

Résumé & Cover Letter Guide

- ◆ Résumé Outline
- ◆ Résumé Layout
- ◆ Design Tips
- ◆ Action Verbs
- ◆ Résumé Delivery Methods
- ◆ Résumé Strategy
- ◆ Reference Sheet
- ◆ Cover Letter Outline
- ◆ Sample Résumés
- ◆ Sample Cover Letters



RÉSUMÉ LAYOUT OPTIONS

Here are two basic layouts for printed résumés, shown below. Employers are used to seeing these and many prefer them. Both work well for résumés with lots of content to keep to one page. Other layouts, like the Side-by-Side, not shown, use a lot of white space and have fallen out of favor with employers, particularly if electronic compilations are used.

Centered

JOE STUDENT	
Address	Phone Number
City, State	Email
Objective	
Educa-	
Experi-	
Skills	
Refer-	

Hybrid

JOE STUDENT	
Address	Phone Number
City, State	Email
Objective	
Educa-	
Experi-	
Skills	
Refer-	

RÉSUMÉ DELIVERY METHODS

If possible, find out which method your potential employer prefers. Sometimes, advertisements will indicate a preference, or give only one means of employer contact information.

Mail

Slowest, but often preferred when applying to national internships or fellowships where an additional essay; transcript and reference letters are required. This way, all required application materials are organized in a convenient envelope packet.

Faxing

Fast, but with a slight loss of quality. This method is best combined with e-mail or mail.

Emailing

Fast résumé delivery, especially for smaller businesses without an in-house human resources department. The trick is protecting the format of your résumé and the potential risk that the employer will either not have time or, due to security reasons, will not open your attached résumé. However, those that take résumés via email often specify their preference for a document format where a PDF or RTF (rich text format) option can be applied.

You might also consider creating an ASCII résumé using a text editor such as Note Pad. ASCII stands for American Standard Code for Information Interchange. It ensures that the information you input on your computer will appear the same on other computers.

Online

Résumés can be stored and searched in online job banks. Do not include any identifying information except your name and email when dropping your résumé into this type of résumé database service. This method for getting noticed is best if you can create a skills based résumé that uses the industry or professional categories most in demand.

Scannable

Large employers use this type of résumé when screening large numbers of job candidates. Similar to the online databases on the market, the company will use a program to search for candidates based on certain terms and keywords. Use your ASCII résumé approach where there is no formatting, only text. Do not use bold, bullets, graphics, lines or limited columns. It should be left-justified, not centered.



RÉSUMÉ OUTLINE

Headers in Bold	<p align="center">YOUR NAME (CAPS) Your address city, state, zip phone number and email</p>		
	<p>OBJECTIVE Entry level, Trainee, or Internship in....<i>(specify job title(s), i.e., Marketing or Sales in (specify industry you seek i.e., financial services)</i></p>	<p>States type of position, job title, and industry</p>	
<p>Highest degree first, institution, major, class standing or date of graduation, GPA if 3.0 or above</p>	<p>EDUCATION B.A. or B.S. University of California, Santa Barbara</p> <ul style="list-style-type: none"> • Major and Minors and/or Concentrations • Expected date of graduation: <i>(Month/Year)</i> • Overall G.P.A and/or Major or Upper-Division G.P.A. <i>(Only include if 3.0 or higher. Otherwise, optional unless required by employer)</i> • Honors: Specify Dean's List X # of quarters and societies<i>(Optional)</i> <p>Related Coursework: (Optional) (Select four to six upper-division classes you believe best relate to your career objective. Use course titles, not numbers.)</p>		
	<p>EXPERIENCE (Experience can be paid or unpaid. You may also wish to separate into two sections: <i>RELATED EXPERIENCE</i> and <i>OTHER EMPLOYMENT</i>)</p>		
<p>Describe using verb phrases and numbers whenever possible</p>	<p>Position Title, Employer Name City, State Dates Employed<i>(Mo./Year to Mo./Year or Quarter Year)</i></p>	<p>Position title, company name, city, state, dates</p>	
	<p>Use a short paragraph or bullet points to describe your position responsibilities. DO NOT USE COMPLETE SENTENCES! Start your phrase with "ACTION VERBS" <i>See chart in this section</i></p>		
	<p>ACTIVITIES/ MEMBERSHIPS (Inventory campus and community activities, including team sports. High school involvement can be included if freshmen or sophomore. Otherwise, most recent and relevant. Alternative headings may include the following: Leadership Involvement; Campus & Community Involvement; Team Achievements)</p>		
	<p>SPECIAL SKILLS: Computer: (List software and state proficient in or familiar with...) Language(s): (List level achieved. Semi-conversational in) Certifications: (Optional)</p>		
	<p>REFERENCES Available upon request. (Can be optional. See Reference Sheet Sample.)</p>		

Résumé Design Tips

Expert Advice

- | | |
|---|--|
| <ul style="list-style-type: none"> ✦ Leave at least ½ inch margin throughout. ✦ Avoid a text heavy document. ✦ Put Headings in CAPS/BOLD to help identify the sections.. ✦ Use Bullets instead of paragraphs to outline key points. ✦ Point size should be between 10-12 and consistent, with the exception of headings and your name. | <ul style="list-style-type: none"> ✦ Use Times New Roman; Arial, Helvetica or other common font styles throughout. ✦ Spell check and proof your document before sending to anyone! ✦ Use phrases, not complete sentences. ("Supervised five employees vs. "I supervised...") ✦ Keep verb tense consistent throughout, whether you use past or present tense. |
|---|--|

Management Skills

- administered
- analyzed
- assigned
- attained
- chaired
- contracted
- consolidated
- coordinated
- delegated
- developed

Communication Skills

- addressed
- arbitrated
- arranged
- authored
- corresponded
- developed
- directed
- drafted
- edited
- enlisted

Clerical/Detailed Skills

- approved
- arranged
- catalogued
- classified
- collected
- compiled
- dispatched
- executed
- generated
- implemented

Research Skills

- clarified
- collected
- critiqued
- diagnosed
- evaluated
- examined

Technical Skills

- assembled
- built
- calculated
- computed
- designed
- devised

Teaching Skills

- adapted
- advised
- clarified
- coached
- communicated
- coordinated
- developed

Financial Skills

- administered
- allocated
- analyzed
- appraised
- audited
- balanced

Creative Skills

- acted
- conceptualized
- created
- designed
- developed
- directed
- established
- fashioned

Helping Skills

- assessed
- assisted
- clarified
- coached
- counseled
- demonstrated

- directed
- evaluated
- executed
- improved
- increased
- organized

- formulated
- influenced
- interpreted
- lectured
- mediated
- moderated

- inspected
- monitored
- operated
- organized
- prepared
- organized

- extracted
- identified
- inspected
- interpreted

- engineered
- fabricated
- maintained
- operated

- enabled
- encouraged
- evaluated
- explained
- facilitated

- budgeted
- calculated
- computed
- developed

- founded
- illustrated
- instituted
- integrated
- introduced

- diagnosed
- educated
- expedited
- facilitated

- oversaw
- planned
- prioritized
- produced
- recommended
- reviewed

- motivated
- negotiated
- persuaded
- promoted
- publicized
- reconciled

- prepared
- processed
- purchased
- recorded
- retrieved
- screened

- interviewed
- investigated
- organized
- reviewed

- overhauled
- programmed
- remodeled
- repair

- guided
- informed
- initiated
- instructed
- persuaded

- forecasted
- managed
- marketed
- planned

- invented
- originated
- performed
- planned
- revitalized

- familiarized
- guided
- referred
- rehabilitated

- scheduled
- strengthened
- supervised

- recruited
- spoke
- translated
- wrote

- specified
- systematized
- tabulated
- validated

- summarized
- surveyed
- systematized

- solved
- trained
- upgraded

- set goals
- stimulated

- projected
- researched

- shaped

- represented

SAMPLE REFERENCE PAGE

References for Jonathan Mills

123 Country Road
Goleta, CA, 93117

(805) 123-4567
jmills00@umail.ucsb.edu

Jane Cooper, Manager, VisionTek, Inc.
3 Alamitos Way, Santa Ynez, CA 93145.
(905) 987-6543 jcooper@cox.net.

- Ms. Cooper was my immediate supervisor during a six-month internship in the manufacturing department at VisionTek. She can be reached during normal business hours.

Tu Riker, President, Goleta Water Council
300 Brook Street, Goleta, CA 93117.
(805) 111-2222 riker@gwc.com.

- Mr. Riker supervised my work as a public-opinion researcher during the 1998 Pacific storms. He can be reached after 3:00 p.m., Monday through Thursday.

Dr. Felicia Cortez, Director, Marine Scientists for Conservation
390 Walrus Road, Seattle, WA 94329.
(206) 999-8888 cortez@msc.org.

- I worked for Dr. Cortez for three summers. She supervised my conservation projects as well as clerical work. She can best be reached mornings at the number provided.

EXPERT ADVICE

References

If your references are so well known that the mention of their names would be a magic key, think about listing their names on your résumé. In most cases, a good strategy is to use the phrase “references available upon request” at the end of your résumé. This gives you the flexibility of altering your list according to appropriateness for each job for which you are applying. Possible references are former supervisors, UCSB faculty, and others who are qualified to comment on your work habits, achievements, personal qualifications, etc. Line up your references in advance and clue them in on your career objective so they will know which of your sterling qualities to emphasize. Keep your references posted on your progress and send a thank-you letter. People who help deserve to be appreciated.

EXAMPLE JOB OPENING

It is important to tailor your résumé and cover letter for the specific job you are applying for. Employers want to see that you have skills that fulfill their job requirements and that you have experience that will make you an asset to their team. Adapting your résumé for a specific job opening is also beneficial when you have lots of experience and little room on your résumé and cover letter. Focus on your experience and skills most applicable to the job you are applying for and you will seem like the perfect candidate. See this example job opening and supplementary résumé and cover letter to get an idea of how to apply for a specific position.

Pat Gaucho

1234 Career St.
805-893-0000
Isla Vista, California 93117
pat.gaucho@uemail.ucsb.edu

April 22, 20xx

Mr. Tom Pettison,
Director, Student Recreation and Wellness Center
University of Wisconsin, Racine
Racine, WI 54901

Dear Mr. Pettison:

Your job posting for a Recreation Coordinator for Intramural Sports immediately caught my attention as I was reviewing your university's website. Wisconsin is my home, and I hope to secure a job in the area so that I can be near my family once again. I believe I have both the requisite skills for the position and the motivation to contribute positively to your organization.

I am close to finishing my Bachelor's degree in Economics, with a minor in Sport Management at the University of California, Santa Barbara. While my studies have provided me with an excellent theoretical foundation in sport management, it is through my internship at UCSB's Intramural Sports that I have honed my skills to fulfill your posted position. Under the tutelage of Marcus McCullen, I have become thoroughly versed in managing all aspects of intramural tournaments, and smoothing the sometimes bumpy turf that can exist between students and management. My interpersonal skills have served me well in finding innovative approaches to staffing tournaments and to successfully acquiring corporate donors and sponsors. In my second year of internship, I was fortunate to be entrusted by Mr. McCullen with the recruiting and training of tournament student staff. I believe these experiences have prepared me well for taking full responsibility for your Recreation Coordination position.

It is my hope that we will be able to meet so that I can further present my qualifications to you in person. As I know you are very busy, I will contact you during the week of May 9 to see how my application is progressing. Thank you for your time and consideration.

Sincerely,

Pat Gaucho

Do the research and find out who the hiring manager is.

Describe the significance of your experience to the position you are applying for.

It's a good idea to keep a copy of the job listing or want ad handy throughout the process

Note how the Objective strongly matches the original Want Ad

1234 Career St.
805-893-0000
Isla Vista, California 93117
pat.gaucho@uemail.ucsb.edu

Pat Gaucho

OBJECTIVE:

A position that uses my abilities to coordinate recreational programming, to collaborate with colleagues, and provide strong customer service.

EDUCATION:

University of California, Santa Barbara
B.A., Economics, minor in Exercise and Sport Studies, emphasis in **Sport Management**
Expected graduation date: June 20xx
Minor GPA: 3.87
Cumulative G.P.A.: 3.62
Relevant Course Work:
Sport Management
Sport Administration
Applied Kinesiology
Sport and Exercise Psychology

EXPERIENCE:

Intern, UCSB Recreation Center, Santa Barbara, CA
April 20xx-present

- Assisted in the planning and organization of 10 intramural soccer teams.
- Coordinated the concurrent use of 5 soccer fields for a 16-team tournament.
- Scheduled referee staff for annual 3-weekend tournament.
- Recruited and trained student tournament staff.
- Successfully mediated disagreements between student teams and management.
- Negotiated for intramural Greek tournament in exchange for Greek sponsorship and staffing of Tiny Tots Tournament, resulting in cost reduction of \$3500.

Supervisor, Woodstock's Pizza, UCSB
March 20xx-present

- Promoted to supervisor after six months stint as counter-person.
- Managed frequent changes to staff scheduling.
- Provided input for employee evaluations.
- Ensured adherence to health standards and OSHA policies.

Assistant Coach, AYSO, Racine, WI

- April-September 20xx & 20xx
- Participated in coordination of regional tournaments.
- Initiated and implemented phone tree to improve communication among players, players' families, and coaching staff.

HELP WANTED

Recreation Coordinator for Intramural Sports with the Department of Student Recreation
Location: Racine, Wisconsin

- Responsibilities include:
 - Manage the comprehensive intramural program on campus, with emphasis on weekend sports tournaments.
 - Candidates should demonstrate experience in managing or coordinating recreational programming, strong skills in communication and customer service, strong attention to detail, and ability to collaborate and work in team environment; strong commitment to student development.
 - Bachelor's degree in kinesiology or Sports Management preferred.

- LIMITED EXPERIENCE
- TWO EXPERIENCE AREAS

Amy Lee

San Miguel Hall Room 7654
 Santa Barbara, CA 93117
 (805) 555-1234
 Amy.lee@college.edu

OBJECTIVE

Summer hostess at Bambino's Ristorante

SUMMARY OF SKILLS

- *Leadership:* Voted into leadership position by peers and entrusted to make decisions for residence hall floor
- *Language:* Bilingual Cantonese, spoken and written
- *Communication:* Training and tutoring experience in food service and educational settings. Consistently received positive evaluations from supervisors
- *Technical:* Proficient in Microsoft Office Word, PowerPoint, and Excel

EDUCATION

University of California, Santa Barbara (UCSB)
 Bachelor of Arts, English
 GPA: 3.5
 Deans List: Fall 20xx, Winter 20xx, Spring 20xx

Expected June 20xx

Incorporate any residence hall or customer/food service experience.

CUSTOMER SERVICE EXPERIENCE

Trainee Supervisor and Cashier
 Jamba Juice

Sept 20xx- Sept 20xx
 Fog City, CA

- Interfaced with customers, in person and on the phone, and answered questions regarding various products
- Ensured guest satisfaction through problem solving and excellent customer service
- Supervised and trained new employees on cashier and customer service protocol, safety standards, and company mission
- Promoted from cashier to trainee supervisor within 3 months of employment
- Demonstrated exceptional attention to detail, professionalism, and efficient organization

LEADERSHIP EXPERIENCE

Community Service Chair
 San Miguel Residence Hall, UCSB

Sept 20xx-June 20xx
 Santa Barbara, CA

- Attended weekly Executive Board meetings
- Organized quarterly community outreach for residents
- Collaborated with fellow Community Service Chairs to put on hall events
- Met monthly with hall council to vote on allocation of hall funds

Volunteer Tutor
 Fog City Middle School

Sept 20xx-Dec 20xx
 Fog City, CA

- Provided one-on-one and small group tutoring to students in Math, English and Biology
- Developed original study tips guide for students

SAM SUEÑO

3042 Pardall Avenue Isla Vista, California 93106
805-555-1234 samsueno@engineering.college.edu

OBJECTIVE

Mechanical engineer position utilizing design and project management experience

QUALIFICATIONS OF SUMMARY

- Three years of project work in an academic setting involving conceptual and detailed design, component fabrication and testing and data analysis
- Developed skills including: stress analysis, measurement, industrial costs and controls, statistics
- Software competencies: SolidWorks, Pro/Engineer, AutoCAD, ABAQUS, MasterCAM, Matlab
- Hardware familiarity: Networking - LANS; PC - assembly and maintenance
- Work experience involving customer service, sales, and problem-solving

EDUCATION

B.S., Mechanical Engineer, University of California, Santa Barbara, Expected June 20xx
Emphasis on Mechanics, Materials and Structures
GPA: 3.0 Dean's List - Two quarters

Relevant Coursework

- | | |
|---|----------------------------|
| - Advanced Strength of Materials | - Finite Element Analysis |
| - Mechanics, Materials and Structures Lab | - Structural Analysis |
| - Elasticity | - Materials in Engineering |

Use course projects to demonstrate experience.

MECHANICAL ENGINEERING EXPERIENCE

Senior Project: SAE Aero Design Competition, UC Santa Barbara Sept. 20xx - June 20xx

- Using Solidworks, designed a radio-controlled aircraft that could take off and land while maximum payload
- Analyzed aircraft design using ANSYS
- Participated in project team which fabricated and tested the aircraft
- Focused on design, fabrication and testing of graphite-epoxy composite wing structure. Familiar with tool design for composite lay-up and curing in autoclave

Mechanical Engineering Intern, Walt Disney World, Lake Buena Vista, FL Aug. - Nov. 20xx

- Met twice weekly for mentoring and professional feedback with Senior VP of Engineering Services
- Operated attractions, served guests, and collected feedback about guest experiences
- Completed customer service and business classes through Disney College Program
- Participated actively on eight-member task team charged with completion of reliability survey of eight of park's attractions

Project: Engineers Without Borders, UC Santa Barbara July 20xx

- Installed slow sand filter in Araypallpa, Peru

Junior Project: Improved Electric Countertop Grill, UC Santa Barbara April - June 20xx

- Led a 3-person team in improving popular consumer product, The George Foreman Grill, by adding sliding hinge, on/off switch and dribble cup attachment
- Presented final design including estimates of production costs to 35-member class for evaluation

PROFESSIONAL AFFILIATIONS

- American Society of Mechanical Engineers. Active member
- Society of Automotive Engineers. Active member
- Engineers Without Borders. Active member

Use professional affiliations to demonstrate experience.

- ATHLETIC EXPERIENCE
- COURSE PROJECTS

BEAU SAMUELS

6041 Calle Del Oro • Santa Barbara, CA 93109 • (805) 555-1234 • beausamuels@umail.edu

OBJECTIVE

Enthusiastic and creative college athlete seeks a full-time marketing/social media position in a company that appreciates strong time management, communication, and teamwork skills

SUMMARY OF QUALIFICATIONS

- Skilled in Microsoft Office (Word, PowerPoint, Excel and Publisher), Adobe InDesign, Photoshop, Basic C++ and HTML
- Demonstrated capability to effectively work on teams and motivate others
- Proven ability to efficiently prioritize and manage projects and schedules
- Fluent in Spanish

Summary of
Qualifications
highlights
special skills.

EDUCATION

University of California, Santa Barbara (UCSB)
Bachelor of Arts, Communications

Santa Barbara, CA
Expected Grad Date: Dec 20xx

Relevant Coursework: Marketing Communication; Electronic Media Policy and Regulation;
Interactive Media; Advertising Literacy
Honors: Mountain Pacific Sports Federation All-Academic Honors for three consecutive years

Use course
projects if
lacking work
experience.

RELATED COURSE PROJECTS

Senior Capstone Project, UCSB

Spring 20xx

- Developed an effective business proposal for a fictitious advertising firm pertaining to the incorporation of social media to generate profit
- Conducted research and investigated the effects of using social media and e-commerce to advertise products
- Collaborated with 4 fellow classmates to brainstorm ideas, research topic areas and create a visual presentation to both faculty and other students

Marketing Project, UCSB Marketing Communication Course

Fall 20xx

- Proposed marketing and advertising campaign for student organizations
- Utilized Adobe InDesign to create flyers and brochures in both English and Spanish
- Collected data on the effectiveness of the marketing campaign
- Created student organizations website using HTML

LEADERSHIP EXPERIENCE

Team Member, UCSB Men's Water Polo

Aug 20xx - Jun 20xx

- Competed at Division I level in one of the nation's most recognized conferences
- Practiced up to 20 hours per week and travelled while maintaining full course load and competitive GPA, and meeting other deadlines
- Assisted coaches and team captain in strategy discussions and team building exercises
- Served as a mentor to potential recruits and motivated current freshman class
- Communicated with fellow teammates and coaches to improve team performance
- Awarded Mountain Pacific Sports Federation All-Academic Honors (Jan 20xx, Jan. 20xx and Jan. 20xx) for maintaining a 3.0 or higher cumulative grade point average and competing in at least 50% of games

Athletic
Experience

Donna Quintero

9876 Palomino Drive
Santa Ana, CA 90210
Complete profile available at: <http://www.linkedin.com/dquintero>

805.555.1234
dquintero@umail.edu

OBJECTIVE: Seeking full-time position in higher education student affairs.

PROFESSIONAL SUMMARY: Four years of experience working within both national and campus organizations. Motivated, determined, and excited to pursue a career in higher education student affairs. Dedicated to creating an environment of social justice, critical thinking, diversity, personal development, competency, and communication.

EDUCATION:

B.A., University of California, Santa Barbara (UCSB) June 20xx
Major: Chicana/o Studies. Minor: Education & Applied Psychology. GPA: 3.82

HIGHLIGHTS OF RELEVANT EXPERIENCE:

Student President Advisory Board Member August 20xx – Present

The National Society of Leadership and Success

- Participate in conference calls on significant topics in higher education and leadership.
- Participate via email communication for supplemental ideas and suggestions to continually improve the organization.

Staff Assistant for Fraternity & Sorority Life

August 20xx – Present

UCSB Student Affairs

- Assist the Greek Life staff in planning, implementing and evaluating programs and activities.
- Co-organize and -facilitate officer training and transition retreats.
- Contribute to data collection and preparation of reports related to fraternity and sorority life.
- Create and facilitate outcomes-based workshops on topics including leadership development, hazing, public relations, risk management, goal setting, etc.

Undergraduate Fellow

June 20xx – June 20xx

NASPA Student Affairs Administrators in Higher Education

- Developed writing, research, and presentation skills through presentations on critical issues faced by the division.
- Developed cultural competency skills by coordinating programs that serve and create a positive diverse campus climate.

Executive Officer

June 20xx – June 20xx

The National Leadership and Honors Association

- Pioneered resurgence of campus organization to better serve all students.
- Aided in discovery and implementation of members' goals to maximize their personal growth.
- Coordinated open forum for success-oriented individuals to network.

Intern

June 20xx – June 20xx

UCSB First Year Programs

- Coordinated numerous "Frosh Success Workshops" to inform students of available resources and activities.
- Researched, redesigned, and updated curriculum for the University Success Course.
- Coordinated selection of 8-12 course facilitators per quarter.

- ACCOUNTING EXPERIENCE
- MILITARY EXPERIENCE

ZACHARY FISCHER

98765 Ellwood Beach Drive • Goleta, CA 93117 • z.fischer@umail.edu • (805) 555-1234

OBJECTIVE

To secure a summer Audit Internship at Myers & Wells

EDUCATION

University of California, Santa Barbara (UCSB)

Expected Graduation: June 20xx

Bachelor of Arts in Economics/Accounting

Accounting GPA: 3.85 Cumulative GPA: 3.6

Dean's Honor List: Spring 20xx, Fall 20xx, Winter 20xx, Winter 20xx, and Spring 20xx

Relevant Coursework: Intermediate Accounting, Advanced Accounting, Financial Accounting, Managerial Accounting, and Accounting Information Systems

RELEVANT EXPERIENCE

Financial Intern ZCS Financial Advisors, Goleta, CA

July 20xx – Present

- Conduct research for prospective companies and set appointments to discuss various stock option plans
- Build and maintain client database with a team of associates and interns
- Calculate stop prices for stocks at various levels of risk
- Observe financial planning and advising under a regionally top-ranking financial broker

Tutor

Campus Learning Assistance Service, UCSB

September 20xx – June 20xx

- Tutored fellow students in accounting and economic courses including intermediate financial accounting, managerial accounting, and intermediate macroeconomics
- Developed communication skills explaining accounting concepts to a diverse group of students
- Reinforced foundation of accounting knowledge through tutoring process

LEADERSHIP & COMMUNITY INVOLVEMENT

Team Leader

United States Army National Guard, San Diego, CA

May 20xx – Present

- Served two combat tours of active duty service overseas as team leader with three employees under management
- Provided training and evaluations for employees as well as appropriate feedback regarding performance
- Solely responsible and accountable for over \$1,000,000 worth of United States Army equipment
- Coordinated actions and tasks with first- and second-line supervisors
- Possess current Department of Defense Secret Clearance

Member

UCSB Accounting Association

September 20xx – Present

Philanthropy Crew

Alpha Kappa Omega (Business Fraternity), UCSB

September 20xx – Present

Volunteer Tutor

CARE Foundation, Goleta, CA

September 20xx – June 20xx

SKILLS

Computer: Proficient in Excel, PowerPoint and Adobe Photoshop

Languages: Intermediate fluency in Spanish; Conversational French

Jessica Lopez

88822 Canon Perdido • Santa Barbara, CA 93109 • (805) 555-1234 • jlopez@umail.edu

EDUCATION

University of California at Santa Barbara (UCSB)

Jun 20xx

Bachelor of Science in Actuarial Science

GPA: 3.5

Actuarial Qualifications:

- Exam P/1 (1st Attempt – Grade: 9 - Jul 20xx)
- Exam FM/2 (1st Attempt – Grade: 9 – Aug 20xx)
- Exam MFE/3F (1st Attempt – Scheduled for Nov 20xx)
- Exam MLC Candidate (1st Attempt – May 20xx)

Software: Excel, Access, MATLAB, R, JAVA, Word, PowerPoint, RPA

Focused experience eliminates the need for an Objective section.

EXPERIENCE

Junior Analyst *Brands Management*, Los Angeles, CA

Jun 20xx - Present

- Provide analytical support for firm specializing in acquiring and managing the operations of boutique hotel properties located on the east coast
- Optimize internet revenue using competitive set analysis, measuring ROI on e-commerce expenditures, and reacting to marketing trends
- Assist in budget and revenue forecasting using financial models and historical analysis

Summer Financial Analyst *Standard Diagnostics*, Los Angeles, CA

Jun 20xx - Aug 20xx

- Provided business's finance sector with analytical support in budgeting and labor utilization
- Conducted various financial reports and analysis through compiling and utilizing raw data within large multi-system environment
- Utilized Access queries and Excel pivot tables to interpret large quantities of labor data resulting in more efficient approach to analyzing labor costs

Fund Supervisor *UCSB Annual Fund*, Santa Barbara, CA

Sept 20xx – Jun 20xx

- Promoted to supervisor after bringing in over \$100,000 as a telefunder and ranking 12th in total money raised out of several hundred student callers
- Provided caller evaluations, mentoring and leadership, as well as incentives and bonuses to improve caller performance

Financial Advisor Intern *Merrill Lynch*, Los Angeles, CA

Jun 20xx – Sept 20xx

- Prepared quarterly client portfolio evaluations reports
- Analyzed portfolios and prepared recommendations
- Screened, analyzed, and conducted due diligence on mutual funds

Intern *Rabobank*, Santa Barbara, CA

Jan 20xx – Jun 20xx

- Calculated income, reviewed and analyzed tax and bank statements, performed data entry, validation and analysis
- Applied methods of financial analysis while understanding and complying with confidentiality requirements

LEADERSHIP

Active Member Society of Actuaries

Jan 20xx - Present

Finance Chair UCSB Actuary Club

Sept 20xx – Jun 20xx

SALES & ADVERTISING

Anthony Finn

8720 El Colegio Rd., #106, Isla Vista, CA 93117 (805) 555-1234 afinny@umail.edu

OBJECTIVE

Entry-level advertising position in account services utilizing sales and creative abilities.

EDUCATION

Bachelor of Arts, University of California, Santa Barbara. (UCSB)

12/20xx

Major: English

G.P.A. 3.4

EXPERIENCE

Advertising Intern – ABC Advertisers, Maumee, OH

09/xx- Present

- Designed flyers, brochures, logos, and related materials using InDesign and Photoshop.
- Collaborated with client to redesign material using InDesign.
- Customized working invoice and ledger system using MS Access in accordance with company specifications.

Sales Representative – University Directories, Los Angeles, CA.

06/xx-09/xx

- Received comprehensive training in sales and advertising.
- Prepared and delivered presentations to business owners.
- Created ads using Adobe Photoshop.
- Organized and implemented own business plan.
- Achieved “Top Salesperson” for Los Angeles area by reaching 121% of quota.

Include numbers and percentages when describing accomplishments.

Chairperson – Latino Business Association, UCSB, Santa Barbara, CA

06/xx-09/xx

- Created logo and letterhead for student organization.
- Scheduled speakers and companies for tours and conferences.
- Provided leadership and motivation to 25 members.
- Organized and led meetings, encouraged participation, and oversaw all aspects of club activities.

Career Peer – Career Services, UCSB, Santa Barbara, CA.

09/xx-06/xx

- Assessed students’ needs and assisted in career development.
- Created and designed promotional flyers and posters using InDesign.
- Developed effective teamwork skills through weekly meetings and special projects.

SPECIAL SKILLS

Hardware familiarity: PCs and Macintosh.

Application competencies: Photoshop, InDesign, PageMaker, FrameMaker, MS Access

Languages: Read and speak Spanish.

Include specific programs or software used to create marketing products.

SCIENCE & LAB

Skills and Education on top and Experience on the bottom.

If you have more experience, delete Relevant Coursework and devote your space to what you did in your jobs or internships: Focus on coursework, lab techniques, and equipment proficiencies that are relevant to the position.

Sarah W. Chaser

2029 Pedall Way (805) 555-1234
Summerland, CA 93111 schaser5@umail.edu

This Objective does a nice job focusing on three related skill sets.

OBJECTIVE

A position in biological research requiring lab experience, quantitative skills, and familiarity with marine resources management.

EDUCATION

B. S., Biological Sciences. University of California, Santa Barbara June 20xx
Senior Thesis: The Effect of Mineral Nutrition, Nitrogen Fixation, Photosynthesis of Algae

Relevant Coursework:

- Biology and Systematics of Fishes
- Biostatistics
- Taxonomy of Marine Invertebrates
- Genetics, Ecology, Animal Communications
- Physical & Chemical Oceanography
- Comparative Vertebrate Anatomy
- Aquatic Environments
- Biochemistry

SPECIAL SKILLS

Laboratory Techniques:

- Mammalian cell structure
- Sterile and staining
- Quantitative extraction, isolation, and determination of proteins
- Water analysis for bacterial counts, bacterial isolation and cultivation
- Plankton cultivation
- Gas chromatographic analysis
- Venipuncture, Coulter counter
- Spectroscopy -ir, ur
- Oxygen determination of respiring algae

Equipment Proficiencies:

- Spectrophotometer, Ph meter
- Underwater photographic equipment
- Sonicator, Autoclave
- Cell counting chambers
- Van Dorn bottle (Marine samples)
- SCUBA certified (20xx)

EXPERIENCE

Guide, Sierra Club. Santa Barbara, CA. Summer 20xx
Led marine life exploration trips to the Santa Barbara Channel Islands. Organized and presented information. Ensured safety of participants on trips.

Aquarium Assistant, Aquatic Gardens. Chatsworth, CA. Summer 20xx
Medicated and maintained chemical balance within holding tanks for 400 species of tropical fish.

The Skills Section is different in the sciences: Lab skills are listed in bullet point instead of the usual action verb phrases.

This is a hybrid and not a true Functional résumé. In a true Functional résumé, you would include the skills you used in your out-of-class experiences in the Special Skills section and just list the position title, company name, city, state and dates for your experience.

- FUNCTIONAL APPROACH
- FINANCING EDUCATION

Margaret Bell

67888 El Colegio Rd. #100, Santa Barbara, CA 93117

(805) 555-1234 m.bell@umail.edu

OBJECTIVE

Entry-level international trade position utilizing knowledge of foreign cultures and languages, administrative skills, and research abilities

EDUCATION

University of California, Santa Barbara (UCSB) Expected June 20xx
 Bachelor of Arts in Political Science with an emphasis on International Relations
 GPA: 3.5

Universidad de Sevilla, Sevilla, Spain Aug 20xx-Dec 20xx
 Intensive Spanish Language Program

Financed 75% of my educational expenses through scholarships and part-time work while attending school on a full-time basis

PROFESSIONAL SKILLS

Cross-Cultural/Languages

- Increased cross-cultural sensitivity and understanding through semester study abroad program in Sevilla, Spain and extensive travel experiences during this time
- Conversational Partner with International Students & Scholars Program and Volunteer Assistant with UCSB Extension ESL Program
- Fluent in Spanish, French, and Dutch

Administrative/Computer

- Systematized filing system for a law firm to increase efficiency
- Administered accounts receivable and payable for a software firm
- Handled twelve incoming phone lines for software firm
- Used UCSB online database systems to conduct research
- Proficient in Excel, PowerPoint and Access

International Research/Marketing

- Researched and compiled an overview of worldwide environmental clean-up industry
- Developed representation agreements with various suppliers
- Marketed two different international internship exchange programs to local businesses
- Conducted research as part of course on management of international business

EXPERIENCE SUMMARY

- *Import/Export Intern*, Intertrade Services, Ventura, CA Summer 20xx
- *Marketing Associate*, AIESEC (Association Internationale des Etudiantes en Sciences Economiques et Commerciales), Santa Barbara, CA. Fall 20xx
- *Administrative Assistant*, Law Office: Joseph Bart, San Francisco, CA Summers 20xx, 20xx
- *Receptionist*, SL Corporation, Corte Madera, CA Summer 20xx

COVER LETTER OUTLINE

YOUR “LETTERHEAD” HERE (use same heading you use for your résumé)

Date

Employer Contact Information:

Name

Title

Company

Address

City, State, Zip Code

Salutation:

Dear Mr. or Ms. Employer Last Name:

If you can't find the name of the person in charge of hiring, avoid “To Whom It May Concern” or “Dear Sir or Madam” and instead consider the more modern “Dear Hiring Manager”, “Dear Personnel Manager” or “Dear Decision Maker for X Position”. “Dear Recruiter” or “Dear Human Resources Director” work well, too.

Body of Cover Letter:

The body of your cover letter lets the employer know what position you are applying for, why the employer should select you for an interview, and how you will follow up.

First Paragraph:

The first paragraph of your letter should include information on why you are writing. Mention the position you are applying for. Include the name of a mutual contact, if you have one. Be clear and concise regarding your request.

Middle Paragraph:

The next section of your cover letter should describe what you have to offer the employer. Convince the reader that you are highly-qualified for the position by making strong connections between your abilities and their needs. Mention specifically how your skills and experience match the job you are applying for. Remember, you are interpreting your résumé, not repeating it. Try to support each statement you make with a piece of evidence. Use several shorter paragraphs or bullets rather than one large block of text.

Final Paragraph:

Conclude your cover letter by thanking the employer for considering you for the position. Include information on how you will follow up. State that you will do so and indicate when (one week's time is typical). If you fax or e-mail your résumé, you can decrease that wait period by two to three days.

Complimentary Close:

Respectfully yours,

Signature:

Handwritten Signature (for a mailed letter)

Typed Signature

EXPERT ADVICE

Cover Letters

Cover letters are never optional. This is your personalized sales pitch that determines whether your résumé is reviewed. It is a chance to show the reader the person beneath the accomplishments, to make a personal connection between the reader and your background.

SAMPLE HARD-COPY COVER LETTER

1234 Road Street
Anywhere, CA 00000
(123) 456-7890
September 30, 20xx

Maya Employer
Human Resources Department
Best Company
7890 Street Avenue
Somewhere, CA 11111

Dear Ms. Employer:

I am graduating from the University of California at Santa Barbara with a B.A. in Sociology and would like to put my education to work at Best Company. I read in the Somewhere Times last week that you are launching a company-wide, high profile program. I am particularly interested in the benefits area of Human Resources and would like to contribute to this new project.

As you will see on my résumé, I have taken a number of courses that gave me a good foundation in writing, math, and interpersonal communication. My grades are a good indication that I complete tasks with excellent attention to detail and consistent follow through. In addition to my academic foundation, I interned during fall quarter with the Human Resources Department of the Good Company. This experience provided me with a solid exposure to basic benefits management. I am confident that those basics will enable me to quickly learn your approach to benefits.

I would like very much to talk with you in the near future. I will contact you in the next couple weeks to discuss a convenient time to meet. Thank you for your time and consideration.

Sincerely,

Pat Gaucho

Pat Gaucho

Create an opening that catches the reader's attention right from the start. If you have that mutual friend or are answering an ad the employer placed in the paper, say so right off. Immediately mention the traits you want the reader to consider when thinking of you. Or, construct an interesting opening that jumps out and makes a point. Here is an example of a good opening:

"I'm the product of a three-generation commitment to engineering: my father through aerospace, my grandfather through automotive. Now it's my turn. Just graduating from college, I'm eager to get my career rolling with a company like National Widget."

Consider borrowing an idea from successful direct mail writers: use a "P.S." which achieves high readership and response. For example:

"P.S. Jim Smith, whom you've recently hired, is a friend of mine. Please feel free to ask him about my qualifications and what he thinks I can contribute to your company."

SAMPLE E-MAIL COVER LETTER

Be sure your subject heading tells the employer what to expect.

Example : Social Worker Candidate

Dear Selection Committee:

I am excited about the Social Worker Assistant position with We Care Services in the Los Angeles area. My recent degree in psychology combined with my bi-lingual Spanish/English skills and community outreach experience make me a strong fit with this position.

As you will see in my attached résumé, I have served a variety of leadership and program development roles through collaborative team work and creative problem solving methods to best serve at risk student populations. I now hope to apply these skills in developing effective short and long term plans of care that best address the psychosocial needs of the elderly. Through direct service at an elderly care facility in Santa Barbara and personal family experiences, I have learned the importance of finding creative ways to interact with different types of individuals needing to share their stories and life experience. My coursework in developmental psychology has further strengthened my theoretical framework for the types of issues that present themselves to this population.

I consider myself patient, respectful and understanding of the health and mental challenges that confront the elderly. For all these reasons, I seek your active consideration of my application for this position, and look forward to hearing from you in the near future.

Thank you again for your time and consideration.

Sincerely,

Stew Dent

RÉSUMÉ/COVER LETTER DROP-IN

Bring a draft of your resume and/or cover letter to the Career Resource Room at Career Services for a 10-15 minute critique by a career counselor.

Monday - Friday
11:00 am - 4:00 pm