



APPLYING FOR
INTERNAL JOBS AT
PHSA HAS
NEVER BEEN
EASIER.



YOUR RESUME AND COVER LETTER TOOLBOX

BEST PRACTICE TIPS & TEMPLATES

RESUMES & COVER LETTERS

This toolbox has been designed as a practical, self-directed workbook to help you develop an effective resume and cover letter as you apply for jobs at PHSA.

The aim is to guide you in creating or editing a resume and cover letter that will quickly and professionally communicate to the hiring manager/leader that you have the skills, experience, and passion that make you a great fit for the team.

We hope this toolbox is a helpful resource for you as you **build your career... right here!**

THE EFFECTIVE RESUME

What is the purpose of a resume?

- It is a self-marketing tool
- It serves as a first impression
- It provides an accurate picture of you and your skills
- It shows an employer why they would want to invest in hiring you
- It is as a means to obtain an interview

RESUME STYLES

Learn about two main resume categories: **Chronological** and **Combination**.

Chronological: Information listed in historical order starting from most recent, generally two (2) pages long. *This is the most common format and **our recommended resume style**.*

The chronological form is useful when:

- Your work and volunteer history show stability.
- You have been working in one field for a period of time and are seeking another position in that area.
- You have had steady progression with increasing responsibility.
- You have worked for at least one year for all full-time employers that you have had.

If you have gaps in time between jobs or in your education, this may not be the most suitable format for you. However, if you do choose this format, be prepared to account for the gaps during the interview.

Combination: Any combination that focuses on all your skills, not just job titles that you have previously held.

There are a few tactics you can use to create a combination resume. One way to do this is to create a **career profile** (the functional section) that is placed before your work experiences (the chronological section). The career profile also appears before the education section.

Sometimes a section labeled **professional** or **career profile**, or simply **profile**, is used. This section is different from the Career Objective or Summary. It conveys much more detail and contains selected highlights from your work, education, and volunteer-related experience. You should place it directly underneath your Objective or Summary.

This section tells the employer about your best accomplishments and the benefits you offer an employer. You do not need to list the company you worked for or the dates (though for emphasis you may wish to); these details should be placed instead in your work experience section. Generally speaking, listing more than six items is too much.

This section, in combination with your work experience, is the most important part of your resume, so tell the employer the best things about yourself here. Whenever describing accomplishments, be precise. If possible, quantify your results.

*Ensure your name, address, phone number and email are at the top of each page.

Functional and Skill Headings for Combination Resumes

Choose 3 –4 headings to use in the relevant skills section of your resume.

Accounting	Clerical	Graphic design	Maintenance	Public speaking
Acquisition	Cleaning	Health care	Media relations	Purchasing
Administrative	Communication	Hospitality	Navigation	Relations
Advertising	Culinary	Illustration	Negotiation	Real estate
Analyzing	Construction	Inspection	Nursing	Research
Architecture	Community affairs	Instruction	Organization	Retailing
Aviation	Counseling	Interviewing	Office support	Record keeping
Bookkeeping	Data processing	Investigation	Operations	Reporting
Budgeting	Design	Investment	Quality control	Sales
Business	Drafting	Inventory control	Production	Social work
Building	Electronics	Information	Problem solving	Staff development
Management	Education	Specialist	Planning	Systems analysis
Building services	Editing	Laundry	Public presentations	Scheduling
Chemistry	Engineering	Legal	Printing	Secretarial
Childcare	Food services	Layout	Product development	Social work
Client relations	Finance	Management	Program	Supervision
Computers	Facilitating	Market research	development	Systems development
Customer service	Freight handling	Mediation	Programming	Teaching/Training
Consulting	Fine arts	Materials handling	Project management	Writing and editing
	Fundraising	Medicine	Project coordination	Word processing

PARTS OF A RESUME

Hiring Managers expect to find the following main components in your resume:

- Personal Data
- Career Objective
- Career Summary (if applicable)
- Employment Experience
- Education
- Additional Information

Personal Data

- Name: your name should be in capitals or boldface. If you use a different first name, put it in quotation marks after your official first name, i.e. Robert "Bob" Smith.
- Address: Street, City, Province, Postal Code
- Contact: Phone/Cell/Email

E-mail: Your e-mail address should convey a professional image. You may want to consider creating an e-mail address to be used exclusively for professional purposes, such as sending and receiving mail for your job search. Example: **JohnnyGood@gmail.com** sounds professional, while **pookybear@gmail.com** does not.

Career Objective (optional; this may be addressed in your cover letter instead)

A clear and concise objective makes it easy for the audience to determine why they should consider you. It also helps you to define the type of position you desire. The objective should be a statement about your employment goals that is 1-2 sentences long.

Remember: Be specific about your current goal and try to relate it to the position you are applying for.

Career Summary

This section provides a concise snapshot of the experiences and skills you bring to an employer. Similar to your career objective, this section should be concise and specific, consisting of 3-5 bullet points or brief sentences. This may also be referred to as "Summary of Qualifications".

Employment Experience (or Employment History, Background, Professional Work Experience)

This is one of the most critical areas of your resume. The Hiring Manager is examining whether your experience and skills are a good fit, and they need to relate with the experience you have had. Don't list out a job description; be specific and describe your accomplishments in detail. Only describe parts of the job that help sell you and showcase your value.

Remember: Use **action verbs** in the past tense to start each phrase and also use key words consistent with your job search. List your experience in reverse chronological order, starting with the most recent. Each item in this section should include:

- Position title.
- Name of employer, city, province.
- Dates of employment—include the months and years. If there are gaps in your employment history, be prepared to address them at an interview.
- List key responsibilities and accomplishments in bullet form in order of importance.
- **If you are a recent graduate:** include part-time and summer rotations. If applicable, highlight experiences related to the position you are targeting.
- **If you are in a career change:** translate your previous accomplishments into the skill sets needed for the position you are targeting.

Education

List education in chronological order, with most recent education appearing first. Do not use abbreviations and list out *all* appropriate information. For example: Bachelor of Nursing, University of Victoria, Victoria, B.C. Graduated: September 2008. Be sure to include:

- Credential (e.g., degree)
- Name and location of school/completion date
- If you have graduated with honours

Additional Information (as applicable)

- Continuing Education: include relevant courses, conferences or presentations in chronological order (e.g., nursing, medical, leadership).
- Certifications (e.g. ACLS, PALS).
- Volunteer work: highlights additional employability skills. For example, your volunteer work can be assessed for your leadership, problem-solving skills, and your ability to work as a team player.
- Memberships in professional associations, clubs, etc.: include any position titles and what you did in these associations related to leadership roles or contributions.
- Personal interests: gives an employer an indication of what you are like as a person and the skills you have developed outside work. These also serve to assist the employer in determining whether you are well-suited for the community that you are targeting.
- Activities that develop your communication, leadership, and self-discipline.
- Participation in team sports.
- Awards and published material.

References

Do not put “References available upon request” at the end of your resume. Most employers will request these following an interview.

RESUME TEMPLATE LINK AND RESOURCE

Great examples of management and executive level resumes, with a variety of formatting choices can be found at <http://www.resume-resource.com/>

RESUME TEMPLATE

What should the format look like? While there is always room for creativity, there are some basic features to be mindful of. Your resume should be/have:

- Plenty of white space – you do not want your resume to look too ‘busy’.
- Neat and clean.
- Easy to read, not too wordy, no long paragraphs or narrative.
- Accurate and error free. Make sure you double check it thoroughly and have someone to proof read it as well.
- Action-oriented.
- Reverse chronological order for dates.
- Truthful synopsis of you—you must be prepared to back up or prove all statements.
- Two pages or less (in most instances).
- No slang or jargon; however, DO use language relevant to that profession.
- No personal pronouns (I or me).
- No use of abbreviations or acronyms.

Resume Critique Form

Create your resume specifically with the target company in mind

Convey a unified message to the prospective employer

Overall Appearance - Do you want to read it?

Layout – *does it look professional?*

Length – *1 to 2 pages*

Relevance

Writing Style – *good overview of you?*

Action Oriented – *begin with action verbs*

Specificity

Accomplishments emphasized

Completeness

Bottom Line – *will it get an invitation to the interview?*

RESUME DOs AND DON'Ts

Do

- Keep your resume clear and concise; avoid repetition.
- Customize – specific to the job that you are applying for.
- State your accomplishments.
- Focus on the employer and what you can bring to them.
- Proofread your resume.
- Use action verbs and key words throughout.

Don't

- Lie on your resume.
- List Personal Information such as:
 - Marital Status
 - Birth date
 - Age
 - Social Insurance Number
 - Height/weight
 - Ethnicity/race
 - Religious/political views
- Include the word 'Resume' on the top of the page.
- Make your resume longer than two (2) pages in length.

ACTION VERBS

Accomplished	Edited	Observed
Achieved	Empathized	Orchestrated
Actioned	Encouraged	Organized
Adapted	Enhanced	Originated
Administered	Established	Oversaw
Analyzed	Evaluated	
Applied	Executed	Participated
Assessed	Expanded	Planned
Attained	Expedited	Prepared
Authorized		Produced
	Facilitated	Promoted
Balanced	Formulated	Provided
Built	Fostered	
		Recognized
Cared for	Generated	Researched
Collaborated		Resolved
Collected	Implemented	Reviewed
Communicated	Improved	Revised
Compiled	Increased	
Completed	Initiated	Screened
Composed	Instructed	Solved
Conducted	Integrated	Streamlined
Consoled	Interviewed	Strengthened
Consulted	Introduced	Succeeded
Contributed	Investigated	Supervised
Coordinated		Supported
Created	Launched	
	Listened	Taught
Decreased		Tended
Delegated	Maintained	Told
Delivered	Managed	Tracked
Demonstrated	Maximized	Trained
Designed	Monitored	Transferred
Detailed	Motivated	Transformed
Developed		Troubleshoot
Devised	Negotiated	
Directed	Nursed	Utilized
Discovered		
Distributed		Verified

RESUME MAKEOVER – Chronological - Before

Jesse Kendall

123 Elm Street, Coquitlam BC A1B 2C3

Phone: 604-555-5555

Email: jkendall@notmail.com

A

Experience

20xx-20xx

ABC Health Services, Vancouver, BC

Health Care Manager

Progressed steadily through the health care system, supporting the top physician and his 250-member staff. Directed all administrative, HR, and liaison functions. Managed all contract negotiations and liaised between the Danish health care facility and 500 employees. Developed and administered operational budgets for a 105-bed hospital (\$6.2 million) and two outpatient clinics (\$2.4 million and \$700,000). Managed accounts receivable and insurance claims processing. Developed and implemented emergency preparedness plans for a 1,000-bed hospital. Defined and planned the implementation criteria to reorganize the 20xx worldwide medical treatment facilities.

B

19xx – 20xx

BCD Medical Center, Coquitlam, BC

Airlift Services / Health Care Manager.

Coordinated airlift services to remote locations. Provided computer support and training. Supervised up to eight employees. Sought by students to provide guidance on their military careers and on the seniors' four field exercises. Developed criteria and processes to rectify problems with payroll accuracy after resolving a 12-year-old pay issue.

C

19xx – 20xx

BCD Medical Center, Coquitlam, BC

Home Health Aide

Provided assistance and supervision to elderly residents in a full service assisted living facility. Assist nursing staff in administering medications and procedures along with monitoring vital signs to assess residents' health. Train new staff on daily procedures and best practices. Cared for patients by assisting with personal-hygiene, preparing meals.

19xx – 19xx

Wellness Medical Office, Surrey, BC

Medical Office Assistant

Performed general administrative duties such as booking patients, updating charts, dealing with cancellations and submitting MSP claims. Answered phones and took messages. Also responsible for office management of stationery, printer operation and paper. Assisted with some staff scheduling in absence.

Skills

MS Word, MS Excel, MS PowerPoint, Blackbaud Raiser's Edge, Financial Edge, Medical Terminology.

D

A: NO DESIGN – this resume has no hierarchy, so important information gets lost.

B: NO OBJECTIVE – When you don't clearly state your objective or let an employer know who you are, they might not see how you can relate to the position.

C: LONG PARAGRAPHS – not writing your duties and achievements in point form can cause the reader of the resume to miss important information.

D: TOO SHORT – Your resume should be 2 pages – remember, you can highlight community and volunteer involvement too.

RESUME MAKEOVER – Chronological - After

A

JESSE KENDALL

123 Elm Street, Coquitlam BC A1B 2C3
T: 604-555-5555 / jkendall@notmail.com

B

EXPERIENCED HEALTH CARE MANAGER

Highly organized, resourceful, and accomplished administrative professional with extensive experience in directing business and health care operations. Adept at assessing organizational challenges and creating solutions. Record of delivering projects on time and under budget.

AREAS OF EXPERTISE

- Office Administration
- Purchasing/Negotiations
- Accounts Payable/Accounts Receivable
- Business Improvement Processes
- Problem Identification and Resolution
- Customer Service
- Event Planning
- Project Management
- Staff Training and Development
- Budget Development and Administration

PROFESSIONAL EXPERIENCE

ABC Health Services, Vancouver, BC

Health Care Manager, 20xx-20xx

Progressed steadily through the health care system, supporting the top physician and his 250-member staff. Directed all administrative, HR, and liaison functions. Managed all contract negotiations and liaised between the Danish health care facility and 500 employees.

Overview: Managed multiple operational budgets during time of economic challenges and cutbacks.

- Developed and administered operational budgets for a 105-bed hospital (\$6.2 million) and two outpatient clinics (\$2.4 million and \$700,000). Managed accounts receivable and insurance claims processing.
- Developed and implemented emergency preparedness plans for a 1,000-bed hospital.
- Defined and planned the implementation criteria to reorganize the 20xx worldwide medical treatment facilities.

BCD Medical Center, Coquitlam, BC

Airlift Services / Health Care Manager, 19xx – 20xx

Coordinated airlift services to remote locations. Provided computer support and training. Supervised up to eight employees.

Overview: Acted as a mentor and resource for 100+ students and solved payroll issues for approximately 800 employees.

- Sought by students to provide guidance on their military careers and on the seniors' four field exercises.
- Developed criteria and processes to rectify problems with payroll accuracy after resolving a 12-year-old pay issue.

EDUCATION & PROFESSIONAL DEVELOPMENT

- MBA, Sauder School of Business, UBC, 1996
- Professional Development courses in Leadership and Management Skills
- Graduate Level Management Training – *Distinguished Honor Graduate* (1 of 30 from class of 315)

PERSONAL INTEREST & COMMUNITY INVOLVEMENT

- Travel, Languages, Hockey, Animal Rescue
- Volunteered with YMCA Mentorship Program (20xx – 20xx), SPCA Foster Program (19xx-20xx).

A: DESIGN your resume in a clean and modern way, using a bold font and shading to draw attention to the information you want the employer to see first.

B: COMMUNICATE who you are. Showing the employer you know what they are looking for and how you will deliver is critical on your resume.

C: EMPHASIZE the experiences you have had which are most relevant to the position you are applying for. Only go back 10 – 15 years if possible.

D: SHORT & SWEET – keep your resume to approximately 2 pages.

SAMPLE RESUMES - Chronological

Sally Fields

666 Burrard St, Vancouver BC
Phone: 604-254-6544

An accomplished leader known for consistently achieving results by optimizing operations and team development in a multi faceted, demanding environment. By establishing clear goals, while demanding integrity and high standards creates a productive work environment of mutual trust and respect. Areas of expertise include:

- Communication and Collaboration
- Development and execution of annual budgets to goal.
- Team Building & Leadership
- Staff training and development
- Flexible change management
- Results driven through accountability and standards expectations.

RELEVANT PROFESSIONAL EXPERIENCE

Lululemon., Vancouver

General Sales Manager Global
2007

2005-

Provided leadership and direction in the development of strategic and tactical plans for BC's 21 stores to increase sales and market share.

- Challenged and coached 21 store managers to produce improved bottom line year-end results. Implemented a "Go Black" strategy for risk stores and monthly Total
- Performance Reviews for all store managers. All stores completed the year in the black with a Regional \$9 million bottom line improvement over the previous year.

General Sales Manager

2005

- Provided leadership and direction for tailoring services throughout British Columbia.
- Instrumental in changing hostile work environment to one of trust and respect. Worked well with Union representatives to ensure a productive work force.

Harrods, London, England

Store Director,

2001 – 2005

- Leader of a \$41 million sales volume store with 300 employees.
- Facilitated store operations through eight-month \$13 million renovation and seismic upgrade; project completed on time and on expense budget.
- Developed and led a "risk" store team to become a top performer in all aspects of the business including associate engagement, customer satisfaction and achievement of goals.

Galleries Lafayette, Paris France

Store Manager,

1999 - 2001

- Leader of a \$31 million sales volume store with 250 employees.
- Successful led a challenged store into one known for exceptional high standards in merchandising and customer service.
- Collaborated with store team and Headquarters for an increased selection of petites to reflect 33% Asian tourist demographic, resulting in a significant year on year increase.

Galleries Lafayette, Bordeaux

Store Manager

1997 – 1999

- Leader of a \$15 million sales volume store with 135 employees.
- Mandated a positive working environment for staff and management during a year of radical change in company procedures and merchandising strategy.
- Documented favourable morale survey report back for 135 employees and sales increase over plan.

EDUCATION AND PROFESSIONAL EXPERIENCE

- MBA: Sauder School of Business, UBC
- Professional Development courses in Leadership and Management Skills
- Teaching Adult Education Courses
- Toastmasters International
- Retail Manager's Association

PERSONAL INTERESTS AND COMMUNITY INVOLVEMENT

- Board Member, YMCA
- Board Member, Mosaic
- Tennis, Golf, Fishing and Cooking

SAMPLE RESUMES - Combination

Jonathan Gold

45-567 Apple Street Vancouver BC V6G 2X3

Telephone: (604) 692-5986

Objective: Community based nursing position

HIGHLIGHTS OF QUALIFICATIONS

- *Over 10 years nursing experience in geriatrics and psychiatric*
- *Bachelor's Degree in Nursing & Certificate in Psychiatric Nursing*
- *Developed excellent interpersonal and listening skills by maintaining good relations with clients and all levels of staff*
- *Experienced in assessing clients' physiological, emotional and social needs*
- *Dealt with sensitive situations in a professional and concerned manner*
- *Culturally aware, resourceful and valued team member*

SKILLS SUMMARY

Nursing - Geriatrics

- Developed skills in assessing and prioritising residents' needs
- Admitted new residents, obtained medical histories, assessed current needs and coordinated their care
- Initiated and updated nursing care plans according to resident needs
- Supervised health care aides and registered practical nurses in a respectful manner
- Electively communicated and collaborated with peers, health care aids, management physicians and other professionals as well as residents and their families to ensure client needs were met and that the 60 bed unit ran smoothly
- Ensured safety of clients by replacing sick staff or reassigning caseload if short staffed
- Maintained excellent relations with clients and their families by taking time to listen to their concerns, giving information and helping with problem solving
- Processed physician orders ensuring treatments and medications were available or supplied by pharmacy and administered as prescribed
- Attended meetings and in-services as required and assisted in implementation of new policies or procedures

Nursing - Psychiatric

- Acted as liaison with psychiatrist for residents in nursing home
- Counselling and worked with clients and their families with mental health issues such as depression, schizophrenia, Alzheimer's and addictions
- Evaluated and composed psychiatric nursing care plans
- Led group sessions in an outpatient program for clinically depressed clients with emphasis on health promotion

Nursing - Palliative Care

- Participated in patient care, assessment of pain and administration of pain medication
- Offered support and empathy to dying patients and their family
- Participated in a Palliative Care 'Train the Trainer Program' and then taught the basic principles of palliative care to nursing staff and volunteers in the nursing home
- Completed appropriate paper work and procedure after a death including notice to family and offering them support and information about other available services

- Utilized cultural awareness and sensitivity in fulfilling needs of clients and their families from a variety of ethnic backgrounds

Nursing - Basic

- Provided basic nursing care (AM & PM Cam, administering medications, doing treatments, answering bells, providing information and support, collaborating with other professionals)
- Worked as a casual RN on a busy medical floor to acquire recent acute care experience

WORK EXPERIENCE

Charge Nurse	Ashcroft General Hospital, Ashcroft	1997-2003
General Staff Nurse	Royal Inland Hospital, Kamloops	1997
General Staff Nurse	Salmon Arm General Hospital, Vernon	1990-1996
Student Nurse	Children's Hospital, Vancouver	1991

EDUCATION

Psychiatric Nurse Certificate	Douglas College	1998
Leadership Skills	Justice Institute	1998
C.PAL	Douglas	1998
Front Line Supervisory Skills	Cariboo College	1995
Palliative Care Training	Cariboo College	1993-1995
BSc. Nursing	University of BC	1991

Volunteer Work

Sailing for the Disabled Crew
Easter Seals Regatta Organizer

Interests

Racing Sailboats, Travelling and Sports Photography

COVER LETTERS (OPTIONAL)

BUILD YOUR COVER LETTER (OPTIONAL)

There are several types of cover letters that can be sent to employers and contacts. Your cover letter should be customized for each position you seek.

COVER LETTER COMPONENTS

Date - Example: February 28, 2009

Salutation

Hiring Manager (You do not need to specify the Hiring Manager's name).

Body of the letter

This part of the cover letter highlights how your qualifications match the job you are applying for.

The body of your letter should be articulate and well-written. Go to the Action Verbs page (p.9) for a list of verbs to help you highlight relevant information in this portion of your cover letter.

Body Paragraph 1: About the job

State the position you are applying for and how you found out about the position. Briefly describe how you would fit the position.

Sample: "I am pleased to respond to your advertisement for a Medical Secretary as advertised on the PHSA website (internaljobs.phsa.ca) on May 1, 2013. My qualifications very closely meet your needs as outlined in the job summary."

Body Paragraph 2: Your qualifications and skills

List 1-2 of your most relevant qualifications/skills. List 1-2 accomplishments that demonstrate your experience. Be specific, and refer the reader to your resume for additional details. Focus on what makes you different from other job seekers.

Sample: "As you will see in my attached resume, I have worked as an Administrative Assistant at ABC Enterprises for 6 years where I have handled incoming calls, mail and courier services. During my time there, I have also assisted with the selection of the newly installed Signex 320 telephone system and trained others in its use."

Body Paragraph 3: About the organization

Show that you've researched the agency, service, program or division and demonstrate why you want to work there.

Sample: "I have read about Agency XYZ in the local paper and have reviewed your website. I am familiar with your services (list generally) that you offer to your clients. I would be very interested in working for an agency that is keen on supporting a cleaner, more healthful environment and has an excellent reputation as an employer in our community."

Conclusion

Reaffirm your interest in the position.

Sample: "Thank you in advance for reviewing my letter and resume. I would be pleased to discuss my qualifications in more detail during an interview with you, and would be honoured if I were given the opportunity to become a valuable asset to Agency XYZ as the Administrative Assistant to the COO."

SAMPLE COVER LETTER

ADDISON JOYCE, RN

963 E. Main, Helena, MT 59601
406-555-5220 • a.joy@myrhp.com

February 22, 20xx

John Smith
Human Resource Manager
Clipper Emergency Center
420 Saddleback Way
Helena, Montana 59601

Dear Mr. Smith:

I was pleased to learn of your need for a dedicated ICU Staff Nurse. With solid experience and education in prevailing ICU practices, acute patient care, family relations, and staff development, I am prepared to become an immediate contributor to your team.

The following are highlights of my qualifications and accomplishments:

- Extensive experience in ICU, CCU, Emergency, and Medical Surgical environments.
- In-depth knowledge of administration that includes admissions, assessment, treatment, referral, and education.
- Frequent commendations by patients and families for providing exceptional care.
- Employee awards for dedication, performance, leadership, and patient advocacy.

My strong initiative and exceptional organizational skills, combined with my ability to work well under pressure, allow me to play a crucial role in fast-paced, patient-centered environments. Furthermore, with a history of success contributing to the healthcare community, patients, and their families, I will immediately impact operations at Clipper Emergency Center.

Enclosed is my resume for your review. I welcome the opportunity to discuss with you personally how my skills and strengths can best serve your hospital.

Sincerely,

Addison Joyce

Enclosure

SAMPLE COVER LETTER

Terry James

67 Compu Street, Vancouver, BC V5N 5H6

Phone: (604) 742-0355

email: TJ@hotmail.com

Techno Systems is a very dynamic company and you are offering an exciting opportunity very much in keeping with my career and personal experience as well as future career objectives. Your requirements appear to be an excellent match with my personal profile, as outlined below.

Your Requirements:

My Qualifications:

<ul style="list-style-type: none"> ▪ Bachelor's degree in Computer Science or equivalent experience ▪ Sales or Technical Repair experience ▪ Ability to build effective customer relationships ▪ Proven presentation skills as well as excellent verbal and written communication skills ▪ Market and sell Techno products to meet subscriber growth objectives. ▪ Strong organizational and problem-solving skills as well as strong work ethic and accountability 	<ul style="list-style-type: none"> ▪ Bachelor of Technology and many years of computer experience ▪ Over 10 years of experience in managing computer networks and selling computers ▪ Prospected new clients through cold calling and created strong partnerships in order to increase customer base ▪ Developed and delivered persuasive presentations providing detailed information, product suggestions and costs ▪ Marketed and sold products by developing new customer networks, and maintaining excellent relations with existing customers ▪ Gained reputation with customers for being an innovative and patient problem solver, known for going the extra mile to ensure satisfaction
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Additionally, I bring a strong sense of commitment to my work. Having run my own sales territory for many years, I have excellent organizational and problem solving skills coupled with an entrepreneurial spirit that makes me always strive to achieve greater results.

My knowledge of working with people, coupled with my sales skills, strongly suggests that I can make a significant contribution to Techno Systems. Words on paper do not replace face-to-face conversation – I would welcome a personal interview to discuss in greater detail how I can contribute to the success of Techno Systems. I will contact you next week to see if we can set up an interview. Alternatively, I can be reached at 604-742-0355.

Sincerely,