

RESUMES & COVER LETTERS For High School and Beyond!

IHS CAREER CENTER

With thanks to:

Western Washington University Career Services Center



This booklet is designed to help you write a resume. You might be applying for a job, or writing your high school resume. Even with these different purposes resumes have many common features. A targeted, well-written, attractive resume will grab an employer's or college's attention. On the other hand, a generic, unfocused resume with errors will definitely turn them off. This handbook is organized in order to make the writing process a productive, successful one. We encourage you to meet with the Career Center for more personalized information. Good luck!

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WHAT SKILLS ARE EMPLOYERS LOOKING FOR?

A resume should honestly highlight your skills, abilities and knowledge relevant for a desired job or educational goal.

Top 10 Skills Employers Seek in Recent Graduates

Communication (written & verbal)
Motivation/Initiative
Teamwork Skills
Leadership Skills
Academic Achievement
Interpersonal Skills
Flexibility/Adaptability
Technical Skills
Honesty/Integrity
Analytical/Problem Solving

HINT: Include some of these on your resume!

Obviously, there are many other skills that are commonly sought after. Employers have suggested:

Budget management	Organizing/managing/coordinating
Public Speaking	Coping with deadline pressure
Supervising	Interviewing
Negotiating	Teaching/Instructing
Public Relations	

Source: *Job Outlook*, National Association of Colleges and Employers, Bethlehem, PA.

TRANSFERABLE SKILLS... which of your skills can you use in the workplace?

Transferable skills can be acquired through work, class projects/assignments, student clubs, volunteer activities, recreation and your personal life. These are skills that employers seek! Review the following list of transferable skills. Place a check by those you possess and a star by those you enjoy using. This might help you identify skills that can be transferred to other settings.

Research	Sales or marketing	Organizing & planning	Attention to detail
Giving presentations	Public relations	Policy development	Evaluation
Facilitating discussions	Customer service	Creating & developing	Scheduling
Writing or editing	Leadership	Curriculum design	Testing
Problem solving	Team work	Analyzing	
Conflict resolution	Managing/supervising	Meeting deadlines	
Counseling & advising	Teaching/training	Program design	

General Reminders

- There's no single right way to write a resume. In fact, you may need several different versions depending on if you are applying for a job or writing a high school resume for college applications.
- Be honest, but not modest.
- Always include a cover letter with your resume and mail it in a legal sized envelope.
- If possible, avoid using a "resume wizards" because they are extremely difficult to customize.

Style

- Edit carefully and have someone else proofread it.
- Make your resume easy to read. Design it to be powerful when skimmed quickly.
- Visually balance the text with plenty of white space in margins (at least one inch)
- Space between resume sections should be consistent.
- Fonts (11 or 12 is better), headings, tenses, should be consistent throughout.
- Is it brief? Can you say it in fewer words?
- Your resume can be more than one page, however, the most important information should be on the first page. Type your name on the top of the second page and note page 2 of 2
- Avoid personal pronouns (I, you).
- Use high quality paper (16 – 25 lbs, white, off-white or ivory are good choices) & a laser printer.

Content

DO:

- Target information to the job or colleges requirements.
- Begin bullets with action verbs (see list in this handbook).
- All experience, paid, volunteer or internship, can and should be included.
- Include appropriate training, travel, coursework, community service, etc. Use descriptive language.

DON'T:

- Don't include references. You can send them later if they ask.
- Don't include personal information (for example: marital status, age, height, weight, religion, etc.).
- Don't use abbreviations. If you do use them, spell out full words the first time followed with the abbreviation in parentheses. Example: DECA, Distributive Education Clubs of America or ASB, Associated Student Bodies. Exception: States names may be abbreviated (WA, OR, NY, etc.).

Format

- Use a format that highlights your strengths.
- **Skill-Based Format** (works well for students or those with little related experience).
- **Chronological** (for those with extensive related experience).
- **Combination** (highlights related employment and skills).

There are two main resume formats: Skill-based and Chronological. You may also do a combination of the two. Skill-Based Resumes work best for most students and those with little related experience. Chronological Resumes work well for those with extensive related experience.

Use a format that best highlights your skills for a particular position! Some people use two different formats for different types of positions (see example on the next page).

Suggested Format	Best Use	Characteristics	Advantage	Disadvantage
SKILL-BASED (Functional)	<p>Entering the professional job market for the first time or re-entering after a long absence</p> <p>Work experience has been varied or unrelated</p> <p>Changing careers</p> <p>For consulting or freelance work</p>	<p>Focuses on specific strengths and skills important to employer (as opposed to focusing on job titles)</p>	<p>Brief and well structured</p> <p>Emphasizes skills not history</p> <p>De-emphasizes a spotty work history</p>	<p>No detailed work history</p> <p>Content may appear to lack depth</p>
CHRONOLOGICAL	<p>Highlights former job titles</p> <p>Emphasizes past career growth and development</p> <p>Continuing in the same career</p> <p>Former employer may be significant to prospective employer</p>	<p>Presents info in reverse order, most recent experience listed first</p> <p>Offers concise picture of you as a potential employee</p>	<p>Easy to write</p> <p>Emphasizes steady employment record</p> <p>Format is familiar to employers</p>	<p>Calls attention to employment gaps</p> <p>Relevant and transferable skills can be difficult to spot unless they are listed in the most recent job</p>

Use a format which allows you to place your most relevant information near the top of the resume.

SAME PERSON . . . two different resume formats.

CHRONOLOGICAL RESUME

Lou D. Cress

21 Privet Drive
Uptown WA 99888
(509) 455-2111

QUALIFICATIONS SUMMARY

- Outstanding customer service skills
- 3+ years in fast-paced retail environments

EDUCATION

High School Diploma, Issaquah High School, June 2008, GPA 3.25
SAT Critical Reading 520, Math 480, Writing 500
Selected Courses: Honors History, Pre-Calculus, French 2

PROFESSIONAL HISTORY

Assistant Manager, Quik-E-Mart, Issaquah, WA 6/xx – 6/xx

- Stocked, Cashiered, Cleaned
- Designed advertisements and flyers
- Provided sensitive customer service to diverse populations
-

Sales Associate, Jo's Fashions, Issaquah, WA, 6/xx-9/xx

- Earned top sales awards
- Provided outstanding customer service in a family-oriented fashion retail store

VOLUNTEER EXPERIENCE

Reporter, Issaquah Press, Issaquah, WA 11/xx-6/xx

- Wrote monthly student interest feature
- Designed layout for special high school edition
- Staff reporter assigned to cover Issaquah Youth Advisory Board

SKILL-BASED RESUME

Lou D. Cress

21 Privet Drive
Uptown WA 99888
(509) 455-2111

QUALIFICATIONS SUMMARY

- Wrote weekly feature and news articles
- Experience and skills using PageMaker and PhotoShop
- Outstanding interpersonal skills

EDUCATION

High School Diploma, Issaquah High School, June 2008, GPA 3.25
SAT Critical Reading 520, Math 480, Writing 500
Selected Courses: Honors History, Pre-Calculus, French 2

RELEVANT SKILLS

Writing, Editing and Communication Skills

- Wrote weekly human interest feature articles
- Staff reporter assigned to cover Issaquah Youth Advisory Board
- Created advertisements and promotional flyers
- Designed layout for special high school edition

Interpersonal Skills

- Interviewed a wide variety of elected officials, citizen groups, and individuals for newspaper
- Provided sensitive customer service to diverse populations

Technical Skills

- Produced ads and flyers using MS Publisher
- Designed special edition features using PhotoShop and PageMaker
- Operated photocopier, fax, and cash register

PROFESSIONAL HISTORY

Assistant Manager, Quik-E-Mart, Issaquah, WA 6/xx – 6/xx

Sales Associate, Jo's Fashions, Issaquah, WA, 6/xx -9/xx

In this example, Lou is using a **Chronological Resume** on the left to apply for retail management jobs. This format highlights his work history in retail environments. He uses a **Skill-Based Resume** on the right to apply for jobs in the publishing and writing professions, where he has limited work experience. This format emphasizes relevant skills he has acquired through school, volunteer experience and, to a lesser degree, paid employment. Notice in both examples he includes only skills that are relevant to the jobs he is applying for.

Using the High School Resume Organizer

The first step in developing a resume is to keep an organized list of the items which should appear on it. This is work in progress and you may add and change things a few times before deciding what is most important to you. To help with that we have included a High School Resume Organizer (attached). *Additional copies can be printed out of the Resource Handbook on our website, Appendix A.*

Fill out the organizer including the things you can remember from High School. Notice that each item needs to be listed only once and then you can check the boxes across the grade levels as needed. Here is an example:

School Related Activities

Organization/ Activity	9	10	11	12	Leadership Positions Held	Honors and Awards
Associated Student Body, ASB		X	X	X	10 th Class Representative 11 th Treasurer 12 th Vice President	12 th Grade: Lead the class in planning dances and organizing activities. Developed marketing plan which helped sale of coupon books to break the previous school record.
Student of the Month			X	X		

Look your completed organizer, and think about these questions.

1. What can I do this year to improve this document?
2. What areas should I focus on to show my interests and talents?
3. What does this show about my strengths?
4. Can I show with this that I make commitments to things that are important to me?
5. Who might have more information to help me recall and record all the things I have done while at IHS?

Writing Your Final High School Resume

The format for the final resume is different than the resume organizer

1. Purpose of the High School Resume

High School Resumes are used to highlight your achievements and accomplishments for Letters of Recommendation requests and scholarship applications.

2. Your resume should include the following:

- GPA & test scores (if available)
- School and community activities
- Honors and awards
- Work and volunteer experience
- Sports/Athletics

3. Keep your resume to one page (if possible)

High School Resume Organizer

Name: _____ **Phone:** _____

Address: _____ **Email:** _____

Test Scores (if available): Critical
 SAT: _____ Total _____ Reading _____ Math _____ Writing _____
 ACT: _____ Total _____

GPA: _____

School Related Activities

Organization/ Activity	9	10	11	12	Leadership Positions Held	Honors and Awards

Athletics (School and/or Club)

Organization/ Activity	9	10	11	12	Leadership Positions Held	Honors and Awards

Activities, not related to school, Volunteer & Work Experience

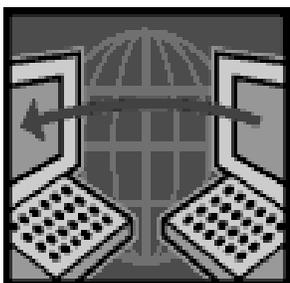
Organization/ Activity	9	10	11	12	Leadership Positions Held	Honors and Awards

Personal: List additional personal interests, honors and awards:

Organization/ Activity	Honors and Awards

***Pick one of these work or volunteer experiences & elaborate (Use back of sheet).**

Keeping a Record



When you are in high school your resume is just beginning. It is important to keep a copy of your resume both in printed form and saved to your computer.

Most people add to and change their resume many times over the course of school and careers. Having copies of old resumes is useful. That way you have a history of your education, activities, awards, and work experience.

Learning from Examples

In the next section of this document we give examples of resumes. Some are based on high school students and some on college students. You will notice that resumes for different skills, education, and training often have similar format.

Everyone needs a solid resume to present themselves well in interviews! We have included some samples of resumes with non-traditional styles. Look these over carefully.

Would your resume work well in an alternative format? Would something eye catching like these examples show your particular interests and skills?



Ima Mathgal

700 2ND AVE SE • ISSAQUAH, WA 98027

PHONE (425)392-0XX9 •

E-MAIL MATH4ME@COM.NET

EDUCATION

September 20xx – June 20xx

Issaquah High School, Issaquah, WA

- Maintained a 3.89 GPA
- SAT Scores: Critical Reading 720, Math 690, Writing 670
- SAT II Scores: Math IIC 660, Literature 670, World History 570
- Selected courses: AP Calculus (Advanced Calculus), AP American Studies, AP English 11, Technical Theatre, Welding Technology and Metal Fabrication.
- Selected Community College Courses: Calculus III

EXTRACURRICULAR ACTIVITIES

Clubs

- Member Junior Statesmen of America
- Member National Forensics League
- Co-Director of Math Olympics
- Member Cinematic Club
- Freshman Softball
- JV Softball

EMPLOYMENT

Barista

Starbucks Corporation, Issaquah, WA,

May 'xx- May 'xx

Responsible for maintenance and care of production equipment. Provided customer service. Assisted supervisor in closing operations.

AWARDS RECEIVED

Math Student of the Month (*AP Calculus*)

April, 20xx

Best Speaker, Junior State of America

February 27, 20xx

Scholar Athlete Award, Issaquah High School

November 20xx

Steel Ismylife
700 2nd Ave. S.E.
Issaquah, WA 98027
Phone (425)392-0XX9
E-mail metalfab@com.net

Technical Skills

Welding

Skilled in MIG, TIG, Arc, and Oxy-Acetylene applications.

Metal Fabrication

Operated hand brakes, plasma cutters, drill press, milling machines, soldering, lathe work, vertical and horizontal band saws, wire wheel, digital calipers.

Carpentry

Designed and constructed numerous large scale projects utilizing lathes, band saws, drill press, jig saws, table saws, planer, jointer, router, sanders, and pneumatic nail guns of various types. Built stairs, elevated platforms, stage extension, and framed stud walls.

Technical Theatre

Designed and assembled projects involving various types of rigging, pulleys, winches, and other mechanical devices. Trained others to operate theatrical equipment. Supervised the construction and use of sets.

Clubs

Vice President Wood Shop Club, Member Cinematic Club,
Freshman Football, JV Football

Employment

September 'xx – November 'xx	Village Theatre, Issaquah WA	Technical Intern
Assisted the technical director in set maintenance and repair. Responsible for set movement involving fly lines, winches, and pulleys. Performed on stage.		

Education

September 20xx– Present	Issaquah High School, Issaquah, WA
<ul style="list-style-type: none">▪ Maintained a 3.00 GPA▪ SAT Scores: Critical Reading 570, Math 480, Writing 450▪ Selected courses: Technical Theatre, Welding Technology and Metal Fabrication.	
Selected Community College Courses: Renton Technical College, Welding Technology	

Volunteer Experience

200+ Hours Community Service	June 20xx – Present
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Issaquah High School Theatre: Designed sets. Led set construction, materials ordering, and inventory management. Supervised and trained others in carpentry and welding skills

CARPENTER'S ASSISTANT

WOODWORKING TRAINING

Nicholson Senior Secondary School 20XX – 20XX

Graduated with a high school diploma and a focus on industrial arts courses. Successfully completed Introduction to CADD, Metalwork 11 and Auto Mechanics 11, in addition to these relevant classes:

Woodworking 11 – Taught the basics of woodworking tools, clamping and fastening, project planning and finishing, and included a heavy emphasis on mathematics and proper measuring.

Woodworking 12 – Expanded on the fundamental skills and included more in-depth training on tools, clamping and fastening, project planning and finishing. It also introduced the concepts of joinery.

WOODWORKING ACCOMPLISHMENTS

Designed and built these items either in woodworking class or at home with my family:

Bookshelf, 5'x8'	Fence, 30'x5'	Coat Rack	Bookends
Shed, 8'x12'x10'	Display Shelf	Bird Feeder	Jewellery Box
Hope Chest	Toy Box	End Table	Toy Car

TOOL & EQUIPMENT EXPERIENCE

Trained in the use of, and gained experience with, the following tools and equipment:

Table Saw	Belt Disc Sander	Miter Saw	Lathe
Bench Grinder	Bench Drill Press	Band Saw	Nail Gun
Jig Saw	Bench Vise	Router	Hand Saw

CAREER EXPLORATION

Completed a two-week career exploration program that showed how my personality, skills, interests and values are suited to a career in carpentry. The main assessment provided us with a 3-digit code with corresponding occupations that are suited to your personality type. Of the six types available – Realistic, Social, Enterprising, Conventional, Investigative and Artistic – Realistic scored the highest for me, followed by Investigative and Conventional. Realistic personality types are defined as people who prefer hands-on, practical work that produces tangible results. This most often includes trades people.

ADDITIONAL QUALIFICATIONS

First Aid Training. Earned certificate in Level One First Aid with CPR during my grade 12 year; certificate expires in March of 20XX.

Workplace Safety Training. Achieved certificates in "Workplace Safety" and "Violence in the Workplace" from The Health & Safety Society as part of a career preparation program in grade 12.

Physically Fit. In excellent physical condition. Able to stand for long periods of time and capable of heavy lifting. Member of track and basketball teams in high school. Exercise regularly.

Work Experience. Two years experience as a cashier at Urban Value from January 20XX to present.

CONTACT INFORMATION

Janice Weatherly • Home Phone • Cell Phone • Email Address • Mailing Address

CAPABILITIES

- Greeting customers as they enter the store
- Directing them to appropriate sections of the store
- Answering questions regarding music and movies
- Processing sales transactions through the register
- Receiving new product shipments in the stock room
- Merchandising new stock on the sales floor
- Making sure the sales floor and stockroom are clean
- Completing all other duties as needed

QUALIFICATIONS

- Extensive knowledge of music and movies
- Certificate in Customer Service Excellence
- Bilingual – fluent in English and French
- Completely open availability for summer
- One year volunteer experience in school library
- Reference available from school librarian
- Friendly and outgoing personality
- Well-groomed; very presentable appearance

Volunteering in my school library for the whole grade 11 school year has prepared me for a job at Music Scene in several ways:

- **SYSTEMS** – Both jobs require stock to be merchandised in specific categories and systems. I have become skilled at understanding/following category systems and product flows.
- **MEMORY SKILLS** – I have become accustomed to learning and remembering departments & sections of large floor layouts and directing visitors to desired areas.
- **ALPHABETICAL SKILLS** – My library experience has developed my ability to organize or quickly locate items according to alphabetical or numerical systems.
- **PRIORITIZING** – I have learned the importance of giving great service to visitors and prioritizing that service over other duties.

JOEY DUFFERIN

EMAIL ADDRESS HOME PHONE CELL PHONE
MAILING ADDRESS

Extensive Musical Knowledge
Rap, Hip Hop, Pop, Alternative
Garage, Punk, R & B, Soul, Gospel

Moderate Musical Knowledge
Classic Rock, Disco, Latin Pop
Jazz, Blues, Reggae

Limited Musical Knowledge
Country, Classical, Opera, Heavy Metal
Hardcore, Oldies, Children's

Extensive Movie Knowledge
Drama, Crime, Thriller, Cult
Gangster, Science Fiction

Moderate Movie Knowledge
Comedy, Action, Adventure
Horror, Romance, Art

Limited Movie Knowledge
Epic, Fantasy, Children's
Family, Documentaries

JOB OBJECTIVE

To provide a pleasant shopping experience for Music Scene customers as a part-time Sales Associate!



NICK JARVIS
Auto Mechanic Assistant / Apprentice

home phone / cell phone / email address
mailing address



Attention: Brent Hallster, Shop Manager

As a pending high school graduate with advanced automotive technology training, I am excited about applying for a Mechanic's Assistant or First Level Apprentice position in your shop. I will complete all my grade 12 courses in three weeks and will then be available to work full-time. My practical and academic automotive training comes from the following three high school courses:

ANDOVER SENIOR SECONDARY SCHOOL

20XX – 20XX

Will graduate with a heavy emphasis on automotive technology and computer courses.

• **Automotive Technology 11**

Automotive Fundamentals: Tools & equipment, safety procedures, mechanical operations
Engine Components: Engine component identification and operational understanding
Chassis: Suspension systems, steering and alignment; brake replacements; tire repairs

• **Automotive Technology 12**

Automatic Transmissions: Replacement of transmissions and transaxles; component identification
Manual Transmissions: Service and adjustments to clutches, drive lines, drive axles & differentials
Fuel Systems: Service of filters, supply lines, fuel gauges, tanks and air induction systems

• **Advanced Automotive Technology 12A**

Engine Reconditioning: Engine overhaul diagnosis, removal, installation and disassembly
Automotive Electronics: Distributors, alternators, starters, lights, climate control
Advances in Automotive Technology: Emission controls, computerized fuel injection, electronics

Mechanically-inclined, I come from a family of automotive mechanics. Under the supervision of my father and uncle, I have performed diagnosis and repair on several vehicles. This includes catalytic converter replacements, brake lining and caliper replacements, radiator repairs, tire repairs, muffler installations, battery replacements, engine tune-ups and oil changes.

Automotive mechanics is definitely the right career for me. Not only have I proven to have the basic skills and aptitude for the work, but I have also completed a career exploration program in high school that showed my skills, interests and values are a strong fit for this field. Additionally, my shop teacher has provided me with a glowing letter of recommendation, an excerpt of which is presented here:

"Darren will be a benefit to any employer he works for. He not only has a solid knack for automotive mechanics, but he is very teachable. He listens well, respects his educators, and always strives to do his best. He has both the talent and attitude to excel and I wish him much success."

CARL WILLIAMSON, HEAD AUTOMOTIVE INSTRUCTOR, ANDOVER SENIOR SECONDARY SCHOOL

With almost two years experience in a fast food restaurant, I have also proven I work well as part of a team, am comfortable in fast-paced environments, and have experience talking with customers. I am also fluent in verbal and written English, have very neat hand-writing and excellent computer skills.

I have grown up around car repairs and look forward to a long and rewarding career in this field. I will contact you one week from today and perhaps we can arrange a meeting to discuss this further. Thank you in advance for your time and consideration.

Nick Jarvis

JUSTIN TIME

1456 Irongate Road, Bellingham WA 98227 (360) 232-1121 Email: justintime@hotmail.com

COMPUTER SKILLS

Platforms: Windows 9x, NT, MS-DOS

Programming Languages: C, C++, Visual Basic, HTML, JavaScript

Theory Course Work: Networking, Network administration, Topology, Trouble-shooting computers, Telecommunications, Database management systems, Systems analysis and design, Business application development, Hardware and software maintenance

EDUCATION

Bachelor of Arts, Major in **Management Information Systems (MIS)**, Minor in **Business Administration**, Western Washington University (WWU), Bellingham, WA December 2004

TECHNICAL EXPERIENCE

- Assembled a computer from component pieces, installed the operating system, loaded drivers and software
- Implemented a peer-to-peer network using a hub; configured the TCP/IP settings
- Resolved problems ranging from virus infection to failures of hardware and software
- Helped students solve various problems in the computer lab
- Upgraded new hardware and software in company computers; maintained software

ACADEMIC EXPERIENCE

- Planned a computer lab network that involved choosing type of cable, mapping cable layouts, and selecting server and operating system
- Performed as a network administrator; set up the network to run on NetWare 5.0
- Designed a student system to ease the enrollment process and effectively control student registrations
- Implemented the student enrollment system using Microsoft Access (SQL)

EMPLOYMENT HISTORY

Computer Lab Tutor	WWU Computer Lab	Bellingham WA	Aug. 20xx – Dec. 20xx
Sales/Customer Service	An Hing Co.	Tacoma, WA	Dec. 20xx - Nov. 20xx
Office Clerk	Office Team	Bellevue, WA	Summer 20xx
Administrative Assistant	E.J. Bartels	Renton, WA	June 20xx - Feb. 20xx

MEMBERSHIPS AND ACTIVITIES

Member, Management Information Systems Association (MISA), WWU

Chronological Resume Sample

SMOKEY BAER

2311 Jellystone Drive
Parkland WA 98111
(360) 999-4355
smokey@parknet.net

Objective To obtain a permanent, professional position as a park ranger in Mt. Rainier National Park.

Skill Summary

- Three seasons as a park ranger in both front- and backcountry parks.
- Experienced in trail construction and maintenance.
- Bachelor of Science in Environmental Education.
- Familiar with a wide variety of outdoor recreational activities and equipment.

Education & Training

Bachelor of Science, **Environmental Education**, Western Washington University, Huxley College, Bellingham WA, June 20xx.

Associate of Arts, General Studies, Green River Community College, Auburn WA, June 20xx.

Trail Maintenance & Construction Certificate, Volunteers of Outdoor Washington, Stevens Pass WA, July 20xx.

Relevant Experience

Seasonal Backcountry Park Ranger, Olympic National Park, Port Angeles WA, June – Sept. 20xx and 20xx.

- Monitored and reported trail use and evaluated re-vegetation projects in the Seven Lakes Basin trails region.
- Enforced park regulations and reported infractions to District Ranger.
- Educated trail users on “light-use” backcountry techniques, local ecology and other interpretive topics.
- Maintained trail, backcountry ranger shelter and camp sites.

Park Aide, Deception Pass State Park, Whidbey Island WA, June – Sept. 20xx.

- Maintained campsites, facilities and trailheads.
- Prepared materials for evening campfire programs and other interpretive activities.
- Collected day use and camping fees.

Trail Maintenance Volunteer, Iron Goat Trail Project, Volunteers of Outdoor Washington, Stevens Pass WA, Sept. 20xx.

- Constructed wheelchair-accessible trail that met US Forest Service standards.
- Recorded survey information as assistant to Trail Engineer.
- Successfully completed certificate course for trail construction and maintenance.

Sales Associate, Backcountry Outfitters, Parkland WA, June 20xx – Sept. 20xx

- Provided customer service in the backpacking, canoeing and cross-country skiing departments.
- Field-tested a variety of outdoor equipment including camp stoves, backpacks, climbing hardware and rope, telemark skis and float bags.

ANITA JOBB

1113 Redwood Avenue
Seattle, WA 98013
(205) 555-4231
ajobb@email.net

QUALIFICATIONS PROFILE

- Strong commitment to providing family and youth services.
- Excellent presentation skills in classroom, meeting and workshop settings.
- Successful fundraiser and grant-writer.
- Experience working with diverse populations. Fair knowledge of spoken Spanish.
- Familiar with Microsoft Word, PowerPoint, Access, Excel and Adobe PhotoShop.

EDUCATION

Bachelor of Arts, Western Washington University, Major: **Human Services**, GPA 3.7, June 20xx.

RELEVANT PROFESSIONAL EXPERIENCE

Family Support Intern, Bellingham Family Services, Bellingham WA, Oct. 20xx– June 20xx.

- Facilitated and presented family workshops. Topics included: Health Services in Whatcom County; English Literacy; and Domestic Violence.
- Wrote successful grant to fund a \$25,000 community education program for immigrant families.
- Recruited and trained high school volunteers for the Kid-to-Kid Program.
- Researched and wrote a draft report about immigrant family support services for the Bellingham Health Department.

Special Event Volunteer, Whatcom Boys & Girls Club, Everson WA, March 20xx – June 20xx.

- Designed promotional flyers using PhotoShop for the Boys & Girls Club's annual fundraiser.
- Identified corporate sponsors and solicited over \$2500 in cash and in-kind contributions.
- Scheduled committee meetings.

Youth Counselor, Camp Kayak, Rock Island CA, June 20xx – Sept. 20xx and June 20xx – Sept. 20xx.

- Supervised elementary school-aged, inner-city campers in a wilderness setting.
- Trained and monitored three Assistant Counselors.
- Taught classes in Wilderness Camping, Kayaking, Weaving, and Native American Folk Tales.
- Counseled youth individually and in groups on conflict resolution strategies.

OTHER EXPERIENCE

Sales Clerk, Wright Foods, Bellingham WA, Sept. 20xx – June 20xx.

- Provided customer service in a full-service grocery store.
- Answered phones, operated cash register and stocked shelves.

Food Server, Mom's Cafe, Everson WA, September 20xx – April 20xx.

- Took orders and served meals in a family-oriented environment.
- Trained new staff.

Combination Resume Sample

CHANDRA ROBINSON

Current Address

516 High Street #9110
Bellingham WA 98225
312.345.2231 (cell)
Chandra@ssnet.com (email)

After July 1, 2005

1600 Pennsylvania
Otho WA 99005
312.345.2231 (cell)
Chandra@ssnet.com (email)

EDUCATION

Bachelor of Science, Major: **Biology**, Minor: **Chemistry**,
Western Washington University, June 20xx

RELEVANT COURSES

Cell and molecular biology	Genetics
Microbiology	Animal behavior
Organic chemistry	Zoology
Biological chemistry	Ecology

PROJECTS AND RESEARCH

- Electrically induced cessation of cytoplasmic streaming in Chara
- Isolation and characterization of yeast respiratory mutants
- Tissue culture and introduction of somatic embryogenesis in *Daucus carota*
- In-water behavior of captive penguins versus wild penguins

TECHNICAL SKILLS

- | | |
|--|--------------------|
| Biology | Computer |
| • Basic sterile laboratory techniques | • Microsoft Word |
| • Bile Esculine, Sodium Hippurate, CAMP, ImViC, Urea, KIA, and SIM testing | • Microsoft Excel |
| • Gram staining techniques | • Microsoft Access |
| | • Visual basic |

HONORS

Dean's List, Western Washington University, 200xx, 20xx

PROFESSIONAL HISTORY

Teaching Assistant, Western Washington University, Biology Department, Sept. 20xx – present

- Graded research papers, examinations and homework for 235 students in introductory biochemistry
- Tutored study group sessions

Blood Bank Volunteer, Puget Sound Blood Bank, Everson WA, May 20xx – Oct. 20xx

- Prepared clients for blood draws
- Filed lab records, patient files, and routine correspondence
- Answer and routed phone calls

ACTION VERBS

CLERICAL OR DETAIL SKILLS

achieved	dispatched	monitored	retrieved
approved	documented	operated	screened
arranged	executed	organized	specified
catalogued	gathered	prepared	systematized
classified	generated	processed	tabulated
collected	implemented	purchased	validated
compiled	inspected	recorded	

COMMUNICATION SKILLS

addressed	drafted	moderated	responded
arbitrated	edited	motivated	solicited
arranged	enlisted	negotiated	spoke
authored	formulated	persuaded	translated
collaborated	influenced	promoted	verified
cooperated	interpreted	publicized	wrote
corresponded	lectured	reconciled	
developed	mediated	recruited	
directed		reported	

CREATIVE SKILLS

acted	designed	instituted	performed
applied	developed	integrated	proposed
conceptualized	directed	introduced	revamped
created	established	invented	revitalized
composed	founded	originated	shaped
conceived	illustrated	planned	

FINANCIAL SKILLS

administered	balanced	developed	projected
allocated	budgeted	estimated	planned
analyzed	calculated	forecast	researched
appraised	computed	marketed	
audited		managed	

HELPING SKILLS

advocated	coached	educated	guided
aided	contributed	expedited	referred
assessed	counseled	facilitated	rehabilitated
assisted	demonstrated	familiarized	represented
clarified	diagnosed	fostered	supported

MANAGEMENT AND/OR ADMINISTRATIVE SKILLS

acquired	coordinated	headed	planned
administered	delegated	improved	prioritized
analyzed	developed	increased	produced
assigned	directed	reviewed	recommended
attained	eliminated	maximized	scheduled
chaired	evaluated	minimized	streamlined
conserved	executed	obtained	strengthened
consolidated	exceeded	organized	supervised
contracted	expanded	oversaw	

RESEARCH SKILLS

abstracted	discovered	inspected	organized
clarified	evaluated	interpreted	reviewed
collected	examined	interviewed	summarized
critiqued	extracted	investigated	surveyed
diagnosed	identified		

TEACHING SKILLS

adapted	coordinated	evaluated	instructed
advised	developed	explained	initiated
coached	enabled	facilitated	persuaded
clarified	encouraged	guided	set
communicated	established	informed	stimulated

TECHNICAL SKILLS

assembled	devised	overhauled	trained
built	engineered	programmed	upgrade
calculated	fabricated	remodeled	
computed	maintained	repaired	
designed	operated	solved	

ADJECTIVES

active	diligent	keen	reliable
adaptable	diplomatic	logical	resilient
adept	disciplined	loyal	resourceful
aggressive	effective	mature	self-reliant
analytical	efficient	methodical	self-starter
assertive	energetic	motivated	sensitive
broad-minded	enterprising	objective	sharp
committed	enthusiastic	open-minded	sincere
competent	exceptional	organized	socially responsible
confident	experienced	outgoing	successful
conscientious	fair	personable	strong
creative	firm	poised	tactful
culturally aware	honest	positive	team-oriented
dedicated	independent	practical	
dependable	innovative	productive	
determined	instrumental	receptive	

NOTE: These action verbs are organized by skill categories which can be used in a *skill-based resume*.

JOB SEARCH LETTERS

LETTERS WRITTEN IN SEARCH OF OPPORTUNITIES

Cover Letters/Letters of Application. This letter is written in response to a specific, advertised job opening. The goal is to get your resume read and generate a job interview. A successful letter demonstrates how your qualifications match the job requirements. At the very least, you must research the organization and study the position description carefully. Organize your letter as follows:

- **Seize Attention:** In one, short, bold sentence tell them what you want, why you are writing.
- **Pique Interest:** Describe your qualifications as they **relate to the position** requirements, providing evidence of your related experiences and accomplishments. This is where you would mention a referral if you can use their name.
- **Get Down to Business and Show Your Stuff:** Convince the employer that you have the personal qualifications and motivation to perform well in the position.
- **Wrap it Up:** Indicate your availability for an interview.

Letter of Inquiry. This letter seeks out possible openings and generates, if not a job interview, at least an initial information interview. Because many positions are not widely advertised, letters of inquiry are used extensively in job searches. It is structured similarly to the letter of application (see above). An effective letter of inquiry reflects a knowledge of the organization and communicates how you can contribute to its needs and goals. Organize this type of letter as follows:

- State why you are particularly attracted to the organization; indicate the areas of the organization that interest you and the type of position you are seeking.
- Highlight your qualifications as they relate to your stated interests.
- Ask to be considered for existing or anticipated openings suited to your qualifications.
- Ask to meet with someone to further discuss your interests and qualifications. Because this is an un-solicited letter the person will probably not call you, so tell them you will follow-up and specify when.

Networking Letter. Use this letter when someone has referred you to a person as a contact for an information interview. Usually, it begins with: "Professor Soandso suggested I contact you regarding information about becoming a language interpreter."

LETTER FORMAT

Introductory Paragraph

- Explain why you're writing (application, inquiry, networking).
- Describe how you heard about the position or company.
- Capture the reader's interest.

Body of the Letter

- Relate your background to the job qualifications . Give examples. Use their terminology and language.
- Share why you're interested in them. Show enthusiasm!

Closing

- Be direct. Ask for an interview or job.
- Let them know you'll follow up. Be specific about how and when you'll be in touch.
- Provide them with your phone number and email address. Let them know dates and times when you're available.

OTHER TYPES OF CORRESPONDENCE

Most of your job search letters will be written to seek out employment opportunities. However, there will be occasions that require other forms of correspondence. These should be prepared carefully and professionally.

Thank-You Letter. This is one of the most important yet least used forms of correspondence. It establishes goodwill, expresses appreciation and can strengthen your candidacy. Make sure that everyone who helps you receives a thank-you letter.

When used to follow up on interviews, try to send your thank-you within 24 hours to everyone who interviewed you. Keep your letter brief and concise. Restate your interest in the position, reemphasize your strongest qualifications and express your sincere appreciation.

Acceptance Letter. This letter is used to accept a job offer and to confirm the terms of employment (salary, starting date, etc.). Often, this letter follows a telephone conversation during which details of the offer and terms of employment are discussed. Some employers will specifically request that you respond in writing. Even when this is not the case, write a formal letter of acceptance to project your professionalism and avoid any confusion about your employment.

Withdrawal Letter. Once you accept a position, you have an ethical obligation to inform all other employers of your decision to withdraw your application from consideration. Express appreciation for the employer's consideration and state simply that you have accepted other employment.

Rejection Letter. Employers aren't the only ones who send rejection letters! You may decide to decline job offers that don't fit your personal objectives and interests. Rejecting an offer should be done tactfully. Indicate that you have given the offer careful consideration and have decided not to accept it. Be sure to thank the employer for the offer and for considering you as a candidate.

LETTER WRITING TIPS FROM THE PROFESSIONALS

- **KISS (keep it short & simple!). Limit it to one page.**
- **Think of the reader as you are writing. Attract interest quickly.**
- **Communicate professionally but with enthusiasm. Forget slang!**
- **Think like an employer – what kind of person would *you* hire?**
- **Address your letter to a specific person/name. Call to get the appropriate name, title and spelling, if necessary.**

EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT!

In some cases, you will send email instead of letters. THE SAME RULES APPLY!

Cover Letter/Letter of Application Sample Layout

Your Street
City, State, Zip Code
Date
[3 spaces]

Name of Individual
Title of Individual
Name of Employer
Street Address or PO Box Number
City, State, Zip Code

[1 space]

Dear Mr./Ms./Dr. _____:

[1 space]

Opening Paragraph. Attract attention. Clearly state the reason for writing, naming the position or type of work for which you are applying. Identify how you heard of the opening or how the employer's name was obtained (i.e., the Career Services Center informed me of your opening or Professor Smith in the Technology Department at Western Washington University recommended that I contact you.)

[1 space]

Second Paragraph. State your reason for writing this particular employer. Specify concrete reasons for the type of work you desire. Highlight: **your skills**; your goals; and/or how your education, experiences and other qualifications support your capacity to succeed in this job (in this organization.) **“Show your Stuff!” Describe what you can do for the employer rather than what the employer can do for you.** Significant accomplishments can be noted, but the resume should not be repeated any more than absolutely necessary. Basically, you are emphasizing your key qualifications -- selling yourself -- elaborating on background areas which will attract the employer for the specific career field or job you want.

[1 space]

Closing Paragraph. Restate your interest by indicating your availability for a personal interview. Either suggest a time or state your willingness to come at the convenience of the individual employer. End on a strong note. Indicate your resume is enclosed (and your placement file has been forwarded-if appropriate).

[1 space]

Sincerely yours,

[3 spaces]

(signature)
Full Name Typed
[1 space]
Enclosure

Letter of Application Sample

1592 29th Street
Bellingham, WA 98225
(360) 673-3235

October 17, 20xx

Ms. Lynn Wedenberg
Manager, Human Resources
Immunex, Corp.
51 University Street
Seattle, WA 98191

Dear Ms. Wedenberg:

I am applying for the position of lab assistant in the molecular biology department (job #7820205). This position fits very well with my education, experience, and career interests. My research has revealed that Immunex is the leading biotechnology firm in the state and second in the U.S. Your work with Leukine, as well as with PIXY-321 and other colony stimulating factors, is definitely the type of research I am prepared for.

The position requires detail-orientation as well as an ability to accurately perform repetitive tasks in compliance to written protocols. During my nine months at Western Washington University's Toxicology Lab, I did precisely this in conducting various forms of chemical analysis, each many times over. Every series had to be identical and accurate. While in this position, I initiated and maintained a spreadsheet data analysis program which enabled virtually instantaneous data analysis. Working without much supervision, I made time management a priority and typically finished tasks ahead of schedule. This complements Immunex's requirement for data entry and time management.

During my year at Western's Cell Tissue Culture Lab, again I performed numerous repetitive tasks, especially reagent and media preparation, according to exact directions. Also, I maintained the lab's stock of chemicals and other materials. In both these positions, I performed my duties well and even beyond the job requirements. At Western, I have specialized in biochemistry and genetics, having completed many classes directly relevant to the lab assistant position I am seeking at Immunex.

Given my education and experience, I am confident that I have the abilities to be an effective contributor to your company. To further discuss my qualifications in an interview, I can be reached at (360) 676-0000.

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

Sincerely,

Melissa Valenchenko
Enclosure

Thank You Sample Letter

11082 Highland Park Drive
College Place, WA 99324
February 15, 20xx

Mr. Ready Tohire, Personnel Director
The Progressive Company
1550 Business Drive
Seattle, WA 97850

Dear Mr. Tohire:

I sincerely appreciate all the time you spent with me at the recent Career Fair held at Western Washington University on February 12, 2004. The information you gave me regarding employment with your organization has helped me clarify my career goals.

You may recall that I interned with the Best & Brightest Inc. As a Management Intern, my responsibilities included budgeting, cost analysis and staffing two branch offices. I attended board meetings, prepared and presented statistical reports to other administrative personnel and acted as a liaison between staff and management at the head office. During our conversation at the WWU Career Fair, you mentioned that this experience would be of value to your organization.

As you suggested, I am enclosing a copy of my transcripts, along with an additional copy of my resume. I will call you during the week of March 14th to follow up on our conversation. In the meantime, if you need additional information, please contact me at (360) 666-1313 or email me at johnhireme@hotmail.com. After reviewing the information you provided me, I am even more enthusiastic about the opportunity to work with your company. Again, thank you so much for providing me with assistance!

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Sincerely,

John Hireme

Enclosures