

Résumé & Cover Letter Guide 2018



PRESBYTERIAN COLLEGE

Career Development & Student Success

THE RÉSUMÉ: CREATING A FIRST IMPRESSION

You must have a professional résumé regardless of your major or career interest in order to land a job interview or to submit with a graduate/professional school application. Your résumé is your first impression to a recruiter or hiring manager and you have minimal time to make an impact. Think of your résumé as a marketing document that promotes you as the best candidate. In this guide, we will discuss how to make your résumé clear, relevant and accomplishment-focused.



Start by brainstorming

To begin your résumé, think about all of your life experiences and begin listing them out such as all work experiences, education, activities, projects, leadership roles, athletics, community service, training, awards etc. From that list, determine which experiences and skills may be relevant to the types of internships and jobs to which you are applying. Of course, your résumé will change over your career life-span and some items may be removed later and other things added. ***Please do not use a résumé template.***

Create appropriate résumé sections

Now, begin to think about how to organize your information into sections. Capture the reader's attention to focus on your most important experiences that are relevant for your career interest. Here are some standard sections for a young professional.

Contact Information (required)

- Include your full name, street address, city, state, zip code, telephone number and email address at the top of your document. You may add your LinkedIn profile URL. **Your name** should be the largest font on the page and in bold.
- You may list both your campus address and permanent address. Some candidates are simply leaving off their address and listing only their telephone number and email address. See examples below.

JULIE A. SMITH 78 S. Anderson St., Columbia, SC 29841 803-000-0000 jsmith@presby.edu www.linkedin.com/in/juliaasmith
--

JULIE A. SMITH jsmith@presby.edu 803-000-0000	
<u>Home Address</u> 78 S. Anderson St., Columbia, SC 29841	<u>Campus Address</u> 403 S. Adair St., Student Box 98765, Clinton, SC 29325

JULIE A. SMITH jsmith@presby.edu • 803-000-0000

Headline (highly recommended)

This is generally a phrase which identifies you in a way which connects with the specific position applied for, and should be updated with each application to remain relevant.

- Keep it Short and Simple (KISS) - clarity is important
- Use the same font and capitalization as other headings, but set it apart by centering it on the page.
- Identify the general type of position through use of key words

Examples:

Detail-Oriented History Major with Sales Experience
Goal-oriented Student with Customer Service Background

Education (required)

Begin with the institution name, city and state. Include your degree (i.e. Bachelor of Science or Bachelor of Arts), major and graduation date. Include your minor if applicable.

- Include the month and year of graduation or expected graduation. Do not list the range, only the month and year
- List your GPA if over a 3.0 and include the grading scale with matching decimal places (i.e. 3.55/4.00 or 3.9/4.0)
- Include other significant academic achievements, study abroad, certifications or licensures, and significant research or senior thesis projects.

Examples:

Presbyterian College, Clinton, SC
Bachelor of Science, Expected May 2019
Major: Business Administration
Overall GPA 3.14/4.00

Study Abroad Experience
Oxford University, Corpus Christi College
Oxford, England
Studied British Theater and Society in the
Oxford Religious Experience, 2016

Presbyterian College, Clinton, SC
Bachelor of Science, May 2017
Major: Chemistry; Minor: Business

Work Experience (highly recommended)

Experiences can include any of the following: summer jobs, internships, part-time or full-time jobs. List your work experiences in reverse chronological order (start with your current or most recent position). Use bullets not paragraphs.

- Include the position title, organization, city, state, and dates (month/year)
- Use bullets and begin your work phrases with a strong action verb (see list in this guide)
- Use present tense verbs for currently held positions and past tense verbs for positions previously held
- Do not use “Responsible for” or “duties include”
- It may helpful to look at the job descriptions of the positions you are applying for and have your action statements reflect your capabilities for performing those tasks

Examples:

Pharmacy Technician, Low Country Pharmacy, Johns Island, SC

- Assisted in filling prescriptions and dispensing OTC medications in timely manner to reduce customer waiting time
- Revised filing system to improve accuracy and efficiency

Summer 2016

Sales Associate, Foot Locker, Charleston, SC

- Greet customers and suggest products based on personal footwear needs
- Recognized for achieving sales goals in last two months
- Maintain monthly inventory utilizing Excel spreadsheet

2015 - present

BEFORE YOU PRINT

Is your résumé free of grammatical, spelling, and punctuation errors?

Did you avoid using abbreviations, slang, acronyms, and personal pronouns such as “I”?

Did you use strong action verbs to start your work phrases?

Have you used an appropriate font style such as Times New Roman or Ariel, and font size 11 or 12 for the body?

Is the text centered and balanced on the page so that you have some white space?

Is it visually appealing?

Did you save your document with a clear file name with your name? For example, Jon_Tartan_Résumé 2017.pdf

Did you get it reviewed by Career Development staff?

Leadership, Community Involvement or Campus Activities (highly recommended)

These sections can demonstrate your skills obtained outside of your academic studies. Focus on quality of involvement. If you do not think that you would be able to talk about the organization in an interview, leave it off.

- Include scholarships, professional organizations, fraternities, sororities, leadership, clubs, student activities, and athletics
- List the position you held in the organizations (especially if they were leadership positions) and membership dates and locations. Spell out or describe organizations as people outside of Presbyterian College may not know what certain groups are.

Examples:

Member, Blue Fish Ministry	2016-present
Member, Sigma Nu Fraternity	2015-present
Secretary	2016-present

Additional Sections: Related coursework, technical skills, professional associations, publications, presentations, and certifications (optional)



Writing accomplishment statements

When you write your bullet points to describe your experiences, always begin with a strong action verb and try to paint a picture of your accomplishments by including positive adjectives and numbers or quantities whenever possible to show the reader impact. Think about situations/tasks, what skills you needed to do the task) and the end result. Use the exercise below to create strong accomplishments statements (refer to the list of action verbs on page four).

What did you do (task)?	How did you do it (skills)?	Why did you do it (results)?
Example: Planned large event (food, seating, slideshow)	<u>Coordinated</u> and <u>communicated</u> with catering staff, ordered food, set up technology, arranged seating	To recognize students who completed leadership program
Example of bullet point or accomplishment statement from above:		
<ul style="list-style-type: none"> • Coordinated recognition event for over 100 students completing a leadership certification program by communicating with catering staff to order food, organize seating and reserve audio and visual aids. 		

A note about references

List three to five professional references on a separate document. Place your contact information at the top and then list your reference’s name, title, organization, address, telephone number, and email address. Choose professional references such as coaches, supervisors, faculty or colleagues. See example on page 7.

ACTION VERBS

Analytical Words

analyzed
answered
appraised
assembled
assessed
balanced
budgeted
clarified
classified
collected
compiled
critiqued
diagnosed
engineered
estimated
evaluated
expedited
extrapolated
forecasted
identified
improvised
interpreted
investigated
processed
recommended
reconciled
recorded
researched
resolved
reviewed
specified
structured
studied
substantiated
summarized
surveyed
systematized
validated

Organizational Words

accomplished
achieved
administered
arranged
assigned
attained
collaborated
communicated
consolidated
controlled
coordinated
cultivated
delegated
demonstrated
dispatched
encouraged
ensured
expanded
facilitated
formalized
generated
guided
implemented
integrated
launched
monitored
orchestrated
overhauled
persuaded
prioritized
reshaped
revitalized
secured
streamlined
surpassed
synchronized
targeted
transformed
upgraded

Strategic Words

appointed
chaired
clarified
coached
conceived
conceptualized
convinced
created
delegated
designed
developed
directed
empowered
energized
envisioned
established
executed
expanded
founded
ignited
influenced
initiated
innovated
inspired
introduced
invented
masterminded
mentored
modernized
motivated
optimized
pioneered
planned
revolutionized
spearheaded
sponsored
stimulated
strengthened
transformed

Tactical Words

accelerated
advanced
advised
amplified
augmented
capitalized
charted
conducted
constructed
consulted
demonstrated
earned
enforced
enriched
exceeded
expedited
fashioned
fostered
generated
identified
installed
interfaced
negotiated
operated
originated
performed
produced
promoted
reinforced
rescued
revamped
safeguarded
supplemented
synthesized
trained
transformed
translated
tutored
volunteered

SAMPLE RÉSUMÉ FOR FULL-TIME JOB

MATTHEW J. COOPERS

78 S. Anderson St., Columbia, SC 29841 | 952-123-5555 | mcoopers@gmail.com
www.linkedin.com/matthewjcoopers

BUSINESS ANALYST/STAFF ACCOUNTANT

EDUCATION

Presbyterian College, Clinton, SC
Bachelor of Science in Business Administration, with a minor in French
Major GPA 3.7/4.0; Cumulative GPA: 3.2/4.0 May 2017

Oxford University, Corpus Christi College, Oxford, England Summer 2012
Studied British Theater and Society in the Oxford Religious Experience

ACCOUNTING INTERNSHIPS

Intern, H & G Accounting, Clinton, SC 2016

- Calculated monthly payroll for 30 employees and processed accounts receivables
- Contributed an article in the employee newsletter about the benefits of investing in the company 401(k) plan

Intern, Downie Industries, Clinton, SC 2015

- Conducted research and performed data analysis, providing a good perspective on accounting methodologies
- Planned and designed clerical education material, which was adopted by the American Diabetes Association
- Assisted with administrative tasks such as grant writing, budget review, and clinic chart audits, and was given increased responsibilities and recognition for a job well done

ADDITIONAL EXPERIENCE

French Tutor, Department of Modern Languages, Presbyterian College, Clinton, SC 2014-2017

- Recommended by faculty to instruct peers and to improve academic performance or prepare for academic tests
- Encouraged and motivated students to work diligently to gain an understanding of the material
- Created weekly schedules and used time management skills to assist students in meeting academic goals

Server, Al's Diner, Clinton, SC 2013- 2014

- Improvised in a fast paced environment with limited resources and time
- Resolved conflicts between customers and wait staff while maintaining poise and composure
- Motivated seven team members by developing an incentive system and encourage their good work
- Trained nine staff members on proper procedures and job functions

LEADERSHIP AND CAMPUS ACTIVITIES

Member, Pi Kappa Alpha Fraternity 2014-2017
Vice President of Recruitment 2016-2017

Member, Student Athletic Advisory Committee 2014-2017

Member, NCAA Division I Football Team 2013-2017

SAMPLE RÉSUMÉ FOR INTERNSHIP

JORDAN K. RANARD

328 Canterbury Drive, Greenville, SC | 864-000-0000 | jkranard500@presby.edu

SUMMARY

Chemistry major with excellent research and analytical skills seeking summer internship with Michelin, Inc.
Motivated and organized worker available May 13 to August 18, 2018.

EDUCATION

Presbyterian College, Clinton, SC May 2019
Bachelor of Science in Chemistry with minor in Computer Science
GPA: 3.6/4.0
Study Abroad, Institute of International Education of Students, La Plata, Argentina Spring 2017

TECHNICAL SKILLS

Computer: Proficient in Microsoft Office, SPSS
Lab Equipment: Rotary Evaporator, Gas Chromatograph, Infrared Spectrometer, UV-visible Spectroscopy
Laboratory Procedures: Crystallization, Filtration, Distillation, Column Chromatography
Language: Spanish (intermediate level)

WORK EXPERIENCE

Resident Assistant, Presbyterian College, Clinton, SC August 2017- present

- Build a safe living environment for 50 freshmen and promote community standards of living
- Plan monthly social and educational events for residents
- Resolve and mediate conflicts among residents and respond to crisis situations in timely manner

Team Member, Chick-fil-A, Greenville, SC May - August 2016 & May - August 2017

- Served as team leader to train crew of ten associates
- Processed orders for up to 250 customers daily while maintaining a positive attitude
- Authorized to close and open store and make safe drops and deposits

Chemistry Tutor, Presbyterian College, Clinton, SC 2016-2017

- Recommended by faculty to tutor peers in Organic Chemistry I and II
- Adapted to different learning styles to coach students to pass challenging course
- Received positive feedback from students

CAMPUS ACTIVITIES

Member, Zeta Tau Delta Sorority, Presbyterian College 2015-present

SAMPLE RÉSUMÉ FOR TEACHING JOB

KATE L. MIDDLETON

123 Main Street Greer, SC 27329 | (864) 555-5555 | kmiddleton@presby.com

EDUCATION & CERTIFICATION

Presbyterian College, Clinton, SC
Bachelor of Science in Early Childhood Education May 2018
GPA: 3.4/4.0
South Carolina Teacher Certification Pending June 2018
Diversity Workshop, Furman University, Greenville, SC September 2017
Study Abroad, The University of South Pacific, Suva, Fiji June 2016

STUDENT TEACHING AND FIELD EXPERIENCE

Student Teacher, 1st Grade, 24 students, Joanna-Woodson Elementary School, Joanna, SC Spring 2018

- Designed an inquiry-based social studies lesson where students used primary source documents to explore the rights guaranteed by the First Amendment
- Created and organized learning centers and bulletin boards to reinforce science concepts
- Integrated Smart Board technology into all academic areas with an emphasis on math, spelling and science
- Assessed students' reading comprehension, fluency, and words per minute through *Read Naturally*
- Managed the classroom by using a music box to reduce noise level and a reward system for positive behavior

Field Experience, 1st Grade, 24 students including two with IEPs, Laurens, Elementary School, Laurens, SC, Fall 2017

- Directed students through a writing activity, "I Wish I Were a Butterfly Because," that resulted in a class book
- Guided students in generating a class graph with a Halloween theme based on measuring candy corn levels
- Administered and scored an Individualized Reading Inventory and Standardized Reading Inventory

Field Experience, 3rd Grade, 20 students, E B Morse Elementary School, Laurens, SC Spring 2017

- Planned and instructed an interactive math lesson using manipulative and multi-sensory approaches
- Utilized cooperative learning, assertive discipline, and whole language approaches

ADDITIONAL EXPERIENCE

Tutor, The Academic Company, Greenville, SC 2016

- Provided one-on-one instruction for 6th grade students on topics of math and reading and saw improvement through weekly interactions and homework assignments
- Demonstrated strong communication skills through conversations with parents and staff to update on students' progress

Server, Ruby Tuesday, Greer, SC Seasonal 2014-2016

- Greeted guests and responded to questions about menu in fast-paced work environment
 - Processed orders in timely manner and resolved any complaints
 - Stocked service areas with supplies
-

CAMPUS INVOLVEMENT

Member, Women's Soccer, Presbyterian College 2014-2017
Member, Student Volunteer Services, Presbyterian College 2017-2018
Volunteer, Special Olympics, Presbyterian College 2017-2018

SAMPLE REFERENCE LIST

KATE L. MIDDLETON

123 Main Street Greer, SC 27329 | (864) 555-5555 | kmiddleton@presby.com

REFERENCES:

Dr. Ida Teacher
Professor and Department Chair
Presbyterian College
503 S. Broad St., Clinton, SC 29325
ITeacher@presby.edu
864-833-0000
Relationship: Faculty Advisor

Mr. Scott Baker
General Manager
Ruby Tuesday
55501 Main St., Greer, SC 29xxx
scottybaker@RT.com
864-000-0000
Relationship: Supervisor

Dr. Ivanna Murray
Campus Minister
Presbyterian College
503 S. Broad St., Clinton, SC 29325
Imurray22@presby.edu
864-833-0000
Relationship: Student Volunteer Services (SVS) Advisor

THE COVER LETTER: GET CALLED FOR AN INTERVIEW

Purpose

A cover letter is your introduction to a prospective employer and should help you stand out as a candidate. Rather than restating your résumé, enhance your qualifications by describing HOW your past experiences, education and personal attributes will benefit the employer. Research the organization and tailor your letter accordingly. Always check your spelling and grammar.



Cover Letter Format (keep it to one page)

Date (month, day and year)

Name of Contact

Title

Organization

Street Address

City, State, Zip Code

Dear Mr. or Ms. (use last name):

When possible, direct your cover letter to a specific person. Contact the organization and ask for the person who should receive your letter. If you cannot find a contact name, use Dear Hiring Manager or Dear Search Committee.

INTRODUCTION PARAGRAPH:

- Why are you writing? Specifically mention the position you are applying to.
- Make a connection with the reader by mentioning a common contact if possible or at least state how you learned about the opening.
- Indicate why you are interested in the position, the company, its products or services. Demonstrate that you have done some research!

BODY PARAGRAPH:

- Show that you can do the job by providing specific examples of past experiences to illustrate that you have the skills for the job.
- Explain why they would benefit from having you on their team. Show enthusiasm for the job and organization.

CLOSING PARAGRAPH:

- Thank the reader for considering your application and reiterate your interest in the job. Refer the reader to the enclosed resume.
- Provide your telephone number and your flexibility to meet to discuss your qualifications.

Sincerely,

Signature

Your name (typed)

Sample post-interview thank you note (mail/email within 24 hours after interview to every interviewer)

Dear Mr. Grossman:

It was a pleasure to meet you this morning to discuss the Communication Associate job at Colonial Insurance. Your work environment seems like a good fit for me. I believe my internship at Accenture and especially the use of social media provided me with a solid foundation to help spread the word about the good work being done at Colonial Insurance. I look forward to hearing from you soon about the next steps.

Sincerely,

Jon Tartan

SAMPLE COVER LETTER FOR FULL-TIME JOB

See how the cover letter below is tailored to the job requirements for an Environmental Educator:

Desired qualifications:

- Personal passion for protecting the natural environment
- Strong desire to work with children grades 2-12
- Teaching experience or biology background helpful

Required qualifications:

- Bachelor's degree or equivalent experience
- Committed team player not afraid to work long hours outdoors

Natalie N. Netterman

864-000-0000 | nnnetterman@presby.edu | www.linkedin.com/in/nnnetterman

February 16, 2017

Ms. Jenny Smith
Assistant Program Director, Trinity Center
Sound to Sea Environmental Education Program
P.O. Drawer 380
Salter Path, North Carolina 28575

Dear Ms. Smith:

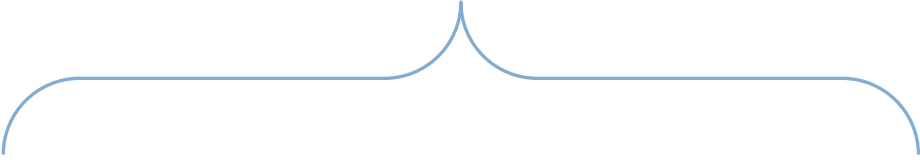
Your opening for an Environmental Educator, which I saw posted on the Presbyterian College's Career Development & Student Success online job board, interests me for several reasons. First I have a strong desire to work to improve and protect our natural environment. I truly enjoy working with people of all ages and would love the opportunity to share my excitement about environmental issues with others. In addition, the fact that Trinity Center is a highly service-oriented organization permits me to believe that my values would complement your goals.

In May, I will receive a Bachelor of Science in Biology with a minor in Computer Science. My internship last fall gave me the opportunity to monitor the City of Clinton's recycling program and the positive results were presented to the city council. This experience allowed me not only to coordinate a project, but permitted me to gain experience in making presentations to large groups. Additionally, I was selected to tutor students in various science subjects and I saw their grades improve which was very fulfilling to me. I maintained a 3.4 GPA throughout my college career, while managing my time to play soccer. I truly enjoy being active.

Attached is my résumé for your review and I am eager to speak with you. I am available to relocate and begin working after May 13.

Sincerely,

Natalie Netterman
Natalie Netterman



DID YOU KNOW?
You have access to the Tartan Network to:

- ✓ Upload your résumé and cover letter
- ✓ Apply to internships and jobs
- ✓ Register for career events
- ✓ Build your online profile

www.presby.edu/careers

Tartan Network
Get Noticed. Be Prepared.



Sources:

University of Connecticut, Résumé & Professional Writing Guide, retrieved from: <https://career.uconn.edu/resume-and-cover-letters/>
Whitcomb, Susan B., Résumé Magic, 4th edition

CAREER DEVELOPMENT & STUDENT SUCCESS STAFF

Kim Lane
Director
kalane@presby.edu
864-833-8379

Kaley Lindquist
Assistant Director
kelindqui@presby.edu
864-833-8380

Lynn Downie
Assistant Director
ldownie@presby.edu
864-833-8381