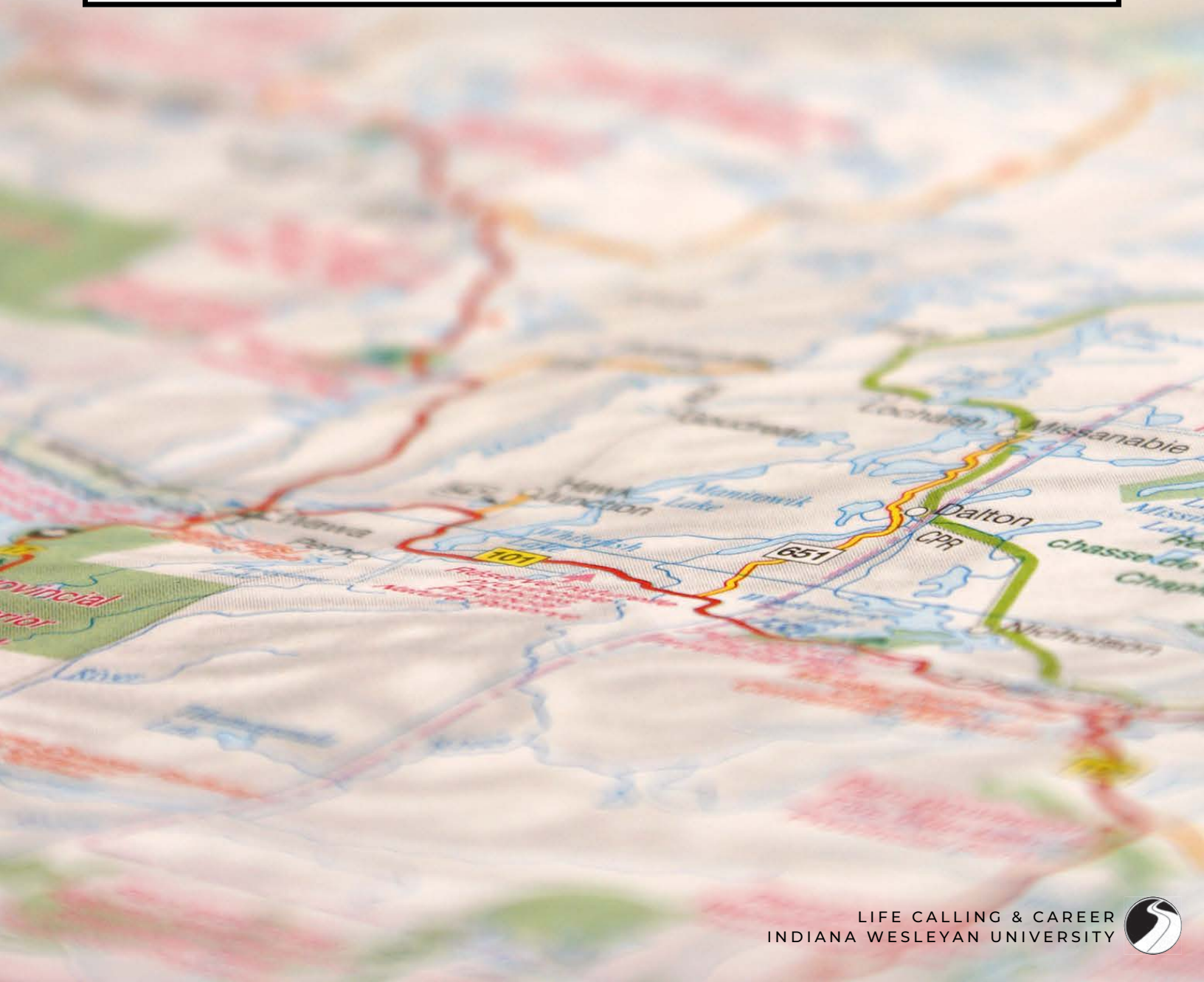


THE CAREER GUIDE

# RESUME & COVER LETTERS

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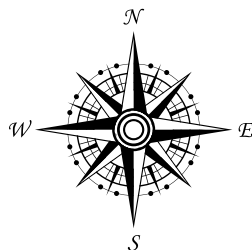
YOUR PROFESSIONAL DEVELOPMENT ROADMAP



# OVERVIEW

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# RESUMES

A resume is a summary of your current and past experience, skills, and unique qualifications that serve as a marketing tool to introduce yourself to employers. It is important to remember that your resume does not serve to tell your whole life story; rather, it is meant to capture highlights and relevant experience that set you apart from other candidates. A resume is your ticket to an interview and your first step toward career success!

There are many different sections (education, relevant experience, volunteer experience, etc.) that can be included in your resume. *Select sections that highlight YOUR professional story.*

# MAKE YOUR RESUME STAND OUT

Remember: Employers spend just seconds scanning resumes. It is important you create a resume that STANDS OUT!

- **Quick read.** Design your resume to move the readers eyes quickly through key information such as work experience and education by bolding job titles and headers. Keep your resume to one page when possible and utilize a consistent format with succinct descriptions and fragmented statements.
- **Share more.** Most resumes are submitted digitally, so take advantage of this by using a hyperlink that takes the reader to your LinkedIn profile, your online portfolio, or to websites which give credibility to your employment claims.
- **Achievements rather than responsibilities.** When describing your work experience, list more than just your past responsibilities. Identify how you improved processes, streamlined procedures, increased productivity, and improved operations. Show the employer that you can do more than just the work assigned, but improve how goals are achieved in the workplace. Describe your achievements with important information on the number of clients, customers, or students. Be specific to show the scope of your achievements.
- **Show your passion.** Show employers you are passionate about your field by being active in professional organizations, volunteering, or by being active in community organizations. By being a part of a community effort, you show your willingness to collaborate with others to achieve a common goal.
- **Remain humble.** When describing your work responsibilities and achievements avoid words such as outstanding, excellent, or exceptional. These descriptors would be best used by your professional references to describe your skills. List your strengths and certifications, however, avoid boasting.

Your resume is your professional summary and it is always in need of updating and tweaking for every position in which you apply. A common misconception in resume writing is that having one well-written resume will be sufficient. That is not the case! It is critical that you tailor your resume to each position you apply for to include RELEVANT strengths, skills, experiences, key words, and phrases.

## RESUME BASICS

- Maintain a consistent format (font type & sizes, spacing, etc.)
- Avoid fancy fonts
- Limit the amount of white space and color
- Keep resume to 1 page (when possible)
- Do not use personal pronouns such as "I" or "my"
- Bold or italicize what you want to stand out to an employer
- Your name should be no larger than 16-18 pt. font
- Your text should be no smaller than 11pt. font
- Margins can be between .5in to 1in on all sides
- Do not use generic templates as they are often difficult to modify
- Use keywords from your specific job industry / listed in job description
- Always convert your resume to a PDF when sending in email/ submitting online
- Proofread your resume for spelling or grammatical errors
- Sample section headings (in order of relevance to a particular position) include: Education, Research, Work Experience, Volunteer Experience, Certifications, Licensures, Cross-Cultural Experience, Memberships, Affiliations, Honors, Awards, Skills, Activities, Practicums, Teaching, Qualifications, Competencies



# STRENGTHS

Strengths are the unique combination of talents, knowledge, and skills that every person possesses. People use these innate traits and abilities in their daily lives to complete their work, to relate with others, and to achieve their goals.

## WHAT ARE YOUR STRENGTHS?

- Take the Clifton StrengthsFinder assessment to discover your top 5 strengths.
- If you've already taken the assessment, review the results with a life or career coach in the Life Calling and Career Office (Suite 290).
- Ask 5 trusted people who know you well to share their observations of your strengths.
- Reflect on 5 of your best accomplishments. For each of these accomplishments, identify the quality, characteristics or trait that helped you reach the achievement.
- What things do you do easily and naturally that seem to be difficult for other people?
- What tasks do you do that make you feel most engaged and energized?

## WHY START WITH STRENGTHS?

- You will use your strengths to communicate your fit for the desired position.
- Employers want to know:
  - How will you meet the needs of the organization?
  - Why are you the best fit for the position?
- Beginning with strengths, you need to know yourself, know the company, and know how you align with the company.

CliftonStrengths®



EXECUTING	INFLUENCING
Achiever Arranger Belief Consistency Deliberative Discipline Focus Responsibility Restorative	Activator Command Communication Competition Maximizer Self-Assurance Significance WOO
RELATIONSHIP BUILDING	STRATEGIC THINKING
Adaptability Connectedness Developer Empathy Harmony Includer Individualization Positivity Relator	Analytical Context Futuristic Ideation Input Intellection Learner Strategic

## THE RELEVANCE OF STRENGTHS IN YOUR RESUME

Think of your resume as your professional story on paper. In addition to highlighting a series of work experiences, your resume should communicate your best skills, strengths, and assets with supporting examples. It is not enough to list your work responsibilities. Your resume, your professional story, highlights YOU through achievement statements, action verbs, and a comprehensive look at your education, work, and community involvement. Tailor your resume to reflect the experiences and skills that you can contribute to your desired position and employer.

# TRANSFERABLE SKILLS

Transferable skills are the skills you acquire and transfer to future employment settings. There are common abilities that most employers across industries desire in potential employees.

Consider: What skills and abilities have you developed over time? What themes arise from your work history?

Use the following list to identify **YOUR** transferable skills. Be prepared to support each skill with examples from your work, education, volunteer, or other leadership experiences.

## COMMUNICATION

- Speaking effectively
- Writing concisely
- Negotiating
- Interviewing
- Facilitating group discussion
- Providing appropriate feedback
- Perceived nonverbal messages
- Expressing ideas
- Listening attentively
- Reporting information
- Persuading
- Editing

## RESEARCH & PLANNING

- Forecasting / Predicting
- Creating ideas
- Identifying problems
- Gathering information
- Solving problems
- Extracting important information
- Developing evaluation strategies
- Imagining alternatives
- Defining needs
- Setting goals
- Analyzing
- Identifying resources

## HUMAN RELATIONS

- Providing support
- Cooperating
- Being sensitive
- Developing rapport
- Motivating
- Perceiving feelings & situations
- Delegating with respect
- Listening
- Representing others
- Sharing credit
- Asserting
- Counseling

## ORGANIZATION, MANAGEMENT, & LEADERSHIP

- Initiating new ideas
- Providing vision
- Handling details
- Creativity
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Decision making with others
- Managing conflict
- Selling ideas or products
- Counseling
- Promoting change
- Coaching
- Teaching

## WORKPLACE HABITS

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Teachable
- Accepting responsibility
- Attending to detail
- Setting & meeting deadlines
- Cross-cultural competency
- Receiving constructive feedback
- Enlisting help
- Managing time
- Meeting goals
- Organizing
- Adaptability

# TECHNICAL SKILLS

Technical skills, or "hard skills," are abilities that are easily quantifiable and can be learned through disciplined learning and practice.

The position that you desire requires a very specific set of skills in order for you to get the job done effectively.

It may be appropriate for you to list your technical skills with level classification to provide employers with an accurate awareness of your ability. Refer to the following level terminology:

The specific skills required to fulfill a specific position are "technical skills".

## NOVICE ● ● ● ●

You can handle basic functions, but not much more; troubleshooting is best left to others.

## INTERMEDIATE ● ● ● ●

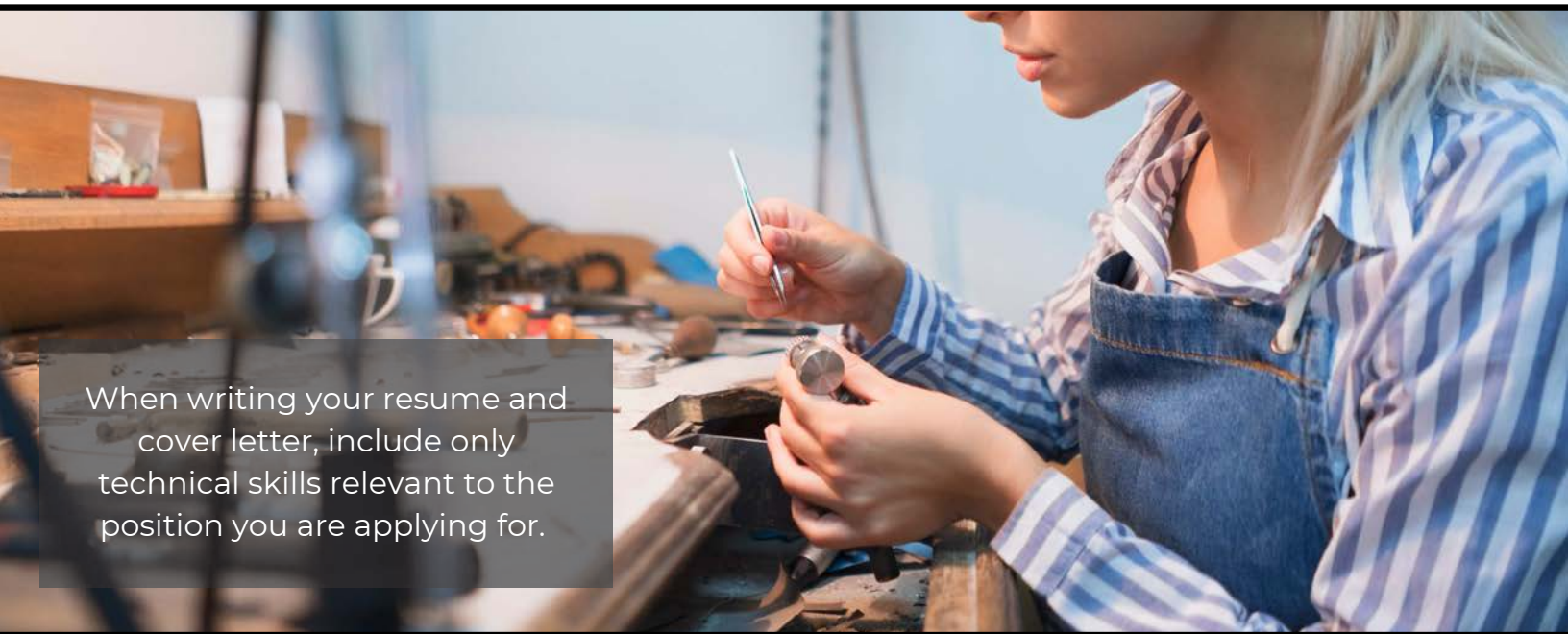
More advanced abilities are at your disposal; you can handle troubleshooting, but still might need the manual or help forums.

## PROFICIENT ● ● ● ●

Routine or not, you'll usually be okay. If issues arise, you handle them efficiently and without consulting references.

## EXPERT ● ● ● ●

Fluent in terms of language. You can handle anything thrown your way, no matter how obscure. Others come to you for advice.



When writing your resume and cover letter, include only technical skills relevant to the position you are applying for.





## ACHIEVEMENT STATEMENTS

### HOW TO WRITE AN EFFECTIVE ACHIEVEMENT STATEMENT

Achievement statements are things you completed, worked on, created, developed or made possible - things that happened because you were there. Achievement Statements should always be specific and include accomplishments in which you played an active role, whether on your own or as part of a team. Work, volunteer, leadership experiences, etc. are all great examples of places to provide achievement statements.

Your achievement statement should start with an **ACTION VERB** (see next page) and showcase **HOW** or **WHY** (or **BOTH**) you completed that action. You should also try to incorporate your **RESULTS**, when you are able to, for a given achievement.

A well written achievement statement will have the following elements, although the order may differ:

What (using an action verb) + How/Why or Both + Result (Where applicable)

Before: Assisted with coordinating fundraising events

After: Coordinated three fundraising events for local shelters, which raised over \$8,000 and greatly improved community awareness

# ACTION VERBS

Action verbs boost the strength of your writing. On a resume and cover letter, you should use action verbs to list achievement statements that feature your strengths, technical, and transferable skills for each work, education, volunteer, or other leadership experience.

## A

- Addressed
- Acted
- Adapted
- Addressed
- Adjusted
- Administered
- Advertised
- Advised
- Advocated
- Aided
- Allocated
- Analyzed
- Applied
- Appointed
- Appraised
- Approved
- Arbitrated
- Arranged
- Articulated
- Assessed
- Assessed
- Assigned
- Assisted
- Attained
- Audited
- Authored
- Authorized

## B - C

- Balanced
- Began
- Budgeted
- Built
- Calculated
- Catalogued
- Categorized
- Chaired
- Charted
- Clarified
- Classified
- Coached
- Coded
- Collaborated
- Collected
- Combined
- Communicated
- Compared
- Compiled
- Composed

- Computed
- Conceptualized
- Condensed
- Conducted
- Conferred
- Conserved
- Considered
- Consolidated
- Constructed
- Consulted
- Contacted
- Contracted
- Contributed
- Controlled
- Converted
- Conveyed
- Convinced
- Cooperated
- Coordinated
- Corrected
- Corrected
- Corresponded
- Counseled
- Created
- Critiqued
- Customized

## D

- Debated
- Debugged
- Decided
- Defined
- Delegated
- Demonstrated
- Designed
- Detected
- Determined
- Developed
- Diagnosed
- Directed
- Discussed
- Displayed
- Distributed
- Drafted
- Drew

## E

- Edited
- Educated
- Elicited
- Eliminated

- Emphasized
- Enabled
- Encouraged
- Enforced
- Engineered
- Enhanced
- Enlisted
- Ensured
- Entertained
- Established
- Estimated
- Evaluated
- Examined
- Executed
- Expedited
- Experimented
- Explained
- Explored
- Expressed
- Extracted

## F

- Facilitated
- Familiarized
- Fashioned
- Filed
- Focused
- Forecasted
- Formulated
- Fortified
- Founded
- Furnished
- Furthered

## G - H

- Gathered
- Generated
- Guided
- Handled
- Headed
- Helped
- Hired
- Hosted

## I - J

- Illustrated
- Improved
- Incorporated
- Increased

- Individualized
- Influenced
- Informed
- Initiated
- Initiated
- Inspected
- Installed
- Instilled
- Instituted
- Instructed
- Insured
- Integrated
- Interacted
- Interpreted
- Intervened
- Interviewed
- Introduced
- Invented
- Investigated
- Involved
- Joined
- Judged

## L - N

- Lectured
- Led
- Listened
- Located
- Logged
- Maintained
- Managed
- Marketed
- Measured
- Mediated
- Merged
- Modeled
- Moderated
- Modified
- Monitored
- Motivated
- Navigated
- Negotiated
- Netted

## O

- Observed
- Obtained
- Operated
- Ordered
- Organized
- Originated

## P - Q

- Participated
- Performed
- Persuaded
- Photographed
- Planned
- Prepared
- Presented
- Presided
- Prevented
- Prioritized
- Processed
- Produced
- Programmed
- Projected
- Promoted
- Proposed
- Provided
- Publicized
- Purchased
- Qualified

## R

- Recommended
- Reconciled
- Recorded
- Recruited
- Reduced
- Referred
- Registered
- Regulated
- Rehabilitated
- Reinforced
- Relayed
- Remodeled
- Reorganized
- Repaired
- Replaced
- Reported
- Represented
- Researched
- Reserved
- Resolved
- Responded
- Restored
- Retrieved

## S

- Scheduled
- Screened
- Searched
- Secured
- Selected
- Shaped
- Simplified
- Simulated
- Solved
- Specialized
- Specified
- Spoke
- Standardized
- Stimulated
- Streamlined
- Strengthened
- Studied
- Submitted
- Suggested
- Summarized
- Supervised
- Supplied
- Supported
- Surveyed
- Synthesized
- Systematized

## T

- Taught
- Terminated
- Tested
- Trained
- Translated
- Transmitted
- Tutored

## U - W

- Unified
- Updated
- Upgraded
- Utilized
- Validated
- Verbalized
- Volunteered
- Wrote

# APPLICANT TRACKING SYSTEM

Applicant Tracking Systems (ATS) software is used to assist companies and organizations with human resources, recruitment, and hiring needs. These systems are most commonly utilized to collect and sort the hundreds of thousands of resumes companies receive for open positions within their organization. When you apply for a job online, your resume is not typically sent to a recruiter or hiring manager directly — it is first processed by an ATS.



There are a number of ways recruiters or hiring managers may utilize an ATS to narrow down their applicant pool. Some popular methods include:

**Knockout Questions.** These are questions designed to immediately eliminate applicants who are unable or unwilling to perform key job functions, or applicants who lack the required qualifications. Knockout questions may appear in many different formats on an online application including short answer, yes or no, scale of 1 to 5, select all that apply, etc.

**Automatic Rankings.** Some companies utilize ranking systems that automatically assign scores to applicants. Rankings may be based on question answers, keywords in the resume, or other custom criteria set by the recruiter.

**Keyword Searches.** Instead of reviewing each application individually, recruiters and hiring managers may search for applicants based on key terms. Keywords may include specific job titles, hard skills, proficiencies, and experience.

## CREATING AN "ATS-FRIENDLY" RESUME

Optimize your resume using relevant keywords. Try to tailor your resume to the job description by matching key terms, top skills, and titles. Examples: Distribution Manager, account management, Microsoft Word

Mimic the language used on the job description. The exact keywords or phrases listed in the job description are likely what a recruiter will search. Example: "product management" vs. "product manager"

If a skill, certification, or degree is commonly written as an acronym, increase the chances of a match by using both the acronym and full phrase. Examples: Project Management Professional (PMP); Bachelor of Arts (BA)

Avoid using tables, text boxes, columns, unusual fonts, and other unconventional formatting — this can cause errors in an ATS scan. It is best to keep a simple resume format.

# COMMONLY ASKED QUESTIONS

## WHERE SHOULD I LIST MY EDUCATION ON MY RESUME?

If you are applying for internships or job opportunities while you are a student, the education section may be listed near the top of your resume- it will provide employers with a context for your experience section. If you have strong, relevant experience and/or are applying to full-time opportunities, list the education section towards the end of your resume to highlight your experience first.

## CAN I USE COLORS AND GRAPHICS?

Yes and no. For some majors (graphic design, public relations, marketing) it is important to showcase your brand. However, most hiring managers are looking for your professional accomplishments, and it is best to showcase your professional uniqueness through strong achievement statements.

## CAN I USE "I" STATEMENTS?

Generally speaking, first-person statements, or "I" statements do not belong on a resume. You want to focus more on your achievements and outcomes in your work, and as such do not actually need to refer to yourself at all in your resume. This means also avoiding statements like "the candidate" or "the employee". However, if you are writing a C.V., you may use "I" statements sparingly in the Professional Summary section.

## WHAT IS THE SUGGESTED LENGTH?

If you are early in your career, your resume should be at 1 page to avoid listing irrelevant or outdated information. If you have diverse and dynamic relevant experiences, you may extend your resume to 2 full pages; however, it is important to keep in mind that employers briefly scan resumes, so you want to highlight and showcase only the most RELEVANT experience that you have.

## WHAT IF I DO NOT HAVE RELEVANT EXPERIENCE?

Focus on your transferable skills. You have more experience than you think. If you want help identifying transferable skills, meet with a career advisor in Life Calling and Career (Suite 290).

## CAN I INCLUDE EXPERIENCE FROM HIGH SCHOOL ON MY RESUME?

For the most part, high school experience should be replaced with more recent/ college experiences. There are exceptions, however, such as if the high school experience is directly associated with the position you're applying for as well as if the experience directly relates to what you're applying for. High school experience can be listed if that is your only experience.

## WHAT SHOULD I DO IF I TRANSFERRED TO IWU?

If you transferred to IWU, list your former institution below IWU to maintain reverse chronological order.

## WHAT IF I'M APPLYING FOR GRADUATE SCHOOL?

The curriculum vitae (CV) is a more inclusive and extended resume document that not only focuses on the main resume content areas, but also allows you to draw attention to research, presentations, and publications. This is the type of document that most graduate schools require.

# RESUME EXAMPLES

## STANDARD RESUME EXAMPLE

### YOUR NAME

Your City, State | yourprofessionalemail@gmail.com | (###) ### - ####

---

#### EDUCATION

Bachelor of Science (or Arts) in your specific major

Month & Year

Indiana Wesleyan University | Marion, IN

(Anticipated Graduation)

- Minor or Concentration
- Academic Honors / Dean's List / GPA (if above 3.5)
- Relevant Coursework (optional)

#### WORK EXPERIENCE

Job Title

Month & Year - Present

Organization | City, State

- Add achievement statements beginning with action verbs in present tense (present position)
- Achievement statement format: Action Verb + What You Did + Why/How You Did It + The Result
- Example: Implemented (Action verb) a social media campaign (What you did) in order to bolster the amount of product sales (Why you did it) which resulted in a 20% increase in consumer demand (The outcome)
- Highlight most significant and relevant accomplishments first
- Exhibit strengths, technical, and transferable skills with supporting examples

Job Title

Month & Year - Month & Year

Organization | City, State

- Aim for 3-5 bullet points for each work experience in past tense (past position)
- Stay between 1-2 lines for your achievement statements- give detail but be concise
- You do not need full sentences, but you do need to be specific
- For each, answer "who, what, when, where, and why"

#### VOLUNTEER EXPERIENCE

Volunteer Title (optional)

Month & Year - Month Year

Organization | City, State

- Volunteer experience is an asset on a resume as it showcases you outside of work
- Volunteerism speaks to your community involvement and care for service
- Utilize the same achievement statement format when constructing volunteer bullet points

#### SKILLS

- If you have most if not all of the qualifications for the position, you may include this feature section
- List the most relevant qualifications
- Examples for a Financial Analyst position: Cost-benefit analysis, forecasting, advanced Excel modelling
- Examples for a Nursing position: HIPPA compliance, Spanish proficiency

#### CERTIFICATION

Certification title

Month & Year

Name of the organization | City, State

# Jane Smith

---

Noblesville, IN | (123) 456-7890  
jane.smith@gmail.com

## EDUCATION

**Bachelor of Science in Strategic Communication**  
**Indiana Wesleyan University**  
**Marion, IN**  
*September 2018 - April 2022 (Anticipated)*  
Concentration in Marketing  
GPA: 3.8

---

## WORK EXPERIENCE

**Marketing Manager**  
McConn Coffee Co. | Marion, IN  
*Aug 2019 to Present*

- Barista promoted to Marketing Manager in 2021
- Lead marketing campaign and promote company on various social media platforms

**Community & Public Relations Intern**  
City of Fishers | Fishers, IN  
*May 2021 - August 2021*

- Created and scheduled posts for the City of Fishers' social media accounts
- Researched, interviewed, and authored blog posts for the City's This Is Fishers blog
- Drafted communications and marketing materials using the City of Fishers' digital software tools including Delivra, Sprout Social, Canva, and others

**Sales Associate**  
Aldi | Marion, IN  
*September 2019 - March 2021*

- Processed customer purchases, performed general cleaning duties, stocked shelves and merchandise displays neatly
- Provided exceptional customer service, assisted customers with their shopping experience
- Participated in taking store inventory counts according to guidelines and monitored inventory for accuracy

## PROFESSIONAL SUMMARY

A creative and collaborative Strategic Communication student with a concentration in marketing with over 4 years experience in marketing, 3 years in customer service, and 1 year in a highly competitive public relations environment. Expert in driving growth and raising brand awareness through customer-centric campaign strategies. Specializes in cross-channel marketing, digital communication, and social media management.

---

## SKILLS & PROFICIENCIES

- Fluent in Spanish
  - Copywriting and copy editing
  - Search Engine Optimization (SEO) and Search Engine Marketing (SEM)
  - Ability to listen carefully and handle emotions in stressful situation
- 

## VOLUNTEER WORK

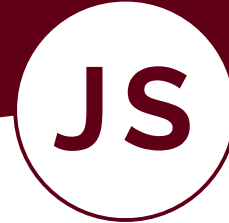
**Volunteer Social Media Coordinator**  
Grant County Animal Shelter | Marion, IN  
*2019 to Present*

- Handles the shelter's social media pages.
- Implements online campaigns to drive adoption rates up.




## STUDENT'S RESUME EXAMPLE 2

# JOHN SMITH

NURSING STUDENT



### CONTACT

-  (987) 654 - 3210
-  john.smith@yahoo.com
-  Marion, IN

### EDUCATION

#### Bachelor of Science in Nursing

Indiana Wesleyan University | Marion, IN

2019-2023 (Expected)

- Minor in Spanish | GPA 3.7/4.0
- Deans List: Fall 2019, Spring & Fall 2020, Spring 2021

### SKILLS

- HIPPA Compliance
- Spanish Proficiency
- Dry Sterile Dressing Application
- Catheterization
- ICU
- Infection Control
- Pain Management Care
- Rehabilitation
- Fall Risk Management
- Tracheotomy Care
- Suture Removal
- Wound Irrigation

### CERTIFICATIONS & TRAINING

#### CPR & FIRST AID

American Red Cross | Marion, IN

Valid Through January 2024

#### IPATH HUMAN TRAFFICKING PREVENTION TRAINING

Indiana Human Trafficking  
Initiative | Indianapolis, IN

June 2020

### EXPERIENCE

#### LIFE CALLING & CAREER FRONT DESK WORKER

##### Indiana Wesleyan University | Marion, IN

August 2021 - Present

- Update and maintain students' files in accordance with FERPA regulations
- Create a warm and welcoming environment for office guests to encourage return visitors
- Manage and coordinate office personnel's schedules to facilitate students' appointments

#### CERTIFIED NURSING ASSISTANT

##### Smithfield Nursing Home | Smithfield, IA

May 2021 - August 2021

- Assisted residents with personal care and hygiene tasks to improve their comfort and quality of life
- Provided emotional support for new residents to help them transition to life in the nursing home
- Collaborated with registered nurses to implement patient care plans
- Facilitated bi-weekly activities to provide entertainment, socialization, and mental stimulation for residents

### VOLUNTEER EXPERIENCE

#### PEDIATRICS ONCOLOGY VOLUNTEER

##### St. Francis Hospital | Indianapolis, IN

- Provide entertainment opportunities to patients under sixteen years-old during their in-patient treatments
- Assist registered nurses in transporting patients to maintain an efficient treatment schedule
- Monitor visitor hours to create a safe, peaceful atmosphere for patients and their families

## STUDENT'S RESUME EXAMPLE 3



### CONTACT

- Grand Rapids, MI
- maryelizajones@hotmail.com
- mywixsite.com/maryelizajones
- linkedin.com/in/maryelizajones/
- (616) 232-4545

### SKILLS

- Emotional Intelligence
- Active Listening
- Creating Treatment Plans
- Assessment Tools
- Spanish Proficiency
- Communication

### EDUCATION

#### MASTER OF SOCIAL WORK

Indiana Wesleyan University | Marion, IN  
December 2023 (Expected Graduation)

#### BACHELOR OF SCIENCE IN PSYCHOLOGY

Indiana Wesleyan University | Marion, IN  
April 2021

Related Courses: Criminal Justice,  
Abnormal Psychology, & Theories of  
Counseling

# MARY ELIZA JONES

## PSYCHOLOGY & SOCIAL WORK

### PROFILE

Seeking a position in the mental health field while I obtain my MSW. I am caring and compassionate with a strong work ethic and ability to handle myself professionally amidst a stressful and fast paced environment.

### RELATED WORK EXPERIENCE

#### CASE MANAGEMENT INTERN

Milestone Services | Marion, IN  
September 2020 - April 2021

- Revised and reviewed over 45 treatment plans by utilizing Credible software in order to organize patient's progress in treatment
- Assisted in leading cognitive behavioral therapy and recovery skills group by facilitating and guiding conversations
- Researched county transportation options to help clients have better accessibility to their treatment appointments

#### PROBATION OFFICER INTERN

Grant County Drug Court | Marion, IN  
May 2020 - August 2020

- Programmed client's incentives and sanctions for the week into Incite software to keep up to date progress in drug court
- Observed one-on-one probation meetings by sitting in on appointments to learn more about how to effectively help client's get back on the right track
- Formulated weekly notes about staffing and court to distribute to the rest of the drug court team to help keep track of participant's progress week to week

### VOLUNTEER EXPERIENCE

#### MENTOR

Justice Intermediate School | Marion, IN  
October 2020 - Present

- Support an underprivileged youth in the local community by meeting on a regular basis and monitoring progress
- Provide guidance and support to help the youth develop professional and personal skills



## STUDENT'S RESUME EXAMPLE 4

# DAVID JONES

470.369.2581 | DAVIDJONES1997@GMAIL.COM | ATLANTA, GA  
LINKEDIN.COM/IN/DAVIDJONES1997

## PROFESSIONAL SUMMARY

Seeking a position as a youth pastor whereas I will be able to enrich the lives of youth and make them capable of dwelling and contributing to the welfare of the community. Significant experience in Youth Ministry as well as Worship Arts Ministry.

## EDUCATION

**BACHELOR OF SCIENCE IN YOUTH MINISTRY** September 2020 - April 2022 (Anticipated)  
Indiana Wesleyan University | Marion, IN

**ASSOCIATE OF APPLIED SCIENCE IN CHRISTIAN MINISTRY** September 2018 - April 2020  
Oklahoma Wesleyan University | Bartlesville, OK

- Concentration in Worship Arts and Youth Ministry

## MINISTRY EXPERIENCE

**INTERNIM YOUTH LEADER** January 2022 - Present  
New Life Community Church | Marion, IN

- Organize games and social activities for youth gatherings on a weekly basis to encourage spiritual growth and connection to peers
- Plan and lead lessons for Sunday mornings and Wednesday evening
- Serve as youth worship leader on rotation: attending practices and scheduling worship sets

**YOUTH SPONSOR - INTERNSHIP** September 2021 - December 2021  
New Life Community Church | Marion, IN

- Recruited youth into development programs such as small groups and ministry outreach projects
- Assisted in fundraising events and incorporating parents/ guardians into the youth events
- Attended weekly gatherings to serve as an advocate for the youth program
- Organized and managed the youth "Snack Shack" by maintaining stock of food and beverage and ensuring proper cash flow

**ASSISTANT WORSHIP LEADER** January 2019 - April 2020  
City Church | Bartlesville, OK

- Assisted the lead worship pastor by coordinating and planning of the worship services
- Encouraged the development of spiritual, musical, artistic, and technical gifts of other people
- Coordinated set up and take down of facilities and equipment for each of the three Sunday services as well as evening worship events
- Adapted worship services to cater towards an online community during quarantine of Covid-19

# RESUME EXPANDED

Remember that your resumes should only include the most RELEVANT information for a specific job. So what do you do with all the other experience, skills, and qualifications that you worked so hard to achieve?

Answer: Expand your resume via your LinkedIn or an E-Portfolio.



## LINKEDIN

LinkedIn is the world's largest professional network on the internet. You can use LinkedIn to find the right job or internship, connect and strengthen professional relationships, and learn the skills you need to succeed in your career.

LinkedIn also allows you to go in-depth on your experiences, skills, and qualifications without sacrificing space because it is a scrolling page. Keep your resume concise with relevant and applicable information. Go into detail and expand on your LinkedIn profile.

Be sure to include your LinkedIn URL in the heading of your resume and reference it in your interview as a place to look for more detail and information on each of your experiences.

## E-PORTFOLIO

An E-Portfolio is a digital collection of an individual's portfolio. This can consist of course or project-related material such as essays, posters, photographs, videos, artwork, etc. They can also capture other aspects of an individual's life: volunteer experiences, employment history, extracurricular activities, and more.

Like LinkedIn, E-Portfolios are able to display a scrolling page that can be adapted to fit all your experience, more than what could potentially fit on a 1-page resume.

Including a live link / URL in your heading allows for more space on your resume for what's most important.



# COVER LETTERS

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A cover letter may be the first look an employer will have of you – often prior to laying hands on your resume. It is a simple letter that introduces who you are, what position you are seeking to obtain, and how you plan to benefit the organization using your strengths, skills, and experiences. It may also explain extenuating circumstances (i.e. a desire to relocate, a gap in your resume) items that your resume may not convey.

The purpose of a cover letter is to convince an employer that you are the best fit for the position and to take the next steps forward in the hiring process. Your cover letter should make them want to interview and hire you.

# COVER LETTER DETAILS

## INFORMATION COVER LETTERS SHOULD ADDRESS:

- What position are you applying for?
- How did you hear about the position and company?
- Why are you a good fit for the position?
- What strengths and skills do you bring to the organization?
- In what ways are you qualified for the position?
- What sets you apart from other candidates?

Every time you send out a resume, you'll need to have a cover letter to send along with it. It's a good idea to customize your cover letter for each job you're applying for, so do your research. The cover letter is another way of introducing yourself to a potential employer. What it says about you can be the difference between getting in the door and missing your chance.

Align text to the left with a jagged right.

Match the heading to your Resume.

Place the date at the top left, followed by a line space, then the employer's information.

Address letter to a specific person.

Introduction

Qualifications, skills, and experiences.

Conclusion

Use a scripty font for your signature or take a picture and embed your signature.

**Jane Smith**  
Noblesville, IN | (123) 456-7890  
jane.smith@gmail.com

November 13, 2021

**Zenia Mucha**  
Senior Executive Vice President  
and Chief Communications Officer  
Walt Disney World Resort  
1375 E Buena Vista Dr.  
Orlando, FL 32830

Dear Ms. Mucha,

What draws me to the position of Public Relations Coordinator is the opportunity to work with media from around the world, help create unforgettable events, and tell stories in creative new ways. The Walt Disney World Resort has played an important role in many childhood and family memories. Drawing from a rich heritage of storytelling, Walt Disney World Resort cast members bring Disney magic to life through unmatched attention to detail and superior guest service. Through a combination of creativity, innovation and technology, I would like the opportunity to be a part of this extraordinary and magical corporation.

I am a passionate communicator, great at keeping multiple balls in the air. While in my senior year at Indiana Wesleyan University I had the opportunity to intern with the city of Fishers, IN where I harnessed the ability to be a self-motivated problem-solver. I was able to make quick, smart decisions when it came to priorities and competing needs. I am no stranger to the fast lane, being driven and energized by a fast paced, ever-changing environment while in my role as a barista at McConn Coffee Company. I was then promoted to Marketing Manager where I was able to perfect my writing and interpersonal skills. I should add that I am fluent in Spanish, both speaking and writing. All of my experiences, skills, and qualifications make me the best candidate for the position of Public relations Coordinator.

In the words of Walter Alias himself, "All our dreams can come true, if we have the courage to pursue them." I am very interested in the role of Public Relations Coordinator for the Walt Disney World Resort and would greatly appreciate an interview. You may reach me any time of the day on my cell phone: (123) 456 -7890 or by email: jane.smith@gmail.com. I look forward to hearing from you. Thank you for your time and have a magical day.

Sincerely yours,

*Jane Smith*  
Jane Smith

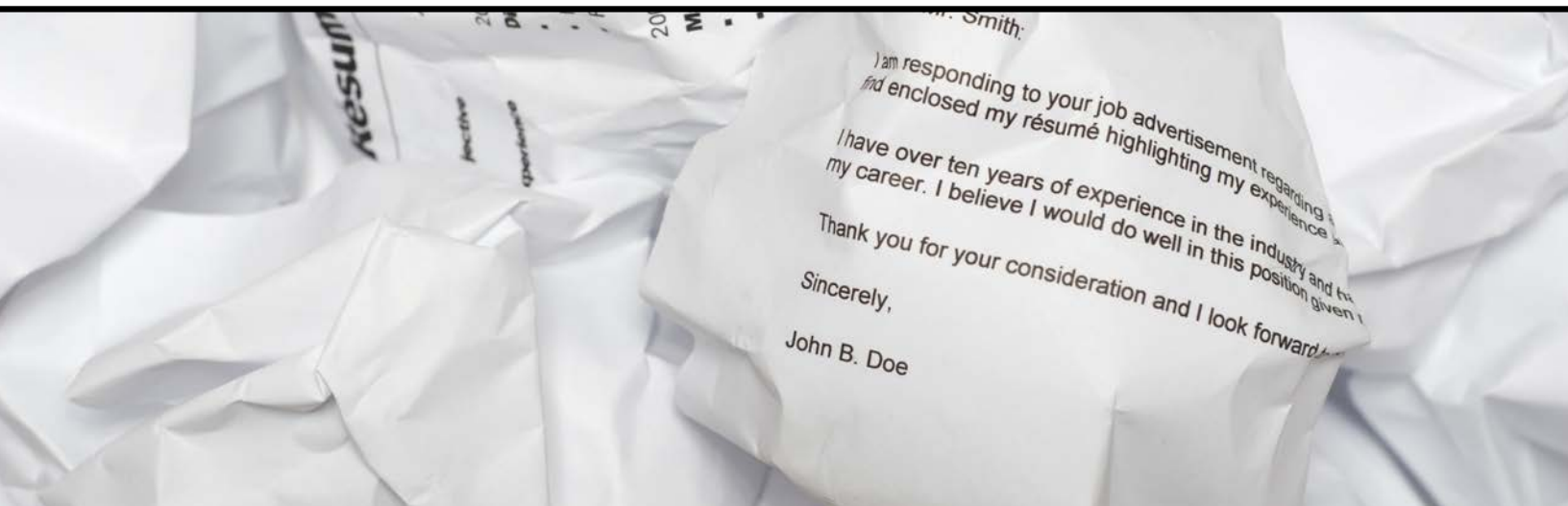
# COVER LETTER DOS AND DONTs



- Be direct, relevant, and brief.
- Focus on the highlights.
- 10-12 pt font.
- If you do not have a place to upload a cover letter on your application, email it to the hiring manager.
- Show the employer how you hope to meet their needs and benefit their organization using your strengths and skills.
- Address the hiring manager. You may need to research the appropriate contact person as well as their title. If you cannot find the information, call the company and ask who the hiring manager is for the position or department.
- Be honest and professional.
- Match the header of your resume to the header of your cover letter.
- Maintain a strong professional brand.
- Conclude your cover letter with a "Thank you for your time/consideration" and request for an interview... then follow up!
- Proofread your letter. Proofread again.



- Cover letters are NEVER more than one page.
- Do not be overly passive OR overly aggressive.
- No slang, text abbreviation, or symbols.
- Do not use multiple font styles.
- Avoid using boldface, all italics, or all capital letters.
- Do not address letter "To Whom It May Concern."
- Do not repeat your resume. Use your cover letter to give examples from your previous experiences, not to repeat the content on your resume.
- Never write "your company" or "this position" in a cover letter. Name the specific company and the specific position.
- Do not include negative experiences in your letter.
- Do not use generic language such as "I like to work with people."



# COVER LETTER EXAMPLES

## COVER LETTER TEMPLATE

**YOUR NAME**

**Your City, State | yourprofessionalemail@gmail.com | (###) ### - ####**

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Date You Send the Cover Letter

Dr./Mr./Ms. Recruiter's Name

Recruiter's Title

Company Name

Street Address

City, State, Zip Code

Dear Dr./Mr./Ms. Last Name:

The opening paragraph should state why you are writing and how you became attracted to this particular company and position. Mention specific characteristics of the company that impress or excite you, such as their values or mission. Name the specific position for which you are applying. If you were referred, mention the source from which you learned of the opening. The focus should be on the company and what sets them apart from others.

In the middle paragraph, draw attention to your qualifications and/or experiences that are relevant to the potential employer. If you have held a particular job or worked on special projects that directly relate to the opening, highlight this experience. Convince your reader that this valuable experience makes you right for the job. This is also an opportunity for you to specifically address the needs the company has based on the position description. Do not repeat the content of your résumé, but fill in the blanks your résumé leaves open. If you have qualifications that are not noted on your résumé, this is an ideal opportunity to discuss them.

The closing paragraph indicates your desire for a personal interview. Repeat your phone number and email in the letter and offer any assistance to help with a speedy response. You may also ask if the company will be recruiting in your area, or if they desire additional information or references. It is also a good idea to follow up each résumé and cover letter with a phone call. If you plan to do this, state in this paragraph when you will be calling the company. This closing paragraph should only be a couple of sentences and be direct in asking for an interview.

Sincerely,

*(Your Signature Here)*

Your Name Typed

## STUDENT'S COVER LETTER EXAMPLE

# Jane Smith

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Noblesville, IN | (123) 456-7890  
jane.smith@gmail.com

November 13, 2021

Zenia Mucha

Senior Executive Vice President  
and Chief Communications Officer  
Walt Disney World Resort  
1375 E Buena Vista Dr.  
Orlando, FL 32830

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Sincerely yours,

*Jane Smith*

Jane Smith



# REFERENCES

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References are individuals who can talk about your skills, character, work experiences, and work habits. As a part of the job process you may be asked to provide two to three references for the employer to contact to find more about YOU. Choose your references carefully as they can vouch for your skills and work experience, making a difference in whether you land the job or not.



## USEFUL TIPS

- Type references on a separate document (resumes, cover letters, and references are typically submitted separately)
- Include the heading from your resume and cover letter
- Always secure the permission of anyone you choose to use as a reference before giving their name
- Always provide your resume to the person you ask to be a reference so they can refer to your experience
- List most "preferred contact" first, you may also indicate if a reference is the most preferred
- 3 references are typically requested when applying for a job

## ACCEPTABLE REFERENCES

It's always best to have at least three references ready to go. Some prospective employers may request a certain mix of types of references, but generally you want to list former supervisors. You may use a current supervisor if they know about and are supportive of your job search. Former or current colleagues are appropriate if you're in a leadership role. When you're earlier in your career and don't have many former supervisors, you could list professors you worked closely with during your college experience. Religious organizations or institutions may have you provide a pastoral reference. Any mentors or advisors are appropriate references as well.

Never list a relative as a reference!

## RECOMMENDATION LETTER

A recommendation letter can be obtained from a reference and is used for a more in-depth evaluation of your performance in a specific line of work or academic concentration.

These can be kept on file for all future applications whereas a reference should be contacted whenever you apply for a new position.

Don't forget to ask permission before listing a reference!

# REFERENCE EXAMPLES

## YOUR NAME

Your City, State | yourprofessionalemail@gmail.com | (###) ### - ####

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### REFERENCES

Reference Name (Include Suffix if necessary)

Job/ Position (If the reference has a job change, indicate their current job title)

Company (If the reference has retired, you may indicate that on this line)

Phone Number

Email Address

Reference Description (Write ~ one sentence explaining how you know or have worked with this person, where, when, and for how long)



## STUDENT'S REFERENCE LETTER EXAMPLE

# Jane Smith

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Noblesville, IN | (123) 456-7890  
jane.smith@gmail.com

### REFERENCES

**Lisa Rodriguez (Preferred Contact)**

Director of Public Relations  
City of Fishers  
(111) 222 - 3333  
lrodriguez@cityoffishers.com  
Former Supervisor for Communication & Public Relations Internship (5 months)

**Jean Monroe**

Store Manager  
Aldi  
(999) 888 - 7777  
jean.monroe252@yahoo.com  
Former Supervisor for Aldi (2 years)

**Indiana Jones**

Professor  
Indiana Wesleyan University  
(765) 674 - 6901  
indiana.jones@indwes.edu  
Current Professor, Advisor & Mentor (4 years)

**John Wesley**

Pastor  
The Wesleyan Church  
(765) 432 - 1098  
john.wesley@wesleyanchurch.org  
Current Pastor (13 years)



FIND YOUR NEXT  
**JOB OR INTERNSHIP**

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LIFECALLINGCAREER@INDWES.EDU



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LIFE CALLING & CAREER



765 677 2520



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