



**DIVISION OF ENROLLMENT MANAGEMENT & STUDENT EXPERIENCE**

**CAREER & PROFESSIONAL  
DEVELOPMENT CENTER**



**RESUME SKILLS GUIDELINE  
PACKET**

# THE RESUME SKILLS GUIDELINE PACKET

*“Navigating Your Career with an Effective Resume”*

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# Welcome to the Workforce!!!

The American Job Market is one of the most exciting market places in the world. It's a place where you try to market your skills and abilities. It is also a place where careers are launched, where dreams become reality and fortunes have a higher potential rate to be made. You might ask yourself, "Exactly how large is the American job market?" According to the Job Hunting Handbook 1999, it is huge!!! There are approximately **6.5 million employers** in the United States. These employers have nearly **137 million people on their payroll**. This says two things; first, you (the college grad), have a lot of competition and second, you must be prepared for THE BATTLE.

Because the job market is vastly changing, so are the demands. Your next question might be, "How do I set myself apart from all the rest of my competitors?" You compete by generating a plan that gives you a jump-start on the competition by **organization** and **productivity**. These are both important qualifying factors that you can initially display in a resume. Writing a resume for today's job market requires a thorough knowledge of what employers expect from you, the candidate. It displays your individual patterns of accomplishments as well as your productivity. **This resume handbook is going to assist you in doing just that, "How to navigate your career with an effective resume for today's job market."**

## First, Creating a Resume that Employers Will Read!!!

A resume is a brief summary of your abilities, education, experience, accomplishments as well as your goals. The resume shows that you've acquired the experience or the interest to do a job that will benefit the employer. THE PURPOSE OF THE RESUME IS TO GET AN INTERVIEW... Therefore, you have to grab the readers' or potential employers' interest in 10 seconds or less. Here are some beginner's tips to assist you in your effective resume writing process.

- Keep It Short and Simple but eye - catching.
- Make it unique and a representation of you.
- Draw a positive image that indicates you are a doer, a people relater and an energetic ambitious self-starter. EMPHASIZE ACHIEVEMENTS.
- Highlight assets while minimizing your limitations.
- Do not try to prepare an ALL PURPOSE RESUME, be specific, and target each position by highlighting and matching your qualifications to what the employers' needs are. Although your "master" resume may be longer, two (2) pages is the maximum for any resume that you submit to an employer.
- Be honest and don't exaggerate.
- Use standard 8.5" by 11" RESUME paper. Keep the colors neutral and professional.
- Be specific by giving examples. Do not assume the reader's thoughts.

- Make it easy to read and ORGANIZED by using bullet form, **Bold**, Underline or CAPITALIZING section headings. (Disregard this if you are preparing a scannable resume which will also be covered in the latter portion of the handbook)
- Remember, there is no one accepted way or format for writing a resume.
- Your resume should be written by you, do not use a professional service. It is a sales devise and if you develop your own resume, it will help you become more confident and aware of the skills and experience you possess.
- PROOFREAD, PROOFREAD, PROOFREAD and PROOFREAD... This is something that you cannot do too much. Incorrect spelling and grammar is unacceptable. This will prevent you from being a strong candidate for the job as well as leaving a long lasting negative impression with employers. Feel free to bring your resume to the Office of Career Services and Cooperative Education to have a career professional assist you.

### Developing Your Career Focus

Now that you have your beginner's tips and before you begin to write your resume it is important that you evaluate your skills. The skills are what you have to offer an employer. A resume should support your career objective (this will be defined in the latter portion of the handbook) by presenting evidence to the employer that you have the skills and the knowledge necessary to perform the job. If you are unsure which type of job you want to pursue, it will be more difficult to design an effective resume. Therefore, it is important to have an "objective" in mind, and ultimately on paper, when constructing your resume. Your objective will help you write a resume that highlights your most important qualifications for the specific job you are seeking.

You might be concerned that an objective will be too limiting, especially if you are not sure what you want to pursue. Actually, formulating at least a general career goal forces you to assess the skills and knowledge you have to offer employers and enables you to focus your energy on building your resume around your objective. Employers will interpret a vague career goal as a lack of direction and self-knowledge. If you don't have any idea the type of jobs in which your background can best be utilized, the employer cannot afford the time and energy to figure it out for you!

**PLEASE NOTE: If you need assistance in developing a career objective, stop in to see a Career Services Professional.**

Now that you're confident and have identified your skills, defined your career objective and become familiar with options on how to begin writing an effective resume, you are ready to begin the writing process, but first you need to choose a resume style.

## **Exploring Various Resume Styles**

The structure and content of a resume vary according to the different types of positions that an individual has held. Companies and firms also differ in terms of what type of experience they are seeking. However, you should always keep your resume simple, concise and organized. Be sure that spelling, punctuation and grammar are flawless and consistent.

There are various resume layouts and several examples included in this handbook. The layout of your resume is important in creating a favorable first impression in the mind of the employer. So, whichever style you select will depend upon which of your qualifications you wish to emphasize. The following resume styles should help you decide which format may best serve your purpose.

### **The Chronological Resume Style**

This resume style is the most commonly used and readily accepted form of presentation. It consists of a chronological listing of job titles and responsibilities, starting with the current or the most recent job, then work backwards to your first job (or five years into the past). This format is good for demonstrating one's growth in a single profession. This approach is the easiest to follow and is often used by job - seekers with limited experience.

### **The Functional Resume Style**

This resume style focuses on the professional skills you have developed over the years rather than when, where or how you acquired them. The attention is always focused on skills rather than context, and the skills area should relate closely to the stated career objective. Some experienced professionals find this style a good way to display their qualifications. People who may have changed careers or who have gained their skills in various settings such as volunteer services should consider this resume style.

### **Reminder**

A list of employing organizations with dates of employment should always be included on the resume. This should be presented in a reverse chronological order. (Start with your current position and then go five years back.)

### **The Curriculum Vitae Style**

Candidates who are applying for teaching positions in a college or university setting can prepare a curriculum vitae rather than a resume. The focus of this style is on knowledge of a subject area, academia, and/or professional experience in classroom teaching, research, publication and professional activities.

**The vitae typically includes:** dissertation or thesis followed by a brief description of either or; list of publications in print or in progress; relevant course work (emphasis on teaching areas); work history; professional associations/memberships; and names and contact information for at least three professional references. Generate your reference list on a separate sheet.

### **The Imaginative Approach Resume Style**

Creative approaches to resume writing are not appropriate for most career fields. However, candidates for positions in fields which place a premium on innovation may experiment with different ways to present their special qualification to employers. For example, a student in graphic design may design a creative letterhead!

However, the importance of good taste is evident as the risk of negatively impressing the reader is great. Where resumes are concerned, it is usually better to remain on the conservative side.

### **REMEMBER**

No one resume will please every employer, and a little research before you apply will be beneficial to your job search process. If you need further assistance with deciding on a resume style, please stop in the Office of Career Services and Cooperative Education located in the SSC, Suite #2158.

## **The Nuts and Bolts of a Resume**

### **1) HEADINGS**

- Who Are You? {Name}
- How Does An Employer Contact You? Full Address(es) {Current and permanent if appropriate}
- Current Telephone Number (s) – carefully consider whether to list a cellular phone number. Remember: if an employer calls, there should not be any inappropriate background noise and, thus, cellular phone numbers should be used cautiously.
- Appropriate email address

## **2) CAREER OBJECTIVE**

1. Defines the type of work you are seeking.
2. Be very specific without limiting your options.
3. Avoid using general statements that don't say anything.

## **3) EDUCATION**

Your academic experiences should be listed in reverse chronological order with your most recent degree or experience first and working backward in time. Be sure to include:

- Your cumulative (GPA) grade point average and/ or your GPA in your major (list only if 3.0+).
- Academic achievements.
- A list of courses that you have taken which relate to your career goal.

## **4) SKILLS AND ABILITIES**

This section highlights any expertise you may have in foreign languages, computer operation and programming, technical writing or other areas of excellence that have not been mentioned elsewhere. The following phrases may be used in your resume to illustrate your academic and experiential skills:

### **RESUME SKILLS LIST**

- Supervising, managing, coordinating, planning and directing
- Conducting workshops and seminars
- Developing and implementing programs
- Conducting investigations
- Preparing recommendations
- Implementing plans
- Organizing and interpreting information/data
- Developing proposals
- Conducting outreach efforts
- Analyzing community/organizational needs
- Ability to work under pressure
- Developing public relations materials
- Recruiting, training and supervising staff
- Ability to give insight, perspective and critical understanding of situation
- Conducting research, investigation and evaluation
- Persuading and influencing others
- Performing staff and administrative services
- Applying principles of organization and management
- Investigating, analyzing and solving problems
- Developing practical and logical
- Preparing reports and correspondence

- Maintaining effective working relationships with others
- Presenting clear written and oral reports
- Flexibility, adaptability and general ability to effectively deal with the unknown
- Human relations and interpersonal skills
- Manage information, develop and plan curriculum and projects
- Negotiation and development of agreements

**\*\*\*\*Above excerpted from New Mexico State University Placement Manual 1993-1994\*\*\*\***

## **5) WORK EXPERIENCE**

Your experience should indicate not only paid full-time positions but also part-time, volunteer, internship and any cooperative education experience. For each experience, be sure to list the company for which you worked, the location (city and state), job title, and dates (month/year) of employment. There is no single correct order for the presentation of this information as long as you are consistent throughout the resume.

- Give a brief description of each of the skills and responsibilities for each position
- Avoid the use of any personal pronouns; it is more effective to begin each phrase with an ACTION VERB or "Powerhouse Buzzwords" (please see list on next page)
- Take credit for what you have done, especially for those activities that you initiated, developed or supervised. **DO NOT UNDERSELL YOURSELF.**

## **6) ADDITIONAL SECTIONS**

Qualifications Summary

Activities

Honors and Awards

Professional Affiliations

Memberships

Additional Training

Research

Publications

Military Experience

## **"POWERHOUSE BUZZWORDS"**

### **ACTION VERBS**

The following action verbs are work skills that are transferable from position to position and should be utilized in your resume:

Accepted	Delegated	Indexed	Programmed
Achieved	Demonstrated	Informed	Promoted
Adapted	Detailed	Initiated	Protected
Adjusted	Determined	Innovated	Provided
Administered	Developed	Inspected	
Advised	Devised	Inspired	Questioned
Allocated	Diagnosed	Installed	
Analyzed	Directed	Integrated	
Anticipated	Discovered	Invented	Recognized
Appraised	Displayed	Investigated	Recommended
Approved	Dissected		Reconciled
Arranged	Distributed	Justified	Recorded
Assembled	Doubled		Recruited
Assessed	Drafted	Led	Rectified
Assigned	Dramatized		Reorganized
Assisted			Reported
			Researched
			Retrieved
Balanced	Earned	Made	Revised
Budgeted	Edited	Maintained	
Built	Effectuated	Managed	
	Empowered	Mapped	
	Encouraged	Mastered	Scheduled
Calculated	Enforced	Measured	Screened
Catalogued	Engineered	Mediated	Served
Checked	Enlisted	Modeled	Shaped
Clarified	Established	Moderated	Simplified
Classified	Established	Molded	Solved
Collected	Estimated	Monitored	Sorted
Communicated	Evaluated	Motivated	Sparked
Compared	Expanded		Strengthened
Compiled	Experienced	Navigated	Succeeded
Composed	Experimented	Negotiated	Supervised
Computed	Explained	Nominated	Systematized
Conceived			
Conceptualized	Facilitated	Observed	Tailored
Conducted	Financed	Operated	Trained
Confronted	Formed	Ordered	Transcribed
Constructed	Formulated	Organized	Transformed
Consulted	Founded	Originated	Translated
Contracted		Overcame	
Controlled	Generated		Unified
Converted	Governed	Participated	Utilized
Conveyed	Grouped	Perceived	
Coordinated	Guided	Performed	Validated
Copied		Persuaded	Verified
Correlated	Handled	Pioneered	
Counseled	Headed	Planned	Wrote
Created		Predicted	
Critiqued		Prepared	
	Imagined	Presented	
Dealt	Implemented	Presided	
Decorated	Improved	Prioritized	
Defined	Improvised	Produced	
	Increased		

## 7) REFERENCES

As you apply for jobs, you will often need to provide information about the persons who have agreed to serve as your references for employment. On the very bottom of your resume, state "References Available Upon Request". Make a list of references with name, title, address and phone number on a separate sheet (see below). This should be carried to an interview or otherwise provided upon request by the employer. Never list just the name and phone number of a reference!

Additional tips regarding references:

- Always ask the person's permission to use him/her as a reference.
- Give the person a copy of your current resume.
- Discuss with the person the type of position you will be seeking and your career goals.
- Share descriptions of the specific positions for which you are being considered.
- Consider maintaining reference letters for your credentials portfolio or other file.

**JUST A REMINDER: The persons who write your references should be able to share information about your skills and abilities relevant to the type of positions for which you will be applying. Professional references are typically:**

1. Former or current employers
2. Professors who you know you well
3. Professionals with whom you have worked on projects
4. Advisors with whom you have been involved in activities

**An Example of a separate reference sheet is attached.**

**Be sure to use resume paper!**

## How to Create a "**Scannable Resume**" for the Cyber Workforce...

The purpose of a scannable resume has the same purpose of a traditional resume - to help you get an interview. Many high-tech companies use document-scanning technology to quickly and efficiently match job openings. Searches are done using keywords and phrases that describe the credentials required for the position, therefore it is extremely important to stress your skills and experience concisely when submitting a scannable resume.

### **CONTENT VS. FORMAT**

The scannable resume has the same content as a traditional resume but the format varies. It will still share the same purpose of a traditional resume however, there are a few limitations that you should know before you submit a resume to a high-tech recruitment database.

- Use standard fonts such as Courier, Times, Helvetica or Arial (Avoid using decorative fonts)
- Use a normal size font from 11 to 14
- Avoid any kinds of graphics or shading
- Keep formatting simple – use ALL CAPS for headings but avoid bolding, italics and underlining
- Do not use bullet symbols or lines
- Left justify text, except center your identifying information at the top
- Place your name at the top of each additional page
- Print your resume on a high quality laser printer or inkjet
- Use only white or very pale color paper in standard letter size 8 1/2 x 11
- Always send original copies
- Mail in a flat envelope, do not staple or fold

And now to the content:

- Include your major and minor, as well as your college degree
- Include key skills and certification
- USE INDUSTRY JARGONS i.e. "front of the house" for Hotel Restaurant Management majors, "CAD" or computer assisted design for Computer Science majors etc.
- While action verbs are still important, consider key phrases that can be used as search terms i.e. "surpassed goals" an "successfully developed"
- After your objective, you might consider adding a "summary of accomplishments" that focuses on results you achieved in your field rather than specific and responsibilities
- Be sure to see the example of the scannable resume enclosed in this handbook

[Chronological Style]  
**RAYMOND E. JONES III**  
**11831 BEECHWOOD STREET, APT-A**  
**PRINCESS ANNE, MD 21853**  
**(410) 651-0529**  
**rejones@yahoo.com**

**OBJECTIVE:**

Seeking a challenging counseling position in secondary education.

**EDUCATION:**

University of Maryland Eastern Shore, Princess Anne, MD  
Master of Education, Guidance and Counseling, Expected May 2008  
Bachelor of Science, Rehabilitation Services, May 1998

**SKILLS AND ABILITIES:**

Crisis Intervention; Conflict Resolution  
Program Planning; Program Implementation  
Supervisory/ Management  
Organizational  
Communicational

**EXPERIENCE:**

**Alcohol & Drug Addictions Counselor [December 1998-Present]**  
Somerset County Health Department - Westover, MD

Provide individual and group counseling sessions to substance abuse clients.  
Conduct in-depth substance abuse evaluations to determine the appropriate level of treatment for clients.  
Maintain case records, develop objectives and implement treatment plans.  
Make referrals when appropriate for clients.  
Prepare written correspondences to outside agencies as required.

**Emergency Financial Assistance Program Coordinator [September 1998-December 1998]**

Building Futures Family AIDS Housing - Washington, DC

Evaluated and assessed preliminary approval of each financial request.  
Regulated issuance of payment checks to clients.  
Monitored and managed monthly spending accounts to fulfill grant requirements.

## **Jones III pg. 2**

Managed clientele informational database.

Maintained frequent communication with case managers and referral sources.

### **Youth Counselor [September 1994-June 1997]**

Somerset County Health Department - Westover, MD

Provided daily guidance and intervention to adolescents.

Monitored individual student academic progress.

Served as program coordinator in the absence of supervisor.

Facilitated group sessions with parents and students.

Conducted crisis intervention and conflict resolution activities.

### **Assistant Camp Director [Summer 1995, Summer 1996]**

The Dickey Simpkins Basketball Camp - Seekonk, MA

Supervised twelve (12) camp counselors, and sixty (60) campers.

Managed and organized the daily operations of the camp.

Assisted with camp advertisement and registration.

Secured camp sponsorship from local businesses.

## **TRAINING:**

### **HIV/ AIDS Prevention Workshop and Lecture Series, September 1998**

Mid-Atlantic AIDS Education and Training Center at Howard University

### **Pharmacology of Alcoholism and Drug Abuse, July 1998**

The Office of Education & Training for Addiction Services

### **Counseling Under Served Populations, April 1999**

the Office of Education & Training for Addiction Services

### **Confidentiality of Alcohol & Other Drug Records, April 1999**

Chesapeake College

### **Introduction to Addictions, June 1999**

the Office of Education & Training for Addiction Services

## **REFERENCES**

Available upon request

[Functional Style]  
**KENNETH M. ROBERSON**

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**5525 Main Street Waldorf, NY 21201**  
**212.778.8250 [Home]**  
**410.651.2587 [School]**

**OBJECTIVE**

Management Training position in the marketing industry.

**QUALIFICATIONS**

**FASHION:** Color schemes, design and interior arrangements, fabric selections, ensemble coordination, fashion show planning and sense of trends.

**COMMUNICATION:** Verbal, written and research, supervision and training, team support skills, human relations skills and fashion advising.

**ADMINISTRATION:** Program planning and development, workshop design and presentation, project analysis and evaluation, market planning and strategies.

**EDUCATION**

MBA, Salisbury State University, Salisbury, MD, May 1999  
Specialization: Marketing and Advertisement

B.A., University of Maryland Eastern Shore, Princess Anne, MD. May 1997  
Major: Business Administration

Related Courses: Business Management Systems, Statistics, Accounting 1 and 11,  
Textiles I and II

**FASHION RELATED EXPERIENCE**

**Calvin Kline, New York, NY [August 1998 - Present]**  
**Show Room Coordinator** - Coordinate opening season fashion shows sponsored by Calvin Kline. Responsible for model selection, direction, scenery and choreography.

**Betsy Johnson, New York, NY [May 1997 - August 1998]**  
**Show Room Assistant Coordinator** - Assisted the coordinator in collecting materials, models and backgrounds for opening season fashion shows.

**REFERENCES**

Available Upon Request

[Curriculum Vitae]

**Dara R. Wilson**

**[dararwilson@mail.umes.edu](mailto:dararwilson@mail.umes.edu)**

**Current Address:**  
**4176 Wink Lane #103**  
**Princess Anne, MD 21853**  
**410.651.2314 (ph)**

**Permanent Address:**  
**2400 Woodland Blvd.**  
**Oxon Hill, MD 20745**  
**301.505.9758 (ph)**

**EDUCATION University of Maryland College Park, College Park, MD**  
Doctor of Philosophy in Political Science, June 1999  
Dissertation: "Political Profiles of Political Action Committees in Recent American History."

**Howard University, Washington, DC**  
Master of Public Administration, **May 1994** Thesis: " Multi - county Solid Waste District Consolidation."

**University of Maryland Eastern Shore, Princess Anne, MD**  
Bachelor of Arts in Political Science,  
Magna Cum Laude, **May 1992**

**TEACHING EXPERIENCE**

**University of Maryland Eastern Shore, Princess Anne, MD**  
**September 1997 - June 1999**

**Instructor - American Party Politics**

- Developed course outline and reading list
- Effectively taught classes ranging in size from 20 to 30 students, using a multi-media approach.
- Supervised undergraduate tutors.
- Graded short answer, essay and multiple -choice examinations.

**University of Maryland Eastern Shore, Princess Anne, MD**  
**September 1996 - May 1997**

**Instructor - Introduction to Political Science**

- Developed course outline and prepared class presentation.
- Successfully adapted teaching style to accommodate a large lecture format.
- Developed and graded examinations.
- Provided academic advising to first year students.

**Dara R. Wilson ...page 2**

**September 1994 - August 1996 Howard University, Washington, DC**

**Graduate Teaching Associate**

Assisted professor in Instruction to American Government and Comparative Political Theory courses.

Conducted weekly tutorial sessions with students.

## **RESEARCH EXPERIENCE**

**University of Maryland Eastern Shore, Princess Anne, MD**

**September 1996-June 1997 Research Associate**

Conducted qualitative research regarding the role of lobbyist in influencing social legislation.

Consulted with local government officials regarding the results of the study.

**September 1993 - May 1994 Schoolcraft County Commission, Manistique, MD**

**Research Assistant**

Conducted historical review of multi-county solid waste consolidation issues.

Presented research findings to county commissioners.

## **PUBLICATIONS**

Wilson, Dara R., "Welfare Reform and the Clinton Administration."

Journal of Policy Studies, Vol 21, No. 2, April 1996, 44-60.

Wilson, Dara R., "Ethics: Politics as Usual." Political Science Quarterly, No. 30, October, 1994, 72-85.

Wilson, Dara R., "Lobbying for Social Change." Journal of Policy Studies, Vol11, No. 4, May 1993, 43-74.

## **PROFESSIONAL ASSOCIATIONS**

American Political Science Association

American Association of Professors

Maryland Political Science Association

## **MILITARY**

**August 1993 - August 1996 United States Marine Corps**

**Sergeant**

**Communications Specialist**

Collected and packaged classified communications for shipment

Honorably discharged

## **REFERENCES AVAILABLE UPON REQUEST**

[Imaginative Approach Style]  
**DERRICA HALL**

**Current Address**

P.O. Box #1327  
Backbone Road  
Princess Anne, MD21853  
Phone (410) 651-6807

**Permanent Address**

10007 Tallneck Road  
Lanham, MD 20706  
Phone (301) 794-8555  
[derricka@hotmail.com](mailto:derricka@hotmail.com)

**Objective** - To enhance merchandising, marketing, and management skills by obtaining an internship in the retail industry.

**Education**

**University of Maryland Eastern Shore Princess Anne, MD, May 2000**  
**Major: Fashion Merchandising Minor: Business Administration**  
**GPA: 3.2/4.0 scale**

**Relevant Courses** - Fashion Industry, Fashion Buying and Merchandising, Textiles I and II, Economics I and II, Marketing, Sales Management, Advertising and Promotion, Accounting I and II, Business Management and Computer Concepts I.

**Skills** - Organizational, Presentation, Interpersonal, Fashion Advising, Ensemble Coordination, Fashion Trends, Team Support, Analytical, Computer

**Fashion Related University of Maryland Eastern Shore, Princess Anne, MD**  
***Experience Runway Model***

Present various fashions by student designers  
**(1997-Present)**

**Nordstrom, Arlington, VA**  
**Brass Plum Shoes Department**  
***Sales Associate***

Assisted with customer selection of women's shoes  
Worked with cash registers  
Solicited Nordstrom credit card applications  
Assisted with arrangement of displays and helped  
With the organization of stock room  
**(Summer 1998)**

**RGIS Inventory Specialists, Camp Springs, MD**  
**Inventory Auditor:**

Calculated inventory for various local retail stores  
**(Summer 1997)**

**References Available Upon Request**

[Scannable Resume Style]

ALFRED LEE

University of Maryland Eastern Shore  
Box C-125  
Princess Anne, MD 21853  
Phone: 410.651.6556 school  
202.678.8859 home  
Email: [alee@mail.umes.edu](mailto:alee@mail.umes.edu)

## OBJECTIVE

To gain an internship in the computer programming field.

## EDUCATION

B.S., University of Maryland Eastern Shore, Princess Anne, MD May 2000  
Major: Computer Science  
GPA = 3.76

## RELEVANT COURSES

Advance Programming, COBOL, Elementary Statistics, Operating Systems I and II,  
Computer Language Theory I and II, Computer Organization and Data Structure

## EXPERIENCE

IBM Corporation, Bethesda, MD

IT Assistant- Assisted clients in data base troubleshooting, programming and web development. [September 1998 -Present]

Lockheed Martin, Silver Spring, MD

Computer Programming Assistant - Assisted the computer-programming manager in data base management. [September 1996 - August 1998]

## REFERENCES

Available Upon Request

# **HOW TO CREATE A WINNING FIRST IMPRESSION IN PREPARING TO WRITE A COVER LETTER**

Your resume should always be accompanied by a cover letter. Think of it as wrapping paper on a gift. The cover letter that you include with your resume has the same impact as a face-to-face interview. This letter is your introduction to the prospective employer. It demonstrates your ability to communicate and may determine whether your resume will receive careful attention.

The cover letter gives you the opportunity to draw an employer's attention to the skills and experience outlined in your resume. You can also expand upon information that matches the position for which you wish to be considered. The cover letter can highlight special achievements, which might otherwise go overlooked.

In summarizing your qualifications, highlight your most appropriate skills or background in relation to a particular position without simply reiterating the information on your resume. Refer the reader to your enclosed resume for further details of your past accomplishments.

There are two types of cover letters:

1. "Letter of inquiry" - which is written when you are asking an employer for information about possible job openings.
2. "Letter of application" - which is written when you are applying for a specific opening.

**REMEMBER: THE FOCUS OF THE COVER LETTER IS WHAT YOU CAN DO FOR THE ORGANIZATION, NOT WHAT IT CAN DO FOR YOU!!!!!!!!!!**

You must personalize your cover letter by preparing each letter individually and addressing it to an individual rather than a title or department. Your cover letter should not be any more than one page long and should be produced on the same paper as your resume.

## COVER LETTER FORMAT

**Author's Address**  
**Author's phone number(s)**  
**Author's email address**  
**Date**

**Person's Name, Title**  
**Company**  
**Street Address**  
**City, ST Zip Code**

**Dear \_\_\_\_\_:**

**Opening Paragraph:** State the reason for the letter, your degree/major/graduation date, name of the position for which you are applying or type of work, and if relevant, indicate from which resource you learned of the opening. If an employee of the company suggested that you apply then you should mention the name of the individual. You should explain in two or three lines of why employment with that particular company interests you.

**Middle Paragraph(s):** The items covered in this paragraph may require two or more additional paragraphs to complete your statements. This is the main section of your letter and should be treated with care. Indicate why you are interested in the company, position, its products or services, and what you can offer the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have some practical work experience, point out your specific achievements or qualifications. If necessary, you may refer to your resume at this time. Use this paragraph to make a positive statement about your skills and abilities; if applicable, indicate willingness to relocate.

**Closing Paragraph:** Indicate your desire for a personal interview and your flexibility as to the time and place. Repeat your telephone number in the letter and offer any assistance to facilitate a timely response.

**Sincerely,**

**(Handwritten signature)**  
**Name of Author**

### **Enclosures**

(If a resume or other information is enclosed, be sure to refer to it in the letter)

## SAMPLE COVER LETTER

125 Pearl Street  
Miami Beach, FL 92651

October 27, 20xx

Mr. John Parson, Area Manager  
Hewlett-Packard Company  
16399 W. Bernado Drive  
San Diego, CA 92717

Dear Mr. Parson:

In May 20xx, I will be graduating from the University of Maryland Eastern Shore, with a degree of Bachelor of Science in Electrical Engineering. I am writing to explore the possibility of employment as a Control Systems Engineer at your San Diego facility.

Early in my course work at University of Maryland Eastern Shore, I seriously began considering future employment with Hewlett-Packard Company. We use a number of your products in our laboratory work, and their design, precision and reliability are impressive. More recently, however, I noted in a professional computing journal that you are under taking a new project to apply microcomputers in automatic control systems. Many of my electives were in the field of control systems and computers, and I also worked for three summers in microcomputer applications.

I have enclosed my resume, which provides additional information about my undergraduate work and campus activities. I would appreciate the opportunity to meet with you to discuss how my education and experience would be consistent with your needs. Thank you for your time and consideration. If you need any further information, I can be reached at 410-651-6448.

Sincerely,

David V. Goode

Enclosure: Resume

## **ADDITIONAL JOB SEARCH CORRESPONDENCES**

### **THE POST- INTERVIEW "THANK YOU LETTER"**

2400 M Street  
Washington, D.C. 20032  
September 5, 2000

Ms. Harriet Jones, Employment Specialist  
Office of Personnel  
University of Maryland Eastern Shore  
Princess Anne, MD 21853

Dear Ms. Jones:

Thank you for the opportunity to interview yesterday for the position of Assistant Director. I enjoyed meeting you and Mr. Samuel Brown, the Director of Human Resources. The information you provided regarding the University of Maryland Eastern Shore was very informative.

Your university appears to be growing in a direction that parallels my interest and career goals. The interview with you and your staff confirmed my initial positive impressions of the university. The educational training and work experience that I have acquired would enable me to further enhance my skills in the areas of program planning, training, management, supervisory and research. I feel that I would be able to progress steadily through your training program and become a productive member of your team.

Again, thank you for your consideration. If you need any further information, please feel free to contact me 410-651-5555.

Sincerely,

Shelley B. Beatty

**THE POST-INTERVIEW "THANK YOU LETTER"  
FOR AN  
INFORMATIONAL INTERVIEW**

527 Jefferson Davis Hwy  
Crystal City, VA 25810  
mkwhite@hotmail.com  
October 24, 2005

Mr. Keith West, Accounting Unit Manager  
U.S. Department of Labor  
Office of Inspector General  
4596 R. St., NW  
Washington, DC 21001

Dear Mr. West:

I want to thank you for giving me the opportunity to work for the U.S. Department of Labor. I am pleased to accept the position as an Accountant within your company. The position entails exactly the kind of challenges we discussed in the interview. I feel that I will be a positive asset to the team and provide the type of support needed.

As discussed, I shall begin work on February 15, 2000. In the interim, I shall complete all the necessary employment information and locate housing. I plan to move to Washington, D.C. within the next two weeks and would like to deliver the paperwork to you personally. At that time, we can handle any remaining items pertaining to my employment. I will call next week to schedule an appointment with you.

Sincerely,

Monica K. White

**WITHDRAWING FROM CONSIDERATION**

1204 West Haven Blvd.  
Alexandria, VA 21574  
September 5, 2005

Ms. Sonya R. Leake  
Director of Personnel  
Financial Corporation  
176 19th Ave.  
New York, NY 19156

Dear Ms. Leake:

It was indeed a pleasure to meet with you last week regarding the Budget Analyst position. As I discussed with you during our meetings, I believe one purpose of an interview is to explore areas of mutual interest and to assess the differences between the candidate and the position. After careful consideration, I have decided to withdraw from your offer of the position.

I want to thank you for taking the time to interview and giving me the opportunity to learn about your company. You have a fine staff and I would have enjoyed working with them. Thank you again for your time and consideration.

Sincerely,

Melissa Dickerson

# 10 FINAL POINTERS

1. It is essential that you use correct grammar, punctuation and spelling.
2. Use abbreviations sparingly.
3. Present similar information consistently.
4. Get your point across quickly and clearly.
5. A one - page resume is preferable, but do not overcrowd the document to cram in information.  
The limit for a resume is two pages!!!
6. You may develop two or more different resumes if you are seriously considering several careers areas.
7. You should send original copies of your resume. If it is faxed, be sure to follow with an original in the mail. [This gives a professional first impression]
8. Reproduce your resume on good quality resume paper.
9. Be sure that your resume is perfect...PROOFREAD.
10. Once it is mailed, relax, and prepare for the interview!

The information contained within this handbook has been compiled by the Office of Career Services/Cooperative Education at the University of Maryland Eastern Shore. After reading the enclosed materials please construct a draft of your resume and bring it with you to your scheduled appointment. We hope that you found this information very helpful and we invite you to stop by our office at anytime for assistance. The Office of Career Services is located in the Student Services Center, Suite #2158. Our hours are 8:00 a.m. - 5:00 p.m., Mondays -Fridays or you may call at 410-651-6447.

Student Services Center  
2<sup>nd</sup> Floor, Suite #2158  
Princess Anne, MD 21853  
(410) 651-6447  
Fax: (410) 651-8048  
[www.umes.edu/careers/](http://www.umes.edu/careers/)