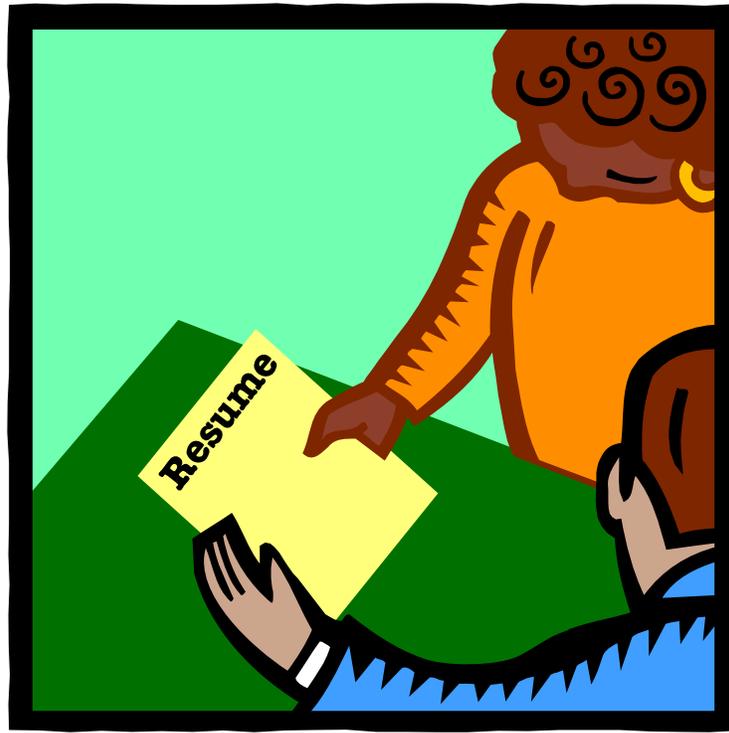


HOW TO WRITE A RESUME

Part Two of a Three Part Job Hunting Series



HOW TO WRITE A RESUME

The resume is the basic tool of job hunting. Your resume is one of the most important documents you will ever create. **No** resume generally means not getting an interview; **No** interview generally means **No** job.

The ability to communicate in written form is essential to job-hunting. The resume, along with a cover letter and thank-you letter, are tools that you must construct. Without these tools your chances of finding a job after graduation are not promising. Your resume is your professional advertisement about yourself. It spells out what you have done and displays your qualifications to new employers. You can think of your resume as a way to sell yourself to future employers. This booklet is a guide to assist you in developing the necessary skills to construct a resume and cover letter.

UPJ CAREER SERVICES
G-52 STUDENT UNION
(814) 269-7120

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UPJ CAREER SERVICES

The following are the resume related services that Career Services provides to all UPJ students and alumni.

Career Seminars: Group meetings will be held during the fall and winter terms. By attending a seminar, you will be able to learn the skills necessary to write an effective resume, cover letter, and other communication instruments. Watch for signs or stop in Career Services for dates.

Individual Help: A career counselor in Career Services is available to assist you on a personal basis in writing effective resumes and preparing for job interviews. Stop in and schedule an appointment. You should prepare a rough draft of your resume before speaking with the counselor.

Student Computer Lab: Students have access to two computer terminals for resume development or career related research in the Career Services office.

Resources: A variety of resources and guides to resume writing are available in Career Services.

If you have any questions or concerns with these or other services that Career Services offers, please do not hesitate to ask.

We have provided a worksheet in the Appendix to assist you in organizing the information needed for your resume!



RESUME DEVELOPMENT

The resume is a simple, well-organized profile of your qualifications. Its purpose is to organize relevant facts about you in a written presentation. It should sell the employer the idea of giving you an interview. **Interviews get jobs; resumes get interviews.** Everything in your resume should provide employers with reasons to want to interview you. Thus, the resume should contain brief but sufficient information to tell a prospective employer:

- ✓ What you can do
- ✓ What you have done
- ✓ What you know
- ✓ Who you are
- ✓ What kind of job you would like

There are certain principles to keep in mind when constructing a resume.

- A. There is no one **right** way to organize a resume. All resumes are unique and different. However, all resumes have certain things in common. They are neat and appealing to the eye. There are no spelling, punctuation, or grammatical errors.
- B. Use quality paper. Plain white paper is still considered to be the most businesslike. However, colored paper is acceptable. It really depends upon personal preferences and the nature of the position for which you are applying.
- C. If you use colored paper make a photocopy to see how it looks. Many times the person making the hiring decision will only see a photocopy.
- D. It is recommended that the resume be printed on a laser printer or high quality ink jet printer. Also, a high quality photocopier should be used to reproduce your resume.
- E. The resume should be uncluttered and well organized.
- F. Layout is extremely important. Good spacing, margins, and headings contribute to appearance and readability. Use creativity in your layout. Dividing lines, white space, and margins optimize graphic appeal. By being “eye catching”, your resume may separate itself from others.
- G. Short informational statements are best. **Avoid using first person pronouns.** Informational statements need not be complete sentences.
- H. If possible, keep the resume to one page. When you have more than one page, make sure your name is on the second page and the pages are numbered.
- I. A list of action verbs you might consider using in your resume is found on page 42.
- J. When possible, the resume should be targeted toward a particular type of job.
- K. Your resume will accomplish several objectives.
 - 1. It will serve as an introduction
 - 2. It will save time by eliminating meaningless interviews.
 - 3. It will serve to focus your personal interviews. When your qualifications are organized on paper, you will find it easier to discuss them with assurance. Nervous fumbling for dates and significant facts will be minimized.
 - 4. Having all the facts at your fingertips will help you avoid overselling or understating your qualifications.
 - 5. It will provide the employer with a visual reminder of what you covered in the interview.

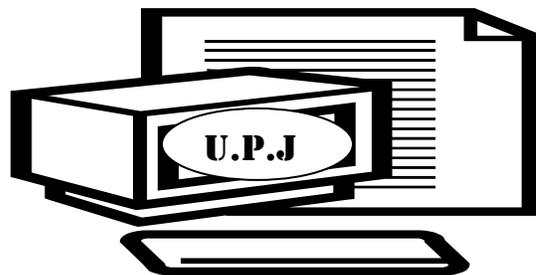
HOW DOES A RESUME WORK FOR YOU?

A good resume is an important element in the employment process. A resume is unique for each individual. It is recommended that you look at a number of different sample resumes to get ideas about style, layout, and content. Your resume gives the prospective employer a first look at who you are. You must take time and develop a format that enables you to present your qualifications in the best possible manner.

The goal is to make your resume easy to read and convincing. The resume is your chance to sell yourself. Say positive things about yourself, but stay within the limits of honesty. Some portions of your background may be important assets to your job hunt. These should be highlighted and expanded upon. Other portions of your background may serve as detriments to a successful job hunt. These should be de-emphasized or eliminated completely. Career related work experience might compensate for a low Q.P.A. You might consider omitting the latter from the resume. However, an exceptional Q.P.A may explain a lack of participation in campus organizations and other activities. Or perhaps those who have been extremely active and have taken leadership in organizations may not have time to hold part-time jobs. You should think about these things and this kind of balance when creating your resume.

Remember that you may be dealing with people's biases. Don't give employers reasons for eliminating you from consideration. Personal information that has no impact upon your ability to do the job should be avoided.

In summary, step back and look at the situation from the prospective employer's viewpoint. What would you want to know about a potential employee? What skills, qualifications, etc. would you want candidates to have? If you are uncertain as to what information you should include, please do not hesitate to ask a Career Services staff member.



INFORMATION THAT APPEARS ON MOST RESUMES

1. **Personal Information:** Name, Campus/Permanent Address, Telephone Numbers, and an E-mail address.
2. ***Employment Goals:** (This is normally called the "Career Objective" or simply "Objective"). Describe the type of work you desire. The objective should reflect your short-range plans. For those with little or no full-time work experience, the development of a concisely described job objective may be the most difficult task in compiling a resume.

If you find that a specific career objective is too confining, or doesn't meet your needs, there are options available:

- a) You may decide to write your objectives in functional terms that describe the type of work activities you prefer instead of a description or title.
 - b.) Eliminate the employment goal section on your resume and incorporate your objective in your cover letter.
 - c.) Have several resumes with different objectives that you would send to appropriate employers.
3. **Education:** Name of College(s), Location, Dates, Degree(s), Major(s), Quality Point Average*, Honors, and perhaps courses of particular value if they are related to employment for which you are applying. Whereas college graduates typically do not include high school background, undergraduates frequently find it advantageous to do so.
 4. **Skills:** You may decide to include a section that lists your computer skills, foreign languages, licenses (CPR, commercial driving, etc.) and other skills.
 5. **Experience:** Part-time employment, summer employment, applicable college projects, internships, volunteer work. (This section can sometimes be divided into three areas: career-related experience, part-time experience, and summer experience). For undergraduates with little or no full-time professional level work experience, it is very important to include part-time and summer jobs - even if the type of work has no bearing on academic or career plans. Remember that career related experience is most valuable, but a proven track record of other successful experience also makes you a more attractive candidate.

NOTE: It is much more important to emphasize what your experiences were (description, explanation) rather than where and when (dates, places).

6. **Military Service:** For those who have completed military obligations, the dates of active duty and rank upon discharge should be included. When appropriate, include a brief description of duties and responsibilities, particularly if the experience relates to future employment. If you do not have any military experience, omit this section.

7. **Activities and /or Interests:** These include extra-curricular college and/or community experiences, and any leadership positions. A brief listing of hobbies or avocations is acceptable. Teacher education candidates should include all experiences working with children and adolescents. Candidates for teaching positions might choose to include their own high school activities.

8. ***References:** List 3 or 4 persons. Give name, professional title, business address, and business phone. These are normally listed on a separate sheet of paper, not attached to your resume. You might include a statement such as, "References: Available upon request." Do not use personal friends and relatives as references. Teachers, faculty, and former supervisors make the best references.

* Indicates optional

PLEASE NOTE:

Traditional advice has been to use "action verbs" when writing resumes and cover letters. A list of "action verbs" you might consider using in your resume is provided in the back of this booklet.

Although the use of "action verbs" is still considered important, you also should be aware of a recent trend. Many large organizations are using computers to do the first scanning of resumes. When scanned, these computers can quickly review thousands of resumes. However, be aware that they normally scan for nouns, not verbs. Action verbs may have a greater effect when a human being does the first screening of your resume, but verbs may not impress a computer.

In essence, both action verbs and important descriptive nouns that describe your qualifications (such as title, positions, courses, etc.) are important.

RESUME WRITING TIPS

Writing a resume can be a daunting experience. The following is a list of tips compiled from the advice of employers, career counselors, and recent graduates whose resumes helped them land meaningful employment.

- ❖ Pay careful attention to spelling, punctuation, grammar, and style.
- ❖ Proofread your resume carefully, using a dictionary and stylebook, and have several other people proofread it as well.
- ❖ Organize information in a logical fashion.
- ❖ Keep descriptions clear and to the point.
- ❖ Confine your information to one page.
- ❖ Use a simple, easy-to-read font.
- ❖ Use good-quality white or off-white bond paper.
- ❖ Include as much work experience as possible, even if it doesn't obviously relate to the job you're seeking.
- ❖ Tailor your information to the job you're seeking.
- ❖ Seek help at your career services center.

For more information on preparing a resume and other job-search ideas, visit your career center.

National Association of Colleges and Employers

SAMPLE RESUMES



Please use the following resumes as examples only. Look at all the resumes before you begin to construct your own. Your resume will serve you best if it is unique and highlights your own personal qualifications. Choosing a format that you like and then blending bits and pieces of a variety of examples will make your resume appear as if it is original. Resumes copied from somebody else or produced from a template are normally not as effective as original resumes.

Margaret L. Aaron

4352 Elton Road
Johnstown, PA 15904
Home Phone: 814-555-9876
Email: AML@net

OBJECTIVE

To obtain a position that utilizes training in Computer Science and Mathematics.

EDUCATION

University of Pittsburgh at Johnstown, Johnstown, PA

Bachelor of Science – Mathematics
Minor – Computer Science
Date of Graduation – May 20__
Overall QPA – 2.85

Core Classes – Calculus I, II, & III, Linear Algebra, Theoretical Math, Discrete Math I, Probability and Statistics I & II, History of Math, Topics in Geometry, Topics in Applied Math, Ordinary Differential Equations, Abstract Algebra, Intro. To Computer Science Programming, Intro to Information Structures and Computer Systems Architecture

COMPUTER SKILLS

Software - Microsoft Word, Works, Excel, Access, PowerPoint, WordPerfect, Microsoft FrontPage, Netscape, Netscape Composer, Internet Explorer, AutoCAD, and MathCAD

Programming Language Experience - FORTRAN, Ada, C++, and Assemble Language

AWARDS RECEIVED

American Legion Scholarship
UPJ Presidential Scholarship
Dean's List

EXPERIENCE

Instructional Design Web Page Developer, Murtha Center (UPJ) Johnstown, PA

Designed a web-based tutorial on instructional design through the Advanced Distributed Learning Initiative (ADLI) project funded by the Department of Defense, White House Office of Science and Technology, and Concurrent Technologies Corporation. The project required extensive research, the use of Netscape Composer along with other computer software and the ability to work cooperatively with others in order to develop an attractive and professional web page.

(01/__-04/__)

Road Crew, Pennsylvania Department of Transportation Ebensburg, PA

Responsibilities included working as part of a road crew, cleaning and repairing rural highways.

(Summers ' __, ' __, ' __)

Part-time Assistant Manager and Sales Associate, Shoe Shops, Inc. Johnstown, PA

Began as sales associate and later promoted to part-time assistant manager. Responsibilities included customer assistance and sales, cash register operation, daily paperwork, opening and closing shift procedures, and managerial skills.

(11/__-11/__)

REFERENCES AVAILABLE UPON REQUEST

Byron H. Baxter

Home Address
1409 Logan Boulevard
Altoona, PA 16601
(814) 555-2232

School Address
PO Box 1200 UPJ Box 123
Johnstown, PA 15907
(814) 555-8848

bhbaxter@pitt.edu

OBJECTIVE:

To secure a position in newspaper/broadcast journalism with potential for advancement.

EDUCATION:

University of Pittsburgh at Johnstown, Johnstown, Pennsylvania
Degree: Bachelor of Arts, May 2000
Major: Journalism
Minor: Communication

Major Courses:

Feature Writing	Broadcast Journalism
Magazine Writing	Newspaper Layout and Design
Reporting I and II	Photography in Communications
Introduction to Journalism	Copy reading and Editing

CAREER RELATED EXPERIENCE:

Tribune-Democrat, Johnstown, PA

Position:	Reporter (20__ to Present)
Duties:	Responsible for coverage of all UPJ Wrestling Matches

WUPJ, Univ. of Pittsburgh at Johnstown student radio station

Position:	Disc Jockey (20__ to Present)
Duties:	Produced radio show

OTHER EXPERIENCE:

Varsity Café, Univ. of Pittsburgh at Johnstown snack shop

Position:	Food service employee (20__ to Present)
Duties:	Prepared food and maintained cooking area

Department of Public Works, Logan Township, Altoona, PA

Position:	Laborer (Summer 20__)
Duties:	Responsible for maintenance around township. Gained practical experience in landscaping and road construction.

Lee Distributors Inc., Altoona, PA

Position:	Truck driver's assistant (Summer 20__)
Duties:	Delivery of products to customers, maintenance of delivery vehicles

ACTIVITIES:

Sports Information Director (SID) Assistant	Little League Coach
UPJ Men's Ice Hockey Club	Victim Services (Volunteer)
Intramural Basketball and Football	Church Youth Group

REFERENCES: Available upon request.

Monica Dogooder

642 First Street

Pittsburgh, PA 15233

(412) 555-6655

E-mail: monica@dogooder.com

PROFESSIONAL OBJECTIVE

To secure a position as a language arts instructor serving the needs of disadvantaged and troubled youth.

EDUCATION

University of Pittsburgh at Johnstown

Graduation Date: April 2005

Degree: Bachelor of Arts

Major: Secondary English Education

Honors: Magna Cum Laude

Q.P.A.: 3.73

CAREER RELATED EXPERIENCE

University of Pittsburgh at Johnstown, Johnstown, PA August 2003-Present

Position: Instructor

Duties: Responsible for structured classroom teaching and curriculum development of Composition I freshman English class.

Appalachian Youth Services, Johnstown, PA Summer, 2003, 2004

Position: Instructor/tutor

Duties: Developed curriculum in English and Math for young adults preparing for GED. Planned lessons and activities for disadvantaged and recalcitrant youth, facilitated small group interaction, individualized tutoring.

Brett's Subs, Erie, PA Summer 2002

Position: Sandwich Maker

PERSONAL STATEMENT

The educational process should be a challenge, enabling each student to attain his/her potential; it is the instructor's responsibility to facilitate this process.

HONORS AND ACTIVITIES

Secretary: Commuter Organization of General Students

Treasurer: Education Club

Dean's List

REFERENCES

Available upon request.

Duncan Donaldson
Duncan444@upj.com

Home Address

84 Trueman Avenue
Altoona, PA 15947
(814) 946-8444

Campus Address

P.O. Box 1200, UPJ Box 112
Johnstown, PA 15907
(814) 555-0023

Objective:

To secure a summer position in marketing or sales.

Education:

University of Pittsburgh at Johnstown, Johnstown, PA

Anticipated Graduation: June 20__

Major: Business

GPA: 3.12

Concentration: Management, Marketing Track

Major Course Work:

Principles of Marketing

Marketing Research

Expert Systems in Marketing

Marketing Management

Consumer Behavior

Advertising Management

Experience:

Subway, Hollidaysburg, PA 15912

Cashier and Sandwich Artist

Duties: Assisted with customer relations, prepared sandwiches, handled cash register transactions, responsible for closing store and calculating daily receipts. July 20__ – April 20__

Young Men's Shop, Altoona, PA 15650

Sales Associate

Duties: Sold men's clothing, assisted with customer relations, handled cash register transactions. Summer 20__

Altoona Park and Recreation Board, Altoona, PA 15947

Counselor

Duties: Planned activities for the children. Summer 20__-20__

References:

Available upon Request

Donna L. Drury
124 Abbott Street
Boswell, PA 15802
(814) 555-8825
E-mail: dld@123.upj.com

OBJECTIVE

An entry level position in public accounting.

EDUCATION

University of Pittsburgh at Johnstown Johnstown, PA 15904 Major: Business Concentration: Accounting	Bachelor of Arts Degree December 20__ Major QPA: 3.50 Overall QPA: 3.04
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EXPERIENCE

McCrorry & McCrorry, Certified Public Accountants Indiana, PA 15701 Staff Accountant Duties:	8/20__-6/20__
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- Audited school districts and municipalities
- Recorded payroll for various businesses
- Reconciled bank statements
- Prepared reports
- Prepared employer's quarterly taxes

Giant Eagle Latrobe, PA 15650 Cashier Duties:	4/20__-12/20__
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- Operated cash register
- Maintained customer relations
- Coordinated cashier duties

ACTIVITIES/HONORS

Student Accounting Association Member
Dean's List
Small Business Institute Project Member

James G. Fisher
E-mail: jimfishes@aol.com

School: PO Box 1200, UPJ Box 234
Johnstown, PA 15907
(814) 555-0012

Home: 211 Cabin Court
Portage, PA 15917
(814) 555-0202

Education

University of Pittsburgh at Johnstown, Johnstown, PA

Degree: Bachelor of Science, December 20__

Major: Elementary Education

Student Teaching: Westmont Hilltop, Johnstown, PA, Third Grade

Grade Received: A+

Windber Elementary, Windber, PA, Fifth Grade

Grade Received: Pending

Mount Aloysius College, Cresson, PA

Degree: Associate of Science Degree, May 20__

Major: Early Childhood

Student Teaching: Penn Cambria Elementary, Cresson, PA, Kindergarten

Grade Received: A

Professional Experiences

Teacher/Counselor, I.U. 08 Autistic Camp, Cresson, PA Summer 20__

Childcare Provider, Laurel Crest Daycare, Ebensburg, PA Summer 20__

Computer Skills

Hardware: IBM-Compatible (Windows-based), VAX/VMS

Operating Systems: Windows 98/2000/NT, Unix

Productivity Software: Word-Processing, Spreadsheets, Database/File Management, Graphics/Drawing, Painting Tools, Communication Tools

Presentation Software: PowerPoint, Claris Works

Other types of Software: Web page development, Tutorials, Erik database

Accomplishments

Dean's List, Marine Corps Scholarship, Easter Seal Fund Drive Chairman

Hobbies & Interests

Fly Fishing, Baseball, Basketball, Hiking, Biking, Running, Weight Lifting, Drama, Films, Traveling, Cooking, Mystery Novels, Community Betterment Projects

THOMAS GARISSON

Home Address

R.D.#2 Box 4118
Nanty Glo, PA 15347
Email: tfg@lite.net
(814) 555-2288

School Address

P.O. Box 182
St. Francis College
Loretto, PA 15650
(814) 555-8822

OBJECTIVE:

Seeking an entry-level position working with and counseling adjudicated youth.

EDUCATION:

Saint Francis College, Loretto, Pennsylvania
Degree: Bachelor of Arts, May 20__
Major: Psychology
Q.P.A.: Major: 3.1/4.0 Overall: 2.8/4.0

QUALIFICATIONS:

Completed clinical internship under the supervision of a licensed clinical psychologist.
Four years of coaching experience.
Interacted with children and adults during summer employment as a lifeguard, providing swimming lessons, applying discipline and problem solving techniques.
Excellent writing skills.
Work well with others and possess strong leadership skills.

WORK EXPERIENCE:

Volunteer Psychology Internship, Bates Psychological Associates, Johnstown, PA
Observed the initial assessment and testing process; proctored, monitored, and scored tests (e.g., IQ tests, personality inventories, projective tests, achievement tests); made follow-up calls; wrote articles for the Employee Assistance Program (EAP). Fall 20__

Grounds Crew Worker, Saint Francis College, Loretto, PA.
Gained practical experience in landscaping skills. Summer 20__

Lifeguard, Rolling Rock Club, Ligonier PA
Learned valuable life saving skills, CPR, and First Aid. Summer 20__

Assistant Swimming Coach, Richland High School, Johnstown, PA
Winter and Spring 20__

Assistant Basketball Coach, Our Mother of Sorrows Grade School, Johnstown, PA
Winter 20__

Louise B. Great
182 Wilmore Drive
Windber, PA 15050
(814) 555-1234
Email: lbgreat@aol.com

Education

University of Pittsburgh at Johnstown, Johnstown, PA
Degree: Bachelor of Science, December 20__
Major: Elementary Education
Concentration: Humanities
GPA: 3.72 Honors: Dean's List

Student Teaching

Conemaugh Valley Elementary, Conemaugh, PA, First Grade
Ferndale Elementary, Johnstown, PA, Fifth Grade

Technology Experience

Unix	Kid Pix
Mac OS-7.x	PowerPoint
Windows/98	Hyper Studio
Word Perfect	Email & Internet
Web page development	Claris Works slide show

Experience

Lutheran Home Preschool, Johnstown, PA, Teacher Aide 9/20__ - Present
Duties: planning/preparing lessons, production of plays/mini-musicals, bulletin board development, arts/crafts, general child care/supervision

Corner Restaurant, Johnstown, PA, Waitress Summer 20__
Duties: food preparation, ran cash register, took orders, maintenance work

Volunteer Work

Vacation Bible School, Habitat for Humanity, basketball camps, softball coach, babysitting

Activities & Interests

Performing arts (acting, singing, dancing), church choir, running, softball

REFERENCES AVAILABLE UPON REQUEST

FRANK E. HARRIS

128 North Adams Avenue
Pittsburgh, PA00000
(412) 555-0000
Email: feharris@aol.com

CAREER INTEREST

To secure a professional position in the field of geology and/or environmental consulting.

EDUCATION

Bachelor of Science Degree, Geology, May 20__
University of Pittsburgh at Johnstown, PA
Major Q.P.A.: 3.5/4.0 Overall Q.P.A.: 3.2/4.0

GEOLOGY FIELD OF STUDY

APPALACHIAN MOUNTAIN REGION, (May to August 20__)

Studied the geologic history of the Paleozoic, Mesozoic and Cenozoic units of the Appalachian Mountains Region. Examined and gained a practical understanding of the region's terrestrial processes and features, natural resources, and mineral wealth.

OTHER EXPERIENCE

WORK STUDY STUDENT, Geology Department, University of Pittsburgh at Johnstown, Johnstown, PA. (September 20__ - May 20__)

Duties included responsibility of inter-office communications, delivery of messages, general filing, and typing, and assisting faculty members with research projects.

TUTOR, Geology Department, University of Pittsburgh at Johnstown, Johnstown, PA. (September 20__ - May 20__)

LEADER/TEACHER, McKeever Learning Center, Sandy Lake, PA. (Summer 20__)
Supervised outdoor crafts and facilitated workshops on rocks, fossils, and minerals.

ORGANIZATIONS

Geological Society of America
Pittsburgh Geological Society
American Association of Petroleum Geologists
Student Senate, University of Pittsburgh at Johnstown

REFERENCES AVAILABLE UPON REQUEST

Kevin R. Jackson

403 Brunner Avenue
Johnstown, PA 15905
(814) 555-6718

PROFESSIONAL OBJECTIVE

To secure a position as an Electrical Engineer.

EDUCATIONAL BACKGROUND

University of Pittsburgh at Johnstown, PA

Degree: Bachelor of Science, June 20__

Major: Electrical Engineering Technology

Q.P.A: 2.80/4.00

Senior Project: Design and construction of a three-channel audio amplifier with a variable cross over network. Worked as a member of a three-person team. Prepared a 50 page written report and gave a formal presentation to the assembled faculty and students.

WORK EXPERIENCE

Time Out Family Amusements, West View Mall, Johnstown, PA

Position: Sales Associate/Technician

Hours: 30/week, November 20__ - September 20__

Career Related Duties: Performed maintenance on arcade machines including repair of solid state and electronic circuits. Games conversions were performed that included the replacement of circuit boards and the wiring of control panels, color monitors, and coin meter circuits. Tested and replaced integrated circuit chips.

Encore Restaurant Inc., Eastland Mall, Johnstown, PA

Position: Dishwasher and general kitchen help

Summers: 20__, 20__, 20__

ACTIVITIES AND INTERESTS

Student member of The Institute of Electrical and Electrical Engineers

Member of The Society of Undergraduate Engineers

Enjoy snow skiing, water skiing, fishing, swimming, and suspense novels

PERSONAL

Financed 100 percent of educational costs through part-time jobs, grants and loans.

REFERENCES

Available upon Request

JOHNATHAN JOHNSON

Johnson@hotmail.com

Present Address (until May 20__ __)
202 Kraus Hall
Slippery Rock, PA 16057
(412) 555-1111

Permanent Address
123 Breakneck Road
Hicksville, PA 00000
(412) 555-0000

OBJECTIVE

To obtain a position in chemical research

EDUCATION

Bachelor of Science Degree in Chemistry May 20__ __
Slippery Rock University, Slippery Rock, PA

CORE COURSES

Organic Chemistry/Lab
Biological Chemistry/Lab
Water Quality Assessment
Inorganic Chemistry
Industrial Pollution Control

Thermodynamics
Air Quality Assessment
Analytical Chemistry/Lab
Polymer Chemistry
Advanced Synthesis Lab

INSTRUMENTATION

NMR Spectrometer
High Performance Liquid Chromatograph
UV/VIS Spectrophotometers

Gas Liquid Chromatograph
IR Spectrophotometer
Polygraph

EXPERIENCE

Lab Assistant, Slippery Rock University, Department of Chemistry
Prepared and tested stock solutions, assisted professors and student in General Chemistry Labs. (September 20__ __-20__ __)
Mathematics and Chemistry Tutor, Slippery Rock University
Assisted students in learning elementary mathematics and chemistry.
(September 20__ __-May 20__ __)
Lab Technician, PPG Industries Research and Development Center, Allison Park, PA
Participated in two research projects, which involved formulation and testing of experimental automotive paint systems. (Summer 20__ __-20__ __)

PROFESSIONAL AFFILIATION

American Chemical Society

References Available Upon Request

Melissa M. Smith
609 Forest Drive
Greensburg, PA 15704
(412) 555-5624 E-mail: mm&l@lenz.net

Objective:

To obtain a position applying general accounting, tax, and auditing skills

Education:

University of Pittsburgh at Johnstown, Johnstown, PA
Bachelor of Arts Degree, December 20__
Major: Business, Concentration in Accounting
Q.P.A.: 2.87

Computer Skills:

Knowledge in Microsoft Word, Microsoft Excel, Power Point, ProSeries, Plus 3.01, and Fundware.

Experience:

Student Accountant (Six Months Experience)

Women's Help Center, Johnstown, PA

- Researched and rectified budget data to compile monthly reports
- Established, maintained, and updated budgetary ledgers
- Processed purchase orders and maintained inventory control
- Processed and maintained records of employee leave
- Processed employee timesheets and maintained record keeping system

Business Services Intern (Four Months Experience)

Girl Scout Council of Westmoreland, Greensburg, PA

- Processed accounts payable
- Processed local wage taxes
- Reconciled day camps credit and cash receipts

Cashier (Part-time for Four Years)

Rite Aid Pharmacy, Greensburg, PA

- Maintained confidentiality in dispensing prescriptions to customers
- Collected/disbursed money to customers
- Entered customer charges on the computer
- Priced and set up store inventory in accordance with planograms

Activities & Awards

Greensburg Rotary Scholarship, Student Accounting Association Member
Greensburg Women Recreational Volleyball team, Long Distance Running

References

Available Upon Request

Dennis J. Kertis

Campus Address:
Box #0829
Johnstown, PA 15907
(814) 555-7839

Home Address:
208 Bluemont Dr.
West Mifflin, PA 15122
(412) 555-2225

Objective: To obtain a position utilizing Electrical Engineering/Computing skills

Education: University of Pittsburgh at Johnstown, Johnstown, PA

Degree: Bachelor of Science
Graduation Date: April 20__
Major: Electrical Engineering Technology
Minor: Mathematics
Q.P.A.: 2.70

Core Subjects: Digital Control Systems Digital Signal Processing
Digital Communication Systems Control Methods
Electronics Communications Power Systems
Electronics I, II Engineering Economics
Electrical Machines Engineering Drawing/CAD

Senior Project: Program written in assembly language to drive a Liquid Crystal Display

Computer Skills: Proficient with Windows XP, Excel, Lotus1-2-3, Word Perfect, Microsoft Word, Power Point, E-mail and Internet

Awards & Activities: Society of Undergraduate Engineers, IEEE, Dean's List, Math Club, Rugby Club, UPJ Sports Mascot

Work Experience: John's Detail, Pittsburgh, PA. Position: Auto Detailer
Duties: Detailed automobiles for car dealerships (Summer 20__).

UPJ Computing Lab, Johnstown, PA. Position: Lab Attendant
Duties: Assisted students with computer studies (9/20__-4/20__).

Bellisario's Pizza, West Mifflin, PA. Position: Deliverer
Duties: Cooked and delivered pizza (Summer 20__).

References: Available Upon Request

STEPHANIE LOSSON

Steph@abc.efj.com

Home Address

3127 Box Car Alley
Monroeville, PA 15111
(412) 555-4212

Campus Address

PO Box 1200, UPJ Box 321
Johnstown, PA 15904
(814) 555-1232

Objective

To obtain an entry level position in Accounting.

Education

University of Pittsburgh at Johnstown, Johnstown, PA
Graduation Date: June 20__
Major: Business
Concentration: Accounting
Q.P.A. 2.91

Computer Skills

Software:	Microsoft Word	Internet skills:	Netscape
	WordPerfect		Internet Explorer
	Power Point		

Experience

Wallet Works, The Galleria, Johnstown, PA August 20__ - Present
Sales Associate/Assistant Manager (full-time, salaried)
Duties: Merchandising and display, customer relations, inventory control, in charge of opening and closing and cash reconciliation in the absence of the manager

Family Toy Land, Somerset, PA August 20__ – July 20__
Sales Associate
Duties: Handled cash register transactions, maintained dining area, assisted with customer relations

Brett's Subs, Johnstown, PA May 20__ – August 20__
Cashier, Sandwich Maker
Duties: Handled cash register transactions, maintained dining area, assisted with Customer relations, prepared sandwiches

Activities and Honors

Jason E. and Heather M. Edwards Senior Accounting Award
Alpha Kappa Psi (Business Fraternity)
Student Senator

References available upon Request

William E. Mays

School: PO Box 1200, UPJ Box 344
Johnstown, PA 15907
(814) 555-7775
E-mail: wimst5@pitt.edu

Home: 187 Gehiring Drive
Johnstown, PA 15905
(814) 555-1234
E-mail: wilemays@aol.com

Education

University of Pittsburgh at Johnstown, Johnstown, PA
Degree: Bachelor of Arts, April 20__
Major: Secondary Education: Social Studies
Q.P.A 3.45/4.0

Computer Skills

Hardware (IBM-compatible), Operating Systems (Windows Based)
Applications

- Productivity Software
 - Word Processing
 - Spreadsheets
 - Database/File Management
 - Graphics/Drawings/Painting Tools
 - Communication Tools
- Presentation Software (Power Point)
 - Created a PowerPoint tutorial on the Electoral College

Professional Experience

Student Teaching: Richland High School, Johnstown, PA, Spring 20__
9th grade World Geography, 12th grade Government

Counselor, Camp Allegheny, Boswell, PA, Summer 20__
Supervised outdoor activities for children aged 12-15

Other Experience

McDonald's Restaurant, Windber, PA, Part-time and Summers 20__-20__

Honors and Activities

Dean's List (UPJ), Gamma Theta Upsilon (Geography Honors Society), UPJ Varsity Baseball, Geography Club (UPJ), American Legion Baseball, V.E. Erickson Baseball Association, Coach and Umpire, High School Football and Basketball

References

Available Upon Request

DAVID M. RUSSELL
R.D. #2 Box 247
Johnstown, Pa 15904
(814) 555-1212 Email: dmr@lenz.avx

CAREER OBJECTIVE

To obtain a mechanical engineering position in research and development

EDUCATION

University of Pittsburgh at Johnstown, Johnstown, PA

Degree: Bachelor of Science, December 20__

Major: Mechanical Engineering Technology

Q.P.A.: 3.03/4.0

Senior Project:

Worked as part of a three person team, redesigned the hydraulic system for a plow of a farm tractor. Prepared 32-page written report and made an oral presentation to the assembled mechanical engineering technology faculty and student body.

The Pennsylvania State University, Altoona, PA

Degree: Associate of Science, November 20__

Major: Mechanical Engineering Technology, Completed 76 credits

ACTIVITIES & HONORS

University- Dean's List (UPJ)
American Society of Mechanical Engineers
Society of Undergraduate Engineers
Commuter Organization of General Students

Community- Church Choir
Church Youth Group Vice President

WORK EXPERIENCE & BACKGROUND

Summer 20__ Sportspal, Inc., Johnstown, PA
Position: Factory Worker

PERSONAL STATEMENT

Raised on a 500-acre farm. Throughout college and high school years, helped to manage the two-man operation. Repaired machinery, did welding, overhauled engines. Operated high lifts and a variety of tractors and other farm machinery.

REFERENCES

Available Upon Request

Chris Smith
cjs@emx.net

Current Address
179 Green Street
Johnstown, PA 15914
(814) 555-5555

Permanent Address
23 Blue Street
Fredrick, Md 04408
(207) 555-4444

OBJECTIVE

To contribute acquired skills and recent educational background to an entry-level administrative position.

SUMMARY OF QUALIFICATIONS

- Adapt easily to new concepts and responsibilities
- Diverse background in both business and non-profit sectors
- Self motivated; detail oriented; function well both independently and as a team member

EDUCATION

University of Pittsburgh at Johnstown, Johnstown, PA
Bachelor of Arts Degree, History, May 20__ __ G.P.A: 2.82

COMPUTER SKILLS

Windows XP, Microsoft Word, Works, WordPerfect, FrontPage, Netscape, Internet Explorer

FOREIGN LANGUAGE

Elementary understanding and usage of Spanish

EXPERIENCE

THE SPORTS SHOP, Johnstown, PA 20__ __ -Present
Sales Associate
Consistently meet/exceed monthly sales quotas in all market areas.

REGENCY ENTERPRISES, Johnstown, PA 20__ __ -20__ __
Sales Distributor
Marketed and sold various health and beauty products to student population

CAMP SEQUANOTA, Jennerstown, PA Summer 20__ __
Responsible for twelve 10-12 year old students per week. Taught arts and crafts, led hikes.

UNIVERSITY OF PITTSBURGH AT JOHNSTOWN, Johnstown, PA Winter 20__ __
Registrar's Office; Work-Study Student
Processed transcripts; researched records on database, microfilm and hard copy; Responded to student inquiries/complaints. Required familiarity with PC and mainframe data entry.

ACTIVITIES AND INTERESTS

History Club, Intramural Sports, Neuman Club, Little League Coach, Biking, Long Distance Running

REFERENCES

Available upon request

MARIE A. SWINDELL

411 Maple Avenue, Somerset, PA 12345
Phone: (814) 555-0000 E-mail: lil@dis.com

Professional Objective

To secure a position in the area of research biology.

Education

University of Pittsburgh at Johnstown, Johnstown, PA
Bachelor of Science: Biology, May 20__ G.P.A. 3.15
Concentration in Traditional Biology Major G.P.A. 3.38
Major Courses: Biology I & II, Genetics, Cell Biology, Immunology, Animal
Physiology, Oceanography, Ornithology, Aquatic Ecology, Marine
Biology

Computer Skills

Microsoft Word, Microsoft Works, Claris Works, Internet, File Maker

Academic Internship

Marine Science Consortium, Wallops Island, VA (Summer 20__)
Executed field studies on salt marshes, beaches and open ocean waters.
Identified and studied various species of marine birds and vegetation.
Performed lab work on various types of marine species including
copepods, blue crabs, and sharks.

Work Experience

Admissions Office, University of Pittsburgh at Johnstown, Johnstown, PA 15904,
Work Study (9/20__-5/20__)
Conducted various tasks including filing, data entry, attending college
fairs, and communicating with prospective students. Conducted weekly
tours of campus to prospective students.
Natural Sciences Division Office, University of Pittsburgh at Johnstown,
Johnstown, PA 15904, Work Study (9/20__-5/20__)
Carried out various tasks including checking papers, computing data, and
acted as a courier for professors.

Activities

Student Senate: Chairman of Commuter and Public Affairs
Newman Catholic Organization, Member
University of Pittsburgh at Johnstown Appeals Board
Programming Board for Student Activities
Mountain Cat Pride Student Spirit Club, Vice President and President
University of Pittsburgh at Johnstown Admissions Tour Guide

Awards

Senator of the month, September and February 20__
Senator of the year, May 20__

Interests

Soccer, jogging, volleyball, and swimming

Programs

Attended the Conference of Student Government Associations at Texas A&M

References

Available upon request

JOHN P. ZACHARY

149 Space Street
Johnstown, PA 15904
(814) 266-4887

PROFESSIONAL OBJECTIVE

To secure an engineering position in an energy-related industry

EDUCATION

University of Pittsburgh at Johnstown, Johnstown, PA

Degree: Bachelor of Science, April 20__
Major: Mechanical Engineering Technology
Q.P.A.: 2.9/4.0
Senior Project: Design a solar water heater for domestic use

EXPERIENCE

Career Related: **Owens Corning Fiberglass**, Huntingdon, PA
Position: Project Engineer Trainee (May 20__-Sept. 20__)
Duties: Boardwork, design of plant equipment and involvement in expansion of production facilities

Part-time: **Apex Photo Inc.**, Johnstown, PA
Position: Color Film Processor (Aug. 20__-May 20__)

Summer: **Johnstown Dairy Co.**, Johnstown, PA
Position: Plant Laborer (May 20__-June 20__)

ACTIVITIES

Society of Undergraduate Engineers, Student Senate, American Society of Mechanical Engineers (President), Commuter Organization of General Students, Concert Band.

REFERENCES

Oscar Madison, Director
Engineering Tech. Div.
Univ. Pitt. at Johnstown
Johnstown, PA 15904
(814) 269-1234

Felix Unger, Assoc. Prof.
Mechanical Eng. Tech.
Univ. Pitt. at Johnstown
Johnstown, PA 15904
(814) 269-4321

Lou Cosello, Prof.
Engineering Division
Univ. of Pitt. at Johnstown
Johnstown, PA 15904
(814) 269-2345

ONLINE RESUMES

Electronic Resumes

It is not necessary to develop a different resume for the Internet or scanning purpose. However, you will need to consider the format in which it is presented. A well-written resume will contain all the keywords to draw attention to it. This will be true whether it is being read by a hiring agent, scanned and searched in a management system, or uploaded on an Internet site.

In terms of resumes, consider developing three types:

1. Standard: This resume is used for standard mail. It may clearly include bullets, italics, and other highlights.
2. Scannable: This resume is a resume that can be scanned into an electronic resume database or an electronic tracking system. Many companies have installed optical character recognition (OCR) scanners that “read” every word of your resume based on a keyword concept. The software translates the resume data into a universal computer language called ASCII (American Standard Code for Information Interchange). In the non-electronic form resume, you use action verbs. In an electronic resume, you use **nouns**, e.g. “PowerPoint, accountant, volunteer work”. You may want to incorporate a “Keyword Summary” upfront in your resume, right after your name, phone number, and address.
EXAMPLE: Have three years experience including: sales, retail, data entry, advertising support, internship, and data analysis.
After this section proceed with your resume in normal fashion.
3. HTML: Internet: This resume is a plain text document; it can be sent through electronic mail or cut and pasted into online forms. Often online sites will request a resume to be sent in text form. Remember: The “text” document must be saved as a “text” document. (See Guidelines for on next page)



GUIDELINES FOR SUBMITTING RESUMES ON ON THE WEB

1. Always send a text version of your resume in an e-mail response unless it clearly indicates that you can attach a Word file. UNLESS otherwise instructed, be sure to include a cover letter in the same e-mail.
Prior to sending the e-mail to the prospective employee, it is wise to test your transmittal on yourself by sending the resume e-mail to yourself and reviewing any potential formatting problem.
2. Be cautious! Although some positions DO advertise online, they do not accept resumes via electronic mail. Read application requirements carefully.
3. Remove bullets and highlights and save the file to 'PLAIN TEXT', sometimes called ASCII, Text Only, or DOS Text. When saving the text only document as a file, give it a new name and the extension *.txt*. The ASCII resume is simply a resume without fancy formatting. The ASCII resume will be easy to use when responding to jobs via email or when a company requests a scannable resume. Use (*) asterisks, hyphens (-) or (+) plus signs at the beginning of lines. OMIT lines, consider using capital letters to surround the text.
 - Use at least a 10-12 font.
 - Use abbreviations sparingly.
 - DO NOT use bullets, graphics, lines, or parentheses.
4. Always keep copies of the files on a diskette or your computer's hard drive so they are ready to edit, print, or e-mail whenever you want.

IMPORTANT NOTE:

Although many online-resume banks may ensure confidentiality, some professionals do advise caution. Posting your resume on-line essentially makes it a public document, and therefore out of your control. Keep in mind that your address and phone number will be posted on the World Wide Web. If you have concerns about this, delete your street address or consider renting a post office box or voice mail system during your job search.

COMPUTER FRIENDLY RESUME TIPS

By: Joyce Lain Kennedy
(National Association of Colleges and Employers)

Computers read resumes differently than people do. Follow these suggestions in creating your resume.

- **Focus on nouns, not verbs.**

The computer searches resumes for the “keywords” that it has been programmed to find – words that define the requisites of a particular job. The keywords for an accountant, for example, might include “BS accounting, accounts payable, accounts receivable, IRS Amendments, and CPA.” If your scanned resume doesn’t contain these, the computer passes it by and you’re out of the running.

While there are no absolute content rules in computer resume searches, the majority of experts agree that the action words that work so well on paper resumes lose their punch on scannable resumes. Job computers rarely search for a match on verbs like “inspired, built, calibrated, represented, or verified.” Yes, your resume should include verbs for sentence flow and human eyes; a computer just won’t search for them.

The higher the number of keywords you have in your resume the greater are your chances of it leaving e-storage and popping to the screen where humans can get a good look at your credentials. The keywords work as a kind of electronic catcher’s mitt by nabbing employers’ attention.

- **Keep it simple**

Computers adore simplicity. With desktop publishing, some resumes have become a “top-this” display of fonts and design. Wrong! The simpler, the better. By following these guidelines, you can be sure the computer is able to read your resume and store the information it contains.

- Use popular, nondecorative typefaces.
- Use a font size of 10-14 points.
- Use light-colored (white is best), standard size (8-1/2 x 11-inch) paper, printed on one side.
- Avoid italic text, script, and underlined passages.
- Capitalized words and boldface are acceptable.
- Avoid graphics and shading. Don’t compress spaces between letters.
- Avoid horizontal and vertical lines – they confuse the computer.
- Avoid staples and folds. If you must fold your resume, do not fold it on a line of text.
- Your name should be the first readable item on each page.

Now you’re in the computer. If you have the qualifications – stated as keywords – get ready for an interview!

THE FUNCTIONAL RESUME

Take note: Functional resumes rarely meet the needs of the typical college age graduate. However, functional resumes are sometimes a very good option for non-traditional students. Reference to functional resume development has been addressed as another method to generate the creative processes that contribute to unique and individualized resumes.

The functional resume is a unique and exciting approach to job hunting. Although a far cry from the traditional resume, it is an excellent communication vehicle for those who are seeking employment outside of their area of training or for those who have experiences which cannot adequately be described in a chronological resume.

Briefly, the functional resume is a reflection of experiences in your past in which you have had success. This type of resume itemizes specific successes in functional categories related to the objective. For example, if your objective is a position involving administrative work in a social service agency, you could list experiences supporting your intent on the resume.

The objective is the most important part of the Functional Resume.

The rest of the resume is built upon the objective, so make sure what you can do and what you want to do are clearly defined. The functional resume is an excellent method of highlighting experiences and successes (what the employer is really looking for), as opposed to titles, dates, and addresses (usually what application forms ask).

The functional resume is difficult to construct. However, if it is perceived as a project it can give an interesting insight into oneself, one's interests, and personal tendencies. What skills have you developed through first-hand experiences? What have you done in the past that would make you better qualified to do similar things in the future? It helps you and your potential employer to know exactly what skill and interests you have developed. The challenging part of a functional resume is the search. You are going to be searching for the experiences that you have had and the skills that you have acquired. You may wish to approach this project from several different angles.

GETTING STARTED WITH YOUR RESUME

- A. You may wish to examine your most satisfying accomplishments or achievements. The best way to get at this is to begin with a long list of accomplishments from all different segments of your life (example: list two or three accomplishments from each ten-year period of your life. Then, from that list, choose those, which are the most meaningful to you.) If you find it impossible to make such a list, then consider this alternate way of getting at the task::
- B. Describe the jobs you have held in your life (the most meaningful to you). These can be paid or unpaid, full or part-time. The key is to describe the jobs you most enjoyed doing. If this doesn't work either, then try this:

- C. Describe roles you have (or have had) in life (examples: wife, husband, mother, student leader, cook, friend, volunteer worker). If you have more than a few to choose from, then choose those that you have enjoyed the most.

Choose one or all of the above approaches. Not only are you realizing that you have done a lot, but also you are remembering experiences and people from the past. It is almost fun! Now, let's get more specific. You must find your functional and transferable skills; those that would make you better suited for a given job than a person without these skills.

Richard N. Bolles has developed a detailed, graphic process for this task in his pamphlet, "The Quick Job-Hunting Map," and Career Services staff members can assist you with this process. Take some time and try the following activity.

Resume Building Activity. A simplified process would be to list the skills acquired from each experience A, B, and /or C above. In other words, what are you capable of doing well because you have done it in the past? These skills can be listed for each experience according to several categories.

Title a separate sheet of paper with the experience that you listed in your search. On each sheet of paper you can now list skills which you acquired from the experience. Check each experience for the following functional skill categories.

- A. Machine or Manual Skills: this category includes every skill from cleaning to building, handling or operating machinery, or anything related.
- B. Athletic/Outdoor or Traveling Skills: includes motor skills and physical coordination, agility in gardening, farming, swimming, and traveling experience.
- C. Numerical/Financial /Accounting & Money Management Skills: includes remembering numbers and statistics accurately, arithmetic skills, managing money, cost analysis, budget planning, allocating scarce resources, preparing financial reports and related skills.
- D. Detail/Follow-Through Skills: includes decision-making, enforcing of regulations, making contacts, memory for detail and any related skills such as typing or filing.
- E. Influencing & Persuading Skills: includes experiences that have helped develop rapport, encourage people, persuade or influence the attitudes or ideas of others. Selling of tangibles and intangibles, including ideas, are skills included here. Fund raising and moneymaking efforts, getting diverse groups to work together and any related activities should be expressed here.
- F. Performing Skills: includes public speaking, musical and natural ability to make people laugh, public sports, and related skills.
- G. Leadership Skills: initiating ideas and influencing people and programs, skill at striking up conversations with strangers, and organizing activities and time. Seeing problems and acting on them before they become critical; taking risks and making decisions.
- H. Language Skills/Reading/Writing/Speaking/Communications: includes everything from avid interest in reading to practical experience in reporting, writing, proofreading, and foreign languages.

- I. Developing/Planning/Organizing/Executing/ Supervising/ Managing Skills: these skills are related to the leadership skills. More action type skills fall into this category: scheduling, assigning, troubleshooting, and reviewing. If your background includes any of these skills, list the activity.
- J. Instructing/Interpreting/Guiding/Educating Skills: search in your experiences for development of coaching, communicating and educating skills.
- K. Serving/Helping/Human Relations Skills: have you ever volunteered for service to an organization or to an individual? List this under each experience. Other skills in this category include nursing, ombudsmanship, and working with children.
- L. Intuition & Innovative Skills: skills include "ideaphoria" (i.e. continually conceiving, developing, and generating ideas and showing foresight.) List any skills related to this.
- M. Artistic Skills: in this category are the obvious artistic skills, writing, and mastery for all forms of communication, including music.
- N. Observational/Learning Skills: includes scanning skills, observing, appraising, and assessing the skills of others.
- O. Research/Investigation/Evaluation Skills: if you can anticipate problems before they arrive and have experience in research, interviewing and organizing, list it under this category.

Now after you have interrogated yourself, you may find that you've done more in your life than you had ever thought! From each experience, job, or role, you have gained valuable skills. In learning these skills, you have worked with many different types of people in many different types of situations. List the persons you have worked with under each major area.

Quite a list, isn't it?

- Which area, experience, or skill did you enjoy the most?
- List these in order of preference. From this priority list, you can develop a functional resume for a position that interests you.
- It will be easy to include those functional skills that are applicable to that position.
- You will also have experience and reference information at your fingertips.

Choose the appropriate format for your resume. There are several resume formats and samples from which to choose from that can best present your background and experience.

COVER LETTERS

PREPARING A COVER LETTER OR LETTER OF APPLICATION

The cover letter or letter of application has the purpose of bringing to the attention of an employer the fact that a qualified person is available and interested in employment. The letter is crucial in that it must stimulate the employer to become interested in the candidate. Your cover letter is a reflection of yourself. It corresponds to the impression you make in the first minutes of an interview. Your manner and attitude are conveyed as readily on paper as in person. Certain measures are needed:

- A. Every cover letter should appear as if it was individually typed. Give the employer the impression that you specifically selected his/her organization.
- B. Good quality 8 ½ x 11 white paper should be used. If your resume is on off-white paper, your cover letter should be on matching paper.
- C. The letter must conform to good business style and must be free of errors.
- D. The letter should be addressed to a specific person whenever possible. Make every effort to find out the name and title of the person who will be receiving your cover letter. Confirm the address on the phone. If you cannot identify the personnel director or director of college relations, the salutation can read:

Dear Sir/Madam:

- E. The cover letter should be no more than one page in length.
- F. The cover letter should indicate a special interest in the organization. Receiving a “run of the mill” resume and cover letter gives the impression that the applicant distributed these indiscriminately to any organization he/she pulled out of a hat.
- G. You should use matching fonts for resume and cover letter.
- H. Do not make statements you cannot verify. Don’t state facts unless you can back them up.
- I. Sign the cover letter. This may be obvious, but always double check.

When a resume is mailed, it is always accompanied by a cover letter.

SAMPLE COVER LETTER

Your street address
City, St., Zip
Date

Mr./Ms. First and Last name of Employer
Title of Employer
Company / Organization
Street Address
City, St., Zip

Dear Mr./Mrs. Last name of Employer:

Your **opening paragraph** should arouse interest on the part of the reader in your application. Tell him/her why you are writing the letter. Be as specific as possible about the kind of position you want or for which you are applying.

Your **middle paragraph** should highlight your qualifications. Refer the reader to your general qualifications on your enclosed resume or other material. Give details of your background that will show the reader why she/he should consider you as a candidate. Do not review your entire resume here.

You could include another paragraph to include more diverse experience that will highlight your qualifications. You should attempt to emphasize your skills, abilities, and personal traits that are a match for the job for which you are applying.

In your **last paragraph**, ask for action. Make a statement of appreciation for the review of your application information.

Sincerely,

(Your name signed)

Your name
(Typed)

Enc.

Example of a Cover Letter

235 Lancaster Road
Derry, PA 15627
September 1, 20__

Howard Barker
Director of Human Resources
Rolling Rock
199 Derry Road
Latrobe, PA 15650

Dear Mr. Barker:

I am seeking a position with Rolling Rock brewery as a mechanical engineer. Since moving to this area, I have become familiar with the growth and success of Rolling Rock, its economical importance to the local community, and the technical innovations that you have recently completed. For these reasons, I have decided to apply.

My research tells me that your company is now considered to be one of the most modern breweries in the world. I am interested in a position that incorporates both my work experience and classroom skills. I have already gained on year of experience working at Ajax Products. As a lab technician, I have become familiar with working in a professional environment and the different challenges that occur daily.

I believe that because my work experience and my education, I have much to offer your company. Enclosed is a resume that further details my work history and education.

I am available for an interview at your convenience. During the week, I can be contacted at (814) 555-4812. Thank you for your time and consideration.

Sincerely,

Tony J. Kutchma

Enc.

Example of a Cover Letter

508 Pittsburgh Avenue
Barnesboro, PA 15714
April 1, 20__
Campus: (814) 555-7000
Home: (814) 555-4721

College Recruiting Manager
Aardvark Manufacturing
100 Parkway Drive, 4A-02
Trenton, NJ 07212

Dear Sir or Madam:

I am currently a senior at the University of Pittsburgh at Johnstown. I am seeking an entry-level electrical engineering position with your company. The career opportunities that you offer seem to match my education, experience, and career interests.

Your company literature indicates that you are seeking candidates for positions in design, operation, and installation of your products. I have gained valuable exposure in these areas through my education and work experiences. Presently, I am working as a student researcher at the University of Pittsburgh at Johnstown. I am redesigning and constructing a speed controller that will be connected to Hampden Universal Machine used in electrical and mechanical engineering experiments. This experience had made me see the relevance of several of my courses.

I believe that my background and career goals seem to match your needs in manufacturing and operations engineering. I am very interested in working for Aardvark because you are noted for excellent research and development in your industry.

Please consider my request for a personal interview to further discuss qualifications, and to learn more about opportunities at your company. Please feel free to contact me by phone at my campus or home address. I will be available for employment after May 8, 20__.

Thank you very much for your time and consideration. I look forward to talking to you in the future.

Sincerely,

Stanley L. Comer

Enc.

OTHER JOB SEARCH LETTERS

Thank You Letter: Letter to follow up after an interview

Often times, these are called thank you letters, but a thank you is only part of the reason for writing. More specifically:

- ✓ Keep it very brief. Two paragraphs should be enough.
- ✓ Send it out as soon after your interview as possible; the day after is not soon enough!
- ✓ If you have any new or additional information to give to the employer that was not addressed at the interview, mention it.
- ✓ Explain any mistakes or oversights that you may have made during the interview.
- ✓ Reiterate interest in the position.
- ✓ Extend a thank you and appreciation for the interview.

Sample Thank You Letter:

Dear Ms. Ireland:

Our recent discussion at the University of Pittsburgh at Johnstown concerning the possibility of employment in the area of retail management with the J.L. Hudson Co. was most informative. I wish to express my gratitude to you and the J.L. Hudson Co. for such an opportunity. I believe that my prior work experience and my educational background have given me solid preparation for the position of Buyer Trainee. I am very interested in that position and I hope that you will judge me to be the most qualified applicant.

Thank you for your time and consideration.

Sincerely,

Ima Candidate

Letter of Acceptance:

After you receive an offer and have accepted it over the telephone, follow up with a brief letter accepting the position and outlining the specifics as you understand them (position, title, salary, starting date, supervisor, and other pertinent information). Express your appreciation and good feelings about the position.

Letter to Reject an Offer

Keep it brief. Thank the person for his/her confidence in your abilities and state that you enjoyed meeting with them. You do not have to state why you are declining the position/offer, unless you choose to do so. Be sure to state that you are not accepting the position. A positive statement to leave things open for future consideration would not hurt, especially if your needs or interests should change.

Employment Status Letter:

Approximately three to four weeks after an interview, if you have not heard from the employer, you might want to send a status letter. This letter inquires as to what the present status of your candidacy is. This letter will usually clear the air as well as speed up the process. And again, it can be a chance to restate your qualifications or correct mistakes that you may have made during the interview.

Sample Employment Status Letter:

Dear Mr. Gray:

As you may recall, on March 29 I had an employment interview with you at your office in Pittsburgh. You indicated that there seemed to be a very good match between my qualifications and your company's needs. You seemed to be particularly interested in the experience I received during my internship at ABC Enterprises. I agree that it was similar to what you expect of an entry-level widget processor.

At the end of the interview, you said that I would be hearing from you within three weeks. As of this time, I have not yet been contacted. I am still very interested in the position and wonder if I am still being considered.

If you need any more information about my qualifications, please let me know.

Sincerely,

John R. James

Answer to A Newspaper Ad

487 Roberts Street
Johnstown, PA 15905
June 12, 20__

Mr. Joseph Austin
Administrator
Employee Relations
Betterbitter, Inc.
One Boxcar Avenue
Latrobe, PA 15650

Dr. Mr. Austin:

Your June 11th advertisement in the Tribune-Democrat stated your need for a computer operator. I am actively seeking the position.

As a Computer Science major at the University of Pittsburgh at Johnstown, I worked in the computer center for four years. I assisted undergraduates with the formulation and "debugging" of their programs, and worked on more advanced projects with faculty members. For the past two summers, I have worked at the IBM plant in Boca Raton, Florida and have gained experience with the IBM S/370 computer system that you mentioned in your ad. I believe I have outstanding qualifications for this position.

A copy of my resume is enclosed. I look forward to talking with you to further discuss your needs and my qualifications. Thank you for your time and consideration.

Very truly yours,

Kay Data

Enc.

Direct Solicitation To An Organization

Sally Brown
554 Third Avenue
Johnstown, PA 15909
October 5, 20__

Mr. Michael Lange
Personnel Director
Highland Brothers Company
123 Lincoln Street
Johnstown, PA 15904

Dear Mr. Lange:

I will be graduating this December with a Bachelor of Arts degree in Journalism from the University of Pittsburgh at Johnstown. I am interested in finding an entry-level position in public relations where I will be able to utilize my writing skills to influence people's opinions. Your organization is the type for which I would like to work.

Highland Brothers Company is well known in Western Pennsylvania for its advanced marketing techniques and its involvement in the various political campaigns. Your reputation as a stable, yet progressive firm has been confirmed by my reading of your annual report.

As the enclosed resume states, I have had experience in promotions and public relations, particularly with newsletters and brochures. I am also willing to learn and am eager to accept new challenges.

I am quite willing to visit your office for a personal interview. Please feel free to contact me anytime. My telephone number is 555-4823. Thank you for your time and consideration.

Sincerely,

Sally Brown

Enc.

Business or Personal Contacts

945 Forest Lane
Johnstown, PA 15904
September 29, 20__

Mr. Peter Hindman
Gording Steel Corporation
119 Chaseman Avenue
Pittsburgh, PA 15200

Dear Pete:

I've made my decision to seek a position in the personnel/industrial relations field. As you remember from our recent conversations, I'm interested in a career involving contact with people that will allow me to use the communication and organizational skills that I have learned in my four years of college.

I will be grateful for any thoughts you have concerning my goals. If you can think of other people whom I can ask for advice, please let me know who they are. If you think that any opportunities might exist at Gording Steel, please forward the enclosed resume to the appropriate individuals.

I look forward to hearing from you.

Sincerely,

George Peppar

Enc.

ACTION VERBS FOR PROFESSIONAL ACCOMPLISHMENTS

In preparing professional accomplishments for a resume, we must always keep in mind the purpose—i.e. that whoever is looking at it can relate the accomplishments to their own needs. Their thought process will be: “If she/he has done that for someone else, perhaps something similar can be done for me.” The accomplishment should contain two particular parts: 1) what you did; and 2) what were the results. It is essential that each accomplishment begin with an “action verb.” Listed below are some frequently used “action verbs” to assist you in developing or refining your objective.

ACTION VERBS

WORDS FOR WORKING WITH:

PEOPLE

Administered
Conducted
Motivated
Promoted
Directed
Coordinated
Supervised
Advised
Explained
Effected
Managed
Taught
Activated
Indoctrinated
Programmed
Organized
Conducted
Stimulated

Accomplished
Adapted
Adjusted
Advertised
Analyzed
Arranged
Assembled
Assisted
Catalogued
Chaired
Collaborated
Conceptualized
Conciliated
Calculated
Consulted
Contracted
Delegated
Demonstrated
Devised
Distributed

THINGS

Used
Built
Constructed
Compiled
Specified
Designed
Changed
Improved
Prepared
Calculated
Fabricated
Instrumented
Completed
Invented
Created
Programmed
Revised
Expedited

Drafted
Edited
Enlarged
Established
Evaluated
Examined
Expanded
Facilitated
Familiarized
Formulated
Generated
Governed
Guided
Hired
Identified
Improved
Increased
Indexed
Influenced
Informed

IDEAS

Established
Wrote
Proposed
Coordinated
Illustrated
Modified
Analyzed
Adapted
Investigated
Explained
Defined
Devised
Innovated
Implemented
Created
Educated
Executed
Synthesized

Initiated
Integrated
Interviewed
Maintained
Manipulated
Marketed
Monitored
Negotiated
Obtained
Persuaded
Presented
Presided
Processed
Publicized
Recommended
Recorded
Recruited
Related
Surveyed
Transmitted

APPENDIX

Resume Worksheet

Name _____

E-mail Address _____

Home Address _____

Campus/Temp. Address (if applicable)

Home Telephone _____

Campus Telephone _____

Employment Objective _____

Education (School, Degree, Date of Graduation, Major, GPA) _____

Experience _____

Skills (Computer Skills, Certificates, Licenses, Foreign Languages, Technical Training, Etc.) _____

Honors, Activities, and Interests (list awards won, organizations, offices, positions of leadership, Etc.) _____

COMPONENTS OF A GOOD RESUME

(Don't feel that it is necessary to include all of these on your resume.
Use information that increases your desirability as a candidate.)

Contact Information

Name
Address (School and Home)
Telephone Numbers
E-Mail Address

Objective

Career Objective, Job Objective, Etc.

Education

College(s)
Name, City, State
Degree, Date of Graduation
Major, Minor, Concentration
GPA
Honors
Senior Project

Skills

Computer Background, Foreign Languages, Licenses, Specialized Training, Etc.

Experience

Full-time, Part-time, Co-op, Etc.
Career Related and Other

Military Background

Branch, Rank, Duties, Schools and Training, Etc.

Activities, Interests, and Honors

Clubs, Organizations, Student Government, Offices Held, Scholarships, Awards,
Athletics, Hobbies, Avocations, Etc.

Personal Background Statement (use only for unique situations)

References

"Available upon request" is most common.
Have references typed on a separate page with:
Name
Title
Department
Place of Employment
Location
Telephone Number