

# Optimal Resume

Free to students, online, award-winning software!

- **Resume**
- **Cover Letter**

SUNY Cobleskill

## Student Success Center

**Location:** Van Wagenen Library, Room 109  
**Telephone:** (518) 255-5624 ■ **Fax:** (518) 255-5263  
**E-mail:** [StudentSuccess@Cobleskill.edu](mailto:StudentSuccess@Cobleskill.edu)  
**Web:** [www.cobleskill.edu/ssc](http://www.cobleskill.edu/ssc)

## Examples of How to List Leadership Experience

Residential Life Office, SUNY Cobleskill, Cobleskill, NY

**Senior Resident Assistant**, August 2016 – present

- Assumed supervisory responsibilities in addition to Resident Assistant duties
- Night Host Coordinator: develop weekly schedule and monitor time sheets
- Participate in Residential Life Professional Staff meetings
- Assist with selection, training and supervision of RA and student staff
- Observe at least 6 scheduled office hours per week for walk-ins
- Serve as administrator in charge in the absence of Residence Hall Director

**Resident Assistant**, August 2015 – present

(List 3-4 action statements)

- Develop a sense of community on a floor of \_\_\_\_ students
- Create and implement educational and social programs to aid student development
- Act as a role model and behave in a professional manner
- Execute administrative tasks related to the operation of the residence hall
- Interpret student concerns and propose solutions
- Support the enforcement of the campus Student Conduct Codes and college policies
- Mediate interpersonal conflicts and reinforce campus policies for a \_\_\_\_\_ person residence hall
- Serve as a leader and role model while promoting an atmosphere of community and cultural diversity

Alumni Office, SUNY Cobleskill, Cobleskill, NY

**Student Caller**, Fall 2015 - present

- Contact Alumni to update records, and promote the SUNY Cobleskill Annual Fund
- Developed excellent communication, listening and multi-tasking skills

Admissions Office, SUNY Cobleskill, Cobleskill, NY

**Student Ambassador**, August 2015 – present

- Establish relationships with prospective students and assist them with admission process
- Assist with Campus Open Houses and Accepted Student Days and give campus tours
- Contact students and interview them for scholarships
- Developed excellent communication, listening and customer service skills

Center for Academic Support and Excellence, SUNY Cobleskill, Cobleskill, NY

**Tutor**, Fall 2015 – present

- Provide one-on-one assistance to students having difficulty with math and English
- Assist students with homework assignment, project management and test preparation

Residential Life Office, SUNY Cobleskill, Cobleskill, NY

**Night Host**, Fall 2016

- Monitor traffic coming in and out of the residence hall
- Register guests
- Conduct rounds of the hall every hour to ensure a safe and quiet environment

Wieting Hall Council, September 2014 – present

- **President**, Fall 2016
  - Conducted weekly meetings, delegate tasks, lead event development and implementation
  - Coordinated hall-wide Halloween Decorating Contest
  - Oversaw preparations for hall semi-formal and dinner, 100 students attended
- **Secretary**, Spring 2016
  - Recorded minutes and assisted President with writing and producing publications
- **Floor Representative**, Fall 2015
  - Attended weekly meetings and acted as liaison between the council and floor-mates

## Optimal Resume – Creating an Account & Resume

→ Use **Firefox** or **Google Chrome**, not Explorer as your browser.

→ Go to: <http://www.cobleskill.edu/ssc/>, click on right →



**FIRST TIME USERS:** Click on: “**Create New Account.**” Type in your Cobleskill.edu email and you will receive a validation code. Copy and paste this into the log-in page.

Add contact information & accept Terms/ & Conditions. Here are some tips for your contact information:

- Use dashes: 518-555-0000
- Use capitals: **Sample Student**, 000 **Hill Road**, **Delanson, NY** 12053
- List your *permanent* address. All of this information is kept strictly confidential.  
(You can add your campus address later (Bouck Hall Box number) if receive mail here, too.)
- Use a professional sounding email address. Your college email address is a good one to use.

1. Click on “**Create New Resume**” to start a new resume.
2. Name your resume (use the name of the company/organization to which you are applying).
3. Click “Start Resume.”
4. Click “Continue” under “Browse Section Sets” in the middle.
5. Under “Resume Types,” click on “**Career Center Preferred.**” Click “Continue.”
6. To add information or edit a section, click the section header. A text box will appear. Enter your information. Use **SAMPLE** resumes in this packet as guides.
  - Use the “**Examples**” tab. If you see text you like, click “Add”. That information will be put in the resume. If you see words in a bracket, [ ], that means you need to add specific information. Delete the brackets after you do that.
7. Click “Save” when you are done working on a section. You can skip between sections. Here are some more tips:
  - **Objective:** no longer used on a resume since the cover letter states the position for which you are applying.
  - **Education:** click on “Examples” and “Add” your degree. State University of New York at Cobleskill needs to be spelled out-see *sample resume*. List the degree you are currently working on, and then list your Associate degree (if applicable) under it.
    - Under the official degree title, put “**Anticipated**” followed by the month and year you expect to earn your degree. Under that, you can list your GPA, if it is over a 3.00.
  - **Relevant Courses:** it is recommended they are listed in 2 columns. To do this, click on the 6<sup>th</sup> tab to the right called “**Resume Table.**” A pop-up will ask you how many columns and rows you want. Start with 2 columns and 3 rows. List course titles related to the job description.
  - **Work Experience:** List your **current or most recent job first**, and then go back in time.
    - Job Title = your position (ie. Cashier)
    - Employer Name = company name (Price Chopper)
    - Employer Location = city and state. You **don’t** need the address and zip code
    - Date Range = Spell out months (ie. March 2015 – present, Fall 2014 – present, Summer 2015 or July 2014 – August 2015)
    - Job Duties: Start each description with an action verb. Examples:
      - Gained knowledge of pet products
      - Utilized interpersonal skills to provide excellent customer service
      - Operated cash register and balanced cash drawer daily

8. **Activities:** List SUNY Cobleskill and then club name, as well as dates. Examples:  
 SUNY Cobleskill Woodsmen Club, Fall 2015-present  
 SUNY Cobleskill Pearson Hall Council, Fall 2015  
 Howes Cave Animal Shelter, Volunteer, 2012-present
9. **Related Skills:** List any additional skills not already mentioned above. Examples:  
 Excellent communication skills; verbal and written  
 Fluent in Spanish  
 Highly organized; manage time well

**Other tips:**

- Don't use the word "I" in the resume.
- **Use the *sample resumes in this packet as a guide.*** Notice there are no paragraphs of text. The information is concise and bulleted.
- Other sections you may want to add include: Certifications, Licenses, Computer Skills, Volunteer, Military Service, Professional Affiliations, Scholarships, Study Abroad, Internship, etc.
- The average college resume should fit on 1 page.
- Once in college, no high school information is listed. References are listed on a separate document.

10. Run a **SPELL CHECK** – on the right, under Document, click "**Spell Check.**"

11. Click the "Download" tab to view it in Word. Save as a .pdf to email so margins remain.

12. If you are ready to have someone review your resume, **click on "Review Center."** **Type a message to say if your resume is for a job, internship, scholarship or transfer to another college.** Allow a week for the resume to be reviewed and returned to you. For Career Prep, submit in Moodle under "**Career Prep**" community group.

The screenshot shows the SUNY Cobleskill resume builder interface. At the top, there is a navigation bar with links for Home, Document Center, Calendar, Account, Contact, and Help. Below this is a header for "Example" with instructions: "Click on a section to begin editing your resume. Use the right sidebar to format your resume and find content assistance. Click here to download pdf help." The user is logged in as Tammy Rehberg.

The main interface has a toolbar with buttons for Rename, Clone, Review Center, Resume Book, Download, Share, Print/Preview, To Do, and Switch Resumes. The central area displays a resume for Sarah Smith, including contact information and sections for Education, Honors, Relevant Courses, Experience, Activities, and Related Skills. The right sidebar contains a "DOCUMENT" section with options like STYLE RESUME, FORMAT HEADERS, SPELLCHECK, and SHOW HISTORY. Below that is a "SECTIONS" list with expandable options and a "TOOLS" section at the bottom.

Callout boxes provide the following instructions:

- "To have your resume proofread, click" (points to Review Center)
- "Phone numbers need dashes. You can remove the School Phone section by clicking on it and click Remove." (points to the phone number field)
- "Click for spell check; correct any errors." (points to SPELLCHECK in the sidebar)
- "To delete a section, click trash can." (points to a trash icon in the sidebar)
- "If listing just home address, click on FORMAT HEADER. See next page for details." (points to FORMAT HEADERS in the sidebar)
- "To add new sections: Certifications, Internships, Computer Skills, etc." (points to Add Section in the sidebar)
- "Move sections around!" (points to the Reorder button in the sidebar)

## If you live in one location, center your “Permanent Address” under your name

When you click Format Header this section will appear

Sample Header:

**Sarah Smith**  
smiths475@cobleskill.edu  
5182317679

PERMANENT ADDRESS  
37 Happy Street  
Albany, NY 12043

COLLEGE ADDRESS  
107 Schenectady Avenue  
Bouck Box 183  
Cobleskill, NY 12043

Click and drag to Address 2 (College Address) to Fields if you don't want it visible. Same for Phone 2 (College Phone). Info in the Fields section won't be visible in the resume.

Click and drag Address 1, Phone Number and Email in this order

Name  
Address  
Phone  
Email

Use this dropdown to remove the Permanent Address label. Switch it to “No”. Remember to hit “APPLY” to see changes.

### Quick Resume Checklist:

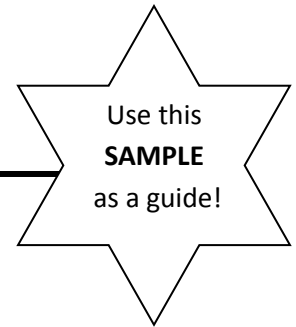
#### **The #1 resume writing tip!!**

**Is your resume tailored to the job you are applying to? Read the job description. Make sure the skills and experience the employer is looking for is shown in your resume!!!!**

- Arial font, size 11-12 pt, .8” margins, heading is formatted.
- No high school or reference information is on resume.
- Heading has 1 or 2 addresses with phone/email, phone # has dashes. City, States are capitalized.
  
- Official degree is bolded, listed under State University of New York at Cobleskill, Cobleskill, NY.
- “Anticipated month year” is listed under degree.
- Relevant Courses – listed in a table of two columns, titles have capital letters
  
- Work history begins with current/most recent job and works backward in time. Dates are consistent.
- Employer Name is the company name. Location is city, state.
- Bulleted job duties begin with action verbs.
  
- Verbs are in correct tense. Use “Managed” for a past job vs. “Manage” for a current job.
- Spell Check has been used!

# **DERRICK R. CRANE**

214 Ford Street  
Potsdam, NY 13676  
[cranedr@cobleskill.edu](mailto:cranedr@cobleskill.edu)  
315-555-1000



## **EDUCATION**

State University of New York at Cobleskill, Cobleskill, NY  
**Bachelor of Technology, Information Technology**  
Anticipated May 2017  
GPA: 3.52

## **HONORS**

Phi Theta Kappa Honor Society, Spring 2015  
Recipient of a Clark Foundation Scholarship, Fall 2014 - present

## **RELEVANT COURSES**

Network Technology	Data Communications and Networking
Network Design Concepts	Software Integration and Interoperability
Network Administration	Organizational and End-User Information
Project Management Systems	Network Security

## **RELATED EXPERIENCE**

**Student Technology Services Assistant** August 2016 - Present  
SUNY Cobleskill Cobleskill, NY

- Work with Information Technology Service staff to deliver technology support services to the entire campus community
- Answer Computing @ Cobleskill Help Center calls
- Assist faculty in classroom technology
- Manage and maintain student computer labs
- Provide media services set-up and instruction

**Computer Technology Intern** Summer 2016  
Bassett Hospital Cobleskill, NY

- Assisted Computer Services Manager with hardware, software, and network installation and support of 200-250 user system
- Backed-up servers and email/post office
- Installed and upgraded software
- Maintained support contracts and coordinated with software vendors

## **COMPUTER SKILLS**

- Able to configure Cisco Routers and Switches and apply VLANS, access lists, OSPF, trunking, port security, and encapsulate PPP
- Proficient with all versions of Microsoft Windows and Microsoft Office
- Performed troubleshooting and problem solving on servers in a lab environment
- Exercise system administration in a Windows Server 8.1 environment

## **ACTIVITIES**

SUNY Cobleskill Student Government Association, Senior Representative, Fall 2016  
Student Community Service Club, Vice President, Fall 2015  
Men's Soccer Team, Fall 2015 and 2016

## **RELATED SKILLS**

Proficient in Spanish  
Highly organized and manage time well  
Excellent problem solving, interpersonal and communication skills  
Outstanding customer service skills and experience

**ANOTHER SAMPLE INSIDE!**

# DERRICK R. CRANE

**Permanent Address:**  
214 Ford Street  
Potsdam, NY 13333  
Cell: (315) 432-1000

**College Address:**  
Bouck Hall Box 0000  
SUNY Cobleskill  
Cobleskill, NY 12043  
[cranedr@cobleskill.edu](mailto:cranedr@cobleskill.edu)

## EDUCATION

State University of New York at Cobleskill, Cobleskill, NY  
**Bachelor of Technology, Agricultural Engineering Technology**  
Anticipated May 2017  
GPA: 3.52

**Associate in Applied Science, Agricultural Engineering Technology**, May 2015  
John Deere Agricultural Technology Concentration  
GPA: 3.63

## HONORS

Phi Theta Kappa Honor Society, Spring 2014  
SUNY Cobleskill Dean's List, Fall 2013 - present

## RELEVANT COURSES

Fuel Systems	Engine Dynamics
Hydraulic Troubleshooting	Construction Equipment Systems
Advanced Ag Equip Diagnostics	Equipment Test and Development

## RELATED EXPERIENCE

**Agricultural Equipment Technician Intern** Summer 2016  
Munson Tractor Supply Sharon Springs, NY

- Performed service on tractors, combines, forage harvesters and other equipment
- Organized set-up and pre-delivery of new equipment
- Trained in parts and service computer systems

**Equipment Operator** September 2012-present  
Happy Valley Farm Cooperstown, NY

- Operate, repair and maintain equipment
- Perform various types of field work
- Assist with construction of several structures

Four Leaf Clover Farm (family business) Milford, NY

- Assist with all decisions regarding farm operations
- Responsible for maintenance and repairs on all light and heavy machinery

## ACCREDITATION & LICENSES

CDL Class A driver  
Certified in Mobile Air Conditioning Systems (609 certification)

## ACTIVITIES

Senior Representative Student Government Association, Fall 2016 - Present  
Vice President of Student Community Service Club, Fall 2015 - Present

- Coordinated club's involvement in community Earth Day Clean-up Day

SUNY Cobleskill Men's Soccer Team, Fall 2015 - 2016

## RELATED SKILLS

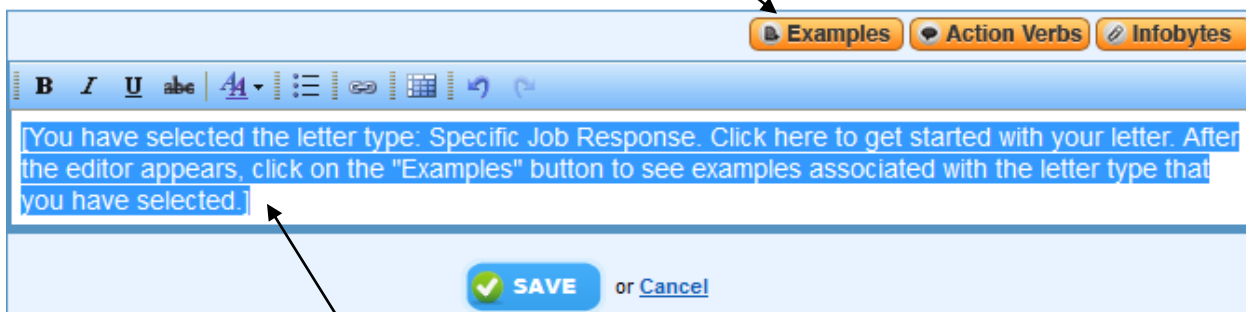
Excellent diagnostic and problem solving skills  
Trained in John Deere Service Tech  
Experienced in working on hydraulic, electrical and fuel systems  
Able to read schematics and troubleshoot a variety of systems  
Familiar with basic Spanish

## Creating a COVER LETTER with Optimal Resume

- Click on “**Create New Letter**”
- Name your letter (Suggestion: name it the company/organization you are applying to). Click “**Start Letter**”
- Look for the left box that’s named “**Browse Letter Types.**” Click the blue “**Continue**” box at the bottom.
- There are two main job search letters:
  - **Employer Inquiry** – used when you apply to a specific company, but not a specific job
  - **Specific Job Response** – used when applying to a specific job posting
- Pick the one you want to create and hit “**Select.**”
  
- You will need to fill-in the contact information for the employer. It is strongly recommended that you address the letter to specific person such as “Dear Ms. Smith:” vs. “Dear Hiring Manager:” since this shows attention to detail. Most job postings will list who to send the materials to:
  - Only include the country information if the job posting is **outside the United States.**
  
- Content Section: When you click on that section a text box will appear with instructions. Delete the instructions and click on the “**Examples**” tab: Three boxes will appear.
  - Letter Types (left box) – the type of letter you are creating should be highlighted in yellow.
  - Paragraphs – (middle box) Your letter should have 3 paragraphs;

1. Introductory Paragraph – what job you’re applying to and how you heard about the job.
  2. Content Paragraph – this is your opportunity to give more detail about your education; skills and related experience that will help you succeed at the job.
  3. Closing Paragraph – your opportunity to ask for an interview.
- [See GUIDELINES & SAMPLES!](#)

Click on “Examples” for paragraphs already written for you. Click “Add” and revise as you wish!



Click in section, highlight and delete text after you read it.

- In signature section, click to “1” to show your resume is included if you’ve written this in the letter.
- Run a **spell check!** Ask at least one other person to **proofread** your letter.
- Submit to the “**Review Center**” for feedback. For Career Prep, submit to “Moodle” for grading.



# COVER LETTER GUIDELINES

Your Return Address  
City, State, Zip Code  
Phone Number with Area Code  
Email Address

Date (example: January 2, 2015)

## Employer Contact Information

Name (if you have to, call the company to find out who this would be)  
Title  
Company  
Address  
City, State, Zip Code

Different information goes in each paragraph. **Follow this guide...**

## Salutation

Dear Mr./Ms. Last Name:

## First Paragraph

Mention the position for which you are applying and where you found the job posting. Include the name of a mutual contact, if you have one. Talk about why you want to work or have an internship with that company or organization.

## Middle Paragraph(s)

State the completion of your degree, the degree and the institution from where you will receive the degree. This section of your cover letter should describe the skills you have to offer the employer; match your skills to those the employer is looking for in the job posting. Mention specifically how your qualifications match the job you posting. Remember, you are interpreting your resume, not repeating it. Express enthusiasm at the possibility of employment with the company.

## Final Paragraph

Let the employer know that you would welcome the opportunity for a personal interview. Include your telephone number and email address. Include information on how you will follow-up. Conclude your cover letter by thanking the employer for considering you for the position.

## Complimentary Close

Sincerely,

*Handwritten Signature*

Your Name typed

Enclosure(s): Resume

SEE SAMPLE

125 Stone Road  
Hanover, MA 12345  
(617) 555-5000  
debitdb@gmail.com

January 14, 2017

Ms. Jennifer Clark  
Business Manager  
Apex Company  
One River Road  
Schenectady, NY 12839

Dear Ms. Clark:

Please accept this letter as an indication of my interest in the Marketing Intern position listed on your web site. I would like to begin my career with Apex because of the way you try to deliver integrated solutions to your customers and have enclosed a copy of my resume for your review.

In May of 2017, I will receive a Bachelor degree in Business Administration from the State University of New York at Cobleskill. During my time at college, I completed five specialized marketing courses with a 3.5 average. This past summer my employment was at Bassett Hospital, which provided me with valuable hands-on experience in the area of marketing new lab services. One of my main responsibilities was to develop and implement a marketing brochure for the lab. Through this experience, I was able to increase my communication skills both oral and written by conducting several informational meetings. Once the project was completed, I was part of the team that presented the new marketing material to the hospital board. I believe that my education and experience have provided me with the skills to succeed in the marketing field.

I would welcome an opportunity for a personal interview at your convenience. I will contact you within one week to determine the status of my application. If you have any questions about my qualifications, please feel free to contact me at (617) 555-5000. Thank you for your time and consideration.

Sincerely,

*Debra Debit*

Debra Debit

Enclosure: Resume

## RESUME CHECKLIST

Here are some helpful hints to help make sure your resume is effective and professional.

**Is your resume focused on the career you are pursuing?** It is not recommended to have a general, all-purpose resume. Effective resumes are tailored to specific job fields. You may find you have more than one resume depending on the type of job you are applying for.

- For example, if you are applying for a web design position, you would “showcase” any related classes, job experience or skills.

**Does your resume show the employer that you have the skills to do the job?**

- Read the job description and make sure your resume shows how you meet the job requirements (skills, experience, certifications, etc.) If you don't, the employer may lose interest.

**Is your resume easy to read?**

- Bold important information (degrees and job titles that are related to the field).
- Use bullets.
- Don't use complete sentences and have a lot of unnecessary text.
- Have an equal amount of white space (don't bunch your information together).
- Use an easy to read font: Arial is recommended.
- Avoid using a font size smaller than 11 point.
- Don't use the word “I”. Write in the third person.

**Is it the right length?** In most cases, it is expected that an undergraduate resume will be one page.

**Is your work history listed correctly?** List your most recent job first and work your way back in time. If you have had a lot of small jobs, it isn't necessary to list all of them (especially if they are not related to the field you are going into). Focus on the job experience that is relevant to the job you are applying for. All other jobs could be summarized the following way:

WORK HISTORY      Have developed a quality work history demonstrating excellent communication and customer service skills by working continuously since June 2013

- Waitress, The Cobleskill Diner, Cobleskill, NY, September 2015 to present
- Sales Associate, Wal\*Mart, Cobleskill, NY, June 2013 – August 2015
- Lifeguard, Cobleskill Town Pool, Cobleskill, NY, Summer 2013

**Is your resume up to date?** You should be continuously updating your resume. Take off information that is outdated or no longer relevant. Add new awards, job experiences and skills that are related to your targeted job field.

**Do you have an account on College Central Network?** All full-time, part-time, on-campus, off-campus, summer jobs are listed on CCN. Once your resume has been reviewed you can upload it to CCN.

**Do you have an E-Portfolio?** It is an electronic version of your resume and is an excellent tool to back-up what you have listed on it. You can upload photos, videos, scanned documents and examples of your work. You can create your E-portfolio on College Central Network. Pick up the guide at the SSC.

**If you need assistance, Interns are available every afternoon in the SSC to help you set-up your resume.**