**Advanced Resumes   
Resume Letters  
Cover Letters**





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**Advanced Resume Writing**

Purpose:

The purpose of this workshop is to educate participants in resume trends, effective techniques to target a resume to a specific job, and to identify participant’s specific and transferable skills.

Objectives:

At the completion of this workshop you will be able to:

* Select the type of resumes and cover letters that will work best for you in your job search,
* Target your resume to specific job descriptions,
* Create an effective State of Texas application.

**Advanced Resumes   
Resume Letters  
Cover Letters**



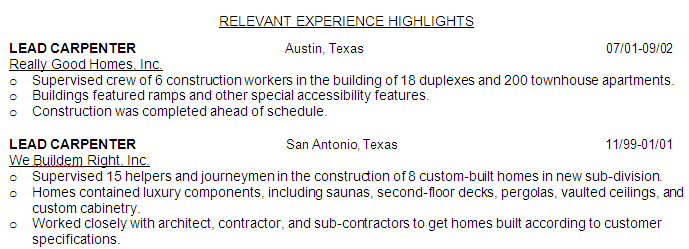
* Resumes
  + Types
    - Chronological
    - Functional
    - Combination
  + Points to Remember
  + Online Resumes
  + Creating Accomplishment – Result Statements
  + Past Tense Verbs
  + Resume Samples
  + Chronological Resume vs. Combination Resume
  + Targeted/Almost Targeted Resumes
  + Job Posting/Targeted Resume based on job posting
* Letters
  + Resume Letter
  + Creative Resume Letter
  + Cover Letter Format
  + Cover Letter Sample
  + Executive Brief
* Applications
  + Job Application Forms
  + State Application

**Resume Formats**

Targeted resumes aim at a specific job or occupation. A targeted resume addresses specific needs of an employer and incorporates key words and phrases straight from a job description. Targeting your resume for each position you apply for takes a bit of time, but it practically guarantees you will get through the first round of screening and move on in the process.

Chronological

* Emphasis is on the dates of employment-related experience. A chronological resume is a good format for those with a consistent employment history, with no gaps in employment, and whose past experience is related to their current employment goals.
* It effectively showcases a steady work record with increasingly upward responsibilities.
* This may not be the best for new graduates, individuals with job gaps, or persons changing careers.

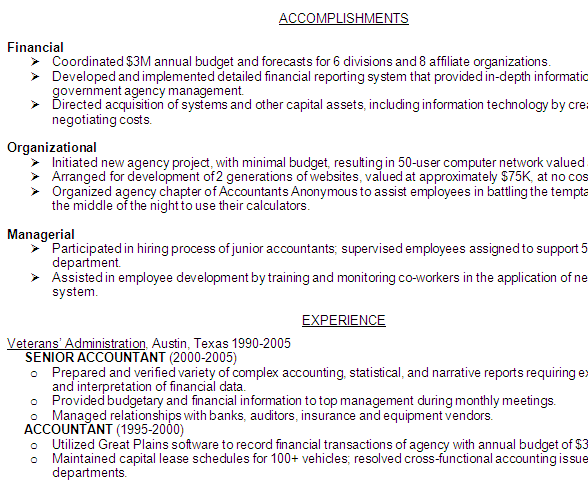


Chronological Resume

Functional

* Highlights accomplishments, experience and skills. It does not identify dates, names and places. Functions or skills organize this format, advertising the specific qualifications needed for the occupation.
* In a pure functional resume, there is no listing of employment.
* Functional resumes work well for people changing careers, for persons reentering the workforce, or first-time job seekers that need to highlight education or life experiences.
* \*\*Caution: Many employers do not like this format and may believe the person is trying to hide something. It may be more effective to make a combination resume.

Combination

* Brings together the best of both the chronological and functional resumes.
* A functional section at the beginning of the resume shows accomplishments in specific skill areas. It is followed by a chronological listing of employment, education and employment-related experience.
* This is a very effective format for many job seekers. The best functional resume is strengthened with a chronological listing of employment experience.

Combination Resume



Keyword

* The keyword resume includes a listing of skills at the beginning of any standard resume format. This adds impact to the resume and helps to capture the reader’s attention.
* Keyword resumes are effective for all career fields and skill levels.

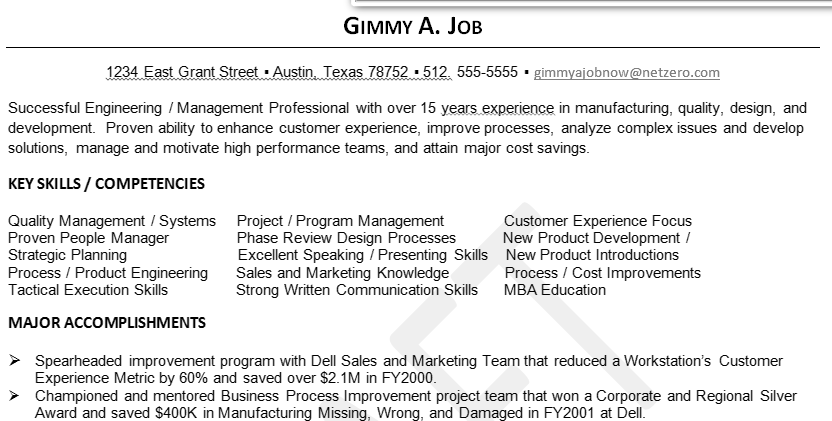
Keyword Resume

**Points to Remember**

**Formatting: What your resume looks like….**

* Keep your resume brief, 1 to 2 pages
* Use only 8 ½” x 11” Quality paper in white or off-white
* Use a easily readable (Arial, Calibri) 10-12 point font
* Avoid abbreviations
* Do not use graphics on resumes you send through email or post on job boards. You can add graphics on a copy that you print for an interview.
* Minimize big paragraphs.
* Eliminate pronouns (I, me, my) from your resume.

**Organization: Where you put what…**

* ****Emphasize skills and accomplishments.
* People pay most attention to what is written in the top half of a page and what is placed in the left margin.
* Our eyes are also drawn to what is surrounded by space.
* The job you’re seeking must be clearly stated at the top of the resume
* In the top half of page one, list two or three of your best accomplishments.
* Put your job titles on the left side of the page, not your dates.
* There are many ways to tell your story. One good approach is to have a small paragraph under each job title explaining your major responsibilities followed by a few bullets that list your accomplishments.
* Don’t treat your job duties in the same way as your achievements.

**Online Resumes**

* The newest evolution in resumes combines the visually pleasing quality of the printed resume with the technological ease of the electronic resume. You host your web resume on your own website, with your own URL or via a QR code, to refer prospective employers and recruiters.
* There are a lot of resources online offering step-by-step tutorials for creating online resumes and incorporating social media in your job search.
* Potential employers can view, download, and print your online resume—an attractive, nicely formatted presentation of your qualifications.
* What is a QR code? You can create a QR to place on your resume or business card that allows smart phone users to scan the code to view your website/resume information. QR codes are a new technology that allows companies to advertise their products and connect to their consumers as well.

**How Do I Start?**

* There are many website hosting companies, but an inexpensive choice is www.godaddy.com. This site offers domain purchasing (www.janedoe.com for about $9.99), web site creation, and web hosting (from around $25/year).

**Making the Most of Your Online Resume**

* Consider separate web pages for achievements, technology qualifications, equipment skills, honors and awards, management skills if you believe they would improve your market position.
* You can make portions of your resume interactive. By clicking on your *communication skills*, for example, an employer could be linked to a video of you making a presentation.
* By including a video on your personal website, you dramatically increase your visibility when a recruiter searches on the Internet for someone with your skillset.
* You can also include items that you would normally not include in your professional portfolio. An elementary teacher might include lesson plans, thematic units, customized curriculum, photographs, and other artwork. A corporate trainer’s website could showcase handout materials, group exercises, and post-training evaluations. Testimonials and letters of reference could be another powerful part of your online portfolio.

**Creating Accomplishment – Result Statements**

* It is not enough to just simply tell employers of your past job titles. Job titles are like shoes in that they don’t fit everyone the same! You must tell them what you have actually done and can do for them!
* Job seekers strengths are best displayed on a resume by the use of Accomplishment-Result statements. Each statement consists of three elements:

|  |  |  |
| --- | --- | --- |
| **Past tense action verb** | **What You Did** | **Result** |
| Answered and directed | calls for 50 employees in a professional manner | increasing customer satisfaction by 14% |
| Prepared and computed | monthly billings for over 300 customers | achieving 100% record accuracy |
| Organized | files accurately | to assure co-workers quick access to needed information |
| Arranged | for cost-effective shipping of products | complying with import regulations |

**Reverse: Creating Result – Accomplishment Statements**

* You can state the same accomplishments by placing the result first and drawing attention to that portion, especially if you have quantifiable results.

|  |  |  |
| --- | --- | --- |
| **Result** | **Past tense action verb** | **What You Did** |
| Increased customer satisfaction by 14% | by answering and directing | calls for 50 employees in a professional manner |
| Achieved 100% record accuracy | by preparing and computing | monthly billings for over 300 customers |
| Assured co-workers quick access to needed information | by organizing | files accurately |
| Complied with import regulations | by arranging | for cost-effective shipping of products. |

****

**Need Some Past-Tense Verbs?**

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

**Keep your resume brief - 1 to 2 pages**

**Use only 8½”x11”quality paper in white/off-white**

**Use Arial 11-12 point font**

**Avoid abbreviations Ave. Blvd. Cir. Ph St.**

**Your Name  
Street Address  
City, State Zip  
(512) 555-5555  
xxxxxx@xxx.xxx**

**OBJECTIVE**: A position as (Title) with (Company)

## SUMMARY OF QUALIFICATIONS

* Number of **years’ experience** in the field or line of work (and/or)
* A qualification of yours that **matches** the job announcement
* A qualification of yours that **matches** the job announcement
* A quality or characteristic of yours that **supports** this goal
* **Relevant** credentials or training or education (as per job announcement)

## TECHNICAL SKILLS

Noun, Noun, MSWord, Excel, Noun, Noun

## RELEVANT EXPERIENCE

### Job Title Company Name City, ST MM/YY-MM/YY

* Accomplishment one-liner, from this job, that’s relevant to the job objective
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**

### Job Title Company Name City, ST MM/YY-MM/YY

* Accomplishment one-liner, from this job, that’s relevant to the job objective
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### Job Title Company Name City, ST MM/YY-MM/YY

* Accomplishment one-liner, from this job, that’s relevant to the job objective
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**

## EDUCATION and TRAINING

Diploma/Degree School/College City, State

**Chronological Resume**

**Your Name  
Street Address  
City, State Zip  
(512) 555-5555  
xxxxxx@xxx.xxx**

**OBJECTIVE**: A position as (Title) with (Company)

## SUMMARY OF QUALIFICATIONS

* Number of years’ experience in the field or line of work (and/or)
* A qualification of yours that matches the job announcement
* A qualification of yours that matches the job announcement
* A quality or characteristic of yours that supports this goal
* Relevant credentials or training or education (as per job announcement)

## TECHNICAL SKILLS

Noun, Noun, MSWord, Excel, Noun, Noun

## RELEVANT EXPERIENCE

**Skill Category**

* Accomplishment one-liner of this skill that’s relevant to the job objective
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**

**Skill Category**

* Accomplishment one-liner of this skill that’s relevant to the job objective
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**
* **Past tense verb(s) subject result**

**EMPLOYMENT HISTORY**

Job Title Company Name City, ST MM/YY-MM/YY  
Job Title Company Name City, ST MM/YY-MM/YY  
Job Title Company Name City, ST MM/YY-MM/YY

## EDUCATION and TRAINING

Diploma/Degree School/College City, State

**Emphasize Skills and Accomplishments**

**Do not mention References**

**Combination Resume**

**If the job was advertised, use the job title and company name in your job objective.**

**Make sure your stated qualifications and technical skills match the job description.**

**Use past tense verbs for past positions.**

**Focus on accomplishment=result statements.**

Sarah Sales

1234 5th Street, Apt. 12-A

### Austin, Texas 78701

**(555) 555-5555**JOB OBJECTIVE: A Sales position with ATM Food  
  
SUMMARY OF QUALIFICATIONS

* Over two years’ experience in sales and customer service
* Genuinely enjoy helping customers through consultative sales
* Effective communicator, attentive listener, patient and diplomatic
* Represented employer intelligently and professionally
* Motivated, hard worker
* Great sense of humor

### TECHNICAL SKILLS Cash register, 10-key by touch RELEVANT EXPERIENCE

* Provided friendly advice to a wide range of people, promoting company product and customer oriented image
* Used a consultative sales approach increasingly securing a satisfied customer base
* Received and processed orders in a fast paced customer environment, directly encouraging return business
* Influenced great team coordination among staff and management which helped to smoothly and accurately maintain multiple customer orders
* Helped customers and merchants identify services and products that best suited their needs
* Educated customers on how to fill out forms enabling best use of company services
* Routinely operated office equipment including computers, faxes and adding machines always ensuring professional quality
* Recommended ways to increase quality and efficiency which increased productivity
* Stayed aware of customer recommendations which effectively improved sales
* Made suggestions to co-workers and supervisors about possible areas to improve customer service, directly encouraging business growth

### EMPLOYMENT HISTORY

Assistant Manager Whole Bite Food Corporation Austin, TX 2011-2013  
Cashier McDonalds Austin, TX 2009-2011 Cashier Randalls Austin, TX 2009-2000

**EDUCATION**

High School Graduate Johnston High School Austin, Texas



**TARGETED RESUME**

Plesantina Pasteurs

1234 5th Street, Apt. 12-A

### Austin, Texas 78701

**Home (555) 555-5555**

JOB OBJECTIVE: Position in Marketing, PR or Promotions  
  
SUMMARY OF QUALIFICATIONS

* 10 years successful experience in sales, marketing and promotion
* A “born” promoter, detail oriented and exceptionally well organized
* Committed to producing results above and beyond expectations
* Excel in ability to generate enthusiasm in others
* Bachelors degree in Education, graduate studies in administration

### TECHNICAL SKILLS Macintosh and IBM, Windows, MSWord, Publisher, Print Artist, Spreadsheets RELEVANT EXPERIENCE

**Marketing – Public Relations**

* Set up an advertising store in a major market, successfully establishing the company with an image as a community cultural center
* Originated proactive marketing strategies which bolstered sales at targeted stores
* Developed outstanding resource network for community arts festival resulting in a lavish “smash hit” fund raising event
* Designed tailored franchise restaurant marketing which doubled annual earnings
* Established and maintained cooperative working relations with radio and print media, resulting in free advertising and free air time

**Customer Service – Needs Assessment**

* Developed training and customer service procedures for managers and staff
* Assessed client needs for special affairs, handled initial inquiries, developed initial and final bids, and proposed alternatives based on weather, seasonal availability and other unforeseen circumstances, all actions contributing to goal attainment
* Developed ideas for creating new business, prioritized work projects, designed and implemented follow-up procedures, resulting in more efficient and profitable work flow

### EMPLOYMENT HISTORY

Director Public Relations Great Productions, Inc. Austin, TX 2012-2013  
Sales Partner McDonalds Duck, Corp Palestine, TX 2012-2000   
Fundraiser Texas A&I Alumni Assn Banquete, TX 2000-1999

**EDUCATION**

B.S., Education, Temple University, Philadelphia, PA  
Graduate Studies in Education and Administration, University of Oregon

**ALMOST TARGETED RESUME – RECOMMENDED FOR JOB FAIRS**

**Basic Resume Sample:** Lisa focuses on her Accomplishments/Key Results, rather than on previous job duties**.**

LUCKY LISA

Phone: 555-555-5555 ▪ someone@example.com ▪ www.linkedin.com/pub/luckylisa/5555/5555

SYSTEMS AND NETWORK ANALYST

Multi-certified technology professional with experience managing enterprise implementations of healthcare information and EMR systems. Expert in gathering, analyzing and defining business and functional requirements and designing/re-engineering processes, workflows and technology solutions for healthcare systems and networks. Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues, margins and workplace productivity.

Professional Experience

|  |  |
| --- | --- |
| ABC HOSPITAL NETWORK– Sometown, CT | 2005 to Present |

Sr. Systems and Network Analyst

Key Results:

* Led hospital’s new EMR implementation of Centricity/Logician system. Designed and launched “pre-load” training clinics, optimized training documentation prior to go-live and designed custom modifications to accommodate special needs (e.g., legally blind physician user).
* Documented workflows and executed comprehensive training plan to medical staff that more than doubled EMR access (from 45% to 100%) and usage (from 35% to 80%).

|  |  |
| --- | --- |
| ABC HEALTHCARE SOLUTIONS – Sometown, CT | 2003 to 2005 |

Software Engineer

Key Results:

* Helped introduce a new, reproducible software development methodology that contributed to higher-quality product releases and a 27% reduction in errors.
* Served on team that ported MS-DOS environment to a Windows-based, client/server solution. Efforts averted the threatened loss of customers who were transitioning to Windows and provided a more user-friendly GUI.
* Championed the implementation of coding reviews that detected programming errors early in the development process, accelerating product go-to-market time by more than 15%.

|  |  |
| --- | --- |
| XYZ UNIVERSITY MEDICAL CENTER– Sometown, CT | 2001 to 2003 |

Health Records Associate

Key Results:

* Developed streamlined procedures that decreased labor time and eliminated redundancies.
* Created automated daily stats report that reduced errors and is now used by records associates organization-wide. Earned an “Ace Player” award for outstanding customer service and teamwork.

Education

|  |
| --- |
| XYZ UNIVERSITY– Sometown, CT |

Bachelor of Science in Computer Information Systems (BSCIS)

**Resume Sample: Carol’s career in Accounting works well in a Chronological resume format. Her focus on “Key Skills” and “Key Results” easily identifies her strengths for prospective employers.**

Carol Philips

(111) 111-1111 ⚫ someone@example.com

E

nterprising, hard-working and technically skilled accounts payable specialist known for accuracy, attention to detail and timeliness in managing disbursement functions for diverse-industry employers. A/P career spans 17 years of experience in manufacturing, retail, higher education and other industries and has included accountability for the processing of up to 20,000 invoices ($1M) per month. Backed by solid credentials (BS in accounting) and proficiencies in generally accepted accounting practices (GAAP) as well as MS Office Suite, Great Plains software, QuickBooks, ERP/EDI systems and SAP.

Key Skills

|  |  |
| --- | --- |
| * Accounts Payable Processes & Management * Invoices / Expense Reports / Payment Transactions * Corporate Accounting & Bookkeeping * GAAP Standards & Government Regulations * Vendor Negotiations & Management | * ERP, EDI & Financial System Technologies * Records Organization & Management * Journal Entries & General Ledger * Teambuilding & Staff Supervision * Spreadsheets & Accounting Reports |

Professional Experience

**ABC, Inc. [Luxury brand retailer]** – Sometown, VA **MANUCORP**– Sometown, VA

Accounts Payable Specialist  **2/02 to 5/09**

For both employers, handled daily A/P processes; supervised A/P clerks; managed vendor/supplier relations; and oversaw the timely, accurate processing of invoices, purchase orders, expense reports, credit memos and payment transactions. Maintained adherence to corporate, accounting and GAAP standards; addressed escalated issues from employees and vendors regarding accounts payable; and ensured accurate and compliant A/P files and records in accordance with company policies and government regulations.

Key Results:

* Managed the accurate and timely processing of up to 20,000 invoices ($1M) per month for large, multi-site organizations. Assessed and closed A/P sub-ledger on a monthly basis, validated content and resolved various issues.
* Implemented next-generation technologies and process automations (including new EDI and ERP systems) to foster an environment of continuous improvement. Trained users and served as the primary “go-to” troubleshooter on these new systems, which propelled efficiency gains and significant time- and cost-savings.
* Facilitated “no-fault” internal and external audits as a result of sound recordkeeping and thorough documentation.
* Instituted thorough cross-checking of pack-lists, receivers and invoices that halted a previous history of thousands of dollars in overpayments to suppliers.
* Renegotiated payment terms with dozens of suppliers/vendors from Net 7 to Net 60 days for manufacturer emerging from bankruptcy. Improved cash flow and helped facilitate company’s return to profitability.
* Composed effective accounting and ad-hoc reports summarizing A/P data for supply chain, HR and other departments.

Carol Philips Page 2 of 2

(111) 111-1111 ⚫ someone@example.com

**TEMP, INC. [Temporary staffing agency]** – Sometown, VA

Accounts Payable Clerk  **1/97 to 1/02**

Assumed responsibility for the full cycle accounts payable process in temporary contract positions filling in for absent, vacationing or unfilled A/P roles for a variety of companies. Worked in both short-term (two to four weeks) and long-term assignments (up to nine months) for manufacturers, nonprofit organizations, hotels/restaurants, schools, hospitals and other businesses. Handled data entry and general ledger work as well as bookkeeping and general clerical tasks.

Key Results:

* Achieved in-demand status as a sought-after A/P temp worker, with multiple companies requesting repeat or extended contracts and making offers of full-time employment at the culmination of initial temp assignment.
* Resolved months of backlogged work, restored order and organization to processes/records in disarray, researched and solved billing problems and corrected invoicing and journal entry errors that had previously been missed.
* Operated financial computer systems and furnished senior company executives with A/P liability summaries and cash flow reports that were consistently praised for their accuracy, user-friendliness and timeliness.
* Handled the processing, distribution, accuracy verification and maintenance of invoices, interfacing extensively with a nationwide network of vendors and suppliers.

**XYZ university [Public university]** – Reston, VA

Accounts Payable Supervisor  **9/92 to 1/97**

Promoted to supervise accounts payable operations for XYZ University’s College of Arts and Sciences, including payment of invoices, proofing of checks and communication with outside vendors. Participated in planning/implementing business policies and procedures to ensure proper internal controls, including adherence to budget control and compliance with tax requirements. Provided effective management of payables service to campus-wide organizations and served as primary backup to accounts payable manager.

Key Results:

* Assumed expanded responsibilities (concurrent with A/P duties) as the university’s interim A/P manager and payroll administrator filling in during vacations and maternity leave.
* Formally recognized by university administration for injecting improvements into recordkeeping/controls that reversed a history of missed payment deadlines, lost invoices and lack of proper authorization on expenditures.
* Rebuilt trust with vendors/suppliers, repairing damaged relationships by ensuring timely, correct payments for all goods/services received.

Education

XYZ University – Sometown, VA

Bachelor of Science in Accounting

Affiliations

Member, AAPA (American Accounts Payable Association), 2008 to Present

Member, IAPP (International Accounts Payable Professionals), 2007 to Present

Technology Summary

MS Office (Word, Excel, PowerPoint) ⚫ SAP ⚫ Oracle ⚫ Great Plains ⚫ QuickBooks ⚫ EDI Systems ⚫ Windows (all)

**Chronological Resume Sample: Gap in work history example.**

IMA GOODIN

(512) 759-8600 Austin, Texas [myemail@hotmail.com](mailto:myemail@hotmail.com)

Professional frame-to-finish **carpenter** with 15 years’ experience in residential and commercial construction and remodeling. Certified in the construction of ADA-compliant, accessible features. Proven ability to supervise others and to work well as part of a team. Own tools.   
  
  **SKILLS**  
Blueprint reading Sheetrock Form building  
Crew supervision Basic concrete work Framing  
Roofing Cabinetry Decks, porches  
Finish, trim carpentry Patios Ramps

**RELEVANT EXPERIENCE HIGHLIGHTS**

**LEAD CARPENTER** Austin, Texas 2012-2013  
Really Good Homes, Inc.

* Supervised crew of 6 construction workers in the building of 18 duplexes and 200 townhouse apartments.
* Buildings featured ramps and other special accessibility features.
* Construction was completed ahead of schedule.

**LEAD CARPENTER** San Antonio, Texas 2010-2012  
We Build’Em Right, Inc.

* Supervised 15 helpers and journeymen in the construction of 8 custom-built homes in new sub-division.
* Homes contained luxury components, including saunas, second-floor decks, pergolas, vaulted ceilings, and custom cabinetry.
* Worked closely with architect, contractor, and sub-contractors to get homes built according to customer specifications.

**CARPENTER**, Self-Employed New York, New York 1998-2008  
The Hammer

* Converted old warehouse buildings into lofts and apartments.
* Built and installed decorative staircases leading to upper floors.
* Created comfortable living space from large, airy, high-ceilinged industrial structures.
* Designed and installed extensive built-ins: shelf units, fireplace surrounds, sound system cabinets, home offices, etc. according to customer needs.

Note: 2008-2010 Closed down successful New York business, relocated to Texas, explored new career opportunities, and landed job at We Build’Em Right, Inc.

**NOTE**

**This is one way in which to address a gap in your work history. Add a note with an explanation of the gap.**

# EDUCATION / TRAINING

New York School of Building Trades, New York, New York  
ADA Construction Practices, Certificate

New York Carpenters’ Apprentice Program, New York, New York  
Journeyman-level Carpenter Program, completed

Brooklyn High School, graduated

**GIMMY A. JOB**

**Chronological Resume Sample with Accomplishment Pullout**

1234 East Grant Street ▪ Austin, Texas 78752 ▪ 512-555-5555 ▪ [gimmyajobnow@netzero.com](mailto:gimmyajobnow@netzero.com)

Successful Engineering / Management Professional with over 15 years’ experience in manufacturing, quality, design, and development. Proven ability to enhance customer experience, improve processes, analyze complex issues and develop solutions, manage and motivate high performance teams, and attain major cost savings.

**KEY SKILLS / COMPETENCIES**

Quality Management / Systems Project / Program Management Customer Experience Focus  
Proven People Manager Phase Review Design Processes New Product Development   
Strategic Planning Excellent Speaking / Presenting Skills New Product Introductions  
Process / Product Engineering Sales and Marketing Knowledge Process / Cost Improvements  
Tactical Execution Skills Strong Written Communication Skills MBA Education

**MAJOR ACCOMPLISHMENTS**

* Spearheaded improvement program with Dell Sales and Marketing Team that reduced a Workstation’s Customer Experience Metric by 60% and saved over $2.1M in FY2000.
* Championed and mentored Business Process Improvement project team that won a Corporate and Regional Silver Award and saved $400K in Manufacturing Missing, Wrong, and Damaged in FY2001 at Dell.
* Reduced the manufacturing defect rate by 36%to achieve a stretch goal in FY1999 after assuming Quality Management responsibilities for Dell’s Workstations Line of Business (LOB).
* Achieved several certifications in engineering and quality disciplines, along with Lead Assessor training in ISO 9000:1994, the new ISO 9000:2000 standard, and ISO 14000 (environmental).

**PROFESSIONAL EXPERIENCE  
Dell Computer Corporation**, Austin, Texas 1994-2005*Business Systems and Audit Manager, Portables* (2002-2005)Managed and enhanced the Business Systems Management Program (Financial, Quality, Environmental, and Safety/5S) and the Customer Out-of-Box Experience (OBE) Program.

* Increased efficiency of the Customer OBE program by 67% that created potential savings of $1M-$3M / year with no increase in headcount.
* Revamped data collection and reporting system that became a best practice for other LOBs.
* Instituted cross-training program that created 28 flexible auditors across four customer audit areas.
* Mentored and developed new engineering managers for rotation to higher positions.

*Quality and Customer Experience Manager, Workstations* (1998-2002)  
Recruited to establish the manufacturing quality system for this new Workstations line of business and to improve the Customer Experience Metrics.

* Developed 3-year departmental business plan for headcount, capital budgeting, and resources.
* Established and managed the Workstations ISO 9000 and 14000 quality systems.
* Led a high-powered cross-functional team (Sales, Logistics, Manufacturing, Engineering) that reduced Customer Experience Metric (Missing, Wrong, and Damaged) by 71%, saving $2.5M.
* Charged with establishing and guiding Business Process Improvement (BPI) green and yellow belt teams.
* Drove 50% more stringent packaging specs that reduced monitor shipping damage by 85%, saving $360K.

GIMMY A. JOB 512. 555-5555 Page 2 of 2

**PROFESSIONAL EXPERIENCE** continued  
*Quality Engineering Manager, Dimension and Portables* (1996-1998)  
Managed all quality engineering activities for Dimension Desktops and Portable products including strategic quality planning, corporate goal setting, customer experience metric improvements, new products planning, ISO 9000 quality system, supplier quality, reliability, and tactical quality activities.

* Developed aggressive quality plans that drove line reject rate down by over 30%.
* Implemented new product introduction guidelines that enabled Portables to reach quality and productivity goals 50%-66% sooner than previous launches. This became a best practice program for other LOBs.
* Managed several major supplier quality excursions that resulted in minimal impact to production.
* Successfully campaigned to have foreign supplier representatives in-house at all times.

*New Product Development Quality Engineer* (1994-1996)  
Hired by Dell to introduce advanced quality planning skills and philosophies (Six Sigma / BPI) to add structure to design and development activities and to improve manufacturing processes for all products.

* Institutionalized improvement tools, such as FMEA, process capability, and SPC into the design, development, and new product introduction functions.
* Developed initial goal setting models for all new products, ensuring aggressive improvement activities.
* Established Ongoing Reliability Testing (ORT) Program for manufacturing that enabled early detection of several major field issues, allowing for rapid containment and correction.

**Zexel USA Corporation, Texas Division**, Grand Prairie, Texas 1992-1994  
*Quality and New Product Development Manager*  
Managed all Quality functions along with being the Program Manager for New Product Development for this Japanese manufacturer of automotive air conditioning systems.

* Worked closely with major customers (Mazda, Volvo, etc.) to ensure all product requirements were met.
* Established supplier quality program, ISO (QS) 9000 quality system, reliability testing program, and was responsible for warranty cost reduction.
* Developed Scrap Reduction Program that led to a 73% reduction in scrap and $4.7M in savings.
* Implemented new product introduction roadmaps and guidelines that eliminated many launch issues.

**Robinson Nugent, Inc.**, Dallas, Texas 1981-1992  
*Quality Assurance Manager* (1988-1992)  
Managed all Quality functions for this world-leading, high-volume manufacturer of electronic connectors along with being the authority in plastic injection molding, metal stamping, electroplating, and assembly.

* Promoted and led quality improvement teams that reduced defect rate from 12,000 dppm to 600 dppm.
* Member of Corporate Total Quality Management Team implementing TQM throughout the company.
* Achieved ISO 9002 certification and helped win several customer quality awards (AT&T, DSC, Motorola).

*Quality Engineer and Supervisor* (1981-1988)  
Supervised team of 24 auditors and technicians, mapped and documented processes, investigated quality issues, and implemental root cause corrective actions.

* Established supplier quality program that improved incoming quality by over 80%.
* Developed inspection methodology that allowed for staff reduction from 24 auditors to 6 lead auditors.
* Liaison to customers and regulatory agencies to understand special requirements and resolve issues.

**EDUCATION**MBA, Management, University of Texas, Austin, Texas  
BS, Management Technology, Amber University, Dallas, Texas

**Darth Vader**709 North Lane Wells ▪ Somewhere, Texas 12345 ▪ 555-555-5555 ▪ [darthvader@yahoo.com](mailto:darthvader@yahoo.com)

**Targeted Resume Sample with quotes covering 15 year gap in employment**

CUSTOMER SERVICE

Dedicated, dependable individual with experience in customer service and sales. Proven ability to interact effectively with people at all levels and from different cultures. Exceptionally skilled at tactfully dealing with people who are angry or who have complaints. Totally committed to customer satisfaction.

*“. . . I was so impressed with [Darth’s] people skills; he has an excellent manner in which he can build rapport with anyone, and this is extremely important in this business.”*George G. Smith, Beautiful Homes

*“His interpersonal skills are excellent and he will do excellent work in any position working with people.”* B. G. Hearted, Agency of Human Services, State of Denial

RELEVANT EXPERIENCE

**SALES ASSISTANT**, Beautiful Homes and Even More Beautiful Homes, Austin, Texas 2 years  
Provided hospitable customer service during model home tours and open house showings for two major home builders.

* Served as liaison between customer and sales consultants.
* Provided information to potential home buyers.

**SALES ASSOCIATE**, Mikasa Store, Swiss Chalet, and Walden Books, Austin, Texas 2 years  
Serviced customers and provided consistently upbeat service in fast-paced retail operations.

* Set up kiosk and marketed products for national book store during hectic holiday season.
* Coordinated window and store display; merchandised apparel and sports equipment.
* Collected payment; operated cash register.

OTHER EXPERIENCE

**COUNSELOR / SOCIAL SERVICE PROVIDER**, Agency of Human Services, Simi Valley Agency on Aging, Another State 14 years  
Provided assessment, counseling, and training in various therapeutic and social service environments.

EDUCATION

University of Another State, Capital City, Another State  
Studio Art and Psychology (60 credits)

Champion College, Capital City, Another State  
 Associates Degree – Secretarial Sciences

NITA JOB

**Combination Resume Sample**

1234 West Noplace (512) 999-9999  
Austin, Texas 78701 [nitajob@aol.com](mailto:nitajob@aol.com)  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employment Objective**: Web Interface Development Manager, Lead or Developer

# SUMMARY OF QUALIFICATIONS

* Managed three highly successful, enterprise-level Web Development teams.
* Coordinated Oracle Corporation’s implementation of Web-based training solutions on the firm’s international intranet.
* Released three versions of FundsXpress’ Financial Transaction Portal to over 150 clients.
* Built multiple brochureware and e-Commerce Web sites for both corporate and freelance engagements.
* Demonstrated entrepreneurial spirit and quick to establish proof of concept.

## RELEVANT EXPERIENCE & ACCOMPLISHMENTS

### MANAGEMENT OF DEVELOPMENT TEAMS

* Recruited the highly successful Funds Xpress Portal and Knowledge Management development team.
* Launched first release of Epicentric portal implementation within 45 days. Heavily customized the Epicentric data model Web interface to meet Product Management requirements.
* Reported directly to the Chief Technology Officer and the Chief Executive Officer.
* Coordinated international development team to revitalize the Oracle University online training infrastructure for internal staff.
* Managed Foundation Health System’s Central Division Web sites and intranet. Conversion to paperless documentation saved an estimated $700,000.

### PROJECT MANAGEMENT

* Managed multiple and concurrent projects, both technical and non-technical in scope, dating back to 1992. Extensive use of MS Project.
* Coordinated the distribution of interdepartmental roles and responsibilities, and supervised cross-functional results.
* Tracked project expenses, both by resource and by allocation.

### WEB DESIGN AND DEVELOPMENT

* Developed multiple Web sites and applications using HTML, DHTML, JavaScript and CGI.
* Worked with Java, JSP, and OOP design methodologies.
* Developed and maintained extensive Internet and intranet site offerings.
* Applied strong information architecture principles to designing and developing Web projects.

### INSTRUCTIONAL SYSTEMS DESIGN AND CORPORATE TRAINING

* Logged over eight years of combined corporate training, course development, and Web-based training development experience.
* Devised and delivered comprehensive Claims Analysis New Hire Training for major HMO; focused on claims processing using the AMISYS Medical Management Software package.
* Built extensive intranet performance support system for HMO employees.

NITA JOB [nitajob@aol.com](mailto:nitajob@aol.com) Page 2 of 2

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EMPLOYMENT HISTORY

**Web design and Marketing Consultant**  360 PARTNERS, LLC, Georgetown, TX 2001  
**Interface Development Manager** CYBERPLEX USA, INC, Austin, TX 2000-2001 (firm closed Austin facility)  
**Manager, Portal & Knowledge Management** FUNDSXPRESS FINANCIAL NETWORK, INC, Austin, TX 2000  
**Manager, Oracle University Online Services** ORACLE CORP., Redwood Shores, CA 1999-2000  
**Web Group Technical Manager** FOUNDATION HEALTH SYSTEMS, Pueblo, CO 1998-1999  
**Technical Writing and Training Consultant** SELF EMPLOYED, Colorado Springs, CO 1997-1998  
**Performance Development Specialist** FOUNDATION HEALTH SYSYTEMS, Pueblo, CO, 1995-1997

**SKILL NAME SKILL LEVEL LAST USED EXPERIENCE**

HTML/DHTML Expert Currently used 4 yearsJavaScript Intermediate Currently used 3 yearsCGI Scripting/ Integration Intermediate Currently used 1 yearASP/VBScript Intermediate Currently used 1 yearJava/JSP Beginner Currently used 1 yearCourse Development Expert 1 year ago 8 yearsLeadership Instructor Intermediate 2 years ago 2 yearsApplications Instructor Expert 3 years ago 5 yearsPlatform Architect Beginner Currently used 1 yearMS Project Intermediate Currently used 4 yearsMS Access Intermediate Currently used 4 yearsMS Office Expert Currently used 9 yearsFrameMaker Intermediate 1 year ago 4 yearsERD/SQL Beginner Currently used 1 yearPersonnel Management Expert Currently used 3 yearsProject Management Expert Currently used 5 yearsSpecifications Writing Intermediate Currently used 1 yearWebTrends Enterprise Server Beginner Currently used 0 yearsMotive Integration Beginner Currently used 0 years

# EDUCATION & TRAINING

**B.S. with Honors in Organizational Management/Human Resources Emphasis** (Minor in Psychology) Colorado Christian University, Lakewood (Denver), CO 1994.

### CONTINUING EDUCATION

* Microsoft Certified Professional Trainer (First Texas Training), 2001.
* Unix for Webmasters (Austin Community College), 2001.
* Motive Bootcamp, (Motive, Inc.), 2000.
* Novell NetWare 4.11 Administration (New Horizons), 1998.
* Introduction to JAVA (Berger & Co.), 1998.
* Developing Applications with MS Access (ExecuTrain), 1999.
* Introduction to JAVA at Oracle, (Oracle Internal Education), 1998.
* Introduction to Oracle SQL PL/SQL (Berger & Co.), 1998.
* Introduction to JavaScript (ExecuTrain), 1998.

### APPLICATIONS

* Applications: Adobe FrameMaker 5.5 & 5.1, Microsoft Office 95-2000, Microsoft Access 95-2000, Microsoft Project 2000, Adobe Acrobat 4.0, Quadralay Web Works Publisher 4.0, Macromedia Dreamweaver Attain 2.0, HoTMetaL Pro 4 – 6, HTML Transit 3.0, Allaire HomeSite.
* Graphics: Paint Shop Pro 4.0, Corel Draw 5.0, Ulead PhotoImpact, Ulead GIF Animator, Adobe PhotoShop 5.

**Ronald McRonald**709 N. Lane Wells ▪ Austin, Texas 78749 ▪ 512. 759-8600 ▪ [ronaldmcronald@yahoo.com](mailto:ronaldmcronald@yahoo.com)

**Combination Resume Sample**

SENIOR ACCOUNTANT

Highly motivated, professional, detail-oriented accountant with solid skills in the areas of financial organization and project management. Expertise in planning, organizing, and analysis, with additional skill in offering creative solutions that lead to cost effectiveness. Strong work ethic, high level of integrity, and the ability to work effectively with all levels of staff and management.

ACCOMPLISHMENTS

**Financial**

* Coordinated $3M annual budget and forecasts for 6 divisions and 8 affiliate organizations.
* Developed and implemented detailed financial reporting system that provided in-depth information for 3 levels of government agency management.

**Organizational**

* Initiated new agency project, with minimal budget, resulting in 50-user computer network valued at $200K.
* Arranged for development of 2 generations of websites, valued at approximately $75K, at no cost to the agency.

**Managerial**

* Participated in hiring process of junior accountants; supervised employees assigned to support 50-person department.
* Assisted in employee development by training and monitoring co-workers in the application of new accounting system.

EXPERIENCE

Veterans’ Administration, Austin, Texas 1990-2005

**SENIOR ACCOUNTANT** (2000-2005)

* Prepared and verified variety of complex accounting, statistical, and narrative reports requiring extensive analysis and interpretation of financial data.
* Provided budgetary and financial information to top management during monthly meetings.
* Managed relationships with banks, auditors, insurance and equipment vendors.

**ACCOUNTANT** (1995-2000)

* Utilized Great Plains software to record financial transactions of agency with annual budget of $3M.
* Maintained capital lease schedules for 100+ vehicles; resolved cross-functional accounting issues with other departments.
* Prepared monthly financial statements and budgets, including payroll.

**ACCOUNTING CLERK** (1990-1995)

* Posted accounts payable and receivable utilizing proprietary software.
* Received commendation and promotion for excellent performance of assigned duties.

EDUCATION  
Bachelor’s Degree, Accounting – The University of Texas, Austin, Texas

**IMA VETERAN  
Austin, TX  
555-555-5555**[**imaveteran@yahoo.com**](mailto:imaveteran@yahoo.com)

* **Management** professional offering 20 years’ experience in both corporate and military environments, outstanding core qualifications in the fields of logistics, project management, and team leadership.
* Highly results-focused; proven success managing multi-million dollar companies and teams of up to 365 staff members.
* Known as a strong manager with sound judgment and extraordinary motivational and team building skills. Computer literate; special interest in advanced technologies.

***Gifted logistics professional . . . Totally outstanding. [He] can do it all . . . [he] is performing miracles every day . . . and [has] achieved recognition across the division for his technical expertise and ability to consistently make positive things happen . . .* James C. Brown, Former Senior Commander**

***[He] is knowledgeable, effervescent, and effective. He has a wealth of logistics experience which, when coupled with his innate ability to coordinate and communicate . . . combine to multiply his effectiveness many times over. . . His professional competence, ingenuity, and positive can-do attitude work together to produce contagious enthusiasm to the benefit of the organization and all who worked with him.* Bob Roberts, Former Senior Commander**

**Areas of Strength**

Technical and tactical logistics management Team building, motivation, and leadership  
General and operations management Policy and procedure development  
Project and program management Budget development and management  
Resource/Inventory forecasting and planning Staff training and development

**Professional Highlights**

**LOGISTICS MANAGEMENT**

* Directed all logistical operations to support more than 4,500 personnel and a 1000-vehicle fleet; surpassed every defined standard and achieved the highest readiness ranking across all divisions.
* Developed, forecast, planned, and coordinated all supplies and equipment. Administered an annual $2.5M maintenance budget and oversaw a repair parts supply warehouse with 805 stocked items valued at $3.4M.
* Resolved critical equipment shortages and coordinated logistics for one of the most effective major fieldings in the history of the division, fielding advanced telecommunications equipment.
* Coordinated acquisition and introduction of modernized equipment for the army’s largest maneuver brigade; oversaw development and implementation of all logistics and training support.
* Met all time frames and schedules, utilizing every available resource to increase logistical readiness and coordinate the repair of critical, highly complex systems within intractable deadlines.
* Instructed more than 450 senior officer students in 11 annual courses covering both technical and tactical aspects of logistics management. Served as subject matter expert (SME), executing and providing research, development, reviews, and advisement on logistics management operations.
* Noted by superiors for “unparalleled” ability to approach logistics-related problems systematically; worked efficiently even under conditions of extreme pressure to quickly resolve problems.

**PROJECT, PROGRAM and GENERAL MANAGEMENT / LEADERSHIP**

* Led all operations of a 365-person maintenance company. Instituted systems and processes that improved property accountability, strengthened staff training, and maximized overall maintenance and equipment readiness levels.
* Dramatically improved the hazardous waste management program by heading, development and implementation of new training and inspection programs that enhanced the capabilities of hazardous waste program coordinators.
* Played an instrumental planning and execution role in division reorganization, complex division realignment, and massive 75% workforce downsizing efforts. Meticulously managed disposition of 40,000 pieces of excess equipment caused by downsizing.
* Formulated and established all policies and procedures for supplies and maintenance management, successfully balancing efficiency priorities with need for compliance with organizational regulations.
* Managed 180 personnel and all operations of a major supply and transportation company directly supporting the US Army’s single largest brigade comprised of more than 5000 individuals.
* Honored with accolades from worldwide dignitaries in top ranking diplomatic positions for extraordinary performance in support of technology modernization operation.

**Career History**

United Services Planning Association and Independent Research Agency, Inc. 2004-2008  
**REGISTERED REPRESENTATIVE / AGENT**

Consultant to over 200 military families, developing and assisting in the implementation of personal financial plans. Evaluated and incorporated solutions for financial / income security and tax-advantaged investments. Conferred with clients on a quarterly basis and reviewed plans annually, recommending revisions as needed.

* Built client base 400% in just 4 years and ranked as the leader in securing client referrals.
* Selected for membership in the President’s Club.
* Attained Series 6 and 63 securities licenses from the National Association of Security Dealers.

United States Army 1987-2004  
**MANAGER OF SUPPORT OPERATIONS**

Distinguished military career, progressing through a series of leadership positions in the logistics management field and consistently promoted ahead of peers base ontop performance. Developed outstanding international skills in assignments throughout the US, Europe, Middle East, and Asia.

* Proved outstanding management expertise through leadership of two major companies (direct support maintenance / supply and transportation) involving supervision of up to 365 personnel and control of equipment supplies and budgets valued at millions of dollars.

**Education**

Coursework toward MBA, Hawaii Pacific University, Honolulu, Hawaii  
Bachelor’s Degree, Management Stanford University

IMA VETERAN 555-555-5555 Page 2 of 2

**Job Posting for Targeted Resume**

**Medical Office of Trapper John, M.D.**

Seeking **Administrative Assistant** with **medical office** background and at least 6 months experience. Must be experienced in handling **high volume of clients** both **by phone and in person.** Ability to deliver **excellent customer service**, **meet deadlines**, **schedule appointments**, follow-up and appropriately **answer questions** all in **a fast paced office environment** required. Must know **MS Office** and demonstrate ability to **multi-task**. Experience in basic office functions such as **filing, answering and directing calls, data entry and light record keeping** preferred. **Organizational skills** a must!

**Reginald Carrie**785 Center Point Drive Home (512) 555-1009Austin, Texas 78734 [regcarrie252@yahoo.com](mailto:regcarrie252@yahoo.com)Cell (512) 555-3250

**Targeted Resume Sample based on a Job Description**

**Objective:** A position as an Administrative Assistant for Dr. John’s medical office.

**Summary of Qualifications**

* Over **8 months experience** in Administrative Assistance for two high profile **medical offices**
* Skilled in all areas of **office** procedures: **filing**, faxing, **record keeping**, data entry**, multi-line** **telephones** and reception
* Attentive listener who enjoys working with people in a **fast paced** customer friendly environment
* Extremely **organized**, energetic and motivated
* Effective communicator, patient, works well individually or on a team
* Specifically trained as a Medical Administrative Assistant

**Technical Skills**

Medisoft, **MS Office Suite** (**Microsoft Word, Excel, Access, Outlook)**, Pro-Office Manager

**Relevant Experience**

* Provided hundreds of patients with friendly **customer service** establishing a positive, satisfied customer base
* Efficiently checked patients in and out of office creating orderly **office environment**
* Applied payments to accounts establishing up to date and accurate statements
* Scheduled appointments at patients convenience generating outstanding monthly customer satisfaction surveys
* Copied, faxed and followed up on all documents allowing for a smooth flow of accurate information between office and patients
* **Filed** and sorted medical records and lab reports enabling easy and accurate access to patients’ information
* Sorted and **organized** mail for routing to proper destinations resulting in rapid response to time critical correspondence
* Answered and **directed calls** enabling patients to ask questions and receive accurate answers fostering trust and a strong reputation for satisfied customers

**Employment History**

*Driver* AMPCO Parking Systems 03/08-Present Austin, TX  
*Administrative Assistant* Integrated Health Services 09/06-02/08 Dallas, TX  
*Administrative Assistant* Capital Area Family Practice 06/02-08/06 Dallas, TX  
*Driver*  Bailey’s Transportation 01/00-10/02 Columbus, OH  
*Test Operator* United Technology Motor Systems 8/98-12/99 Columbus, OH

**Education**

Diploma, *Medical Administrative Assistant*, National Institute of Technology, Dallas, TX

**Resume Letter**

IKE N. TRAIN

709 North Lane Wells • Longview, Texas 75604 • 512.759-8600 • [imgood.@aol.com](mailto:imgood.@aol.com)

Mr. Gay Pittman  
Director, Human Resources  
Axelson  
500 Industrial Blvd.  
Longview, Texas 75602

Dear Mr. Pittman:

I read the recent article in the Wall Street Journal which listed Axelson as one of the Top Twenty Rootin’ Tootin’ High-Falootin’ Companies in the country. What a coup! Congratulations on being chosen for that select honor.

I’ve been following Axelson’s steady ascent through the business world with great interest. From the beginning, I’ve been impressed with the quality of the product and more importantly, the process that has resulted in the Company’s continuing recognition. I was particularly interested to read that you plan to penetrate the Asian market in the next year.

Over the past ten years, I have provided Asian cultural immersion training to dozens of American companies that were embarking on east-west alliances, including Eastman Chemical, Exxon, Chevron, and Motorola. My expertise encompasses social interactions as well as workplace and corporate-level situations. I would relish the opportunity to offer my experience in support of Axelson’s international expansion. I believe I could be particularly helpful to your company’s Production Supervisors as they train their Asian counterparts to produce vehicle components at the same high standard that was established in the U. S.

I will be contacting you Tuesday morning to see if you agree with me that we should meet to discuss this. I would like to show you a breakdown of the kinds of training I provided to other companies and how I could design a cultural immersion training program to fit Axelson’s needs.

Sincerely,

Ike N. Train

**Creative Resume Letter**

**Julia Child**

8806 Tallwood Drive ▪ Austin, Texas 78757 ▪ 555-555-5555 ▪ [juliachild@netzero.com](mailto:juliachild@netzero.com)

April 1, 2013

Dear Chef Ratatouille:

I won’t mince, chop, or cut up words—I’m exactly the kind of quirky, kooky, creative, quixotic, culinary creature that contributes great things in an open, freewheeling environment such as that of Central Market. The CM kitchen staff and I would fit together like the two parts of a double boiler.

Here’s what I have to offer:

* Experience in supervision and training of staff of 6-7 people in the preparation of exotic dishes for groups numbering 25 people;
* History of eagerly devouring culinary courses in international cooking, Indian, Spanish, Italian, Chinese, and gourmet cooking and baking;
* Delicious customer service skills honed while managing import/export business;
* Scrumptiously good at concocting new dishes and computing appropriate menu costs;
* Skilled in the use of PC and Mac computers, MS Word, Windows, HTML;
* Savory organizational skills, plus the ability to communicate and cook in six languages;
* Thirty years of experience listening to oohs, aahs, slurps, and burps from satisfied diners.
* Totally flexible and willing to work any hours as long as there are pots, herbs, and whisks around;
* Understanding of profit and loss and the budget process gained during management of own business;
* Mental smorgasbord of spices, herbs, pasta, rice, and unusual flora and fauna;
* Gluttonous passion for all things culinary;
* Sweet and sanguine temperament that feeds teamwork and kitchen camaraderie.

Call me in for an interview, and I’ll bring you something good to eat. Looking forward to serving you!

Ravenous,

Julia Child

Cover Letter Format

Your Name

**Your Address  
City, State Zip code  
Phone (000) 000-0000  
resume@twc.state.tx.us**

1  
2  
3  
4  
Today’s Date  
1  
2  
Name of Person  
Name of Company or Organization  
Address or P.O. Box Number  
City, State Zip Code  
1  
2  
Dear Mr./Ms./Mrs. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:  
1  
The first paragraph should specify the position for which you are applying and mention how you learned of it. If you have references known to the employer, “**name drop**” as close to the opening as possible. Convey an **attitude of enthusiasm**.  
1  
The second paragraph should serve to arouse the employer’s interest in **your resume**. Tailor your qualifications to the specific job requirements. Show how your abilities address the employer’s needs.  
1  
The third paragraph should tell what **aspects of the organization** interest and motivate you. If possible, refer to specific services, programs, or products of the employer, which are of interest to you.  
1  
The closing paragraph is an opportunity to express your **desire** for a personal interview. Be sure to give a telephone number where you may be reached and advised what time of day you are most easily contacted. If you are difficult to reach by phone and don’t have an answering machine, you may want to indicate that you will be contacting the employer in a few days to check on scheduling an interview. Also, be sure to **thank** the prospective employer for his/her consideration of your employment request.  
1  
Sincerely,  
1  
2  
3  
4  
Your Full Name (Typed)

**TIPS**

* **Keep your letter brief - 1 page**
* **Use only 8 ½” x 11” Quality paper/ White or Off-white**
* **Use Arial 12 point font - No *italics except publications***
* **Avoid abbreviations such as Ave. Blvd. Cir. etc. Ph. St.**

**Name Drop in a Letter if Possible**

**Always have a cover letter ready. A cover letter tells an employer that you really want the job. Perhaps tell them how wonderful their agency is and how much you like this type of work. Let them know that you can be productive for their business.**

**Template of**

**A Quick and Easy Cover Letter**

Your address  
City, State, Zip Code  
Date

Person’s Name  
Company  
Address  
City, State, Zip Code

Re: Job title, posting number \_\_\_\_\_\_\_\_, posted on website / job board / newspaper, etc.

Dear Ms / Mr. \_\_\_\_\_\_\_\_\_\_\_:

I feel my skills are a great fit for the position of *(job title)*. Here’s what I offer:

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I welcome the opportunity to contribute my skills to the success of your *(sales / marketing / production / etc. )* team and look forward to hearing from you soon regarding an interview. Please contact me by phone at 512. 999-9999 or by e-mail at [johndoejobseeker@yahoo.com](mailto:joeblowjobseeker@yahoo.com).

Sincerely,

Your name

Enclosure

**Example of**

**A Quick and Easy Cover Letter**

10100 Louisa Mae Cove  
Austin, Texas 78748  
October 2, 2002

K. Thomson  
INC Research  
3636 Nobel Drive, Suite 430  
San Diego, California 92122

Re: Clinical Research Associate position

I was so excited when I read your job posting on Indeed.com because my qualifications seem to be a perfect fit for your needs. I offer:

* BS degree in Nursing from State University of New York, Utica.
* Exceptional organizational and interpersonal skills as evidenced by the fact that I directed as many as four different pharmaceutical studies at once, in various sites throughout the county, supervising and motivating over 100 professional nurses.
* Willingness to travel extensively.
* As Program Director for Gentiva Health Services, I coordinated the study participant compliance component of the clinical trial process for various pharmaceutical companies. I am well versed in the complex FDA regulations that govern the clinical trial process with regard to that industry.
* A genuine curiosity and desire to learn more about the clinical research process.

INC Research with its concentration on pediatric, central nervous system, and oncological products offers exactly the kind of opportunity for challenge and professional growth I’ve been looking for. I hope you agree with me that we’re perfect for each other. I will be contacting you in a few days to see if it would be possible to get together to discuss this further.

Sincerely,

Sarah Bellum

(512) 123-4567

Enclosure

Executive Brief Format

Betty A. Bookmaster

**1234 Reading Circle  
Austin, Texas 78770  
 (512) 555-5555   
resume@twc.state.tx.us**

1  
2  
January 15, 2014  
1  
2  
Lecture A. Plenty, Chairperson  
National Association of Book Agents  
4444 Fourth Street, Suite 1  
Austin, Texas 78701-1111  
1  
2  
Dear Mr. Plenty:  
1  
I wish to apply for the position of Head Librarian with the National Association of Book Agents. My attached resume provides you with an outline of my achievements and work history. As you can see, I have all the qualifications you are looking for:  
  
I would appreciate the opportunity to discuss how I might further contribute to the National Association of Book Agents by discussing my qualifications in a personal interview. I will call you on Tuesday, August 6, 2013 to arrange for a meeting, or you may contact me at 555-5555.  
1  
Thank you for your time and consideration.  
1  
Sincerely,  
1  
2  
3  
Betty A. Bookmaster

**My Skills:**

1. Experience as head librarian at the University of Smithtown.
2. Supervised support staff of 17.
3. During my last year, I was responsible for budget and reformation of circulation rules.
4. I have this degree.
5. One year with public library; two years with University of Smithtown.

**Your Requirements:**

1. Management of public library service area (for circulation, reference, etc.)
2. Supervision of 14 full-time support employees.
3. Ability to work with larger supervisory team in planning, budgeting and policy formulating.
4. ALA accredited MLIS.
5. Three years’ experience.

**Executive Brief**

An Executive Brief is almost a mini-resume, which simply matches a job announcement. This style can be very effective but takes a little more skill in formatting.

***APPLICATION FOR EMPLOYMENT***

We are an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on any basis including race, color, age, sex, religion, disability, or national origin.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employment Desired** | | | | | | | | | | | | |
| Position | | Date You Can Start | | | | Salary Desired | | | Type of Employment Full-time  Summer  Part-time  Temporary | | | |
| Are you employed Now? YES  NO | | | | | If so, may we contact your employer? | | | | | | | |
| Have you ever applied to this company before?  YES  NO | | | | | Where? | | | | | When? | | |  |
| **Personal Information** | | | | | | | | | | | | |
| Last Name First Name Middle Name | | | | | | | | | | | | |
| Address (Number, Street, City, State, ZIP Code) | | | | | | | | | | | | |
| Social Security Number | | | Home Telephone Number | | | | | | Referred By | | | |
| **Education** | | | | | | | | | | | | |
| High School Attended and Location | | | | | | | No. of Years Completed | | | | Did You Graduate? |  | |
|  | | | |  |  | |
| College Attended and Location | | | | | | | No. of Years Completed | | | | Did You Graduate? | Degree | |
|  | | | |  |  | |
| Trade, Business or Correspondence School Attended and Location | | | | | | | No. of Years Completed | | | | Did You Graduate? |  | |
|  | | | |  |  | |
| **General** | | | | | | | | | | | | |
| Special Courses or Training | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| Experience/Skills Related to the Position for Which You Are Applying | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| **Office/Secretarial Applications** | | | | | | | | | | | | |
| Skill/Aptitude | Years of Experience | | | Words Per Minute | | | | Software Used | | | | | |
| Typing |  | | |  | | | |  | | | | | |
| Shorthand |  | | |  | | | |  | | | | | |
| Word Processing |  | | |  | | | |  | | | | | |
| List secretarial training courses completed and any other training which may be helpful in considering your application. | | | | | | | | | | | | | |
| **Employment History (List Present or Most Recent Positions First)** | | | | | | | | | | | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name of Employer | | | Address (Number, Street, City, State, ZIP Code) | | | | | |
| Phone | Type of Business | | | Department | | Your Position | | |
| Duties | | | | | | | |
|  | | | | | | | |
| Name and Position of Immediate Supervisor | | | | | | | |
| Date Employed (Day, Month, Year) | | Date Left (Day, Month, Year) | | | Starting Salary | | Final Salary | |
| Reason for Leaving | | | | | | | |
|  | | | | | | | |
| Name of Employer | | | Address (Number, Street, City, State, ZIP Code) | | | | | |
| Phone | Type of Business | | | Department | | Your Position | | |
| Duties | | | | | | | |
|  | | | | | | | |
| Name and Position of Immediate Supervisor | | | | | | | |
| Date Employed (Day, Month, Year) | | Date Left (Day, Month, Year) | | | Starting Salary | | Final Salary | |
| Reason for Leaving | | | | | | | |
|  | | | | | | | |
| Name of Employer | | | Address (Number, Street, City, State, ZIP Code) | | | | | |
| Phone | Type of Business | | | Department | | Your Position | | |
| Duties | | | | | | | |
|  | | | | | | | |
| Name and Position of Immediate Supervisor | | | | | | | |
| Date Employed (Day, Month, Year) | | Date Left (Day, Month, Year) | | | Starting Salary | | Final Salary | |
| Reason for Leaving | | | | | | | |
|  | | | | | | | |
| Experience/Skills related to the Position for Which You Are Applying | | | | | | | |
|  | | | | | | | |
|  | | | | | | | |
| **Other Experience** | | | | | | | |
| In this section, list any job experience not listed above that most directly relates to the job for which you are now applying. | | | | | | | |
| Name of Employer | | | Address (Number, Street, City, State, ZIP Code) | | | | | |
| Phone | Type of Business | | | Department | | Your Position | | |
| Duties | | | | | | | |
|  | | | | | | | |
| Name and Position of Immediate Supervisor | | | | | | | |
| Date Employed (Day, Month, Year) | | Date Left (Day, Month, Year) | | | Starting Salary | | Final Salary | |
| Reason for Leaving | | | | | | | |