



Resumes  
Cover Letters  
References  
Thank You Letters

The Career Center  
Center for Student Development, 1<sup>st</sup> Floor  
(401) 254-3224  
[www.rwu.edu/career.html](http://www.rwu.edu/career.html)

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**Roger Williams Career Center**  
*First Edition January 20, 2004*

## RWU Resume Resource

Never underestimate the power of a good, well-written resume. While many people think of the resume as just a piece of paper listing jobs and skills that is thrown together when looking for a job, it is much more than that. In fact, a thrown together resume tends to look just like that – a disorganized mess that anyone could have written. In order to do its job – TO GET YOU THE INTERVIEW – a resume needs to be well thought out: complete, yet concise. A resume is a marketing tool; it needs to open doors for you by exciting the reader.

Who needs a resume anyway? If you think, “*I’m not graduating this spring, so why should I bother?*” think again. If you think, “*I’m going to graduate school, I don’t need one,*” think again. It’s never too early to get started on your resume. You will need a resume for full-time, part-time, and internship opportunities. If you are going to graduate school, many programs require a resume as part of the application packet. You may be applying for a graduate assistantship or other employment to help defray costs, and those prospective employers will want to see your resume. Putting your resume together early and updating it often is advantageous for many reasons. For example, when you find yourself in a situation where time is of the essence, your resume will be ready to go. Also, it will help you identify what your strengths and challenges are, so you are more prepared to make job search decisions and perform well at an interview.

There is no one correct or best way to write a resume, but there are plenty of *incorrect* ways to write one. First of all, do not start with a template. Recruiters can tell right away that your resume is a template, and you do not want yours to look like the other 80 they receive that day. It screams that you did not spend time or energy on them, something that will be a huge turn-off. Other helpful tips follow, along with some “before” and “after” resumes. Please use the Career Center staff as a resource to critique your resume. Remember, however, you are the final authority on your resume—gather many different opinions, but make sure the final product represents you. The 10 seconds a potential employer spends reviewing your resume are key to the hiring process.

## How Do I Start?

Beginning a resume is difficult. Many people can not get over the hurdle of starting, so they put it off until they are desperate, and then do a poor, rushed job. Ease your anxiety and give yourself the time and space to produce a professional document that will do its job which is to get you an interview.

Start by sitting in a quiet space with a clean, uncluttered desktop. Now, empty your brain and put to paper everything you have done in your years on this earth. Use the worksheet available in this guide to help you get it all down on paper.

Once you are certain you have a comprehensive list of all that you have done, it is time to begin to edit. Graduating seniors and alumni may wish to delete all references to high school. However, this information should be kept on in some circumstances, especially if you are looking to work for the department of education in your high school district or you believe that someone from your high school may be in a position to hire you.

You need not include every job or activity you have ever had on your resume. Remember, a resume is a marketing tool only. Include jobs that demonstrate that you have the skills, abilities and/or experiences to be qualified for the position for which you are applying. The probability is that you have lots of experiences that are not obviously relevant to the position. Think about the “transferable skills” that you have obtained from a “non-related” job that you can utilize in the new position and emphasize that information.

Use the Tip Sheet that is following this page for more information. Please utilize the Career Center staff. We are available for individual appointments, phone conversations and email correspondence. Once you have moved out of the geographic region, we can arrange for you to meet with career professionals at colleges and universities in your new location, if needed.

Good luck!

## TIPS

- ❖ Keep it to one page (you will very rarely need a two-page resume). The Career Center staff can help you edit your resume for length and relevance. Start with everything and then whittle it down to reflect your most valuable assets.
- ❖ Let the reader know how to reach you! If you have more than one possible address and/or phone number, give them all. If you prefer to be reached by your cell phone, be sure to include that number. Don't overwhelm the reader, however. You may choose to have only one way to be reached. Regardless of where you are living, make sure you check for messages frequently.
- ❖ Objectives are optional! Objectives usually tell the reader one or two jobs you wish to consider. In reality, most college graduates are qualified for a variety of careers. Instead, give the reader a brief summary of your education, skills and abilities.
- ❖ A resume is not to be written grammatically correct. Full sentences and personal pronouns (I, you, me, etc.) do not belong on a resume. Try to start each line with a verb.
- ❖ The resume should read from the most recent activity to the least recent (reverse chronological order) from top to bottom. You want it to read most important to least important. See the Career Center staff for help with this.
- ❖ Be consistent. There are very few rules in writing a resume, but being consistent is one of them. Your headings should always look the same as should your place of employment and job titles. Your dates should also appear in the same place throughout your resume. Varying font style is discouraged, but using different sizes is not.
- ❖ Current students and recent graduates should put EDUCATION first. This is what you have been spending the bulk of your time doing, so highlight the qualifications you have gained pursuing your degree. Back this up with any related experience in the employment section.
- ❖ Make sure any skills that you mention are job accomplishment-oriented. Do not just produce a list of every task you completed while employed. Employers want to know what you will bring to their organization—tell them! Start with an action verb, and make sure the verb tense matches when you held the job (past/present).
- ❖ Write for the reader. Take the reader's perspective and use the resume to educate them, if necessary. Don't use acronyms unless they are specific to the industry of the career you are trying to launch. Otherwise, the reader will not understand them.
- ❖ Fully list all of the skills you have. List languages and your level of fluency. You need not be fluent to include a language on your resume. Let the reader know you have intermediate skills or whatever level you do possess. List all software – don't bundle packages. If you state you know Microsoft Office, the reader may not know what that actually means. Also, many organizations use resume scanners. If they search your resume for the word "Access" and it does not appear on your resume, you will not be considered, although you may indeed have the skills.
- ❖ Make sure to spell check when you are done. Also, read it aloud. You don't want to have "responsible for ruining the company" when you meant "running." Double or triple check your email address and anything with numbers, like phone numbers and zip codes.
- ❖ Use white or other light-colored paper. Do not use colored ink. Do not fold or staple your resume. Send it in a full-size envelope. Your resume will likely be copied or faxed, and you want it to look as much like the original as possible

- ❖ Be professional in your outgoing messages and your email address. Do not offend or embarrass a person trying to communicate with you. Loud music or noise, garbled outgoing messages or worse will not leave a good impression with an employer; nor will an inappropriate email address. Toohottohandle@hotmail.com and/or punklvr@aol.com may not inspire great confidence in an employer.

**Important information for you to consider:** While people can give you advice about your resume, it is just that: advice. It is your resume. You have to be comfortable with it since you are the person it is representing. You may get advice from five different “resume experts” and get five different pieces of advice. As the saying goes: Take what you want and leave the rest. As mentioned above, there are very few hard and fast rules of resume writing.

## Action Words

Use action words to describe your experience and accomplishments.  
Here are some actions words to use:

- ◆ achieved
- ◆ acquired
- ◆ adapted
- ◆ addressed
- ◆ administered
- ◆ analyzed
- ◆ anticipated
- ◆ assembled
- ◆ assisted
- ◆ audited
- ◆ budgeted
- ◆ calculated
- ◆ centralized
- ◆ changed
- ◆ collaborated
- ◆ composed
- ◆ condensed
- ◆ conducted
- ◆ constructed
- ◆ contracted
- ◆ converted
- ◆ coordinated
- ◆ created
- ◆ cultivated
- ◆ demonstrated
- ◆ designed
- ◆ developed
- ◆ devised
- ◆ discovered
- ◆ doubled
- ◆ drafted
- ◆ edited
- ◆ eliminated
- ◆ enforced
- ◆ established
- ◆ evaluated
- ◆ expanded
- ◆ explained
- ◆ forecasted
- ◆ formed
- ◆ founded
- ◆ generated
- ◆ guided
- ◆ hired
- ◆ implemented
- ◆ improved
- ◆ informed
- ◆ insured
- ◆ interpreted
- ◆ interviewed
- ◆ launched
- ◆ maintained
- ◆ managed
- ◆ marketed
- ◆ minimized
- ◆ motivated
- ◆ negotiated
- ◆ obtained
- ◆ operated
- ◆ organized
- ◆ originated
- ◆ oversaw
- ◆ performed
- ◆ planned
- ◆ prevented
- ◆ produced
- ◆ programmed
- ◆ promoted
- ◆ provided
- ◆ publicized
- ◆ published
- ◆ recruited
- ◆ reorganized
- ◆ reported
- ◆ researched
- ◆ resolved
- ◆ reviewed
- ◆ selected
- ◆ separated
- ◆ set up
- ◆ simplified
- ◆ solved
- ◆ surveyed
- ◆ staffed
- ◆ supervise
- ◆ taught
- ◆ tested
- ◆ trained
- ◆ used

## Headings

Use headings to organize your experience and accomplishments.  
Here are some headings to use:

### COMMON HEADINGS

- Career Objective
- Education
- Certification
- Honors
- Relevant Experience
- Related Experience
- Professional Experience
- Experience
- Student Teaching
- Internships
- Practica
- Additional Employment
- References

### ADDITIONAL HEADINGS

- Skills
- Qualifications
- Highlights
- Licenses
- Related Coursework
- Professional Associations
- Professional Affiliations
- Professional Development
- Memberships
- Workshops
- Presentations
- Volunteer
- Campus Activities
- Collegiate Activities
- Community Activities
- Leadership
- Military
- Awards
- Honors
- Computer Skills
- Laboratory Skills
- Languages
- Travel



# Mary Sullivan

Local Address: Roger Williams University, Box 1234, Bristol, RI 02809 (401) 824-1234

Permanent Address: 12 Park Ave. Hartford, CT 06450 (203) 213-6572

msullivan78@aol.com

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**Education**      **Roger Williams University**      Bristol, RI  
• Candidate for Bachelor of Science in Business Management      May 2005  
• Minor: Marketing  
• Dean's List      GPA: 3.5  
• Recipient of St. Luke's Academic Scholarship      2002-2003  
• *Delta Sigma Pi*, Business Fraternity      2001-present  
• -Vice President of Community Service

**Related Experience**      **Money Bank**      Providence, RI  
Intern      Fall 2001  
• Assisted in planning and executing special events to attract new customers  
• Updated account information in Excel database, ensuring accurate and timely information  
• Represented Fleet Bank in a professional manner at promotional events  
• Researched, wrote and contributed articles to monthly customer newsletter

**Experience**      **Kevin's Place**      Bristol, RI  
Waitress      1999-present  
• Efficiently seat and serve approximately 30 customers nightly  
• Perform accurate cash and credit card transactions  
• Maintain clean work stations  
• Train new wait staff to ensure conformity of service

**The Creamery**      Hartford, CT  
Counter Helper      Summers, 1996-2000  
• Served customers efficiently in fast paced environment  
• Calculated bank deposits totaling up to \$750.00 nightly  
• Ensured customer satisfaction by resolving issues quickly and proactively  
• Gained managerial experience by supervising two employees

**Skills**      Proficient in Microsoft Word, Excel, PowerPoint  
Familiar with Microsoft Access and Web Design

**Volunteer Experience**      Avon 3-day/60 mile Breast Cancer Walk for a Cure, Bristol Town Beach  
Clean-up Crew, Earth Day 2002 Neighborhood Clean-up Crew

## BEFORE

# IMA BUILDER

### OBJECTIVE

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To obtain a position as an architect.

### EXPERIENCE

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2000 - present    Ima Builder    Winsted, CT

*Lawn Mower*

- Mowed lawns for neighbors and friends

- 

### EDUCATION

---

2000–2004    Roger Williams University    Bristol, RI

- B.S, Architecture
- Made Dean's List Spring 2001, Spring 2002
- Studied in Florence, Italy    Fall 2002

1996-2000    The Gilbert School    Winsted, CT

- Graduated on May 20, 2000
- High School Diploma

### INTERESTS

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Running Cross Country, Soccer, Building all kinds of models, Boy Scouts

### SKILLS

---

Computer: CAD design, Microsoft Word, Excel

Language: Some Italian

AFTER

**School:**

Old Ferry Road, Box 0000  
Bristol, RI 02809  
(401) 253-1111

**IMA BUILDER**

Ibuilder @rwu.edu

**Home:**

20 Rose Road  
Winsted, CT 06098  
(860) 379-1111

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**OBJECTIVE:** To obtain a challenging professional position in an architecture firm specializing in urban redesign.

**EDUCATION:** *Roger Williams University, Bristol, RI* May 2004  
Bachelor of Science in Architecture  
GPA: 3.75/4.0

**STUDY ABROAD:** *FLORENCE, ITALY* Spring 2003  
Gained a global perspective while studying full-time and living in a city apartment and traveling throughout Europe.  
Coursework Included:  
• Art and Architecture History in Context: Masters and Monuments of Florence  
• Advanced Architectural Design Studio  
• Italian Emigration to the United States  
• History and Politics of the Development of the European Union

**HONORS/ AWARDS:**  
• Achieve Dean's List status consistently  
• Recipient of the William Gilbert Scholastic Scholarship for outstanding academic achievement in high school  
• Recipient of the Daughter's of the American Revolution Scholarship awarded to a descendent of a Revolutionary War veteran  
• Recipient of the Roger Williams University Scholarship for academic achievement

**WORK EXPERIENCE:** *Ima Builder Lawn Maintenance, Winsted, CT* 2000-present  
• Independently built thriving lawn care business Summers  
• Market business to neighbors  
• Increase revenue annually by 12%  
• Suggest lawn improvements to customers, increasing customer satisfaction and services provided  
• Double sales since 2000

**SKILLS:** •CAD •Word •Excel •Conversational Italian

## BEFORE

RWU BOX 1000 • ONE OLD FERRY ROAD • BRISTOL, RI 02809  
PHONE CELL: (401) 555-1234 • E-MAIL BEERISGOOD@AOL.COM

# HOLDEN D. GUNNS

## OBJECTIVE

---

To obtain a full-time job that allows me to use my interest in criminal justice and law enforcement.

## EDUCATION

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2000-Current Roger Dodger Bristol, RI

*Criminal Justice Degree B.S.*

- Graduating May 2004
- Minor: Psychology
- Concentration: Spanish

1996-2000 JFK High School Boston, MA

## AWARDS RECEIVED

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Presidential Scholarship

Dean's List

Who's Who Among College Student Leaders

## INTERESTS AND ACTIVITIES

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Rock Climbing, Biking, Movies, Outdoors, Baseball

## WORK EXPERIENCE

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Summer 2001 & 2002 & 2003 Acme Lawn Care Company

*Lawn Mower*

- Full-time worker 6 days a week
- Mowed several lawns a day
- Treated grass and plants
- Customer service

Fall 2000-Current RWU Public Safety

*Intern*

- Patrolled campus
- Assisted students with emergency phone calls

BEFORE

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EXTRACURRICULAR ACTIVITIES

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Resident Assistant

John Jay Society (Treasurer)

Outdoor Club

US Army ROTC

AFTER

## Holden D. Gunns

### Local Address:

RWU Box 1000  
One Old Ferry Road  
Bristol, RI 02809  
(401) 555-5555

### Permanent Address:

16 President Lane  
Boston, MA 12345  
(508) 123-1234  
hdgunns@yahoo.com

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## EDUCATION

### Roger Williams University

Bachelor of Science Degree

With a major in Criminal Justice and a minor in Psychology

G.P.A.: 3.62

Consistently awarded Dean's List

Nominated and honored with Who's Who Among College Student Leaders

Bristol, RI

May 2004

## WORK EXPERIENCE

### Roger Williams University Public Safety

*Intern*

Ensure safety of campus community by patrolling areas throughout campus. Assist students with emergencies or questions, raising issues as needed.

Bristol, RI

Fall 2000-Present

### Roger Williams University

*Resident Assistant*

Supervise a living/learning community of 40 students while planning and implementing educational programming for residents. Act as a role model while enforcing University policies and regulations. Promote a safe and comfortable living area by taking part in duty rotation and providing on-call assistance for emergencies.

Bristol, RI

Fall 2001-Present

### Acme Lawn Care Company

*Lawn & Garden Caretaker*

Fostered relationships with customers by providing strong customer service resulting in treated approximately 30 lawns per week. Acted as a liaison between clientele and company, resolving issues promptly and professionally.

Boston, MA

Summers 2001-2003

## ACTIVITIES

- United States Army ROTC
- John Jay Society (*Treasurer*)
- Outdoors Club
- Eagle Scout

## SKILLS

Fluent in Spanish

Microsoft Powerpoint, Excel, Word and Office

## BEFORE

P.O. BOX 1234  
RWU  
1 OLD FERRY RD.  
BRISTOL, RI 02809

401-876-5432  
HOTLIPS@HOTMAIL.COM

# IMA NU GRADGIET

<u>OBJECTIVE</u>	{Insert Objective Here}		
<u>EXPERIENCE</u>	1997-1998	Mount Becher Resort	Wayne, MI
	<i>Kitchen Staff</i>		
	<ul style="list-style-type: none"><li>▪ Performed customer service</li><li>▪ Washed dishes</li></ul>		
	1999-now	Town Restaurant	Bristol, RI
	<i>Waitress</i>		
	<ul style="list-style-type: none"><li>▪ Performed customer service</li><li>▪ Handle money</li></ul>		
	May 13, 2003-Aug 2003		Horizon Wireless
	<i>Sales</i>		
	<ul style="list-style-type: none"><li>▪ Performed customer service</li><li>▪ Handle money</li><li>▪ I was responsible for opening and closing the store when the manager was not there.</li></ul>		
	Summer 2001, 2002		Morrissey Institute
	<i>Research Assistant</i>		
	<ul style="list-style-type: none"><li>▪ Conducted research</li><li>▪ Assisted researchers with projects and presentations</li><li>▪ Worked with others</li></ul>		
	2002-2004	RWU	Bristol, RI
	<i>Tutor</i>		
	<ul style="list-style-type: none"><li>▪ Tutor other students</li></ul>		
<u>EDUCATION</u>	2000-2004	RWU	Bristol, RI
	<ul style="list-style-type: none"><li>▪ Candidate for BS in Biology</li><li>▪ Minor: Chemistry</li><li>▪ Core Concentration: Psychology</li></ul>		
<u>UNDERGRADUATE COURSES COMPLETED</u>	<ul style="list-style-type: none"><li>▪ Biology I</li><li>▪ Biology II</li><li>▪ Physics</li><li>▪ Genetics</li><li>▪ Biotechnology</li><li>▪ Introduction to Biochemistry</li></ul>	<ul style="list-style-type: none"><li>▪ Instrumental/Analytical Chemistry</li><li>▪ Principles of Chemistry I</li><li>▪ Principles of Chemistry II</li><li>▪ Organic Chemistry I</li><li>▪ Organic Chemistry II</li></ul>	

## BEFORE

- Human Anatomy/Physiology
- Animal Behavior
- Speech Communications
- Critical Writing for Science
- History in the Modern World
- Literature and Philosophy
- Human Behavior
- Aesthetics
- Expository Writing
- Practicum in Writing
- Physics II
- Developmental Biology
- Child Development
- Research Methods
- Evolution
- Trigonometry
- Pre-calculus
- Calculus I
- Calculus II
- Probability and Statistics

## COURSES TO BE COMPLETED

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## INTERESTS

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RWU Softball 2000-2004, Photography, Fitness, and Travel

AFTER

## Ima Nu Gradgiet

igradgiet@hotmail.com

Roger Williams University, One Old Ferry Road #1234, Bristol, RI 02809 (401) 876-5432  
890 Burgundy Lane, Wayne, MI 45678 (313) 123-4567

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### Education:

May 2004	<u>Roger Williams University</u>	Bristol, RI
Bachelor of Science	<b>Biology</b>	
Minor, Chemistry	Concentration, Psychology	

#### Related Courses:

Genetics	Biotechnology	Biochemistry
Research Methods	Developmental Biology	Virology
Forensic Science	Microbiology	Parasitology

### Related Experience:

Summers 2001, 2002	<u>Morrissey Institute</u>	Town Hill, ME
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#### **Production Technician Intern**, Animal Care Program

Gained valuable insight into all aspects of animal husbandry, specifically for lab mice. Monitored animal health and environmental parameters to ensure quality of mouse colony management (including setting up new breeding units and weaning). Tracked breeder performance and prepared animals for shipment to other lab facilities. Created and maintained databases using FileMaker Pro 5. Sequenced single and double strand DNA as part of mammalian genetics research team. Co-presented team findings to Board of Directors in quarterly review process.

### Work Experience:

2002-Present	<u>Roger Williams University</u>	Bristol, RI
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#### **Tutor**

Provide one-on-one assistance in introductory Biology and Organic Chemistry courses. Lead group review sessions prior to tests and exams.

1999-Present	<u>Town Restaurant</u>	Bristol, RI
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#### **Wait Staff**

Summer, 2003	<u>Horizon Wireless</u>	Wayne, MI
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#### **Sales Associate**

### Skills:

Conversational French, Clinical and Laboratory Research, Microsoft Access, Excel, Outlook, PowerPoint, Publisher, and Word

### Activities:

Roger Williams University Softball, Co-Captain 2003-2004, NCAA Women's Softball Athletic Representative, Fitness and Exercise, International and Domestic Travel

## BEFORE

37 LAKEVILLE AVENUE • NEW LONDON, RI 09154  
PHONE 401.555.5555 • E-MAIL FUNCITY@HOME.COM

# ANNE T. FIELDS

## OBJECTIVE

---

To obtain an entry level position where I can work with people using my education in Psychology.

## WORK EXPERIENCE

---

Dec. 1999 – May 2000 Hank's Seafood Shack  
*Waitress*

- Served food, operated cash register, did clean-up and took orders for take out service.

Sept. 2000 – February 2001 Ocean View  
*Hostess*

- Responsible for seating guests

June 2001 – Aug. 2001 DCYF  
*Intern*

- Duties included working with children and families.
- Worked in baby sitting room of Bristol Office.
- Gained exposure to case files.

Jan. 2001 – present Renee's Café  
*Assistant Manager*

- Responsible for supervising the night shift and closing the café.
- Duties include cashing out and making night deposits.

January – May 2003 RWU Psych.  
Dept.  
*Research Assistant*

- Helped professor with research project. Duties included research and proof-reading.
- Presented paper with professor at annual conference.

## EDUCATION

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Sept. 2003 - present Roger Williams University  
*B.A.*

*Major Psychology, Minor Dance*

- Dean's List and Honors Program

## BEFORE

### COMMUNITY ACTIVITIES

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Completed Feinstein Service requirement.

### REFERENCES

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Professor George Black – x6590

Professor Jane St. John – x9878

Amanda Wilson – 555-5555

### INTERESTS AND ACTIVITIES

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Working with people, dancing, reading, music, spending time with family and friends, sports, traveling, shopping.

## AFTER IN PARAGRAPH FORM

ANNE T. FIELDS

[afields@home.com](mailto:afields@home.com)

Cell Phone: 401.555.0000

LOCAL ADDRESS: One Old Ferry Road, Box 000, Bristol, RI 02809

Telephone: 401.824.0000

PERMANENT ADDRESS: 37 Lakeville Avenue, New London, RI 09154

Telephone: 401.555.0101

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### EDUCATION

**Roger Williams University**

Bristol, RI

Bachelor of Arts in Psychology

May 2004

Minor in Dance/Performance

Honors Program, Dean's List

GPA 3.3/4.0

### RELATED EXPERIENCE

**Roger Williams University Psychology Department**

Bristol, RI

*Research Assistant*

January – May 2003

Participated in design of research for a full faculty member/author. Assisted author in research for a book on workplace gender issues, searching current literature for relevant research, photocopied and indexed articles found. Prepared for interface with research participants to successfully collect and analyze data. Assisted in writing periodic research reports. Participated in the presentation of material at professional conference.

**Department of Children Youth and Family Services**

Bristol, RI

*Intern*

Summer 2001

Observed, analyzed and evaluated child and family circumstances to design and implement appropriate Case Plans and suggest appropriate referrals. Interacted directly and purposely with at-risk children and their families while visiting children in homes and foster environments to assess children's on-going adjustment. Facilitated and ensured child's well-being during supervised visits between child and family members. Honed listening, observational and analytical skills by establishing and maintaining on-going relationships with children. Gained insight to family court system by observing courtroom legal proceedings. Participated in weekly team and staff meetings, charted case information accurately, appropriately, legibly and timely. Stayed current with trends and practices by reading professional journals and other publications.

### OTHER WORK EXPERIENCE

**Renee's Café**

Bristol, RI

*Assistant Manager*

January 2001 - Present

Supervised three to five night shift employees, ensured all closing procedures and tasks were completed to specifications and in a timely manner. Secure the store upon closing (key holder), reconcile cash registers and make nightly bank deposits.

**Ocean View**

Bristol, RI

*Hostess*

September 2000 – February 2001

Demonstrated patience and poise when greeting and seating guests, consistently met and exceeded the expectations of a demanding clientele. Ensured equitable customer seating distribution for wait staff. Assisted with clearing and setting tables during peak times. Took telephone reservations.

**Hank's Seafood Shack**

Bristol, RI

*Wait Staff*

December 1999 – May 2000

Served food, operated cash register, took take-out orders, did closing clean-up in a busy fast-paced family restaurant.

### SKILLS

- Computer skills: Knowledgeable in Microsoft Word, FrontPage, Adobe Photoshop, internet research and the professional use of e-mail.
- Language: Conversational in Spanish, Able to translate and write Italian.
- Certified in CPR and hold lifeguard surf certification.

### INTERESTS AND ACTIVITIES

Performing classical and modern dance, reading, jazz and rock and roll music, spectator sports, and travel.

AFTER IN BULLETED FORM

ANNE T. FIELDS

[afields@home.com](mailto:afields@home.com)

Cell Phone: 401.555.0000

LOCAL ADDRESS: One Old Ferry Road, Box 000, Bristol, RI 02809

Telephone: 401.824.0000

PERMANENT ADDRESS: 37 Lakeville Avenue, New London, RI 09154

Telephone: 401.555.0101

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**EDUCATION**

**Roger Williams University**

Bachelor of Arts in Psychology

Minor in Dance/Performance

Honors Program, Dean's List

Bristol, RI

May 2004

GPA 3.3/4.0

**RELATED EXPERIENCE**

**Roger Williams University Psychology Department**

*Research Assistant*

- Participated in design of research.
- Assisted author in research for a book on workplace gender issues.
- Searched current literature for relevant research, photocopied and indexed articles found.
- Prepared for interface with research participants.
- Collected and analyzed data.
- Assisted in writing periodic research reports.
- Participated in the presentation of material at professional conference.

Bristol, RI

January – May 2003

**Department of Children Youth and Family Services**

*Intern*

- Observed, analyzed and evaluated child and family circumstances, designed and implemented appropriate Case Plans and suggested appropriate referrals.
- Interacted directly and purposely with at-risk children and their families.
- Facilitated and ensured child's well-being during supervised visits between child and family members.
- Visited children in homes and foster environments and assessed children's on-going adjustment.
- Honed listening, observational and analytical skills by establishing and maintaining on-going relationships with children.
- Observed courtroom legal proceedings.
- Participated in weekly team and staff meetings, charted case information accurately, appropriately, legibly and timely.
- Stayed current with trends and practices by reading professional journals and other publications.

Bristol, RI

Summer 2001

**OTHER WORK EXPERIENCE**

**Renee's Café**

*Assistant Manager*

- Supervised three to five night shift employees, ensured all closing procedures and tasks were completed to specifications and in a timely manner.
- Secure the store upon closing (key holder), reconcile cash registers and make nightly bank deposits.

Bristol, RI

January 2001 - Present

**Ocean View**

*Hostess*

- Demonstrated patience and poise when greeting and seating guests, consistently met and exceeded the expectations of a demanding clientele.
- Ensured equitable customer seating distribution for wait staff.
- Assisted with clearing and setting tables during peak times.
- Took telephone reservations.

Bristol, RI

September 2000 – February 2001

**Hank's Seafood Shack**

*Wait Staff*

- Served food, operated cash register, took take-out orders, did closing clean-up in a busy fast-paced family restaurant.

Bristol, RI

December 1999 – May 2000

**SKILLS**

- Computer skills: Knowledgeable in Microsoft Word, FrontPage, Adobe Photoshop, internet research and the professional use of e-mail.
- Language: Conversational in Spanish, Able to translate and write Italian.
- Certified in CPR and hold lifeguard surf certification.

**INTERESTS AND ACTIVITIES**

Performing classical and modern dance, reading, jazz and rock and roll music, spectator sports, and travel.

# Writing a Cover Letter

## Introduction

There are at least four good reasons to write a cover letter:

- ◆ To inform the reader why you are writing. The reader needs to know for which position you wish to be considered.
- ◆ To demonstrate your writing and communication skills.
- ◆ To highlight aspects of your background. Don't summarize your resume! Give concrete examples of your skills and experience and match them to the qualifications of the position or the needs of the employer.
- ◆ To stimulate interest in you and your resume and to underscore your interest in the job.

## Format

- ◆ Use a standard business letter format.
- ◆ The cover letter should be printed on the same paper that your resume and your reference list is printed on.
- ◆ Whenever possible, address your cover letter to a specific person. While someone in Human Resources generally does the screening of resumes, they do not usually make the hiring decision without the input of the hiring manager. When possible, send your resume to both Human Resources and the hiring manager.

## Tips

- ◆ If at all possible, address your cover letter to a person, not a title. If you are unsure of the gender of the person, use their full name with no Ms. or Mr. beforehand. If you do not know the name of the individual, address the cover letter to their title or simply "Dear Reader."
- ◆ Don't be afraid to get a little creative. You want your cover letter to stand out (in a tasteful, positive way!) amongst all of the others that have also been received.
- ◆ Your cover letter is an opportunity to let your personality show. These people may be working with you every day, give them an idea of what you are really like.
- ◆ Prepare each cover letter individually! Closely follow the requirements and directions of the job advertisement and show that you are aware of the needs of that employer.
- ◆ ALWAYS proofread your letters. Then, have someone else proofread them. There is no excuse for mistakes in a cover letter.
- ◆ You may want to create a letterhead for yourself using your name and contact information. This way, every document you send the organization has your "logo" at the top (See examples). This is also important because your cover letter and resume may get separated. A letterhead insures that they will always have your contact information on hand. As a bonus, they will come to recognize your logo.

## Note

The following samples and template are just to give you an idea of what you may want to include. Ultimately, your cover letter is your own—include what you think is important.

## Formatting a Cover Letter

Your address  
City/State/Zip code

Date

Employer's Name  
Title  
Company Name  
Address  
City/State/Zip code

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

FIRST PARAGRAPH: Create interest and attract attention! Let your personality, enthusiasm, and interest show! Explain why you are writing the letter. If you are responding to an advertisement, state the name and date of the publication where you found the ad as well as the job title for which you are applying. If someone referred you, tell the reader who referred you and how they are connected to the organization. This is one of the strongest methods to ensure that your resume will be read and increases your chances of an interview dramatically. This paragraph will probably be only two to three sentences long.

SECOND PARAGRAPH: Tell the employer why you think you are qualified for the job. Highlight and expand upon your skills and experiences from your resume that you do not want the reader to overlook. This is a good place to mention any projects or work you are doing currently which is not listed in your resume. Be sure to tell the employer what you can bring to the organization.

THIRD PARAGRAPH: Indicate that you have researched the organization to which you are applying. Connect the organization's expressed needs with the skills and personality traits that you can bring to the job. Don't talk about what the organization can do for you, but what you can do for them. This should connect directly to the second paragraph. Utilize the organization's web site, job description and other information to draw correlations between the organization's needs and your skills, education and/or experience.

CLOSING PARAGRAPH: This paragraph has two purposes. First, thank the employer for reviewing your credentials. Second, indicate when you will contact the employer to discuss the possibility of an interview. If you do not have a contact person for the organization, be sure to state when and where you can be reached most easily.

Sincerely,

(sign your name here)

Your name type

**School:**

Old Ferry Road, Box 0000  
Bristol, RI 02809  
(401) 253-1111

**IMA BUILDER**

Ibuilder @rwu.edu

**Home:**

20 Rose Road  
Winsted, CT 06098  
(860) 379-1111

January 19, 2004

Mr. Art Chitect  
Director of Human Resources  
Didwe, Buildit, and Howe  
122 High Rise Lane  
Great City, RI 04321

Dear Mr. Chitect:

I am writing to express my desire to join your firm as an apprentice. I am familiar with the excellent work your firm does through Ann Critique, a retired employee of Didwe, Buildit, and Howe, who is currently a professor of architecture studio at my university.

My five years of architecture study, including study in Florence, Italy, have prepared me for the position of an apprentice to Didwe, Buildit, and Howe. I have full knowledge of the creative, technical and business aspects of an architecture firm. As a student of architecture, I am aware of the qualities and techniques that produce a solid design. Having run my own business, I know how to identify the needs of clients and can produce the results that they envision.

I am aware that your firm is currently involved in the massive redesign of downtown Providence. Urban redesign is an aspect of architecture that I have been eager to explore for a long time. My experience studying in Florence has prepared me to take on a position in this quickly growing field. The various awards and scholarships I have received speak for my exemplary work ethic. I would greatly appreciate the opportunity to contribute to the success of your winning team.

I look forward to scheduling an interview for an apprenticeship with Didwe, Buildit, and Howe. I will telephone the week of February 1<sup>st</sup> to confirm receipt of my resume and to hopefully schedule a mutually convenient interview.

Sincerely,

Ima Builder

## Writing a Reference Sheet

- ◆ A reference sheet should NOT be mailed with your resume and cover letter, unless requested. If you are interested in pursuing the position, offer your list to the recruiter at the conclusion of your first interview.
- ◆ References should include faculty at your university, employers, or anyone who can specifically verify your **professionalism**. Do not use friends, relatives, clergy, etc. as references.
- ◆ Include 3–5 references in your list.
- ◆ When asking someone to be a reference for you, confirm that they can give you either a POSITIVE or a BALANCED reference. Do not assume that because you had a positive experience, your employer did also. If the person can only provide a NEGATIVE reference, look for a new reference—you want as many positive references as possible. Use a balanced reference only if you cannot find 3–5 positive references.
- ◆ Describe to your references the organization and type of job that for which you are applying. This information will better help them to highlight important qualities and skills you possess that would benefit the employer who is considering hiring you. Inform this person **each time** you use them as a reference so that they can know who to expect a call from.
- ◆ On your reference sheet, include the name, title, place from which you know him/her, phone number, and email address of your reference. There is no need to include an address as the recruiter or employer will either be calling or emailing them to verify your credentials.
- ◆ Using your previously created letterhead or “logo” is encouraged. This will give all of your correspondences with each company a uniform appearance. Also, your personal information should be on any document sent to a perspective employer to keep your contact information directly at their fingertips!

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(401) 253-1111

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**Home:**

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Winsted, CT 06098  
(860) 379-1111

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**REFERENCES****Sheeza Professor**

Roger Williams University  
Assistant Professor, Architecture  
(401) 254-1111  
sprofessor@rwu.edu

**Him Too**

Roger Williams University  
Professor, Construction Management  
(401) 254-2222  
htoo@rwu.edu

**Mya Coach**

Roger Williams University  
Head Softball Coach  
Athletics  
(401) 254-3333  
mcoach@rwu.edu

## Writing a Thank You Letter

- ◆ Send the person with whom you had an interview a thank you letter in the immediate days after the interview. Then, give them at least ten days before you check on your status with that company.
- ◆ The follow-up letter should not be too lengthy. Do **not** repeat everything that the employer has already learned from your resume and cover letter.
- ◆ The main point of the follow-up letter is to **thank the interviewer and to reiterate why you are a wonderful candidate for the position.** Make sure that you do both!
- ◆ Personalize your correspondence by utilizing information or a point that was discussed in your interview and draw correlations to again show why you are a good fit for the position and organization.
- ◆ Offer to provide any additional information and provide all of your contact information. Make it easy for the organization to offer you the position.

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February 16, 2004

Mr. Art Chitect  
Director of Human Resources  
Didwe, Buildit, and Howe  
122 High Rise Lane  
Great City, RI 04321

Dear Mr. Chitect:

I want to thank you for your time on Wednesday. Our discussion left me even more excited about joining the Didwe, Buildit, and Howe team as an Architectural Intern and convinced that I would be a perfect fit.

I am tremendously excited by the prospect of working in the challenging and highly innovative environment you have established. I am happy to learn of the new projects that have recently been awarded to Didwe, Buildit and Howe and know that I can make a contribution to these projects's success. In return, I will bring you proven strengths in drafting technique and fresh approaches. I am eager to prove my abilities and successes to you on a first-hand basis. I will keep in touch to see when we might meet again and if there is any other information I can provide you in the meantime.

Thank you again for your time and consideration.

Sincerely,

Ima Builder