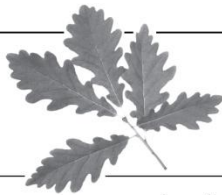


RÉSUMÉ DEVELOPMENT

First Impressions Count!



CAREER CENTER
AMERICAN RIVER COLLEGE

www.arc.losrios.edu/career

Phone (916) 484-8492

Fax (916) 484-8034

For current job and internship postings, please visit the
Los Rios Internships & Career Services (LINCS)
website: www.myinterfase.com/arc_losrios/student/

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RÉSUMÉ DEVELOPMENT

WHAT IS A RÉSUMÉ?

Your résumé is an advertising tool for your future. It is a tool used by employers to determine a first impression of you. The résumé provides a summary of your experience, education, and qualifications. It tells what type of person you are, what type of job you are looking for, what you can do, what you have done, and what you know. A well-written résumé also reflects your “uniqueness”.

WHAT IS THE PURPOSE OF A RÉSUMÉ?

The purpose of the résumé is to introduce you to the employer and secure an interview. A good résumé will rarely get you the job, but a bad one may prevent you from getting the interview. The interview gets you the job. For the employer, the résumé is used to screen applicants and fill a position.

APPEARANCE

- Be sure your résumé is easy to read; not too much information
- Use easy-to-read font styles and sizes
- Be concise; length should be 1 to 2 pages
- Use enough white space for ease of readability
- Create visual impact. Use bullets ■, underline, **bold**, CAPS
- Print on 8 ½ x 11" quality bond paper

ORGANIZATION AND FORMAT

- Highlight the skills related to your goal
- List job skills relating to the job in order of importance
- The most important/supporting information should appear at the beginning

WRITING STYLE

- Begin sentences or statements with positive power words
- Short statements
- Brevity is essential; no unnecessary words
- Completely free of errors...
- PROOFREAD, PROOFREAD, PROOFREAD, AND PROOFREAD again
- Then have someone else proofread your résumé for you.

DON'T...

- Include personal information (i.e., sex, age, race, religion, marital status, etc.)
- Lie on your résumé
- Use negative connotations regarding work history/experience
- Use pronouns such as I, me, my
- Include references; list separately

RÉSUMÉ FORMAT & CONTENT

BASIC RÉSUMÉ FORMATS

- Chronological Format:** Most common format emphasizing work experience or education. List your experience in reverse chronological order. Best format for someone with a strong history of experience related to job objective.
- Functional Format:** This format emphasizes relevant skills rather than employment history. You may want to use this format if you are changing careers, have gaps in employment, or are re-entering the workforce.
- Combination Format:** This format combines the best features of the chronological and the functional format. Using this format highlights relevant skills and relevant work experience, and/or a strong work history.

CONTENT

The following categories may be included on a résumé.

Contact Information

- Name, address, telephone number(s) and email
- No other personal information should be included

Objective

- Gives your resume focus and direction
- Briefly and specifically state the position and/or industry you are interested in

Summary of Qualifications (optional)

- Identify your key achievements that support the objective
- Summarizes your relevant work experience/work ethics

Education & Training

- List your education (beyond high school) in reverse chronological order
- List your most recent/relevant training or highest degree earned first
- When appropriate, include your GPA (if 3.0 or higher)
- List related course work if you do not have work experience in the field

Work Experience

- Job title, company/organization name, city, state, and dates
- List job responsibilities in order of importance related to objective
- Use descriptive action verbs to make statements strong(er)
- Include all paid, volunteer, intern/co-op experience related to objective

Skills & Abilities

- Computer skills: software, hardware, operating systems
- Language skills: specific level of fluency

Activities/Interests/Professional Memberships (only if they are relevant to job)

- Memberships, offices held, leadership roles, community involvement
- Include hobbies and personal interests only if they are relevant to job

Certificates/Licenses

- List if applicable to the career field you are pursuing

POSITIVE POWER WORDS

- A key factor in writing a winning résumé is using strong action verbs to make positive statements describing your accomplishments, level of responsibility, and effectiveness.
- You want the reader to be able to visualize the contribution you will make in the position you are seeking.
- **Use the past tense of the verb to make a stronger statement.** The following is a partial list of positive power words to get you started.

Management Skills

___ Administered
___ Analyzed
___ Assigned
___ Attained
___ Chaired
___ Contracted
___ Consolidated
___ Coordinated
___ Delegated
___ Developed
___ Directed
___ Evaluated
___ Executed
___ Hired
___ Improved
___ Increased
___ Organized
___ Oversaw
___ Planned
___ Prioritized
___ Produced
___ Recommended
___ Reviewed
___ Scheduled
___ Strengthened
___ Supervised

Communication Skills

___ Addressed
___ Arbitrated
___ Arranged
___ Authored
___ Corresponded
___ Developed
___ Directed
___ Drafted
___ Edited
___ Enlisted
___ Formulated
___ Influenced
___ Interpreted
___ Interviewed
___ Lectured
___ Mediated
___ Moderated
___ Negotiated
___ Persuaded
___ Promoted
___ Publicized
___ Reconciled
___ Recruited
___ Spoke
___ Translated
___ Wrote

Detail Skills

___ Approved
___ Arranged
___ Catalogued
___ Classified
___ Collected
___ Compiled
___ Dispatched
___ Executed
___ Generated
___ Implemented
___ Inspected
___ Monitored
___ Operated
___ Organized
___ Prepared
___ Processed
___ Purchased
___ Recorded
___ Retrieved
___ Screened
___ Specified
___ Systemized
___ Tabulated
___ Validated

POSITIVE POWER WORDS

Creative Skills

Acted
 Conceptualized
 Created
 Designed
 Developed
 Directed
 Established
 Fashioned
 Founded
 Illustrated
 Instituted
 Integrated
 Introduced
 Invented
 Originated
 Performed
 Planned
 Revitalized
 Shaped

Teaching Skills

Adapted
 Advised
 Clarified
 Coached
 Communicated
 Coordinated
 Developed
 Enabled
 Encouraged
 Evaluated
 Explained
 Facilitated
 Guided
 Informed
 Initiated
 Instructed
 Persuaded
 Set Goals
 Stimulated

Technical Skills

Assembled
 Built
 Calculated
 Computed
 Designed
 Devised
 Engineered
 Fabricated
 Maintained
 Operated
 Overhauled
 Programmed
 Remodeled
 Repaired
 Solved
 Trained
 Upgraded

Helping Skills

Assessed
 Assisted
 Clarified
 Coached
 Counseled
 Demonstrated
 Diagnosed
 Educated
 Expedited
 Facilitated
 Rehabilitated
 Represented

Financial Skills

Administered
 Allocated
 Analyzed
 Appraised
 Audited
 Balanced
 Budgeted
 Calculated
 Computed
 Developed
 Forecast
 Managed
 Marketed
 Planned
 Projected
 Researched

Research Skills

Clarified
 Collected
 Critiqued
 Diagnosed
 Evaluated
 Examined
 Extracted
 Identified
 Inspected
 Interviewed
 Investigated
 Organized
 Reviewed
 Summarized
 Surveyed
 Systemized

CHRONOLOGICAL FORMAT

YOUR NAME

Street Address • City, State Zip
Phone number • email@email.com

OBJECTIVE

Be specific. List the position title and the company name.

SUMMARY

- Write three of four bullet statements that summarize why you would be a good candidate for the job objective and/or what you have learned or accomplished that would be relevant to your job objective
- Statements should highlight relevant strengths such as experience, skills, and work ethics
- Prioritize statements so most relevant ones are listed first

PROFESSIONAL EXPERIENCE

Position Title

200x – Present

Company/Organization Name, City, State

- Description of your duties; variety of assignments; level of responsibility; accomplishments
- “
- “

Position Title

200x – 200x

Company/Organization Name, City, State

- Description of your duties; variety of assignments; level of responsibility; accomplishments
- “
- “

Position Title

200x – 200x

Company/Organization Name, City, State

- Description of your duties; variety of assignments; level of responsibility; accomplishments
- “
- “

EDUCATION

Degree obtained, Major, Date of graduation or expected graduation

Institution/College Name, City, State

(GPA: Optional, include if 3.0 or higher; Honors)

ACTIVITIES

(Include only if relevant to job you are applying to.)

Position held, Organization

Position held, Organization

CHRONOLOGICAL SAMPLE

SUSAN SEEKER

4700 College Oak Drive • Sacramento, CA 95841
(916) 484-1234 • email@email.com

OBJECTIVE

Entry level position in the field of Accounting

SUMMARY

- Three years effective customer service skills
- Enthusiastic, personable, professional in appearance and manner
- Strong communication and organizational skills
- Fluent in Spanish and English

PROFESSIONAL EXPERIENCE

Bookkeeper

2008 – present

Johnson & Johnson Sausage Co., Citrus Heights, CA

- Developed a new system for posting and reconciling cash receivables, sales, and purchases.
- Completed tax forms, bank deposits, accounts receivable, payable log records, and financial reports.
- Calculated employee wages from plant records for over 60 workers.
- Computed, typed and mailed monthly statements.

Administrative Assistant

2006 – 2008

South Congregational Church, Sacramento, CA

- Managed and maintained large databases and member files.
- Performed basic clerical duties, including ordering office supplies and scheduling meetings.
- Prepared correspondence and mailers using Microsoft Office and Microsoft Publisher.

Office Assistant

2002 – 2006

Sherman Insurance Agency, Citrus Heights, CA

- Organized filing system for greater efficiency.
- Compiled records of insurance policies.
- Prepared vouchers for payment of premiums.
- Completed renewal policy applications.

EDUCATION

Associate of Arts Degree, Business, Accounting emphasis. May 2009
American River College, Sacramento, CA (Major GPA 3.8; Overall GPA 3.2)

FUNCTIONAL FORMAT

YOUR NAME

Street Address • City, State Zip
Phone number • email@email.com

JOB OBJECTIVE

Be specific. List the position title and the company name.

SUMMARY OF QUALIFICATIONS

- Write three or four bullet statements that summarize why you would be a good candidate for the job objective and/or what you have learned or accomplished that would be relevant to your job objective
- Statements should highlight relevant strengths such as experience, skills, and work ethics
- Prioritize statements so most relevant ones are listed first

EDUCATION

Degree, Major
School, City, State

Date of graduation

PROFESSIONAL EXPERIENCE

Key Skill

- What accomplishments do you have that are relevant to the job posting?
- What problem did you solve using this skill? What were the results?
- When did you use this skill to positively affect the organization, the bottom line, your boss, your co-workers, your clients?
- What awards, commendations, publications, etc. did you achieve that required this skill?

Key Skill

- What project are you proud of that used this skill?
- What's another accomplishment that shows you have this skill?
- What are some quantifiable results that point out this skill?
- On what occasion did someone "sit up and take notice" because of this skill?

WORK HISTORY

Organization, City, State	Job Title	20xx-present
Organization, City, State	Job Title	20xx-xx
Organization, City, State	Job Title	20xx-xx

FUNCTIONAL SAMPLE

SUSAN SEEKER

4700 College Oak Drive • Sacramento, CA 95841
(916) 484-8492 • email@email.com

JOB OBJECTIVE

Entry level position in the field of Accounting

SUMMARY OF QUALIFICATIONS

- Three years effective customer service skills
- Enthusiastic, personable, professional in appearance and manner
- Strong communication and organizational skills
- Fluent in Spanish and English

EDUCATION

Associate of Arts Degree, Business, Accounting emphasis, May 2009
American River College, Sacramento, CA
(Major GPA 3.8; Overall GPA 3.2)

Certificate of Completion – Banking Program, May 2002
Regional Occupational Programs, Sacramento, CA

PROFESSIONAL EXPERIENCE

Accounting

- Completed monthly financial statements.
- Reconciled bank statements involving over \$1 million a month.
- Prepared tax forms, bank deposits, accounts receivable, and log records.
- Calculated employee wages from plant records for 60 workers.

Organizational Management

- Developed a computer system to improve efficiency and record control
- Coordinated reports of sales and plant departments
- Trained 5 clerical assistants in office procedures
- Organized office records for previous 15 years

Office Skills

- Knowledgeable in various computer systems, including MS Word, Excel
- General working knowledge of business machines and equipment
- Able to type 50wpm

WORK HISTORY

Bookkeeper	Johnson & Johnson Sausage Co, Citrus Heights, CA	2008 - Present
Admin. Assistant	South Congregational Church, Sacramento, CA	2006-2008
Office Assistant	Sherman Insurance Agency, Citrus Heights, CA	2002-2006

COMBINATION FORMAT

YOUR NAME

Street Address • City, State Zip
Phone Number • email@email.com

OBJECTIVE: Be specific. List the position title and the company name.

SUMMARY OF QUALIFICATIONS:

- How much experience do you have in the field of your objective, in a related field, or using the skills required for your new job?
- What is an overall career accomplishment that demonstrates you would be good at this job objective?
- What would someone say about you as a recommendation?

RELEVANT SKILLS AND EXPERIENCE:

Highlight strongest skill set or “category”

(The skills you select should match the skills needed for the position)

- Identify key skills related to your objective
- Employment or volunteer work where you used this skill
- Quantify the results of your accomplishments

Highlight strongest skill set or “category”

- Identify key skills related to your objective
- Employment or volunteer work where you used this skill
- Quantify the results of your accomplishments

Highlight strongest skill set or “category”

- Identify key skills related to your objective
- Employment or volunteer work where you used this skill
- Quantify the results of your accomplishments

EMPLOYMENT HISTORY:

Position Title – Company/Organization Name, City, State 200x – 200x
Description of your duties; variety of assignments; level of responsibility; accomplishments

Position Title – Company/Organization Name, City, State 200x – 200x
Description of your duties; variety of assignments; level of responsibility; accomplishments

EDUCATION:

(List most recent and/or most relevant degree first)

Institution Name, City, State

Degree Obtained, Major, **Date of graduation or expected graduation**
(GPA: Optional, include if 3.0 or higher – Major GPA/Overall GPA, or both)

COMBINATION SAMPLE

SUSAN SEEKER

4700 College Oak Drive
Sacramento, CA 95841
(916) 484-1234
sseeker@yahoo.com

OBJECTIVE: Entry level position in Accounting

SUMMARY OF QUALIFICATIONS:

- Strong analytical and problem solving abilities
- Excellent academic record in Accounting
- Thrive on challenging tasks in a fast-paced environment
- Committed to completing work in a thorough and efficient manner.

RELEVANT SKILLS AND EXPERIENCE:

Accounting

- Completed monthly financial statements
- Reconciled bank statements involving over \$1 million a month
- Calculated employee wages from plant records for 60 workers

Computers

- Knowledgeable in various computers systems, including MS Word, Excel
- Developed computer system for posting/reconciling cash receivables, sales and purchases

Organization Management

- Developed a computer system to improve efficiency and record control
- Coordinated reports of sales and plant departments
- Trained two clerical assistants in office procedures
- Organized office records for previous 15 years

EMPLOYMENT HISTORY:

Bookkeeper – Johnson & Johnson Sausage Co., Sacramento, CA 2008 – present
Complete tax forms, bank deposits, accounts receivable/payable log records.

Office Assistant – Sherman Insurance Agency, Sacramento, CA 2004 – 2008
Organized filing systems for greater efficiency.

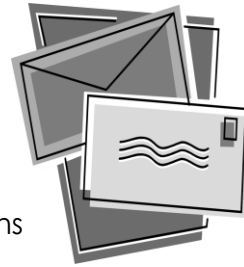
EDUCATION:

Associate of Arts Degree, Business, Accounting emphasis **May 2009**
American River College, Sacramento, CA
(Major GPA, 3.8; Overall GPA, 3.2)

COVER LETTER INFORMATION

WHAT IS A COVER LETTER?

- Explains why you are sending a résumé.
- Provides opportunity for you to stress your qualifications for a position.
- Presents your résumé in a professional manner.
- The letter should be typed on the same type of paper as your résumé.
- The cover letter should be brief and addressed to an individual.
- **The letter should not duplicate your résumé information.**



PURPOSE:

- Describe how your skills and abilities will benefit the company.
- Encourage the employer to read your résumé.
- Request an interview.

FORMAT:

- Address the letter to a decision-maker; call and verify name and spelling.
- Brevity is essential; one page is sufficient.

COVER LETTER DO'S	COVER LETTER DON'TS
<ul style="list-style-type: none">• Project confidence.	<ul style="list-style-type: none">• Don't use clichés.
<ul style="list-style-type: none">• Be brief and concise, 3 to 4 paragraphs maximum.	<ul style="list-style-type: none">• Don't ever send a résumé without a cover letter.
<ul style="list-style-type: none">• Proofread and make sure your letter is without errors.	<ul style="list-style-type: none">• Don't give the same information that is on your résumé. Tailor your letter to the job.
<ul style="list-style-type: none">• Let the employer know how you can meet his/her expectations.	<ul style="list-style-type: none">• Don't be vague.
<ul style="list-style-type: none">• Make the most of your opening paragraph by being specific and to the point. State the position you are applying for.	<ul style="list-style-type: none">• Don't make the employer dig through the letter to find out what job you are applying for.
<ul style="list-style-type: none">• Be positive.	<ul style="list-style-type: none">• Don't include too much detail.

ELEMENTS OF A COVER LETTER

Today's Date

Mr./Ms. Employer
Director (or other title)
Name of Company
Street Address
City, State, Zip

Dear Mr./Ms. Employer:

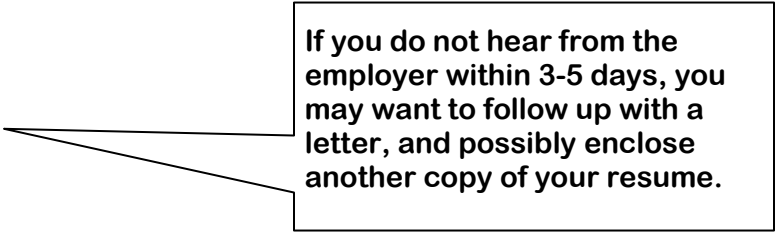
INTRODUCTORY PARAGRAPH: State why you are writing, name the position or type of work for which you are applying, and mention how you heard about the opening. If someone, currently working in the company, has referred you – make sure to mention it – including their name (this is networking).

MIDDLE PARAGRAPH: Explain why you are interested in working for this employer and specify your reasons for desiring this type of work. If you have had experience, be sure to point out your particular achievements or other qualifications in this field or type of work. Include a statement regarding education if you are attending college and your major is related to the position or the industry. (Suggestion: review company's website – and mention such in this paragraph.)

CLOSING PARAGRAPH: Have an appropriate closing to pave the way for the interview by asking for an appointment, by giving your phone number, or by offering some similar suggestion to facilitate an immediate and favorable reply. You want the employer to take some action.

Sincerely,

Type your name
Enclosure: (Be sure to enclose your résumé)



If you do not hear from the employer within 3-5 days, you may want to follow up with a letter, and possibly enclose another copy of your resume.

Susan Seeker

4700 College Oak Drive
Sacramento, CA 95841
(916) 484-1234
sseeker@yahoo.com

March 6, 2011

Ms. Alexandria LaRee, Supervisor
Sales Department
Willie Wonka, Inc.
Hayward, CA 94545

Dear Ms. LaRee:

This letter is in response to your advertisement in Sunday's March 3, 2011, edition of the Examiner/Chronicle seeking an accountant trainee. I was excited when I read your ad since I have had a long-time interest in the accounting field. I will be graduating in May 2011, from American River College with an associate degree in accounting and feel my education further enhances my qualifications for this position.

In the course of my recent career research, I have spent some time examining various company websites and was most interested in your company. As indicated on my attached résumé I have nine years of office experience, the most current 3 years as a bookkeeper. This experience makes me confident that I have the knowledge and skills required for this line of work.

I appreciate your time and consideration and hope to meet with you in the very near future to discuss my qualifications in more detail.

Sincerely,

Susan Seeker

Enclosure: résumé

Susan Seeker

4700 College Oak Drive
Sacramento, CA 95841

(916) 484-1234
sseeker@yahoo.com

March 10, 2007

Mr. Alfred E. Newman, President
Anew Consolidated Stores, Inc.
1728 J Street
Sacramento, CA 95214

Dear Mr. Newman:

I am interested in the position of national sales director, which you recently advertised in the Retail Sales and Marketing newsletter.

I am very familiar with your company's innovative marketing techniques as well as your enlightened policy in promoting and selling environmentally-sound merchandise nationwide. For some time now, I have been active in environmental protection projects; both as a new line of kitchen products that exceed federal standards are environmentally safe and selling well.

The enclosed résumé outlines my experience and skills in both sales and marketing in the retail field. I would like to meet with you to discuss how my skills would benefit Anew Consolidated Stores as well as current and future positions available within your company. I can be reached at (916) 555-1245.

Sincerely,

Susan Seeker

Enclosure: résumé

REFERENCES

An important ticket to getting hired, but often taken lightly is a list of REFERENCES or RECOMMENDATIONS. These are either verbal or written evidence provided by another person as to your:

- Character
- Professional demeanor

References and recommendations are important because the employer really doesn't know anything about you aside from what has been written on paper and a brief interview. What the employer REALLY wants to know is: What type of person are you? How well do you get along with others?

Considerations to keep in mind:

1. The more current the reference, the better. Professional references or former employers are the best choices. However, if you have no work history, a character reference from a professor or coworker would be fine. Also when in doubt, **DON'T USE IT!** If you aren't sure whether the person will give you a good verbal reference, don't rely on it. Generally, try to get a written reference whenever possible, at the time you are leaving an employer – hopefully on good terms.
2. Make it easy for your reference to help you. Explain what you feel would be important for them to cover, or offer to outline the letter yourself. The more SPECIFIC the letter, the better.
3. Your last employer will almost always be contacted, whether you have indicated them as a reference or not. If you have left on unfavorable terms, it may be to your advantage to talk to him/her. Try to get a written reference if at all possible in this case. This would lessen the likelihood that they would say good things to you and non-desirable things to a prospective employer.
4. Choose someone you've known for at least one year who can speak about your work habits and skills. Do not use relatives.
5. Ask permission to use them as a reference prior to listing them.
6. A list of 3 –5 references is satisfactory.
7. Reference information should include the following:
 - Name
 - Title
 - Company
 - Address
 - Phone
 - e-mail

SAMPLE REFERENCE LIST

Susan Seeker

4700 College Oak Drive
Sacramento, CA 95841
(916) 484-1234
sseeker@yahoo.com

REFERENCES

Mr. Robert Barnes

Office Supervisor
Johnson & Johnson Sausage Co.
Citrus Heights, CA
(222) 333-4444
barnesr@JohnsonSausage.com

Professor John Gonzales

Chair, Business Department
American River College
Sacramento, CA
(222) 555-6666
gonzaj@arc.losrios.edu

Ms. Lillian Yates

Office Manager
Sherman Insurance Agency
Citrus Heights, CA
(222) 777-8888