

## MAKE YOUR CAREER EPIC!

**Explore** career paths and learn about yourself.

**Prepare** to market yourself in your field.

**Implement** your plan through internships, volunteer work, and other field experiences.

Career Launch!

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# RESUME AND COVER LETTER GUIDE

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HEALTHCARE AND WELLNESS  
CAREER COMMUNITY



# TABLE OF CONTENTS

Your Career Community.....	3
Your Career Counselors.....	3
Career Paths.....	4
Resumes.....	5
Resume Do’s and Don’ts.....	6
Resume Sections.....	7
Resume Sections (continued).....	8
Action Verbs.....	9
Sample Bullets.....	10
Sample Bullet (continued).....	11
Mercy Format & Resume Samples.....	12
First Year Sample.....	13
Sophomore Sample.....	14
Junior Sample.....	15
Senior Sample.....	16
Experience Student / Career Changer Sample.....	17
Traditional Nursing Student Sample.....	18
Accelerated Nursing Student Sample.....	19
Cover Letters.....	20
Cover Letter Formatting.....	20
Cover Letter Tips.....	21
Mercy Format & Cover Letter Samples.....	21
Sample Format.....	22
Sample Cover Letter 1.....	23
Sample Cover Letter 2.....	24

# YOUR CAREER COMMUNITY

Are you passionate about Healthcare or Wellness? Are you looking for opportunities to work closely with people or animals? Does it sound like fun to help a healthcare facility or organization run smoothly? Would you like to help individuals or society learn about maintaining a healthy lifestyle?

By being a member of this community, you will hear from your career counselors about events, internships, resources, and advice specifically for your career interests. You will have opportunities to talk with your peers, with your career counselors, and learn to connect with employers and alumni from your areas of interest and the healthcare industry.

## YOUR CAREER COUNSELORS



**Dorlene Curwen, Associate Director  
Career and Professional Development**  
(914) 826-9281  
[Dcurwen1@mercy.edu](mailto:Dcurwen1@mercy.edu)



**Joi Sampson, Associate Director  
Career and Professional Development**  
914-888-5243  
[Jsampson4@mercy.edu](mailto:Jsampson4@mercy.edu)

### **To make an appointment:**

Schedule online: <https://mercy.joinhandshake.com/>  
(Log in, Click Career Center (top right), Click Appointments)  
Schedule by phone: (914) 674-7298

# CAREER PATHS

There are so many possibilities in the Healthcare and Wellness industries! Below are some options to consider. While this list is not comprehensive, it will inspire some ideas. You should always make an appointment to discuss any path you want to pursue.

Use the titles below to help you start some research using tools like Focus 2 or the sites like [explorehealthcareers.org](https://www.explorehealthcareers.org) and [Zippia.com](https://www.zippia.com). You can also search job postings for existing openings with those titles to get a realistic view of the responsibilities and requirements of each position. For the clinical positions, many of them will likely require an additional degree or certification beyond the bachelor's degree.

## **CLINICAL**

Biologist  
Chemist  
Clinical Lab Specialist  
Dentist  
Occupational Therapist  
Medical Doctor  
Pharmacist  
Physician Assistant  
Physical Therapist  
Registered Nurse (RN)  
Veterinary Medicine

## **NON-CLINICAL**

Community Health Services  
Corporate Wellness Coach (or Coordinator, etc.)  
Fitness Trainer  
Health Educator  
Health Promoter  
Healthcare Administrator  
Healthcare Support Services  
Patient Advocate  
Patient Navigator  
Performance Coach  
Public Health Analyst (or Advisor, etc.)  
Wellness Coach  
Wellness Trainer

In addition, remember that hospitals, clinics, medical facilities, and health-related nonprofits usually need employees to work in:

Administrative / Support Staff  
Business Operations  
Communications  
Event Planning  
Finance  
Health and Wellness or Nutrition  
Human Resources  
Information Technology  
Marketing  
Payroll  
Programming  
Research

Sometimes the “healthcare” part of your job is reflected in the type of organization you work for, rather than the work itself!

Once you have a sense of the path you want to pursue, it's time to start preparing to market yourself! This guidebook will take you through two of the most important marketing documents you need: your resume, and your cover letter(s).

In addition to using this guide, be sure to attend [career events and workshops](#) and/or meet with your career counselors to discuss these more in depth!

## RESUMES

Your resume is your primary marketing document. It summarizes your experiences and skill sets in a simple, easy-to-read format that employers can quickly browse to assess your qualifications for a position. The main goal of your resume is to land you an interview for a job, internship, or volunteer position. Most of the time, you will submit your resume to an employer for a specific position that you see listed online or hear about from someone you know. Sometimes, you might be asked to share your resume for networking purposes or in case a position opens later.

A great resume accomplishes the following:

- Summarizes your educational background, including anything in progress (so do not forget to list your Mercy degree!)
- Lists any career-related requirements for your field that you have completed or are currently completing (e.g., certification, field hours, etc.)
- Clearly displays your professional experiences, including organization, location, years, and any promotions
- Gives examples of how and when you demonstrated high level skills (through your accomplishment statements)
- Demonstrates any leadership and teamwork experience you have
- Lists any computer, language, and other concrete skills that are important to your field, or are important to share
- Is formatted cleanly and easy to scan quickly

The next section contains helpful tips and formats to help you design and write a resume that showcases your unique combination of experiences. (Note: the resumes discussed in this guidebook are job-focused resumes. At some point, if you apply to a graduate program, you may be asked for a similar document called a Curriculum Vitae, or CV. This is a similar, but slightly different, type of document and we recommend reaching out to your career counselor for assistance in formulating your CV.)

To apply to positions listed in [Handshake](#), you will first need to upload your resume, and have it approved. To have your resume approved, it must meet all the specifications in this guidebook and follow the Mercy Format.

## RESUME DO'S

Use this checklist to make sure your resume is formatted properly:

- Resume is maximum one page (with a few exceptions).
- Resume is proofread for spelling and grammar – one mistake could cost you the job!
- Experiences are listed in reverse chronological order (most recent to least recent) in each section.
- Font size and typeface are consistent (except for name size).
- Font size is between 10pt and 12pt, with name in size 16pt and bold.
- Margins are consistent on all sides, and between 0.5" and 1."
- All dates are aligned far right and spelled out (including months).
- Bullets are formatted using strong verbs in the correct tense (present tense for current positions, past tense for previous positions).
- All text is written directly in the document – there are no headers or footers, tables, columns, or text boxes (your resume will not make it through an Applicant Tracking System with these).
- Under Education: formal degree is title spelled out (e.g., Bachelor of Science – not B.S.).
- Under Education: graduation date is listed (e.g., Expected May 2020) – not dates of attendance.
- Under Experience, Volunteer, Activities, etc.: dates are included (start and finish) for each listing.
- Under Skills: you have included each program or language and level of proficiency.

## RESUME DON'TS

Use this checklist to make sure you have not made these common resume mistakes!

- Don't include an Objective. They are technically allowed on your resume but, based on our employer feedback we don't recommend one. Your objective is to land an interview for that position!
- Don't let your resume exceed one page, and don't use tiny font or margins to make it fit.
- Don't use an illegible font (stick with something easy to read - avoid Curlz MT).
- Don't use elaborate or unconventional formatting, designs, colors, or symbols – they make your resume stand out, but in a negative way.
- Don't use full sentences; employers won't read them. The first time they see your resume, they scan it for 5-7 seconds.
- Don't include "I" but still write in the first person, and make sure you use the correct tense.
- Don't include an unprofessional email address. Just use your name (and numbers) if necessary. Your [mercy.edu](mailto:mercy.edu) email is perfect, but make sure you check it frequently!
- Don't overload your resume with jargon.
- Don't list your hobbies. Hiring managers only care about what you can do for their organization.
- Don't include any unnecessary personal information like height, weight, marital status, religion, photo, or social security number.
- Don't include references, or a line that says, "references available upon request." This is understood.

## RESUME SECTIONS

<b>HEADING</b>	This is at the very top of your resume, and includes your name, phone number, email address, location (city and state), and links to any professional sites you want to share, such as your LinkedIn profile URL.
<b>EDUCATION</b>	You should include Mercy College first as your most recent education. You can also include any prior institutions that you transferred from. You may include your high school until you are a Sophomore in college. If your GPA is 3.0 or over, you are encouraged (but not required) to list it on your resume to advertise your achievement.
<b>LABORATORY/ RESEARCH</b>	If you are pursuing a science degree you might decide to include any lab or research experiences that you have gained. This will help to highlight your experiences and skills that you gained in any internships or during class. This section would appear under your education section.
<b>RELEVANT COURSEWORK</b>	You might decide to include relevant coursework if you do not have enough experiences to fill out your resume yet, or if you want to make sure an employer knows about some specific courses you have taken. This section would fall under Education, either as a sub-heading in that section, or with a heading of its own.
<b>LICENSES AND CERTIFICATIONS</b>	If you are pursuing a licensed or certified profession, this section will ultimately be at the top of your resume when you are close to earning that credential. In the meantime, if you hold other certifications (e.g., CPR or First Aid) you can list them in this section. Make sure to include the Month and Year your certification was obtained or renewed.
<b>CLINICAL ROTATIONS</b>	Emphasize your clinical experiences. List the name of each health care facility where you did your major rotations (e.g., psychiatric, pediatrics and obstetrics, med/surgical). It is not necessary to give much detail about each position or to provide dates and time frames other than the year. List the name of the organization, the specialty area along with the city and state.
<b>EXPERIENCE</b>	Also sometimes listed as Professional Experience or Work Experience. These positions are usually paid but, could also include internships or other unpaid experiences that are directly applicable to your field. List the organization, location (city, state), your title, your dates of work, and a few accomplishment statements as bullet points that describe what kind of work you contributed and what kinds of skills you used. Whenever possible, show measurable results or quantify your work.
<b>VOLUNTEER EXPERIENCE</b>	List any recent or relevant volunteer work you've done. You can format this section exactly like your "Experience" section, or you can simply list each experience on one line, without bullets.
<b>ACTIVITIES</b>	List any clubs, athletic teams, or similar co-curricular activities you've participated in. If these are very relevant to your career path, you can format them exactly like your "Experience" section. Otherwise, simply list each activity on one line to save space.

## RESUME SECTIONS (continued)

### **HONORS AND AWARDS**

List any academic awards (such as Dean's List or departmental awards), notable scholarships, or other awards you've received outside of school (e.g., Employee of the Month).

### **SKILLS**

This is usually at the bottom of your resume. List computer skills, languages, and any other hard skills you'd like to advertise (such as laboratory skills). Soft skills, such as teamwork, leadership, and interpersonal skills, should not be listed in this section. Instead, you will demonstrate these through your accomplishment bullets, and you can discuss them in your cover letters and interviews.

### **PROFESSIONAL PROFILE**

Also known as a Summary. Used only by experienced professionals to further summarize their relevant skills and implement higher level key words. If included, this would be the first section of your resume, right under your Heading.

### **AFFILIATIONS OR ASSOCIATIONS**

These are memberships or associations with organizations directly affiliated with your professional industry.



## ACTION VERBS

Each bullet on your resume should begin with a strong verb that indicates the skill you used in that accomplishment. Below are some verbs to help you write strong bullet points:

Management	Communication	Clerical	Research	Creative
administer analyze assign attain chair contract consolidate coordinate delegate develop direct evaluate execute improve increase organize oversee plan prioritize produce recommend review schedule strengthen supervise	address arbitrate author correspond develop direct draft edit enlist formulate influence interpret lecture mediate moderate motivate negotiate persuade promote publicize reconcile recruit speak translate write	approve arrange catalogue classify collect compile dispatch execute generate implement inspect monitor operate organize prepare process purchase record retrieve screen systematize tabulate validate	clarify collect critique diagnose evaluate examine extract identify inspect interpret interview investigate organize review summarize survey systematize	act conceptualize create design develop direct establish fashion found illustrate institute integrate introduce invent originate perform plan revitalize shape

Helping	Technical	Teaching	Financial
assess assist clarify coach counsel demonstrate diagnose educate expedite facilitate familiarize guide refer rehabilitate represent	assemble build calculate compute design devise engineer fabricate maintain operate overhaul program remodel repair solve train upgrade	adapt advise clarify coach communicate coordinate develop enable encourage evaluate explain facilitate guide inform initiate instruct persuade set goals stimulate	administer allocate analyze appraise audit balance budget calculate compute develop forecast manage market plan project research

## **SAMPLE BULLETS**

Some positions are very common jobs for people to take, especially early on, as part time jobs or resume builders. If you have held one of those jobs, we have developed some bullet points for you to use – but be sure to edit them if they don't completely describe your own experiences. You can also use these bullets as examples of how to write your own accomplishment statements for these and other positions.

### **Babysitter**

- Oversee and care for children in the nonattendance of parents at employer's home
- Maintain a healthy and safe environment for children
- Organize and participate in activities such as games, crafts, reading and outings
- Prepare daily meals for family members
- Transport children to and from activities
- Supervise homework to ensure it is complete

### **Cashier**

- Handle financial transactions between guests and company
- Advise customers on purchases and provide excellent customer service
- Developed reputation for prompt, efficient service with high level of accuracy
- Maintain thorough knowledge of store merchandise
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Bag, box, and gift-wrap merchandise
- Ensure customers are satisfied with order and transaction

### **Lifeguard**

- Led group swimming lessons for children ages X-X, and provided instruction and support for beginning and intermediate swimmers
- Upheld the pool's safety standards, preventing swimming accidents through vigilant supervision
- Provided first aid care for on-site injuries
- Implemented the latest methods in lifeguarding and water safety techniques

### **Camp Counselor**

- Designed and planned camp activities for children ages 8-12
- Implemented daily schedule, and directed and supervised children in planned activities
- Ensured safety, personal care, and discipline of children
- Instructed campers regarding (insert activities here)
- Demonstrated use of camp equipment to campers
- Monitored daily arrival and departure of campers

### **Bookkeeper / Administrative Assistant**

- Processed payroll weekly for employees
- Audit billing process for clients
- Ensure all transactions are recorded properly in QuickBooks
- Managed monthly payroll for 50 employees, at approximately \$9000 per month
- Maintained data on various programs in Excel
- Managed office communications and traffic flow including phones, email, visitors and guests

## **SAMPLE BULLETS (continued)**

### **Tutor**

- Instruct students in various mathematics courses
- Teach students about proper study habits and support resources available on campus
- Assist students with organizational skills and time management
- Designed lesson plans to ensure students' academic growth and comprehension

### **Sales Associate**

- Assisted customers in the selection of clothes and accessories
- Managed inventory to optimize space
- Organized displays to showcase current store inventory

### **Restaurant Server**

- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Conduct final check of food items prior to serving customers to ensure quality maintenance
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes, and silverware and ensure they are stored appropriately in accordance with state law

## **ACTIVITIES**

### **Club XYZ – President**

- Planned and executed events to increase awareness for club cause
- Created marketing materials to advertise for club events
- Recruited new club members via social media outreach
- Participated in fundraisers for Relay for Life

### **Club XYZ – Secretary**

- Transcribed and distributed bi-weekly meeting minutes
- Monitored and recorded member attendance
- Assisted Club President with creating marketing materials for club events
- Ensured organization of all club materials and files
- Maintained club and member calendar

### **Club XYZ – Member**

- Participated in club meetings and provided ideas for fundraising efforts

## MERCY FORMAT & RESUME SAMPLES

Based on our collective experiences hiring, working with employers, and learning from industry professionals, the CPD team has put together a Mercy Format that we believe will help you put your best foot forward when it comes to your resume. We strongly encourage you to use this, and not any of the templates you can find online or in Word. Only resumes created in the Mercy Format will be approved for use on Handshake. If you want to use a different format, consult your Career Counselor first! On the following pages are some samples in Mercy Format to help you create or update your resume. Remember to remove the “Sample” banner from the top left corner for your own use.

**First Name Last Name**

Town, NY  
(123) 456-7890  
jmaverick@mercy.edu

**EDUCATION**

**Mercy College**, Dobbs Ferry, NY  
*Bachelor of Science in Veterinary Technology* Expected May 20XX

**Valley Stream High School**, Valley Stream, NY  
*High School Diploma* May 20XX

**HONORS AND AWARDS**

*Member*, National Honor Society 20XX – 20XX

**EXPERIENCE**

**Private Family**, Valley Stream, NY  
*Childcare Provider* May 20XX – Present

- Oversee and care for two children ages 5 and 7
- Organize and participate in activities such as games, crafts, reading and outings
- Transport children to and from activities
- Supervise homework to ensure it is complete

**VOLUNTEER EXPERIENCE**

**Town of Hempstead Animal Shelter**, Wantaugh, NY  
*Volunteer* July 20XX – Present

- Collaborate with staff members and volunteers to ensure daily care for animals including bathing, walking, and feeding
- Clean and prepare cages and reception area

**Relay for Life**, Valley Stream High School  
*Participant* 20XX – 20XX

- Raised money, recruited volunteers, and helped coordinate annual event at school

**SKILLS**

*Computer*: Microsoft Word, Excel, and PowerPoint

*Language*: Conversational Spanish

**First Name Last Name**

Yorktown Heights, NY  
(123) 456-7890  
Abcdefg@mercy.edu

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**Education**

**Mercy College**, Dobbs Ferry, NY

*Bachelor of Science in Health Science*

Expected May 20XX

- GPA: 3.32

**Experience**

**Peter Pratt's Inn**, Yorktown, NY

*Server*

June 20XX – Present

- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes, and silverware and ensure they are stored appropriately in accordance with state law

**Camp Nabby**, Mohegan Lake, NY

*Counselor*

Summer 20XX

- Designed and planned camp activities for children ages 8-12
- Implemented daily schedule, and directed and supervised children in planned activities
- Supervised two Counselors in Training

*Counselor in Training*

Summers 20XX – 20XX

- Partnered with fellow Counselor in Training to supervise campers ages 8-12, under supervision of Counselor
- Ensured safety, personal care, and discipline of children
- Monitored daily arrival and departure of campers

**Leadership & Activities**

**Mercy College**, Dobbs Ferry, NY

*Secretary*, Pre-Health Professions Club

Spring 20XX – Present

- Attend regular club meetings, prepare agendas, and take minutes
- Assist with planning and executing club events on campus

*Member*, Women's Soccer Team

Fall 20XX – Present

- Member of NCAA Division II team
- ECC Championship winners 20XX

**Skills**

*Computer*: Microsoft Word, Excel, and PowerPoint

*Language*: Intermediate Spanish; Basic French

## FIRST NAME LAST NAME

Yonkers, NY 11210 ▪ (123) 456-7890 ▪ xyz@gmail.com

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### EDUCATION

**Mercy College**, Dobbs Ferry, NY

*Bachelor of Science in Clinical Laboratory Science*

Expected May 20XX

- GPA: 3.75

**SUNY Rockland Community College**, Suffern, NY

*Associate in Liberal Arts and Sciences*

May 20XX

- GPA: 3.5

### LICENSES AND CERTIFICATIONS

American Society for Clinical Pathology (ASCP)

20XX

CPR Certified

20XX

Blood Borne Certified

20XX

### RELEVANT EXPERIENCE

**Phelps Hospital Northwell Health**, Sleepy Hollow, NY

*Clinical Laboratory Science Intern*

June 20XX – August 20XX

- Performed serologic testing, RPR, mono spot and Rheumatoid Arthritis
- Conducted type and screen testing for selected specimen
- Performed immediate spin or full cross matched on issuing requested blood
- Performed fetal blood screens qualitatively and recommended appropriate Rogan dosage
- Completed DAT testing on appropriate specimen and determined their acceptability for testing
- Tested cord blood specimens according to procedure and interpreted results accordingly

### EXPERIENCE

**Mercy College**, Dobbs Ferry, NY

*Resident Assistant, Residential Life*

August 20XX – Present

- Provide a safe living and learning environment for residents
- Coordinate educational and social programs for residents

### VOLUNTEER EXPERIENCE

**Make a Wish Foundation**, Irvington, NY

*Wish Granting Volunteer*

January 20XX – Present

- Work with wish granting partner to help grant wishes for children with life-threatening medical conditions
- Meet with children and their families to learn about their stories and wishes
- Solicit donations and collect resources to craft unique wish experiences

### SKILLS

- Microsoft Office (Excel, Word, and PowerPoint)
- Strong attention to details, great math skills and enjoy working with others
- Excellent analytical, organizational and communication skills
- Typing and transcription (50 WPM)
- Ability to troubleshoot instruments
- Blood smears and pipetting skills

**First Name Last Name**

Town, NY  
(123) 456-7890

[jmaverick@mercymavericks.edu](mailto:jmaverick@mercymavericks.edu)

**EDUCATION**

**Mercy College**, Dobbs Ferry, NY  
Bachelor of Science in Exercise Science

Expected May 20XX

**CERTIFICATIONS**

Basic Cardiac Life Support (BCLS) for Healthcare Provider, June 20XX  
Mental Health First Aid Training, February 20XX  
Stop the Bleed Training, American College of Surgeons, April 20XX

**RELEVANT COURSES/PROJECTS**

*Exercise Kinesiology and Physiology, Applied Motor Learning, Emergency Care & Personal Safety, Exercise Testing & Prescription Lab, Human Anatomy I, II, III, Nutrition, Physics I, II, Biology I, II*

**Project:** "Clinical Aspects of Exercise Field Experience Specific to Exercise Instruction with Older Adults"

- Created a dietary analysis and nutrition plan
- Created exercise prescriptions for middle aged and older adults through case studies
- Developed a health promotion program to create awareness of strokes among seniors

**EXPERIENCE**

**Athlete's Warehouse**, Pleasantville, NY  
*Strength & Conditioning Intern*

January 20XX – Current

- Administer treatment for athletes under the direction of a Certified Athletic Trainer
- Collaborate with professionals to determine treatment plans
- Design core strength, rehabilitation, and conditioning programs
- Perform fitness evaluations and orientations

**White Plains Hospital**, White Plains, NY  
*Volunteer*

January 20XX – December 20XX

- Observed health professionals during their everyday routines
- Assisted in sterilizing and resetting exam rooms
- Responsible for input of data through electronic medical records software for accurate billing and patient tracking
- Escorted patients and visitors/guests throughout hospital

**Mercy College**, Dobbs Ferry, NY  
*Student Worker, Career and Professional Development*

September 20XX – December 20XX

- Assist with all aspects of day to day operation of busy office
- Handle phones and schedule appointments for interdepartmental operation
- Act at receptionist in the absence of administrative assistant
- Post information to appropriate online sites, these may include job listings etc.

**ACTIVITIES**

*Member*, Pre-Health Professions Club  
*Member*, Exercise Science Club

Fall 20XX – Present  
Fall 20XX – Present

**SKILLS**

Computer: Proficient in Microsoft Word, Excel, PowerPoint



**PROFILE**

Experienced customer service professional transitioning to healthcare management. Warm and approachable with strong background in client relations and ability to develop rapport with customers and colleagues. Well versed in quality control, policy enforcement, and business operations. Excellent troubleshooting and problem-solving skills, especially under pressure. Seeking to apply business acumen and interpersonal skills to a healthcare setting and contribute strengths to directly benefit a community.

**EDUCATION**

**Bachelor of Science in Health Science** | Mercy College | Dobbs Ferry, NY Expected May 20XX  
**Bachelor of Science in Business Administration** | Mercy College | Dobbs Ferry, NY May 20XX

**VOLUNTEER EXPERIENCE**

American Red Cross Metro New York North Chapter | Hawthorne, NY

**Recruitment Volunteer** Jan 20XX – Present

- Recruit volunteers in the New York Metro region: review applications, conduct interviews, make hiring recommendations
- Assist with volunteer intake and training processes

**EXPERIENCE**

HSBC | New Rochelle, NY

**Personal Banker** Aug 2019 – Aug 2016

- Served as first point of contact and fulfilled immediate needs for customers entering the branch
- Resolved service-related issues, providing excellent customer care
- Developed and maintained deep customer relationships
- Sold core financial services products to meet customer needs
- Accepted and processed deposits, payments, and other transactions
- Initiated contact with new and existing customers to offer products and services based on customer need
- Collaborated with colleagues across departments, including sales, customer service, and wealth management to ensure holistic customer experience

Wells Fargo | New Rochelle, NY

**Customer Service Representative** Jan 2013 – Jul 2009

- Provided high quality customer service through personal contact with customers and prospects
- Consistently earned “Excellent” level ratings in customer feedback surveys
- Handled customer issues with bank products or services in person by phone
- Supported and promoted branch identity; assumed accountability for improving customer service
- Worked to meet and exceed existing branch performance standards in areas such as operating control loss, teller service standards, and compliance with established policies and procedures
- Supervised Head Teller and Teller staff in absence of Manager

**Bank Teller**

Sep 1997 – Dec 2012

- Greeted customers upon arrival and directed them to appropriate stations
- Processed deposits, withdrawals, and other banking transactions for high volume of customers
- Opened and closed accounts, and performed account maintenance, for members
- Introduced new members to products and services

**SKILLS**

*Computer:* Microsoft Word, Excel, PowerPoint, Outlook, Salesforce, CRM

*Language:* Bilingual English and Spanish

# JANE D. MAVERICK

(914) 654-5662 New Rochelle, NY LisaDMaverick@Mercy.edu  
<https://www.linkedin.com/in/LisaDMaverick>

## EDUCATION

Mercy College, Dobbs Ferry, New York  
**Bachelor of Science in Nursing**  
GPA: 3.89

May 20XX

## CERTIFICATIONS

BCLS Certification for Health Care Professions  
NARCAN, Opioid Prevention Training Certificate  
Stop the Bleed & Disaster Preparedness Trained

## CLUBS AND ASSOCIATIONS

Student Nurse Association – President  
Clinical Health Care Career Community – President  
Sigma Theta Tau International Nursing Society – Student Representative

## CLINICAL ROTATIONS

Maimonides Medical Center, Brooklyn, NY: LEADERSHIP  
Northwell Health Hospital, Hempstead, NY: MEDICAL SURGICAL III  
Rain Boston Rd SCC, Bronx, NY: COMMUNITY/PUBLIC HEALTH  
Westchester Medical Center, Valhalla, NY: MEDICAL SURGICAL II  
New York Presbyterian Hospital, White Plains, NY: PSYCHIATRIC  
Blythdale Children’s Hospital, Valhalla, NY: PEDIATRICS  
Montefiore North Medical Center, Bronx, NY: OBSTETRICS  
North Shore University Hospital, Manhasset, NY: MEDICAL SURGICAL I  
The Wartburg Rehabilitation Center, Mount Vernon, NY: FOUNDATIONS

January 20XX – Present

## WORK EXPERIENCE

**Norwell Knoll Nursing & Rehabilitation Center**  
*Nursing Assistant*

Norwell, MA  
May 20XX – Present

- Work on a 35-bed unit helping to bathe, dress, and feed geriatric patients.
- Assisted nurse with skin care checks, fall risk and safety assessments.
- Promoted independence of activities of daily living for rehabilitation clients; Maintain comfort care and provide dignity to hospice patients; Monitor and keep patients safe who suffer from dementia.

## Home Health Mates

*Home Health Aide*

Hingham, MA  
July 20XX – May 20XX

- Helped clients affected by stroke with activities of daily living such as bathing, dressing, and tidying up the home.
- Managed medication reminders and reported any deterioration in client’s status to Registered Nurse.

## VOLUNTEER WORK

The College of New Rochelle: Alternative Spring Break “Plunge”, Guayaquil, Ecuador  
South Shore Hospital, Weymouth, MA

March 20XX  
Summer 20XX & Summer 20XX

## SKILLS

Language: Bilingual English and Spanish  
Computer: Microsoft Word, Excel, PowerPoint, Outlook, EPIC, Medi-Tech Systems

# JANE D. MAVERICK

(914) 654-5662 New Rochelle, NY LisaDMaverick@Mercy.edu  
<https://www.linkedin.com/in/LisaDMaverick>

## PROFESSIONAL PROFILE

Dedicated and responsible Healthcare Professional. Bilingual in Creole and English; Proficient in EPIC, Medi-Tech Systems and Microsoft Word, Excel, PowerPoint, Outlook and Access DB; Seeking full-time nursing position working with geriatric patients in an assistant living environment.

## EDUCATION

Mercy College, Dobbs Ferry, New York

**Bachelor of Science in Nursing**

August 20XX

GPA: 3.89

College of New Rochelle, New Rochelle, New York

**Bachelor of Science in Social Work**

May 20XX

GPA: 3.75

## CERTIFICATIONS & ASSOCIATIONS

BCLS Certification for Health Care Professions

NARCAN, Opioid Prevention Training Certificate

Certified Nursing Assistant (CNA)

Sigma Theta Tau International Nursing Society – Member

## CLINICAL ROTATIONS

January 20XX – Present

Northwell Health Hospital, Hempstead, NY: MEDICAL SURGICAL III

Maimonides Medical Center, Brooklyn, NY: LEADERSHIP

Rain Boston Rd SCC, Bronx, NY: COMMUNITY/PUBLIC HEALTH

Westchester Medical Center, Valhalla, NY: MEDICAL SURGICAL II

New York Presbyterian Hospital, White Plains, NY: PSYCHIATRIC

Blythdale Children’s Hospital, Valhalla, NY: PEDIATRICS

Montefiore North Medical Center, Bronx, NY: OBSTETRICS

North Shore University Hospital, Manhasset, NY: MEDICAL SURGICAL I

The Wartburg Rehabilitation Center, Mount Vernon, NY: FOUNDATIONS

## WORK EXPERIENCE

**Norwell Knoll Nursing & Rehabilitation Center**

Norwell, MA

*Nursing Assistant*

May 20XX – Present

- Work on a 35-bed unit helping to bathe, dress and feed geriatric patients.
- Assist nurse with skin care checks, fall risk and safety assessments.
- Promote independence of activities of daily living for rehabilitation clients; Maintain comfort care and provide dignity to hospice patients; Monitor and keep patients safe who suffer from dementia.

**Home Health Mates**

Hingham, MA

*Home Health Aide*

July 20XX – May 20XX

- Helped clients affected by stroke with activities of daily living such as bathing, dressing, and tidying up the home.
- Managed medication reminders and reported any deterioration in client’s status to Registered Nurse.

## VOLUNTEER WORK

The College of New Rochelle: Alternative Spring Break “Plunge”, Guayaquil, Ecuador

March 2017

South Shore Hospital, Weymouth, MA

Summer 2016 & Summer 2017

# COVER LETTERS

When you have the option of speaking with a potential employer in person, at a career fair for example, you have a chance to talk with them about your background, strengths, career goals, and interests with their organization. When you apply online, or through another method that is not face-to-face, you instead need to write a letter that conveys that information. This accompanies your resume and is known as a cover letter.

Some positions will require a cover letter as part of the application. However, even if a cover letter is not a requirement, we strongly recommend that you write one anyway. Cover letters show that you have carefully considered the position and determined how you would be a strong candidate. They also provide an opportunity for you to demonstrate your writing skills, which are necessary in any profession.

A great cover letter accomplishes the following:

- Identifies the exact position you're applying for
- Summarizes your strengths and experiences that are *relevant to the job description*
- Gives examples of how / when you developed or demonstrated those particular skills
- Explains why you are interested in that particular organization or position (demonstrating a deep understanding of the job description and some additional research of your own)
- Helps the hiring manager understand how this position fits into your short term and long-term career plan
- Identifies specific people who are acting as a referral into the position (if that's the case)
- Alleviates any concerns or red flags that you think they might have when reading your resume

## COVER LETTER FORMATTING

Cover letters are written in a business letter format. Use this checklist to make sure your letter is formatted properly:

- Use the same heading (name and contact information), font, and margins as your resume to maintain a consistent look in your documents.
- Align the entire letter flush left – do not indent any lines.
- Write out the date (month, day, year) at the top left.
- Write out the full street address of the company (even though you will likely not be mailing it), including the name and title of a specific person, if the job description lists someone. You may have to research the address if it is not included in the job description.
- Address your letter to the specified contact. If you do not have a contact name, use something like “Dear Hiring Manager” or “Dear Hiring Committee.” Do not use “To whom it may concern,” as this is outdated and impersonal.
- Write your content, referring to the qualifications in the job description. Do not exceed one page. The standard cover letter is broken into 3 paragraphs but use whatever paragraph structure makes the most sense for your letter.
- “Sign” your letter with your full name (this may be typed rather than signed in pen).

## COVER LETTER TIPS

- **Write a new letter every time.** This adds time to every application, but it is worth it. If you copy and paste a cover letter, or use *Save As* to use an old letter as a template, it will be obvious to a hiring manager that you did not write the letter to them specifically. Even if you change the pieces that you think are important, it is clear when you try to fit a previous cover letter to a new position. And, in the worst case scenario, you might forget to change all instances of the organization name or position title, and your application will not be considered.
- **Tell your story.** Writing your letter is more than using a template and dropping in your skills, work history, and the name of the company. All of those elements should be included, but they should be presented in a cohesive letter that helps the employer understand where you are in your career path, where you plan to go, and how this position fits into that plan.

**Employer Insight** → When you are applying to an internship or job, employers may have a few things in mind:

- *Will this applicant make the most of the experience?*  
For internships, employers often disrupt their daily operations to teach you, so they want someone who will learn a lot and represent them positively when they eventually move on to something else. In the case of a full-time job, employers want someone who will enthusiastically contribute to their position (and maybe beyond), so they want a motivated team player.
  - *Will this applicant contribute meaningfully to my team / projects?*  
Whether you're in an internship or a full-time position, employers want to feel confident that the time, energy, and money they invest in training and supporting you will be worthwhile and that you will make a meaningful impact.
  - *Could this applicant eventually work for me full time / will this applicant stick around?*  
A job offer is *never* a guarantee after an internship, but some employers hire interns with the intent to observe and assess them for potential full-time opportunities. And, even if that is not their original intention, interns who perform very well are often considered for full time jobs – at graduation, or in the future. In the case of a full-time job, a potential employer wants to feel confident that you will stay in this job for a while, and not cause them to go through another hiring process very soon.
- **Don't overshare.** There is a very fine line between *genuine* and *too personal*. You do want to be honest during the hiring process, but you don't have to tell an employer everything. Leave out information about your family, hobbies, health, etc. In addition to being unnecessary, an employer might find it unprofessional of you to share those details. And, there are also certain subjects that you avoid to protect yourself from illegal discrimination.

## MERCY FORMAT & COVER LETTER SAMPLES

On the following pages are some samples in Mercy Format to give you an idea of how to formulate your cover letters. Cover letters do not need to be approved for use in Handshake, but you are strongly encouraged to have at least your first letter reviewed by your Career Counselor to make sure you are on the right track!

**First Name Last Name**

Town, NY

(123) 456-7890

[jmaverick@mercymavericks.edu](mailto:jmaverick@mercymavericks.edu)

Date

Contact Name (If available)

Contact Title (if available)

Contact Department (if available)

Company / Organization Name

Street Address

City, State, Zip

Dear (Mr. / Ms. / Dr. Last Name) OR (Hiring Manager),

**First paragraph: (Be clear as to which role you are applying for, and grab his/her attention)**

Name the position for which you are applying and tell the employer how you became aware of it. Make an introductory statement about why you would be a good fit for this position, or why it interests you. You may choose to explain why you were attracted to this particular organization / position, briefly explain why you are seeking this kind of a position now, or point out why your academics, skills, and/or experience make you a good candidate. If someone specific referred you to this position, mention that in this paragraph. If the position requires something specific or unusual, such as relocation or strict availability, acknowledge this up front so the employer knows that you read the description thoroughly and meet the requirements.

**Second paragraph: (Keep his/her attention.....)**

Indicate what you can do for the employer based on his/her needs. Don't restate your resume; refer to specific skills and traits outlined in the job description. Give specific examples of experiences you've had, such as, internships, part-time jobs, academic projects, and activities, demonstrate your related skill set. If you have qualifications that are not noted on your resume, this is your opportunity to discuss them.

**Third paragraph: (Close with next steps and thank you)**

If you haven't yet, explain what attracted you to this particular organization / position. Demonstrate some research beyond the job description to show your enthusiastic interest. Then, refer the reader to an included resume or additional requested materials (such as references and portfolio/writing samples). Let the reader know that you would appreciate an opportunity to discuss the position further (this is how you politely ask for an interview) and thank the employer for their consideration.

Sincerely,

Your Name Typed

Maverick Jones  
555 Broadway  
Dobbs Ferry, NY 10577  
(123) 456-0000  
MaverickJ@mercy.edu

June 01, 2020

Ms. Megan Manager  
Human Resource Manager  
NY Center for Veterinary Care  
123 Main Street  
New York, NY 1001

Dear Ms. Manager,

I am writing to apply to the veterinary assistant position that I found posted on the organization's website. I believe that my study at Mercy College and my previous experiences caring for cats and dogs make me an excellent candidate for the position. I am hugely impressed and grateful with all the hard work that this organization does when helping the neediest of animals.

Currently, I am a junior majoring in Veterinary Technology at Mercy and have always been interested in a career in the animal medical field. One year ago, I made the decision to pursue my career dream. I have taken a few courses that I think will be beneficial when working in the field, including, Physiology of Domestic Animals, Anatomy of Domestic Animals, and Animal Behavior. In my spare time I work for Pet Family, an organization designed to help pets find homes. My job duties include, walking, grooming and boarding dogs. I have always been involved in animal rescue either independently or at a rescue facility, and I am familiar with animal handling and restraint as well as caring for domestic cats and dogs. I am currently a certified rescuer caring for a trio of puppies. I am interested in the NY Center for Veterinary Care because, you not only provide help for rescued animals, but also comprehensive care for their wellbeing. I could not imagine what New York would be like for homeless, sick, or rescued animals without organizations like yours.

For the next step in my career path, I would love a chance to learn from the team at a socially concerned and humanitarian Animal facility such as the NY Center for Veterinary Care. I believe this experience would give me a better understanding of the animal medical field and it would be a perfect opportunity for me to connect with concepts learned in college in the real world. I am enclosing my resume, and I would appreciate the opportunity to speak with you about how I could contribute my knowledge and experiences to your organization.

Sincerely,

*Maverick Jones*

Maverick Jones

**Jane D. Maverick**

Dobbs Ferry, NY

(123) 456-7890

JMaverick123@mercy.edu

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June 6, 2020

Hiring Manager  
New York Presbyterian/Columbia  
180 Fort Washington Ave  
New York, NY 10032

Dear Hiring Manager,

I am writing in reference to the position for a staff nurse that appeared on your hospital's website. I am interested in this position because I have recently earned my Bachelor of Science degree in Nursing from Mercy College. I am impressed with the reputation for quality of care New York Presbyterian has and the level of commitment it gives to research and community health education I believe that with my combined experience in nursing and health advocacy, I would make a strong addition to your hospital.

I have learned in a variety of nursing environments when doing my clinicals, including White Plains Hospital and Phelps Memorial Hospital, where I worked closely with doctors and the nursing staff to treat geriatric patients. My work with those patients taught me the importance of acquainting myself with a patient's family members and support system in order to best facilitate an effective care plan when the patient is discharged. I am also a member of the Student Nurses' Association, American College Health Association. Working for your hospital, would provide me with an ideal opportunity to grow and develop professionally as NY Presbyterian is one of the largest and most comprehensive hospitals in the nation, that is a leader in ambulatory, inpatient, and preventative care.

With my strong interest in working to promote health education for communities, having volunteered with Health Advocacy of America last summer, I believe I would contribute greatly to the already thriving hospital. I would like to discuss my experiences and skills along with the requirements of the position further and can be reached at (123) 456-7890 to schedule an interview. In the meantime, please find my resume attached to the email and I look forward to hearing from you soon.

Sincerely,

*Joe Smith*

Joe Smith





DF Campus  
BX Campus  
MT Campus

MERCY  
COLLEGE

CAREER AND  
PROFESSIONAL  
DEVELOPMENT



CPD@mercy.edu



914.674.7203



Handshake

<https://mercy.joinhandshake.com/>