

**AmeriCorps NCCC  
North Central Region**

# **Career Path Resource**

**Resumes and  
Cover Letters**

Information taken from Kirkwood Community College Career Service Guide, adaptations  
have been made for NCCC program members

# Resume Styles

## **There are 5 Resume Format Styles**

### **1. Chronological**

The Chronological Resume Style is the most common type used today. This type presents your information in a timeline approach. You list the most recent work or education experience first, followed by the next most recent.

The main reasons for using the Chronological Style:

- It is the style best suited for entry-level job-seekers or those who have stayed in the same field.
- Many employers and recruiters expect and prefer this style.
- This style provides a straightforward history of your work experiences and education.
- Employers can more easily scan Chronological resumes than any other style.

Cautions:

- This style will show any gaps in employment history.
- Can demonstrate a lack of work experience.
- Employers and recruiters can guess your age if you include older work experiences.

### **2. Functional/Skill**

Functional resumes highlight your related skills rather than your chronological work history. You still need to summarize your work history near the bottom of the resume.

You may want to consider using a Functional Resume if:

- You have a gap(s) in your work history. (Example: you took a few years off to raise children or pursue other interests)
- You have changed jobs frequently
- You are looking to transition into a new career (i.e. your past job title and experiences are not similar to the job for which you are applying).
- Functional Resumes may be effective in these situations, because they draw attention to the transferable skills you have, rather than your exact job titles and experiences.
- If you are an older worker seeking to deemphasize a lengthy job history.

### **3. Computer Scanned**

A Computer Scanned Resume is basically a print resume the employer turns into an electronic resume by using Optical Character Recognition (OCR) software and then placing it into a keyword-searchable database.

Preparing an internet-ready resume:

- Often large companies will require you to apply online and paste your resume into an online form.

If you do this, follow these guidelines:

- Keep it as simple as possible, remove lines and complicated formatting.
- Use one universal font for the whole document (Times New Roman)
- The most common font size recommended is 12 pt.
- Avoid any kinds of graphics or shading.
- Do not use Italics
- Do not use Bold (unless you know for sure that the scanning system accepts bold type).
- Do not use Bullet points.

#### **4. Federal**

A “federal” resume is a resume written to apply for a job with the federal government. The federal resume is usually three to five pages in length, which is longer than a typical business resume. The reason for the additional length is that federal human resources specialists require that you prove in writing the skills that you have. Each generalized and specialized skill that you have developed in your career has to be written into the documentation.

#### **5. Military**

Military members need to prepare federal resumes to look and speak the same language as those of their civilian counterparts. However, after being in the military for many years, they often speak “military,” using plenty of military acronyms and jargon that needs to be translated to meet corporate or civil-sector requirements.

Service members have the added challenge of looking for civilian keywords that help their resumes qualify in the federal system, but they also need to spend extra time learning what their military terms, acronyms, and jargon translates to in the corporate world. Service members should translate military rank, career history, job titles, military occupational specialties and career fields, and training courses; and use their award, training, and performance rating justifications to glean accomplishments.

## Elements of a Resume

**Header:** The first line of information in your header should include your name, address, e-mail, phone numbers in 14-16 pt font. You can include a “permanent” and “current” address if your address changes throughout the year.

**Education:** If you are a recent graduate, you’ll probably list your education near the top of your resume. Include the name of your institution, the degree(s) earned, minors or areas of concentration, and anticipated or actual graduation date. If your GPA is over 3.0, include your GPA. You don’t need to list the years of attendance, you only need the date you completed your degree. You do not need to include high school information, unless you are a recent high school graduate. Generally, recent graduates will put the education section near the top of the resume. As you gain more significant work experiences, consider moving the education section below your experience section.

**Experience:** Include information about your experiences – both volunteer and paid. List your experiences in reverse chronological order (beginning with your current job, and ending with your least recent job.) Use 3-5 bullet points for each job to clearly describe what you did; focusing on duties/skills that may transfer to the job you are applying for.

**-OR-**

**“Related Experience” and “Work Experience”:** Usually you can put all your experiences under one category titled “EXPERIENCE”. If you have several work experiences not related to your field, you may want to separate your experience category into “RELATED EXPERIENCE” and “WORK EXPERIENCE”. “RELATED EXPERIENCE” would go near the top of the resume and include all your past experiences closely related to the type of work you are seeking. “WORK EXPERIENCE” would go below related experience and would include jobs that are not related to your field.

**Computer Skills:** If you have knowledge of certain computer systems or software that will help you better perform the job you’re applying for, list them here. List the latest additions you know. (Example: Experience in Adobe Photoshop 9.0, Microsoft Word 2007, Windows 2007. Knowledgeable in PowerPoint 2007 and Excel 2007.) Make sure identify your level of ability in using computers. Either you are Experienced or Knowledgeable in using computers and programs. We highly recommend you list your computer skills on your resume!

### **Optional Sections:**

- **Objective:** If you are applying for a specific job within a company, mention that job title in your objective, at the top of your resume. If you are applying for an internship, make a note of when you'd like to do the internship (summer, spring semester, etc.). General objectives are okay, but not necessary. If you do include a general objective, make sure you emphasize what you can offer the employer rather than what you hope to gain. An objective would go directly below your contact info at the top of the page. (Example: To obtain a Marketing Internship during the Summer of 2010.)
- **Course Highlights:** If you are looking for an internship, you may want to include a section for course highlights, so you can let the employer know you've taken specific classes and have knowledge that would make you a useful intern. List the classes most directly related to the type of work you will be doing at the internship. If you are looking for a full-time job in a field that is not directly related to your major, include courses you have taken related to the type of job you seek.
- **Certifications or Technical Skills:** If you have certifications or technical skills you can use on the job you're applying for, list them here.
- **International Experience:** Use this heading if you have studied abroad or spent significant amount of time overseas.
- **Languages:** If you are fluent in more than one language, you may want to list your proficiencies in this section.
- **Activities:** If you have been involved in activities related to your field or demonstrate your skills, you can include them on your resume.
- **Leadership:** If you have been in charge of any volunteer projects, or attended leadership conferences, you can include them in this section.

### **Resume Format**

- Make sure all information is clearly organized, so the employer can understand everything very quickly. The average resume is glanced at for only 20 seconds!
- Arrange your sections in order of importance (i.e. if computer skills are very important in your field, list those near the top of your resume)
- Put what you want to draw attention to in **bold** print. Most people bold their college major and job titles.
- Keep your format consistent. (For example, if you abbreviate some of your months, abbreviate all of your months.)
- Margins can be ½ - 1¼ inches wide
- Use 11-12 pt. font.

- Try to limit your resume to one page if possible; two pages are okay if you have several years of related experience. Exceptions to the rule of one page are IT and Federal positions which may require up to 3 to 4 pages.
- Use bullets instead of paragraph form.

### **Other Resume Tips**

- You don't need your whole life story, if you've had several unrelated jobs, only list your most relevant work experiences.
- Give your resume to a few other people to proofread for errors.
- If your resume is more than one page, be sure to place your name at the top left of second page and P.2 at the top right.
- Print your resume on a high quality laser printer if you can. If you use an inkjet printer, make sure your ink dries completely, without smearing.
- Print only on white or off-white paper in case copies are made of your resume.
- Use Times New Roman font.
- You don't need to include your personal interests unless they relate to the job.
- Don't use a template. If you do, it's likely your resume will look *exactly* like several other resumes in the pile. If the employer does not have the same template as you do, then they will not be able to view your resume. Also, templates make it difficult to edit and rearrange your resume, which you will need to do often.
- Look at sample resumes in your specific career field. Do an online search or ask your teachers for places to find resume samples within your career field.
- If position held was part-time, then add (PT) in parenthesis behind the job title.

### **Transferable Skills**

**When writing your resume, think in terms of transferable skills.** A transferable skill is any skill you learned through past experience and you could use in a future job. Communication, customer service, managerial, and organizational skills are all transferable skills employers want.

**Even if your past jobs included waiting tables, mowing lawns, and working as a clerk,** you probably developed some transferable skills. Communication, organization, and leadership skills can be learned in a variety of jobs. Use the list of verbs provided in this section to brainstorm skills you may have learned at your past jobs.

**Tailor your resume to the job you are applying for, and focus on the skills that seem most relevant to the position you want.** Try to pull out the job duties and skills you learned that are similar to the type of work you want to do. By doing this, you will be able to make connections between your experience and the

job you want (even though they may seem unrelated). Look for clues about what the employer is looking for in the job description.

- **For example, let's say your last work experience was a part-time job at the Dairy Barn.** Unless you are applying for a job flipping burgers at the Whippy Dip, you'll need to write about something other than how well you can flip burgers and make a soft serve cone. If you are applying for a position in sales, focus your bullet points on the duties relating to customers, selling, and persuading. If you are applying for an accounting position, talk about how you counted the cash register, how much money you handled, and how you helped take inventory. If applying for a position in management, talk about how you trained new employees and came up with ideas to help the Whippy Dip run more efficiently.

Find tips to capture your resume to a job description following the section of sample resumes.

### **Tips for Writing Bullet Points**

- Start with an action verb
- Make sure to be detailed with your bullet points. For example: Hired and trained over 100 employees in the past four years
- Identify who you were helping (clients, customers, coworkers, management)
- Describe your job duties, focusing on the duties that display your transferable skills (see above).
- Talk about how your efforts helped your organization
- Add numbers to show how productive you were (i.e. number of times you did something, number of customers you helped, amount of cash you handled, how much of something you accomplished, etc.)

# How to Tailor Your Resume to a Job

**Translate past work experience into something marketable.** It can be difficult to take your past work history and translate it into something marketable. You may think, “I made sandwiches” or “I delivered pizza” or “I was a lifeguard”, how do I put that on a resume? When you’re struggling with putting words to your experience, let others help you. Search online for job postings for positions that you’ve held in the past. Use the duties and responsibilities that they highlight in the job description as a starting point for key words. Incorporate those key words when writing your resume.

## **Bank Teller**

*Key words to use in highlighting your job are bolded within the job description below:*

The Service Associate performs the duties of a bank teller, **processing customer transactions, keeping accurate accounts, and introducing Bank products and services to customers.** Also, must **comply with meeting** compliance and audit **requirements.** Teller experience. Ability to **handle multiple priorities.** Ability to **work with staff and customers in a respectful and professional manner.** Ability to **keep accurate records of transactions.** Ability to **provide strong customer service.** Ability to lift approximately 30lbs.

## **Lifeguard**

*Key words to use in highlighting your job are bolded within the job description below:*

A Lifeguard’s key task is to ensure injury prevention by **enforcing all rules and regulations** of the pool and adjacent area. In addition to rule enforcement a Lifeguard is also in **charge of chemical maintenance, record-keeping,** and should **inspect the facility** on a daily basis and **report** dangerous situations or equipment to the office. Duties include: ensure pool safety regulations are being followed, **assist guests** with emergency needs, assist with **team building activities** if necessary, secure and **maintain** cleanliness and safety **standards** of sports center and pool.

## **Pizza Deliverer**

*Key words to use in highlighting your job are bolded within the job description below:*

The Responsibilities of the Delivery Driver will include: deliver customer orders to the correct address, **keep vehicle clean and organized, follow** all driver safety and security **policies and procedures,** greet customers with a smile, **handle** customer **problems efficiently** and in friendly manner, and assist in Back of House operations as needed and **cleaning and maintenance** duties as needed. Requirements are: a friendly demeanor, keen **sense of direction,** you should know how to read a map and find your way around your delivery area, **wear and properly maintain a clean uniform, basic math skills, a team player.**

# Action Verbs for a Resume

It’s best to start most of your bullet points with a powerful action verb. Here is a list of powerful verbs describing skills employers seek. You can also use this list to help you come up with ideas for skills you may want to include on your resume. Which of these verbs describe what you did at your previous jobs? Most of these skills can transfer to the job you want. *NOTE: if there are verbs included in the job description for a specific job you are applying for, be sure to use those in your resume as well.*

### **Management Skills**

Accelerated	Coordinated	Identified	Produced
Administered	Delegated	Improved	Prohibited
Anticipated	Designated	Influenced	Recommended
Appointed	Determined	Initiated	Regulated
Approved	Developed	Increased	Reinforced
Assigned	Directed	Handled	Reviewed
Assumed	Elected	Hired	Revised
Attained	Evaluated	Led	Secured
Authorized	Employed	Managed	Scheduled
Caused	Enlisted	Motivated	Screened
Chaired	Envisioned	Observed	Strategized
Changed	Established	Organized	Strengthened
Conducted	Executed	Oversaw	Supervised
Contracted	Exercised	Planned	
Commissioned	Finalized	Prepared	
Consolidated	Forecasted	Prioritized	

### **Clerical/Organizational Skills**

Adjusted	Dispatched	Obtained	Selected
Allocated	Distributed	Operated	Simplified
Altered	Eliminated	Organized	Spearheaded
Arranged	Established	Orchestrated	Specified
Calculated	Executed	Prepared	Sought
Catalogued	Forwarded	Processed	Straightened
Charted	Generated	Purchased	Systematized
Classified	Implemented	Recorded	Tabulated
Collected	Incorporated	Retrieved	Updated
Compiled	Inspected	Set goals	Validated
Contracted	Maintained	Screened	
Coordinated	Monitored	Scheduled	

### **Creative Skills**

Acted	Established	Instituted	Polished
Brainstormed	Expanded	Integrated	Renovated
Conceptualized	Fashioned	Introduced	Revitalized
Conceived	Founded	Invented	Shaped
Created	Formulated	Improvised	Sketched
Customized	Generated	Launched	Uncovered
Developed	Illustrated	Originated	Stimulated
Directed	Initiated	Performed	Visualized
Drafted	Innovated	Pioneered	
Dramatized	Inspired	Planned	

### **Problem Solving Skills**

Alleviated	Formulated	Revitalized	Solved
Debugged	Judged	Revamped	
Engineered	Remedied	Revived	
Evaluated	Repaired	Satisfied	

### **Analytical / Research Skills**

Analyzed	Critiqued	Inspected	Studied
Assessed	Deciphered	Interpreted	Summarized
Classified	Detected	Interviewed	Surveyed
Collected	Diagnosed	Investigated	Synthesized
Conducted	Evaluated	Measured	Systematized
Completed	Examined	Monitored	Theorized
Compared	Extracted	Recognized	Transformed
Controlled	Explored	Refined	
Corrected	Identified	Reviewed	
Correlated	Indexed	Researched	

### **Technical Skills**

Assembled	Installed	Operated	Licensed
Built	Inspected	Overhauled	Programmed
Constructed	Labored	Performed	Remodeled
Designed	Logged	Processed	Repaired
Engineered	Merchandised	Proofed	Solved
Edited	Maintained	Shipped	Taught
Fabricated	Mapped out	Stocked	

### **Financial / Quantitative Skills**

Accounted for	Compounded	Grew	Quantified
Administered	Computed	Grossed	Raised
Apportioned	Consolidated	Increased	Reconciled
Appraised	Conserved	Input	Recorded
Approximated	Converted	Inventoried	Reduced
Audited	Counted	Managed	Summarized
Allocated	Dispensed	Marketed	Tabulated
Balanced	Dispersed	Maximized	Targeted
Boosted	Earned	Minimized	Totaled
Budgeted	Enumerated	Multiplied	Tracked
Calculated	Estimated	Planned	Transacted
Certified	Figured	Profited	Sold
Checked	Financed	Projected	
Compiled	Forecasted	Purchased	

### **Communication Skills**

Addressed	Edited	Publicized
Adapted	Elicited	Reconciled
Arbitrated	Enlisted	Recruited
Arranged	Formulated	Referred
Authored	Greeted	Spoke
Briefed	Influenced	Recruited
Clarified	Interpreted	Related
Collaborated	Interviewed	Reported
Communicated	Mediated	Represented
Consented	Moderated	Solicited
Cooperated	Motivated	Suggested
Corresponded	Negotiated	Summarized
Critiqued	Officiated	Surveyed
Deliberated	Perceived	Translated
Developed	Persuaded	Welcomed
Directed	Presented	Wrote
Drafted	Promoted	

## Teaching Skills

Adapted  
Advised  
Clarified  
Coached  
Demonstrated  
Educated  
Enabled  
Encouraged  
Explained  
Facilitated

Fostered  
Guided  
Graded  
Illustrated  
Informed  
Initiated  
Instructed  
Mentored  
Modeled  
Motivated

Persuaded  
Presented  
Routed  
Set goals  
Stimulated  
Tested  
Theorized  
Trained  
Tutored

## Helping Skills

Accommodated  
Advised  
Aided  
Alleviated  
Assessed  
Assisted  
Assured  
Bolstered  
Clarified  
Coached  
Counseled  
Demonstrated  
Diagnosed

Eased  
Educated  
Enabled  
Endorsed  
Enhanced  
Enriched  
Expedited  
Facilitated  
Familiarized  
Guided  
Helped  
Interceded  
Listened

Mobilized  
Prescribed  
Provided  
Protected  
Tailored  
Referred  
Rehabilitated  
Relieved  
Rescued  
Represented  
Served  
Supported  
Sustained

# Chronological Resume Sample

## **Frank Simmons**

19 Cole Dr. NE  
Cedar Rapids, IA 52401  
(319) 555-8978

[frank-simmons@student.kirkwood.edu](mailto:frank-simmons@student.kirkwood.edu)

- OBJECTIVE:** To obtain an internship for the Summer of 2010 in the field of Public Relations.
- EDUCATION:** Kirkwood Community College, Cedar Rapids, IA  
A.A. **Communication Media/Public Relations** pending 8/11  
3.60/4.00 GPA
- RELATED EXPERIENCE:**
- Freelance Marketing Consultant** 5/10 - present  
Cedar Rapids, IA
- Provide marketing, writing, design, and photography services for local and regional clients
  - Work with print shops to print communication pieces
- Promotions Coordinator (PT)** 8/10 - present  
Kirkwood Club; Cedar Rapids, IA
- Write copy for advertisements, brochures, flyers, and direct mailings for a large student organization
  - Recruit, train and provide creative direction for a team of 3 writers and designers
  - Write press releases that resulted in articles in the campus newspaper
- Public Relations Intern** Summer 2009  
Harvest Community Church; Lincoln, NE
- Created a visual identity and marketing plan for a new church
  - Wrote copy and took photos for a new website
- Reporter (PT)** 1/09– 5/09  
Communiqué Newspaper; Kirkwood Community College, Cedar Rapids, IA
- Brainstormed ideas for stories
  - Reported and wrote news articles
  - Worked with an editor to refine written pieces
- COMPUTER SKILLS:** Experience in Illustrator, Photoshop, PageMaker, QuarkXPress, Excel 2007, Dreamweaver, FrontPage, Freehand, Fireworks, Flash, Word 2007, HTML
- RELEVANT COURSEWORK:** Mass Media, Oral Communication, Promotions & Public Relations
- ACTIVITIES:** Kirkwood TGIF Student Ambassador  
Phi Theta Kappa leadership organization

# **Functional Resume Sample**

## **Jane D. Smith**

299 King Street NE

Rich, IA 55555

(319) 555-1212

[jane.smith@aol.com](mailto:jane.smith@aol.com)

### **Highlights of Qualifications**

- Number one ranked sales representative for 3 straight years
- Strong product knowledge from 11 years experience in the field
  - Able to handle large territories effectively
- Experience serving wide range of electronic industries

### **Professional Sales Experience**

#### **Direct Sales & Product Demonstration**

- Increased average monthly sales to Midwest Stereo from \$1,100 to \$21,000 in 1 year.
- Set sales record, surpassing all sales representatives for any given month in company history.
- Held down company's largest territory; exceeded quotas and greatly increased sales.

#### **Customer Service/Account Relations**

- Established and maintained good rapport with over 250 clients in the electronics industry.
- Followed through promptly to resolve customer complaints.
- Found hard-to-find parts for customers, by whatever means necessary.
- Located detailed product information for customers to facilitate accurate parts ordering.

#### **Marketing/Promotion**

- Organized customized accessory racks for display in retail outlets.
- Successfully demonstrated to customers the benefits of quantity purchases and incentive programs.
- Researched industry trade journals to identify potentially popular and profitable items, and locate products requested by accounts.

### **Employment History**

2006 – Present **Area Sales Rep.** Future Electronics Marion, IA

2002 – 2006 **Sales Rep. (PT)** Radio World Inc. Cedar Rapids, IA

1999 – 2002 **Stocker** Best Buys Co. Cedar Rapids, IA

### **Education**

Kirkwood Community College, Cedar Rapids, IA

**Electronics Engineering Technology**, Associate of Applied Science, 2006

3.53/4.00 GPA

### **Computer Skills**

Experience in operating IBM-PC's and programs Microsoft 2007 Word, Excel, Power Point, Access, Outlook and Vista.

# Computer Scanned Resume Sample

Jane D. Smith  
299 King Street NE  
Rich, IA 55555  
(319) 555-1212  
jane.smith@aol.com

## Career Objective:

To obtain a Paralegal position in Real Estate Law firm.

## Professional Experience:

2008-Present Belding & Belding Law, Cedar Rapids, IA

Legal Assistant Provide paralegal services to attorneys in residential real estate sales within Iowa and Illinois.

Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background, and work successfully against deadlines.

Serve as liaison for clients, banks, and attorneys; schedule meetings, identify documents necessary for all parties.

Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities, and disburse funds.

2002 – 2008 Investors Life Insurance Co., Marion, IA

Deputy Clerk (2006 - 2008)

Negotiated payments with attorneys Third Party Liability cases and reviewed medical records.

Operator Clerk (2002 - 2006)

Provided subscriber information to customers, assisted in completion of questionnaires and forms.

## Education:

Kirkwood Community College, Cedar Rapids, IA

Paralegal Studies, Associate of Arts Degree – expected 12/09

3.95/4.00 GPA

## Computer Skills:

Experience in operating PC's and programs Win XP, Word 2007, Excel 2007, Outlook 2007 and Internet; Knowledgeable in Power Point 2007, Access 2007; Typing (60 wpm)

# THINGS TO REMEMBER WHEN DESCRIBING THE AMERICORPS EXPERIENCE IN YOUR RESUME

- The examples that are attached may have grammatical errors so please don't make the same mistakes.
  - Be descriptive. Make sure to start each bullet/item with an action verb (processed, coordinated, refurbished, created, planned, maintained, removed, updated, etc).
  - Make sure to capture your Rep position on your resume. Especially if you have shown management, delegation, completion of multiple tasks and organizational skills.
  - Please do not list every project you have completed while in NCCC or NCCC-FEMA Corps. Focus more on those aspects of the projects where you served in a leadership role and/or the skills and experiences you gained from the project relate to the position you are applying to.
  - Instead of saying "served in", spice it up with: "Selected to serve in" (Remember, you were picked to be in this program, you didn't just sign up. Take pride in that!)
  - If you have served as an Assistant Team Leader or POC make sure to capture this experience.
  - Mentioning an ISP that you were the POC for is a great way to show leadership, initiative and dedication to service.
  - Write out acronyms (ex. National Civilian Community Corps, Independent Service Project, etc.)
  - Don't use language specific to AmeriCorps NCCC or FEMA that people outside of the organizations won't understand
  - **For Team Leaders**, we suggest to focus your AmeriCorps experiences on the following subjects: leadership skills, management and delegation of a team and project tasks, managing a budget, mediation skills, managing multiple tasks, problem-solving and planning and implementing of team meetings.
  - **For STLs**, we suggest to focus your AmeriCorps experiences on the following subjects: leadership skills, implementing and assisting with team development and project implementation, managing multiple tasks, paperwork and computer skills, planning events and problem solving.
-

# Sample Corps Member Resume (High School)

**Nicole Peters** →

*Name should be bold and at least 18 font*

Address, city, state, zip

###-###-###

[email@gmail.com](mailto:email@gmail.com) →

*Appropriate email address*

## WORK EXPERIENCE

**AmeriCorps National Civilian Community Corps, Vinton, IA** →

*Include title, dates, organization, and location for each position*

*Corps Member*

October 2009 – August 2010

- Completed a 10 month, team-based, traveling national service program that develops young Americans into responsible citizen through participating in a variety of community service projects
- Facilitated reflection activities and service learning opportunities for a ten member team
- Created and executed a public information initiative to educate the public in Florida about the 2010 oil spill
- Contacted 20 prospective sponsors and organizations for future projects with the National Civilian Community Corps
- Distributed food and water to tornado victims through the American Red Cross
- Served as a volunteer management coordinator, created volunteer databases, forms, template e-mails, and maintained communication with volunteers

*Use bullets, starting with strong action verbs* ←

**Walden Caddy Shack, Montgomery, TX**

*Manager/Lead Server*

July 2008 – October 2009

- Responsible for training and supervising staff and ensuring responsible behavior
- Managed financial records including balancing the daily cash revenues
- Coordinated and organized event schedule
- Oversaw the day to day operations for cleaning, floor plan layout, table setting, and restaurant theme
- Actively conducted guest service and quickly corrected issues

**Chilis, Tomball, TX**

*Server*

August 2005 – October 2007

- Used knowledge of restaurant business principles and processes to provide great customer service in a friendly atmosphere
- Greeted guests, took orders and accurately prepared itemized checks and discreetly handled payment complications
- Developed the ability to properly describe and sell specialty items
- Worked efficiently in a fast pace environment and effectively used the point of sales system

## EDUCATION

*Most recent education first, don't need to include high school if you have college experience*

**High School Diploma**

Covington High School, Covington, LA

May 2004

## SKILLS AND CERTIFICATIONS

- CPR and First Aid American Red Cross Certification
- VITA intermediate tax preparer

*Don't forget computer skills!*

# Sample Corps Member Resume

First Name Last Name →

Name should be bold and at least 18 font

Address • City, State Zip

Phone • Email address →

Appropriate email address

## EXPERIENCE →

Include title, dates, organization, and location for each position

### Corps Member

August 2012 - June 2013

AmeriCorps National Civilian Community Corps-FEMA Corps, Vinton, IA

- Participated in a team-based national service program serving the Federal Emergency Management Agency (FEMA) and communities across the United States post-disaster
- Contacted 150 disaster survivors through in-person and phone contact to provide information about FEMA programs and services
- Reviewed FEMA Safety Plan of Operations to recognize and address potential areas of hazardous situations and possible safety code violations
- Researched, contacted, and maintained relationships with 10 voluntary action organizations to assist survivors post-disaster
- Collaborated with non-profits and local government agencies to determine eligibility, process proper documentation, communicate with applicants and secure funding for qualified projects
- Facilitated weekly team service learning and reflection activities catering to a 10-member team to enhance the understanding of their service
- Coordinated volunteers to sweep and shovel sand from gutters and sewer drains to restore city's sewer system and provide debris removal from city baseball park for youth leagues to utilize

Use bullets, starting with strong action verbs ←

### Resident Assistant

August 2010 - May 2012

Colorado Mountain College, Steamboat Springs, CO

- Managed floor of 30 residents
- Performed first step counseling and mediation for residents
- Created and oversaw various educational and recreational programs
- Monitored front desk, answered phones and distributed mail

### Summer Conference Assistant

Summer 2011

Colorado Mountain College, Steamboat Springs, CO

- Assigned rooms and assisted conference participants
- Performed maintenance duties and cleaned rooms

## EDUCATION →

Most recent education first, don't need to include high school if you have college experience

Colorado Mountain College, Steamboat Springs, CO

Associate of Arts in General Studies, GPA: 3.1

May 2012

## SKILLS AND CERTIFICATIONS

- American Heart Association Adult CPR, First Aid and AED Certified, Expires August 2014
- Colorado Substitute Teacher trained
- FEMA Trainings: Community Relations Field Course, Public Assistance
- Experienced in Microsoft Word, Publisher, Excel and PowerPoint →

Computer skills very important to include!

# Sample Corps Member Resume

## **Sally Lane**

1004 G Avenue, Vinton, Iowa 52349

phone: (319) xxx-xxxx

e-mail: sally.lane@yahoo.com

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### **OBJECTIVE**

**To obtain an upper elementary position in a parochial school utilizing my communication skills.**

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### **EDUCATION**

#### **Elementary Education Teaching License**

September 2007

- State of Indiana, License #758368
- General Elementary 1-6, Non-Dept 7/8
- Language Arts Endorsement 1-9
- Social Studies Endorsement 1-9
- Reading Minor 1-9

#### **Bachelor of Science, Elementary Education**

May 2007

Saint Joseph's College, Rensselaer, IN

### **EXPERIENCE**

#### **Corps Member**

July 2008 – May 2009

AmeriCorps National Civilian Community Corps, Vinton, IA

- Worked on a diverse team of 10 serving communities across the southeast in the areas of unmet human needs, education, environment, and public safety
- Tutored alternative high school students to help improve standardized test scores
- Completed weekly project report for 11 member team as Assistant Team Leader
- Constructed and maintained 12 trails at a state park

#### **Student Teacher**

January 2008 – June 2008

Kankakee Valley Intermediate School, 4<sup>th</sup> Grade, Wheatfield, IN

- Taught a total of 23 students over a 14 week period
- Developed, organized, and implemented lesson plans in mathematics, social studies, guided reading, and science
- Implemented behavioral management in the classroom
- Maintained entire class load for five weeks
- Created tests in several subject areas
- Designed grading rubrics

#### **Director of Summer Adventure Series**

Summer 2007

Allen County 4-H Clubs, Incorporated, Fort Wayne, IN

- Held program where K- 6<sup>th</sup> graders could be safe and have fun
- Trained new staff
- Ensured that lessons and materials were ready for coming week
- Managed on-site problems
- Created and maintained database of over 300 participants

#### **Pre-service Teaching**

September 2005 – April 2007

Kankakee Valley Intermediate School, ISTEP Remediation Class; Wheatfield, IN

Rensselaer Central Middle School, 8<sup>th</sup> grade Language Arts; Rensselaer, IN

Meadowlawn Elementary School, 3<sup>rd</sup> grade; Monticello, IN

St. Augustine Catholic School, 5<sup>th</sup> grade; Rensselaer, IN

- Observed different teaching styles and tutored students
  - Created interactive bulletin boards, planned and taught several lessons
- 

### **ACTIVITIES**

- American Red Cross CPR, First Aid and Disaster Relief certified
- Proficient in Microsoft Word and Excel
- Campus Ministry
- Kairos Retreat Leader
- 4 years college band -marching/concert

# Sample Team Leader Resume

## ASHLEY D. RIVER

*Current Address*  
1004 G Avenue  
Vinton, IA 52349  
319.437.9922

*Permanent Address*  
566 Holiday Road  
Nashville, TN 13245-2024  
231.366.1233

ashley@hotmail.com

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### OBJECTIVE:

To obtain a position that will enable me to use professional skills, incorporate my major, and provide opportunities to grow professionally.

### WORK EXPERIENCE:

**AmeriCorps National Civilian Community Corps**, Vinton, IA June 2008-May 2009  
*Team Leader*

- Led team of twelve young adults in challenging, full-time, residential community service program that meets critical needs in urban and rural communities in the Midwest region of the United States in the areas of education, unmet human needs, environment, and disaster relief
- Supervised Corps Members, facilitated team meetings, and enforced rules and regulations
- Coordinated logistics with the project sponsor and managed the team's budget
- Facilitated team objectives including: communication, compromise, and conflict resolution
- Prepared weekly report, project reports, and evaluations

**Habitat for Humanity**, High Point, NC August 2007-May 2008  
*AmeriCorps Member*

- Learned basic carpentry skills by constructing homes for low income families
- Completed four houses in eleven months working with community volunteers
- Installed Ethernet wire/ports and computers in a five PC peer to peer network
- Wrote basic network user guide for Administration and staff to use in my absence

**Quaker Valley School District**, Leetsdale, PA August 2006-July 2007  
*Mathematics/Computer Science Intern and Assistant Forensics Coach*

- Taught C++ to eleventh and twelfth graders
- Taught math using Chicago Mathematics Project and Carnegie Learning Curricula

**Little Neshannock Technologies**, New Wilmington, PA December 2004-December 2005  
*Programmer, using Visual Basic 5.0*

- Wrote software that incorporated emails to and from servers
- Performed tech support with clients

### EDUCATION:

**University of Pittsburgh**, Pittsburgh, PA August 2006  
*Master of Arts in Education*

**Westminster College**, New Wilmington, PA May 2004  
*Bachelor of Science in Mathematics and Computer Science and a minor in Music*

### Honors:

- Kappa Delta Pi, national honorary for Education
- Treasurer of Upsilon Pi Epsilon, national honorary for Computer Science
- Kappa Mu Epsilon, national honorary for Mathematics
- The Westminster College Scholarship

### COMPUTER SKILLS:

Extensive knowledge of DOS, Windows 3.1, 95, 98, ME, and 2000, UNIX, Mac OS X, Microsoft Word, Access, PowerPoint, Excel, computer repair/maintenance, programming in Microsoft Visual Basic, C++, Pascal and COBOL. Experience with basic networking, HTML, Java, and Linux.

# Sample Support Team Leader Resume

## **Objective**

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To obtain the position of Volunteer Associate with the Special Olympics of Minnesota.

## **Work Experience**

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### **AmeriCorps National Civilian Community Corps**

October 2007-May 2009

*Support Team Leader - Vinton, IA*

- Managed eight teams of diverse volunteers (80 people total)
- Developed and conducted monthly training sessions on policies, procedures, safety guidelines, etc.
- Acquired tremendous experience in the areas of volunteer management, crisis intervention and conflict resolution
- Planned Awards Banquet for over 160 attendees
- Organized Team Leader recruitment initiative for Midwest region
- Maintained Personnel files for 80 members including regular database entry
- Developed various seminars to promote team unity in service setting

*Corps Member- Sacramento, California*

- Coordinated volunteers on various service projects across Western region
- Served as Media Representative; wrote press releases and appeared on various television interviews to garner media coverage in support for AmeriCorps' service in communities
- Completed over 1,700 hours of community service in the areas of disaster services, environment, education, health and safety, and unmet human needs

### **Residential Support Services - Charlotte, NC**

October 2005-September

2007

*Relief Manager*

- Supported 10 adults with mental disabilities in accomplishing daily tasks within a group home setting
- Implemented weekly behavioral programs, including sports activities, to aide clients towards community integration

### **The American Red Cross- Charlotte, NC**

January-May 2005

*Intern-Marketing/Public Affairs*

- Assisted in planning and implementation of 2001 national convention
- Solicited donations from over 100 local businesses in Greater Charlotte Area for national convention
- Created title for car donation initiative (*Give a Car Save a Life*) that resulted in over 100 donations
- Maintained website on monthly basis using HTML
- Wrote articles for bi-weekly external and internal newsletters distribution 1,000 and 400, respectively

### **UNCC Housing and Residence Life- Charlotte, NC**

July 2004-June 2005

*Resident Advisor*

- Acted as liaison for 40 resident-students including the planning of monthly social and academic activities to acquaint new resident-students with each other and the university
- Organized weekly seminars to motivate residents to become involved in campus leadership and volunteer opportunities

## **Education**

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### **University of North Carolina at Charlotte- Charlotte, North Carolina**

May 2005

*BA Communication Studies, Public Relations Track, Minor in Social Work*

- Chancellor's List Spring '00, Dean's List Fall '00, Spring '01,
- Photography Editor for bi-weekly college newspaper publication
- Public Relations Student Society of America

## **Skills, Qualifications and Volunteer Experience**

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- Proficient in PhotoShop and Microsoft Word, Excel, PowerPoint, Publisher and Website maintenance
- Highly motivated, creative-team player with very strong interpersonal skills
- Special Olympics of North Carolina- Bowling program
- Residential Support Services- Client aide to adults with mental disabilities

# **Things to Remember When Building a Resume**

- ❖ One page in length
- ❖ Do NOT use a Computer Resume Format
- ❖ Be clear and concise
- ❖ Tailor to the job you are applying for and reflect your characteristics—a resume shouldn't say “this is who I am” it should say “this is what I can do for you!” Be truthful.
- ❖ Your goal is to secure an Interview
- ❖ Master Resume- Keep a master resume of all your experience and pull from that when creating job/position specific resumes
- ❖ Convey knowledge, skills and abilities (KSAs)
- ❖ Make your name bigger and bolded (18 pt font)
- ❖ Contact information listed under name and not bolded
- ❖ Don't use colored paper
- ❖ When sending paper resume and cover letter, use a good quality paper with a weight between 16 lbs. and 25 lbs.
- ❖ Don't staple cover letters and resumes
- ❖ Consider margins
- ❖ Know how to write an Objective for your resume (this is optional)
- ❖ Always begin bullets/points with an action verb
- ❖ List position title as Corps Member, Team Leader or Support Team Leader
- ❖ Don't forget to list trainings and certifications (i.e. Red Cross and FEMA) and rep role experience
- ❖ Include Computer Skills as a separate section

# Cover Letters

**The purpose of a cover letter** is to build a bridge between your resume and the job description of the open position. You must help the employer see how your experiences, which are listed on your resume, could help you be successful at this job, which is described in the job description. A cover letter should **always** accompany your resume when you are applying for a specific job, even if the cover letter is optional.

## Parts of a Cover Letter

### **Header:**

Include your contact information at the top of your cover letter. You may use a standard letter format or you may use the same header as you do for your resume.

### **Opening Paragraph:**

Grab the employer's attention. What do you know about the company that makes you want to work there? Identify the position you'd like to apply for and demonstrate your knowledge about the position. You should also identify how you learned about the position opening. You could do this by mentioning the name of a person who works at the organization or by referencing a job posting from a website or newspaper.

### **Body:**

This section will contain one or two paragraphs, in which you describe why you are qualified for the position. Don't repeat the same information from your resume. Instead, use the body of your letter to expand on some of the information from your resume. Include relevant details about specific projects or experiences. You may use paragraph form, bullets, or a combination of the two.

**Repeat phrases from the job description** in the body of your cover letter. This is a great strategy for helping employers see that you have what they want. Does the job description mention that the ideal candidate should have "excellent interpersonal communication skills?" Then your letter should read something like "Among the skills I have to offer are my excellent communication skills. For example..." Immediately back up every statement like this with some solid facts. Talk about something you've done that demonstrates your skills.

### **Closing:**

This is where you ask for an interview. Describe whatever step you will take next, and be sure to follow through with what you say you'll do. It's appropriate to say you'll call them on a certain day to follow up. You may want to include your contact information here and invite them to contact you with any questions. Close with "sincerely", then type and sign your name.

### **Salary History:**

Sometimes an employer will ask for your salary history. They want to get an idea of how much money you expect to earn. If the employer asks you to include "salary history" or "salary information" with your application packet, address this issue somewhere in your closing paragraph. Always give a salary *range* and let them know if you're willing to negotiate. Visit [www.salary.com](http://www.salary.com) to get an idea of a typical salary range for the position.

(Example 1: My salary history from 1998 to present ranges from \$25,000 - \$40,000 annually.)

(Example 2: I would expect to earn \$30,000 - \$35,000 plus benefits, but I am willing to negotiate.)

# Sample Cover Letter, Resume & Job Posting

## **Job Description:** NATURAL RESOURCE INTERN

**Duties:** Lead interpretive nature walks with guests of all ages. General park maintenance activities such as mowing, facility and area clean-up and painting.

**Requirements:** Excellent verbal communication skills and leadership ability a must. Knowledge of natural resource interpretation helpful. Experience with park maintenance helpful.

**To apply:** send resume/cover letter to John Smith, Human Resources Coordinator, County Conservation Board, Cedar Rapids, IA 52365

## **NOTICE THE PHRASES REPEATED FROM JOB DESCRIPTION**

29 Jewel Dr. SE  
Marion, IA 52302

04-06-20XX

Mr. John Smith  
Human Resources Coordinator  
Somewhere State Park  
345 35<sup>th</sup> St.  
Cedar Rapids, IA 52402

Dear Mr. Smith:

I would like to apply for the Natural Resource internship I saw posted on Idealist.org's website. Somewhere State Park has long been one of my favorite places to camp. I especially appreciate the fall color and fishing opportunities your park has to offer. I was excited to learn about your opening for a natural resources intern.

My excellent verbal communication skills and leadership ability are two qualities which I could contribute to your team. As a day camp counselor, I led groups of children through a variety of activities. In this leadership role, I accommodated the special needs of individuals while keeping in mind the well-being of the entire group. I used my communication skills to motivate children to participate in activities.

Also, I have knowledge of natural resource interpretation. As a backpacking trip leader, I led guests of all ages on multi-day excursions through the wilderness. Using my knowledge of geology, wildlife, and plants, I helped group participants gain a deeper appreciation for the natural wonders they were experiencing. Along with knowledge of natural resource interpretation, I have had some experience with park maintenance. As a part of the Muscatine County Conservation Corps, I worked with a team to maintain and improve county parks. I mowed, painted, cleaned up trash, and cleared trails after storms, landscaped and trimmed weeds.

The knowledge and leadership skills I've gained through these experiences make me confident I would have plenty to offer Somewhere State Park. I will contact you on Thursday to see if you would like to set up a time to discuss my qualifications for this position. Please feel free to contact me at 319-555-8479 or marci-jase@student.kirkwood.edu. Thank you for your time.

Sincerely,  
Marci Jase

Enclosure: Resume

# Marci Jase

29 Jewel Dr. SE

Marion, IA 52302

(319) 377-5555

marci.jase@student.kirkwood.edu

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- OBJECTIVE:** To obtain an Internship in the field of natural resources interpretation for the Summer of 2009
- EDUCATION:** Kirkwood Community College, Cedar Rapids, IA  
**A.A.S., Parks and Natural Resources** Expected 5/10  
G.P.A.: 3.32/4.00
- RELATED COURSEWORK:** Natural Resources Interpretation, Wildlife Identification & Management, Plant Material, Soil and Water Conservation, Park Maintenance
- RELATED EXPERIENCE:**
- Backpacking Trip Leader (Volunteer)** Summers 2007-2009  
Rocky Mountain National Park, CO; Grand Tetons, WY
- Led 6 groups of friends on backpacking trips through the Rockies
  - Educated group members about the geology, plants, and wildlife of the area
  - Planned routes, coordinated meals, and gathered necessary equipment
  - Taught group members hiking techniques, water purification & cooking methods, wilderness safety, and environmental consciousness
- Day Camp Counselor** Summer 2007  
YMCA of the Rockies; Estes Park, CO
- Led groups of kids on hikes through the Rocky Mountain National Park
  - Planned team-building activities
  - Taught the kids about plants, animals, and geology
  - Regularly administered First Aid on minor injuries
- Muscatine County Conservation Corps** Summer 2006  
Muscatine County Conservation Board; Muscatine, IA
- Learned environmental principles from county conservation workers
  - Worked on various conservation projects in county parks
  - Maintained nature trails and constructed new trails
  - Implemented techniques to prevent erosion on hillsides within area parks
- Day Camp Counselor (Volunteer)** 9/04 – 9/05  
Girl Scout Camp Sacajawea; Muscatine, IA
- Taught girls how to build and cook over a fire
  - Led girls on hikes, creek walks, and other outdoor activities
  - Taught knot tying, orienteering, and camp safety

# Cover Letter Samples

178 Green St.  
Worryville, MO 55596

September 15, 20XX

Pat Cummings, Editor  
ABE Corporation  
4410 S. Main St.  
Des Moines, IA 50319

Dear Mr. Cummings:

I recently read your advertisement in the *Des Moines Register* for the position of Assistant Editor, and I am highly interested in learning more about the job's specific requirements.

I possess strong written and verbal communication skills, as well as computer and desktop publishing experience. My accomplishments include:

- Winning the Columbia Scholastic Press Association's First Place Gold Circle Award for graphic art.
- Serving as feature editor, art editor, graphic artist, and reporter for various college publications.
- Completing a course in advertising art/desktop publishing, this focused on the use of PageMaker software.
- Proficiency in PC's and Microsoft Word 2007 and Excel 2007 software.

Please find my resume attached for your review. I would appreciate the opportunity to discuss my specific abilities in relation to your needs. I will call you next week to schedule a mutually convenient time to meet or you may contact me at (302) 555-5555 or my email address csmith@yahoo.com.

Thank you for your consideration.

Sincerely,

Chris Smith

Enclosure: Resume

# Other Writing Samples

## “Fishing” Letters

### **If there is no advertised job opening:**

You'll want to write a different sort of letter. Here are a few examples of letters you might use to inquire about possible job openings. Send your resume along with this letter. Be sure to follow up with a phone call. Ask them if they got your credentials and if they have any hiring needs.

### **If you know of a *possible* job opening:**

399 North Street  
Largeville, IA 55555

December 14, 20XX

Mr. Jon Onslow, Manager  
Human Resources Department  
A.J. Carlson & Company  
78 East 13th Street North  
Jonesville, IA 51234

Dear Mr. Onslow:

Let me introduce myself to you. I am Robert Dunit, Senior Programmer with Laser Inc., with over ten years of experience that could benefit your company. Recently I talked with George White and he mentioned your company desires to update their current billing system.

My most recent experience includes designing an automated billing system for a technical trade newspaper publisher. My responsibilities included the total project design, along with the user interface. In addition, I developed the first and second draft of the operator's guide.

As a Senior Programmer with your organization, I would focus on quality control as well as producing a simplified billing system. Furthermore, my work as a team leader was recognized as the top Project Leader of 2006 in my company.

Being currently employed, I would appreciate confidentially with this inquiry. I will contact you in a few days to arrange an appointment. If you need to contact me before this time, my phone number is (319) 555-2222 or my email address rdunit@gmail.com.

Thank you for your consideration.

Sincerely,

Robert Dunit

Enclosure. Resume

## “Cold Call” Cover Letter

178 Green St.  
Marion, IA 52310

March 20, 20XX

Sid Cummings  
Human Resource Manager  
XYZ Computer Corporation  
1140 Main St.  
Ames, IA 50010

Dear Mr. Cummings:

I am writing to inquire about opportunities for Computer Programmers at XYZ Corporation.

I offer extensive knowledge of five computer languages and strong management, sales, and sales support experience. As a Computer Specialist, I was responsible for the management of a center handling the complete line of Honeywell computers and peripherals for home and commercial use. In addition to a B.S. degree in Business Administration, I will receive a certificate in Programming this May.

I feel confident that given the opportunity, I can make an immediate contribution to XYZ Corporation. I would appreciate the opportunity to meet with you to discuss your requirements. I will call your office in a week to schedule an appointment or you may contact me at (319) 373-5555 or email address [csmith@yahoo.com](mailto:csmith@yahoo.com).

Thank you for your consideration.

Sincerely

Chris Smith

Enclosure. Resume

## **Reference Page**

- Give your “reference page” to employers when they ask for your references or they can be sent with your Resume.
- Make sure you receive permission from the people who you ask to be a reference. It is very unprofessional not to get their permission.
- List 3-6 people who know you and can speak positively about your work ethic, skills, or character. You may list past supervisors, coworkers, clients, teachers, or student organization leaders and friends.
- Make sure you contact all of your references ahead of time. Let them know what kind of job you are looking for, and who may contact them to inquire about you.
- Send your references a copy of your Resume and thank-you notes and let them know which job you’ve accepted.

### **Marci Jase**

29 Jewel Dr. SE  
Marion, IA 52302  
(319) 377-5555  
marci.jase@student.kirkwood.edu

#### **REFERENCES:**

##### **Sam Pelly**

Day Camp Director  
YMCA of the Rockies  
2800 Tunnel Rd.  
Estes Park, CO 98854  
(908) 555-4857  
spelly@yahoo.com

##### **Jim Johnson**

Conservation Crew Supervisor  
Muscatine County Conservation Board  
588 16th St.  
Muscatine, IA 52761  
(563) 555-8968  
jjohnson@muscatine.iowa.gov

##### **Jane Fritta**

Camp Director  
Camp Sacajawea  
345 County Road B  
Muscatine, IA 52761  
(563) 555-4789  
jfritta@gmail.com