

Résumé & Cover Letter Guide

CAREER SERVICES CENTER



XAVIER
UNIVERSITY

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**Check out our Job and Internship Guide which includes
information on Networking and Interviewing**

WELCOME TO THE CAREER SERVICES CENTER!

The Career Services Center staff are available to assist you with your major, career, and job/graduate school search and planning. The Center is in the Gallagher Student Center, room 310, and we are open 8:30 a.m. to 5:00 p.m. Monday through Friday. Contact us!

PH: 513 745-3141 • Web: www.xavier.edu/career • Email: csc@xavier.edu

Need Career Information?

Career Resource Library – Located in Gallagher Student Center, Room 310 contains a centralized source of career and experiential learning information at Xavier University. The library boasts a large table and comfortable chairs to research major, career, and job/search information. Because we do not post part-time jobs into eRecruiting (XU’s online job board and more), we do provide part-time and child care binders for student view within the Career Resource Library.

The Career Resource Library Hours: Monday – Friday; 8:30 a.m. to 5:00 p.m.

Many of the materials within the library are *free* and copies can be distributed to students. Other materials such as major-specific books, directories, etc. can be checked out.

Career Services Center Website – Visit us on the web at www.xavier.edu/career for information and links to sites about career planning, student employment, internship preparation, mentoring, job search assistance, graduate school information, and more.

McDonald Library - Visit with a reference librarian at Xavier University’s McDonald library for access to graduate school test preparation resources, job search books, electronic databases, and more.

Career Services and Programs

Walk-in Advising – Walk-in (career) advising is for students who have quick questions about finding an internship, résumés, cover letters, interviewing, and other career-related topics. This first-come, first-served service is designed to last 5-15 minutes (appointments can be scheduled for more extensive topics).

Walk-In Hours: Mondays, Tuesdays, and Wednesdays; 1:30 to 3:30 p.m.
Thursdays and Fridays; 11:00 a.m. to 1:00 p.m.

Individual Advising – You have a career advisor based upon your major; advisors are also available for students who are undecided on a major. Your career advisor can help you with in-depth questions about your career path, how to gain experience, or how to conduct a job search that cannot be adequately addressed during walk-in advising. Call **513 745-3141** or visit **GSC 310** to schedule an appointment.

Other Services and Programs

Career/Personality Assessments	Mock Interviews	Internships
Résumé/Cover Letter Critiques	XU Mentoring Program	Job Search Ethics
On-Campus Employment Information	Online Job Board (eRecruiting)	On-Campus Interviewing
Career Workshops	Presentations to student groups	What Can I do with a Major in ___?
Career Planning Course (UNST 150), 2 credits (freshmen-sophomore level)	Job Search & Professional Prep Course (UNST 250), 1 credit (junior/senior level)	Career Fairs – Fall Fair, Post-Graduate Volunteer Fair, Spring Fair, Education Fair

RÉSUMÉS

Because... An employer spends an average of 15-20 seconds reviewing a résumé...

Try to... Make a good first impression on your résumé!

Your Résumé:

- ✕ serves as a tool to interest prospective employers in offering you an interview;
- ✕ summarizes your work history (both paid and unpaid), relevant academic experiences, skills, and accomplishments in a concise and readable format; and
- ✕ clearly demonstrates your ability to produce results in areas of interest to potential employers.

Remember, a résumé is a *personal statement* and should reflect your own style. There is no single "correct" formula for writing a résumé. What is important is that your résumé presents a positive image of you to the employer.

Purpose of a Résumé

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

Numerous books are available on the market plugging the "best" formula for writing a résumé. Recognizing that a résumé is a very personal instrument that is best adapted to individual needs, three basic résumé formats are addressed in this guide: the **chronological**, the **functional** and the **combination**. However, we outline certain standards that most employers expect candidates to follow in the DOs and DON'Ts section.

Preliminary Steps for Writing your Résumé

1. **Conduct a personal inventory** – Begin by listing all of your jobs, achievements, volunteer activities, special projects, honors, involvement in professional organizations, college education, and experiences, etc. Include everything at this point, you can edit later. For each work experience, emphasize your accomplishments and the skills you used.
2. **Identify potential employers** – Define your career goals and objectives. You will need to determine the types of positions for which you are qualified and the employers for whom you would like to work.
3. **Categorize your information** – Organize your information into appropriate categories. Review the résumé samples included in this section for examples of possible ways to present information.

Resume Content

SECTIONS	BASICS	SUGGESTIONS
Contact Information	<ul style="list-style-type: none"> Name, Address, Phone, Email Always include area and zip codes Probably include school and permanent addresses 	<ul style="list-style-type: none"> Be sure your voice mail and email address are job-search appropriate. If someone else could be answering your calls (i.e. roommates), be sure they use proper etiquette and relay the message
Career Objective	<ul style="list-style-type: none"> Usually recommended to demonstrate to an employer that you are directed in your job/internship search. A vague objective will not help you get the interview! See <i>CSC's Formulating a Career Objective Handout</i>. 	<ul style="list-style-type: none"> The career objective should follow your name, address, and telephone number at the top of your resume.
Education	<ul style="list-style-type: none"> Begin with your most recent educational experience. Include anticipated (or earned) degree, major, minor, university, and expected date of graduation. GPA (If < 3.0 ask Career Advisor) Major GPA, if significantly higher than overall 	<ul style="list-style-type: none"> Add study abroad programs and all other transferred schools if applicable. Do not include high school information unless you are a freshmen or sophomore.
Honors	<ul style="list-style-type: none"> May include academic honors (ex: Dean's List, scholarships, and honor societies) 	<ul style="list-style-type: none"> May be listed under a separate heading or as a subsection under Education
Experience	<ul style="list-style-type: none"> Include any employment, internships, significant campus/community leadership roles, volunteer work, and relevant class/research projects Include title, name of organization, location, and dates for each position Emphasize duties, skills, and accomplishments appropriate to the position for which you are applying. Quantify when possible. 	<ul style="list-style-type: none"> Use phrases (not sentences) beginning with action verbs rather than sentences Do not use pronouns No need to restrict this section to paid experiences You may wish to separate this section into "Related Experience" and "Other Experience"
Skills	<ul style="list-style-type: none"> Include foreign languages, computer skills, and other relevant skills 	<ul style="list-style-type: none"> List fluency/proficiency; Do not overstate your competence
Activities & Interests (may be listed as Leadership)	<ul style="list-style-type: none"> List activities held during college (not high school unless 1st or 2nd year student). 	<ul style="list-style-type: none"> May treat this section like Experience. Note offices held and committee work
Community Service/Volunteer Activities	<ul style="list-style-type: none"> List organizations and the skills utilized and your contributions 	<ul style="list-style-type: none"> If religious or political, you may want to use generic descriptions (Member of Campus Political Organization).
References	<ul style="list-style-type: none"> You may state "References Available Upon Request" (If space allows) List references (and contact information on separate page/document) 	<ul style="list-style-type: none"> Create a separate page with the title "References for Your Name" at the top. List names, titles, names of employers, addresses, and telephone numbers. Ask permission before listing a reference. Ask current/former employers, supervisors, and faculty. Personal references are not as helpful to use.

Adapted from The Wendy P. and Dean E. Painter Jr. Career Center at UNC Chapel Hill.

Avoid Including...

These are categories that shouldn't be included on a résumé (in the United States, for most job fields)

- Height, weight, age, date of birth, place of birth, marital status, sex, race, health, and social security numbers (can be included on some international job search résumés – check standards by country).
- Reason for leaving previous job(s)
- Picture of yourself (or any picture)
- Salary information – this can go in a cover letter if, and only if, the employer requests this data
- List of References – these go on a separate page
- The title “Résumé”

Appearance

Appearance and format are...CRITICAL! Use a laser printer and print on high quality paper to duplicate your résumé. Résumé paper should be in a neutral color (for most career fields), such as white, off-white, or ivory. Avoid blue, gray, textured or speckled paper. Lastly, remember to use matching paper for your accompanying cover letter and reference list.

HELPFUL FORMATTING TIPS

THE BASICS	Suggestions:	<ul style="list-style-type: none"> ▪ Avoid résumé templates ▪ Select a résumé 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

Résumé Do's

- 👍 Be honest and accurate with the content of your résumé.
- 👍 Tailor your résumé to the organization you are targeting. Include a specifically focused career objective.
- 👍 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.
- 👍 Include key words to reflect that you possess the qualifications the company seeks.
- 👍 Limit résumé length to one full page -- two full pages at most. Avoid partial pages.
- 👍 Use quality paper - preferably white with matching envelopes. Darker shades of résumé paper or papers with background flecks are difficult to read when faxed or copied.
- 👍 Implement a simple format with clear subheadings; use boldface, italics and underlining to make sections stand out – but use them judiciously.
- 👍 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.
- 👍 Unless the employer states otherwise, always accompany each résumé with a strong, personalized cover letter. (See page 28)
- 👍 Update your résumé on a regular basis.

Résumé Don'ts

- 👎 Avoid writing in the narrative form.
- 👎 Avoid use of personal pronouns and possessives.
- 👎 Don't list high school, high school jobs/activities after college freshman or sophomore years.
- 👎 Don't include personal information such as height, weight and marital status.
- 👎 Avoid use of trite phrases, slang or clichés.
- 👎 Omit references to salary requirements, test results, personal photos.
- 👎 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 résumé will be electronically scanned. The text you are reading is a sans serif font called Tahoma – (*sans* is French for without).
- 👎 Don't exaggerate or make inaccurate claims about abilities and accomplishments.

Action Words in Your Résumé

Use action words to start each action phrase. Be sure to use present tense when describing current positions.

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

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 skill(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	1
	b. Attention to detail	3
	c. Listening skills	2
2. Organize and file new member applications	a. Keep accurate records	1
	b. Organizational skills	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 your ability in these areas.

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

Résumé 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 themselves 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*.

Résumé 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.

Résumé 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.

Résumé 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.

Résumé 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.

Résumé 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.

Résumé 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.

Résumé 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 résumés 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 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 consistently, 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 2007.

TYPES OF RESUMES

Chronological

A chronological (or reverse chronological) résumé 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 résumé 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) résumé organizes information into *functional* groupings of skills or accomplishments.

This résumé 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 résumé 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 résumé 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
-

See a career advisor if you need assistance on selecting the best type of résumé for you!

Format for a Chronological Résumé

NAME (can be 2-4 pts larger font)

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

Month and year of graduation or expected graduation

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 2006 or 09/06 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, Volunteer Experience, or Laboratory 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 or 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 describing your level of involvement (ex: member, vice president) is not necessary but helpful.*

REFERENCES:

- Available upon Request
 - *Optional: If space permits, include centered at the bottom of the page as: References available upon request.*
 - *Make a separate reference list on another sheet of paper. Actual references should not be on the résumé!*
 - *Choose professors, former employers/supervisors, volunteer coordinators, 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 (optional).*

SAMPLE CHRONOLOGICAL RÉSUMÉ 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, Sociology

Xavier University, Cincinnati, Ohio

- GPA: 3.2/4.0
- Financed 80% of education through full-time employment.
- Relevant Coursework: Interpersonal Communication, Group Dynamics, Social Psychology

NOTE: Using the "Tabs" feature in Microsoft Word is helpful when aligning dates!

Expected June 2010

RELATED EXPERIENCE

Human Resources Generalist

Clerk of Ohio, Cincinnati, Ohio

July 2008 - present

- 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

YWCA Job Search Resource Center, Cincinnati, Ohio

May 2007 - July 2008

- 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 approximately 35%.
- Collected and evaluated pay survey information from local companies.

OTHER EXPERIENCE

Office Manager

C & J Construction, Newport, Kentucky

June 2006 - May 2007

- 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

Language

- Fluency in Spanish

HONORS & AFFILIATIONS

- Member, Society of Human Resources Management, Cincinnati, OH, 2008-present
- Recipient, Dean's List, Xavier University, Fall 2007, Fall 2008, Spring 2009
- Member, Greater Cincinnati Human Resources Association, Cincinnati, OH, 2008-present

References Available upon Request

SAMPLE CHRONOLOGICAL RÉSUMÉ II

TINA TUTOR

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

tutort@xavier.edu

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

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 Anticipated May 2013
Double Major: English & Psychology
GPA: 3.6/4.0

WINTON WOODS HIGH SCHOOL Cincinnati, OH
GPA: 3.9/4.0 2005 - 2009
Class Rank: 3/267

HONORS Dean's List: 2009-2010
Xavier Scholar
Milton Ryker Scholarship
National Merit Scholar Semi-Finalist

NOTE: *Placing High School experience on résumé is acceptable for freshmen and sophomore students.*

EXPERIENCE **BOYS & GIRLS CLUB** Cincinnati, OH
Tutor: Summer 2009

- 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 2006-2008

- 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 Society
Participant, Intramural Sports including Co-ed Softball and Basketball
National Honor Society, Secretary

SERVICE World Hunger Coalition, Volunteer
Literacy Council of Cincinnati, Volunteer
AVOC (Aids Volunteers of Cincinnati), Volunteer
Relay for Life, Volunteer

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

SAMPLE CHRONOLOGICAL RÉSUMÉ III

INGA INTERNATIONALE

13 Oak Drive, Apt. #45 • Cincinnati, OH • (513) 787-4567
10445 East 196th Street • Bronx, NY 10468 • (718) 933-5931
internationalei@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 2011
Major: Political Science Minor: Spanish

NOTE: If applying for positions overseas do not assume an American résumé style will work. Visit the Career Resource Library for help.

HONORS *La Esperanza Honor Society, Fall 2009 to Present*
Kellogg Latin American Area Studies Program Internship Award, Summer 2007
Study Group Leader, Pontificia Universidad Catolica Madre y Maestra, Dominican Republic, 2009

RESEARCH

- *The Relationship Between Dominicans and Haitians*, Pontificia Universidad Catolica Madre y Maestra, Winter Break 2009
- *A Perspective on Cuban-Americans*, North American Congress on Latin America (NACLA), New York, NY, Summer 2009
- *Latino Identity in the U.S.*, NACLA, Summer 2008
- *The Economic History of Chile*, Micro/Macro Economics, Spring 2007

INTERNSHIPS *Intern, Washington Office on Latin America*, Washington, D.C., Summer 2008

- 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 2007

- 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 2008

- Hosted tours and prepared special presentations for educational group visits.

Sales Assistant, Self-Help Center, New York, NY, Summer 2007

- 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 2008 to Present
Captain, Hall Soccer Team, Fall 2007 to Present
Vice-President, La Esperanza Honor Society, Fall 2007 to Fall 2009
Co-Director, Potawatomi Indian History Program, Spring and Fall 2008

SKILLS *Language:* Fluent in Spanish; Proficient in Portuguese; Conversational in Italian
Computer: Microsoft Word, Excel, PowerPoint; Lotus 1-2-3; PageMaker

SAMPLE FUNCTIONAL RÉSUMÉ I

Samuel Sales

Current Address: 100 Drenth Drive • Cincinnati, OH 45205 • (513) 631-9999

Permanent Address: 300 Drenth Drive • Cincinnati, OH 45205 • (513) 631-9999

Sales1@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 Anticipated May 2012
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 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

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

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

SAMPLE FUNCTIONAL RÉSUMÉ II

Marvin Many-Skills

skillsm@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 with ABC Company.

EDUCATION:

Xavier University
Bachelor of Arts
Major: English

Cincinnati, OH
May 2010
GPA: 3.4/4.0

HONORS AND ACTIVITIES:

Dean's List, 4 semesters
Xavier University Presidential Scholarship
Features Editor, Xavier University Newswire Student Newspaper

Intramural Soccer Member
English Club Member

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 2008 - present)

Receptionist/Secretary

Department of English, Xavier University (January - November 2008)

Research Assistant

Simple Gifts, Inc. Chicago, Illinois (Summers/Breaks 2007 - 2008)

Sales/Cashier

Church of the Holy Spirit, Chicago, Illinois (May - August 2006)

Adult Youth Minister

SAMPLE COMBINATION RÉSUMÉ

Combo M. Kenney

kenney@xavier.edu
(513) 745-2222

School Address:

3800 Victory Parkway
Cincinnati, OH 45207

Home Address:

Cherry Blossom Circle
Germantown, OH 44222

EDUCATION

Xavier University, Cincinnati, OH
Bachelor of Arts, expected May 2010
College of Arts and Sciences
Majors: History, International Affairs

St. Francis Xavier Scholarship Recipient
University Scholars Honors Program
Alpha Sigma Nu Society
Cumulative G.P.A.: 3.54/4.0, Academic Dean's List

ACTIVITIES

Xavier University Alternative Breaks

Chair—Board Member

May 2009–Present

- Liaison between Alternative Breaks Board and University officials, Faculty, Staff, and national organization.
- Work to develop and create an Alternative Breaks Advisory Team to support efforts of the Student Board.
- Facilitate weekly Board meetings and supervise and manage all Board members.
- Oversee planning and execution of 22 service trips, with 275 active members, and monitor budget of over \$160,000.
- Actively recruit faculty and staff to participate in trips; manage selection, placement and training.

Site Coordinator—Board Member

May 2008–May 2009

- Locate, contact, and confirm service site organizations; ensure housing, food, and transportation for four trips.
- Recruit qualified candidates; interview candidates; participate in selection, pairing, and placement of Site Leaders.
- Plan and lead an off-campus overnight training retreat for 44 Co-Site Leaders.
- Selected to represent Xavier University at San Francisco HIV/AIDS *BreakAway Alternative Break Citizenship Schools*.

Site Leader—New Orleans, Catholic Charities Helping Hands

Academic Year 2007–2008

- Planned and led a trip of 12 to New Orleans to work with Catholic Charities on hurricane relief.
- Organize, motivate, and participate with group members in four fundraising efforts.
- Responsible for designing and leading nightly reflections, group welfare, and travel expenses throughout the trip.

Participant—Dominican Republic, Orphanage Outreach; Oklahoma, Cherokee Head Start; Ukraine, Orphanage

Xavier University Honors Council

Committee of honors students delegated to coordinate events promoting relationship between honors students and faculty.

President

March 2008–Present

- Oversee, plan, and conduct 10 social events and club meetings; manage a budget of \$4,000.

Promotion Chair

September 2007–March 2008

Xavier University Student Alumni Association

Student-ran organization functioning as ambassadors between Xavier alumni and the Xavier community.

Service Committee Chair

August 2007–Present

WORK EXPERIENCE

Administrative Assistant; *Office of Financial Aid* - Xavier University, Cincinnati, OH

May 2007–Present

Barista; *Victory Perk*, Cincinnati, OH

September 2007–November 2008

Peer Tutor; *Learning Assistance Center* - Xavier University, Cincinnati, OH

September 2007–September 2008

Student-Athlete Tutor

Academic Year 2007–2008

Administrative Assistant; *WIS-TV*, Columbia, SC

Summer 2006

SAMPLE EDUCATION RÉSUMÉ

Xavier E. Student

1600 King Arthur Court
Cincinnati, OH 45213

studentxe@xavier.edu
(513) 123-4567

EDUCATION

Xavier University, Cincinnati, OH
Master of Education, December 2009
GPA: 3.7/4.0

Bachelor of Arts in English, May 2007
GPA: 3.4/4.0

LICENSURE

Two-Year Provisional License: Adolescence to Young Adult (7-12), Integrated Language Arts, Expected January 2010

TEACHING EXPERIENCE

Western Hills High School

Cincinnati, OH

Student Teacher (January 2008 – Present)

- Teach freshman English classes and oversee lesson plan development.
- Guide 26 students on comparative literature project.
- Establish strong relationships with parents
- Practice effective classroom management techniques with students.

St. Ursuline Academy/Withrow High School

Cincinnati, OH

Field Observer (January 2006 - April 2007)

- Observed teaching styles/methods of freshman and sophomore English teachers.
- Assisted in instruction and reviewing homework.

ADDITIONAL EXPERIENCE

Joseph-Beth Booksellers

Cincinnati, OH

Sales Associate (April 2005 -December 2007)

- Recommended books to customers and provided literary information.
- Used communication and listening abilities to address customers' needs.

ACTIVITIES

Tutor, English and Language Arts (2004-Present)

Graduate Student Association, Xavier University (2008-Present)

SKILLS

Computer Skills: Extensive knowledge of Microsoft Office Suite and web editing software

Language Skills: Fluent in Spanish and English.

REFERENCES/PORTFOLIO

Available upon request.

SAMPLE ATHLETE RÉSUMÉ

BARRY BASKETBALL

Current Address: 100 Drenth Drive • Cincinnati, OH 45207 • (513) 631-9421 • bball@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 2010
Overall GPA: 3.123/4.0

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

**RELATED
EXPERIENCE** **DELPHI AUTOMOTIVE** CINCINNATI, OH
Shadowing Intern, Summer 2009

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

**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 11 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
- Served as Student Athletic Advisory Council member

Character:

- Accustomed to performing in 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 2009-Present*
Planning Committee Member, Freshmen Retreats (Group #2), 2008-Present
Eucharistic Minister, Sacred Heart Basilica and Stanford Hall, 2008-Present
Overnight and Day Host, Xavier Prospective Students, 2007-2008
Volunteer, Urban Plunge (New York, NY), December 2006
Volunteer, Habitat for Humanity, Spring Break 2006

SAMPLE INTERNSHIP RÉSUMÉ I

Sophomore Sally

sophomores@xavier.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

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

Cincinnati, OH

ATHENS HIGH SCHOOL

August 2005 - June 2009
College Preparatory Curriculum
GPA: 3.8/4.0 - Top 10% of Senior Class

Athens, OH

Note: Placing high school experience on résumé is acceptable for freshmen & sophomore students.

Employment

XAVIER NEWSWIRE

Sports Reporter, August 2008 - Present

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

Cincinnati, OH

PERK'S COFFEE HOUSE

Server/Cashier, June 2005 - August 2007

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

Athens, OH

Volunteer Experience

GREEN ELEMENTARY SCHOOL

Tutor, September 2006 - Present

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

Cincinnati, OH

Computer Skills

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

SAMPLE INTERNSHIP RÉSUMÉ II

IZZY EXPERIENTIAL

3800 Victory Parkway • Cincinnati, Ohio 45212 • 123.765.4321 • experiential@xu.edu

OBJECTIVE

To obtain an entry-level position as an assistant account executive at a public relations agency

EDUCATION

Xavier University: Cincinnati, OH

Expected graduation: May 2010

Bachelor of Arts; Major: Communication Arts – Public Relations

Current Cumulative GPA: 3.70; Major GPA: 3.90

COMMUNICATIONS EXPERIENCE AND ACTIVITIES

Strata-G Communications: Cincinnati, OH

January 2009 – present

Public Relations Intern

- Assist in media outreach for client special events and promotions
- Develop public relations plan for non-profit client's largest fundraiser
- Write and develop industry award entries for both the agency as well as clients

PRoject U: Cincinnati, OH

September 2008 – present

Account Supervisor

- Compete in intercollegiate competition against 15 Ohio universities to implement research-based tobacco counter-marketing campaign at Xavier University; work in conjunction with regional leading communications agency Northlich and client, Ohio Tobacco Prevention Foundation
- Manage \$8000 budget, hold biweekly conference calls with Northlich, oversee all stages of campaign implementation
- Supervise eight leadership team members and 20 support team members
- Conduct student research, produce written plan, implement campaign, evaluate and analyze final results and present to Northlich in May 2008

Xavier University Newspaper

April 2007 – present

- Copy editor for *the Newswire* for the 2007-2008 academic year; Circulation: 3,000

Public Relations Student Society of America (PRSSA): Cincinnati, OH

August 2006 – present

Chapter Vice President; May 2008 – present;

Chapter Secretary; December 2007 – May 2008

- Assist in event planning, research and interview PR professionals
- Construct and lead chapter meetings of more than 20 members
- Write monthly news releases for professional affiliate, Public Relations Society of America (PRSA) and contributing editor for national PRSSA student newspaper, FORUM

TriHealth Corporate Communications: Cincinnati, OH

Public Relations Intern

June 2007 – December 2007

- Contributing editor for multiple in-house publications; Circulation: 12,100
- Formulated Employee Forums for dialogue with CEO; assist in grand opening events for new hospital towers
- Wrote biographies on more than 40 employees for annual Employee Service Awards brochure

PR-Link Public Relations: Taylor Mill, KY

August 2006 – May 2007

Public Relations Intern

- Pitched client events to local media and analyzed media coverage, researched client backgrounds, analyzed competitors, client relations and planned client events
- Contributed to product launch of large telecommunications client through industry trend research and media outreach

Public Relations Research Project: Cincinnati, OH

October 2006 – May 2007

Research Assistant, Dr. Jeong-Nam Kim, Xavier University

- Conducted surveys for research on "Communicant Activeness in Problem Solving"
- Formulated research questions and hypotheses, designed and collected data, assisted in data analysis and research paper

SAMPLE ALUMNI RÉSUMÉ

Ally Alumnae

451 Spruce Street, # 1
Cincinnati, OH 45208
513/888-3333
goxu@ameritech.net

KEY QUALIFICATIONS:

- Expert in troubleshooting and resolving network and system problems
 - Over ten years of progressive overall system responsibility
 - Strong ability to communicate clearly with non-technical user
-

EDUCATION:

Xavier University, Cincinnati, OH
Bachelor of Science in Computer Science, 2003
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 2007 – 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 2003 – February 2007

- 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 2001 – April 2003

- 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, 2007-2008
Volunteer for Cincinnati's Reggae Run, 2007

Electronic Résumés

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

Unlike the traditional résumé read by a person, nouns instead of action verbs are critical in an electronic résumé. 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 résumé. 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 résumé matches in the computer program, the more likely it is to be selected.

Tips for Your Electronic Résumé

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 résumé, listing nouns that describe your skills to increase the chances of your résumé being selected.
- Use few abbreviations, but maximal use of industry-specific terms (e.g., TQM, CAD).
- Align résumé to the left. Do not use multiple-column formats.
- Laser printing or high quality photocopying is desirable.

SAMPLE ELECTRONIC RÉSUMÉ

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 2010
Xavier University, Cincinnati, Ohio
Major: Marketing GPA: 3.5/4.0

EXPERIENCE

Traffic Assistant (Internship)
September 2009 – January 2010

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 2007-2008

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 2007

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, 2008-Present
Literacy Volunteers, 2007-Present
Concert Choir, 2006-2008

References available upon request.

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

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 • 45205 • 513.251.2242

COVER LETTERS

Every résumé 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 résumé.*

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 résumé, 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 hope 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. Always submit a clean, typed letter.
3. Address each cover letter to a specific individual.
4. Use high-quality paper that matches your résumé paper.
5. Don't forget to sign your name.

Cover Letter Format

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

Demonstrate 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 résumé, 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 résumé 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 résumé 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 targeted to that specific position at that specific company.

COVER LETTER EXAMPLE I

1807 Construction Road
Apartment #18
Cincinnati, OH 45207

December 8, 2009

← 4 blank lines here

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

← 2 blank lines here

Dear Mr. Sorrel:

I recently spoke with Mr. Connors at the Fall Career Fair at 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 and Science minor have 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 and thank you in advance for your time and consideration.

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, 2009

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 with a business minor at Xavier University. The qualities I have to offer CIGNA in this program include:

- **Outstanding interpersonal skills and work ethic:** 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 leadership and teamwork:** I co-founded a student organization aimed at increasing community service involvement campus-wide. Over the past three years, we generated a 32% increase in student participation and have made valuable contributions within 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’s mission to help people lead healthier, more secure lives aligns with my own personal values and interests, as demonstrated through my community service efforts. I hope to add continued value and contribute to CIGNA’s current global expansion.

Please consider placing me on your interview schedule during your campus visit. Thank you in advance for your consideration. Should you have questions prior to your visit, please feel free to contact me at (513) 258-5555.

Sincerely,

Peter Smith