✓ Eliminate unnecessary information
- ✓ Redesign top of pages so that address and phone are more compact.

When you need to expand your content to fill a page:

- ✓ Expand margins (no larger than 1")
- ✓ Increase font size (no larger than 12), although headings and name can be larger
- ✓ Change font (keep it looking professional)
- ✓ Increase tab spacing
- ✓ Put less information per line
- ✓ Increase line spacing between heading and items within a section.

- ✓ Do not abbreviate dates and states.
- ✓ Add missing sections (i.e. volunteer work, other unpaid work-include work for family members, foreign languages, travel abroad, etc.)
- ✓ Redesign top of page to expand address and phone.

MAKE SURE YOUR RESUME IS ERROR FREE…PROOFREAD!

Do not depend on spell check. Proofread your resume several times. Have your Career Services staff, or trusted friends double-check your work.

A good resume utilizes proper usage of the English language and grammar while adapting sentence structure to the realities of a resume. Recruiters spend very little time on each resume. Avoid unnecessary word usage putting sentences in verb-object form only. For example:
Instead of: *"I have developed and implemented the financial accounting system"*
Use: *"Developed and implemented financial accounting system"*

ACTION VERBS

In addition to eliminating the subject in your sentences, it is important to begin each sentence with an action word. Use the past tense ("-ed") when discussing past jobs and the present tense ("-ing") when discussing your current job responsibilities. The following is a list of action words that can be used when describing your work experience.

Accelerated	Conferred	Forecasted	Persuaded
Accomplished	Constructed	Formulated	Planned
Achieved	Controlled	Generated	Prepared
Adapted	Coordinated	Governed	Presented
Administered	Counseled	Guided	Produced
Advised	Created	Handled	Promoted
Advocated	Defined	Influenced	Qualified
Analyzed	Delegated	Initiated	Recommended
Appraised	Demonstrated	Installed	Reduced
Approved	Designed	Instituted	Reorganized
Arranged	Determined	Instructed	Researched
Assessed	Developed	Investigated	Revised
Assisted	Directed	Launched	Scheduled
Balanced	Displayed	Lead	Selected
Bought	Distributed	Lectured	Structured
Briefed	Edited	Maintained	Strengthened
Budgeted	Eliminated	Managed	Supervised
Changed	Encouraged	Modified	Supplemented
Chaired	Ensured	Monitored	Supported
Communicated	Established	Negotiated	Tested
Completed	Evaluated	Observed	Trained
Conceived	Executed	Organized	Transmitted
Condensed	Expanded	Participated	Upgraded
Conducted	Financed	Performed	Wrote

Make your name the biggest text on the page (approx. 20-25 pt. font).

Cooper Collins

Permanent Address
24 Constant Avenue
Edmond, OK 73003
cooperWcollins@stu.bakeru.edu

Current Address
1234 Baker Drive
Baldwin City, KS 66006
198-765-4321

EDUCATION

Baker University, Baldwin City, KS – May 2013
Bachelor of Science in Mass Media **GPA**: 3.8

EXPERIENCE

Advertising Manager, Baker Orange Campus Newspaper, Baldwin City, KS – Spring 2011 – Present

- Secured all ads for the university newspaper from over 100 companies, including 37 new companies
- Raised over $1,000 from ad sales for newspaper budget
- Designed all advertisements for print editions of university newspaper

Marketing Intern, The BR Group, Inc., Overland Park, KS – Summer 2012

- Served as liaison between CEO and Web designers to create a unique screen saver sold nationwide
- Contacted more than 500 potential clients, securing meeting with the Kansas City Chiefs, Manchester United soccer team in the UK, and the Hard Rock Café
- Developed a direct-mail piece sent to major music labels including Arista Records and Island Records
- Wrote copy and launched company's 20 page marketing website, www.SaverActives.com
- Conducted extensive research project tracking all competitive marketing activity

Teller, Commerce Bank, Edmond, OK – Summer 2011

- Error Free Award for 4 consecutive weeks of error-free balancing
- Balanced all accounts comprising thousands of transactions

ACTIVITIES AND HONORS

Dean's List – 2009 – Present

Baker University Ultimate Frisbee Club – 2009 – Present

- Cofounder/Captain – 2009 – Present
  - Grew club mailing list from 35 to more than 115 students
  - Petitioned university and secured more than $3,000 in club funds for trips to 3 different states
  - Launched freshman introductory recruiting meeting/tournament attended by more than 75 students
  - Served as Tournament Director for 6-team competition in 2011

Kappa Sigma Fraternity – 2009 – Present

- VP of Public Relations – 2012 – Present
  - Increased attendance to annual Chili Feed by 40% through successful advertising
  - Secured 20 local corporate sponsors for Kappa Sigma Relay for Life team
  - Contacted over 150 alumni for annual Alumni Dinner
  - Worked with 2 local newspapers to distribute official Kappa Sigma press releases

Photographer, Baker University Yearbook – 2009 – Present

Big Picture Photography Competition – 2010 and 2011

- 2nd place – 2011
- 3rd place – 2010

Use specific facts, like *numbers* and *statistics*, to give employers an accurate picture of the scope of work you've done.

Your resume should not exceed one page.

Barbara Biology

Current Address
Irwin Hall 99, PO Box 65
Baldwin City, KS 66006
Biology_b@bakeru.edu

Permanent Address
123 Marine Drive
Bay City, FL 77201
785-594-0000

EDUCATION

Baker University, Baldwin City, KS – May 2013
Bachelor of Science in Biology GPA: 3.8

- Paid 80% of educational costs through scholarships and by working an average of 25 hours per week while carrying a full course load
- Biology Departmental Scholarship Recipient – 2011 – 2013

EXPERIENCE

Assistant, Baker University Biology Department, Baldwin City, KS – 2010 – Present

- Maintain daily observation logs for 3 separate long-term biology research projects
- Prepare materials for and assist over 20 students with advanced-level biology labs

Field Researcher, Baker Wetlands, Lawrence, KS – 2011 – 2012

- Studied wetland microorganisms, plant life and animals and the effects of the human element on their existence

Intern, Under the Sea Aquariums, Bay City, FL – Summer 2010

- Provided assistance to 7 biologists in the duties of animal husbandries
- Prepared food with vitamin supplements for aquarium of 560 animals
- Identified and treated piscine diseases
- Interacted with the public (approximately 1,000 guests daily) and provided information during 25 aquatic shows weekly

Cashier, Oceans of Fun, Kansas City, MO – Summers 2008 – 2009

- Provided customer service to over 1,000 daily guests

SPECIAL SKILLS

PADI Certified Scuba Diver – Certified in Open Water, Advanced, Medic First-Aid, & Rescue Diving

- Logged more than 100 dives

Fluent in Spanish (oral and written)

RELEVANT COURSEWORK

Wetland and Prairie Ecology	Wildlife Management	Zoology
Orinthology	Microbiology	Dendrology

LAB SKILLS

Spot Tests	Amino Acid Chromatography
Gel Electrophoresis	Calorimetry

Include special skills (career-related) that could set you apart from other candidates.

Text should be standard font (Times New Roman) and approximately 12 point size (no smaller than 10 EVER).

Recent graduates and those without much work experience may highlight relevant classes and projects.

Make sure the number you list will be answered by a reliable individual or a professional sounding voicemail.

Use a professional-sounding email address.

Ethan Education

Current Address
123 Orange Avenue
Baldwin City, KS 66006
785-594-1234

Permanent Address
432 Hometown Drive
Middletown, KS 32145
Pat_P@yahoo.com

EDUCATION

Baker University, Baldwin City, KS – May 2014
Major: Elementary Education **Minor**: Psychology **GPA**: 3.5

Harter Scholar – 2010 – 2014
- Full 4 year tuition scholarship based on academics and leadership

CAREER-RELATED EXPERIENCE

Student Teacher, Rising Star Elementary, Lenexa, KS – Spring 2014
- 10 weeks teaching 4th grade
  - Modified lessons and assignments for 3 ELL, 2 special education, and 2 gifted students
  - Planned cooperatively with full-time para in classroom
- 60 hours prior spent observing

Observation, Vinland Elementary, Vinland, KS – Fall 2013
- 3 weeks observing 4th grade class of 22
- 3 weeks teaching 5th grade class of 18
  - Created behavior plan for 1 ADHD student

Observation, Baldwin Elementary, Baldwin City, KS – Spring 2013
- 33 hours observing and teaching (math) 6th grade class of 20
  - Mentor teacher particularly strong in modeling effective classroom procedures
- 25 hours observing 1st grade class of 15

Observation, Marion Springs Elementary, Baldwin City, KS – Fall 2012
- 14 hours observing 2nd grade class of 15
- 16 hours observing 3rd grade class of 19

Student Leader ("First Year Experience" Class), Baker University, Baldwin City, KS – Fall 2012
- Co-taught introductory course to 18 students with Baker professor
- Independently created lessons, activities and assignments for 5 out of 12 textbook chapters

Education Internship, Lawrence Elementary, Lawrence, KS – Spring 2012
- 2 weeks observing 2nd grade class of 21
- 2 weeks assisting in teaching 2nd grade
  - Led guided reading group of 5 students

HONORS AND ACTIVITIES

Sigma Tau Chi Fraternity – 2010 – Present
University Student Ambassador – 2012 – 2013
Blue Key, Academic Honors Organization – 2011 – 2012
Student Assistant, Baker University Alumni Office – 2010 – 2011

Use good quality cotton bond paper. Standard neutral colors – such as solid white and cream – are best.

Begin statements of duties and accomplishments with Action Verbs to catch employer's attention.

Include all volunteer experience that is related to your field.

List your experience in order from most recent to older.

Molly M. Mabee

Current Address: 345 Wildcat • Baldwin City, KS 66006 • mabee_m@wildcat.bakeru.edu
Permanent Address: 678 Oak Drive • Home, KS 12345 • 913-123-7890

EDUCATION

Baker University, Baldwin City, KS – May 2013
Bachelor of Science in Psychology Minor: Sociology Overall GPA: 3.0 Major GPA: 3.45

EXPERIENCE

Psychology Student Assistant, Baker University, Baldwin City, KS – August 2011 – Present

- Assist professor with psychology research on 4 separate projects
- Perform administrative duties in counseling center for campus of 925 students
- Conduct study sessions for 3 lower-level psychology classes
- Reorganized grant research files for department – increased accessibility and utilization by 50%

Peer Counselor (Internship), Troubled Teens, Kansas City, KS – Summer 2011

- Counseled approximately 8 callers daily during incoming crisis calls
- Performed administrative duties for counseling center of over 50 clients
- Planned 3 programs to entertain approximately 30 youth in local chapter

Children's Ward Assistant (Internship), Hospital With a Heart, Kansas City, KS – January 2011

- Assisted over 75 children with classroom work
- Counseled 5 troubled children weekly, ages 5-10
- Shadowed 3 doctors and 2 administrators to observe operation of hospital management
- Created new marketing brochure – received HWAH Internship Award

Financial Aid Student Assistant, Baker University, Baldwin City, KS – September 2009 – May 2010

- Entered student aid information for over 850 students in computer system
- Answered incoming calls and performed general clerical duties including word processing, filing, and completing paperwork
- Updated filing system – increased daily filing results by 20%

ACTIVITIES AND HONORS

Pi Pi Pi Sorority – 2009 – Present

- Fundraising Chair – 2010 – Present
  - Oversaw annual walk-a-thon with 145 participants, raising $1,250

Baker University Tennis – 2009 – Present

Cardinal Key, National Honors Organization – 2009 – Present

- Secretary – 2010 – 2011
  - Recorded and distributed bi-monthly meeting notes to 18 members

Psi Chi, Psychology Honors Organization – 2009 – 2011

- Vice President – 2010 – 2011
  - Assisted with organizing 5 community service events for club of 25 members

Student Activities Council – 2009– 2010

- Assisted in planning and implementing 10 social events for campus of 925 students

Habitat for Humanity – March 2009

BRENDA BAKER

234 Wildcat Way ▪ Baldwin City, KS 66006 ▪ (785) 594-5555 ▪ bbaker@aol.com

References

Name
Title
Employer
Address
City, State, Zip
Phone (Daytime)
Phone (Evening)
e-mail

Name
Title
Employer
Address
City, State, Zip
Phone (Daytime)
Phone (Evening)
e-mail

Name
Title
Employer
Address
City, State, Zip
Phone (Daytime)
Phone (Evening)
e-mail

Intro to Cover Letters & Thank You Letters

THE COVER LETTER

You must send a cover letter every time you send a resume – by mail, e-mail, or fax. A good cover letter can be the key to getting a job interview; so it is very important that you prepare the letter in a way to capture the reader's attention and persuade him/her to consider you as a candidate. The cover letter indicates why you are writing, highlights a few of your strongest qualifications and suggests an action statement to further pursue the position. It should be concise, direct, and positive.

THE THANK YOU LETTER

You must send a thank you letter every time you interview with a prospective employer. E-mail is a quick and very acceptable way to send a thank you letter, or you may hand write one as long as you can send it within 2 days after your interview. Use this letter to express your continued interest in the position and reemphasize your strongest qualifications drawing attention to the good match between your qualifications and the job requirements. Be sure to mention specific details from your interview. You may use this opportunity to provide or offer supplemental information not previously given. Also, restate your appreciation for the interview and the employer's consideration of you.

COVER LETTER BASIC FORMAT

Your Address
City, State, & Zip Code

Date

Name of person who will be reviewing resume
Title
Organization
Street Address
City, State, & Zip code

Dear _____: *

Opening Paragraph: Arouse interest.

- Open with an attention-getting line.
- Be direct. Tell why you are writing the letter.
- State the position for which you are applying.
- Tell how you found out about the position.
- Give a brief statement demonstrating your specific interest in the organization

Body Paragraph: Critical content section.

- Acknowledge the skills required by the open position.
- State the skills/strengths you will bring to the job that parallel those needed for the position.
- Avoid vague statements; back up your claims with specific examples.
- Give examples of your skills, education, and work experience, quantified results, accomplishments, achievements, and how they will transfer to the job.

Closing Paragraph: Push for personal contact; an interview.

- Refer to documents enclosed or available, such as your resume, a reference sheet, a reference letter, and/or writing sample.
- Suggest a time that you will contact the employer to discuss the opportunity for an interview.
- Make it very easy for the person to contact you with questions. List one or two phone numbers and possibly the days and times you can be reached.
- Thank the employer for his/her consideration.

Sincerely,

(sign your name)

Your Name Typed

*Always use a name—no *Dear Sir/Madam* or *To Whom It May Concern.* As a last resort—you can use *Staffing Specialist, Hiring Professional, Human Resource Professional.* It is best to call the company and ask for a name.

234 Wildcat Way
Baldwin City, KS 66006

August 17, 2012

Mr. John Smith
Director of Corporate Employment
XYZ Company
12345 Ball Street
Overland Park, KS 66123

Dear Mr. Smith:

One catchy soda commercial jingle was all it took. At 10 years old, I knew marketing and advertising was for me!

I am writing in regards to the Assistant Director of Corporate Relations position advertised in the August 15th edition of the *Kansas City Star*. The position appears to be one that will allow me my dream of working in marketing and advertising.

The ad stated that you are looking for someone who is comfortable dealing with the public and has past experience in the field of marketing. This past summer I worked with Hallmark Corporation assisting with the promotion of a major store campaign. This position exposed me to many different facets of promotion and advertisement. Also, in my position as University Admissions Assistant at Baker University, I gained two years of experience developing new strategies in the recruitment of prospective students. This opportunity not only helped me to develop my creative ability, but also allowed me to gain confidence in dealing with various groups of people.

As you can see from my enclosed resume, I have a variety of experiences that would be beneficial to the Assistant Director of Corporate Relations position. I would like the opportunity to discuss my qualifications in more detail and will call next week to discuss setting up a time to speak with you further. If you have any questions, I can be reached at (785) 594-1111 during the day and at (913) 123-4567 after 6:00pm. I look forward to talking with you. Thank you for your consideration.

Sincerely,

Brenda Baker

Brenda Baker

THANK YOU LETTER BASIC FORMAT

Your Address
Your City, State & Zip Code

Date

Name of person who interviewed you
Title
Organization
Street Address
City, State & Zip Code

Dear _____: *

Opening Paragraph:

- Express your sincere appreciation to the interviewer.
- Note the date you were interviewed.
- Mention the position for which you interviewed.
- Mention a specific detail from your interview.

Body Paragraph 1:

- Reemphasize your strongest qualifications.
- Draw attention to the good match between your qualifications and the job requirements.

Body Paragraph 2:

- Reiterate your interest in the position.
- Provide or offer supplemental information not previously given.

Closing Paragraph:

- Restate your appreciation.

Sincerely,

(sign your name)

Your Typed Name

*Always use the appropriate salutation of the person, *i.e. Dr., Mr., Mrs., or Ms.*

234 Wildcat Way
Baldwin City, KS 66006

August 18, 2013

Mr. John Smith
Director of Corporate Employment
XYZ Company
111 Alpha Way
Baldwin City, KS 66006

Dear Mr. Smith:

I am writing to thank you for taking time with me yesterday to interview for the associate engineer position. I enjoyed meeting you and learning more about your research and design work with the ABC Restaurant chain, among your other clients. The new building plans you showed me for ABC Restaurant chain looked amazing!

My enthusiasm for the position and my interest in working for ABC were strengthened as a result of the interview. I think my liberal arts education, coupled with my internship experiences with two major engineering firms, provide a good match to the job requirements. Furthermore, I am sure that with my enthusiasm, organizational skills, and successful time management, I could make a significant contribution to the restaurant.

I want to reiterate my strong interest in the position and in working with you and your staff at ABC. Your organization provides the kind of exciting opportunity I am seeking. Please feel free to call me at (785) 594-1111 if I can provide you with any additional information.

Thank you again for the interview and your consideration. I look forward to hearing from you.

Sincerely,

Brenda Baker