



Nurturing Career Development

CAREER RESOURCE HANDBOOK

Career Center
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WELCOME! FROM THE DIRECTOR

August 2017-2018

The Sandhills Community College *Career Resource Handbook* is designed for easy use. It provides essential and user-friendly career information that will aid you during your enrollment at SCC and as an alumni. Our desire at Sandhills Community College is to fully prepare you for the working world. This guide focuses on résumé writing, letter writing, improving your interviewing skills, networking, developing your soft skills and assisting you with your career plans.

Are you aware that we have a College Central Network? You can store or upload your résumé, job search employers, listen to career podcasts and sharpen your career skills. Log in to:

www.collegecentral.com/sandhills/Student.cfm.

You will have a better opportunity to acquire a job if you develop your writing and employability skills. Remember, a résumé is your door to prospective employers. We are offering you the resources you need to make an informed choice about your future.

The Career Center wishes you *Great Success!*

Gwendolyn F. Russell, MA, GLD

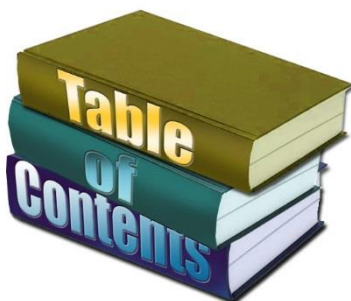
Gwendolyn Fant Russell, MA-HRD
Director of Career Development Services/Career Advisor
Global Career Development Facilitator

“Nurturing Career Growth”



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What is a Résumé?

The résumé is a selling tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to the employer's workplace.

Your résumé has to sell you in short order. While you may have all the requirements for a particular position, your résumé is a failure if the employer does not instantly come to the conclusion that you "have what it takes." The first hurdle your résumé has to pass--whether it ends up in the "consider file" or the "reject file"--may take less than thirty seconds.

The most effective résumés are clearly focused on a specific job title and address the employer's stated requirements for the position. The more you know about the duties and skills required for the job--and organize your résumé around these points--the more effective the résumé becomes.

You will need information to write a good résumé. Not just information about jobs you've held in the past but also information to select the most relevant accomplishments, skills and experience for THIS position. The more you know about the employer and the position, the more you can tailor your résumé to fit the job.



The **New** Top 5 Resume Writing Rules

By Don Goodman

In today's market, what used to work just doesn't work anymore. The resume writing rules have dramatically changed. Several years ago, when unemployment was 5% and LinkedIn and other tools weren't prevalent, you could get interviews with an older style resume. Today, you must follow these five rules:

1. Showcase Your Brand or Theme

The Objective that says, "Here is what I want" is dead and replaced with a simple headline like SENIOR PROJECT MANAGER. This must be followed by a well-written description of what you do best (brand), which is designed to differentiate you from the many other candidates.

Example: *Corporate Troubleshooter regularly assigned to the most challenging initiatives.*

This creates a theme for the rest of the resume so your opening essentially says, "Here is what I am best at," and the rest of the resume says, "Here is proof that I am good," by showcasing the results you have achieved.

2. Tight Writing

Today's resumes must be tightly written and very succinct. Fluff statements are out and overused phrases like visionary and dynamic are no longer the norm. Your sentences should be to the point and factual.

Example: *Sales Executive charged to drive new business and penetrate existing accounts throughout the New York metropolitan area.*

Your resume really doesn't need to go into all the job duties you performed. So, using the sales resume example above, you would not put in such things as called on prospects throughout the territory, attended trade shows, and made presentations. These are the normal tasks that sales professionals do on a regular basis and, certainly, the employer understands that.

3. Use the Harvard Format

You should also use what's called the Harvard format. In this format, your roles and responsibilities are in paragraph form and your achievements are in bulleted form. This makes it easy for an employer to quickly identify them.

Also note that, in this day and age, the notion of a one-page resume is a myth and what is most important is that the resume has a compelling story and is easy to read. Remember that your resume is an advertisement for your skills and is not necessarily a legal document designed to indicate everything you've ever done. Your purpose in the resume is simply to whet their appetite and get them to want to call you for an interview.

4. Support Your Theme with Strong Accomplishment Statements

You've established a theme and now you have to prove it by showcasing your accomplishments. Make sure your accomplishments are directly relevant to the position you're seeking and supports your theme or brand. So, highlighting the fact that you created a database that streamlined the process of ordering office supplies is not something that should go on your resume if you are looking for a sales role.

As much as possible try to quantify your accomplishments and indicate your performance against goals. In our sales example, stating you increased revenues \$2 million year-over-year is very nice, but it really doesn't describe your accomplishments. Saying you delivered 135% of quota representing a \$2 million increase in year-over-year revenues is a much stronger statement.

5. Include LinkedIn

Recent studies indicate that more than 85% of employers and virtually all recruiters will look for you on LinkedIn before calling you. So, make sure you have your LinkedIn ID on your resume and your profile is supportive of your overall theme.

Note: if your LinkedIn ID has /pub/ in it with a host of numbers at the end, then you have a temporary ID and you should secure a more appropriate ID by editing your LinkedIn profile and skipping down to the PUBLIC PROFILE edit button in LinkedIn. This is very easy to do and you should try to secure your name.

--

Careerealism.com 2013

Résumé Writing Rules

Rule #1

Résumé writing can be typed in several different styles. Although Times New Roman is extremely popular, it can be overused. More than 90 percent of the Résumés seen are typed in Times New Roman. Your **goal is to create a competitive, distinctive document**. In order to achieve that, it is recommended that you use some of the alternative styles.

Your choice of typestyle should be dictated by the content, format, and length of your Résumé. Some fonts look better than others at smaller or larger sizes; some have “bolder” boldface type; some require more white space to make them readable. Once the Résumé is written, experiment with the following styles:

Tahoma
Book Antiqua
Century Gothic

Times New Roman
Century Schoolbook
Verdana

Arial
Garamond
Gill Sans

Rule #2

Type size

If the type size is too small, your Résumé will be difficult to read and difficult to skim for essential information. A too-large type size, particularly for senior-level professionals, can also give a negative impression by conveying a juvenile or unprofessional image.

As a general rule, select type from **10 to 12 points in size**.

Rule #3

Never use the word **“I”** in the body of the Résumé.

Rule #4

Contractions:

Contractions give an air of casualness and informality.

The **more formal your writing, the less frequently you should use contractions**. For example: I ensured the company met “its” goals is correct to show the pronoun. “It” possesses the goal. Instead of using the contraction of the words, “I ensured the company met it’s target,” which is incorrect.

Remember, your **Résumé is a formal document**, be sure to omit abbreviations or contractions in your words or sentences

Rule #5

Homophones are words that sound the same but have different meanings. For instance, “to,” “two,” and “too” are used differently in sentences. If you use them wrong in a Résumé, the reader may think you have little knowledge of elementary grammar or failed to edit your Résumé.

Rule #6

Subject-Verb Agreement

Have the subject of a sentence agree with its verb in number and person. If the subject is third-person singular, you must add an “s” to the verb. And if the subject is plural, do not add an “s.” Ex: “They manage multiple budgets.” The verb “manage” requires no “s” because the subject “they” is plural.

Rule #7

Leaving out dates—include dates on your Résumé. Leaving them out might seem like you are trying to hide certain information.

Rule #8

No cover letter—a cover letter should be sent out with every Résumé; it is your sales document. It will augment your Résumé.

Rule #9

Unprofessional email address. Ex: streetSMARTS@gmail.com Use an address that is professional. Your professionalism has to come through in your Résumé.

Ex: gsmith@gmail.com.

Rule #10

Including personal information—Personal information, like age, gender, and head shot should not be included on your Résumé (unless you are a performing art student).



PERSONAL BRANDING

WHAT IS BRANDING? HOW DO YOU USE IT TO COMPETE?

1. A Brand is a **Promise of Performance**:
 - Will deliver a *superior performance* resulting in customer satisfaction.
 - Combination of *tangible and intangible attributes* that creates value.
 - Communication about the brand must be *consistent*.
 - Must be *specific* so it separates from competing brands.
2. Focus on **Key Attributes**:
 - *Strengths* (industrious or diligent, etc.)
 - *Core accomplishments*; (volunteer, internships, projects)
 - *Education and training*; employees who are on the cutting edge
 - *Skills*; hard and soft skills, interpersonal, technical
 - **Values**; team player, initiative, focused, responsible, decisive, etc.
3. Key **Branding Tools**:
 - *Resume*
 - *LinkedIn, Facebook, Twitter*
 - *Personal Website*
 - *Elevator Speech*
 - *Networking*
 - *Interviewing*



CAREER BRAND ESSENTIALS

A career brand must be...

- *UNIQUE—true to yourself, different from all others.*
- *FOCUSED—on the key element that makes you superior, in demand.*
- *AUTHENTIC—no sense in developing a false brand; be true to your true expertise.*
- *MARKETABLE—no one wants yesterday's brand; your brand should have **high value** in the job market.*

Randall S. Hansen, Ph.D.

www.ncda.org



THE 4 C'S OF A RÉSUMÉ

CONCISE

CONSISTENT

COMPLETE

CORRECT



RÉSUMÉ 101:

Seven tips to help you catch an employer's attention.

By Robin Ryan

“A résumé is not about what you want. It's about what you offer an employer.”

“You have only a few seconds to snag the employer's attention,” writes Seattle based career coach Robin Ryan in *Winning résumés*, (John Wiley & Sons, Inc). “You must **sell the employer** within **15 seconds** of looking at your résumé, or you'll lose the job.” Here are seven tips to help you catch an employer's attention.

1. *Start with the basics.*

It sounds obvious, but your résumé must include your name, address, phone number and email address. Be mindful of the address you include. College students, in particular, tend to move often, so include a permanent address, such as your parent's address. Take care with your email address too. Make your user ID related to your name, not any nickname attributions. You want to appear professional to an employer.

2. *Include an objective or summary of skills.*

These sections come right after your personal information and, for a first-time job seeker, should be concise. Your *objective* tells what you want and your *summary highlights your skills*.

3. *Choose the right résumé style.*

There are three basic types of résumés: chronological, functional and combination. Chronological résumés focus on work experience and list the experiences in order from most to least recent. Functional résumés concentrate more on skills. And finally, a combination style works well for first-time job seekers.

4. *Brainstorm your experience and skills.*

While you may be struggling to think of pertinent work experience, Ryan says that you have more than you realize. Don't underestimate the skills you have gained whether you have full-time or part-time work.

5. *Your academic and volunteer experience is relevant.*

Demonstrate your aptitude and strengths by project specific examples of class work you have done or volunteer work.

6. *Know the cardinal rules of résumé writing.*

Use strong action verbs and leave out the word “I.” Your résumé should be one page or two full pages. Always proofread.

7. *Never, ever lie.*

Don't misrepresent your past – it will come back to haunt you. For example, if you did not graduate, say “projected graduation date.”

--Career Rookie, 2010

20 Places to Get Experience for Your Résumé

By Billie Streufert

Employers want experience. You don't have to look far to get it.

Experience is not limited to paid employment. It can include any co-curricular activities or accomplishments that demonstrate your knowledge, skills, and abilities. Your college campus is rich with opportunities to gain experience, including:

1. Internships
2. Part-time employment or work study
3. Study abroad
4. Service-learning
5. Undergraduate research
6. Student activities or program councils
7. Special interest or professional organizations
8. Sororities or fraternities
9. Community service or volunteer work
10. Athletics or club sports
11. Choir or band
12. Student newspaper or radio
13. Student government associations
14. Resident assistants or community advisors
15. Admissions ambassadors
16. Orientation leaders
17. Tutors or supplemental instruction leaders
18. Theater
19. Honor societies
20. Homecoming planning committee

Contact your campus career center to locate the specific opportunities that are related to your professional goals. For example, if you are an education major, inquire about employment at local daycare centers. In addition to these opportunities, the staff can also help you locate summer employment or internships in your field.

Choosing a Résumé Style

Choosing a résumé style can be stressful the first time. Remember to choose a style that represents you—your talents, abilities, and experience.

When to use a Chronological Résumé:

CHRONOLOGICAL- (Focus on JOB EXPERIENCE)

- If you have a clear job target
- The next job is the logical progression in your career
- Current job is in healthcare, finance, science, or the engineering field
- Time oriented and lists employment experiences in reverse order starting with most recent job
- Works well for prospective employees with continuous employment showing career progression in their field

When to use a Functional Résumé:

FUNCTIONAL - (Focus on SKILLS)

- Desire to focus on transferable skills
- To downplay work gaps
- Reflect the type of work actually done
- Are changing careers
- Skills have been acquired through volunteer activities
- Re-entering the work force or changing careers
- New college graduate /entry level candidates without much work history

When to use a Combination Résumé:

COMBINATION - (Highlight your SKILLS & JOB EXPERIENCES)

- Emphasizes skills and competencies; including dates of employment
- How the Résumé is combined depends on specific experience and career field
- Combines the best elements of the chronological and functional formats

When to use an Electronic Résumé:

ELECTRONIC – (Most employers are going GREEN)

- So you may post (paste) the contents into online Résumé forms, such as at job banks and employer sites.
- So you may paste the contents into email to send electronically to employers and recruiters.
- So you may hire a Résumé distribution service to do both of the above for you.
- So employers may easily scan the paper version of your electronic Résumé into applicant-tracking software, using optical scanners.

Chronological Résumé

The **chronological** résumé is organized by job titles with the most recent position listed first.

Employer Rating:

Employers tend to prefer the chronological résumé because the format lists prior positions beginning with the most current. Employers perceive this résumé style as fact-based and easily skimmed.

Works Best For:

For job seekers with solid experience and a logical job history, the chronological résumé is the most effective. Career changers and those who lack formal on-the-job experience (like new graduates) find this résumé the most difficult to write.

HOW IS YOUR RÉSUMÉ?



DON'T YOU WISH YOU WERE



BETTER PREPARED!

Sample chronological résumé

Elizabeth Smith

Current Address

1016 Campus Drive, Room 312
College Town, LS 41112
(453) 555-5555
Smith@LS.edu

Permanent Address

1510 Park Street
Hamlet, LS 41112
(454) 555-5555
Smith@somewhere.com

Horizontal lines help
define different sections

Qualifications Summary

Proven communications skills and experience creating promotions for wide audiences.

Education

University of Large State

Bachelor of Arts, English, expected 2010
Minor: Business
G.P.A.: 3.5/4.0, English Honors Society

Students often list
education before
experience

Related Courses

Public Relations
Marketing
Consumer Behavior

The Language of Advertising
Writing for Mass Media
Writing for Business

Coursework relating to
the position applied for

Experience

Program Coordinator

Campus Activities Council, Large State University

- Initiated and organized the Campus Run for Charity
- Promoted event with fliers, e-mail, newspaper ads, and campus radio station announcements
- 1,000 students participated

Show results

08-present

Most recent job first

Campus Tour Guide

Office of Recruiting, Large State University

- Led weekly tours for prospective students and parents
- Answered questions and addressed concerns
- Wrote information sheet explaining campus-housing policy
- Selected to train new guides

06-07

Give approximate
dates of employment

Administrative Assistant

ABC Business, Harristown, Large State

- Drafted correspondence
- Prepared and edited reports
- Complimented for accuracy and attention to detail

summers, 05 and 06

Separate section
for special skills

Bullets
emphasize
accomplishments

Foreign Language Skills

Fluent in Spanish

References available on request

Statement sometimes omitted

CHRONOLOGICAL RÉSUMÉ SAMPLE

NAME

Street – City, State Zip – Phone – Email

JOB OBJECTIVE (or SUMMARY)

Very concisely state what job you would like next.

SUMMARY (or JOB OBJECTIVE)

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL EXPERIENCE

COMPANY NAME, City, State, 20xx-present

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objectives.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention on-the-job awards or commendations you received that relate to your job objectives.

COMPANY NAME, City, State, 20xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objectives. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

COMPANY NAME, City, State, 20xx-xx

Job Title

- Write two or more bullet statements about the work you performed on this job and what you learned or accomplished that's relevant to your job objectives. Follow the tips mentioned above.
- Prioritize the statements under each Job Title section so the most relevant one comes first.

EDUCATION

Degree, Major (if relevant), 20xx
School, City, State

COMMUNITY SERVICE

Organization, Position held, 20xx-present
Organization, Position held, 20xx-xx

Folami Dubaku

4500 Ridgewood Road
Memphis, TN 38116
901-599-0316
email@yahoo.com

Objective

Highly motivated, enthusiastic, and dedicated educator offering strong academic credentials; will create a challenging classroom environment that maximizes student potentiality.

Experience

La Petite Academy, Memphis, TN

Lead Teacher

June, 2006 – October, 2007

- Plan activities that would stimulate growth in language, social and motor skills.
- Teach classes or courses or provide direct care for children.
- Determine allocations of funds for staff, supplies, materials, and authorize purchases.
- Confer with parents and staff to discuss educational activities and policies.

Dubaku's Infant/Toddler Academy, Memphis, TN

Owner/Director

May, 2003 – May, 2006

- Oversaw daily operations, managed a staff of 12 employees.
- Responsibilities including administrative, billing, personnel issues, policies and procedures, payroll and quarterly tax preparation and submission.
- Implemented curriculum plans.
- Maintained ongoing communication with parents regarding children's activities, behavior, and development, and responded to all parents concerns as they arose.
- Determine the scope of educational program offerings to estimate staffing need.

Wal-Mart, Memphis, TN

Overnight Stocking/Sales Associate/Department Manager

April, 2000 – January, 2003

- Responsible for customer service.
- Ordered merchandise and kept track of inventory.
- Accentuated seasonal displays.
- Assisted on the front line (Cashier).

Education

Currently pursuing B.S. in Elementary Education (Early Childhood PK-3 emphasis), The University of Memphis Tennessee, Memphis, TN

Southwest Tennessee Community College, Memphis, TN

- Graduated May, 2006
- Associate in Applied Science in Early Childhood Education

Knoxville Job Corps, Knoxville, TN

- Graduated May, 1981
- Nursing Assistant Certification

MATTHEW MCNEW.

720 220 2307
mmcnew@mines.edu

Resume



Education

Colorado School of Mines

Major:
Computer Science

May
2013

GPA:
3.7

Minor:
Electrical Engineering

Minor:
Mathematics

Student Body President

Colorado School of Mines
2012-2013



Campaign Logo

Skills



Windows

Linux

Mac OS

Internships:

2012
PIVOTAL LABS

Ruby on Rails
Agile Development
Pair Programming

2011
CableLabs
RECOMMENDING ORACLE TECHNOLOGY

Tested the Effectiveness
of Amazon Kindle's
Silk Browser

Volunteer:

Led A WWOOFFing
Trip to Rural Brazil



Projects:

Finance program

Eagle Ridge Academy
After School Scheduling
PHP and MYSQL

Computer Science Field Version

Symplified

Designed and Implemented
Single Sign On Solution
With ASP.NET and IIS

School:

Graduated High School
as Valedictorian

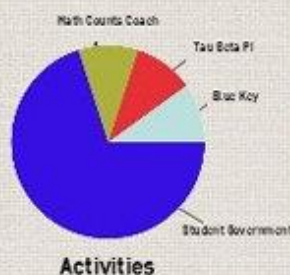
Interests

Organic Farming Soccer
Travel Entrepreneurship Comedy

➡➡
Number of Internships Completed

➡➡➡➡➡➡➡➡
Number of Jobs Employed

➡➡➡➡➡➡➡➡
Number of Countries Traveled



Activities

KHOR JEN YEN

GRAPHIC / WEB DESIGNER

A designer who sees design as a great fun challenges and always looking forward to work on exciting projects. Main skill lies in web design and development, focusing not only on producing websites that look good, but ones that build connection with the users.

BOLD



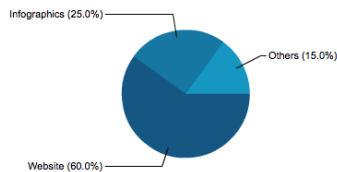
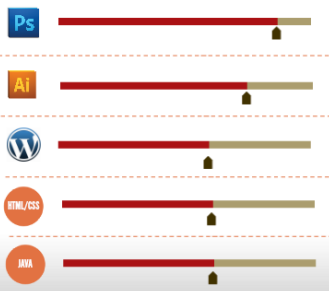
ORGANIZED



CONTAINED



TECHNICAL SKILLS



INVOLVEMENT

My main core lies in web design. Infographics took up 25 % and others 15% (flash/video/branding/UI) as well

GET IN TOUCH

jenyen@gmail.com
 012- 4747 828
facebook.com/jenyen
linkedin.com/jenyen



PROFESSIONAL EXPERIENCE

Graphic Designer Internship

2007

Responsible for creating graphics elements and prints. Worked on some 3D modelling as well.

Web cum multimedia designer

2009 - 2011

Responsible for the branding as well as the design and development of websites (html & flash based). Deal with clients on project details. Responsible for flash banner and videos.



EDUCATION

PCGHS

1999-2003

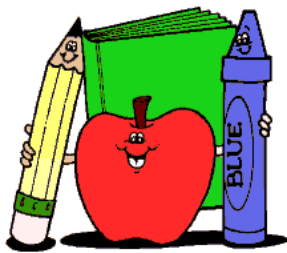
PMR & SPM qualification

Multimedia University

2004-2008

Bachelor Degree in MM

Piktochart



FREDERICK R. RICHARDS

134 Ridgefield Street
Framingham, Massachusetts 01701
508-877-8216

EDUCATOR/INSTRUCTOR – EARLY CHILDHOOD

Eleven years of hands-on experience in early childhood education...Nominated by parents of children in my care for Scholastic National Teacher of the Year...Outstanding communication skills...Readily establish rapport with wide range of people of various ages...Adapt presentation of material/coursework to ensure complete comprehension by students...Software proficiency include Microsoft Word, PowerPoint, and QuickBooks.

Sought out by organizations to **present workshops at statewide** and regional conferences to early childhood educators on various topics, e.g. science for young children, professionalism for child care providers, development of handbooks and contracts.

PROFESSIONAL EXPERIENCE

Apple Tree Child Center – Sudbury, Massachusetts

2001- Present

OWNER/DIRECTOR

- Oversee three staff members in care of 10 children aged infant-11 in nationally accredited (NAFCC) child care program. Prepare and serve nutritional meals; teach good eating habits and personal hygiene.
- Help children explore interests, develop talents and independence, build self-esteem, and learn how to behave with others in child-centered-directed environment.
- Develop curriculum based on NAEYC standards for developmental appropriateness to stimulate children's physical, emotional, intellectual, and social growth. Nurture, motivate, and teach children.

Marlborough Hospital—Marlborough, Massachusetts

2005-Present

CPR INSTRUCTOR/TRAINER, per diem

Teach pediatric safety and CPR to expectant parents, early childhood professionals, grandparents, and others.

PROFESSIONAL ORGANIZATIONS

National Association for the Education of
Providers,
Young Children (NAEYC)

Mass. Alliance of Family

Treasurers, 1 term; President

PROFESSIONAL CERTIFICATIONS

Commonwealth of Massachusetts Teacher Certification, K-8

EDUCATION/CONTINUING EDUCATION

M.Ed., Early Childhood Curriculum and Instruction, 2005, Suffolk University—Boston, Massachusetts

B.S., Special Education and Elementary Education, 1984, Lowell State College—Lowell, Massachusetts

Retail Manager
CHRIS CARTER

ABOUT

Big box-experienced store manager whose 15-year career with Fortune 500 retailers has been distinguished by accelerated advancement, awards (including being named ABC Stores' Southern CA "Store Manager of the Year" in 2011) and goal-surpassing performance-to-plan.

EDUCATION

UNIVERSITY OF SAN DIEGO

2002 - 2007
Major in Business

UNIVERSITY OF SAN DIEGO

2008 - 2009
Retail Management Training

CONTACT



San Diego, CA



555-2534-1111



ccarter@email.com

SKILLS



AREAS OF EXPERTISE

- Retail Store Operations
- Customer Service
- Budgeting & Cost Controls
- Inventory Management
- P&L Management
- Merchandising Strategies

WORK EXPERIENCE

2010

PRESENT

Store Manager

ABC STORES, INC.

Promoted to oversee startup and daily operations for new ABC Stores Supercenter in Long Beach following superior-rated performance as assistant manager in the #1-ranked store in Los Angeles.

2006

2009

Assistant Store Manager

XYZ CORPORATION

Advanced through promotions to become store manager of \$27M location with 150+ employees. Provided strategic, operational and fiscal leadership and maintained national presentation/service standards in all assigned locations.

Elizabeth Medina, RN



Registered Nurse ♦ Health Care

Medina@mail.com

C: 917-849-9720 ♦ H: 973-653-3955
2200 Nelson St. ♦ Clifton, NJ 07013

Registered Nurse Profile

Committed, patient-centered, and fast-paced **RN** who excels at quickly identifying patient needs through astute assessments, prioritizing intelligently based on acuity, and monitoring adverse reactions vigilantly. Bilingual: communications skills in English and Spanish.

- Floated to the **ICU** and **ER**, demonstrating critical thinking, keen prioritization, and proficiency in providing care in the emergency department.
- Requested by doctors and solicited by fellow nurses to start difficult IVs.
- Praised by patients' family members for providing attentive, integrity-driven, and quality care.
- Demonstrated strong clinical skills, including blood draws and transfusions, cardiac meds, IV therapy and drips, 12-lead EKG interpretation, computerized charting, feeding tubes/NG tubes, care of acute GI bleeds, and airway management.
- Developed equal proficiency in nursing administration, including admissions, discharge, and patient teaching.

Healthcare Experience ♦ Achievements

Registered Nurse, HOBOKEN UNIVERSITY MEDICAL CENTER, Jersey City, NJ ♦ 09/2007 to Current

Competently manage the care of up to 6 patients per shift in this **24-bed cardiac telemetry unit**. Monitor and connect patients comfortably. Measure heart rate, blood pressure, breathing rate, blood-oxygen level, and EKG/ECG. Read and interpret electrocardiogram information accurately to improve patient care. Quickly revive and stabilize patients.

- Detected elusive irregularities and prevented patients from becoming symptomatic.
- Shape teams as preceptor to new student nurses. Teach assessments and IV and infusion therapy, modifying teaching/communications approach as needed.
- Skilled at drawing blood from children, adults, elderly, combative, and hemodialysis patients (often sought out by peers for assistance).

Registered Nurse, MARY IMMACULATE HOSPITAL, Jamaica, NY ♦ 01/2006 to 09/2007

Prioritized the care of up to 13 patients per shift in this **40-bed telemetry floor**. Provided first-rate cardiac monitoring, dispensed cardiac medication accurately, charted concisely, and responded quickly to codes. Assessed patients and detected adverse reactions.

- Assisted as charge nurse by supervising 3 registered nurses and pairing with patient needs.
- Built excellent patient relationships, promoted patient education, and collaborated with nurses and doctors to enhance patient convalescence.

Education ♦ Certifications ♦ Continuing Education

ASSOCIATE DEGREE IN NURSING (ASDN), La Guardia Community College, 2005

ADVANCED CARDIAC LIFE SUPPORT (ACLS) ♦ **Basic Life Support (BLS)** ♦ **IV Certified**

Healthcare Courses: Cardiac Arrhythmias, Saint Vincent's Catholic Medical Center ♦ Critical Care (ICU), Hackensack University Medical Center ♦ Critical Thinking for the Cardiac Nurse, Overlook Hospital

Volunteer: New Jersey Department of Health Medical Reserve Corps ♦ NYC Department of Health and Mental Hygiene—Medical Reserve Corps

111-222-3333
johnwayne22@yahoo.co
m

John Wayne

A PERSONABLE AND DEDICATED
NURSING PROFESSIONAL

2222 Stardust Dr |
Cuenra, AZ

01. Employment

ASHTON COMMUNITY HOSPITAL
Chief Nurse | December 2011 - Present

Responsible for a team of 14 nurses.
Handled shift scheduling, and made rounds
every day in the trauma ward. Provided
emergency stabilization of new emergency
room intakes.

GREENWOOD HOSPITAL
Nurse | September 2013 - June 2016

Monitored vital signs of patients in surgery
recovery room. Took measurements of vital
signs and performed emergency
stabilization procedures. Maintained
patient records of treatments.

02. Education

UNIVERSITY OF ARIZONA
Bachelors of Arts, Pre-Nursing | 2000 - 2004

Graduated with a cumulative GPA: 3.85.

**UNIVERSITY OF ASHBURN, SCHOOL OF
NURSING**

Registered Nurse | 2004 - 2008

Graduated with a cumulative GPA: 3.58.

03. Skills & Abilities

- Strong background in emergency clinical procedures
- Excellent administrative and leadership skills
- Experience working with young children and elderly patients
- Certifications in lifesaving procedures

04. Credentials

ALABAMA MEDICAL ASSOCIATION
State Representative | August 2013 - August 2014

WESTERN MEDICAL CHAPTER
State Representative | August 2014 - 2015

AMERICAN ASSOCIATION OF MEDICINE
State Secretary | August 2016 - 2017

NORTH SHORE MEDICAL GUILD
President and Founder | August 2017 - Present

NATIONAL MEDICAL COUNCIL
National Secretary | August 2018 - Present

Functional Résumé

The **functional** résumé rearranges employment history into sections that highlight areas of skill and accomplishment.

Employer Rating:

Some employers dislike functional résumé if they find it difficult to match up skills with actual job titles, level of responsibility and dates of experience. You can, and **SHOULD**, avoid or minimize this objection by including the company name in the "bullet" describing each accomplishment.

For example:

Program Coordination

- Coordinated the logistics of opening two HILLCREST Residential Treatment Centers, which included the hiring and training of staff, supervising the set-up of the physical plant, and developing programs.
- Oversaw the computerization of the BEHRING CLINIC accounting unit from initial planning through successful implementation, with no disruption in service.

If you want to take advantage of the benefits of a functional résumé, you **MUST** make it **EASY** for employers to visualize your overall chronological work history and link your accomplishment statements to it. **NEVER** omit at least a bare-bones chronological listing of your work experience, in your functional résumé.

Works Best For:

The functional résumé might be thought of as a "problem solving" format. The functional résumé gives you latitude to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer in a traditional chronological format. If any of the descriptions below apply to you, you may want to investigate the functional format:

- You have a "**mixed bag**" work history: no clear thread uniting positions held.
- You are a **new graduate** or entering the workforce. You must show how the skills you have used in the past (in volunteer or coursework) apply to the job you are seeking.
- Your job titles, such as "Administrative Assistant" or "Marketing Coordinator," do not clearly reflect the level of skills you used.
- You are making a **career change**--either changing industry (from Hospitals to Pharmaceuticals) or changing occupation (from Manufacturing Technician to Sales Representative.)

The functional résumé might be thought of as a "problem solving" format. The functional résumé gives you latitude to "make sense" of your work history and match up skills and accomplishments that might not be obvious to the employer in a traditional chronological format.

Functional Résumé Sample

NAME

Street – City, State Zip – Phone – Email

JOB OBJECTIVE

Concisely state what job you would like next.

HIGHLIGHTS OF QUALIFICATIONS

- Write three or four bullet statements that summarize why you would be good at your job objective. Each statement should be no longer than two lines.
- Your statements should highlight your relevant strengths such as experience, skills, community service, and personality traits.
- Prioritize the statements in this section so the most relevant one comes first.

PROFESSIONAL ACCOMPLISHMENTS

Key Skill

- Write two or more bullet statements about employment or volunteer activities in which you used this skill.
- Quantify results of your accomplishments when possible and appropriate; refer to how you positively affected the organization, the bottom line, your boss, co-workers, or customers.
- Mention awards or commendations you received that required this skill.
- If you used this skill to solve problems, briefly describe the problems and results.

Key Skill

- Write two or more bullet statements, following the tips mentioned under the first Key Skills section.
- Prioritize the statements under each Key Skill section so the most relevant one comes first.

WORK HISTORY

20xx-present ORGANIZATION, City, State
Job Title

19xx-xx ORGANIZATION, City, State
Job Title

19xx-xx ORGANIZATION, City, State
Job Title

EDUCATION

Degree, Major (if relevant), 20xx
School, City, State

COMMUNITY SERVICE

Organization, Position held, 20xx-present
Organization, Position held, 20xx-xx

WORKFORCE 1

SAMPLE FUNCTIONAL RESUME

Nancy Yancy
111-11 111 Street
Queens, NY 11111
(347) 111-1111
nyancy@yahoo.com

SUMMARY

- Executive Assistant with ten successful years providing quality administrative support to senior level executives and directors. Extensive experience coordinating and overseeing presentations, meetings, special events and projects. Outstanding organizational and problem-solving abilities with strong background in office management, project coordination, presentation preparation and staff training. Excellent customer service, communication and technology skills with computer proficiency.

CAREER EXPERIENCE

Administration

- Research, compose and package proposals for funding agencies.
- Coordinate and manage summits, meetings, conference calls and special events.
- Prepare PowerPoint presentations and update Excel spreadsheets for internal and external distribution and training.
- Supervise and train administrative assistants.
- Draft and type correspondence, manage reports, handle extensive travel arrangements.

Training and Development

- Prepared and disseminated nationwide training programs for XXX Corporation.
- Instructed 20+ technical and user personnel in classroom settings throughout the Northeast.
- Provided training to clients to administer computer literacy assessments to students seeking college admission.

Customer Service

- Processed orders and ensured accurate information was distributed and documented.
- Served as a liaison between customers and businesses to ensure the quality of services.
- Coordinated and supervised installations, upgrades, disconnections and relocations of new and existing clients.
- Prepared tracking spreadsheet via Excel to monitor daily work schedules.

CAREER HISTORY

2002 – 2007	Executive Assistant	YYY Corporation	New York, NY
2000 – 2002	Program Assistant	AAA Company	New York, NY
1998 – 2000	Systems Training Consultant	BBB Co., Inc.	Trenton, NJ
1996 – 1998	Customer Service Representative	DDD Corporation	New York, NY

EDUCATION

Hunter College, New York, NY

- Masters of Arts, Major, Urban Studies (expected date of graduation, June, 2009)

Metropolitan College of New York, New York, NY

- Bachelor of Arts, Major, Human Resources



***Quality Computer
Graphics &
Web Site Design:***

HTML/DHTML

Document Layout/
Construction

Web Design Principles

Page Setup

Scanning/Photo
Manipulation

Image Optimization

WYSIWYG Editors

Text & Font
Management

Forms/Tables/Frames

Color Theory

Original Sketches

Autotracing of
Drawings

Client-Server Concepts

Cross-Browser Issues

Portfolio of Samples:

***[http://www.berlane.
rob/portfolio/](http://www.berlane.rob/portfolio/)***

Robert Berlane

561 Thompson Street ▪ Boston, MA 02116 ▪ (617) 876-3215 ▪ rob@aol.com

COMPUTER GRAPHICS/WEB DESIGNER

Highly self-motivated and goal-oriented professional committed to pursuing a long-term career in computer graphics and Web design. Offer a 14-year track record demonstrating strong analytical and problem-solving skills, computer proficiency, and ability to follow through with projects from inception to completion.

Qualifications Summary

- Certification in computer graphics and Web design through an intensive 350-classroom-hour program.
- In-depth experience applying graphic design principles to produce innovative and tasteful print documents and Web sites.
- Intrinsic creative talent and lifelong interest in photography; a keen eye for quality design and document/Web site layout.
- Fluency in Windows and Mac operating environments. Proven ability to quickly learn and apply new technologies.
- Project portfolio of high-impact graphic and Web designs, including menus, newsletters, logos, postcards, CD covers, stationery, retail packaging, and a 50-page Web site.
- Advanced training and experience in QuarkXPress; Adobe Photoshop, Dreamweaver, InDesign, Flash, and Flex; and WordPress.
- Exceptional organizational abilities, strong work ethic, and willingness to work hard to achieve employer objectives.

Education & Training

CERTIFICATE IN COMPUTER GRAPHICS/WEB DESIGN, 2011

American College of Technology, Boston, MA

BACHELOR OF SCIENCE, Cum Laude, Chemistry, 1997

Dominican University, River Forest, IL

Employment

Medical Technologist, Boston General Hospital, Boston, MA, 1997–Present

Collect, process, and analyze more than 2,300 patient samples daily in the chemistry laboratory of this large metropolitan hospital. Interface extensively with physicians and other medical professionals. Test, troubleshoot, and perform QA protocols on sophisticated instrumentation.

SUBSTITUTE TEACHER RESUME (FUNCTIONAL)

34 North San Pedro, San Jose, CA 95542 • (877) 623-6234 • olivia.john@gmail.com

QUALIFICATIONS SUMMARY

- **Proven track record** of improving the progress of struggling students and increasing class test scores
- **Recognized for** ability to increase student participation and motivation in learning through engaging lessons and activities.
- **Certifications:** Posses a Multiple Subject Teaching Credential
- **Technical skills:** Adept with Microsoft Office and SMART Board Lesson Development
- **Afterschool Programs:** Served as the as an assistant coach for the Women's Basketball and Track teams.

RELEVANT SKILLS

LESSON PLANNING

- Write comprehensive reports to regular teachers regarding lessons and student progresses
- Collaborate with regular teachers in developing long-term plans for struggling students, as well as designing new activities to enhance learning engagement of students
- Designed and implemented lessons plans that increased student engagement by 20%

STUDENT DEVELOPMENT

- Regularly engaged students in "open talk" times, developing team building activities that enhanced student motivation and team work by 30%
- Effectively helped three struggling students to improve literacy targets by 20%

TEACHING

- Instruct Math, Art, and English to classes ranging between 13-24 students from Grade 2 to 5
- Incorporate digital technology for learning activities including use of software applications as well as SMART board, leading to subsequent implementation by regular teacher
- Adhered to strict school policies and procedures regarding students with disciplinary issues

WORK HISTORY

Carolyn A. Clark Elementary School, San Jose, CA – *Substitute Teacher*
Los Alamitos Elementary School, San Jose, CA – *Substitute Teacher*

EDUCATION

San Jose State University, San Jose, CA
Bachelor Degree in Primary Education, May 2012

National Board of Professional Teaching Standards
Multiple Subject Teaching Credential, March 2013

Combination Résumé

Who is the Combination Résumé format best suited for?

- If you have done the same kind of basic work for a number of employers, you will not be repeating the same job responsibilities. You can list each duty/skill set once.
- If you are changing careers, you are able to focus the reader's attention on your skills and achievements rather than on your previous job titles.
- If you have a variety of work experience in unrelated fields, this format allows you to emphasize your abilities rather than your employers.
- If you are a recent college graduate, you can downplay your lack of previous employment by targeting other features, such as honors, awards, and volunteer work, as well as listing the related experience you DO have first.

The Combination Résumé Format may be the one or you

When using any résumé format (combination or otherwise), remember to target the information toward the specific job and company. Today's competitive marketplace demands this kind of attention to résumés. **Remember, other job candidates will be doing their very best to get the same job you are after. If you don't present yourself in the best possible light, you may have no chance at all of getting the job you desire.**

You have to be very astute in deciding what you want to include and where you want to place it so that the person reading it is immediately drawn in – to the point of wanting them to call YOU for an interview.



SHIRLEY ADAMS

1234 56th Avenue
Apartment #203
Tucson, AZ 85725
(520) 555-5555

SUMMARY

Dependable **General Office Worker** with more than 10 years of transferable experience. Proven clerical, customer service and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records, and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using MS Word and WordPerfect
- Located desired information using the Internet

Customer Service

- Welcomed customers and visitors in a friendly and courteous manner
- Provided customers/clients with desired information in a timely manner
- Listened, calmed and assisted customers with concerns
- Established friendly and lasting relationships

Communication

- Utilized Internet email as an effective communication tool
- Answered phones in a courteous and professional manner
- Established rapport with diverse individuals and groups
- Demonstrated ability to express ideas in a team environment and influence action

RELATED VOLUNTEER EXPERIENCE

General Office Volunteer	Salvation Army – Tucson, AZ	5 Years
Elected Secretary	Parent Teachers Association (ISD 01) – Tucson, AZ	5 Years
Event Coordinator	Neighborhood Involvement Program – Phoenix, AZ	3 Years
Group/Activities Leader	Girl Scouts of America – Phoenix, AZ	4 Years
Family Manager	Self-employed – Tucson, AZ	7 Years

EDUCATION

GED: Maricopa County Action Program, Phoenix, AZ

CUSTOMER SERVICE MANAGER (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

PROFESSIONAL PROFILE

- **Quality Control:** Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- **Management:** Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- **Attention to Detail:** Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- **Project Execution:** Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- **Creativity:** Designed and conducted client surveys in order to obtain information about potential customers and to quantify reasons for service cancellations

SKILLS

- **Customer Service Software** - Complete familiarity with Zendesk, Freshdesk, and Kayako
- **Bilingual** - Native English speaker and conversational in Spanish
- **Conflict Resolution** - Trained in Conflict Resolution at Notre Dame

RELEVANT WORK EXPERIENCE

EDMARK SOFTWARE COMPANY

CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 - PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they delivered high quality customer care on a daily basis
- Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

VERIZON WIRELESS

CUSTOMER SERVICE | SAN ANTONIO, TX | 2009 - 2012

- Achieved an average of 95%+ customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL

BACHELOR OF SCIENCE IN MARKETING, MAY 2009

Electronic Résumé

Electronic résumés are being used more frequently as many mid-sized and large companies begin using computers to scan résumés. Job hunters need to know that computers read résumés differently than people do. Here are a few tips:

1. **Put your name as the first readable item on the page.**
2. Substitute a “keyword Summary” for your career objective.
3. Use nouns.
4. **Use Helvetica type** (or other non-serif font) and 10 – 14 point type.
5. Use white (preferred) or light-colored paper, printed on one side.
6. **Avoid italics, underlining, shading and graphics**, and horizontal and vertical lines; also avoid staples and folds.
7. **Choose keyword nouns that the computer/scanner will identify** as relevant to the job opening. For example, the key words for accountant might include “BS accounting, accounts payable, and accounts receivable.” The more key words, the better your chances of catching the employer’s attention.
8. **Avoid columns and tables**, although a simple two-column listing can be read without difficulty. Spell out symbols such as % and &.
9. **Consider using horizontal dividers** to break the Résumé into sections. You can use a row of any typewriter symbols (* - () = + ^ #).



Electronic Résumé

KATHY S. RESTON
restonk@somewhere.com
2457 Lakemont Drive
Raleigh, NC 27810
(919) 555-6456

OBJECTIVE: Drafter

KEYWORD SUMMARY

Blueprint, Process Flow Diagrams, Drafting, Instrumentation Diagrams, AutoCAD 14.0, Harvard Graphics 4.0, Lotus Suite, Excel, Document Control Files, Structural, Engineering, Electrical, Civil.

DRAFTING SKILLS

Process Flow Diagrams
Piping and Instrumental on AutoCAD 14.0
Charts and graphics using Harvard Graphics 4.0 and PowerPoint 97
Charts on Lotus Suite and Excel
Maintain document control files and documentation
Maintain bills of material using Excel software

WORK HISTORY

Drafter
Raleigh Blueprint & Design
Raleigh, NC
1995-2002

Drafter
Edwards Engineering
1993-95

EDUCATION

Wake Technical Community College, Raleigh, NC
Associate of Applied Science Degree, 1993
Major: Mechanical Engineering Technology

Electronic Resume Nursing Sample

John A. Nurse

101 Main Street
Your City, NY 10002
(617)555-1212

Registered Nursing Position

Education and Licensing

University of Pennsylvania, Bachelors of Science in Nursing, GPA 3.5/4.0
Advanced Practice Registered Nurse, Board Certified

Clinical Experience / Knowledge

- Pediatrics: New York State Hospital
- Psychiatric: My Home Center
- Surgical: Union County Hospital
- Maternity: Union County Hospital
- Geriatric: Muhlenberg Hospital

Career Achievements

- Elected as Nurse of the Year at Muhlenberg Hospital for innovative work done in the redesign of their Geriatric ward.
- Launched the Surgical Care program while at Union County Hospital, which was a program that provided a higher level of post surgical care for patients.

Clinical Nursing Experience

Union County Hospital, Your City, NY 9/2010 to present

Rehabilitation Nurse. Assisted with the post surgical care of amputees and those patients with knee and hip replacements. Frequently participated in inter-departmental teams addressing the need to make patient care more consistent by leveraging best practices.

Muhlenberg Hospital, My City, NY 10/2007 to 9/2010

Adult Health Care Nurse. Provided the direct supervision of Muhlenberg Hospital's adult health care staff and volunteer nurses. Responsible for the development and staffing of schedules to ensure proper coverage. Provided direct nursing care to patients as well as the administration of medications.

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Endorsements & Testimonials



Definition:

Where one or more of your references highlight your skills, character, and work ethic.

Example:

“...work ethic is outstanding...a pleasant person...willing and rapid learner...” – TJ, M.D.

BEATRICE WRIGHT

648 Yale Drive
Alexandria, VA 22314
Home 703.579.6492

Cell 703.528.3164
BWright@aol.com

*"Once in a while a
natural teacher is
born and Beatrice is
truly that person."*

Linda A. Rodgers
Village Green Day
School Director
Great Falls, VA

*"[Beatrice created] an
innovative, totally
integrated literature-
based curriculum ...
the children waited
with anticipation to
see where they would
be visiting next...
[Beatrice] presented
an environment
where children
entered the world of a
story ..."*

Patricia L. Dezelick
Parent & Teacher
Herndon, VA

*"...an incredible role
model for the staff."*

Lynne Simmons
President & Founder
Village Green Day School
Great Falls, VA

CAREER FOCUS

Creative and resourceful early childhood/elementary educator **dedicated to child and adult literacy**. Possess extensive **knowledge of children's literature and balanced literacy programs**. Experienced in multicultural classroom settings. Strong desire to work at grassroots level to educate inner-city children and adults on the importance of reading and literacy. Seeking admission to a graduate program specializing in **children's literature, language, and reading programs**. Expertise includes

Balanced Literacy Programs ▪ Curriculum Development ▪ Course Design
Classroom Management ▪ Educational Administration ▪ Lifelong Learning
Accreditation ▪ Grant Administration ▪ Training & Development
Curriculum Mapping ▪ Parent/Teacher Conferences ▪ Student Retention

EDUCATION

B.A. George Mason University, Fairfax, VA, anticipated May 2012 with honors & distinction
Major: Honors English ▪ Minor: History

EXPERIENCE

Preschool Teacher, George Mason Child Development Center, Fairfax, VA, 2011

- Instructed 17 three- and four-year-old children in twice-weekly class.
- Assisted with school's reaccreditation process.
- Coordinated children's classroom literature, including thematic and individual reading.

Preschool Teacher, Village Green Day School, Great Falls, VA, 2007–2009

- Instituted literature-based, early childhood curriculum at NAEYC-accredited school.
- Supervised two assistant teachers.
- Presented *Learning Through Literature* workshop at Northern Virginia Regional Teacher's Conference.
- Transformed classrooms with creative decorations that tied in with weekly themes and classroom reading.

Camp Director, American Camping Association, Great Falls, VA, Summers 2009–2011

- Supervised activities for 200 children at nationally accredited children's camp.
- Chaired curriculum-development efforts.
- Recruited, trained, and managed staff of 40 counselors and 8 administrative assistants.
- Implemented First Aid, CPR, and Blood-Borne Pathogen certification for staff members.
- Camp earned first-ever 100% rating from evaluator with 17 years of experience.

Manager, Children's Hour, New Orleans, LA, Summers 2008–2009

- Directed nonprofit literacy-awareness program for hospitals, schools, and pediatricians.
- Coordinated community book events and author visits.
- Promoted literacy awareness through seminars for teachers and administrators.

Summer Camp Director, U.S. Embassy, Community Service Association, Cairo, Egypt, 2004

- Orchestrated camp events and activities for 183 children from around the world.
- Created ethnically harmonious curriculum for diverse student group.
- Organized field trips to educational sites such as the Giza Pyramids.

AFFILIATIONS & COMMUNITY SERVICE

NAEYC Member ▪ Undergraduate English Society, George Mason University
Golden Key National Honor Society and English Honors Society
Virginia Association for Early Childhood Educators ▪ Read to Your Bunny Campaign
Northern Virginia Women's Shelter—Organized new children's library
Crescent House, New Orleans, LA—Raised \$800 in book donations for women's shelter

Kalista Jabert

555 Adams Street, Lowell, MA 01852 • 978-453-9988 • kjabert@verizon.net

"...Kalista has been a godsend for my son... her attentiveness and commitment have resulted in him making progress we never dreamed of..."

—Parent of Student,
2010

Sensitive, creative, and patient Special Education teacher with more than 12 years of experience in championing educational and developmental student needs. Master's-prepared professional who works collaboratively to develop innovative, age-appropriate solutions for behaviorally and emotionally challenged K–4 students.

Determined and tireless worker who forges strong relationships with other educators, administrators, and parents. Additional experience in delivering presentations, writing grants, and providing full-time care for special needs children.

EDUCATION

Fitchburg State College, Fitchburg, MA
M.Ed. in Early Childhood Education, 2004

Lesley College, Cambridge, MA
B.S. in Education
Dual Certification in Moderate Special Needs and Elementary Education with a Minor in Psychology

TEACHING EXPERIENCE

Special Education Teacher, Grades 1–4
Todd Alternative School—Lowell, MA
Fall 2005–Present

- Design and implement curricula to meet the individual needs of behaviorally/emotionally challenged special needs students.
- Brainstorm and strategize comprehensive behavioral management plans with teachers, aides, and parents.
- Chosen as Team Chairperson to lead development and implementation of individualized educational plans.

Fourth Grade Teacher
Summer School Program—Lowell, MA
Summer 2010

- Implemented and supplemented age-appropriate curricula to meet the needs of fourth-grade students working below grade level.
- Received "*Excellence in Teaching*" award from school principal.

Inclusion Specialist
Concord Public Schools—Concord, MA
Summer 2008

- Designed interactive workshop to facilitate understanding of daily disability challenges faced by students.
- Trained staff of 25 to work with children of varying disabilities in a regular camp setting.
- Collaborated with staff and designed activities to include a 7-year-old girl with tuberculosis in the regular Concord Recreation Program.

Third Grade Teacher

Donahue Elementary School—Lowell, MA
2002–2005

- Implemented and supplemented curricula in a regular third-grade classroom.
- Teamed with Chapter I, ESL, and Special Education teachers and devised curricula to meet the individual needs of the student population.
- Developed and taught thematic units to enhance student involvement and participation.

Behavior Management Program Teacher

Reilly Elementary School—Lowell, MA
1999–2002

- Developed a behavior management program that provided a positive and nurturing environment for students in grades 1–4.
- Implemented strong, comprehensive behavior modification programs to coincide with individualized academic programs.
- Conducted home visits that linked home and school as partners in development.

**RELATED
EXPERIENCE**

Grant Recipient

Innovative Teacher Mini-Grant, The Reynolds Foundation

- Wrote extensive grant request that won funding for a teacher-developed unit to match the Massachusetts Curriculum Frameworks. Titled *Creating the Sky*, it was a program that allowed children to create a sky consistent with the Earth and Space Science Strand.

Camp Fatima Counselor, Exceptional Citizens' Week

Meredith, NH
Summers 2003–Present

- Selected as counselor at Camp Fatima, a charitable overnight summer camp for disabled children. Requested to return for 9 consecutive summers.
- Paired with one severely disabled camper and performed all living, health, and personal care needs for an entire week.
- Led local fund-raising events, such as bake sales and donor drives, throughout the year to benefit camp.

Behavioral Consultant

Lowell Public Schools—Lowell, MA
Spring 2009

- Developed and presented 5 interactive workshops for teachers and administrators on behavioral management at the Sullivan Elementary School.

Curriculum Vitae (CV) vs. a Resume

What Is the Difference Between a Resume and a CV?

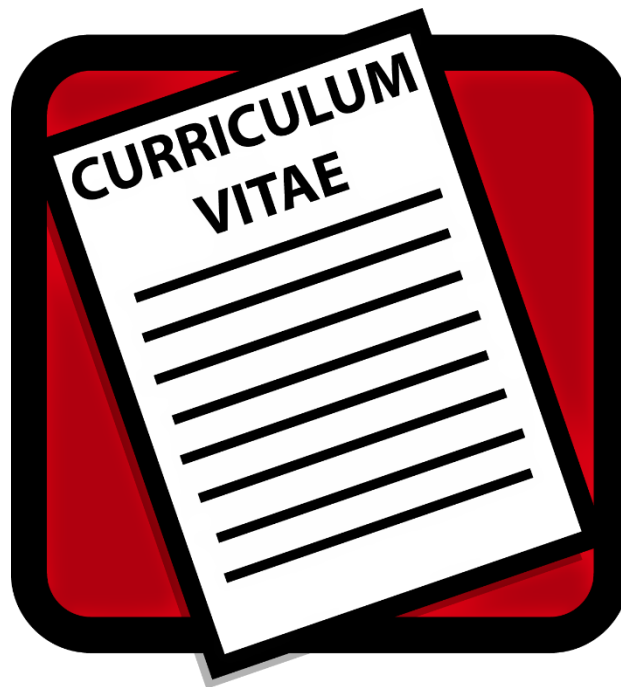
The primary differences between a [resume](#) and a [curriculum vitae \(CV\)](#) are length, what is included, and what each is used for. While both are used in job applications, a resume and a CV are not always interchangeable.

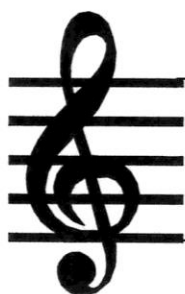
What Is a Curriculum Vitae?

Like a resume, a curriculum vitae (CV) provides a summary of one's experience and skills. Typically, **CVs are longer than resumes – at least two or three pages.**

CVs include information on one's academic background, including teaching experience, degrees, research, awards, publications, presentations, and other achievements. CVs are thus much longer than resumes, and include more information, particularly related to academic background.

A **curriculum vitae summary** is a one-to-two-page, condensed version of a full curriculum vitae. A CV summary is a way to quickly and concisely convey one's skills and qualifications. Sometimes large organizations will ask for a one-page CV summary when they expect a large pool of applicants.





ELENA S. JUAREZ, MUS.A.D. Professor — Bassoon

3378 Park Avenue • New York, New York 05590

Home: 212.968.6744 • Mobile: 212.968.7433 • musicprofessor@abcx.com

CAREER PROFILE

*Distinguished career as a **bassoonist, international performer, and music educator** with 15 years of experience in universities, private school, private studio, and orchestras. Demonstrated talent in motivating students and aspiring musicians, guiding them to realize their professional talents. Mus.A.D. in **Woodwind Performance**. Trilingual in English, Spanish, and French.*

EDUCATION

NEW YORK UNIVERSITY, COLLEGE OF FINE ARTS, NEW YORK, NEW YORK	2007
Doctoral of Musical Arts: Woodwind Performance; GPA: 3.89	
♫ Graduation with Distinction for "distinguished work beyond the scope of the degree"	
♫ Awarded full University School of Music Scholarship and Dean's Scholarship	
UNIVERSITY OF NORTH CAROLINA, CHAPEL HILL, NORTH CAROLINA	2002
Master of Music with High Honors: Bassoon Performance; GPA: 3.84	
♫ Recipient of full-tuition scholarship under Professor Lorenzo Lamas	
ACADEMY OF MUSIC, LONDON, ENGLAND	1997
Certificate of Advanced Studies in Bassoon and Bassoon Education	
♫ Studied under direction of Professor Leonard Newton	
CONSERVATORY OF MUSIC, PARIS, FRANCE	1996
Music Degree with High Honors: Bassoon Educator	

ADDITIONAL STUDY

INTERNATIONAL SOMERS ACADEMY, COLOGNE, GERMANY	1998
Certificate in Bassoon	
♫ Studied under direction of Professor Claudius Thurneman	

TEACHING EXPERIENCE

FAIRFIELD UNIVERSITY, COLLEGE OF FINE ARTS, FAIRFIELD, CONNECTICUT	2007 to present
Assistant Professor—Woodwinds Department	
♫ Teach bassoon to graduate and undergraduate students as well as to non-music majors with various musical backgrounds. Provide lessons in musicianship skills, theory, improvisation, and performance techniques.	
NEW YORK UNIVERSITY, COLLEGE OF FINE ARTS, NEW YORK, NEW YORK	2003 to 2007
Graduate Teaching Assistant	
♫ As assistant to Professor Alfredo Patini, provided coaching and conducted Chamber Music Groups. Guided students in defining their career goals. Designed course curriculum and coordinated lab instruction in reed making.	

Page 1 of 3

LOOMIS PRIVATE ACADEMY, NEW YORK, NEW YORK

Instructor

2004

- ♫ Provided classroom and individual instruction in bassoon, oboe, and clarinet to all woodwind students and marching band members. Substituted for conductor during his absence.

Private Bassoon Instructor, CHAPEL HILL, NORTH CAROLINA

- ♫ Provided individual lessons in bassoon for private clients.

2000 to 2002

ORQUESTRA SINFONICA AND CONSERVATORIO DI MUSICA, FLORENCE, ITALY

1996 and 1998

Bassoon Instructor

- ♫ Taught bassoon and promoted the study of bassoon to new performers. Provided instruction in techniques, music theory, history, and other aspects.

PROFESSIONAL EXPERIENCE — BASSOON PERFORMER

Highland Symphony Orchestra, New York, New York

- 2012: Music by Mozart, Strauss, Offenbach, Gershwin, Tchaikovsky, Sousa
2012: Music by Vanhal, Wagner, Beethoven
2012: Chamber music performances
2011: Peter and the Wolf & Instrument Showcase
2011: Music by Respighi, Tchaikovsky, Anderson
2011: Music by Beethoven, Martin, Nielsen
2010: Music at Sunset at the Abbey Jazz & Classical Concerts
2010: Music by Vivaldi, Strauss, Rachmaninoff, Barber, Williams, Tchaikovsky
2010: Music by Adams, Smetana, Ives
2009: Music by Beethoven, Mackey, Mendelssohn
2009: Music by Kapilow, Kabalevsky
2008: Music by Worlock, Handel, Finzi
2008: Music by Mozart, Copland, Brahms

South Coast Community Chorale, Boston, Massachusetts

- 2011: Music from Mozart's Requiem & Rutter's Magnificat

Boston University Wind Ensemble, Boston, Massachusetts

- 2010: Music by American Composers

Nantucket Symphony Orchestra, Nantucket, Massachusetts

- 2010: Various Pops Pieces

Boston University Symphony Orchestra, Boston, Massachusetts

- 2009: Chorale—Variationen über das Weihnachtslied, "Vom himmel hoch da kommich her" by J.S. Bach; Symphony No. 1 (1986) by Christopher Rouse (b. 1949); Symphony No. 8 in C major and Op. 88 by Antonin Dvorak

Miami Symphony, Miami, Florida

- 2007: Music by Stravinsky, Rachmaninoff, Bernstein, Vaughan Williams, George Gershwin
2007: Music by Strauss, Lehar, Kalman, Von Suppe

Atlantic Classical Orchestra, Stuart, Florida

- 2006: Vivaldi Sinfonia No. 3 in G Major, RV 149; J.S. Bach Symphony No. 6 in G minor, Op. 6; Holst St. Paul's Suite, Op. 29; Fauré Pavanne
2006: Telemann Overture in D Major; Strauss Oboe Concerto in D Major; Beethoven Symphony No. 1 in C Major, Op. 21

SOLOIST PERFORMANCES — BASSOON

New York University, New York, New York

- 2007: Soloist—Doctoral Recital for Bassoon and Piano, music by Telemann, Etler, Schumann
- 2006: Soloist—Doctoral Recital for Bassoon and Piano, music by Vivaldi, Danzi, Glinka, Poulenc
- 2005: Soloist—Doctoral Recital for Bassoon, Harpsichord, and Piano, music by Bertoli, Lauro

University of North Carolina, Chapel Hill, North Carolina

- 2002: Soloist—Master's Recital for Bassoon, music by Fasch, Devienne, Saint-Saëns, Poulenc

Orchestra Sinfonica, Florence, Italy

- 2001: Soloist—Concerto for Bassoon, Johann Nepomuk Hummel
- 2000: Soloist—Concerto for Bassoon and Orchestra K491, Wolfgang Amadeus Mozart
- 1993–1999: Performed as bassoonist on international tours to several cities in Europe, Japan, South America, and United States (Tanglewood, MA) under the direction of world-renowned conductors Eduardo Mata, Tsutsumi Shunsaky, Manuel Galduf, Akira Endo, and many others.

Academy of Music Orchestra, London, England

- 2005: Soloist—Concerto for Bassoon and String Orchestra in A Minor, Antonio Vivaldi
- 2004: Soloist—Concerto for Bassoon and Orchestra K491, Wolfgang Amadeus Mozart
- 2003: Soloist—Recital for Bassoon and Piano, music by Jolivet, Rachmaninoff, Grovlez

Orchestra of Spain, Barcelona, Spain

- 1996: Soloist—Concerto for Bassoon and Orchestra, Carl Maria Von Weber
- 1995: Soloist—Concerto for Oboe, Bassoon, and Chamber Orchestra in G Major, Antonio Vivaldi

REFEREED CONFERENCES

Attended the International Double Reed Society Conferences:
England—2006; Germany—1999; England—1996

AFFILIATIONS

American Federation of Musicians
Musicians Association Local 4-666
International Double Reed Society

Career Portfolio





Career Central™ Advice

Career Portfolios: Getting Started

Validating the claims you make in your résumé and cover letter.

Career portfolios: Proof of your potential.

Traditionally associated with artists and other creative types in the job market, portfolios are joining the digital age. Bulky cases and three-ring binders are being reinvented to fit today's sleek, versatile medium: the Internet. Job seekers from designers to teachers and dental hygienists can easily create an effective online collection of files and documents that showcase their strengths, market their individuality, and improve their chances of being hired.

Why create an online career portfolio?

Unlike cover letters that briefly explain your job eligibility, or résumés, which simply list your qualifications and experience, career portfolios provide an in-depth picture of who you are and what you've accomplished. Digital documents, multimedia examples of your work, personal statements, achievements, and references tangibly support what you claim in your cover letter and résumé.

Online career portfolios are a powerful tool to market you. They exhibit your capabilities by neatly bundling digital work samples, audio and video clips, recommendations, awards, personal experience and more, into one easily accessible, easily updatable package.

Plus, online portfolios can save time. Present your materials to employers well in advance of an in-person interview, possibly even before other candidates do; you may be hired sooner.

It's your life: What to include.

Consider what is relevant to you and your job search. Here, activities, evaluations, citations, events, and commentaries not included in your résumé have a forum.

Organize and build your online career portfolio around your major and interests. Keep in mind that a music portfolio will include different samples from ones for aviation mechanics or nursing. Also, career portfolios need to be updated and/or re-organized as needed, depending on your target job, to reflect your growth and capabilities.

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Begin with but don't limit yourself to the following:

- educational transcripts, diplomas, certificates
- honors, citations, letters of recommendation
- scholarships, and awards
- photos and videos; music and audio samples
- internships and co-op experiences
- workshops and seminars you've attended
- sports and co-curricular leadership positions
- travel, languages, relevant hobbies
- volunteer and community service
- performances and presentations
- published or printed works

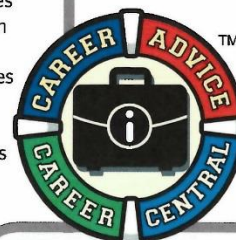
Note: An online career portfolio is open to public scrutiny; use common sense and discretion when uploading. Don't include anything you wouldn't want a potential employer to view. Be aware of copyright, sensitive business, and privacy issues. For example: You may not own rights to some of the material you created during an internship, believe it or not.

Paper to PDFs, paint to pixels.

Be efficient, save time: Scan and digitize all files and documents into locked PDFs as soon as you can. Keep file sizes small. Only upload items — Word docs, .jpg, .mpg, etc. — that you feel represent your best work. Organize files in a logical sequence. Provide clear, concise descriptions and statements. Present yourself professionally and address the recruiter's needs; it will make it easier for them to take you seriously and assess your fit into the company.

Build it and keep it for life, FREE.

The beauty of your CollegeCentral.com career portfolio is that it can be continually updated after graduation as you evolve and grow in your career. So whether you're a student seeking a first-time job, or an alumna/us changing employment, your online career portfolio remains an informative biographical record and an effective marketing tool.



i n a nutshell:

Like all tools, online career portfolios are a means to an end, so use them!

- **Be relevant, clear, organized, and professional**
- **Formats: DOC, XLS, PDF, GIF, JPEG, MPG, MOV, SWF**
- **Check that there are no copyright infringements to what you upload as samples**
- **Don't post anything you may regret later**
- **Update where / when needed**
- **Portfolios include Career, Art and Design, Dance, Music, and Theater**
- **Full online HELP instructions are available after registering at CollegeCentral.com**

Your career portfolio is a portrait of you. Make sure the image is clear.

CollegeCentral.com/type your CCN name here

Visit the above URL to access our school's exclusive jobs database **and MORE!**

0212

EXAMPLE: Business Administration Career Portfolio

The contents of this portfolio are for reference purposes only. Links have been disabled.

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Sample University

Career Center: (555) 555-5555 | [Email](#)

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Portfolio of Manuela Smith

Personal Qualities, Strengths and Skills (click on the image to view)



Writing Sample - Grant Application

The attached document is a grant application I helped write for Body Awareness--a nonprofit organization to which I volunteer my time because I believe in their efforts to educate and help change the way women and girls view their bodies, and find ways to incorporate healthy eating and exercise habits into our ever-more-complicated lives.



Team RPM - Champion Cycling Team

I have served as club president of Team RPM since 2008 and have led the team to several victories in the last 24 months.

Education, Coursework and Training (click on the image to view)



Unofficial Transcript 2008-2009

My unofficial transcript for the current Academic Year.



Fundamentals of Successful Project Management

Certificate of Attendance - SkillPath Seminar. Topics covered: how to create and implement a project plan, monitor progress and correct as necessary, and deliver as promised. I learned how to make projects an orderly progression of completed objectives.

Work-Related Experience (click on the image to view)



Market Attributes Snapshot Report

Sample report of the type I helped research and write for various clients during my Summer Internship with Extron Electronics. My responsibilities included verifying and analyzing data, summarizing the data, and creating first drafts of reports for presentation to clients.



Competitive Analysis Report - Extron Electronics

Report on various international markets and economies created as part of my Summer Internship with Extron Electronics.

Activities, Interests, and Life Experiences (click on the image to view)



Habitat for Humanity Green Legacy Build Blitz

Video profiling my involvement in the Habitat for Humanity Green Legacy Build Blitz in Phoenix, AZ. I was responsible for creating oral presentations for community leaders in preparation for project launch. The project was one of the most successful in the organization's history.



March of Dimes for Babies

Short video featuring my involvement with March of Babies, the program created by March of Dimes to support research and other programs focusing on premature babies and their families. I organized several successful fund raising drives for my local team and was elected Most Valuable Volunteer for the 2009 event.

Accomplishments, Honors, and Awards (click on the image to view)



Sample U. Monitor News

A sample of my college newspaper, the *Sample University Monitor News*, for which I have been the Managing Editor since Spring 2007.



Semester Abroad - Salamanca, Spain

My International Host Family for my Semester Abroad in Salamanca, Spain in 2007

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Overview

Degree Bachelors

Major Marketing

Graduation June 2012

Phone (123) 456-7890

Email [Email](#)

Personal Website

View more of my work on [my website](#).

Personal Statement

Professional Objective: Hardworking and ambitious individual with solid academic background and experience in marketing, seeking an entry-level position with a Fortune 500 company where she can help increase revenue and develop new products and services.

Profile: Outstanding verbal and written communications skills; energetic and enthusiastic; sports-minded and a team player.

Languages

Language: Spanish

Spoken Fluency - **Advanced**

Written Fluency - **Advanced**

EXAMPLE: Theater Career Portfolio

The contents of this portfolio are for reference purposes only. Links have been disabled.

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Sample University

Career Center: (555) 555-5555 | [Email](#)

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Ask around. The Network works.

[Home](#)

[John Smith](#)

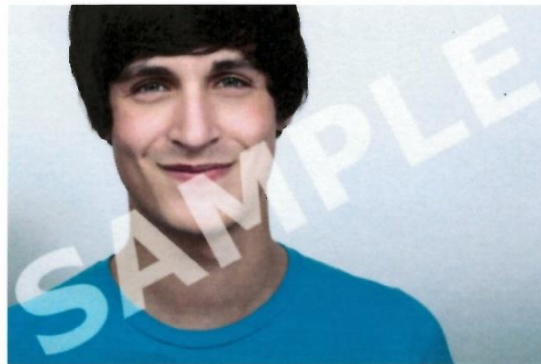
[Help](#)

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Portfolio of John Smith

[Photo Gallery](#) (click on the image for a larger view)



Education/Training

School Name	Instructor	Coursework	Date
Michael Howard Studios	Michael Howard	Scene Study	2009
Clown School of San Francisco	Christian Lewis	Clown Character Development	2008
Tisch School of the Arts	Geoffrey Home	Method Acting 101	2007-2008
Delaware Valley Dance Academy	Martha Graham	Tap, Ballet, Jazz	2003-2008

Credits/Work Experience

Project Title	Role	Company/Venue	Director/Producer
THEATRE			
Alice in Wonderland	Tweedle Dee	Children's Theater of Minneapolis	Harold Prince, Producer
Grapes of Wrath	Tom Joad	Steppenwolf Theater Co.	Kevin Moriarty, Director
Romeo and Juliet	Tibalt	Dallas Theater Center	Harold Prince, Producer
VOICEOVER/RADIO			
Dunkin' Donuts	Caffeinated Teen	Dunkin' Brands	Saatchi & Saatchi, NY
Transformers Radio Ad	Main Voiceover	Mattel, Inc.	

[Media](#) (click on the image to view)



Compilation of Recent Work in Film

I have appeared in several Independent Films recently. These experiences helped me to develop good relationships with fellow actors currently in the field.



Commercial Reel - Ford Motor Company

Overview

Degree	Bachelor of Fine Arts
Major	Theater
Graduation	June 2009
Phone	(123) 456-7890
Email	Email

Highlights

Professional/Stage Name
John Smith Doe

Represented by
Mary Smith, Columbia Arts Management
1234 Johnson Drive
Chattanooga, TN 45455

Personal Statement

Before joining the Theater Program at Sample University I had a passion for and had been intrigued by acting. I joined a theatre group where we performed every six months at the Bob Hope theatre. From this I was given a scholarship to join another theatre association where I developed further skills as an actor and as an individual. During these classes I trained in dance and singing, helping my confidence to grow and further my passion in acting.

Union Affiliation
Equity

Willing to work for no pay?
Yes

Willing to travel for work?
No

Attributes & Skills

Age Range
Teen (ages 13-17);
Young Adult (ages 18-29)

Male/Female Roles
Male; Female

Work Experience
Commercial; Dance; Stage; Voiceover

Height
Average

Weight
Slim

Ethnicity
Caucasian/White

Basic Skills
Accents/Dialects; Clown Training; Dance;
Driver's License; Foreign Language;
Improvisation; Shakespeare Training; Singing

Additional Skills
Knitting, Costume Design

Voice Type
Baritone



I appeared in the most recent commercial for the 2010 Ford F150 Truck.



Performance Video - Ease On Down The Road

The University of Michigan Musical Theatre majors from the Dance Workshop fall 2005 class present "Ease On Down The Road" from THE WIZ choreographed by Jake Wilson. DANCERS: Darren Biggart, Sydney Jones, Mary Smith, and myself.



Performance Video - Law & Order

This is a clip of my performance in Law & Order in 2009.



New York Times Review

Chief theater critic of the New York Times, Ben Brantley, made some glowing comments about my recent juggling performance with The Big Apple Circus. Thanks, Ben!



Concert Performance - Broadway Melody

By way of MySpace.com, this video features my performance with the Manhattan Symphony Orchestra.

Additional Details

I am also certified as an operator of heavy machinery such as forklifts and excavating equipment.

Languages

Language: **German**

Spoken Fluency - **Basic**

Written Fluency - **Advanced**

Language: **Spanish**

Spoken Fluency - **Basic**

Written Fluency - **Basic**

Websites

[My Personal Website](#)

Honors & Awards

2008 - Good Housekeeping Award

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ACTION VERBS FOR RÉSUMÉ WRITING

Accounting, Finance

Absorbed	Calculated	Divested	Increased	Reimbursed
Accrued	Captured	Doubled	Invested	Renegotiated
Accumulated	Closed	Earned	Liquidated	Reported
Adjusted	Collected	Economized	Locked	Represent
Allocated	Compared	Eliminated	Made	Researched
Allotted	Computed	Estimated	Managed	Sold
Analyzed	Controlled	Exceeded	Minimized	Sourced
Audited	Corrected	Executed	Originated	Spent
Averted	Counteracted	Factored	Planned	Stretched
Balanced	Cut	Financed	Prepared	Trimmed
Boosted	Decreased	Forecast	Projected	Underwrote
Bought	Defrayed	Formulated	Purchased	
Bridged	Disbursed	Funded	Reconciled	
Brought	Disposed	Gained	Recovered	
Budgeted	Distributed	Generated	Reduced	

Administration & Operations

Abbreviated	Circumvented	Fashioned	Obtained	Requested
Abolished	Classified	Filed	Omitted	Retooled
Accepted	Cleaned	Followed	Operated	Revamped
Accomplished	Cleared	Formed	Ordered	Reviewed
Acted	Commenced	Forwarded	Organized	Revised
Adapted	Complied	Fulfilled	Outlined	Rotated
Adhered	Confirmed	Gathered	Oversaw	Scanned
Adjusted	Consolidated	Grouped	Packaged	Scheduled
Administered	Continued	Handled	Packed	Screened
Admitted	Coordinated	Held	Pared	Sequenced
Advised	Corrected	Hurried	Perceived	Set
Aided	Counseled	Implemented	Placed	Shipped
Alerted	Delegated	Imported	Prepared	Shortened
Altered	Designated	Incorporated	Printed	Sourced
Amended	Detailed	Integrated	Prioritized	Specified
Appointed	Dispatched	Interpreted	Procured	Studied
Approved	Disseminated	Invented	Produced	Submitted
Arranged	Divided	Inventoried	Proposed	Supplied
Arrived	Documented	Learned	Provided	Supported
Authorized	Enforced	Maintained	Received	Surveyed
Bid	Enhanced	Marked	Recommended	Tended
Calmed	Enlisted	Measured	Recorded	Totaled
Carried	Enrolled	Modified	Registered	Tracked
Caused	Entered	Molded	Released	Typed
Chaired	Examined	Monitored	Relieved	Used
Changed	Extended	Moved	Remained	Validated
Checked	Fabricated	Multiplied	Remodeled	Verified
Chose	Facilitated	Notified	Reorganized	

ACTION VERBS FOR RÉSUMÉ WRITING

Communications

Acknowledged	Called	Drafted	Interpreted	Recognized
Acquainted	Chronicled	Edited	Introduced	Replied
Addressed	Circulated	Elaborated	Kept	Represented
Advertised	Clarified	Elicited	Mediated	Resumed
Aimed	Communicated	Engaged	Moderated	Routed
Answered	Composed	Explained	Negotiated	Settled Spoke
Appealed	Conveyed	Expressed	Persuaded	Spruced
Arbitrated	Corresponded	Fielded	Praised	Strengthened
Aroused	Critiqued	Focused	Presented	Suggested
Asked	Defined	Garnered	Produced	Thanked
Assessed	Delineated	Greeted	Profiled	Translated
Associated	Demonstrated	Heightened	Proofread	Voiced
Avoided	Described	Hosted	Publicized	Wrote
Blended	Diffused	Indicated	Published	
Briefed	Discussed	Influenced	Queried	
Broadened	Disseminated	Informed	Reached	

General Professional

Accomplished	Challenged	Finished	Overhauled	Stimulated
Achieved	Cited	Functioned	Participated	Streamlined
Advanced	Collaborated	Furthered	Partnered	Strengthened
Ascended	Committed	Graduated	Performed	Succeeded
Attained	Communicated	Improved	Processed	Tackled
Augmented	Completed	Increased	Progressed	Thrived
Awarded	Conserved	Initiated	Promoted	Upgraded
Balanced	Contributed	Led	Proposed	Volunteered
Began	Cooperated	Mastered	Read	Won
Benefited	Created	Named	Selected	Worked
Branded	Elected	Nominated	Sent	
Brought	Exceeded	Offered	Sharpened	
Caught	Facilitated	Optimized	Solved	

Human Services, Health Care

Advocated	Dedicated	Enriched	Intervened	Prescribed
Cared	Devoted	Fostered	Kindled	Reconciled
Comforted	Eased	Healed	Lifted	Referred
Consoled	Embraced	Helped	Nursed	Rehabilitated
Counseled	Encouraged	Interceded	Nurtured	Touched

Teaching, Staff Development

Adapted	Coached	Empowered	Mentored	Informed
Addressed	Collaborated	Enabled	Quizzed	Inserviced
Affirmed	Communicated	Equipped	Reinforced	Instructed
Cautioned	Conducted	Grouped	Reiterated	
Celebrated	Demonstrated	Guided	Taught	
Charted	Designed	Implemented	Trained	
Clarified	Educated	Lectured	Influenced	

ACTION VERBS FOR RÉSUMÉ WRITING

Management

Abandoned	Constructed	Initiated	Paced	Revitalized
Abated	Consulted	Inspired	Pepped	Rewarded
Accelerated	Contracted	Instilled	Piloted	Seized
Allayed	Converted	Instituted	Planned	Shaped
Alleviated	Dealt	Invited	Pointed	Sponsored
Amassed	Delivered	Issued	Presided	Steered
Anticipated	Designed	Joined	Profited	Stimulated
Appraised	Determined	Knitted	Pruned	Supervised
Approached	Developed	Led	Pushed	Tagged
Appropriated	Devised	Lessened	Raised	Tied
Assembled	Directed	Listened	Rallied	Took
Blocked	Directed	Looked	Profited	Transformed
Bundled	Empowered	Managed	Pruned	Turned
Charged	Ended	Mandated	Pushed	Undertook
Charted	Established	Maneuvered	Raised	Unified
Commanded	Evaluated	Merged	Rallied	United
Commended	Exchanged	Merited	Recruited	Upheld
Commissioned	Expanded	Mobilized	Rectified	Valued
Complemented	Experienced	Modeled	Redirected	Viewed
Conceived	Experimented	Motivated	Reengineered	Weathered
Conducted	Found Framed	Mounted	Replaced	Withstood
Conferred	Headed	Narrowed	Retained	Wove
Considered	included	Navigated	Returned	Yoked
Consolidated	Influenced	Overcame	Reversed	

Sales, Sales Support, Customer Service

Accentuated	Cemented	Gained	Marketed	Set
Achieved	Closed	Gave	Mended	Snagged
Acquired	Consummated	Generated	Monopolized	Sold
Added	Convinced	Grew	Negotiated	Solicited
Adopted	Cultivated	Hoisted	Nurtured	Spurred
Advised	Displayed	Ignited	Opened	Swayed
Annihilated	Doubled	Incited	Outdistanced	Swept
Appeased	Drove	Infused	Penetrated	Tapped
Aspired	Enlarged	Interested	Pursued	Topped
Bettered	Enticed	Involved	Quadrupled	Traveled
Blotted	Established	Jacked up	Ranked	Tripled
Boasted	Exercised	Launched	Rebuilt	Urged
Broke	Familiarized	Leveraged	Related	Vaulted
Built	Forged	Linked	Renewed	Won
Catered	Fought	Made	Secured	

REFERENCES



3 TO 5 NEEDED

JOHN DOE

1400 Smith Street, Baltimore, MD 21216, doej@sandhills.edu, 910-695-3735

References

Jack Deer
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University of Wisconsin-Peach Way
2420 Nicolet Drive
Peach Way, NC 28374
(910) 465-2354
djack@sandhills.edu

Patricia Kent-Jones, Ph.D.
Associate Professor
University of Wisconsin-Green Bay
2420 Nicolet Drive
Green Bay, WI 54311
(920) 465-0991
jonesp@sandhills.edu

Drew Cash
Executive Director
Tango and Cash Investments
2211 Webster Street
Green Bay, WI 54301
(920) 469-5757
cashd@sandhills.edu

Sample Cover & Networking Letters



Sample cover letter

John Ryan
15 Spring Road
Hamlet, LS 41112
(545) 555-5555

January 5, 2009

Mr. Brian Carson
Hiring Manager
Rest Easy Hotel
Hamlet, LS 41112

Addresses are omitted for
e-mailed cover letters

Letter is addressed to a specific
individual, if possible

State position
applied for

Dear Mr. Carson:

The management trainee position you advertised in today's *Hamlet Gazette* greatly interests me. The Rest Easy Hotels have always served as landmarks for me when I travel, and I would like to contribute to their continued growth. I have enclosed my résumé for your review.

Sell
yourself

In May, I will be graduating from Large State University with a degree in business. While in school, I developed strong organizational and customer service skills. As a dormitory assistant, I organized events, led meetings, and assisted students. As treasurer of the Business Society, I maintained the budget and presented budget reports. My summer jobs also required extensive interaction with the public. I believe these experiences have prepared me for your management trainee position.

I would appreciate the opportunity to discuss my qualifications more fully in an interview. I can be reached at (545) 555-5555. Thank you for your consideration.

Sincerely,

Place your phone
number near the end

Request an interview

John Ryan

Sign each letter

John Ryan

Enclosure

Jane Doe
P.O. Box 415223
Carthage, NC 28327
Cell (910) 555-1212

September 26, 2008

Pinehurst Surgical Clinic
5 First Village Drive
Pinehurst, NC 28374

Dear Sir:

It is with great enthusiasm that I am seeking employment at Pinehurst Surgical Clinic. Your facility has a great reputation for quality care. I am especially interested in job opportunities for Practical Nurses and would look forward to acquire work experience in a highly recommended institution.

Communication, compassion, service, verbal, instructional skills and a strong work ethic are all qualities that I would be able to bring to Pinehurst Surgical Clinic. At this time I have completed the Licensed Practical Nurse course at Sandhills Community College and have passed the NCLEX-PN exam.

As you will note on my résumé, I worked in a variety of medical jobs which introduced me to clients of all ages and socio-economic backgrounds.

I look forward to meeting with you to further discuss my qualifications and opportunities associated with working for Pinehurst Surgical Clinic. I am sure you will find my character and work ethic make me a strong candidate for this position.

My schedule is flexible and I can be reached at 910-555-1212 or 910-555-2852. Thank you.

Sincerely,

Jane Doe

1600 Sherman Ave., #301
Evanston, IL 60208

January 16, 2011

Prospecting Letter

Mr. Brett Newkirk
Director of College Recruiting
Midwest Mercantile Company
4500 Randolph Drive
Chicago, IL 60601

Dear Mr. Newkirk:

I read your company's description in NACE's *Job Choices: Diversity Edition* and would like to inquire about employment opportunities in your management training program. I want to work in retail management and would like to remain in the Chicago area after graduation.

I shall receive my B.S. degree in communication studies this May. My interest in business started in Junior Achievement in high school and developed further through a variety of sales and retail positions during college. My internship with a large department store convinced me to pursue a career in retail. When I researched the top retailers in Chicago, Midwest Mercantile emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional environment I seek.

My resume is enclosed for your consideration. My education and experience match the qualifications you seek in your management trainees, but they don't tell the whole story. I know from customer and supervisor feedback that I have the interpersonal skills and motivation needed to build a successful career in retail management. And my relatively extensive experience gives me confidence in my career direction and in my abilities to perform competently.

I know how busy you must be during this time of year, but I would appreciate a few minutes of your time. I shall call you during the week of January 23 to discuss employment possibilities. In the meantime, if you need to contact me, my number is 847/491-8843 and my e-mail is a-chen@northwestern.edu.

Thank you very much for considering my request. I look forward to talking with you.

Sincerely,



Amy Chen

Networking Letter

543 Clark St.
New York, NY 20002

October 21, 2010

Ms. Jennifer Hundahl, Partner
Dewey and Howe Brokerage, LLP
1400 Broad Street
New York, NY 10004

Dear Ms. Hundahl:

Dr. Clifton Carr, professor of economics at City College, suggested that I contact you. He thought that, as an alumna, you would be in an excellent position to assist me with a career decision.

As an economics student, I am exploring which career path to pursue. Securities, trading, and investment banking work all sound interesting to me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term career implications of each path as well as a better understanding of the day-to-day activities of a broker.

I shall call you next week to see if we can arrange a brief meeting at your convenience. Thank you for considering my request.

Sincerely,

Allison Harris

Allison Harris

1225 Chicago Ave.
Evanston, IL 60208

March 14, 2011

Ms. Mary Lou Nelson
Manager of Human Resources
Continental Industries, Inc.
2900 Rosemont Blvd.
Rosemont, IL 60018

Application Letter

Dear Ms. Nelson:

I am applying for the web developer position that was advertised with Northwestern University Career Services this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C, C++, .NET, PHP, Visual Basic, Assembler, Java, and MSSQL. In addition, I have extensive experience with several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, Dreamweaver, and Microsoft Visual Studio. My experience as a department computer consultant gave me exposure to both PC (Windows 2000, NT, XP, Vista) and Macintosh OSX platforms, as well as Microsoft Active Directory Novell and NT LANs. Additionally, I worked as a summer intern in computing operations for a major city newspaper where I gained knowledge of enterprise systems, content management systems, and e-commerce operations. My enclosed resume provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Continental Industries, Inc. Your firm has an excellent reputation and comes highly recommended to me.

Would you please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity? I shall call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at 847/683-4388 or m-lopez@northwestern.edu.

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

Sincerely yours,

Maria Lopez
Maria Lopez

Thank-You Letter

2913 Baxter Rd.
Virginia Beach, VA 23465

January 25, 2011

Dr. Foster Walker, Director
Technical Design Group
Atlantic Engineering Systems, Inc.
1220 Warwick Ave.
Newport News, VA 23607

Dear Dr. Walker:

Thank you very much for interviewing me yesterday for the associate engineer position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for the position and my interest in working for AES were strengthened as a result of the interview. My education and cooperative education experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 804/685-5555 or r-rameriz@aol.com if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Robert Rameriz

Robert Rameriz

725 University Place, #321
Evanston, IL 60208

April 20, 2011

Melissa Lang, Ph.D.
Executive Director
The Northlight School of Performing Arts
8989 Wagner Rd.
Glenview, IL 60025

Withdrawal Letter

Dear Dr. Lang:

I am writing to inform you that I am withdrawing my application for the program coordinator position with the school. As I indicated in my interview with you, I have been exploring several employment possibilities. This week I was offered an administrative position with a local city government and, after careful consideration, I decided to accept it. The position provides a very good match for my interests at this point in my career.

I want to thank you very much for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. You have a fine school, and I wish you and your staff well.

Sincerely,

Heather Ferguson

Heather Ferguson

1507 North Lake Shore Drive
Chicago, IL 60606

April 24, 2011

Acceptance Letter

Mr. Jack Wisniewski, Division Manager
Data International Corporation
1212 Corporation Lane
Northbrook, IL 60022

Dear Mr. Wisniewski:

I am writing to confirm my acceptance of your employment offer of April 20, and to tell you how delighted I am to be joining Data International in Northbrook. The work is exactly what I have prepared to perform and hoped to do. I feel confident that I can make a significant contribution to the corporation, and I am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:00 a.m. on July 1, and will have completed the medical examination and drug testing by the start date. Additionally, I shall complete all employment and insurance forms for the new-employee orientation.

I look forward to working with you and your fine team. I appreciate your confidence in me and am very happy to be joining your staff.

Sincerely,

Audra Nappi

Audra Nappi

10

THINGS TO DO BEFORE YOU WRITE RESIGNATION LETTER

SUPPORT NETWORK

- Get your support network in place

FINANCE

- Organize your finances

CALENDAR

- Create your own countdown calendar

PERKS

- Use your benefits

STANDARDIZE

- Spend a little time at the end of each day organizing your files

WIND UP

- Begin some light packing

CONTACTS

- Prepare a list of people, that you want to contact before you leave

CREDENTIALS

- Keep your credentials up to date

ASK FOR REVIEW

- Ask for a performance review

PORTFOLIO

- Build your portfolio

BROUGHT TO YOU BY



WWW.JOBCLUSTER.COM

What to include in your resignation letter

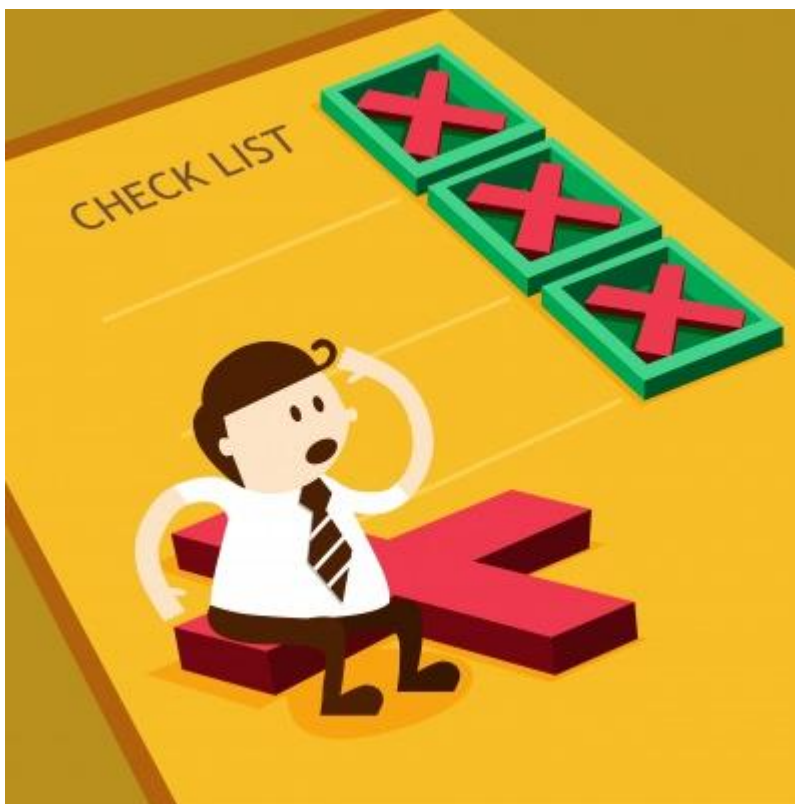


Image courtesy of 1shots at FreeDigitalPhotos.net

We've seen a lot of resignation letters! Trust us when we say – keep it simple and straightforward. You never know whether you might have to turn back to this same employer in the future. There are certain things that are standard which need to be there along with any additional information that you want to communicate. A resignation letter must include:

- ⇒ **Formal statement of resignation**
- ⇒ **Your last working day**
- ⇒ **A thank you to your employer for the opportunities you have had during your employment**
- ⇒ **Your willingness to provide assistance in transition**

If you keep in mind these basic things, you'll end up writing a good resignation letter.



RESIGNATION LETTER

Your Contact Information:

Name

Address

City, State, Zip Code

Phone Number & Email Address

Date:

Employer Contact Information:

Name of Manager

Title of Manager

Name of Organization

Address

City, State, Zip Code

Salutation:

Dear Mr./Ms. Last Name,

First Paragraph:

Start off by mentioning that you are now resigning from your current role and also indicate the date when your resignation is effective along with the last day at work.

Middle Paragraph:

Show your gratitude towards your employer, managers and colleagues. Do not forget to thank the employer for your personal and professional development and the opportunities you had received during your employment with the company.

Final Paragraph:

Offer best wishes to the company and to your manager/colleagues and conclude by offering to assist with the transition.

Sincerely,

Signature:



Poor résumés & cover letters



"An 'ability to smell fear' is a quality I've never seen listed on a resume before."



POOR Résumé

Graham Taylor
2993 Palms Beach
Orlando, Florida 99333

Director of Marketing for Motorsports
National Communications, Inc.
Orlando, Florida

Responsible for 6 motorsports teams in the U.S. This includes marketing and advertising. Handle all personnel issues and scheduling.

General Marketing Manager
International Sports Museum, Los Angeles, California
Responsible for marketing for this nonprofit organization.

Marketing Specialist and Tournament Producer
Worldwide Sports Management
Daytona Beach, Florida
Managed marketing for golf tournaments.

Marketing Specialist
Traveling Sportsman, Inc., Trenton, New Jersey
Marketing specialist for company.

Marketing Specialist
SPORTS TEAMS OF AMERICA, Miami, Florida

EDUCATION: B.S. in Marketing, Florida State University, Miami, Florida

REFERENCES: Available upon request.

PERSONAL: Loves all kinds of sports, auto racing, swimming, fishing, and skiing. Married with 2 children.

This Before version was literally screaming for help! Graham didn't stand a chance of getting a good interview with this resume. There's no phone number on the resume. Nothing is highlighted or bolded, and there's no Objective or Career Profile. This resume has no sales power at all!

This is not enough of a job description to really explain what Graham did. Also, he doesn't list any dates in the resume. An employer will want to know for how long and when you were at these companies!

Personal issues need not be included in a resume unless they specifically pertain to a job you're targeting.

Humanities Sample: **Poor Resume**

HELEN SHORTCAKE
3359 Pudding Lane
SB 3094
Ft. Lauderdale, FL 22552
daydreamer@hotmail.com

OBJECTIVE

- ✚ Seeking a challenging part-time position where I can utilize my skills and experience.

EDUCATION

Honours Bachelor of Arts

Sept. 2007-present

University of Toronto Mississauga (UTM)

- Currently in third year (expand on education, relevant courses)

Ontario Secondary School Diploma

Sept. 2003-June

2007

Middleton Secondary School

(not necessary to include high school)

WORK EXPERIENCE

Reserch Assistant (watch typos)

May 2009-April 2010

Sociology Department, University of Toronto Mississauga

- ❖ Conducted research and wrote bibliographies

Part-Time Associate

June 2007-

Present

Urban Planet

(list experiences in chronological order)

- ❖ Assisted customers
- ❖ Provided excellent customer service (add more detail to show skills/use action verbs)

VOLUNTEER EXPERIENCE

Volunteer Writer

Sept. 2008-Present

The Medium (UTM Campus newspaper)

- ✚ Attend events and write articles for the Arts & Entertainment section
- ✚ Demonstrate teamwork skills

Office Assistant, 2007-2008

John Smith, Local MP Office

- ✚ Read local newspapers
- ✚ Assist with duties around the office

REFERENCES

- ✓ Upon request

NOTE: Helen does very little to tailor her resume to the position. Her descriptions are too general since she does not provide enough detail. References section is not needed. This space could be used to elaborate on her skills.

SAMPLE G *Poor Cover Letter*
(Aggressive, Pushy Tone)

320 Wayland Drive
Oklahoma City, OK 82175
October 22, 1998

Mr. Walter F. Jensen
Vice President of Logistics
Space Industries, Inc.
20 East Commerce Highway
San Diego, CA 18274

Dear Mr. Jensen:

I am applying for the position of Corporate Distribution Manager at Space Industries. I have excellent credentials, and I am sure that you will be impressed with my accomplishments, as set forth on the enclosed resume. Read this document carefully!

I hold an M.B.A. in Materials Management from the University of Oklahoma, where I graduated in 1993. My undergraduate degree is in Industrial Engineering from the same school. In both instances I was an outstanding scholar, graduating with honors and serving in leadership roles in several student organizations.


My professional credentials include over six years in the field of Logistics. This includes over two years as Distribution Manager for General Electronics, a Fortune 200 manufacturer of computer chips and electronic harnesses, with annual sales of \$5.3 billion. I am thoroughly versed in all aspects of modern distribution methods, and can bring state-of-the-art skills to your firm.

Let me suggest that even if you don't have a current opening on your management team, that you may want to meet with me anyway. A meeting will show that I have the kind of potential that may warrant some organizational shifts to make room for me as a valued member of your staff. We can discuss the specifics of title and compensation requirements at that time.

I will call you on Wednesday, October 28th to arrange for an interview. Convenient dates for me include November 7th, 14th, 18th and 21st.

I expect that we will be meeting shortly!

Sincerely,



Priscilla P. Pushy

rap

Enclosure

CHARACTERISTICS OF POOR COVER LETTERS

(Self-Deprecation)

16 Miller's Place
Waldon, TX 18274
March 20, 1997

Ms. Judith R. Linderman
Manager of Public Affairs
Dorrie Manufacturing Company
800 Industry Avenue
Nashville, TN 28372

Dear Ms. Linderman:

I would very much like to apply for a position as a Regional Lobbyist with Dorrie Manufacturing Company. I hope that I have the necessary qualifications to be considered for this position.

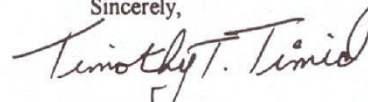
Although I lack a college degree, and my written communication skills are not as good as they could be, I hope that you will give consideration to my employment candidacy. I am a hard worker and do my best to accomplish the objectives of my employer.

I would be very pleased if you would look favorably on my employment candidacy. I want this job very much and would work very hard if selected. I know that I am not fully qualified for this position, but I hope that you will give me a chance to demonstrate how well I can do.

Although there are likely others whose education and experience make them better qualified for this position, I still hope that you will view my resume favorably. I hope to hear from you soon.

Thank you very much for taking the time and effort to read my resume. I appreciate this very much.

Sincerely,



Timothy T. Timid

ttt

Enclosure

Be prepared for the Interview



Interview Questions and Practical Ways to Answer

Questions start the minute the interview does, and to show that you are an exceptional candidate, you need to be prepared to answer not only the typical questions, but also the unexpected. You can expect questions regarding your qualifications, your academic preparation, career interests, experience, and ones that assess your personality.

1. Tell me about yourself

The most often asked question in interviews. You need to have a short statement prepared in your mind. Be careful that it does not sound rehearsed. Limit it to work-related items unless instructed otherwise. Talk about things you have done and jobs you have held that relate to the position you are interviewing for. Start with the item farthest back and work up to the present.

2. Tell me about two suggestions you have made to your supervisor in the past year. How did you come up with the ideas? What happened? How do you feel about the way things went?

This is a creative thinking question.

3. What do you know about this organization?

This question is one reason to do some research on the organization before the interview. Find out where they have been and where they are going. What are the current issues and who are the major players?

4. What have you done to improve your knowledge in the last year?

Try to include improvement activities that relate to the job. A wide variety of activities can be mentioned as positive self-improvement. Have some good ones handy to mention.

5. Describe a creative endeavor you can take ownership for that impacted on the efficiency or effectiveness of your organization?

This is a creative thinking question.

6. Tell me about the last new procedure you had to learn in your job. Tell me what specifically was the hardest aspect of learning the new procedure. Tell me specifically what you liked best about learning the new procedure. How well is the new procedure working now?

(Flexibility/adaptability)

7. Why should we hire you?

Point out how your assets meet what the organization needs. Do not mention any other candidates to make a comparison.

Interview Questions and Practical Ways to Answer

8. What is your greatest strength?

Numerous answers are good, just stay positive. A few good examples: Your ability to prioritize, Your problem-solving skills, Your ability to work under pressure, Your ability to focus on projects, Your professional expertise, Your leadership skills, Your positive attitude .

9. Describe a situation where you were responsible for getting others to make a change. What role did you play and what actions did you take? What was the outcome? If you had to do it again, would you do anything differently?

(Flexibility/adaptability)

10. Describe a time when you've had to work with strong-willed peers. What did you do? How did you handle them so you could influence their decisions?"

(Interpersonal effectiveness)

11. Tell me about your ability to work under pressure.

You may say that you thrive under certain types of pressure. Give an example that relates to the type of position applied for.

12. What motivates you to do your best on the job?

This is a personal trait that only you can say, but good examples are: Challenge, (Achievement, and Recognition)

13. Tell me about a time when you had to use your presentation skills to influence someone's opinion. How did you prepare for the presentation? What points did you emphasize? How was the information received?"

(Interpersonal effectiveness)

14. Tell me about a time when you helped resolve a dispute between others.

Pick a specific incident. Concentrate on your problem solving technique and not the dispute you settled.

15. Explain how you accomplished an important personal goal.

16. Name three things you have done in the past two years to grow in your job.

(Personal mastery)

17. Do you have any questions for me?

Always have some questions prepared. Questions prepared where you will be an asset to the organization are good. How soon will I be able to be productive?

--

Questions to Ask Your Interviewer

1. What do you do in a typical work day? In a typical week?

Ask this question in your interview with a hiring manager. It shows you're enthusiastic about the company and want to know about life on the job.

2. How will the work I'll be doing contribute to the organization's mission?

You get a better sense of the organization you're interviewing with and the extent to which you'd even want to work there.

3. If I'm hired, in which area of your organization might I work?

If you've learned about the company's various divisions on its website, be sure to incorporate that knowledge into the question. It shows you've done your research and are interested in the company.

4. What is the natural career progression for employees with my skill set?

This question shows you're thinking about the future and hope to stay with the company.

5. Does this organization have a mentor or coaching program?

This question illustrates your desire to be the best employee you can.

6. What kind of internal and external training do you provide?

This is another question that shows you want to do the best job possible.

7. Who would make the ideal candidate for this position?

This is an opportunity for the candidate to hear what the employer is seeking and a chance to elaborate on those examples.

8. Is diversity a part of your strategic framework?

Don't just ask if the company supports diversity in general. Make sure that it's part of the overall plan.

9. How would you describe your company's culture and morale?

This question provides both you and the recruiter with another opportunity to determine if you and the company are suited for each other.

10. What are the key challenges and/or problems facing the person in this position?

Don't make this your only question. Pose it amid questions about the company and don't ask it at all if the information is available elsewhere.

REMEMBER



TO FOLLOW-UP!

Follow-up to personal contact sample letter

909 Prices Fork Road
Blacksburg, VA 24060
(540) 555-1111
abcde@vt.edu

December 1, 2004

Ms. Marcia H. Meeks
30 Locke Lane
Richmond, VA 23219

Dear Ms. Meeks:

Thank you so much for your time and advice during my visit to your office last week. I very much appreciate your inviting me to visit since this was my first experience seeing the hands-on work which takes place in a childcare department. I learned a great deal, and hope to share what I learned with members of our student chapter.

After January, I will be in contact with you again to explore the possibility of arranging a summer internship with your firm. As I mentioned to you when we met, I had an opportunity to work on an intense, four-day interdisciplinary project judged by faculty in which my team received top honors. I gained valuable teamwork, problem-solving and presentation skills and learned to work effectively with students studying to enter different professions. I believe my skills would make me an asset to an organization like yours which often must produce excellent work under tight time constraints.

Thank you again for all your help, and I look forward to talking with you in the coming months.

Sincerely,

(handwritten signature)

Charlotte A. Leffen

*Write and send your note no later than 24 hours after you make your contact. Ideally, you should write it immediately after the contact, while the details are fresh in your mind.

THANK-YOU LETTER

2400 Baxtor Road
Virginia Beach, VA 23465
August 6, 2013

Dr. William Murry, Director
Technical Design Group
Atlantic Engineering Systems, Inc.
1220 Warwick Ave.
Newport News, VA 23607

Dear Dr. Murry,

Thank you very much for interviewing me yesterday for the Associate Engineer position. I enjoyed meeting you and learning more about your research and design work.

My enthusiasm for position and my interest in working for AES were strengthened as a result of the interview. My education and cooperative education experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 910-695-3600 or ramerizr@gmail.com if I can provide you with additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Robert Rameriz



Additional Tips and Information

Network for Your Job Search

Exploring the Job Market

Here are some tips for building and maintaining a healthy network:

- 1 Make a list of everyone you know – and people they know – and identify how they could help you gather career information or experience.**
Who do you know at school? Professors, friends, and even friends' parents can all be helpful contacts. Did you hold a part-time job? Volunteer? Serve an internship? Think about the people you came into contact with there.
- 2 Sign up for an alumni mentoring program.**
Many colleges offer such programs, and they are a great way to build relationships.
- 3 Join the campus chapter of a professional society that relates to your career choice.**
In many ways, a professional society is an instant network: You'll be with others who have the same general career interest. Plus, you may be able to learn more about your field and potential employers from others who share their internship experiences.
- 4 Volunteer at a local museum, theater, homeless shelter anywhere that even remotely relates to your field of study.**
By volunteering, you'll not only learn about your chosen field firsthand, you'll also be able to connect with people who are in the field.
- 5 Speak to company representatives at career fairs, even if you're not ready to look for a job.**
Be upfront that you're not currently in the job market and don't take a lot of the representatives time, but touching base with a potential employer now can help you down the road when you are ready.
- 6 Attend company information sessions at your college and talk one-on-one to the recruiters who run them.**
- 7 Schedule informational interviews with people who can tell you about their careers.**
It's best to ask to meet in person or by phone for a short time, and don't immediately start asking, "How can you help me?" Plan your questions ahead of time, focusing on how the company works and how the person shaped his or her career path.
- 8 Remember to be courteous and tactful in all your conversations, to send thank-you notes to people who help you, and to find ways to help others as well.**
Don't drop your network once you've gotten a job. Nurture the relationships you've built and look for opportunities to build new connections throughout your career. Getting started might be uncomfortable, but with time and practice, networking will be second nature.

QR CODES

VANESSA A. SANCHEZ
444 Border Collie Lane • Naperville, Illinois 60512 • (630) 555-1212 • v-sanchez@neu.edu

OBJECTIVE
A management position that requires excellent interpersonal, organizational, and supervisory skills. Would welcome assignments in operations, sales/marketing, customer service, human resources, or related areas.

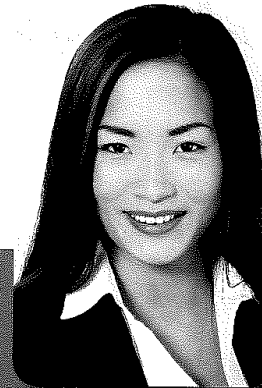
EDUCATION
Northeastern Illinois University, Chicago, Illinois
Bachelor of Science in Management, May 2012
G.P.A. 3.2/4.0
• Financed 90 percent of education through part-time employment and student loans.

PROFESSIONAL PROFILE
Management
• Supervised various youth recreational activities.
• Trained new employees in effective sales and direct mail techniques.
• Frequently served as store supervisor in the manager's absence.
Interpersonal
• Demonstrated effective persuasive skills in retail sales.
• Provided excellent customer service by phone and in person.
• Resolved customer complaints effectively and efficiently.
• Served as new student orientation facilitator and group leader.
Organizational
• Provided administrative support in producing all forms of office communications.
• Designed and developed a coding system for a university research project.
• Organized and recorded data as a research assistant.
• Recognized by supervisors as being efficient and detail-oriented.

LANGUAGES
Speak, read, and write Spanish/English fluently.
Basic conversational ability in Italian.

COMPUTER SKILLS
IBM PC and Mac formats; Microsoft Word, Excel, and PowerPoint; Print Shop; several e-mail formats; and the Internet.

EMPLOYMENT HISTORY
Good Luck Rent-A-Car
Customer Service Representative
Northeastern Illinois University
Research Assistant
Chakotay Gift Emporium, Ltd.
Sales Associate/Cashier
Park Ridge, Illinois
2009 to present
Chicago, Illinois
2008 - 2009
La Forge, Illinois
2006 - 2007
Courtesy of Northeastern Illinois University



Vanessa uses a functional format to draw attention to the skills she believes will be most important to potential employers.

A New Tool: QR Codes



QR codes are matrix barcodes that contain encoded text, URLs, or other data that can be read by smartphones and other mobile devices with a QR reader application.

Some students put QR codes of their resumes onto business cards and hand out these cards to employers at networking events in lieu of paper resumes.

CAREER WEBSITES

1. www.collegecentral.com (entry-level)
2. www.dice.com (tech jobs)
3. www.mediabistro.com (writers/journalist)
4. www.glassdoor.com (jobs/job reviews)
5. www.linkedin.com (top networking link)
6. www.zulujobs.com (worldwide jobs)
7. www.nsa.gov/careers (gov. jobs)
8. www.jibberjobber.com (manage job listings)
9. www.newgradlife.com (career news/jobs)
10. www.idealists.com (connecting idealist)

MILITARY TRANSITION SITES

1. **About.com: Military Separation** www.usmilitary.about.com/library/weekly/aa082001a.htm
2. **Air Force Times** www.airforcetimes.com/best-for-vets/jobs-for-vets
3. **Army Times**..... www.armytimes.com/best-for-vets/jobs-for-vets
4. **Civilian Jobs**..... www.civilianjobs.com/cjn.htm
5. **Corporate Gray** www.corporategray.com
6. **Hire Vets First**..... www.dol.gov/vets
7. **Military.com**..... www.military.com/Careers/Home
8. **Military Exits**..... www.militaryexits.com
9. **Military Hire.com**..... www.militaryhire.com
10. **Military Résumés**..... www.militaryresumes.org
11. **Navy Times**..... www.navytimes.com/best-for-vets/jobs-for-vets
12. **USAJOBS**..... www.usajobs.gov/Veterans



2017-18 DIVERSITY INTERNSHIPS

1. **National Diversity Internship Program:**
<https://www.diversity.va.gov/programs/internship.aspx>.
Provides internships opportunities to diverse undergraduate and graduate who are enrolled full or part-time in a degree-seeking program, at an accredited institution.
2. **Hispanic National Internship Program:**
http://www.hacu.net/hacu/Corporate_HACU_Internship_Program.asp.
For students seeking to work in the corporate sector. Students majoring in Accounting, Business, Agriculture, Hospitality, Marketing, HR, etc.
3. **NASCAR**
<http://hometracks.nascar.com/nascar-diversity/nascar-diversity-internship-program>.
Work on hands on projects throughout the motor sport industry.
4. **Scholarships for LGBTQ students** (www.fastweb.com) **leading website for scholarships and financial aide.**
<https://finance.yahoo.com/news/important-scholarships-internships-lgbtq-students-130000144.html>.
5. **US Department of Energy provides technical training in the DOE** laboratories or research facilities.
<https://science.energy.gov/wdts/cc/>.
6. **Disney College Paid Internship Program** for any major. On the job work experience, meet people from all over the world, participate in college coursework.
<https://jobs.disneycareers.com/disney-college-program>.
7. **Computer Science Internship program.** Select programs from by location. Learn different operation and coding systems, etc.
<http://www.internships.com/computer-science>.
8. **Oprah Winfrey Internship Program.** Positions in business and technical fields, 10 week paid program.
http://www.findinternships.com/2014/04/the-oprah-winfrey-network-own_16.html.
9. **Microsoft Internship**, students work on cutting-edge technology in all job families.
<https://careers.microsoft.com/students/internships>.
10. **Ameri-Corps**, volunteer or internship organization to serve public agencies, community and faith based organizations. Great student benefits.
<https://www.nationalservice.gov/programs/amicorps>.



Career Opportunities for Students With Disabilities

A national association of colleges and employers focused on the career employment of college graduates with disabilities.

www.cosdonline.org

National Organization on Disability

A nonprofit organization that focuses on increasing employment opportunities for working-age Americans with disabilities who are unemployed. www.NOD.org

U.S. Business Leadership Network

A national business organization that uses a business-to-business strategy to promote the inclusion of people with disabilities in the work force. www.usbln.org

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