

A GUIDE TO RESUME & COVER LETTERS

DANIEL R BRETT

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Education

Pacific Lutheran U
September 2006 -
Bachelor of Busin

Work Experience

Volunteer Coor
July 2009 – Pre
Political Camp:
Campaign team c
wishing to assist
notifications, an

Group Sales

May 2009 –
Wild Waves
handle group
reservations in
order orders

IVANABE W. BUFFET

519 120th Street South
Tacoma, WA 98444
(253) 535-0744

PROFILE

- Proven ability to manage multifaceted projects within a limited time frame.
- Extensive experience providing top quality customer service.
- Excellent written and verbal communication skills.
- Flexible and able to problem solve in a dynamic environment.
- Proficient with Microsoft Word, Excel, PowerPoint, and Access.

EDUCATION

Bachelor of Business Administration, with an emphasis in Marketing
Pacific Lutheran University, Tacoma, WA, Degree anticipated May 2010
Minor: Communications
Cumulative GPA 3.7
Relevant coursework:

University of Lethbridge, Lethbridge, Alberta, Canada 2007-2009

Marketing Intern 2008 Term: Fall/Spring
• Conducted and analyzed market research
• Developed and delivered presentations to clients
• Managed the company's social media presence
• Assisted in the development of marketing strategies

Career Development
Ramstad 112
253.535.7459
www.plu.edu/career



Resume Guidelines

TEN WAYS YOU CAN OPEN DOORS TO FUTURE EMPLOYMENT THROUGH YOUR RESUME.

1. **Be positive.** Sell yourself. Emphasize positive elements in your employment history. Design the resume to show what you can do for the employer. Do not mention any negatives, such as why you left a job.
2. **Be brief and concise.** If possible, keep the resume to one page, two maximum. Choose words and ideas carefully, making each one work for you.
3. **Be factual and specific.** Give relevant facts about each item and measurable results or achievements. Never assume your job titles will sell you; spell out your responsibilities and accomplishments.
4. **Be accurate.** Remember that truthfulness is your best bet. Dates of employment must be correct.
5. **Be complete.** Avoid abbreviations of names and titles. If it is worth saying, it is worth saying completely. Some abbreviations are acceptable if they are widely used and recognized (MS Word, CPR, etc.).
6. **Write, rewrite and polish.** Time spent in careful planning and preparation will be needed to make each word convey your strengths. Proofread for mistakes. When you think you have come up with the final draft, ask others (i.e., teachers, business people, or friends) to see if it represents you well and to check for errors.
7. **Be attractive.** Make your resume visually pleasing. Do not let it look crowded. Use underlining, CAPITAL LETTERS, or italics for emphasis.
8. **Be aware of visual presentation.** Use resume paper. Keep the page balanced from top to bottom, left to right. Margins should be .75-1.00 inch on each side. Do not leave large white spaces at the bottom of the page.
9. **Use correct grammar and punctuation.** Use a dictionary when in doubt about spelling. Use punctuation marks correctly, and be consistent throughout the resume.
10. **Watch your use of verb tense.** Use present tense when referring to current activities and past tense for previous experiences.

Tip:

When mailing, e-mailing, or faxing your resume to a prospective employer, ALWAYS include a cover letter.

Resume Format

YOUR NAME HERE

9876 Home Street, City, State 12345
(123) 345-6789 email@email.com

OBJECTIVE

Title or type of position you are seeking.

Write it out. No abbreviations!

EDUCATION

Bachelor of Arts

Pacific Lutheran University, Tacoma, WA

Related Courses:

Date of Graduation

EXPERIENCE

The formatting of your "Experience" section should be similar and should match the formatting in your "Education" section – below are two different formatting examples.)

Position Title

Company Name, City, State

Begin bullet statements with action verbs.

Emphasize the skills that you developed, not only the tasks that you performed.

Remember that you never use I, me, or my on your resume.

Position Title, *Company Name*, City, State

Date-Date

Date-Date

List most recent experience first

*May include:
paid or volunteer work, full or part time position, work study, summer jobs / internships, self employment*

SKILLS

This section may also be called "Qualifications"

· Indicate any computer skills, especially related to your major or career field.

Also, be sure to add your level of expertise.

· Enter any language skills or other skills that would be useful to your career that are not mentioned elsewhere on your resume.

· Include any certifications/licenses you may have.

HONORS

Add any honors, awards, or scholarships, indicating dates when you received them.

*Tip:
Errors on your resume can keep you from getting an interview*

ACTIVITIES

This section may be called "Community Service" or "Volunteer Experience"

Include any organizations you have been involved in and indicate any leadership roles you have held.

Does your resume answer the question—"Why should we hire you?"

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Minor: Communications
Cumulative GPA 3.7
Relevant coursework:

University of Lancaster, Lancaster, England. Sept 2007-July 2008

EXPERIENCE

Marketing Intern, State Farm Insurance Regional Office, Aug 2008- Present

- Coordinate and manage direct marketing campaign.
- Research and analyze market trends and local demographics.
- Compile information for presentation to local agents.
- Manage the Puget Sound Radio Advertising campaign.

Event Coordinator, Career Development, Pacific Lutheran University, Aug 2006-Jun 2007

- Organized and coordinated the autumn career fair and spring internship fair.
- Drafted invitations to employers, responded to inquiries, and advertised event to students.

Office Assistant, Office of the Registrar, Pacific Lutheran University, Sept 2006-Aug 2007

- Responded to requests for information and other inquiries.
- Entered student information into the database and maintained student records.

Sales Associate, Nordstrom, Walnut Creek, CA, Sept 2004-Aug 2006

- Provided excellent customer service by answering product questions and accurately completing sales transaction.
- Effectively handled customer complaints to ensure continued customer loyalty.
- Organized and maintained store merchandise.

AWARDS AND HONORS

Buchanan Business Scholarship Recipient	2008-2009
National Dean's List Recipient	2006- Present
Q-Club Scholar	2007-Present

ACTIVITIES AND ORGANIZATIONS

Member of the American Marketing Association	2006-Present
PLUS Business Member	2006-Present
Vice President of the International Business Club, PLU	2008-2009

PETE KNUTSON

12180 Park Avenue S
Tacoma, WA 98447
PeteKnutson11@hotmail.com
(253) 555-1234

OBJECTIVE

To obtain a communication position with an emphasis in social equity issues or community awareness programs

PROFESSIONAL QUALIFICATIONS

- Demonstrated ability and thoroughness while working with colleagues to ensure that deadlines were met with favorable results (Tacoma Chamber)
- Exceptional written and verbal communication skills with an effective presentation style
- Extensive experience conducting research utilizing a variety of resources, including: internet, individual interviews, legislation, and archived publications
- Utilized leadership skills as captain of a five-person capstone group by facilitating discussions
- Proficient with MS Word, Excel, PowerPoint, and Internet Explorer
- Excellent organizational skills with the ability to multi-task and prioritize

EDUCATION

Pacific Lutheran University, Tacoma, WA

Bachelor of Arts in Communication, Writing minor, December 2007

Honors: Dean's List (Spring 2006-Fall 2007)

RELEVANT EXPERIENCE

Media Center Intern, Tacoma-Pierce County Chamber, Tacoma, WA, Jan. 2007-Jun. 2007

- Provided publications support, story development, public/media relations, and administrative support
- Researched and wrote numerous articles for the *Chamber's Newsletter*
- Article published in *Business Examiner* covering complicated economic development issues
- Participated in media tours as a representative of the Chamber to promote local businesses
- Volunteered for the "Total Resource Campaign" to increase membership
- Examined legislation pertinent to the local business community

Career Counseling Support, Acme High School, Seattle, WA, Oct. 2006-Dec. 2006

- Conducted quantitative research to determine awareness level of environmental issues
- Interviewed students to determine the best methods for promoting the career counseling services

Youth Ridership Program, Tacoma, WA, Jan. 2006-May 2006

- Created a questionnaire to gauge perceptions of public transportation and to determine the value of a publicity campaign targeting youth to increase ridership
- Analyzed data and presented results and recommendations

ADDITIONAL EXPERIENCE

Customer Service, Ace Hardware, Tacoma, WA, Sept. 2007-Feb. 2008

School Club Member, Public Relations Club, Tacoma, WA Fall 2005-Fall 2006

Sales Specialist/Shift Manager/Deli, Fred Meyer, Tacoma, WA, Jan. 2004-Mar. 2005

Stuart Little

Pacific Lutheran University, Tacoma, WA
(555) 987-6543 littlest@plu.edu

PROFILE

- Active student member of the Society of Human Resource Management
- Computer Skills: Microsoft Word, Excel, and PowerPoint
- Extensive customer relations experience with the ability to interact with diverse groups of people
- Effective verbal and written communication skills
- Demonstrate excellent attention-to-detail and accuracy

EDUCATION

Pacific Lutheran University, Tacoma, WA Expected May 2011
Bachelor of Business Administration with a concentration in **Human Resources**

EXPERIENCE

PLU Library, Tacoma, WA 2008-2010
Student Assistant

- Provided students with research assistance and referred them to the correct sources of information that included books and various online databases
- Successfully cleaned student computers that contained viruses and spyware and provided support for other computer problems

Achievers Scholarship, Seattle, WA Summer 2008
Peer Councilor at University of Washington

- Responsible for managing groups of high school students through a 3-day training course
- Facilitated group discussions based on the college experience
- Assisted instructors with teaching students how to fill out forms such as the FAFSA and other college applications

Barnes & Noble, Tacoma, WA Summer 2007
Cashier

- Provided customer service by answering questions and assisting customers with locating merchandise
- Accurately completed sales transactions and balanced cash drawer daily

Chevys, Tacoma, WA 2005-2007
Bus Boy

CAMPUS INVOLVEMENT

Society of Human Resource Management (SHRM)

- Member of the PLU chapter of SHRM since 2008
- VP of Recruiting – responsible for recruiting and retaining members

Student Investment Fund (SIF)

- Member of the PLU chapter of SIF since 2008
- Research and purchase stocks within the consumer market

Ellie Jones

Pacific Lutheran University ♦ Tacoma, WA 98447 ♦ (206) 555-3579 ♦ jonesem@plu.edu

OBJECTIVE

To obtain the Office Coordinator position at Acme International.

EDUCATION

Pacific Lutheran University, Tacoma, WA, May 2008

Bachelor of Arts in Anthropology

- Minor in Psychology
- Completed Capstone with experience in grant proposal writing

PROFESSIONAL EXPERIENCE

Pacific Lutheran University, Tacoma, WA, Sept 2007- Present

Student Employment/State Work Study Assistant

- Accurately perform data entry to update and maintain student employment records.
- Verify student eligibility for state work study and process paperwork accordingly
- Follow up with on and off campus employers to obtain missing paperwork and ensure all required forms are complete.
- Partner with Student Payroll to resolve errors on student timesheets.
- Create PowerPoint presentations and pamphlets to educate employers on utilizing student employment services and the online job-posting site.
- Perform administrative tasks such as answering phones, filing, and scheduling appointments.
- Counsel/advise on and off-campus employers of state and federal work study policies and eligibility
- Process paperwork through Oracle Banner System for higher education
- Wrote grant proposal for higher education funding

Tacoma Family Medicine, Tacoma, WA, Aug 2005-Feb 2007

Medical Receptionist

- Responsible for answering phones, filing, and scheduling/canceling appointments.
- Provided customer service to patients and primary support to medical providers
- Completed cash/check/credit transactions and update patient accounts to reflect payments.
- Accurately performed data entry to update patient medical records.
- Followed up with medical insurance companies to verify patient eligibility and referral confirmation.

Pizza Hut, Tacoma, WA, Oct 2003-May 2008

Customer Service/Delivery Driver

- Provided customer service by completing sales transactions and answering questions about products and services.
- Participated in food preparation as well as delivery of orders to both in-store and out of store customers.
- Trained new employees on company policy and procedures.

VOLUNTEER EXPERIENCE

- Clothing Drive Coordinator , Battered Women of Prosperity Wellness Center, Location unknown for protection of women, 2004-present
- Good Samaritan Hospital, Oncology Department, Puyallup, WA 2003
- Toys for Tots Distribution, Auburn, WA 2003

MAXIMILLIAM WEBER

Campus Address: (Until 6/15/11)
6819 88th Street East
Puyallup, WA 98371
253-848-7897
weber@plu.edu

Permanent Address: (After 6/15/11)
5600 N Oakes
Ft. Collins, CO 80522
970-569-8900
webmax@hotmail.com

OBJECTIVE

Community Outreach Intern with an organization working with low income families.

EDUCATION

Bachelor of Arts in Sociology, Economics minor
Pacific Lutheran University, Tacoma, WA

Expected 6/11

LEADERSHIP AND TEAMWORK

- Mentored and advised 20 students to help them succeed in summer college introductory program.
- Supervised a group of 8 troubled youth on an Outward Bound trip to the Grand Canyon.
- Motivated and led the PLU swim team to win the district title.

COMMUNICATION

- Taught effective study methods to Middle College students.
- Promoted KPLU to students and the public at special events.
- Mediated and reconciled disputes between Outward Bound participants.
- Communicated and enforced pool regulations to pool patrons.

ORGANIZATIONAL AND ADMINISTRATION

- Organized and catalogued KPLU's music library.
- Scheduled and coordinated PLU's Summer Concert series.
- Coordinated and supervised 10 off-campus outdoor recreation opportunities.
- Managed a budget of \$1,000 for PLU's outdoor recreation program.

EXPERIENCE

Middle College Tutor , Pacific Lutheran University, Tacoma, WA	6/10-8/10
Office Assistant , KPLU, Pacific Lutheran University, Tacoma, WA	9/09-6/10
Co-Director , Outdoor Recreation, Pacific Lutheran University, Tacoma, WA	9/09-6/10
Outward Bound Leader , Denver, CO	6/09-8/09
Lifeguard , Pacific Lutheran University, Tacoma, WA	9/08-6/09

Skills

Computer: MS Word, MS Excel, various internet browsers
Language: Advanced fluency in German, conversational Spanish.

Include both addresses if you will be in transition during your job search, including relevant dates.

A functional format allows you to highlight transferable skills rather than job titles.

Choose skill categories that directly relate to the kind of work you are seeking.

Describe accomplishments rather than just listing duties.

Use action verbs.

Use reverse chronological order when listing jobs.

ELECTRONIC RESUMES

How is an electronic resume different from a hard copy?

The electronic version should consist of text without the use of other formatting tools or characters that are often used in traditional resumes.

Format:

- Use one of the standard fonts: Courier, Times, Arial, Palatino. Avoid the decorative fonts.
- Use a normal type size, usually in the range of 10-14 points.
- Avoid any kinds of graphics or shading.
- Keeping formatting simple. Use all-caps for major headings, but avoid bolding, italicizing, and underlining.
- Do not use bullets or lines.
- Left justify text.
- Set page margins at .75-1.00 inch.
- To Save, choose Save As, then Text Only or Plain Text as the type of document instead of a Word document.
- Do not use tables, columns, or templates.
- Do not use tabs; use the space bar to indent if you must.

TIP

Load your e-resume with keywords —Many employers use keyword-searchable software to select applicants.

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- * Minor in Psychology
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VOLUNTEER EXPERIENCE

*Clothing Drive Coordinator for Battered Women of Prosperity Wellness Center- Location unknown for protection of women- 2004-present

*Good Samaritan Hospital- Oncology Department- Puyallup, WA- 2003

*Toys for Tots Distribution- Auburn, WA- 2003

COVER LETTERS

Format:

[9 spaces]

Your Address

Any City, State 12345 [2 spaces]

Date [2-4 spaces]

Contact's Name

Title

Company Name

Address

City, State Zip [2 spaces]

Dear (Dr., Mr., or Ms. Last Name): [2 spaces]

Opening Paragraph: When possible, name the position for which you are applying and how you heard of the opening. State why you are writing and why you are interested in that particular internship/job/organization. Be sure to mention your degree and the institution you graduated from. If you are writing as a result of a personal referral, someone known to the reader, state it in the first sentence (be sure to have the person's permission to use his/her name.) The first paragraph must attract enough attention to make the employer want to read on. [2 spaces]

Middle Paragraph(s): Describe your interest in the position. Refer to your academic training and give examples from your work experiences that relate to the specific qualifications of the position. Emphasize how your experiences can be of value to this particular position or organization. Present the most relevant information you want the employer to consider. This is the section where you must sell yourself and your abilities. Balance confidence with humility. Your letter need not cover the exact same information as your resume. It should merely sum up what you have to offer and act as an introduction to your resume. [2 spaces]

Closing Paragraph: State your desire to arrange an interview. Make it easy for the employer to respond by: **1)** including your telephone number and the times when you are available to receive calls, **2)** indicating when you will contact the employer, or **3)** stating when you will be available for an interview. [2 spaces]

Sincerely, [3-4 spaces]

Sign Your Name

Your Name (Typed) [2 spaces]

Tip

Spend a good amount of time studying the company and the position for which you are applying.

Determine the needs of the company and how you provide qualified services that compliment the position.



IVANABE W. BUFFET

519 120th Street South
Tacoma, WA 98444
253-535-0744
buffeiw@plu.edu

August 4, 2005

Ms. Sallie Soo
Marketing Manager
WC Marketing
Walnut Creek, CA 94598

Dear Ms. Soo:

I am applying for the Marketing Assistant position at WC Marketing. My Marketing Strategies professor, Dr. Williams, informed me of the opening in your organization and recommended that I apply. This position fits very well with my education and career goals.

I was pleased to learn the mission of WC Marketing is to provide leadership on marketing plans for organizations in the Walnut Creek community. My interest in marketing stemmed from my desire to promote creative ways to educate my community about important issues and events. I've had experience working as a team member in developing and implementing marketing strategies for small and large organizations. As a marketing intern at State Farm Insurance, I am part of group responsible for bringing a successful marketing campaign to the Puget Sound region regarding safety issues with cell phone use by pedestrians and bicyclists. Within in the smaller PLU community, I used my marketing and leadership skills as the Event Coordinator for the Career & Internship fair. My knowledge of marketing strategies proved to be effective, the number of employers on-campus was greater than in previous years and student attendance increased.

My experiences as an intern and student employee coupled with my education have provided me with a strong marketing framework. As a Marketing Assistant at WC Marketing, my team oriented attitude and ability to contribute to high quality products will prove beneficial to the organization and clients in the Walnut Creek community.

Thank you for your consideration. I look forward to meeting with you to further discuss my qualifications for this position. I may be reached at 253-535-0744.

Sincerely,

Ivanabe W. Buffet

Ivanabe W. Buffet

enc: resume, references, WC Marketing application

Action Verbs Listed By Skills

The underlined words are especially good for pointing out **accomplishments**.

Management Skills			Communication Skills		
Administered Analyzed Assigned <u>Attained</u> Chaired Consolidated Contracted Coordinated Delegated	Developed Directed Evaluated Executed <u>Improved</u> <u>Increased</u> Organized Oversaw Planned	Prioritized Produced Recommended Reviewed Scheduled <u>Strengthened</u> Supervised	Addressed Arbitrated Arranged Authored Collaborated <u>Convinced</u> Corresponded Developed Directed	Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated	Negotiated Persuaded Promoted Publicized Reconciled Recruited Spoke Translated Wrote
Research Skills			Technical Skills		
Clarified Collected Critiqued Diagnosed Evaluated Examined	Extracted Identified Inspected Interpreted Interviewed Investigated	Organized Reviewed Summarized Surveyed Systematized	Assembled Built Calculated Computed Designed Devised	Engineered Fabricated Maintained Operated <u>Overhauled</u>	Programmed Remodeled Repaired Solved <u>Upgraded</u>
Teaching Skills			Financial Skills		
Adapted Advised Clarified Coached Communicated Coordinated Demystified	Developed Enabled Encouraged Evaluated Explained Facilitated Guided	Informed Instructed Persuaded Set goals Stimulated Trained	Administered Allocated Analyzed Appraised Audited Balanced Budgeted	Calculated Computed Developed Forecasted Managed Marketed	Planned Projected Researched
Creative Skills			Helping Skills		
Acted Conceptualized Created Customized Designed Developed Directed	Established Fashioned Founded Illustrated Initiated Instituted Integrated	Introduced Invented Originated Performed Planned Revitalized Shaped	Assessed Assisted Clarified Coached Counseled Demonstrated	Diagnosed Educated <u>Expedited</u> Facilitated Familiarized	Guided Motivated Referred Rehabilitated Represented
Clerical or Detail Skills			More Verbs for Accomplishments		
Approved Arranged Catalogued Classified Collected Compiled Dispatched Executed	Generated Implemented Inspected Monitored Operated Organized Prepared Processed	Purchased Recorded Retrieved Screened Specified Systematized Tabulated Validated	<u>Achieved</u> <u>Expanded</u> <u>Improved</u> <u>Pioneered</u>	<u>Reduced</u> (losses) Resolved (problems) Restored	Spearheaded Transformed

QUESTIONS?

Our Mission:

Career Development facilitates in the development of essential skills for exploring vocation, nurturing passion, and increasing self-knowledge as the students engage in the community and beyond.

Stop in or call and make an appointment.

This is the process of becoming aware of who you are as the foundation of deciding your career direction.

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