



COE COLLEGE

Coe makes it possible. You make it happen.

AN INTRODUCTION TO RESUMES, COVER LETTERS AND REFERENCES

The Center for Creativity & Careers

McCabe Hall

319-399-8581

Monday – Friday

8:00 a.m. – 4:30 p.m.

Or by appointment

The Importance of Your Resume and Cover Letter

The first step in your search for an internship, career opportunity or graduate school is to complete a compelling resume and cover letter. Resumes and cover letters are marketing tools to represent your personal brand to future employers and others. Candidates who present themselves in distinctive ways with well-written resumes and cover letters will be chosen to move to the next step in the process, which is the interview.

Here are some important things to keep in mind:

- There is no one right way to write your resume and cover letter. Both documents must be customized and personalized to fit you, and they must evolve over time as you progress through your career.
- Spelling, grammar punctuation must be flawless. Your resume and cover letter must be perfect.
- Each resume and cover letter that you submit should be customized for the particular internship, job or graduate school opportunity that you are seeking.
- Your resume and cover letter must be well-organized and clearly written. When seeking a position, it is important to remember that it is not about your need for an internship or a job - you must meet the requirements and be the best fit for the position.
- The resume and cover letter should be clean and easy-to-read, yet as visually appealing as possible.
- It is important for you to demonstrate a path of interest and experience leading to the position you are seeking.
- Clearly state what you believe makes you a distinctive candidate for the particular position you are seeking.
- Remember that the resume and cover letter are just one step—and oftentimes the first step—in the hiring process. Your desire to move to the next step, which is typically the interview, should be clearly articulated in the cover letter.

Sample Header Styles for Resumes and Cover Letters:

Nathan Reed
1220 First Avenue NE
Cedar Rapids, IA 52402
319-399-8844 / nreed@MCHSI.com

Elizabeth Betz

1220 First Avenue NE ♦ Cedar Rapids, IA 52402 ♦ 319-399-8844 ♦ ebetz@gmail.com

Andrew L. Markuson
slmarkus@coe.edu
GMU # 111 1220 1st Avenue NE, Cedar Rapids, IA 52402 319.721.5555

EVA HENDERSON
1220 First Ave. NE ♦ Cedar Rapids, IA 52402 ♦ (319) 360-9999 ♦ elhender@yahoo.com

Kailani Damaso

1220 First Avenue NE, Cedar Rapids, IA 52402, (319) 399-8844, kdamaso@cox.com

Garmai Nichols
1220 First Ave. NE • Cedar Rapids, IA 52402 • (319) 399-8844 • gnich@gmail.com

Mar'Kainen Thompson
mjthomp@aol.com

Current Address:

1220 First Avenue NE
Cedar Rapids, IA 52402
(319) 399-8844

Permanent Address:

643 E. Franklin Street
Rockton, IL 61072
(815) 624-4XXX

Example Education Sections:

EDUCATIONAL BACKGROUND

Bachelor of Arts, Coe College, Cedar Rapids, IA

Major: English Minor: Mathematics

May, 20XX GPA: 3.6

Study Abroad

El Colegio Universitario, Cuenca, Ecuador

Education

Bachelor of Arts, Coe College, Cedar Rapids, Iowa
Double Major: Computer Science and Business Management
Minor: Mathematics
Anticipated Graduation Date: December 20XX

Academic Training

Bachelor of Music

Coe College, Cedar Rapids, IA

- Major: Music Education
- Expected Graduation: May 20XX

Education:

Bachelor of Arts, Coe College, Cedar Rapids, Iowa

Major: Business Administration Minor: Economics

Anticipated Graduation Date: May 20XX

GPA: 3.5

Associate of Arts, Graduated August 2005, Kirkwood Community College, Cedar Rapids, Iowa

GPA: 3.3

Education

Bachelor of Arts, Coe College, Cedar Rapids, IA

Major: General Science GPA: 3.8

Minor: Chemistry Expected Graduation: May 20XX

Honors and Scholarships

Coe College Presidential Scholarship

Science Scholarship

Dean's list: Fall 20XX, Fall 2005, Fall 20XX

Academic All-Conference Varsity Volleyball 2005, Varsity Basketball 20XX-20XX

Making Your Narratives Distinctive

Be as descriptive as possible when writing about your achievements and accomplishments.

Minimal description

Responsible for advertising for college newspaper.

Well-stated description

Managed advertising for weekly college newspaper with circulation of 2,000, including budgeting, sales, and design.

Use powerful action verbs:

Minimal description

Responsible for drawing pictures for children's books.

Well-stated description

Illustrated award-winning children's book that sold 800,000 copies in the first two weeks of print.

Use results-oriented phrases:

Minimal description

Helped run student blood drive.

Well-stated description

Coordinated student-run blood drive and assisted in the recruitment of more than 100 donors.

Minimal description

Started landscaping business, growing from two to eight customers over a two-year period.

Well-stated description

Started landscaping business, growing business by 400% over a two-year period. Designed and completed projects for customers to transform their yards and gardens into attractive, park-like areas.

Quantify your achievements:

Minimal description

Did props for theater productions.

Well-stated description

Directed acquisition of props for more than 10 theater productions each year, using a \$5,000 annual budget with an average of 175 props per production.

Sample Resume

Name:

Mailing address:

City, State, Zip Code:

Phone number: (set up your voice mail- minimally stating your full name)

Email address: (use professional email address- full name @gmail.com)

Education:

Bachelor of Arts, Coe College, Cedar Rapids, IA, May 20XX

GPA: X.XX (only for current students; employer request)

Majors: Philosophy and Communication Studies

Certifications and/or Licensures

Study Abroad/Off Campus Study Experiences

Relevant Coursework: (optional)

Educational Foundations

Theories of Human Nature

Related Experience:

Teaching Assistant, Learning and Behavior, Coe College, Cedar Rapids, IA

20XX-present

- Prepared weekly assignments and assisted teaching a course of 30 psychology students
- Coordinated five guest lecturers

Camp Counselor, Charlie Kohawk Sports Camp, Coe College, Cedar Rapids, IA

Summer 20XX

- Aided in developing speed, agility, and conditioning drills for over 100 junior high school athletes
- Prepared arrival/departure information, organized game schedules, and managed team rosters for ten co-educational volleyball, basketball, and track teams

Other Experience:

Clerk, St. Luke's Hospital, Cedar Rapids, IA

20XX-present

- Updated hospital-wide database with employee medical history in a one-month period
- Distributed bi-weekly paychecks to all divisions of pediatric staff

Treasurer, Alpha Sigma Alpha Sorority, Coe College, Cedar Rapids, IA

August 20XX-20XX

- Maintained a balanced budget of \$128,000 and wrote checks for organization expenses
- Assisted in the development of cooperative relationships with 12 local businesses

Campus and Community Involvement:

Writing Center Consultant

Student Activities Committee

Women's Chorale

Polk Elementary School

Skills:

- Computer Skills: Adobe PageMaker, Photoshop, Illustrator; Microsoft Publisher, Word, Excel, PowerPoint
- Language Skills: Proficient Spanish (written and spoken)
- Interpersonal Skills: Counseling, communication, peer advising

Tips for Handling References

- Always provide your references on a separate page from your resume. If you are sending your resume electronically, give your reference list a different filename.
- Provide your references only when asked and the number they have asked for.
- You do not need a line on your resume that states “References Available Upon Request.” References are a given. If an employer is interested in you, they will do a reference check on you one way or the other so there is no need to state the obvious.
- Unless otherwise stated, provide no fewer than 3 and no more than 5 good references.
- Your references should consist of individuals who can speak to your work: current and former employers, professors, and people who run organizations where you have performed volunteer work.
- Family members, friends, and people who know you on a personal level (your dentist or your hairstylist, for example) are not appropriate references. If character references are requested, you may be able to use other people (such as clergy) who know you better personally than professionally.
- Always ask someone to be your reference before including them on a reference list. Ask their permission (i.e. never send an email stating “I am putting you on my reference list, is that OK?”), make sure they know you well enough to speak to the skills needed for the job or graduate program you are applying for, and make sure it will be a positive reference.
- Stay in touch with your references as you move forward in your career. As you grow professionally, your reference list will change. Be sure to occasionally touch base with people who can still be good references but with whom you no longer work. Re-connect with references every time you embark on a new job search if you will be using them again.
- List your references in alphabetical order or in order of priority or strength of the recommendation.

Example Reference List

References for Tammy Carlson

319.123.4567

TC@mail.com

Frank Smith
Director of Marketing
Running Wild
589 North Ruby Drive
Sioux City, IA 51095
(712) 255-0000
FSmith@running.com

Colin Jones
General Manager
George's Clothing Store
1896 18th Avenue
Sioux Falls, SD 55667
(605) 448-1234
Colin.Jones@george.net

Sally Jampa
Human Resources Administrator
Snowflower Graphics
4304 Elm Street
Sergeant Bluff, IA 51199
(712) 445-6543
SallyJampa@snowflower.com

Distributing Your Resume by Email or Internet

Most employers request resumes to be sent via email or submitted through an online application process. These resumes are typically formatted differently than a hard-copy resume. It is important to submit your document in the format requested, even if you are told to send a copy by postal mail.

If submitting your resume by email, here are some tips:

- Cut and paste your cover letter into the body of the email and indicate that you are including your resume. Cut and paste the text version of your resume into the email below the cover letter.
- You can also attach your resume as a document; most prefer PDF (recommended) or Microsoft Word. Some companies will not accept email attachments because of viruses, so you should provide options. By sending your resume in both forms (text and attachment), the employer can elect to read it in the body of the email or open and view the word processing version. Example of saved document file name: 20XX MarktngRes_Doe,Jane.pdf
- Your resume must be in plain text format before you paste it into the email (see below for formatting tips).
- Use an appropriate subject line; otherwise your email may get deleted before it is opened. Use the job title or job code cited in the ad, or use a few words stating your career objective if you are “cold contacting” the employer. If you are contacting a Coe alum, use the word “Coe” in your subject line. If referred by a mutual acquaintance, use that person’s name.
- Follow the application instructions exactly. Whatever format the employer wants, whether it is an attachment or a text resume in the body of an email, is what you need to send.

To include your resume in the body of an email or cut it and paste it into a web-based form, follow these steps:

- Remove all special formatting, including bold, italics, underlines, bullets, tabs, lines, etc. Use ALL CAPS in section headings to distinguish different sections of your resume. If you have used bullet pointed lists in your resume, replace the bullets with a hand-entered asterisk (*).
- Align all text to the left margin.
- When saving this version of your resume in Word 2007, select “File => Save As => Other Formats” and change the “file type” to “Plain Text (*.txt)”. Name this resume version something that you will remember, such as “Resume Text Version”.
- Re-open your text version and view the differences. This text version is now ready to copy and paste into an email or into a web-based text box.

Cover Letter Example #1

Structure your application letters with three or four paragraphs:

Date (return 3X)

Your Street Address
City, State, Zip Code
(Area code) Phone Number
E-Mail Address (return 2X)

Mr. or Ms. Employer
Title
Organization/Company name
Street Address
City, State, Zip Code (return 2X)

Dear Mr. or Ms. Employer -OR Madam/Sir if name not known: (return 2X)

I am applying for the position of Systems Analyst, advertised through Coe College's Coe Connections website. My education, experience, and career interests will allow me to make an immediate and substantial contribution to XYZ Company.

Your position requires experience in computer systems, financial applications software, and end-user consulting. With a major in management information systems, I have training on mainframes, minicomputers, and microcomputers as well as with a variety of software programs and applications. My practical experience in my college's computer center as a programmer and as a student consultant for system users gave me valuable exposure to complex operations. Additionally, I worked as a cooperative education student in computing operations for a large bank where I gained knowledge of financial systems. My enclosed resume provides more details on my qualifications.

Your company has an excellent reputation for customer service, and my experiences working with many different types of end-users will enable me to give your customers complete satisfaction and leave them with a positive lasting impression of XYZ Company. I know I would be a valuable addition to your team.

I am eager to talk with you further regarding my qualifications and to learn more about this opportunity. I will call you next week to see if a meeting can be arranged. Should you need to reach me, feel free to contact me at 319-683-4XXX or email.

Thank you for your consideration. I look forward to talking with you.

Sincerely yours,

Lisa Watson

Come to the point. Reveal your purpose. Identify the position and your source of information. Introduce your themes.

Outline your strongest qualifications that match the position requirements based on the themes you selected. As much as possible, provide evidence of your related experiences and accomplishments. Make reference to your enclosed resume.

Establish a professional follow-up procedure, and be sure to follow through on it!

Write something about the company. Show that you have done your homework about them.

Convince the employer that you have the personal qualities and motivation to perform well in the position. Sell yourself.

Cover letter example #2

Joe Kohawk

PO Box 548 • Coe College • Cedar Rapids IA 52402 • 319-399-0XXX • jkohawk@coe.edu

March 12, 20XX

Jonathan Murphy
Save Our Children
1212 33rd Street, Suite #1
Bloomington, DE 80080

Dear Mr. Murphy:

I am writing in reference to the Program Coordinator position (NY-02) listed recently on the AmeriCorps website. This position appeals to me because of my strong interest in service as a career, assisting to create a positive environment for all members of a community. Through my internship with Save Our Children, I believe I will bring what I learned to this internship which is the value of serving all children through care, love, and support; the same attributes of AmeriCorps.

In May 20XX, I will graduate from Coe College with my Bachelor of Arts degree in psychology. Some of my strengths include being self-motivated, organized, and able to work with a variety of people. As a college student I am often required to do group projects allowing me to be a part of a productive team. I enjoy working with people in order to complete a common goal. My internship as a youth care worker gave me the opportunity to do this with a team of professionals. We often worked in groups to strategize new, more effective ways to work with each client. This team approach taught me to see things from different perspectives while learning new ways to help my clients achieve independence and attain goals. In addition, I am able to successfully maintain a good grade point average while remaining involved as a campus leader. These skills, combined with my educational background in psychology, make me an ideal candidate for this Program Coordinator position.

Enclosed you will find a copy of my resume. If you should have any questions regarding how my skills fit with your organization, please give me a call at 319-399-0XXX. I may also be reached by e-mail at jkohawk@coe.edu.

Thank you for considering me for this position. I look forward to hearing from you soon.

Sincerely,

Joe Kohawk

Cover letter example #3

December 8, 20XX

Your Street Address
City, State, Zip Code
(Area Code) Phone Number
E-Mail Address

Ms. Abani Dandekar
Funjet Vacations
7098 N. Green Bay Road
Milwaukee, WI 53212

Dear Ms. Dandekar:

I would like to be considered for an Associate Promotions Manager position at Funjet Vacations which I learned about through your listing on INDEED.COM. I have researched your company on its website and am convinced that I can make a significant contribution. I match your ideal candidate description as a “people-oriented, flexible, fast learner with the ability to work in a fast-paced environment.” I believe the following accomplishments demonstrate these qualities:

- As a recent intern in the Heritage Bank Personnel Department, I was responsible for instituting a new payroll deduction program for health club membership. I contacted four area health clubs to establish special contracts for bank employees, promoted the program through paycheck announcements, and convinced the health clubs and my employer to provide two months of free membership. This contributed to an initial participation rate of 10%, twice our goal.

- In my Marketing and Promotions class, my group was responsible for developing a new product promotion campaign. We chose to develop a marketing campaign for a new Coe College Alumni Visa Card, where 1% of the monthly purchases would be contributed back to the college. The publicity campaign involved contact with alumni including recently graduated students. We not only received an “A” for the project, but the Coe College Advancement Office is currently considering this idea for their annual appeal.

These marketing experiences taught me the value of detail, follow-up and flexibility when working on promotional projects. Further descriptions of my background are in the enclosed resume. I am hoping that these examples and my marketing degree will convince you to learn more about me in an interview. I will call to follow up on this letter the week of _____.

Sincerely,

Scott Johnson

Additional Job Search Correspondence

There are many different letters you may write throughout your job search process. You may use the same format as in the cover letter example, but the content of the letter will vary. Below you will find the most common letters.

Networking Letter – Informational Interview

The networking letter is designed to generate informational interviews – not job interviews. Informational interviews allow you to meet individuals who can provide specific information about your intended career. Networking is a viable way to conduct research on jobs, refine your career goals, and uncover information about unposted job openings.

A networking letter establishes a connection between you and the reader. For example, when writing to Coe alumni, indicate you are a Coe student. Your purpose should be stated without placing pressure on the reader. Briefly explain your situation. The closing section should specify that you would like to speak with the person and how you will be in contact to make arrangements.

Thank You Letter

Within 24 hours of any type of interview (informational, employment, internship), it is extremely important to send a follow-up email or letter to the person or people with whom you interviewed. In your thank you communication, you should include:

Introduction

- Indicate why and when you met the individual, and thank them for their time.
- Reiterate your enthusiasm and continued interest in the field or position.

Body

- Remark on unique aspects of your discussion. This is a key element!
- Relate your qualifications (education, experience, and skills).

Closing

- Highlight any important information which was not discussed in the interview.
- Note follow-up action regarding his/her suggestions.
- Convey your appreciation for his/her time and consideration.

Acceptance Letter

Use this letter to officially accept a job offer and to confirm the terms of your employment (salary, starting date, medical examinations, etc.) Most often, an acceptance letter follows a telephone conversation during which the details of the offer and the terms of employment are discussed. The letter confirms your acceptance, expresses your appreciation for the opportunity, and positively reinforces the employer's decision to hire you.

Withdrawal Letter

Once you accept a position, you have an ethical obligation to inform all other employers of your decision and to withdraw your other employment application(s) from consideration. You may do this by phone or in writing. If you choose to write, your withdrawal letter should express appreciation for the employer's consideration and courtesy. It may be appropriate to state that your decision to go with another organization was based on a better fit for you in this stage of your career. Do not say that you obtained a "better" job.

Reply to Not Having Been Chosen

It is best to write a thank you email or letter, even in situations where you were not chosen for the job. You will be tempted not to respond (and most people don't). Thank employers for their time and consideration. Reinforce the positive aspects of the company. Ask to be kept in mind for future positions with them or with colleagues. Wish them well. If you were the second-choice candidate and the first choice turns down the job offer, writing the thank you note can put you in an excellent position to obtain the job, or get the next one that comes up in the organization.

Action Words

On your resume, it is important to describe your experience in terms of what you have accomplished. Use positive verbs that are strong in action to add in them description of your experiences. **Note: Use present-tense verbs for work you are currently doing; use past-tense verbs for work you have completed.**

Examples of Action Words That Describe Your Functional Skills

| | | | | |
|--------------|---------------|--------------|--------------|---------------|
| Abstracted | Conceived | Facilitated | Maintained | Received |
| Achieved | Conducted | Fashioned | Managed | Reduced |
| Acquired | Conserved | Financed | Manipulated | Referred |
| Acted | Consulted | Fixed | Mapped | Related |
| Adapted | Contracted | Followed | Modeled | Relied |
| Addressed | Contributed | Formulated | Modified | Reported |
| Administered | Converted | Fostered | Monitored | Researched |
| Advertised | Cooperated | Founded | Narrated | Responded |
| Advised | Coordinated | Gained | Negotiated | Restored |
| Advocated | Copied | Gathered | Observed | Revamped |
| Aided | Defined | Gave | Obtained | Reviewed |
| Allocated | Delegated | Generated | Offered | Scanned |
| Analyzed | Delivered | Governed | Operated | Scheduled |
| Answered | Designed | Guided | Ordered | Schemed |
| Anticipated | Detected | Handled | Organized | Spoke |
| Applied | Determined | Headed | Originated | Stimulated |
| Appraised | Developed | Helped | Overcame | Strategized |
| Approved | Devised | Identified | Oversaw | Streamlined |
| Arranged | Diagnosed | Illustrated | Participated | Strengthened |
| Ascertained | Directed | Imagined | Perceived | Stressed |
| Assembled | Discovered | Influenced | Perfected | Studied |
| Assessed | Discriminated | Initiated | Performed | Substantiated |
| Assisted | Dispatched | Inspected | Persuaded | Succeeded |
| Attained | Displayed | Instituted | Planned | Summarized |
| Audited | Dissected | Integrated | Practiced | Synthesized |
| Augmented | Documented | Interpreted | Predicted | Supervised |
| Cared | Drafted | Interviewed | Prepared | Supported |
| Charged | Drove | Introduced | Presented | Surveyed |
| Chartered | Edited | Invented | Prioritized | Sustained |
| Checked | Eliminated | Inventoried | Produced | Symbolized |
| Clarified | Empathized | Investigated | Publicized | Tabulated |
| Classified | Enabled | Judged | Published | Talked |
| Coached | Enforced | Kept | Purchased | Taught |
| Collaborated | Enlightened | Launched | Queried | Theorized |
| Collected | Enlisted | Learned | Questioned | Trained |
| Comforted | Ensured | Lectured | Raised | Translated |
| Communicated | Expedited | Led | Ran | Upgraded |
| Compared | Experimented | Lifted | Ranked | Utilized |
| Completed | Explained | Listened | Rationalized | Validated |
| Compiled | Explored | Located | Read | Verified |
| Composed | Expressed | Logged | Reasoned | |
| Computed | Extracted | Made | Recorded | |

Examples of Adaptive Skill Words That Describe Your Personal Traits

| | | | | |
|---------------|--------------|--------------|-------------|----------------|
| Active | Dedicated | Experienced | Methodical | Resourceful |
| Adaptable | Dependable | Fair | Objective | Self-confident |
| Adaptive | Determined | Familiar | Open-minded | Self-motivated |
| Adept | Diligent | Firm | Outgoing | Self-reliant |
| Aggressive | Diplomatic | Forceful | Personable | Sensitive |
| Analytical | Disciplined | Honest | Pleasant | Sharp |
| Assertive | Discreet | Independent | Poised | Sincere |
| Broad-Minded | Effective | Innovative | Positive | Strong |
| Committed | Efficient | Instrumental | Practical | Successful |
| Competent | Energetic | Keen | Productive | Tactful |
| Conscientious | Enterprising | Logical | Receptive | Tenacious |
| Cooperative | Enthusiastic | Loyal | Reliable | Well-organized |
| Creative | Exceptional | Mature | Resilient | |

ANITA JONES

4401 Fifth Avenue, Sioux City, IA 51101

ajones@hotmail.com

(712) 4XX-12XX

Education

Bachelor of Arts, Coe College, Cedar Rapids, Iowa
Double Major: Managerial Accounting and Business Administration

Expected graduation: May 20XX

Relevant Course Work

- Intermediate accounting
- Principles of Accounting I and II
- Auditing
- Principles of Marketing
- Macroeconomics
- Statistics

Work Experience

Jones Clothing Marion, Iowa
Merchandise Lead (promoted September 20XX) September 20XX – Present
Sales Associate and Stylist January 20XX – September 20XX

- Communicate clear priorities and productivity goals to the sales team, with accountability for reaching sales goals
- Provide management with frequent productivity updates and associate performance issues
- Train and coach floor team members, with an emphasis on store merchandising•Hold the merchandise team responsible for maintaining a customer-focused environment

Makeover and Beyond Marshalltown, Iowa
Beauty Advisor January 20XX - March 20XX

- Assist customers with testing make-up to promote sales
- Stocked shelves to replenish inventory
- Responsible for cash register transactions

Smith Clothing Store Marshalltown, Iowa
Customer Service Representative and Cashier March 20XX - January 20XX

- Handled customer service including in-store pickup, exchanges and returns, on-line purchases and complaints.
- Promoted purchase protection plans and processed applications for store credit cards
- Responsible for cash register transactions, as well as for cashiers working at checkout

Greenfield Golf Geneseo, Illinois
Server August 20XX-present

- Took orders, served food and handled transactions
- Served golfers by registering them to play and renting golf carts
- Checked food orders from wholesale suppliers and restocked food in the club house kitchen

Activities

Gamma Sigma Delta Pi - Coe College September 20XX-present

- Volunteered to assist with philanthropy event

Varsity Cheerleader - Coe College September 20XX-present

ANITA JONES

4401 Fifth Avenue, Sioux City, IA 51101, (712) 4XX-12XX, jtiffany@hotmail.com

EDUCATION

Bachelor of Arts, Coe College, Cedar Rapids, Iowa, Expected graduation: May 20XX

Double Major: Managerial Accounting and Business Administration

RELEVANT COURSE WORK

- *Intermediate accounting
- *Principles of Accounting I and II
- *Auditing
- *Principles of Marketing
- *Macroeconomics
- *Statistics

WORK EXPERIENCE

Jones Clothing, Marion, Iowa

Merchandise Lead (promoted September 20XX), September 20XX – Present

Sales Associate and Stylist, January 20XX – September 20XX

- *Communicate clear priorities and productivity goals to the sales team, with accountability for reaching sales goals
- *Provide management with frequent productivity updates and associate performance issues
- *Train and coach floor team members, with an emphasis on store merchandising
- *Hold the merchandise team responsible for maintaining a customer-focused environment

Makeover and Beyond, Marshalltown, Iowa

Beauty Advisor, January 20XX - March 20XX

- *Assist customers with testing make-up to promote sales
- *Stocked shelves to replenish inventory
- *Responsible for cash register transactions

Smith Clothing Store, Marshalltown, Iowa

Customer Service Representative and Cashier, March 20XX - January 20XX

- *Handled customer service including in-store pickup, exchanges and returns, on-line purchases and complaints.
- *Promoted purchase protection plans and processed applications for store credit cards
- *Responsible for cash register transactions, as well as for cashiers working at checkout

Greenfield Golf, Geneseo, Illinois

Server, August 20XX-present

- *Took orders, served food and handled transactions
- *Served golfers by registering them to play and renting golf carts
- *Checked food orders from wholesale suppliers and restocked food in the club house kitchen

Activities

Gamma Sigma Delta Pi - Coe College, September 20XX-present

- *Volunteered to assist with philanthropy event

Varsity Cheerleader - Coe College, September 20XX-present

Jane Green

1220 First Avenue NE – Cedar Rapids, Iowa 52402 | (xxx) xxx-xxxx | jane.green@gmail.com

OBJECTIVE

Seeking hands-on experience with an environmental organization to apply my studies and experience to successfully impact sustainability challenges.

EDUCATION

Coe College - Cedar Rapids, Iowa

Expected graduation: May 2015

- Double major: Environmental Studies and International Relations
- Member of National Society of Leadership and Success. Inducted with Honors at the Presidential level (GPA 3.6)

Southern France University – Nice, France

August 2013 – December 2013

- Spent study-abroad semester in France
- Coursework: Society and Technology from an Environmental Perspective
- Fieldwork: Clover growth and impact on moose migration patterns in southern France

WORK EXPERIENCE

Menlo Spark – Menlo Park, California

May 2014 – August 2014

Internship

- Interned with Menlo Spark, a non-profit sustainability organization based in California.
- Researched climate plans for the Advanced Energy Communities of East Palo Alto, Palo Alto, Redwood City, Menlo Park, Atherton and San Mateo County. Compiled the results in a comprehensive report.
- Summarized the policies and key points of the plans for each of the communities based on stakeholder meetings and other information gathered.
- The internship report will be used to assess the current situation of the cities and help shape what future goals should be to achieve climate neutrality and sustainable communities.

League of Women Voters – Cedar Rapids, Iowa

February 2014 – May 2014

Volunteer

- Helped facilitate monthly legislative forums.
- Engaged community members through local activities including telephone outreach.

Cedar Rapids Country Club - Cedar Rapids, Iowa

April 2013 – July 2013

Bartender and Waiter

- Served as a member of the Country Club service staff.
- Provided a high-level of customer service to club members.

Insead Management and Consulting – Nice, France

July 2011

Research Intern

- Researched links between wheat production and food security to assist the Insead Wheat Company in building sustainable business models in West Africa.
- Assessed how production of wheat could be made more efficient.

Hickory Hills State Park – Dysart, Iowa

Summer 2010

Park Volunteer

- Led tours of Hill Cave to see bats and spread awareness of white nose syndrome.
- Helped to maintain hiking trails throughout the park.

Fairfax Public Pool – Fairfax, Iowa

Summer 2011

Lifeguard

- Passed safety course (written and physical) to serve as a full-time lifeguard.
- Learned to work effectively as a team member with other certified lifeguards to ensure safety of recreational swimmers.

HONORS

- Member of National Society of Leadership and Success. Inducted with Honors at the Presidential level (GPA 3.7)
- Delta Delta Delta Sorority Secretary and Public Relations Chair
- Member of Environmental Club
- Member of Student Athlete Activities Committee
- Member of Model United Nations
- Member of the Kohawk varsity softball team

SKILLS AND INTERESTS

- Strong interpersonal skills, fast learner, vast knowledge of sports trivia, appreciation for diversity, interests in surfing and different cultures.
- International travel to: Morocco, Spain, Switzerland, France, Italy, Germany, Belgium, Portugal, Estonia, Sweden, Norway, Canada and United Kingdom.
- Proficient with Microsoft Office Suite (Excel, Word, Powerpoint), and Adobe Photoshop Lightroom.

Jeff Jones

1220 FIRST AVE NE, Cedar Rapids, IA 52402
(815) 323-8311 | JJones@hotmail.com

PROFILE

- Office experience in accounting, database entry and analysis, and enterprise resource management
- Progressed from managing internal accounts to developing internal controls
- Team worker, with analytical strengths. Focused and effective in face of new challenges.

EDUCATION

Coe College, Cedar Rapids, Iowa

Bachelor of Arts - Managerial Accounting and Economics
GPA: 3.67

Expected Graduation May 2016

RELATED COURSEWORK

- Intermediate Accounting
- Auditing
- Statistical Analysis
- Cost Accounting
- Econometrics
- Calculus

EXPERIENCE

Tax Act, Cedar Rapids, Iowa

Customer Representative

- Train team members in customer interactions

Spring 2014 to Present

Computer Systems LLC, Rockford, Illinois

Office Intern and Accounting Assistant

- Developed and maintained Syspro ERP system
- Implemented ERP setup and control for merchandise returns
- Created Access user-friendly database for company contracts, with data generated from ERP system.
- Collaborated with team members on management projects

May 2012 to August 2014

Red Rose, Hiawatha, Iowa

Accounts Payable Intern

- Processed A/R and A/P accounts for purchasing orders and returns
- Reconciled internal departments
- Oversaw the statement of collection
- Conducted clerical work, such as filing and check runs

Fall 2013

OTHER EXPERIENCE

- College Tutor for Business Administration and Economics
- Treasurer for Intervarsity College Club
- Tutored for Taft Middle School
- Volunteer for Habitat for Humanity and Willis Dady Center
- Interned for U.S. Senator Tom Harkin

Spring 2013 to Present
August 2012 to Present
Fall 2012 to Spring 2013
Throughout College
Throughout High School

SKILLS

- Computer: ERP systems, Microsoft Office Suite (Access, Excel, Outlook, Word and PowerPoint), SQL coding, TeXworks, Rstudio
- Language: Intermediate knowledge in Spanish, both written and oral

Ken Tuckie

1220 First Ave NE • Cedar Rapids, IA 52402

000-000-0000 • ktuckie@coe.edu

PROFILE:

- Solid organizational skills, teamwork skills, able to react to complex situations, practice time management to achieve goals
 - Excellent computer skills with proficiency in Microsoft Office Suite, including Excel, Word, PowerPoint, Publisher and Outlook
-

EDUCATION:

Coe College - Cedar Rapids, IA

Expected Graduation Date: May 20XX

- Double Major in Business Administration and Public Relations
 - Named to the Dean's List
 - Cumulative GPA: 3.75
-

RELEVANT COLLEGE COURSE WORK:

- Principles of Accounting One and Principles of Accounting Two
 - Currently enrolled in Intermediate Accounting One, Principles of Management, Statistical Analysis and Macroeconomics
-

WORK EXPERIENCE:

Chick-fil-A – Smithfield, Kentucky

May 20XX – August 20XX

Retail Representative

- Selected to train new employees – all positions and responsibilities
- Responsible for transactions – obtained orders and closed/verified daily sales
- Tracked inventory – maintained and restocked as required
- Provided customer service – acquired orders in store and drive-thru window, and interacted with guests in the dining area
- Handled food preparation, both manually and by using equipment

Jones Supply Company – Smithfield, Kentucky

July 20XX – July 20XX

File Clerk

- Responsible for filing customer paperwork
 - Miscellaneous office duties including record/data management and data entry
-

EXTRACURRICULAR AND VOLUNTEER ACTIVITIES:

Coe College – Cedar Rapids, IA

August 20XX - Present

- NCAA Division III Baseball - Coe College
 - Named a NFCA All-American Scholar-Athlete
- Baseball Camps – Coached 4th to 12th graders to enhance skills
- Volunteered through Habitat for Humanity
- Accounting Club Member
- Freshmen Orientation College Adjustment Peer

Tony Smith

1220 First Ave NE, Cedar Rapids, IA 52402 • 319.799.xxxx • tsmith@gmail.com

Objective: Registered Nurse position in hospital cardiac unit

Education: Coe College, Cedar Rapids, IA

Bachelor of Science in Nursing Degree, May 20XX

Additional Certificates: CNA, Hawkeye Community College, Waterloo, Iowa, 20XX
CPR, American Heart Association

Nursing Related Experience:

Work Study, Mercy Hospital/Coe College, Cedar Rapids, IA 20XX-present

- Assist nursing personnel obtain Medicare signatures, search for patient room numbers on computer while complying with HIPPA standards and escort patients to desired destination
- Trained four volunteers on escorting, telephone operations and volunteer etiquette

CNA, Extended Care/Medical Surgical/Skilled Unit

Monroe County Hospital, Albia, IA 20XX-present

- Work collaboratively as a team player with staff to assist patients with mobility, mechanical lift operations, feedings, bathing/hygiene cares, and documentation
- Check blood sugar levels, vital signs, assist with dressing changes, correctly calculate intake and output
- Flexibly assist with all three shifts when needed

Tutor, Coe College Academic Achievement Program, Cedar Rapids, IA 20XX-20XX

- Assisted two students on learning techniques, study habits and content of pathophysiology and assessment class as well as cultural aspects of healthcare class

Clinical Experience: Total hours completed-460

Intensive Care Unit, Mercy Medical Center, Cedar Rapids, IA Spring 20XX-present

- Assess neurologic and physiologic stability of two patients undergoing dialysis
- Surveillance and monitoring of critical care patients

Visiting Nurses Association Home Health, St. Luke's Hospital, Cedar Rapids, IA Fall 20XX

- Performed over 20 well baby assessments and administered three newborn injections
- Utilized teaching strategies to help new mothers understand care of newborns

Labor & Delivery, OBGYN, Pediatrics, Nursery, Mercy Hospital, Iowa City, IA Fall 20XX

In addition to nursing skills learned in prior preceptorships:

- Read heart strips; interpreted fetal heart monitors and maternal contraction patterns; performed hearing screens; assessed over 12 newborn infants, pre and postpartum women and pediatric clients
- Performed cervix dilation and effacement assessment under physician supervision
- Assisted with epidural and spinal block administration with eight vaginal births and three cesarean deliveries

Orthopedic Unit, Mercy Medical Center, Cedar Rapids, IA

Spring 20XX

- New skills included IV catheter insertion, IV medications, NG tube insertion, staple removal, and Continuous Passive Movement machine operation
- Assessed and managed care of four to five patients per shift
- Observed emergency compartment syndrome surgery

Transitional Care Unit, St Luke's Hospital, Cedar Rapids, IA

Fall 20XX

- Assessed and cared for four to five patients per shift with or recovering from pneumonia, renal failure, sepsis, amputations, joint replacements, strokes and heart failure
- Administered IV fluids, oral and rectal medications, intramuscular and subcutaneous injections, dressing changes, and intermittent catheterizations

Activities and Interests:

- International travel: Six-week mission trip to Ethiopia, summer 20XX
- Provide child care to children from ages two months to six-years-old
- Lead weekly studies for InterVarsity, a nondenominational Christian fellowship
- Sing in InterVarsity worship team every week

SUSAN STICK

3400 Fourth Avenue, Waterloo, IA 50701

sstick@hotmail.com

(319) XXX-12XX

Education

Bachelor of Arts
Major: Biology

Coe College
G.P.A. 3.60

Cedar Rapids, Iowa
Anticipated Graduation May 20XX

Associates of Arts
Major: Biology

Kirkwood Community College
G.P.A. 3.40

Cedar Rapids, Iowa
May 20XX

Research

Aquatic Ecology

- Course taken in Boundary Waters at the Wilderness Field Station in Minnesota
- Spectrophotometric analysis of chlorophyll
- Tested temperature, dissolved oxygen, pH, and Secchi disk of various Minnesota lakes
- Identified algae and zooplankton
- Designed experiment on lake chlorophyll

Cellular and Molecular Biology

- Tested yeast growth with various inhibitors using spectrophotometer
- Designed and tested heavy metal effects on yeast growth
- Tested optimal pH of casein using spectrophotometer

Organismal and Ecological Biology

- Fetal pig dissection, anatomical and physiological identifications
- Crawfish dissection, anatomical and physiological identifications
- Tested Madagascar Hissing Cockroach respirations using LI-6400 Portable Photosynthesis System
- Designed experiment testing Madagascar Hissing Cockroaches respiration in oxygen rich environment

Entomology

- Grasshopper, cicada, and cockroach dissection
- Identification of insects using and making a key
- Created insect collection, identification to order and family

Microbiology

- Culturing various bacteria in various media
- Application of staining techniques including: acid fast, Gram stain, Indian ink, Methylene blue stain
- Use of microscope, oil immersion techniques
- Develop experiment for unknown bacteria

Employment Experience

Resident Care Assistant, Center for Community Care
Hiawatha, Iowa

May 20XX- June 20XX

- Provided custodial, dishwashing and laundry services for 130-150 mentally challenged and elderly residents
- Measured and recorded patient's fluid intake and output
- Provided medication reminders

Patient Care Technician, Suny Medical Center
Waterloo, Iowa

August 20XX- July 20XX

- Provided nursing care assistance in accordance with resident care policies and procedures
- Ensured the safety and well-being of the residents is maintained
- Assisted residents with bathing, dressing, hygiene and grooming in accordance with established care plan

Awards

- Coe-Kirkwood Community Scholarship
- Coe College Writing Scholarship
- Marine Corps Scholarship Foundation
- Dean's List Kirkwood Community College
- National Dean's List

Organizations

Coe College Biology Club

- Coe Playground of Science Night: organized and displayed scientific experiments for 800 students and parents

Anita Jones

1220 First Avenue NE, Cedar Rapids, Iowa 52402
(000) 000-0000 ajones@coe.edu

September 8, 20XX

Ms. Sue Smith
American Life Insurance Company
555 Skyline Road
Pella, Iowa 01011

Dear Ms. Smith:

With a desire to learn about the life insurance industry, I am writing to apply for the accounting internship position being offered by American Life Insurance Company. I possess strong analytical skills, solid communications, and the strong work ethic you are seeking.

As you will see from my attached resume, I am currently completing my degrees in Business Administration and Managerial Accounting at Coe College, with an expected graduation date of May of 20XX. I have had a variety of business experiences that provide a solid foundation for future success. For example, at Von Maur I gained experience in customer service, facilitating a wide variety of transactions and successfully communicating with clients to work through many situations. Currently, I am gaining experience at Younkers. This has allowed me to learn how to acquire the figures used during for accounting and auditing processes, as well as helping to manage inventory and handle daily store closing reconciliations.

Your company has an excellent reputation for providing a quality internship program that allows students who are pursuing accounting degrees a great opportunity to get hands-on experience. My education and background will allow me to make significant contributions to your organization, while at the same time leaving a positive impression on those who I work with at your firm.

I am eager to talk with you further regarding my qualifications and to learn more about this opportunity. If you should have any questions regarding how my skills fit with your organization, feel free to call me at 000-000-0000. I can also be reached via email at ajones@coe.edu.

Thank you for considering me for this position. I look forward to hearing from you.

Sincerely,

Anita Jones

Anita Jones

Resume Drafting Worksheet

Name:

Mailing address (city, state, zip code):

Phone number:

Email address:

Education:

Relevant Coursework (optional):

Experience:

Other Experience:

Campus and Community Involvement:

Skills: