

Resume & Job Correspondence Guide

CAREER SERVICES CENTER

Where Xceptional Careers Unfold!



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Interviewing Guide
Job & Internship Search Guide

PURPOSE OF A RESUME

A resume serves several purposes....

1. It introduces the candidate to the interviewer by giving a brief overview of the applicant's education, experience and skills.
2. While a resume does not get an applicant a job, it does get his or her foot in the door for an interview.
3. It serves as a point of reference for interviewer and interviewee during the interview.
4. It provides a permanent written document to leave with the interviewer for later reference.

Numerous books are available on the market touting the "best" formula for writing a resume. Recognizing that a resume is a very personal instrument that is best adapted to individual needs, three basic resume formats are addressed in this guide: the chronological, the functional and the combination. Each is easily adaptable to personal taste and circumstances. Even so, there are certain standards that most employers expect candidates to follow and these are listed in the DOs and DON'Ts section.

CONTENT

THE BASICS	Contact Information:	<ul style="list-style-type: none"> ▪ Name, Address, Phone, Email ▪ Probably include school and permanent addresses 															
	Objective:	<ul style="list-style-type: none"> ▪ Usually recommended, but if too general, better to omit 															
	Education:	<ul style="list-style-type: none"> ▪ Overall GPA (If < 3.0 ask Career Counselor) ▪ Major GPA, if significantly higher than overall ▪ Study abroad programs ▪ All other transferred schools and other schooling 															
	Experience:	<ul style="list-style-type: none"> ▪ Must include name, location, position title, and date ▪ Include jobs during college or last 2-3 years 															
	<i>Describing what you did:</i>	<ul style="list-style-type: none"> ▪ Action-packed verbs only to begin descriptions ▪ Short, sweet, to-the-point; enough to show off skill/accomplishment ▪ Result oriented and quantitative if possible ▪ Demonstrate transferable skills related to position you are seeking 															
	<i>Dates:</i>	<ul style="list-style-type: none"> ▪ Spell out for a more formal presentation (May 1999 – June 2000) 															
	General tips:	<ul style="list-style-type: none"> ▪ No personal pronouns (I, me, he, she, you, etc.) ▪ No personal names, unless name is well known or is employer ▪ Account for time gaps 															
THE OPTIONS	Category Headings:	<table style="width: 100%; border: none;"> <tbody> <tr> <td>▪ Objective</td> <td>▪ Honors</td> <td>▪ International Experience</td> </tr> <tr> <td>▪ Education</td> <td>▪ Skills</td> <td>▪ Related Experience</td> </tr> <tr> <td>▪ Experience</td> <td>▪ Activities</td> <td>▪ Additional Experience</td> </tr> <tr> <td>▪ Internships</td> <td>▪ Service</td> <td>▪ Publications</td> </tr> <tr> <td>▪ Research</td> <td>▪ Relevant Courses</td> <td>▪ Professional Development</td> </tr> </tbody> </table>	▪ Objective	▪ Honors	▪ International Experience	▪ Education	▪ Skills	▪ Related Experience	▪ Experience	▪ Activities	▪ Additional Experience	▪ Internships	▪ Service	▪ Publications	▪ Research	▪ Relevant Courses	▪ Professional Development
	▪ Objective	▪ Honors	▪ International Experience														
▪ Education	▪ Skills	▪ Related Experience															
▪ Experience	▪ Activities	▪ Additional Experience															
▪ Internships	▪ Service	▪ Publications															
▪ Research	▪ Relevant Courses	▪ Professional Development															
Order:	<p><i>First:</i> Name and contact information</p> <p><i>Second:</i> Objective</p> <p><i>Third:</i> Education</p> <p><i>Then:</i> It depends!</p> <ul style="list-style-type: none"> ▪ Emphasize most relevant skills and experience near the top 																

FORMAT

THE BASICS	Suggestions:	<ul style="list-style-type: none"> ▪ Avoid resume templates ▪ Select a resume type that best fits your information and desired emphasis ▪ May want different types and format for different employers ▪ Must fit on ONE page
	Placement:	<ul style="list-style-type: none"> ▪ Put most important information first (both on the page and within categories) ▪ Use tabs for lining up content – using the space bar rarely works!
EMPHASIS TOOLS	Font:	<ul style="list-style-type: none"> ▪ Easy to read, professional appeal (not typewriter style look) ▪ Font size should be between 10-12 point ▪ Name generally can be at least two point sizes larger ▪ Only one or two font styles and sizes should be used ▪ Avoid hyperlinks and color
	Bolding:	<ul style="list-style-type: none"> ▪ Use sparingly, too much bolding loses the effect ▪ Company name or job title, not usually both ▪ Not recommended for dates ▪ Gives definition to category headings
	Italics, Underlining, and Capitalization:	<ul style="list-style-type: none"> ▪ Can be very effective ▪ Use selectively with surrounding white space
	Bullets:	<ul style="list-style-type: none"> ▪ Can be very effective when used in selected sections ▪ Make sure all bullets are perfectly aligned ▪ No more than two levels of bullets – use same bullet character for same level of information
	Lines:	<ul style="list-style-type: none"> ▪ Can provide definition
	General:	<ul style="list-style-type: none"> ▪ Be consistent – keep the same style ▪ Emphasis tools are to direct the eye to the text, not to the tool

FORMULATING A CAREER OBJECTIVE

The steps of this model should help you in developing a tentative career objective which reflects your skills and goals, is results-oriented, and targets (as much as appropriate) a specific position and/or work setting.

1. Determine the position desired.

2. Research skills that are required for this position and list three or four which are essential.

3. Determine two or three skills required for the position that you possess and would like to emphasize.

4. Identify a specific work environment if that is important to you.

5. What contribution do you plan to make to the employing organization?

6. What is your long-term goal?

Consolidate the above information into a statement that is 12 to 24 words long. You may use the following models to help finalize your objective.

Seeking a preferred position in /with field or specific company
utilizing specific skills . Eventual goal is _____.

A preferred position utilizing skills to contribution .
Long-term goal is to _____.

EXAMPLES OF CAREER OBJECTIVES FOR RESUMES

The following statements of objectives are intended to serve only as guides. You should prepare your own objectives, recognizing that an interviewer may ask for an explanation or clarification. Statements should be 12-25 words in length.

ACCOUNTANT	Accounting position in budgeting or cost auditing with a growing corporation utilizing experience in accounting systems. Long-term goal of division controller. Willing to relocate.
ADVERTISING	Entry-level position in media department of a large advertising agency using analytical skills to determine and plan effective space utilization.
BANKING	Management trainee utilizing exposure to bank functions and operations, analytical, and organizational skills. Long-term goal of branch manager.
BROADCASTING	Entry-level broadcasting position using experience in copy editing and writing news releases. Announcer and news reporter with a television station as long-term goal.
CHEMICAL ENGINEERING	Technical position also offering customer relations and trouble-shooting duties in a growth field such as plastics or specialty chemicals. Long-term goal of management.
COMPUTER PROGRAMMING / SYSTEMS ANALYSIS	Programmer or systems analyst using quantitative and mathematical training, and special interest in marketing and financial application. Department management is long-term goal.
CONSUMER PRODUCTS SALES	Sales representative with a consumer products organization. Eventual goal is marketing management with involvement in training, advertising, and market research.
ELECTRICAL ENGINEERING	Initial placement in electronic design involved with research, development, testing, and evaluation. Management is a long-term objective.
FINANCE	Entry-level position in finance utilizing analytical and communication skills. Long-term objective is management of branch or department of financial institution.
MARKETING	Entry-level assignment in marketing leading to a supervisory position. Long-term objective is to qualify for senior management position.
MECHANICAL ENGINEERING	Technical assignment in vibration study and stress analysis, eventually becoming project manager.
NEWSPAPER REPORTING	A reporting position with a daily newspaper using interviewing, writing, and photography skills. Editorial writing is a long-range goal.
OPERATIONS MANAGEMENT PERSONNEL	Entry position in Industrial Products utilizing experience in sales, procurement, and physical distribution. Long-range goal of director of materials management. Personnel assistant in a health care facility utilizing knowledge of labor relations, benefit programs, and wage administration. Long-range goal of personnel manager.
PUBLIC RELATIONS	Entry-level position on public relations staff of growing public utility company utilizing interests in photography, copywriting, and preparing press releases. Management is long-term goal.
RETAIL MANAGEMENT	Entry-level position in merchandise management with an established retail firm leading to a senior buying position. Willing to relocate.
SALES REPRESENTATIVE	Sales representative for a growing company using communication, organization, and marketing skills. Upper-level sales management as an eventual goal.
TECHNICAL SALES	Industrial sales representative utilizing chemistry and biological sciences background. Long-range goal of management and supervision of budgets and marketing personnel.

IDENTIFYING TRANSFERABLE SKILLS

Many upperclassmen feel like the three or four years they have spent at college haven't adequately prepared them to begin work after graduation. You too may have a hard time understanding how the skills you have learned through experience and coursework can transfer to the workplace. This is where *transferable skills* can be emphasized!

Transferable skills refer to skills gathered through jobs, volunteer experience, sports, or coursework that can be transferred to other positions or careers. These skills are highly marketable because they are needed for a variety of jobs, and because they are portable from one job or position to the next.

How to Identify Transferable Skills

Job or position titles say little about the actual work you did or the role you took on.

- Make a list of all jobs, volunteer experience, sports, or organizations you have been affiliated with in college.
- Dissect each job or role to determine the skills you used to get work done. Use the Skills Chart to help you.

Skills Chart Instructions

- In the TASKS column list each function of your job or activity.
- In the SKILLS column list the skills(s) you used to complete the corresponding task.
- In the SKILL LEVEL column rate yourself according to your level of ability (1= highly skilled, 2= moderately skilled, 3= needs improvement)
- After completing a chart for all jobs or activities, make a list of the skills in which you are highly skilled, and another for the skills in which you are moderately skilled.

SKILLS CHART		
JOB TITLE or ACTIVITY: (Example) Secretary of the South Asian Society at XU		
TASKS	SKILLS	SKILL LEVEL
1. Take minutes for meetings and email to members	a. Present written material b. Attention to detail c. Listening skills	1 3 2
2. Organize and file new member applications	a. Keep Records b. Organizational skills	1 2

Examples of Transferable Skills in Writing

Communication/Interpersonal Skills

Have you had to speak publicly or explain ideas to others? Have you dealt with a wide range of people? As most positions require the ability to communicate and interact with others, it is important to demonstrate to potential employers your ability in these areas.

Real life experience: You are working as a summer tour guide.

Resume Example:

- Gave detailed tours daily of the XU campus to incoming freshmen and transfer students during the summer.

Writing Skills

Many employers want employees who can express them selves clearly in writing. Demonstrate your writing skills by offering a solid example of how you used those skills.

Real Life Experience: You are an editorial writer for Xavier's Newswire.

Resume Example:

- Wrote editorials for Xavier’s weekly student newspaper the Newswire with an average circulation of 3,000.

Leadership, Supervising, and Management Skills

Have you ever been president of a club, or have you been in charge of a group of people? Employers like to know if you’ve had a leadership role, and what skills you could bring to the job such as delegating tasks or managing projects.

Real Life Experience: You are captain of the university tennis team.

Resume Example:

- Voted as one of two captains of the co-ed tennis team. Made sure practices ran smoothly and efficiently, ensuring team morale. Also handled any concerns, issues or conflicts that arose within team.

Organizational and Time Management Skills

Provide examples that demonstrate your ability to easily meet deadlines and produce well-organized work.

Real Life Experience: You worked as a cashier at a local restaurant.

Resume Example:

- Collected and reconciled end-of-day receipts to account for daily sales averaging \$3000.

Teamwork and Cooperation Skills

Highlight your ability to work well with others in various settings.

Real Life Experience: In your Philosophy 101 course you are required to work with a team on a research project.

Resume Example:

- Worked collaboratively with a five-member team on an Existentialism research project.

Drive, Motivation, and Ambition

Focus on your goals and your desire to succeed in your chosen field will be apparent. It is difficult to convey motivation if you are unsure of your interests.

Real Life Experience: You are working as an advertising intern for Toyota.

Resume Example:

- Created an integrated advertising campaign for Kerry Toyota dealership, increasing customer base by 10%.

Quantitative or Budgeting Skills

Does the field you are interested in require number crunching or adhering to budgets? If so, make sure to demonstrate your interest and abilities in this area, especially if your major or previous work experience doesn’t correspond.

Real Life Experience: You hold the office of treasurer in your sorority/fraternity.

Resume Example:

- Managed billing and collection of annual dues for 30 chapter members. Created new system for tracking invoices. Sent out payment to various vendors.

Self Starter and Taking Initiative

Employers are interested in people who do not always need to be told what to do. Provide examples of how you have demonstrated initiative.

Real Life Experience: You served on the SGA as Student Senator in charge of campus programs.

Resume Example:

- Initiated the renovation of the student union as well as other programs, improving student life on campus

Also think about

- **Flexibility:** Demonstrate your willingness to take on new tasks and change your schedule to get the job done.
- **Detail Oriented:** The more detailed you are in your work the better, illustrate your abilities with examples.
- **Technical Skills:** Market those you have, and show your willingness and ability to learn those you don't.
- **Analytical:** Display your problem solving skills by portraying the process and approach to solving problems.

WRITING DESCRIPTIVE LINES

The best resumes describe job tasks, skills, and concrete accomplishments accurately and completely while still being succinct. Effective use of language is the key to conveying your marketable talents to employers. Depict your experience clearly, so they will understand exactly what you learned and what you'll bring to the position you are applying for.

Example:

Good: *Wrote press releases*

Better: *Wrote press releases about upcoming events to enhance publicity and increase participation*

Best: *Wrote 15 press releases detailing upcoming events which were sent to 100 local media outlets to raise publicity and attract up to 2,000 community members to a movie premiere*

Here are some more examples of descriptive lines. Use them for ideas on how to compose effective descriptive lines of your own!

Organizational Skills

- Reconciled end-of-day receipts with cash and credit transactions to account for daily sales averaging \$1500.
- Honed time management and planning skills by maintaining full-time academic status and employment.
- Protected the integrity of confidential, privileged information, and large cash transactions
- Handled late accounts effectively, securing \$5000 in past-due accounts.
- Organized database to track business contacts and was commended for attention to detail and accuracy.

Teamwork Skills

- Gained a reputation for working well on a team, receiving "Team Player" award.
- Entrusted to work and uphold protocol within corporate office among high-level executives.
- Served as an office liaison, communicating employee concerns to management.

Public Relations & Interpersonal Skills

- Established and maintained good rapport with over 20 colleagues and managers.
- Broadened and maintained an extensive network of contacts and clients.
- Interacted with diverse customers on a constant basis, promoting excellent communication and customer service skills.
- Diffused situations with angry customers and efficiently resolved complaints.

Fundraising/Project Development & Implementation

- Raised over \$10,000 at annual fundraiser, increasing attendance and media coverage from previous year.
- Initiated redesign of office management systems resulting in easier access to information.
- Entrusted with special projects that afforded the opportunity to work independently.
- Exceeded fundraising goal, doubling the profit from the previous year.
- Maintained internet site as it grew to over 2000 pages and images that generated 200 hits daily.

Leadership & Supervisory Skills

- Developed strong communication/leadership skills supervising two other prep cooks.
- Manage daily operations of upscale bar and restaurant including opening and closing operations, inventory management, new employee training, customer service, and sales.
- Supervised lawn care maintenance team, including customer satisfaction, planning daily schedule and sales, maintenance of equipment, landscape construction and snow plowing and removal.

Written & Oral Communication Skills

- Wrote features articles for the Badger Herald, a student newspaper with a daily circulation of over 17,000.
- Presented research findings to panel of 8 faculty and students at undergraduate research symposium.

Overview of Accomplishments

- Praised for the ability to solve difficult problems independently and efficiently
- Named "Sales Associate of the Month," September 2000

Cluster your experience!

To make your resume really stand out, consider grouping similar experiences under specific section headings. This way your resume will be more targeted towards your particular skills and will highlight your accomplishments and experience within that area. It is much more interesting than just having a Work Experience and a Volunteer Experience section. The type of experience you have gained is more important than whether or not you were paid for it. Also note that you may need to add “-Related” to the end of a category name so you are able to honestly fit more in that category. For example, working at a reception desk in a law office may not be “Legal Experience”, but could be included in “Law-Related Experience.”

Common general headings

Career Objective	Relevant Coursework	Skills / Strengths
Interests	Activities	Memberships
Licenses / Certificates	Computer Skills	Global Profile
Experience (Professional or Related)		
Education (Honors, Awards, Scholarships, or Fellowships)		

Types of paid / unpaid experience

Administrative Experience	Classroom Teaching	Clinical Experience
Community Organizing	Community Service	Counseling Experience
Cross-Cultural Experience	Customer Relations	Editorial Experience
Event Planning	Field Work	Fundraising Experience
Graphic Design and Layout	Health Experience	Human Resources Experience
International Experience	Leadership Experience	Managerial Experience
Marketing Experience	Market Research	Performing and Visual Arts
Program Design / Development	Project Experience	Promotion and Publicity
Public Relations Experience	Public Speaking Experience	Records Management Experience
Research Experience	Research and Writing	Supervision and Training
Technology Experience	Writing and Editing	

Professional activities

Conferences Attended	Professional Affiliations	Professional Associations
Professional Development (workshops, trainings, and conferences you've attended)		
Professional Presentations and Trainings (you've given)		
Publications (complete or in progress)		

Technical experience

Computer Skills	Laboratory Techniques	Language Skills
Multi-media Skills	Technical Skills	Information Technology Expertise

Additional ideas

Campus Involvement and Service	Community Activities	Entrepreneurial Achievements
Experience With Children	Military Experience	Professional Experience
Marketing Projects	Research Projects	Senior Research Project
Senior Thesis	Volunteer Activities	

**adapted from the Letters & Science and Human Ecology Career Services office at the University of Wisconsin-Madison*

TYPES OF RESUMES

CHRONOLOGICAL

A chronological (or reverse chronological) resume organizes information by jobs/positions/experiences in *reverse chronological* order, with the most recent experiences first. It is the most commonly used format and is the easiest to write.

This resume format works well when:

- You are seeking an entry-level position
 - You have a steady history of employment related to the position you are seeking
-
-

FUNCTIONAL

A functional (or skills based) resume organizes information into *functional* groupings of skills or accomplishments.

This resume format works well when:

- You want to demonstrate a clear relationship between your skills listed and the position you are seeking
 - Your specific jobs or internships are not easily related to the position you are seeking
 - You have gaps in your employment history
-
-

COMBINATION

A combination resume organizes experiences in *reverse chronological* order within the *functional* categories. Experiences and skills can be tailored to fulfill the specific requirements of a position.

This resume format works well when:

- You want to highlight skills related to specific jobs
 - You want to emphasize relevant skills and information that connect your experiences
-
-

FORMAT FOR A CHRONOLOGICAL RESUME

NAME

street name, city/state, zip code, area code & phone number, email

CAREER OBJECTIVE:

Consists of one short phrase describing your immediate career goals and an optional short phrase describing your long-term career goals. When possible, target this section to the specific position you are applying for.

EDUCATION:

Degree obtained or expected to be obtained, major
graduation

Month and year of graduation or expected

University name, city, state

- Minor concentration or focus area (if applicable)

- GPA (if complementary) out of a 4.0 scale (ex: 3.8/4.0)

-If applicable, list means of financing education (ex. partial/full scholarship, part-time/full-time employment).

-List degrees in reverse chronological order.

-If desired, include relevant coursework that demonstrates knowledge that would be useful in the position you are applying for – include no more than 5 classes here.

EXPERIENCE:

Position/Title

Month and year of start and finish dates

Company name, city, state

- Use bullets and action phrases to provide a relevant synopsis of your experience, which could include travel abroad, full-time work, part-time work, internship, co-op, practicum work, graduate and teaching assistantships.

-Be consistent in how you list your months and years (ex: September 2002 or 09/02 is acceptable).

-Appropriate subheadings for this category may include: Work Experience, Professional Experience, or Related Experience. You may also include other EXPERIENCE sections such as: Other Experience, Project Experience, Research Experience, or Volunteer Experience.

-Be thorough in your descriptions but do not overrate your responsibilities or give too much descriptive information.

-List all experiences (work or otherwise) in reverse chronological order.

COMPUTER SKILLS:

- List applications in which you are proficient and comfortable.

-If you wish to include programs/applications you are not proficient in but have some experience with, you may indicate so by writing Familiar with and Competent in before the corresponding skills.

-You may add another skills section such as Special Skills, Language Skills, or Technical Skills to address fluency in language(s), strong communication or interpersonal skills, or other skills which are not computer related.

-Include skills you are confident that you possess. Do not exaggerate your strengths and skills!

PROFESSIONAL AFFILIATIONS, HONORS, ACTIVITIES, MEMBERSHIPS:

- Position held, organization, membership, or award: years involved or year obtained

-Use a heading that defines content. You may combine them (ex: Honors & Activities or Affiliations & Memberships).

-List all relevant information such as: name of honor, group, activity; institution or company; city, state; beginning and ending year or years (months need not be present under this heading).

-Starting the line with a term describing your level of involvement (ex: recipient, member, vice president) is not necessary but can be helpful.

REFERENCES:

- Available upon Request

-Can appear on the resume or centered at the bottom of the page as: References available upon request.

-If there is not room for this on the resume, it can be omitted.

-Make a separate reference list on another sheet of paper. Actual references should not be on the resume!

-Choose professors, former employers/supervisors, friends, or church affiliates as references. Be sure to get their permission before using their name.

-The reference sheet should include: name of person, title, address, phone (including area code), email (if relevant), relationship to applicant (ex: professor, friend, supervisor) and number of years they have known you.

SAMPLE CHRONOLOGICAL RESUME I

NAME

address, city, state, phone number(s), professional email address

OBJECTIVE

Seeking a full-time position as a Human Resource Specialist utilizing strong communication, leadership, and organizational skills. Long-term goal of Vice President of Human Resources.

EDUCATION

Bachelor of Arts, Pre-Personnel and Industrial Relations Expected June 2005
University of Cincinnati, Cincinnati, Ohio

- GPA: 3.1/4.0
- Finance 80% of education through full-time employment.
- Relevant Coursework: Techniques in Communication, Interpersonal Relations in a Diverse World Market

RELATED EXPERIENCE

Human Resources Generalist July 2000 - present
Clerk of Ohio, Cincinnati, Ohio

- Recruit, interview, and select 30% of personnel.
- Train and advise management in hiring, retention, promotion, and termination of employees.
- Update and write job descriptions and recommend appropriate pay rates.
- Designed, edited, and produced a 27-page personnel and benefits manual.

Job Development and Outplacement Volunteer May 1998 - July 2000
YWCA Job Search Resource Center, Cincinnati, Ohio

- Facilitated weekly group workshops addressing job search skills and techniques.
- Marketed and sold YWCA job search ideas to area employers, resulting in expansion of "job" bank by 35%.
- Collected and evaluated pay survey information from local companies.

OTHER EXPERIENCE

Office Manager June 1996 - May 1998
C & J Construction, Newport, Kentucky

- Organized and improved filing system for contracted accounts, resulting in substantial time saving for processing government files and mandatory quarterly reports.
- Coordinated all facets of record keeping for a large construction company – payroll, banking, insurance, accounts receivable, accounts payable, and general ledger.

SKILLS

Computer

- Microsoft: Word, Windows, PowerPoint, Excel
- Lotus 1-2-3
- Fluency in Spanish

HONORS & AFFILIATIONS

- Member, Society of Human Resources Management, Cincinnati, OH, 2002-present
- Recipient, Dean's List, University of Cincinnati, 2002-present
- Member, Greater Cincinnati Human Resources Association, Cincinnati, OH, 2000-present

References Available upon request

SAMPLE CHRONOLOGICAL RESUME II

CHRISTINA LENHARDT

Current Address:
9521 Xavier Avenue
Cincinnati, OH 45205
(513) 281-5629

Permanent Address:
256 Lotus Park
Cincinnati, OH 46617
(513) 829-5159

lenhardtc@xavier.edu

OBJECTIVE To obtain a summer opportunity in the law field applying strong leadership, interpersonal, and writing skills.

EDUCATION **XAVIER UNIVERSITY** Cincinnati, OH
Bachelor of Arts May 2009
English & Psychology
GPA: 3.6/4.0

WINTON WOODS HIGH SCHOOL Cincinnati, OH
G.P.A.: 3.9/4.0 2001 - 2005
Class Rank: 3/267

HONORS Dean's List:2005-2006
Xavier Scholar
Milton Ryker Scholarship
National Merit Scholar Semi-Finalist

EXPERIENCE **BOYS & GIRLS CLUB** Cincinnati, OH
Tutor Summer 2005

- Tutored children ages 8-10 in math and science concepts
- Assisted adults learning English with basic reading and writing skills
- Performed clerical duties and developed promotional materials for center

CINCINNATI PARKS DEPARTMENT Cincinnati, OH
Head Lifeguard Summers 2002-2004

- Ensured safety of patrons by daily guarding up to 100 children
- Managed and coordinated schedules of 6 lifeguards

ACTIVITIES Staff Reporter, Xavier Newswire (student newspaper)
Treasurer, Pre-Law
Participant, Intramural sports
National Honor Society, Secretary

SERVICE World Hunger Coalition, volunteer
Literacy Council of Cincinnati, volunteer
AVOC, volunteer

SKILLS Computer: Word, Access, Excel, HTML, PowerPoint
Language: Fluent in Spanish

SAMPLE CHRONOLOGICAL RESUME III

MARIA D. PEREZ

13 Oak Drive, Apt. #45 • Cincinnati, OH • (513) 787-4567
10445 East 196th Street • Bronx, NY 10468 • (718) 933-5931
mdperez5@xavier.edu

- OBJECTIVE** Obtain a position within an internationally oriented company that will utilize a background in Latin American history, culture and language.
- EDUCATION** **XAVIER UNIVERSITY** Cincinnati, OH
Bachelor of Arts, May 2006
Major: Political Science Minor: Spanish
- HONORS** *La Esperanza Honor Society, Fall 2004 to Present*
Kellogg Latin American Area Studies Program Internship Award, Summer 2005
Study Group Leader, Pontificia Universidad Catolica Madre y Maestra, Dominican Republic,
Winter Break 2005
- RESEARCH**
- *The Relationship Between Dominicans and Haitians*, Pontificia Universidad Catolica Madre y Maestra, Winter Break 2005
 - *A Perspective on Cuban-Americans*, North American Congress on Latin America (NACLA), New York, NY, Summer 2004
 - *Latino Identity in the U.S.*, NACLA, Summer 2004
 - *The Economic History of Chile*, Micro/Macro Economics, Spring 2004
- INTERNSHIP**
- Intern, Washington Office on Latin America*, Washington, D.C., Summer 2005
- Prepared technical reports comparing and contrasting foreign policy changes for the Senators' Committee on Trade and Markets in South America.
- Intern, NACLA Report on the Americas*, New York, NY, Fall 2004
- Collected research and assisted with the development of a lecture series on the sociology of Cubans immigrating to the United States.
- EXPERIENCE**
- Guide, African, Latin, Asian and Native American Cultural Center*, Bronx, NY, Summer 2003
- Hosted tours and prepared special presentations for educational group visits.
- Sales Assistant, Self-Help Center*, New York, NY, Summer 2002
- Inventoried and prepared sales floor display of crafts and arts from over 60 developing nations. Exceeded sales goal for the season.
- LEADERSHIP**
- President*, Latin American Student Organization, Fall 2003 to Present
Captain, Hall Soccer Team, Fall 2005 to Present
Vice-President, La Esperanza Honor Society, Fall 2004 to Fall 2005
Co-Director, Potawatomi Indian History Program, Spring and Fall 2003
- SKILLS**
- Languages:* Fluent in Spanish; Proficient in Portuguese; Conversational in Italian
Computer: Microsoft Word, Excel, PowerPoint; Lotus 1-2-3; PageMaker

SAMPLE CHRONOLOGICAL RESUME IV

LISA NICOLE STANLEY

stanleyln@life.edu

Current Address:

9521 Someplace Avenue
Anytown, IN 47771
(000) 281-5629

Permanent Address:

256 Lotus Park
Winston, VA 09251
(804) 829-5159

OBJECTIVE To obtain a position in commercial banking with an emphasis on corporate lending.

EDUCATION

UNIVERSITY OF LIFE Anytown, IN
Bachelor of Business Administration May 2006
Concentration: Finance
GPA: 3.2/4.0 Major GPA: 3.4/4.0

UNIVERSITY LONDON PROGRAM London, England
GPA: 3.8/4.0 Spring 2005

HONORS Life Scholar
Milton Ryker Scholarship

EXPERIENCE

FIRST BANK OF AMERICA Winston, VA
Intern Summer 2005

- Collaborated with Branch Manager in daily operations.
- Evaluated student loan applications and made recommendations.
- Assisted in computer system change for loan department.

MERRILL LYNCH Winston, VA
Executive Assistant Summer 2004

- Assisted President and Vice President in organization of company newsletter.
- Edited their first issue on mutual funds.
- Performed clerical duties and conducted substantial usage of computer operations.

NBD BANK Winston, VA
Teller Summer 2003

- Served customers with various bank transactions.

ACTIVITIES Secretary, Finance Club
Volunteer, World Hunger Coalition
Volunteer, Center for the Homeless
Participant, Intramural sports

SKILLS *Computer:* Word, Access, Excel, HTML, PowerPoint
Language: Fluent in French

SAMPLE FUNCTIONAL RESUME I

THOMAS SEAN CASSIDY

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9999
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9999
cassidys@xavier.edu

OBJECTIVE Obtain a position in consumer product sales applying communication and leadership skills.

EDUCATION **XAVIER UNIVERSITY** **Cincinnati, OH**
Bachelor of Science in Psychology **May 2007**
Major GPA: 3.51/4.0, Overall GPA: 3.27/4.0

SKILLS

Sales and Marketing

- Assisted customers in organizing and purchasing clothing and sporting goods.
- Coordinated displays for various departments and store windows.
- Advised departmental buyer in inventory and purchase of merchandise in demand.
- Generated highest sales among salespersons for sporting goods store.
- Sold advertising space to local retailers for campus newspaper.
- Promoted availability of advertising to student clubs and organizations by conducting phone calls.
- Organized layout of ads in a timely manner.

Leadership and Interpersonal Skills

- Supervised residence hall floor of 50 men.
- Planned educational and social programs within the residence hall.
- Enforced university policy.
- Trained new summer employees in retail sales positions.
- Met deadlines for daily campus newspaper by interacting as a team member.
- Provided leadership and support as captain of intramural basketball team.
- Planned and promoted activities as President of residence hall.

EXPERIENCE **XAVIER UNIVERSITY** **Cincinnati, OH**
Resident Assistant **2005-06 academic year**

THE NEWSWIRE (campus newspaper) **Cincinnati, OH**
Advertising Manager **2005-06 academic year**

RICHMOND BROTHERS **Mason, OH**
Sales Representative **Summers 2003, 2004**

THE PRO SHOP **Mason, OH**
Sales Associate **Summer 2003**

ACTIVITIES

- Residence Hall, President, 2005-06
- Xavier University Delta Sigma Pi, Internship Coordinator, 2003-04
- Intramural Sports (football and basketball), Participant, 2003-04

SERVICE

- Neighborhood Study Help Program, Tutor
- Big Brothers and Big Sisters of Cincinnati, Volunteer
- Madison Center, Student Volunteer

SAMPLE FUNCTIONAL RESUME II

Edward C. Frank

efrank@xu.edu

Local address:

8107 Victory Parkway
Cincinnati, OH 45207
513/745-0000

Permanent address:

2800 Elm Street
Chicago, IL 61304
312/788-0000

CAREER OBJECTIVE: Entry-level position in retail management.

EDUCATION:

Xavier University
Bachelor of Arts
Major: English

Minor: Business GPA: 3.4/4.0

Cincinnati, OH
May 2001

HONORS AND ACTIVITIES

Dean's List, 4 semesters; Xavier University Presidential Scholarship; Features Editor, Xavier University Newswire; English Club

SKILLS:

Interpersonal

- Demonstrated effective persuasive skills in retail sales.
- Provided effective customer service by phone and in person.
- Handled customer complaints efficiently and effectively.

Organizational

- Provided clerical and secretarial support for all forms of office communication.
- Recognized by supervisors as being efficient and detail-oriented.
- Planned and organized merchandising of store displays.
- Designed and developed a coding system for a university research project.
- Organized and recorded data as a research assistant.

Management

- Supervised various youth recreational activities as a church youth group minister.
- Trained new employees in effective sales techniques.
- Served as responsible store supervisor in the manager's absence.
- Supervised feature writers for university newspaper.

EMPLOYMENT HISTORY:

Payless Leasing Corporation, Cincinnati, Ohio (November 1999 - present)

Receptionist/Secretary

Department of English, Xavier University (January - November 1999)

Research Assistant

Simple Gifts, Inc. Chicago, Illinois (Summers/Breaks 1996 - 2000)

Sales/Cashier

Church of the Holy Spirit, Chicago, Illinois (May - August 1995)

Adult Youth Minister

SAMPLE COMBINATION RESUME

BARBARA M. DAVIS
E-mail: bmdavis@xu.edu

Local Address

100 Dana Avenue #12
Cincinnati, Ohio 45207
(513) 745-5046

Home Address

4720 West Eighth Street
Cincinnati, Ohio 45205
(513) 372-5648

EDUCATION

Xavier University, Cincinnati, Ohio
Bachelor of Science Psychology, May 2001
G.P.A. 3.6/4.0

RELATED EXPERIENCE

Public Relations Intern

Hamilton County Job Training Partnership, Cincinnati, Ohio (Fall 2000-Present)

- Develop media planning strategies and create advertising campaigns.
- Construct organizational newsletter (circulation: 10,000).

Congressional Legislative Intern

U.S. Representative Terry L. Bruce, Washington, D.C. (Summer 1999)

- Supervised research efforts, including discussions with attorneys, federal judges, and Judicial Committee members.
- Collaborated in the writing of Representative Bruce's testimony for a House Judicial Committee hearing.

Orientation Assistant

Xavier University, Cincinnati, Ohio (Summer 1998)

- Selected to facilitate the University's orientation program.
- Designed and presented seminars and led tours introducing 700 new students and their parents to the University.

ADDITIONAL WORK EXPERIENCE

Travel Agent

AAA Travel Center, Cincinnati, Ohio (Fall 1997-Present)

- Calculate cash reports and develop customer relations.

ACTIVITIES

PRSSA (Public Relations Student Society of America)

- Vice-President of Programs, 1997-Present

Xavier University Admissions Recruitment Program (M.O.R.E.)

Literacy Volunteers

SAMPLE EDUCATION RESUME

Sally Chase

1600 King Arthur Court
Cincinnati, OH 45213
(513) 575-2231

209 Morningside Drive
Scottsdale, NJ 66313
(743) 349-4395

schase@xavier.edu

EDUCATION

Xavier University, Cincinnati, OH

Master of Education Program
Expected Educational Licensure, December 2003
GPA: 3.7/4.0

Xavier University, Cincinnati, OH

Bachelor of Arts in English, May 2001
GPA: 3.4/4.0

LICENSURE

Two-Year Provisional License: Adolescence to Young Adult (7-12), Integrated Language Arts

EXPERIENCE

Western Hills High School

Student Teacher (September 2003-December 2003)
Teach Freshman English classes.
Guide 26 students on comparative literature project.
Establish strong relationships with parents.

Cincinnati, OH

St. Ursuline Academy/Withrow High School

Field Observer (January 2003-April 2003)
Observed teaching styles/methods of Freshman and Sophomore English teachers.
Assisted in instruction and reviewing homework.

Cincinnati, OH

Joseph-Beth Booksellers

Sales Associate (April 1999-December 2002)
Recommended books to customers and provided literary information.
Used communication and listening abilities to address customers' needs.

Cincinnati, OH

ACTIVITIES

College Friends (2001-Present)
Mermaid Tavern (1998-2001)

SKILLS

Computer Skills: Extensive knowledge of Word, Excel, HTML and Lotus 1-2-3.

Language Skills: Fluent in Spanish and English.

REFERENCES/PORTFOLIO

References and portfolio available upon request.

SAMPLE ATHLETE RESUME

MATT MILES

Current Address: 100 Drenth Drive • Cincinnati, OH 45207 • (513) 631-9421 • mmiles25@xu.edu

Permanent Address: 300 Drenth Drive • Cincinnati, OH 45207 • (513) 631-9421

OBJECTIVE To obtain a full-time position in the engineering industry leveraging my prior work experience and education.

EDUCATION **XAVIER UNIVERSITY** Cincinnati, OH
Bachelor of Science, Computer Science, May 2007
Overall GPA: 3.123/4.0

**RELEVANT
COURSES**

Electronics I & II	Operating Systems
Data Structures & Algorithms	Machine Org. & Assembly Lan.
Software Engineering	Lang. & Automata

**RELATED
EXPERIENCE** **DELPHI AUTOMOTIVE** CINCINNATI, OH
Shadowing Intern, Summer 2006

- Week long shadowing assignment in Delphi's automotive sound unit
- Observed Sound Testing, Electrical Design, Research & Development, Manufacturing, and Marketing Department.

**NCAA
ATHLETICS** **XAVIER UNIVERSITY VARSITY BASKETBALL TEAM**
Forward, 2003-2007

Teamwork:

- Helped lead team to four consecutive 20+ win seasons and berths in NCAA tournament
- Developed communication skills while working with eleven team members
- Ability to set individual targets that foster ultimate team goals

Leadership:

- Represented the university at various alumni events
- Selected as a senior Captain by members of team
- Student Athletic Advisory Council member

Character:

- Accustomed to performing at under pressure situations to meet aggressive goals
- Goal driven individual with work ethic to achieve a high level of excellence
- Experienced in prioritizing needs by balancing academic and athletic time commitments

ACTIVITIES

Member, Xavier Ballroom Competition Club 2005, 2006
Planning Committee Member, Freshmen Retreats (Group #2), 2004-2005
Eucharistic Minister, Sacred Heart Basilica and Stanford Hall, 2004-Present
Overnight and Day Host, Xavier Prospective Students, 2003-2005
Volunteer, Urban Plunge (New York, NY), December 2004
Volunteer, Habitat for Humanity, Spring Break 2006

SAMPLE INTERNSHIP RESUME I

Francis X. Magee

freshman@xu.edu

School Address

3800 Victory Parkway
Box 8888
Cincinnati, OH 45207
(513) 985-1234

Permanent Address

123 Home Street
Athens, OH 45701
(740) 597-1234

Objective

An internship or summer position that provides practical experience in the field of psychology utilizing my excellent communication and research skills.

Education

XAVIER UNIVERSITY Cincinnati, OH
Bachelor of Science, Expected May 2010
Psychology Major, Business Minor
GPA: 3.1/4.0

ATHENS HIGH SCHOOL Athens, OH
August 2005 - June 2009
College Preparatory Curriculum
GPA: 3.8/4.0 - Top 10% of Senior Class

Employment

XAVIER NEWSWIRE Cincinnati, OH
Sports Reporter, August 2006 - Present

- Developed interviewing skills
- Conducted successful research for several stories
- Worked effectively to meet weekly deadlines

PERK'S COFFEE HOUSE Athens, OH
Server/Cashier, June 2004 - August 2006

- Organized merchandise throughout shop
- Communicated with and assisted customers
- Prepared and served orders efficiently and accurately

Volunteer Experience

GREEN ELEMENTARY SCHOOL Cincinnati, OH
Tutor, September 2006 - Present

- Tutored students in reading and math
- Served as a positive role model

Computer Skills

Operating Systems: Windows and Macintosh
Software: Word, WordPerfect, Excel, and SPSS

SAMPLE INTERNSHIP RESUME II

JANET L. TANG

53 Stewart St. • Cincinnati, Ohio 45208 • (513)871-1234 • janetl@email.com

OBJECTIVE

An internship or part-time job with a financial firm, utilizing experience and enhancing skills in financial planning, research and analysis.

EDUCATION

XAVIER UNIVERSITY Cincinnati, Ohio
Bachelor of Science in Business Administration
Finance, Expected May 2008
GPA: 3.4/4.0 Dean's List 3 Semesters

WORK EXPERIENCE

5/06-8/06 **AMERICAN EXPRESS FINANCIAL SERVICES** - *Summer Intern* Cincinnati, Ohio

- Led marketing campaign to recruit new clients
- Sent brochures and e-mail to potential clients
- Researched various company stocks
- Earned several performance bonuses

8/04-5/06 **O'CONNOR SPORTS CENTER** - *Facilities Manager* Cincinnati, Ohio

- Responsible for all student employee management, scheduling and payroll
- Hired and trained new student workers
- Assisted customers with all equipment and questions

6/02-8/04 **LAZARUS** - *Sales Associate* Cincinnati, Ohio

- Responsible for register opening and closing procedures
- Assisted managers in designing creative displays
- Prepared inventory forms
- Learned sales techniques and strategies

LEADERSHIP EXPERIENCE

4/05-PRESENT **XAVIER STUDENT GOVERNMENT** *Senator* Cincinnati, Ohio

Elected for 2 terms by student body Chair of Financial Affairs Committee
Monitored more than 100 club accounts Committee developed \$450,000 budget

8/03-5/05 **XAVIER UNIVERSITY FINANCE CLUB** *President* Cincinnati, Ohio

Elected by membership Coordinated all club activities
Increased membership by 50% Increased fund raising by 200%

COMPUTER SKILLS

Operating Systems: Windows 2000, Windows NT, and Macintosh OSX
Software: Word, Excel, Access, WordPerfect, PageMaker and HTML

SAMPLE ALUMNI RESUME

Maria O. Martinez

451 Spruce Street, # 1
Cincinnati, OH 45208
513/841-3337
momartinez@ameritech.net

HIGHLIGHTS:

Expert in troubleshooting and resolving network and system problems
Five years of progressive overall system responsibility
Strong ability to communicate clearly with non-technical user
Bachelor's degree in computer science

EDUCATION:

Xavier University, Cincinnati, OH
Bachelor of Science in Computer Science, 1996
Graduated *Magna Cum Laude*

COMPUTER SKILLS:

Proficient in the use of C/C++, Java, Oracle, Perl, SQL Databases, Access, PowerPoint, Excel and Word

EXPERIENCE:

Consultant, *Lakeland Corp.*, Cincinnati, OH February 1998 – Present
Troubleshoot system problems for clients
Use expertise in C/C++, Perl and SQL Databases
Consistently receive highest ratings on clients' evaluations

System Coordinator, *Talon Point*, Dayton, OH June 1996 – February 1998
Selected and implemented new software system for company, saving an estimated \$40,000 annually
Designed company's first web page
Recognized for communicating effectively at all levels

Help Desk Consultant, *Xavier University*, Cincinnati, OH September 1994 – April 1996
Provided prompt responses to users on wide range of system questions
Learned "user-perspective" customer service approach

ACTIVITIES:

Designed web sites for two non-profit organizations
Volunteer for Cincinnati's Reggae Run

Electronic Resumes

Computer programs that scan resumes look for key words that describe the specific requirements of a job. Computer scanners also love simplicity. Less is more!

Unlike the traditional resume read by a person, nouns instead of action verbs are critical in an electronic resume. Your goal is to focus on choosing language that describes the skills you have and are most relevant for the position you want. While action verbs are still important, they lose impact on a scannable resume. Choose standard descriptions for skills, experience, education and professional associations. For example, the key words for an accounting position might include: "BS accounting, accounts payable, accounts receivable, cost accounting, Lotus 1-2-3, Accountware, CPA, attention to detail, organizational skills, interpersonal skills and meet deadlines." Remember that the more key words your resume matches in the computer program, the more likely it is to be selected.

Tips for Your Electronic Resume

Any standard format (chronological, functional, combination) can work if you apply the following guidelines:

- Select a clean, readable sans serif font in 10- to 14-point size such as Arial, Univers or Tahoma.
- Avoid special treatments such as bullets, underlining, italics, script, shading, boxes or vertical or horizontal lines.
- Use light colored paper; white is best.
- Paper size should be standard 8 ½" x 11", printed on one side. More than one page is acceptable.
- Your name should be the first element on the page and appear on its own line. Your address should appear under your name. List each phone number on its own line.
- Use clear titles for section headings. Bold and/or capitalization is permissible as long as the letters do not touch.
- Use keywords. Consider placing a keyword summary at the top of the resume, listing nouns that describe your skills to increase the chances of your resume being selected.
- Use few abbreviations, but maximal use of industry-specific terms (e.g., TQM, CAD).
- Align resume to the left. Do not use multiple-column formats.
- Laser printing or high quality photocopying is desirable.

SAMPLE ELECTRONIC RESUME

Joseph J. Jefferson Jr.

1234 Victory Parkway

Cincinnati Ohio 45207
513/745-1222

200 Hunter Drive

Venice, Florida 34285
407/555-2332

KEYWORD SUMMARY

Proficient with use of software, spreadsheets, word processing, Lexis-Nexis. Accounting. Project management. Organizational and interpersonal skills. Sales and marketing experience. Strong communication skills.

CAREER OBJECTIVE

Account executive utilizing skills in advertising sales and marketing.

EDUCATION

Bachelor of Science in Business Administration, May 2000
Xavier University, Cincinnati, Ohio
Major: Marketing GPA: 3.5/4.0

EXPERIENCE

Traffic Assistant (Internship)

September 1999 – January 2000

Promotions with Pizzazz
Cincinnati, Ohio

Observed numerous aspects advertising of agency operations
Demonstrated attention to detail and excellent organizational skills
Developed project management skills

Salesperson

Holiday Season 1997-1998

The Gap
Venice, Florida

Utilized sales and marketing techniques learned in class
Gained stronger communication skills
Refined customer relations and interpersonal skills

Credit Analyst

May – August 1997

Ford Credit
Tampa, Florida

Enhanced interpersonal skills in dealing with executive management
Strengthened ability to meet tight deadlines and to work under pressure
Used and improved accounting skills

COMPUTER SKILLS

Microsoft Office in a Windows '98 environment.

HONORS AND ACTIVITIES

Dean's List, 3 semesters
Marketing Club, Literacy Volunteers, Concert Choir

References available upon request.

RESUME DON'Ts

1. Avoid writing in the narrative form.
2. Avoid use of personal pronouns and possessives.
3. Don't list high school, high school jobs/activities after college freshman or sophomore years.
4. Don't include personal information such as height, weight and marital status.
5. Avoid **overuse** of italics, underlining or any fancy highlighting or special effects.
6. Delete references that have no direct relationship to your career objective such as race, religion, political preference or handicap.
7. Avoid use of trite phrases, slang or cliches.
8. Omit references to salary requirements, test results, personal photos.
9. Don't use serif typefaces (serifs are tiny appendages at the end of letters) like Times New Roman or Courier New **if** you know your resume will be electronically scanned. The text you are reading is a sans serif font called Tahoma – (*sans* is French for without).
10. Don't exaggerate or make inaccurate claims about abilities and accomplishments.

RESUME DOs

1. Be honest and accurate with the content of your resume.
2. Tailor your resume to the company you are targeting, complete with a specifically focused career objective.
3. Use action verbs and short phrases to describe your skills and accomplishments, and rank them in order of importance. Quantify when possible, using numbers to show accomplishments such as dollars saved, etc. Note leadership and problem-solving abilities.
4. Include key words to reflect that you possess the qualifications the company seeks.
5. Limit resume length to one full page -- two full pages at most. Avoid partial pages.
6. Use quality paper, preferably white with matching envelopes. Darker shades of resume paper or papers with background flecks are difficult to read when faxed or copied.
7. Implement a simple format with clear subheadings; use boldface, italics and underlining to make sections stand out – but use them judiciously.
8. Make sure your final product is clean, neat and error free. Use a readable typeface such as Times New Roman, Courier New, Arial or Tahoma. The text type size should be no smaller than 10 point and no larger than 12 point. Have larger headings, but no more than 18 point.
9. Accompany each resume with a strong, personalized cover letter.
10. Update your resume on a regular basis.

RATE YOUR RESUME

What is the purpose of a resume?

- An advertisement of self – an advertising brochure.
- To provide information about your qualifications that will convey how you can benefit prospective employers.
- A means of relating skills, achievements, qualifications, personal qualities, and interests
- A device intended to get an interview, to get your foot in the door.

ITEM	RATINGS			
	Poor	Fair	Good	Excellent
1. Is it concise, preferably one full page?	_____	_____	_____	_____
2. Does the layout invite attention?	_____	_____	_____	_____
3. Is it easy to read? Is there a clear, sharp point?	_____	_____	_____	_____
4. Are important entries emphasized by listing them first?	_____	_____	_____	_____
5. Are action words used to describe accomplishments?	_____	_____	_____	_____
6. Does it stress accomplishments, strengths, and skills rather than duties and responsibilities?	_____	_____	_____	_____
7. Is the language clear and understandable? Is it easy to get a “picture” of the writer’s qualifications?	_____	_____	_____	_____
8. Are descriptions honest and accurate?	_____	_____	_____	_____
9. Have specific examples and numbers been cited when possible to describe accomplishments and qualities?	_____	_____	_____	_____
10. Does it sell your problem solving skills?	_____	_____	_____	_____
11. Does it emphasize benefits for a potential employer?	_____	_____	_____	_____
12. Is irrelevant information left out?	_____	_____	_____	_____
13. Does it avoid self-evaluation? Is it objective rather than subjective?	_____	_____	_____	_____
14. Does the resume avoid the use of slang and trite expressions? Ex. <i>working with people, eager, hard working, etc.?</i>	_____	_____	_____	_____
15. Are there misspelled words, typos, poor usage of grammar, or evidence of corrections?	_____	_____	_____	_____
16. Overall, is the resume layout consistent? i.e. margins, punctuation, indentions, order of information, etc.?	_____	_____	_____	_____

ACTION WORDS IN YOUR RESUME

Use action words to start each action phrase. The list of verbs will guide you in writing your action phrases under “experience” on your resume. Please note when creating action phrases for current positions to use present tense.

Clerical/Detail Skills

approved	compiled	implemented	prepared	screened
arranged	dispatched	inspected	processed	specified
catalogued	documented	monitored	purchased	systemized
classified	finalized	operated	recorded	tabulated
collected	generated	organized	retrieved	validated

Communication Skills

addressed	corresponded	formulated	negotiated	recruited
arbitrated	developed	influenced	persuaded	spoke
arranged	directed	interpreted	promoted	translated
authored	drafted	lectured	publicized	wrote

Creative Skills

acted	customized	fashioned	instituted	originated
composed	designed	founded	integrated	planned
conceived	developed	illustrated	introduced	revitalized
conceptualized	directed	initiated	invented	shaped

Financial Skills

administered	audited	computed	forecasted	planned
allocated	balanced	decreased	managed	projected
analyzed	budgeted	developed	marketed	researched

Helping Skills

advised	contributed	empowered	expedited	motivated
assessed	counseled	enabled	facilitated	referred
assisted	demonstrated	enhanced	familiarized	rehabilitated
clarified	diagnosed	ensured	guided	represented

Management Skills

administered	consolidated	evaluated	oversaw	recommended
allocated	contracted	executed	planned	scheduled
analyzed	coordinated	headed	prioritized	spearheaded
assigned	delegated	improved	produced	supervised

Research Skills

clarified	eliminated	identified	investigated	surveyed
collected	evaluated	inspected	organized	systematized
critiqued	examined	interpreted	reviewed	translated
diagnosed	extracted	interviewed	summarized	wrote

Teaching Skills

adapted	communicated	enabled	facilitated	persuaded
advised	conducted	encouraged	guided	set goals
clarified	coordinated	evaluated	informed	stimulated
coached	developed	explained	instructed	trained

Technical Skills

assembled	computed	engineered	installed	overhauled
built	converted	expanded	maintained	programmed
calculated	drafted	fabricated	operated	remodeled

SAMPLE HEADINGS
(MAKE IT PERSONALIZED)

Jenna Drenth

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • 513/631-9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • 513/251-2242

JENNA DRENTH

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 46556 • (513) 251-2242

JENNA DRENTH

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • (513) 251-2242

JENNA DRENTH

100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9421
jdrenth@xavier.edu

JENNA DRENTH

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • (513) 251-2242

Γεννα Δρεντη

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • (513) 631-9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • (513) 251-2242

JENNA DRENTH

Current Address: 100 Drenth Drive • Cincinnati, OH • 45205 • 513.631.9421 • jdrenth@xavier.edu
Permanent Address: 300 Drenth Drive • Cincinnati, OH • 45205 • 513.251.2242

Effective Written Communication

“Good writing is good thinking”

You may wonder why employers deem written communication so important today. Perhaps one writing expert expressed it best when he wrote, “Good writing is good thinking.” In truth, employers always have valued written communication skills, but today the employee with good writing skills is the exception rather than the rule. The art of letter writing has all but disappeared because of the ease of communicating via phone and email. Fewer people spend leisure time reading good writing, choosing instead to watch television, play video games or go to the movies. More emphasis in school is placed on writing creatively than on learning the basic structures of writing. Less emphasis is placed on learning how to spell now that there are computer programs to check spelling.

You must follow the rules of grammar and punctuation, and make sure that words are spelled correctly, whether writing a report, a cover letter for a resume, a standard business letter or an email. If you’re a little rusty on the basics, study some of these well-known works on communication: “The Elements of Style,” by William Strunk Jr., E.B. White, Roger Angell (Afterword); “On Writing Well: The Classic Guide to Writing Nonfiction,” by William Knowlton Zinsser, and “How to Write, Speak and Think More Effectively,” by Rudolf Flesch and Salvatore Raimondo.

If spelling is your weakness, invest in a misspeller’s dictionary. Avoid relying on computer spelling checks. Spell check programs are not foolproof and cannot help with words that sound alike but are spelled differently. Proofread your work and always have someone else proof it.

The remainder of this handbook provides guidelines for common types of job correspondence. The text begins with the standard business letter, follows with job search correspondence and ends with other types of correspondence one is likely to encounter while employed. Examples of the different types of written correspondence appear at the end.

Job Search Correspondence

Cover Letters

Every resume should be introduced with a cover letter. This letter tells the employer why you are writing and highlights your background. Note that the letter does not repeat your resume.

The following paragraphs describe the purpose, content and specifics of writing cover letters.

PURPOSE OF LETTER:

1. Introduces writer to the employer and clarifies: who the writer is; what position is being applied for; when, where or how the writer learned about the position and/or the organization; and perhaps, why the writer is applying for the position.
2. Highlights the writer's strengths and qualifications for the position. This is not a repeat of the resume, but a select review of specific areas from the writer's background that are of interest to the employer for the particular position.
3. Arranges and coordinates the next step in the application process: e.g. "I will telephone within 10 working days." "I trust we can arrange for a mutual time to meet and discuss my qualifications in detail." "I can be reached by telephone at (513) 745-1111 (days) or (513) 745-2222 (evenings)."

Specifics

1. Use standard business form (see examples).
2. Type or use a word processor.
3. Address cover letter to a specific individual.
4. Use high-quality paper that matches your resume paper.
5. Don't forget to sign

FORMAT FOR COVER LETTER

Your present address
City, State, Zip Code

Date

Mr. Ms. _____, Title
Name of Company
Street Address
City, State, Zip Code

Dear Mr./Ms. _____:

Paragraph #1: Statement of Interest

Express your employment interest by expressing the specific position you are interested in, and mention how you heard about the opening. Express your motivation/appeal for applying for this position at this specific company. Generate reader interest by mentioning knowledge you have gained through your research about the company. If you have a personal contact within the company, include it in this introductory paragraph.

Paragraph #2: Background Summary & Value-Selling

Introduce yourself briefly. Provide a synopsis of your relevant education and experience. Do not simply list what is covered in your resume, but highlight specific skill sets, personal and professional strengths, and areas of education that are most relevant to the position for which you are applying. In this paragraph, incorporate statements addressing the value you can bring to the hiring organization. Mention specific qualifications, experiences, or achievements you have that will be pertinent to the position. Focus on the real needs of the employer as you explain why you are qualified for this position.

Paragraph #3: Statement of Appreciation & Contact Information

Express your interest in an interview, and tell the employer how you can be best reached. Take the initiative to indicate to the employer that you will be following up with them and include a specific time period (within two weeks is standard) or exact date that you will follow up by. Indicate the method by which you will contact the employer (phone is preferred, email is acceptable if necessary) to ensure that your resume was indeed received, determine interest, and, if appropriate, arrange for an interview. Close the letter with a simple statement of appreciation for the employer's time in reviewing and considering your credentials.

Sincerely,

(Handwritten signature)

Typed signature

- A resume should always be accompanied by a cover letter
- Keep your cover letter precise and to the point. Be straightforward.
- Focus on what you can do for the employer, not what the employer can do for you.
- Prepare each cover letter individually, with the information targeted to that specific position at that specific company.

COVER LETTER EXAMPLE I

1807 Construction Road
Apartment #18
Cincinnati, OH 45207

November 8, 2006

← 4 blank lines here

Mr. Phillip Sorrel
Director of Sales
ABC Corporation
1 Industry Plaza
Framington, NJ 20589

← 2 blank lines here

Dear Mr. Sorrel:

I recently spoke with Mr. Connors at the Business & Industry Career Xpo at the Xavier University regarding career opportunities within the pharmaceutical industry, and he suggested that I contact you. ABC Corporation's recent market expansion and use of the most current biotechnology in its products is particularly impressive. I am very interested in a Healthcare Representative position with your company and have enclosed my resume for your review.

My Business major/science minor has exposed me to principles of business – marketing, accounting, finance, and management – while also establishing the strong science foundation necessary in the pharmaceutical industry. As a marketing intern last summer, I applied and developed these skills in a corporate environment. Through interaction with clients ranging from computer hardware businesses to local grocers, I fostered strong communication skills and the ability to work with diverse customers. Additionally, I am committed to achieving results. For example, my new approach to marketing an on-campus community service program increased student participation by 25%. Given my goal-driven nature and desire to succeed, I am confident that I can make a positive contribution to your Sales Department.

I would like the opportunity to further discuss my qualifications and any sales opportunities within ABC Corporation. I will call you during the week of February 1 to see if we might schedule a convenient time to meet. I look forward to our conversation.

Sincerely,

← 4 blank lines here

Jamie Addington

Enclosure

← Include if sending a hard (not electronic) copy of resume and letter

COVER LETTER EXAMPLE II

August 22, 2005

Ms. Kim Dean
University Relations Specialist
CIGNA Corporation
900 Cottage Grove Road, A-122
Hartford, CT 06152

Dear Ms. Dean:

Please consider my enclosed resume for the CIGNA Leadership Development Program. Currently, I am a senior majoring in history major and business minor at the Xavier University. The qualities I have to offer CIGNA in this program include:

- **An achiever with outstanding interpersonal skills:** While working as an intern at XYZ Company, I was selected for the marketing strategy team that partnered to increase revenue by 41% and customer base by 20%. Prior to attending Xavier, I volunteered for a local non-profit organization where I worked with clients from different cultures. Based on my contributions and commitment to the organization, I earned recognition as “Volunteer of the Month.”
- **Demonstrated leader and team player:** I co-founded a student organization aimed at increasing community service involvement campus-wide. Over the past three years, we have been able to generate a 32% increase in student participation and have made valuable contributions to the community. I also served as a Resident Assistant in one of the University’s largest residence halls while achieving a 3.59 GPA in my classes.
- **Excellent analytical and quantitative abilities:** In a team-based business simulation, I continuously analyzed the market and our competition for a financial services firm throughout the semester. The professor acknowledged our final project as being “an outstanding example for future classes.” Last summer as an intern, I participated in a cross-functional team to assess a proposed business venture expanding customer product offerings.

CIGNA is a long-time leader in providing full-service solutions. Through this approach, the company has continued to expand its client base and market position for more than 125 years. Specifically, your mission to help people lead healthier, more secure lives matches my own personal values and interests, as demonstrated through my community service efforts.

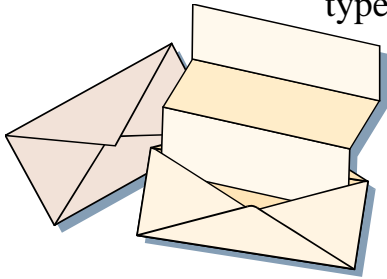
I am committed to adding value and contributing to CIGNA’s global expansion. Please consider placing me on your interview schedule during your campus visit. Thank you in advance for your consideration. If you have questions prior to your visit, please feel free to contact me at (513) 258-5555.

Sincerely,

Peter Smith

Thank~you Letters/Notes

It is a good practice to get into the habit of sending thank-you notes to those who give you their time, either in person or over the phone. Always write thank-you notes within a day or two. It is ok to send a thank you note via email, but follow it up with a handwritten or typed note sent by mail. Thank you note formats vary from



handwritten or typed notes in a card format or a formal typed letter.

It is especially important to write a thank-you note after an employment interview to at least the primary interviewer. If you are interviewed by more than one individual, it may be helpful to write to each person. When writing individual notes, it is important to personalize them as much as possible. This requires more time and effort but is an impressive touch.

There are various formats to writing a thank you note. A typical thank-you note after an interview incorporates the following:

Paragraph 1 shows gratitude and makes specific reference to the job.

Paragraph 2 reiterates interest in the position and stresses key points working in the candidate's favor. When writing to more than one interviewer, you may want to note a particular question asked by the interviewer or thank them for a specific kindness that was extended.

Paragraph 3 stresses the "fit."

Paragraph 4 restates gratitude and closes on a positive note.

Remember: The thank-you note you don't write will be remembered just as much if not more than the one you do write.

Sample Post Interview Thank-you Letter

1234 Ledgewood Drive
Cincinnati, Ohio 45207
Feb. 8, 2006

Ms. Joanna Jones
Personnel Department
Consumer Products Company
100 Commerce Street
Any Town, Ohio 40000

Dear Ms. Jones:

I enjoyed speaking with you during your recent visit to the campus of Xavier University. The sales position you described certainly is a good match with my current career goals.

As we discussed, my summer internship with Clairol Products, Inc., provided practical application of my marketing coursework in a consumer products environment. In particular, I know the experience gained with store managers will prove to be an asset to Consumer Products Company.

I am anxious to pursue this sales opportunity in more detail and look forward to your early response. I can be reached by telephone at 745-0000.

Sincerely,

Doris Sharp

Accepting an Offer

Most employers will send you a letter confirming their offer of employment. After affirming your acceptance of the offer, your letter should include words of appreciation for the time the primary interviewer and other interviewers spent reviewing your application. You should also note your pleasure about the prospect of your new position and joining the company. The second paragraph should reiterate the title of the position you were offered as well as salary. Contingencies such as physical exams, degree completion and background checks should be noted as well as the agreed upon start date. The closing should reflect your enthusiasm about starting the job.

Sample Accepting an Offer Letter

1234 Ledgewood Drive
Cincinnati, Ohio 45207
May 22, 2006

Mr. Jack Bryan
Director of Corporate Recruitment
Products Unlimited Corporation
5555 Commerce Lane
Anytown, Ohio 40000

Dear Mr. Bryan:

Thank you for the time you and Ms. Smith have invested while considering my qualifications for the position of staff accountant. From all that I have learned, I am convinced that employment with Products Unlimited is the right choice for me.

I am, therefore, pleased to accept your offer as an accountant in the finance department at the agreed upon salary of \$32,000 per year. I understand that joining your staff is contingent upon completion of my degree and a routine medical examination. I will report to work on June 1. Please advise me of any additional details that require my attention.

I am eager to begin what I consider a most challenging career.

Sincerely,

Jan Storey

Declining an Offer

Courtesy dictates that you decline an offer in writing as well as on the phone. Thank the interviewer(s) for their time in considering you for the specific position. In a second paragraph, graciously decline the offer, noting something positive about the interview experience and the company. Your reason for declining the position should relate to your personal career needs and not reflect negatively on the company. Close with appreciation for their consideration.

Sample Declining an Offer Letter

1234 Ledgewood Drive
Cincinnati, Ohio 45207
February 17, 2006

Ms. Tracy Magee
Vice President
Sales and Marketing
Widgets International
443 Flagstaff Street
Columbus, Ohio 40000

Dear Ms. Magee:

Thank you for the time and effort you spent in considering me for the sales associate position with Widgets International.

After a great deal of deliberation, I must respectfully decline your invitation to join Widgets. While I was very impressed by your operation and the professionalism displayed by your staff members, I believe that another opportunity more closely matches my current interests and qualifications.

Thank you again for your generous consideration.

Sincerely,

Matthew T. Cline

Thank You Following a Rejection

Accept an employer rejection graciously. You never know when another terrific opportunity from that employer might come along. Keep the lines of communication open. If you are anxious to work for the company, ask them to keep your application on file in case a position opens that better matches your qualifications. Close by again expressing appreciation for the time that was spent considering you for the job.

SAMPLE THANK YOU FOLLOWING A REJECTION LETTER

March 21, 2006
192 West Circle Drive
Cincinnati, OH 45231

Mr. Charles J. Jordan
Human Resources Manager
Sterling Silver Company
2121 Holmes Street
Cincinnati, OH 45202

Dear Mr. Jordan:

Thank you for the opportunity to interview with the Sterling Silver Company for the position of manager trainee. Although another candidate was chosen for the position who more closely met your requirements, I would like to request that my resume remain on file for other positions at Sterling that might become available.

Likewise, during our conversations, you indicated that you would be willing to refer my resume to Mr. Bob Jones at Myers, Inc. I appreciate your offer to assist me in the job search and would encourage you to forward my resume.

The opportunity for me to interview with the Sterling Silver Company was important to me in my job search and career pursuits. Again, thank you for the opportunity and for your offer of job search assistance.

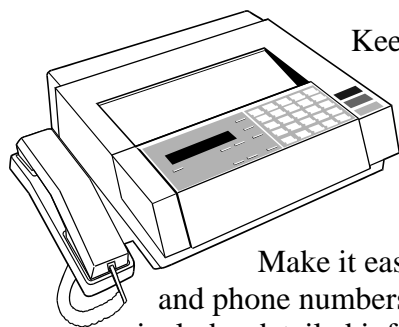
Sincerely,

Tom Westerly

Other Correspondence

Writing and Sending Faxes

Sending a fax is quick but more expensive than using traditional mail service or an email. Keep faxes **short**. Limit to five pages or less. Use mail or overnight express for more than five pages.



Keep faxes **simple**. Graphics, cartoons and special effects take longer to transmit and often have poor quality reproduction. Use no smaller than 12-point type and make sure the font used is legible. Often a sans-serif font is easier to read. (You are reading a sans-serif type called Tahoma.) Faxes transmit best on plain white paper.

Make it easy to respond to faxes, especially those going overseas. Make sure your fax and phone numbers are in the header. Better yet, send a fax transmittal cover sheet that includes detailed information about sender and receiver with all emails. Test faxes by sending one to yourself to find out what the recipient would see.

When possible, use email rather than faxes. Email saves paper and doesn't require a long-distance telephone call.

Writing and Sending Emails

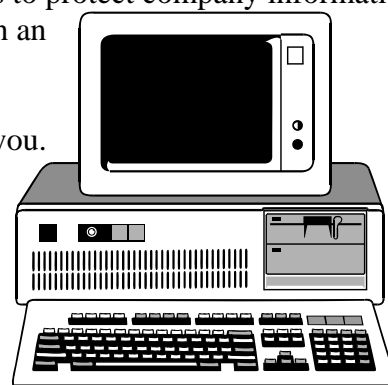
Email has become a quick, inexpensive means of communication in the business world. However, not everyone is keen on email correspondence and some are finding it overwhelming to face hundreds of messages in their email queues.

Use email judiciously. Find out if the recipient of a message prefers another form of written communication other than email. Send short, to the point messages. Make sure that you adhere to the rules of grammar and punctuation expected in traditional communication and also check spelling.

Write your messages with care, recognizing that humor and sarcasm can easily be misinterpreted. Likewise, don't send inflammatory messages. You can't take back what you've sent in anger. Remember that once an email is sent, you have no control over where it goes.

Also, remember that email is not secure. Some employers monitor emails to protect company information and to ensure emails are sent for business not personal use. Put nothing in an email that you wouldn't place on a postcard.

Address email carefully and don't rely on your email address to identify you. Make sure you sign your name to emails. When choosing an email address, consider carefully who will see it. An employer or other business contact isn't going to be impressed with addresses such as hotdate@xu.edu or partyon@xu.edu or deadhead@xu.edu or drinksalot@xu.edu.



Don't send chain emails, games or graphics that require huge amounts of space on the server. Not only do they clog servers but they also can interfere with office productivity. Many employers have bans on chain emails and/or games and set up firewalls to prevent receipt of large attachments. Before sending any large email or an email with a legitimate business attachment, contact the recipient to see if he or she will be able to receive and/or open it.

Finally, save additional space by not sending the entire contents of a previous email in a reply.

E-mail Sample

From: Ayla Martin <amartin@abcmarketing.com>
To: Larry Johnson <ljohnson@abcmarketing.com>
Date: May 15, 2006
Subject: Recycling Committee Meeting

Larry,

Please set up a meeting with the Recycling Committee this week so that we can finalize the details of the launch of the company-wide recycling program. Check with Marina Chavez about reserving the Community Conference Room and setting up light refreshments.

Thank you,
Ayla

Ayla Martin
Director of Operations
ABC Marketing
4444 Main St.
Cincinnati, OH 45206
Office: 513-555-1234
Fax: 513-555-1414
Email: amartin@abcmarketing.com

Writing Memos

A memo or a memorandum should be short and to the point. Generally, a memo has one of two purposes: to inform or to persuade. Just as with a business letter, the memo needs to be carefully planned. Ask yourself: Who is the audience and what needs to be conveyed to those individuals?

Memo writing format is simple. Begin with a heading that tells to whom the memo is being sent; who is sending it; the date when it is sent and the subject. Setting forth these elements helps organize the writer's thoughts.

The body of a memo usually includes three to four sections: an opening, a summary (for longer memos), a discussion and a closing. The opening identifies the situation or problem, a specific assignment or task and/or the purpose of the memo. A summary section is included with longer memos (more than a page) and identifies key findings or observations. The discussion section of a memo lists key points of information and support for ideas. Often this section is presented as a list of numbered or bulleted statements. The closing suggests what action you wish the reader or readers to take. While the language of

a memo may be more informal, the basics of good writing should be observed: clarity, conciseness, proper grammar, and correct spelling and punctuation.

Memos may also require attachments that provide more detail about policies or support materials referenced in the body.

Memo Sample

MEMORANDUM

DATE: May 28, 2006
TO: All Professional and Support Staff
FROM: Ayla Martin, Director of Operations
SUBJECT: Office Recycling Policies

Effective July 1, 2006, ABC Marketing will initiate a company-wide recycling program. Waste is to be deposited in color-coded receptacles according to the following guidelines:

1. White paper goes into blue waste cans.
2. Color papers go into red waste cans.
3. Aluminum products, glass and recyclable plastic products go into gray trash bins.
4. Food remnants should be placed in orange trash barrels in the food court.
5. Dispose of all other refuse in black trashcans.

We plan to place a sufficient number of waste receptacles in strategically located areas of the building. However, if you believe additional containers are needed, please contact me or Larry Johnson, recycling coordinator.

NOTES