

Resumes and Cover Letters

Harper College Job Placement Resource Center



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2014

Purpose of a Resume

- To summarize your qualifications
- To evoke interest and to sell your skills and experience
- Most importantly, your resume is the first step to an opportunity to interview for the job you want.

A great resume alone will not guarantee you the job, but it can lead to an interview.



Before you begin, remember:

The information you choose to include on your resume must be...

RELEVANT

Highlight information that is important to employers and to the job that you are seeking.

Resume Language	Resume Layout
<ul style="list-style-type: none"> • Use simple, everyday language • Do not use complete sentences • Avoid personal pronouns (I, me, my, mine) • Descriptions should be concise and clear • Language should be positive and enthusiastic • Avoid acronyms, excessive adjectives, and long lists • Use industry-specific action words • Use numbers to quantify accomplishments • Show how you stood out in your position: made an improvement, received recognition (awards, promotions, etc.) 	<ul style="list-style-type: none"> • Should be easy to read • Capitalize and/or bold category headings • Use fonts that are easy to read (Times New Roman/Arial) • Be consistent with margins, spacing, and fonts • Use the default font size (12) • Do not use a template; start with a blank Word document

Targeting Your Resume

- Tailor your resume to a specific position: your skill set and/or the kind of work setting (industry) you are seeking.
- Write your resume addressing the employer's needs and requirements.
- Create several different versions of your resume for different job targets.



Example of Targeting

Sample Job Description:

What are the employer's needs?

Jones & Associates, Schaumburg, IL
 Job Title: Data Entry Clerk
 Description: Candidates must have excellent data entry skills (+10,000ksph), ability to work in a fast-paced environment, good organizational skills, must be detail-oriented, ability to follow directions, good Excel skills a plus. Business major a plus.

Skills Needed:

- data entry speed 10,000ksph
- Excel
- accuracy
- detail orientation
- organization
- follow directions
- business major

Define Your Skills Below:

Provide specific, demonstrable examples of your skills that match the job.

Resume Formats

Chronological

- The most common and traditional style
- Employers find it easy to read and understand
- Tends to be easier to write and format
- Emphasizes the progression of responsibilities and job titles

Functional

- Useful when you want to emphasize skills not recently used in work experience
- Useful when changing careers
- May be useful when entering the job market for the first time
- May be useful when you've had a variety of irrelevant work experiences

Combination

- Allows you to emphasize relevant skills and satisfies employer's needs for names and dates (employment history)

Sections of a Resume

Contact Information

Should Include:

Your Name
Street Address
City, State, and Zip Code
Contact Phone Number
Email Address/LinkedIn

William R. Harper, Jr.
1200 West Algonquin Road
Palatine, IL 60067
847.555.5555
wharper@harpercollege.edu
<http://www.linkedin.com/in/williamharper>

Be sure that the email address that you use is professional. If you have doubts about yours, it's probably best to create a new, professional email account dedicated to your job search. Try using your first initial and last name.

Objective

An objective can include:

- 1) The name of the position you are seeking
- 2) Industry in which you would like to work
- 3) Skills, education, and experience that you bring to the position

An objective summarizes what you can offer an employer; it's not about what you want to get from the employer.

Examples of Acceptable Objectives

Seeking a position as a **Data Entry Clerk** in the mortgage industry utilizing previous experience and computer coursework

A position as a **Legal Secretary**

To contribute my previous work experience, degree in Elementary Education and bilingual skills to an **Elementary Education** position

To obtain a position as a **Programmer/Analyst** to use knowledge of programming languages and databases

Education

- Include degree, major, institution, city, state, actual or expected graduation date
- Information on GPA is optional (3.0 or higher)
- A subsection of Relevant Coursework is optional; 3-6 relevant course titles if you are short on experience

Examples

EDUCATION:

Harper College, Palatine, IL
 Pursuing an Associate's of Applied Science, Financial Services–
 Commercial Credit Management
 Expected Graduation Date: 5/20xx
 GPA: 3.9/4.0

RELEVANT COURSEWORK:

Principles of Financial Institution Operations
 Commercial Credit and Collection Principles
 Introduction to Business Organizations

EDUCATION:

Harper College, Palatine, IL
 Certificate – Paralegal Studies
 May, 20xx
 GPA: 3.7/4.0

Illinois State University, Bloomington, IL
 Bachelor of Science-Elementary Education
 May, 20xx

Experience

- Include job title, employer, city, and state of employer, dates of employment, and accomplishments
- Focus on accomplishments that set you apart from other candidates. Use industry-specific keywords in descriptions (see page 7 for a list of action words)
- Do not limit yourself to paid experience; include volunteer work, lab work, clinicals, and internships
- Be consistent in using either present or past tense when writing your experience statement

Example

WORK EXPERIENCE:

Chase Bank, Elgin, IL 6/20xx-2/20xx

Customer Service Representative

- Provided friendly customer service in a high volume call center setting
- Handled difficult customers with poise and a collaborative problem solving approach
- Processed customer information via an online database accurately

McDonalds, Schaumburg, IL 7/20xx-6/20xx

Cashier/Food Preparation

- Executed customer orders quickly, accurately, and efficiently in a fast-paced environment
- Assisted with public relations, food service, and register control

Optional Sections

- Summary of Qualifications
- Activities
- Volunteer Work
- Languages
- Computer Skills
- Honors and Awards
- Professional Affiliations and Memberships
- Certifications

Irrelevant or Controversial Information (that does not belong on a resume)

- Age or date of birth
- Your photo
- Marital status/family information
- Social security number
- Complete addresses from past employers, phone numbers of employers, names of former supervisors
- Salary information/salary requirements
- Health status
- Religious or political affiliations
- Hobbies (unless directly related to the position; i.e. swim team if you are applying for a lifeguard position)

Final Reminders

- Have a clear job target and customize the resume toward a specific job description
- Include only information that is relevant to the position you are seeking
- Limit the length of your resume to 1-2 pages. If your resume is on two pages, be sure to include your name at the top of the second page and indicate that it's page 2.
- Proofread! Proofread! Proofread! Also ask others to proofread for you.
- Begin statements with action words

**Check out Career Spots Videos on
www.harpercollege.edu/jprc**

Useful Resume Action Words

When writing your resume, use language that describes what you have to offer the employer. Focus on your experience, skills, and accomplishments. In addition to using power verbs, make certain that you use concise phrases, instead of complete sentences, and quantify as often as possible.

MANAGEMENT SKILLS	RESEARCH SKILLS	COMMUNICATION SKILLS	DETAIL SKILLS	CREATIVE SKILLS
Administered	Clarified	Addressed	Approved	Acted
Analyzed	Collected	Arbitrated	Validated	Conceptualized
Assigned	Critiqued	Arranged	Retained	Created
Attained	Diagnosed	Authored	Executed	Customized
Chaired	Evaluated	Collaborated	Dispatched	Designed
Consolidated	Examined	Convinced	Responded	Developed
Contracted	Extracted	Corresponded	Followed-through	Directed
Coordinated	Identified	Developed	Implemented	Established
Delegated	Inspected	Directed	Enforced	Fashioned
Developed	Interpreted	Drafted	Responsible	Founded
Directed	Interviewed	Edited	Tolerated	Illustrated
Evaluated	Investigated	Enlisted	Met Deadlines	Initiated
Executed	Organized	Formulated	Arranged	Integrated
Improved	Reviewed	Influenced	Time management	Introduced
Increased	Summarized	Interpreted	Varied	Invented
Organized	Surveyed	Lectured	Routine	Originated
Oversaw	Systematized	Lectured	Memorized	Performed
Planned		Mediated	Judged	Planned
Prioritized		Moderated	Collected	Revitalized
Produced		Negotiated	Compiled	
Recommended		Persuaded		
Reviewed		Promoted	TEACHING SKILLS	FINANCIAL SKILLS
Scheduled	HELPING SKILLS	Publicized	Adapted	Administered
Strengthened	Assessed	Reconciled	Advised	Allocated
Supervised	Assisted	Recruited	Clarified	Analyzed
	Clarified	Spoke	Coached	Appraised
TECHNICAL SKILLS	Coached	Translated	Communicated	Audited
Assembled	Counseled	Wrote	Coordinated	Balanced
Built	Demonstrated		Demystified	Budgeted
Calculated	Diagnosed		Developed	Calculated
Computed	Educated		Enabled	Computed
Designed	Expedited		Encouraged	Developed
Devised	Facilitated		Evaluated	Forecasted
Engineered	Familiarized		Explained	Managed
Fabricated	Guided		Facilitated	Marketed
Maintained	Motivated		Guided	Planned
Operated	Referred		Informed	Projected
Overhauled	Rehabilitated		Instructed	Researched
Programmed	Represented		Persuaded	
Remodeled			Set goals	
Repaired			Stimulated	
Solved			Trained	
Upgraded				

Sample Chronological Resume with Little Experience

John Jordan

123 Main Street

Palatine, IL 60067

847.555.5555

jjordan_321@email.com

OBJECTIVE

Bank Teller position with opportunity to use recent education in finance and accounting

EDUCATION

Harper College, Palatine, IL

20xx– Present

Pursuing an Associate in Applied Science- Financial Services

RELEVANT COURSEWORK

Intro. to Financial Accounting

Intro. to Finance

Intro. to Business Software Packages

Principles of Financial Institution Operations

SKILLS

- Over two years of experience in cash handling and basic bookkeeping
- Recording and analyzing financial transactions, developing financial plans, and preparing financial statements
- Proficiency in computer-assisted accounting utilizing AAACPAC Plus and Lotus 1-2-3; MS Office XP, Lotus Notes, MS Money, Internet/email, QuickBooks

WORK HISTORY

McDonalds, Hoffman Estates, IL, **Cashier**

5/20xx– Present

Greet customers, take orders, prepare food, handle cash and balance receipts against sales at end of shift. Chosen as Cashier of the Month, July 20xx

ACTIVITIES

Vice President, Harper College Business Club

20xx– Present

Member, Kappa Beta Delta

20xx – Present

Student Ambassador

20xx– 20xx

Sample Outline With Experience

Job Seeker's First and Last Name

Street Address
City, State ZIP
Telephone Number
Email Address

OBJECTIVE

Keep it simple and directly state the job you are seeking.

SUMMARY OF QUALIFICATIONS (Optional)

Tie your qualifications to the type of position you are seeking. Your professional summary is your persuasive sales pitch that introduces you to potential employers and allows them to consider you in the context of their hiring needs. Compose three to five sentences touting your key capabilities and unique experience, with an emphasis on results. Use key words related to your field.

EDUCATION

Degree/certificate, College, City, State, Year of graduation
Degree/certificate, College, City, State, Year of graduation

EXPERIENCE

Employer, City, State

Month Year to Month Year

Most Recent Job Title

Brief overview of your successes relating to the position's main responsibilities.

Outline your most impressive accomplishments using bullet points. Focus on the results of your actions, not just your responsibilities. Include industry buzzwords and tangible numbers to support your experience. The eye is drawn to figures, especially on a sales resume. Focus on leadership roles and demonstrate how you've found solutions to challenges.

Start every bullet with an impressive action word, and vary words throughout your resume. Avoid fancy fonts.

Employer, City, State

Month Year to Month Year

Previous Job Title

Keep position summaries short and relevant. A potential employer is scanning your resume to see if you merit an interview – clear and concise is ideal.

- Don't try to include your whole life story. Outline your most important and impressive accomplishments, not a complete menu of every task you've ever performed.
- As a general rule, the amount of information – both summaries and bullets – beneath each position should decrease as you move toward older assignments.

Employer, City, State

Month Year to Month Year

Earlier Job Title

- Earlier jobs require minimal information, though they are important to demonstrate career advancement.

SKILLS (Computer/Language)

MEMBERSHIPS/VOLUNTEER EXPERIENCE

- Professional memberships and volunteer work show your commitment to your industry and community. Mention leadership positions and briefly note relevant achievements.
- This is valuable for everyone, including recent grads and career changers to demonstrate that you're making an effort to establish yourself in a new field.

Sample Functional Resume

William R. Harper, Jr.

1200 West Algonquin Road

Palatine, Illinois 60067

847.555.5555

wrharper@mail.harpercollege.edu

<http://www.linkedin.com/in/williamharper>

OBJECTIVE: Management Trainee position in banking

PROFESSIONAL SKILLS:

Management & Administration

- Recruited, hired, trained, supervised, and evaluated personnel in customer-oriented environment
- Instituted inventory control and tracking system which reduced stocking overhead by 30 percent
- Oversaw accounting procedures for annual store revenues in excess of \$1.75 million; handled all banking functions

Communications

- Wrote weekly reports on retail revenues, banking, and productivity
- Won 20xx National Sales Award for increased sales and total revenue
- Merchandised products on weekly basis
- Developed and implemented marketing campaign utilizing direct market, radio and newspaper advertisements which led to achievement of the National Sales Award
- Taught comprehensive customer service training package to assistant managers and floor staff

Technical

- Strong knowledge and aptitude of PC and mainframe computer use and applications
- 40 credit hours in Finance, Credit, and Accounting
- Real Estate License

EDUCATION:

Northeastern Illinois University, Chicago, IL
Bachelor of Arts - Liberal Arts

May 20xx

Harper College, Palatine, IL
Associate in Applied Science - Accounting

May 20xx

WORK EXPERIENCE:

Manager, TJ Maxx, Schaumburg, IL

August 20xx – Present

Cashier, TJ Maxx, Skokie, IL

June 20xx – August 20xx

Sample Resume: Nursing

Alice Samuelson

1200 West Algonquin Road
Palatine, IL 60067

asamuelson@hotmail.com
847-555-0000

OBJECTIVE

A position as a **Registered Nurse** at Sherman Hospital to utilize clinical experience in patient care

EDUCATION

Harper College, Palatine, IL
Associate in Applied Science - Nursing
Certified Nursing Assistant Certificate

May 20xx

May 20xx

CLINICAL EXPERIENCE

Sherman Hospital, Elgin, IL

Fall 20xx

- Strengthened critical thinking skills by assessing, analyzing and implementing holistic care in ER
- Gained skill in efficient multi-tasking in a heavily utilized trauma center; commended for maintaining a professional, calm presence under pressure
- Reviewed charts and physician orders to implement comprehensive treatment plans for patients; supported patients and families in managing emotional issues associated with critical illness
- Worked collaboratively with team members to deliver outstanding patient care

Central DuPage Hospital, Winfield, IL

Spring 20xx

- Acted as a liaison between patients, family members and physicians in delivering care and treatment recommendations
- Demonstrated creativity and patience in calming children and an ability to act as a sounding board for scared, nervous or frustrated parents

McHenry County Health Department, Woodstock, IL

Fall 20xx

- Gained knowledge of home health nursing by assisting with nurse visits for the McHenry Care Program and Lead Prevention Program
- Increased awareness of community challenges and resources by visiting food pantries, clinics and shelters

WORK EXPERIENCE

Rockford Memorial Hospital, Rockford, IL

February 20xx- Present

Certified Nursing Assistant

- Support nursing staff and physicians
- Received Rockford Memorial Star of the Month in April 20xx in recognition of commitment to quality, service and teamwork

MEMBERSHIPS

Member, Student Nurses Association

September 20xx- Present

Sample Resume with Internship

Mark Williams

123 Main Street
Palatine, IL 60067
847-555-5555
mwilliams@hotmail.com

OBJECTIVE

To obtain an internship in **Accounting** to utilize educational experience in Bookkeeping and Accounting

EDUCATION

Harper College, Palatine, IL
Associate in Applied Science - Accounting

Expected June 20xx

RELEVANT COURSEWORK

Financial Accounting
Managerial Accounting
Introduction to Business Operations

Microeconomics
E-Commerce Development

COMPUTER SKILLS

Proficient in Word, Excel, PowerPoint, Quick Books, beginning Peachtree

WORK EXPERIENCE

HH Gregg, Bloomingdale, IL

January 20xx-Present

Sales Associate

- Recommend new products, accessories, and services offered to meet customer needs
- Maintain and balance cash drawer daily; locate and correct errors after performing cash register transactions
- Utilize various sales tools to complete purchases
- Demonstrate multi-tasking and prioritizing skills while assisting more than one customer at a time during peak times
- Communicate with other departments and other HH Gregg locations to inquire about inventory and calculate inventory after close
- Assist in training new hires
- Participate in and attend all necessary trainings/meetings

MEMBERSHIP

Member, Math Club
Member, Black Student Union

20xx- Present
20xx- Present

Sample Resume with Experience: Graphic Design

* Graphics are ok for this major

Adam Garcia

1234 Algonquin Rd.

Palatine, IL 60067

815-555-5100

adamgarcia@att.net

www.adamgarciadesign.com

OBJECTIVE:

To obtain a position which will utilize over 5 years of experience as a **Graphic Designer**

EDUCATION:

Harper College, Palatine, IL

Pursuing an Associate in Applied Science - Graphic Design 20xx-Present

Graphic Arts Desktop Publishing Certificate 20xx

Graphic Arts Certificate 20xx

Graphic Arts Web Design Certificate 20xx

Napa Valley Junior College, Napa, CA

General education and some graphic and art courses 20xx-20xx

TECHNICAL PROFICIENCY:

Applications: Adobe Photoshop CS2, Adobe Illustrator CS2, Adobe InDesign CS2, QuarkXpress, Fetch, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint, Dreamweaver, Flash MX, Free-hand MX, MYOB and FileMaker; experience in reading and writing HTML

DESIGN PROFICIENCY:

Ad design

Logo and Identity design

Package design

Creating mock-ups and presentations

Working under pressure and deadlines

Page layout

Photo retouching

Professional quality typography

Setting up files for offset printing

Computer and hand illustration

EXPERIENCE:

Daily Herald, Arlington Heights, IL

20xx-Present

Graphic Designer, Web Master, Production Manager Assistant

- ◇ Manage weekly page layout and design
- ◇ Layout and coordination of Spanish pages
- ◇ Website layout design and updating
- ◇ Troubleshooting OSX hardware and software

Freelance Web Design

20xx-20xx

Chicago, IL

- ◇ Designed websites for a real estate agent, Juliet Claire House Vacation Rental, Chen's Tea House, and G & W Landscaping

Sample Resume: Medical Office Assistant

Paulina Harper

1234 Algonquin Drive

Palatine, IL 60067

847-555-5555

pharper@fakemail.com

OBJECTIVE: Seeking a position as a **Medical Office Assistant** with a progressive medical facility

SUMMARY OF QUALIFICATIONS:

- Extensive knowledge of various medical terminologies and medical billing codes
- Excellent computer skills including speed and accuracy in transcribing
- Skilled in computerized scheduling, billing and insurance claim processing
- Excellent leadership skills including demonstrated ability to manage multiple projects
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook

EDUCATION:

Harper College, Palatine, IL

Health Care Office Assistant Certificate

20xx

RELATED EXPERIENCE:

Florence Nightingale Hospital, Crossroads, IL

December 20xx-February 20xx

Medical Office Extern

- Performed administrative duties
- Scheduled appointments for patients
- Contacted various insurance providers and scheduled patients in keeping with established guidelines
- Assisted with bookkeeping and maintained office records
- Maintained inventory of supplies and equipment; performed routine maintenance of equipment

WORK HISTORY:

Pizza Garden, Freeport, IL

20xx-20xx

Assistant Manager

- Opened restaurant, oversaw cash control procedures and made deposits
- Supervised and coached crew of 10, handled customer relations, maintained inventory, and ensured fast delivery of orders

On the Side, Rolling Meadows, IL

20xx-20xx

Supervisor

- Assisted manager with scheduling and day-to-day kitchen operations; supervised 18 servers
- Took orders from customers and maintained good customer relations
- Performed short order cooking, assisted in kitchen where needed
- Promoted to supervisor within 6 months

Sample Resume: Business Administration

Jake Jordan

123 Main Street
Palatine, IL 60067
847.555.5555
jjordan_321@yahoo.com

OBJECTIVE

Seeking a position in **Management** or related business field

HIGHLIGHTS OF QUALIFICATIONS

- Professionally minded, team worker with experience in leadership and management positions
- Capable of handling multiple responsibilities and prioritizing job duties
- Proven ability in time management and supervision
- Proficient in Microsoft Office: Word, Excel, PowerPoint, Access

EDUCATION

Harper College, Palatine, IL 20xx-Present
Pursuing an Associate in Applied Science - Business Administration
Related Coursework: Business Law, Introduction to Business Organizations, Microeconomics, Calculus

PROFESSIONAL EXPERIENCE

Family Video, Palatine, IL 20xx-Present
Assistant Manager

- Assist with interviewing and participate in hiring decisions
- Communicate customer service focus to staff; work hard to keep lines short, and inventories well stocked
- Developed wide range of training and motivational methods to build on strengths and improve weaknesses of individual employees

Finance Coordinator for Non Profit Operations, South Barrington, IL Summer 20xx
Intern

- Created an effective plan to successfully budget for and fund events that increased exposure, raised awareness, and positively impacted the community
- Developed, planned and implemented ideas to increase budget, balance, and sustain funding

ACTIVITIES

Member, Kappa Beta Delta 20xx-Present

Sample Resume: Paralegal

Lydia Hendrikson

2947 Emerson Road
 Palatine, IL 60067
 (H) 847-555-0000
 (C) 847-555-1111
 LHendrikson@yahoo.com

OBJECTIVE: To contribute to a firm that can utilize a **Paralegal** with outstanding analytical skills in the Real Estate field

EDUCATION:

Harper College, Palatine, IL

Associate of Applied Science - Paralegal Studies

20xx

Successfully completed American Bar Association approved paralegal preparation with a GPA of 3.9/4.0

Related Course Work: Real Estate Property Law, Estate Planning, Commercial Real Estate Law, & Probate

Elgin Community College, Elgin, IL

General education courses

20xx

COMPUTER SKILLS:

WESTLAW, MS Word, Excel, PowerPoint, Access, Outlook

Keyboarding: 60 WPM

RELEVANT EXPERIENCE:

Law Offices of Daniel Webster, Schaumburg, IL

1/20xx-8/20xx

Paralegal Intern

- Prepared demand letters
- Reviewed case files and real estate records
- Extracted relevant information and noted discrepancies
- Calculated fees and fines and generated special reports
- Communicated with clients, real estate professionals, and claim adjusters

Century 21 Real Estate, Elgin, IL

3/20xx-11/20xx

Receptionist

- Maintained contract files and completed all data entry for 12 agents
- Responded to customers' inquiries and complaints in a friendly and professional manner
- Trained new employees in company procedures and policies

EMPLOYMENT HISTORY:

Chase Bank, Hanover Park, IL, **Customer Service Representative**

20xx- Present

Fifth/Third Bank, Romeoville, IL, **Teller**

20xx-20xx

Sample Resume: Psychology

Allie Ramirez

123 Harper Drive
Palatine, IL 60067

ARamirez00@gmail.com

847-555-1234

<http://www.linkedin.com/in/allieramirez>

OBJECTIVE

An **Intake Coordinator** in a mental health setting

EDUCATION

Loyola University, Chicago, IL

Bachelor of Arts - Psychology

May 20xx

Harper College, Palatine, IL

Associate in Arts

June 20xx

Member, Phi Theta Kappa

RELATED EXPERIENCE

Elgin Mental Health Hospital, Elgin, IL

20xx-Present

Psychiatric Technician

- Assist patients in a team-based psychiatric setting; provide feedback on patient functioning to professional staff
- Gain first-hand knowledge of applied use of DSM-IV, psychotropic medications, and evidence-based treatments for anxiety and mood disorders
- Facilitate group therapy sessions in a supportive manner that involves all group members
- Counsel patients on a one-to-one basis, focusing on life skills and behavior

Streamwood Behavioral Hospital, Streamwood, IL

4/20xx-9/20xx

Dietary Tech

- Helped prepare and serve meals to residents during weekends
- Named "Employee of the Month"

SKILLS

Computer: Word, Excel, PowerPoint

Languages: Fluent in Spanish

ACTIVITIES

Vice President, Latinos Unidos Student Association

20xx-20xx

Member, Harper College Dance Company

20xx-20xx

Member, HUG Club

20xx/20xx

VOLUNTEER EXPERIENCE

St. Alexius Medical Center, Hoffman Estates, IL

20xx-Present

- Assist patients in wheelchairs
- Deliver supplies and charts to various floors

Sample Resume: Manufacturing

Sam A. Manufacturer

1200 W. Algonquin Road

Palatine, IL 60067

847-925-6200

smanufacturer@yahoo.com

OBJECTIVE

To obtain a **Metal Fabrication** position using hands-on education and skills acquired from recent coursework

EDUCATION

Harper College, Palatine, IL

Pursuing an Associate in Applied Science - Advanced Manufacturing Technology

Specialization in Metal Fabrication

Expected 6/20xx

Manufacturing Production Certificate

12/20xx

RELEVANT COURSEWORK

Manufacturing and Safety

Manufacturing Maintenance

Quality and Measurement

Technical Mathematics

Manufacturing Processes

CERTIFICATIONS

MSSC Safety Certification

12/20xx

MSSC Quality and Measurement Certification

12/20xx

SKILLS AND QUALIFICATIONS

- Familiar with OSHA policy, fire safety, pressurized gases, electrical hazards, and safe machine usage
- Quality control and improvement and use of data in measuring and analyzing quality
- Machining, casting, and assembly manufacturing process training
- Machine maintenance knowledge

WORK EXPERIENCE

Nestle, Glendale Heights, IL

8/20xx- Present

Warehouse Assistant

- Ensure accurate orders, meet set target rates per hour, and ensure product integrity and quality standards are met throughout the loading process
- Perform all required procedures and documentation in a safe and efficient manner to maintain the highest quality finished product
- Communicate with upstream and downstream operations to maintain product flow and prevent distribution disruptions
- Work closely with Sales Department to deliver exceptional customer service
- Knowledge of inventory and tracking systems

Sample Resume: Marketing

Jeffrey Kyoto

234 Harper Drive
Palatine, IL 60067
847-555-5555
jeffkyoto19@yahoo.com

OBJECTIVE

To obtain a full-time **Marketing** position

EDUCATION

Harper College, Palatine, IL
Associate in Applied Science - Business Administration, Marketing 20xx

SKILLS

Proficient in Windows, Word, Excel, Outlook, Access, SPSS, Adobe Creative Suite 3, HTML
Fluent in verbal and written Japanese

RELATED EXPERIENCE

CNA Insurance Company, Chicago, IL 07/20xx-Present

Marketing Support Clerk

- Conduct an average of 50-75 telephone interviews per week with customers from target markets
- Collect and analyze quantitative and qualitative research data using Internet databases, prescribed interviewing techniques, and SPSS

ABD Telemarketing Services, Chicago, IL 03/20xx-10/20xx

Telemarketer

- Solicited newspaper subscriptions and auto club memberships via telephone
- Exceeded sales quota 90% of the time; ranked among top 20% of sales force every month for eight consecutive months

TJ Maxx, Rolling Meadows, IL Summer 20xx

Customer Service - Sales Associate

- Operated cash register and processed merchandise returns
- Assisted customers with merchandise selection and managed inventory

ACTIVITIES

Vice President, Marketing Club 20xx-Present

Cover Letters

A cover letter should always be included with any resume sent to a potential employer. The purpose of a cover letter is to introduce yourself to the employer and lead him/her to the more detailed information that is described in the resume. Each cover letter should be tailored to the specifications of the particular position and company to which you are applying. Here are some basic guidelines for writing a cover letter:

- Show what you can do for the reader, not what you want the reader to do for you; keep the focus on your qualifications as they relate to the position you are seeking.
- Write clearly and simply; avoid jargon and overly complex or lengthy sentences; say what you have to say directly and succinctly.
- Business letters are formal (rather than informal) communications; see sample cover letter for an example of acceptable business style and format.
- Keep it brief; a one-page letter of 3-4 paragraphs is sufficient; your cover letter should never be more than one page long.
- Mention one or two specific accomplishments or strengths that demonstrate your expertise or proficiency related to the position you are seeking, and make the reader want to know more. Then refer the reader to your resume for more information.
- Whenever possible, address your letter to a specific person; if you don't have a name but do know the company, call their Human Resources Department or main switchboard and ask for the name of the Human Resource Manager, the name of the person handling the opening, or the person in charge of the area where the position is most likely located. If you absolutely can't find the name, address your cover letter to a title (e.g., "Dear Human Resource Representative" or "Dear Marketing Manager"). Never use a generic salutation like "Dear Sir or Madam" or "To Whom it May Concern."
- Always keep the reader in mind; make your letters easy to read and keep to the point; demonstrate that you understand and can use sound business writing principles in your communications.
- Produce high quality, error-free copy; follow the guidelines used in preparing your resume and be sure to proofread carefully; use the same font and pitch used in your resume, and use the same header as your resume.
- Be honest; always be able to back up what you say with evidence of specific examples from your experience.
- Be positive in tone, choice of words, and expectations; convey your self-confidence, enthusiasm and professionalism.
- Be sure to sign your letter using your full name as typed.

Important:

Read the application instructions before you write your cover letter. Occasionally, if you are applying for a position online, there will be no space for a cover letter, and they simply want you to submit your resume.

Cover Letter Sample

This is a block style letter format very common in business. Formatting is extremely important. A cover letter should always be included when sending a resume.

John Jordan
123 Main Street
Palatine, IL 60067
847-555-5555
jjordan_321@email.com

April 17, 20xx

(Enter 4 times)

Ms. Jane Smith
Human Resource Manager
First Savings Bank
1234 Main Street
Palatine, IL 60067

(Enter 2 times)

Dear Ms. Smith:

(Enter 2 times)

Press the **Enter** key the number of times in parenthesis.

Come to the point. Reveal your purpose and interest; identify the position and where you found the job posting. Introduce your strengths.

I am interested in applying for the position of Bank Teller as advertised on *CollegeCentral.com/harper*, posted on Monday, December 30, 20xx. I believe my experience in cash handling and bank operations meets your qualifications perfectly. (Enter 2 times)

Outline your qualifications matching them to the job description. Relate experiences and accomplishments to employer needs. Make reference to the enclosed resume.

As you can see from my resume, I have five years experience as a teller, and I am familiar with many aspects of commercial banking. Knowledge in computing figures with speed and accuracy, maintaining proper activity in customer accounts, and operating computer databases are some of the skills I could contribute to your team. My experience includes being commended multiple times at previous positions for quality customer service and for encouraging repeat customers. I would particularly like to work for First Savings Bank because of your organization's excellent reputation for customer service. (Enter 2 times)

Suggest a follow-up plan. Request an interview and indicate that you will follow up with the employer within a specific time period. Show your appreciation to the employer for considering you for an interview.

I look forward to hearing from you to set up an interview. Please contact me at your convenience if I can provide further information about my qualifications or to answer any questions. I can be reached at 847-555-1234. Thank you in advance for your time and consideration. (Enter 2 times)

Sincerely,

(Enter 4 times)

Don't forget to sign!

Your name

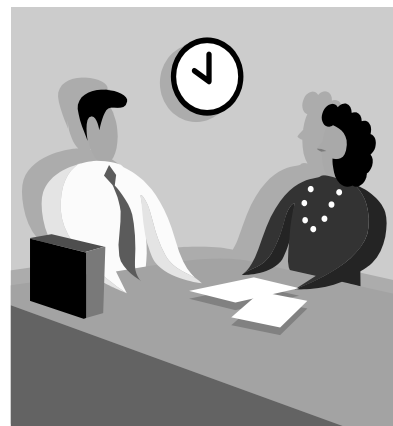
(Enter 2 times)

Enclosure

References

A list of references provides an employer with an insight to your work ethic, personality, and ability to get along with others, among other things. Here are some guidelines to follow when creating a reference page.

- References should not be sent with the resume and cover letter unless specifically requested by an employer.
- A list of references should be on a separate document and submitted only at the employer's request.
- Use the same paper, font, heading and style as your cover letter.
- Be prepared to provide your list of references at any time the employer requests. Bring the list with you for interviews and also have it on hand when filling out applications that specifically ask for references. Be sure to include the person's name, title, company name, company address, company phone number, email address, and their relationship to you.
- Three references are generally sufficient.
- Former supervisors, former co-workers, former professors or teachers are good references. Be sure to ask only those people who will represent you in a positive light. Friends and family are inappropriate.
- Ask permission and inform your references about your job search.
- Don't forget to thank your references.



**Check out Career Spots on
www.harpercollege.edu/jprc**

Sample Reference Page

John Jordan

123 Main Street
Palatine, IL 60067
847-555-5555
jjordan_321@email.com

References

Donna Martin
Marketing Manager
Academic Data Network Computer Center
1111 West Oak Street
Palatine, IL 60067
847-555-5555
dmartin@fakeemail.com
Former manager

Veronica Smith
Associate Professor
Harper College
1200 W. Algonquin Road
Palatine, IL 60067
847-925-0000
vsmith@harpercollege.edu
Former professor

Tim Zanuth
Staples
1234 Main Street
Palatine, IL 60067
847-555-1234
t_zanuth99@fakeemail.com
Former supervisor

Harper College Job Placement Resource Center

Wojcik Conference Center Building W, Room W207

Monday-Friday 8 AM-4:30 PM

Phone: 847-925-6400

jprc@harpercollege.edu