

The background of the slide features a photograph of a grand, classical-style building with a portico supported by white columns. The building is partially obscured by trees with green and yellowing leaves, suggesting an autumn setting. The right side of the image is faded into a white background where the text is located.

Career Services Overview

Resumes & Cover Letters

Updated Fall 2021



How We Can Help You Reach Your Own Success

- Conversations About Majors and Careers
- Document Reviews (Resume, Cover Letters, and Personal Statements)- Stop by Drop-In Hours!
- Teacher Certification Information
- Opportunities to Connect with Employers (Local, New York State, and Nationwide) and Graduate Schools
- Internship Program
- Student Employment Services
- Volunteer Opportunities
- Job Search

Importance of Articulating Power Skills

Career & Self-Development

Communication

Critical Thinking

Equity & Inclusion



NACE Career Readiness Competencies



Leadership

Professionalism

Teamwork

Technology

- [National Association of Colleges and Employers \(NACE\)](#) Career readiness is “attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.”
- POWER SKILLS (Soft Skills) versus Hard Skills
- Why does this matter?



Resume Writing

format, content, audience

Sample Resume

Blaze R. Dragon

Career Services, B-5 Van Hoesen Hall, Cortland, NY 13045
(607) 753-4715 • career.services@corland.edu

EDUCATION: (Once you are in college, there is no need to include high school)
State University of New York College at Cortland, Cortland, NY
Bachelor of Arts/Science in _____, Expected Month (or Semester) Year
GPA: XX/4.0

Study Abroad Experience can be included here too!

EXPERIENCE:

Organization Name, City, State

Position Title, Dates

- There can be more than one section! A common option is creating a "Relevant Experience" section and an "Additional Experience" section. Other potential sections can include "Internships", "Projects", "Teaching Experience", or "Volunteer Work". Each section can be a mix of paid and unpaid experience.
- Within each section, you want to have experiences in reverse chronological order; most recent experience first and work backwards.
- Take off high school experiences before sophomore year unless directly related.
- For each of your experiences, include 2-5 bullet points. Highlight accomplishments from each experience and skills used.

Organization Name, City, State

Position Title, Dates

- Start each of your bullet points with a strong action verb; this includes verbs such as "collaborated", "created", "taught", and "implemented" versus passive verbs including "assisted" and "worked". Use past or present tense. For a complete list, visit Career Services.
- Quantify when you can. Use actual numbers including dollars, people worked with, percentages, etc.
- Ensure that you highlight some of your transferrable skills including communication skills, teamwork, and organizational skills. These skills are important to employers too!

EXTRACURRICULAR ACTIVITIES:

Include clubs you are involved with, especially if you have executive board positions.

HONORS/AWARDS/ACHIEVEMENTS:

Include awards/honors related to academics, athletics, community, employers, clubs, etc.

SKILLS:

Include technical skills such as foreign languages, computer programs (i.e. Microsoft Office), trainings, and certifications.

Sample Resume

Ramon E. Resume

Cortland, NY

(999) 999-9999

mvemail@cortland.edu

EDUCATION

Bachelor of Arts in English

05/2018

State University of New York at Cortland, Cortland, NY

- GPA: 3.21, Dean's List
- Related Coursework: Literature and Culture, Major Authors: Milton, Critical Perspectives of Literature, Critical Writing

PROFESSIONAL EXPERIENCE

Resident Assistant, *SUNY Cortland Department of Residence Life, Cortland, NY*

08/2016 – Present

- Supervise the health and well-being of 30 residents in a hall
- Create an inclusive environment for a diverse campus population by building rapport and providing support and resources
- Develop and implement educational programs to promote intellectual and personal growth of residents on topics such as Financial Aid and First Generation Students and Transgender issues
- Complete managerial and administrative tasks including health and safety checks
- Enforce student conduct based on University and Residence Life policies
- Submit incident reports regarding student misconduct within the residence hall
- Communicate maintenance requests in buildings and work with facilities staff to ensure a safe and sustainable living environment

Teachers Assistant, *Office of Advisement and Transition: COR 101*

08/2016 – Present

- Develop and facilitate presentation that focused on developing critical thinking skills, interpersonal skills, and diversity and inclusion
- Assist faculty members with classroom instruction, exams, record keeping, and other miscellaneous projects
- Collaborate with the professor in developing courses and facilitation of in-class activities
- Maintain weekly office hours to communicate in person with students as needed
- Receive and promptly respond to student inquiries regarding grades, assignments, attendance, and course material

Salad Bar Server, *Auxiliary Services Corporates, Cortland NY*

08/2017 – 03/2018

- Coordinated and communicated with each food station in order to provide assistance in different areas as needed
- Supervised dining room to ensure diners are satisfied with food and service, while responding to additional requests
- Cleaned and sanitized workstations and equipment following all client and regulatory rules and procedures

COMPUTER SKILLS

Proficient using Microsoft Office Suite: Word, Excel, PowerPoint, Adobe Photoshop

ACADEMIC ACHIEVEMENTS

Member, National Society of Leadership and Success

2016 - Present

Sample Resume

Caree R. Services

email@cortland.edu · Cortland, NY, (555) 555-5155

Portfolio: myportfolio.wix.com · LinkedIn: linkedin.com/in/mynname

Education

Dual Major: Bachelor of Science in Literature and Philosophy, GPA 3.52/4. December 2016
State University of New York at Cortland, Cortland, NY

- Honors Scholar Distinction, University Research Scholar Distinction b.hapeman_27@yahoo.com
- Relevant Coursework: Appalachian Literature, Philosophy of Human Rights, Social and Political Philosophy, The English Language and the Teaching of Writing
- Study Abroad: British Literature and Language, King's College, London, England

Research and Presentations

"The Great Depression's Impact on New York's Elementary and Secondary Education." April 2014
Undergraduate Research

- Researched and analyzed the economic factors related to the 1930's growth and development of public and private education in New York City, New York
- Presented at the New York Undergraduate Research Symposium on May 2014

"Effective Reflection in the Classroom." Presentation November 2013
ACME Conference at Amherst College, Amherst, MA

- Identified and summarized the reflective teaching strategies practiced by four schools recognized as the leaders in reflective curriculum
- Recommended a series of strategies to implement reflection practices into classroom curriculum

Employment Experience

Server, Brix Puberia, Cortland, NY June 2015-present

- Serve food and drinks, ensure dining room cleanliness and manage orders and reservation requests in a fast-paced environment serving up to 75 customers per hour

Cashier, Tops, Cortland, NY May 2013-September 2014

- Assisted hundreds of daily customers by answering questions and processing sales transactions
- Cleaned the store and restocked merchandise ensuring a satisfactory shopping experience

Community Service Experience

Volunteer, Cortland YWCA May 2012-May 2013

- Mentor children ages 5-14 in homework needs and educational activities
- Oversee weekly gymnastics classes for children ages 6-9

Volunteer Teacher, Thompkins Learning Partners, Ithaca, NY February 2011-May 2012

- Taught literacy skills to adult students weekly, helping with reading, math, and developing computer skills

Volunteer Packager, Catholic Charities, Cortland, NY October 2010-May 2011

- Packed and organized meals for delivery to hundreds of local families
- Advertised and co-coordinated registration of 475 people for the annual Blue Jean Ball event, raising over \$4,000 in charitable donations



Formatting

- Your resume should look professional and error-free
- Resumes are 1-2 FULL pages
- Utilize your space
- Use 10.5-12 size font
- Make sure you have a margin (.5”- 1.0”)
- Templates have limits – hard to “grow with you” and difficult to edit
- There should be consistency throughout the entire document
 - E.g. headings, dates, punctuation, bolding, spacing



Heading and Contact Information

- Name should be bolded and slightly larger than the rest of the font on the document.
- Address is not recommended for online versions.
- Include phone number and appropriate email address.
 - Cortland email or has your name in it.
 - Make sure your voicemail is professional and do not use callback tones.
- You can also include your LinkedIn URL if you choose.
- Resume must be visually pleasing and content well-organized.

Objectives and Profiles

- Objectives:
 - One sentence statement that briefly shows a **SPECIFIC** employer what you can do for them.
 - Can use the job description for skills and experiences.
 - Example: To obtain a position as a Graduate Assistant with Recreational Sports to utilize experience in leadership, managing a budget, and event planning.
- Profiles:
 - Highlight your relevant skills and experiences in a few quick bullets.
 - Example:
 - Committed to creating a classroom atmosphere that is stimulating and encouraging to students.
 - Aptitude to remain flexible, ensuring that every child's learning styles and abilities are addressed.
 - Superior interpersonal and communication skills to foster meaningful relationships with students, staff and parents.
 - Demonstrated ability to consistently individualize instruction, based on student's needs and interests.
 - Use short phrases to highlight your strongest skill sets.... **Be consistent** with verb tenses. Generally experiences are in reverse chronological order.

Education

- Reverse chronological order- most recent school first.
- Do not include high school after sophomore year.
- Include other colleges/ universities if **received a degree**.
- Cortland → State University of New York College at Cortland.
- Spell out actual degree:
- Include GPA over a 3.0; can be overall or major GPA.
- Honors:
 - Honor societies, awards, competitive scholarships.
 - One of two awards can go in this category, i.e. Dean's List.
 - If more than 1 or 2, create honors section.

Education (Cont.)

Formatting Cortland:

State University of New York College at Cortland, Cortland, NY

Bachelor of Science Degree, Psychology, Expected May 2022

Minor in Spanish

GPA: 3.55/4.0

Formatting an Associate's Degree

Westchester Community College, Valhalla, NY

Associate of Arts Degree, Liberal Arts, May 2020

GPA: 3.2/4.0



Experience

- The most important sections! It shows what you have done and your skillsets.
- There should be more than 1 section, not just "Experience".
- Employment, internships, volunteer work, clinical experiences, research, leadership, extracurricular activities professional affiliations, etc.
- One recommendation: "Relevant Experience" and "Additional Experience" sections.
- Highlight the most relevant experiences for the particular position.
- We use bullet points to talk about accomplishments and evidence of skills.



Bullet Point Writing for the Win!

- Start bullet points with a strong action verb rather than a passive one.
 - E.g. attained, collaborated, organized.
 - versus
 - Assisted, helped, worked.
- Never use I. Your bullet point can be thought of as an imaginary “I”.
- Quantify:
 - Numbers and amounts should be used in describing results; they pop out on the page.
 - E.g.- Working with a certain number of people, fundraising a certain amount of money
- Resulting in statements....
 - Organized a fundraiser resulting in \$1000 to donate to cancer research.
- Avoid using the phrases “duties include...” and “responsible for....”.



Sample Bullets

Auxiliary Services Corporation (ASC), Cortland, NY

Dining Hall Student Employee, Fall 2020- Spring 2021

- Coordinated and communicated with each food station in order to provide assistance in different areas as needed.
- Trained 5 new staff members in procedures and policies to ensure positive customer dining experience.
- Cleaned and sanitized workstations and equipment following all client and regulatory rules and procedures.

SUNY Cortland Department of Residence Life, Cortland, NY

Resident Assistant, August 2020- Present

- Supervise the health and well-being of 30 residents in a hall .
- Create an inclusive environment for a diverse campus population by building rapport and providing support and resources.
- Develop and implement educational programs to promote intellectual and personal growth of residents on topics such as Financial Aid and First Generation Students and Transgender issues.
- Complete managerial and administrative tasks including health and safety checks.
- Enforce student conduct based on University and Residence Life policies.
- Submit incident reports regarding student misconduct within the residence hall.
- Communicate maintenance requests in buildings and work with facilities staff to ensure a safe and sustainable living environment.

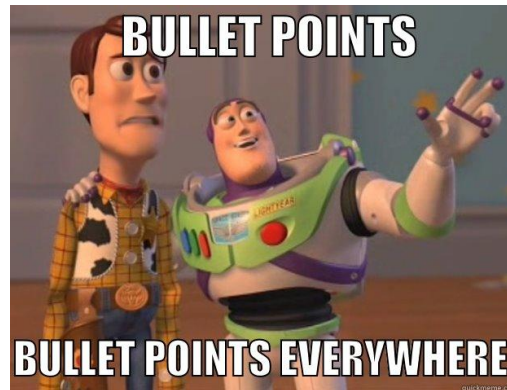
Let's Practice

- Prompt #1: What Skills Have You Gained?
 - Think about a job you have had. Write down 3 skills you gained from the position.
 - Share your skills with a partner. Discuss if they are soft skills and/ or hard skills and how they are important to a future employer.



Let's Practice

- Prompt #2: Writing Bullet Points:
 - Write a bullet point or two for practice
 - Take a skill / job duty and turn them into a bullet point that would be listed on a resume. Remember to start with an action verb or a qualifying adverb.





Cover Letters

format, content, audience



Formatting

- There are many types and styles of letters
- Generally contents will contain-
 - your contact information (or stationery header)
 - Addressee information
 - Salutation
 - Opening Paragraph
 - 1-2 body paragraphs
 - Closing paragraph
 - Letter ending and signature

Content

- **Opening:** Concisely state why you are writing and why you are interested in the organization. Include source of advertisement or connection to organization.
- **Body paragraph:** Discuss skills, attributes, and qualifications. Highlight accomplishments. Personalize letter to include information relevant to organization or advertisement. How can you meet organization needs? Include several items. Research organization and job.
- **Body paragraph:** Refer reader to resume or other included application materials for a more detailed description of experience and background.
- **Closing:** End with enthusiasm and a way to be reached. State future action desired. Be sure to say thank you.

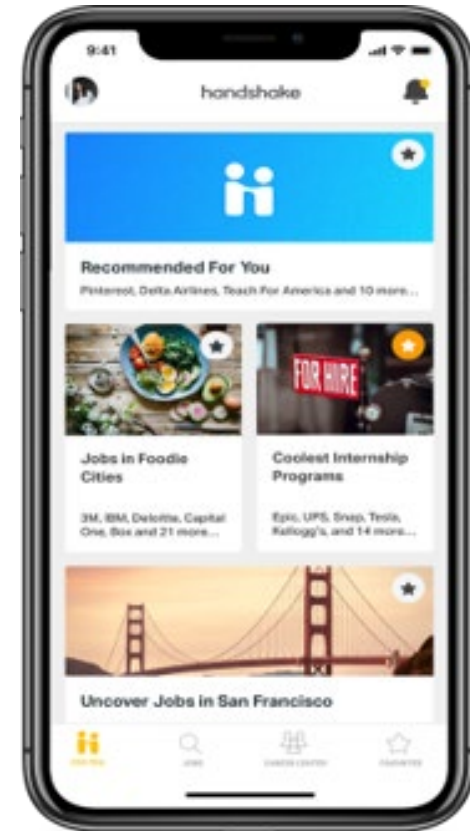


Musts

- Typed, neat, easy to read, interesting
- Address to an individual (research) or hiring manager or search committee
- Check spelling and grammar. Be sure organization of letter makes sense.
- Remember it is about you, but it is more about them... discuss how your skills meet organizational needs and provide specifics.
- Have someone else proofread it!

Handshake

- Your job search tool!
- Jobs, internships, volunteer opportunities.
- All students have access:
It's FREE!
- You can set up appointments.
- cortland.edu/handshake



Next Steps

- Work with Career Services! Drop-in hours:
 - Mondays through Thursdays: 1-3 p.m.Access drop-in link at cortland.edu/career or stop in to Van Hoesen Hall, Room B-5
- Scheduling appointments:
 - Handshake
 - Call 607-753-4715

