

Resumes and Cover Letters

Informational Packet



Academic Success
and Career Center

WASHINGTON STATE UNIVERSITY

ELEMENTS OF A RESUME

Heading

- Contact information: Your name, email address, phone number and LinkedIn profile URL. Do not provide information that employers have no legal right to such as age, sex, race, religion, marital-status, or sexual orientation.

Example: Madison Cougar
Madison.Cougar@wsu.edu
509.335.0000
[Linkedin.com/in/madisoncougar-1234](https://www.linkedin.com/in/madisoncougar-1234)

Skills Summary/Summary of Qualifications

- The skills summary tells the prospective employer your most sought-after skills, abilities, accomplishments, and attributes. This should be tailored to the position for which you are applying. Mirror key words in the job description.

Education and Related Coursework

- Degrees earned
- Your major/minor areas of study
- College, city and state where located
- Month and year of graduation
- GPA/Class Rank (if above a 3.0).
- If you are a member of the honors college, on the Dean's List, attended any special programs, elective coursework, trainings, courses, or participated in study abroad, you can also list them in this section. List in reverse chronological order with most recent experience first.

Example: Washington State University Pullman, WA
Bachelor of Arts, Psychology Expected May 2022
GPA 3.5

Related Work/Internship/Practicum Experience

- Position title, the organization's name, city and state where located, when and how long you worked there, and what you accomplished while you worked there. Don't just list, your responsibilities, write about what your unique skill set and personality enabled you to accomplish. Describe your experiences in a way that highlights on the skills & abilities acquired, how you contributed to a team, or how you went above and beyond. Quantify your descriptions (how many people you managed, how much money you handled, workload, etc.) when possible.

Leadership

- Use this section to highlight any leadership roles you have held both in and out of school. This can include offices held, projects led, groups led, etc. Describe the skills you have as an effective leader. Quantify your accomplishments (number of people you led, number of projects you were in charge of, etc.) to demonstrate the scope of your responsibility.

Professional Development/Certifications

- Highlight additional training and certifications relevant to the position. This includes conferences, workshops, and seminars attended, as well as certifications or licensure.

Publications

- Use this section to list any abstracts or articles you have had published during your education.

Honors/Awards

- List any honors, scholarships, honorary organizations and awards received (both academic and non-academic related).

Clubs/Organizations

- List any clubs or organizations in which you are an active member. Describe your role and the length of time you were involved.

Volunteer/Community Service

- List your role and contributions to various organizations within your community.
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GENERATE A LIST OF YOUR SKILLS & EXPERIENCE

Employers want to know what you have achieved in past jobs to see how you can contribute to their organization. Use this page to compose your skills summary and related work sections with strong and detailed statements. Be specific and descriptive about your experience.

Use the acronym CAR (Challenge/Context-Approach/Actions-Results):

Challenge (or Context) - Consider the problems you have faced

Approach (or Actions) - Your unique contribution

Results - Benefits that you have imparted

Ask the following questions to compose your own accomplishment statements:

What did you do that...

- Was faster, better, less expensive?
- Increased membership/participation/sales?
- Saved your organization time, money, or eliminate waste?
- Identified and/or helped solve problems?
- Instituted any new methods, systems, or procedures?
- Suggested a new service, product, or project?
- Re-organized or improved an existing system?
- Maintained a consistently high level of performance?
- Demonstrated leadership skills and exhibit good team player skills?
- Achieved results with little or no supervision?
- Accomplished something others thought could not be done?
- Involved in coordinating an event or project?
- Required training another person?
- Acquired industry-specific knowledge?

Important aspects of resume writing:

- Focus on starting your accomplishment statements with strong action verbs. These action words will provide powerful examples of your skills and experience.
 - DON'T: Jane Doe is an excellent wedding planner and never went over budget.
 - DO: Managed numerous small and large events, always staying within budget.
- Do not use complete sentences! The shorter, more concise, the better. Bullet points are preferred!
- Quantify as much as you can! How many, how much, how often? This helps you demonstrate your value to the company. Prove you can get the job done faster, better, or most cost effective.
- Remember to use present tense for current experience and past tense for prior experience.
- Always include start date and end date when describing past work experience.

Examples: Key phrases for powerful resume statements

- Excellent written and verbal communication skills.
- First-hand experience with a wide range of cultures.
- Skilled a developing rapport with all types of people.
- Able to resolve conflicts in a diplomatic manner.
- Effective working independently and as a member of a team.
- Highly motivated and goal oriented.
- Diplomatic and tactful with both professionals and nonprofessionals.
- Poised and competent as a professional representative.
- Enthusiastic, creative, and willing to assume increased responsibility.
- Effective in developing programs which reach goals.

CHOOSE ACTION WORDS CAPTURING YOUR PAST CAREER EXPERIENCES

Action Words - Use powerful, skill-based action verbs to start bullet points on your resume.

Management Skills	Communication Skills	Clerical/Detailed Skills
Administered Assigned Consolidated Coordinated Delegated Executed Improved Organized Oversaw Prioritized Produced Recommended Strengthened Supervised	Addressed Corresponded Directed Drafted Enlisted Influenced Interpreted Mediated Moderated Motivated Negotiated Promoted Publicized Recruited	Approved Arranged Classified Collected Compiled Dispatched Monitored Prepared Processed Purchased Recorded Retrieved Specified Validated
Research Skills	Technical Skills	Teaching Skills
Collected Diagnosed Examined Extracted Identified Inspected Interpreted Interviewed Investigated Organized Reviewed Summarized Surveyed Systematized	Assembled Built Calculated Designed Engineered Fabricated Maintained Operated Overhauled Programmed Remodeled Repaired Solved Upgraded	Adapted Advised Coached Communicated Developed Enabled Encouraged Evaluated Explained Informed Initiated Instructed Persuaded Stimulated
Financial Skills	Creative Skills	Helping Skills
Allocated Analyzed Appraised Audited Balanced Budgeted Calculated Computed Devised Estimated Forecasted Planned Projected/Researched	Acted Conceptualized Created Designed Established Illustrated Instituted Integrated Introduced Originated Performed Planned Revitalized/Shaped	Assessed Assisted Clarified Coached Counseled Demonstrated Diagnosed Educated Expedited Facilitated Familiarized Guided Referred/Rehabilitated

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NACE Competencies (Non-technical skills)

Continuous research conducted by the National Association of Colleges and Employers (2015) has shown that employers consider more than the technical skills of potential employees. Employers want to know you possess certain non-technical competencies that make you a well-rounded person able to function in a team environment. You can incorporate these competencies in the skills summary, in your cover letter, or the work experience section of your resume.

Critical Thinking/Problem Solving

- Objective analysis and evaluation of an issue in order to form a judgement. This skill shows employers that you are able to make logical and informed decisions free from influence and based on factual information on behalf of your company or industry.

Oral and Written Communication

- Transfer of information from sender to receiver by means of verbal and visual aid. Body language, clarity, pitch, tone, eye contact, completeness, correctness, and detail are all important aspects of oral and written communication. Examples of these are presentations, speeches, discussions, letters, memos, emails, reports, and research papers.

Teamwork/Collaboration

- Collective effort of a group of interdependent individuals working together to successfully achieve a common goal. Healthy dynamics, conflict resolution, shared leadership, and open communication are critical to cohesive teamwork and collaboration.

IT (Information Technology) Application

- Knowledge and experience with applications that produce, manipulate, store, communicate and/or disseminate information. These applications are designed to carry out tasks and functions for the assistance of the user. Examples of IT applications are wide ranging and include word processors, database programs, web browsers, drawing/imaging programs, spreadsheets, and photo editing software. There is high demand for this skill across many industries and it is becoming increasingly important as technology advances.

Leadership

- The ability to motivate a group of people to cohesively reach a common goal. Each leader has their own style, but many good leaders possess qualities such as creativity, innovation, accountability, honesty, integrity, good decision-making skills, commitment, is a good communicator, inspires others, and is able to delegate.

Professionalism/Work Ethic

- How you conduct yourself within your industry or business affairs. Professional employees have a well-groomed appearance, confident demeanor, are reliable, competent, poised, courteous, organized, accountable, respectful, and polite. In addition, a good work ethic entails integrity, discipline, a sense of teamwork and responsibility and showing pride in your work.

Career Management

- Conscious planning and management of your own professional career. This is shaped by developing goals and objectives, a general strategies to accomplish your goals, ways to implement those strategies, and systematic evaluations of your progress.

Global/Intercultural Fluency

- The ability to successfully operate and communicate within different cultural contexts. As the workplace is becoming increasingly globalized, being able to operate and communicate within a multicultural context is an invaluable skills

CHOOSE YOUR RESUME OR BUILD YOUR OWN

First Name _____ Middle Initial (optional) _____ Last Name _____
Phone Number _____ • Email _____ • LinkedIn URL _____

EDUCATION

Degree, Certification or Diploma Title _____ Month and Year of Graduation _____
Name of School or University _____ City and State _____

GPA if greater than 3.0, important classes _____

EXPERIENCE

Class Work Example

Role Title _____ Month and Year Start and End Dates _____

Organization Name _____ City and State _____

- Detail 1 _____
- Detail 2 _____

Field Work Example

Role Title _____ Month and Year Start and End Dates _____

Organization Name _____ City and State _____

- Detail 1 _____

- Detail 2 _____

Child Care Example

Role Title _____ Month and Year Start and End Dates _____

Organization Name _____ City and State _____

- Detail 1 _____
- Detail 2 _____

Club or Sports Example

Role Title _____ Month and Year Start and End Dates _____

Organization Name _____ City and State _____

- Detail 1 _____
- Detail 2 _____

BUTCH T. COUGAR

509-335-6000 • buthtcougar@wsu.edu • www.linkedin.com/buthtcougar

EDUCATION

Bachelor of Arts in Communication

Washington State University

December 2020

Pullman, WA

- GPA 3.3

High School Diploma

Pullman High School

June 2015

Pullman, WA

- GPA 3.1, 15 credits fine arts and creative writing classes

EXPERIENCE

Class Work Example

Student, Biology 10

November-December 2014

Pullman High School

Pullman, WA

- Organized study group visit to local plant museum to research local grass species.
- Composed paper with group of 3 class members which earned a grade of 92%.

Field Work Example

Work Team Member

Summers 2011 – present

XYZ Farms

Sequim, WA

- Contribute to household income by picking strawberries and harvesting lavender for farm in 4 different locations.
- Demonstrate efficiency and strong work ethic by working 8 hour days 6 days a week, and meeting 100% of business harvesting goals.

Child Care Example

Child Care Provider

September 2011 – present

Anderson, Cook, Martinez Families

Pullman, WA

- Organize educational and social activities for 4 children ages 3-6 years after school.
- Develop positive relationships and communication with parents about children's daily activities.

Club or Sports Example

Soccer Team Member

September 2013- present

Palouse Soccer League

Pullman, WA

- Participate in 4 weekly practices and 6 competitions, team placed 2nd in local League.
- Provide transportation for team members to and from practices and games.

SAMPLE CHRONOLOGICAL RESUME

Name

Phone number • Email • Linked In Profile URL

Objective:

A trainee position leading to Branch Management/Operations for a major financial services organization.

Education:

Bachelor of Arts in Business Administration, Option in Finance May 201X
Washington State University, GPA 3.15 Pullman, WA

Relevant coursework: Financial Institutions and Markets, Commercial Bank Management, Advanced Financial Management, Investments and Security Analysis, Portfolio Theory and Management, Operations Management, Database Management Systems, Professional and Technical Writing

Work Experience:

Financed 100% of higher education costs through the following part-time and summer jobs:

Managing Editor, Daily Evergreen 9/201X – Present
Washington State University Pullman, WA
Supervise a staff of 35 people, maintaining the lowest turnover rate in five years. Coordinate editorial and art production schedules, oversee budget, recommend cost-cutting procedures to campus advisor. Developed a training program for new employees resulting in increased productivity. Wrote an orientation handbook. Initiated an on-campus recruitment program which generated 40% more applicants.

Assistant Manager, Pullman Franchise

1/201X - 12/201X
McDonald's Pullman, WA
Supervised a staff of 10 part-time employees. Arranged work schedules. Taught orientation program for over 50 new employees. Reduced customer complaints by 25%. Balanced daily cash register receipts and sales. Oversaw work flow. Promoted to assistant manager position within first six months of employment.

Leadership: President, Finance Club 201X-201X
Vice President, Beta Sigma Epsilon 201X-201X

Clubs: Member, Finance Club 201X-201X
Member, Business Administration Club 201X-201X

Honors and Awards: Donald Gates Outstanding Leader Scholarship 201X-201X
WSU Writing Portfolio "Passed with Distinction"

SAMPLE FUNCTIONAL RESUME

Name

Email

Current Address (until May 20, 200X)

Address

City, State Zip code

Phone

Permanent Address

Address

City, State Zip code

Phone

Food science and human nutrition major graduating in May 2020 looking for a position as a dietician utilizing my skills in effective nutritional screening and development of nutrition plans as well experience in customer service.

EDUCATION

Bachelor of Science in Food Science and Human Nutrition, General Dietetics Option

Washington State University, Pullman, WA, GPA 3.15

May 201X

Relevant coursework: Eating Disorders, Global Nutrition, Community Nutrition, Nutritional Assessment, Medical Nutrition Therapy, Prenatal-Infant and Child Nutrition, Nutrition and Aging, Sport Nutrition

CLINICAL EXPERIENCE

- Performed effective nutritional screening to assess status and develop nutrition care plans for patients
- Provided counseling and diet instruction for inpatients and outpatients in hospital setting
- Attained first-hand clinical experience in renal, ICU, diabetic, cardiac, and geriatric rotations
- Developed presentations for outpatient nutrition education programs including diabetes, cardiac care, weight loss and pregnancy
- Provided nutrition counseling to university students
- Established proficient charting procedures
- Developed precision, confidence and ability to manage patient loads

COMMUNITY EXPERIENCE

- Developed nutrition education materials for teaching individuals in the community
- Organized nutritional components of "Eating Disorders Awareness Week" on campus
- Participated in Food Bank and Meals on Wheels community programs
- Co-directed a station of the "Body Walk" program (regional 4th grade nutrition education program) organizing staffing, scheduling, props and nutrition education

FOOD SERVICE EXPERIENCE

- Planned theme dinner for WSU dining centers
- Participated in budgeting, requisitioning and ordering procedures for public school food service
- Conducted in-service training for full-time food service staff

EMPLOYMENT HISTORY

Student Dietician, WSU Nutrition Clinic, Pullman, WA

1/201X - present

Food Service Manager, Pullman School District, Pullman, WA

8/201X - 5/201X

Food Service Worker, Sweet Sensations, WSU, Pullman, WA

8/201X – present

Student Dietitian, Madigan Army Medical Center, Tacoma, WA

8/201X – 5/201X

HONORS AND LEADERSHIP

Member, American Dietetic Association

1/201X - present

Treasurer, Student Nutrition Awareness Club

1/201X - present

ADA Outstanding CUOGD Dietetic Student Nominee

1/201X - present

SAMPLE TECHNICAL RESUME

Name

Street Address

Email

City, State Zip code

Phone

Languages

- Visual Basic
- COBOL
- C, C + +
- Pascal

Operating Systems

- Windows (all versions)
- Mac OS
- UNIX
- Novel NetWare

Applications

- Microsoft Office
- Adobe PageMaker
- Adobe Photo Shop
- Corel DRAW

Networking

- Ethernet card installation
- TCP/IP
- Telnet
- FTP
- Fetch

Database

- SQL
- Microsoft Access
- Oracle8

Web Development

- HTML
- Microsoft FrontPage
- Macromedia Dreamweaver
- ASP Programming

EDUCATION

Bachelor of Arts in Business Administration,
May 201X

Emphasis: Management Information Systems
Washington State University, Pullman, WA
GPA: 3.3

RELEVANT EXPERIENCE

Web Coordinator, Student Computing Services
8/201X – 5/201X

- Created and maintained public and internal website
- Worked with other departments as a team member
- Installed and maintained NT server

Lab Monitor, Student Computing Services
8/201X – 5/201X

- Created user accounts with Novell Network
- Helped customers regarding software or hardware, providing optimum customer service

OTHER EXPERIENCE

Food Service Handler, Compton Union
Building 8/201X –5/201X

Food Service Handler, Regent Dining Center
8/201X – 5/201X

VOLUNTEER EXPERIENCE

Career Development Specialist, Career
Services 8/201X – 5/201X

- Planned programming to assist students with career counseling
- Directed outreaches and presentations to new and potential Washington State University students

Peer Advisor, College of Business & Economics
8/201X – 5/201X

- Provided academic advising and support to student advisees
- Acted as role model and promoted responsible behavior to advisees
- Participated in extensive training in listening skills and advising issues

SAMPLE SCIENCE RESUME

Name

Email

Address

City, State Zip code

Phone: (###) ###-####

Cell: (###) ###-####

QUALIFICATIONS

Five semesters working in commercial and academic biological research labs. Proficiency with electrophoresis, media preparation and a variety of other lab techniques. History of working while attending classes full-time.

EDUCATION

Bachelor in Science in Biology

Washington State University

May 201X

Member of Honors College

GPA: 3.65

Study Abroad at University of Lancaster, England

Spring 201X

LABORATORY SKILLS

Radioimmunoassay, Microscopy, Agarose Gel Electrophoresis, Media Preparation, Animal Injections (chickens), Spectroscopy, Lotus 1-2-3 Software, Macintosh Computer

RESEARCH

Hypothyroidism in male chickens: Investigated the effects injections of thyroid hormone and drugs that inhibit thyroid hormone production had on body weight and bone growth replacement May 201X

- Proficient at IM injections for chickens
- Ran 80 blood samples through gas chromatograph to check T1 levels
- Prepared bone growth media for 8 sets of experiments

EXPERIENCE

Earned \$10,000 towards education through employment

Laboratory Assistant

Pullman, WA

Washington State University

August 201X- May 201X

- Assisted students with weekly lab projects and answered student questions
- Prepared gel electrophoresis equipment for 10 students
- Arranged tutoring circles for students who scored low on exams

Moisture Analyst, Quality Assurance Dept.

Allentown, PA

ALPO Petfoods, Inc.

Summer 201X

- Measured moisture and physical constants of newly produced dog food and adjusted content when necessary so variables remained within specified parameters
- Trained on and became proficient with Electronic Moisture Analyzer
- Calibrated moisture injection equipment

Preparation Room Attendant

Pullman, WA

Washington State University

Fall 201X

- Prepared various laboratory courses
- Prepared solutions and media and performed autoclaving

HONORS

Treasurer, Mortar Board, August 201X- May 201X

Dean's List, Fall 201X, Spring 201X, Fall 201X

CHOOSE REFERENCES AND ASK THEIR PERMISSION TO LIST THEM

SAMPLE REFERENCE LIST

Your Name Here

Phone: (###) ###-####
Email: _____@wsu.edu

Address
City, State Zip Code

Name of Reference Person
Job Title
Address (include zip)
Phone (include area code)
E-mail address
Relationship to you (optional)

Name of Reference Person
Job Title
Address (include zip)
Phone (include area code)
E-mail address
Relationship to you (optional)

Name of Reference Person
Job Title
Address (include zip)
Phone (include area code)
E-mail address
Relationship to you (optional)

Note:

- List 3-6 references. Remember, you must ask your reference people, in advance, if they are willing to provide recommendations for you. Ask your references if they prefer you list both their home and/or work phone numbers.

CREATE A COVER LETTER SPECIFIC TO THE JOB

COVER LETTER FORMAT

Your Name
Your Address
City, State, ZIP
Phone
E-mail

Date

Name of Contact Person
Title
Organization
Street Address
City, State ZIP

Dear (Contact Person's Name):

Opening Paragraph: Why you are writing.

- State why you are writing. Name the position or type of position for which you are applying.
- Mention how you learned of the position.
- Mention the name of any referring person.
- Briefly describe why you are interested in this particular position.

Body of the Letter: Sell yourself.

- Introduce yourself.
- Briefly describe the skills and/or experiences you possess that fit the requirements of the position.
- If you have related experiences, mention your qualifications and achievements.
- This is your chance to give the reader more insight as to who you are as a person. Do not repeat your resume. This is the time to mention personal qualities or special experiences and motivators.
- Refer the reader to your enclosed resume.

Closing Paragraph: Request an interview.

- Directly, but politely, indicate your desire to further discuss your qualifications in an interview.
- Make it easy for the reader to contact you by providing your phone number(s), email, and the best time to reach you.
- Thank the contact person for his or her time and consideration.

Sincerely,
Your Signature
(4 spaces)

Your typed name
(2 spaces)
Enc(s).

SAMPLE COVER LETTER

NAME
123 Anywhere Street
Pullman, WA 99163
509-123-4567
stillnschool.wsu.edu

February 18, 200X

Dr. Mark Green
Owner
Reno Lights Clinic
1234 Casino Road
Reno, NV 99999

Dear Dr. Green:

As a current third year student at Washington State University, I am flourishing in the College of Nursing program. Before beginning senior clinical practicum in August, I am interested in returning to a clinical setting and would like the opportunity to visit your practice and discuss the possibility of either summer employment or a senior internship.

I am a well-rounded student, recognized on the Dean's List and active in many extracurricular activities and clubs. Throughout nursing school, I have experienced many opportunities that foster teamwork, leadership, diagnostic skills, and problem solving. My studies have included courses such as pharmacology, pathophysiology, anatomy and physiology, psychiatric and mental health, chronic illness in adults, and laboratory values and analysis. In addition to my curriculum, I developed and implemented a thesis project on the positive effect of exercise on insulin levels in severe diabetics. At the end of the project, I presented the successful results at the state nursing convention in Seattle, WA and to the College of Nursing at Washington State University.

My past clinical experience includes two multi-doctor practices in which I fulfilled certified nursing technician duties. Beyond medical knowledge, I gained a great appreciation for a sound staff, teamwork, and respect in the work place. These experiences have shaped my work ethic and my definition of a successful practice. I also have a wide variety of experience working with obese and diabetic populations. My future career interests reflect my diverse background.

I will be in Reno during the third week of March and would like the chance to introduce myself in person and visit your practice. I can be reached at your convenience through the contact information listed above. I will follow up with a phone call during the first week in March. Thank you for taking the time to look over my resume. I look forward to hearing from you soon and meeting with you in March.

Sincerely,

Still N. School

Still N. School

Enc. Resume