

KEYS TO SUCCESS

**RÉSUMÉS,  
COVER LETTERS,  
AND JOB  
CORRESPONDENCE**



**Lebanon Valley College**

CENTER FOR CAREER DEVELOPMENT

Lebegern Learning Commons  
Lower Level, Mund College Center

[www.lvc.edu/career-development](http://www.lvc.edu/career-development)

717-867-6560 | [career-development@lvc.edu](mailto:career-development@lvc.edu)



# Resume Writing

**What is a resume?** A resume is a brief summary of your work and/or experiences, education background, and skills. Your resume is your first introduction to a potential employer or person in your network. It is a marketing tool, and as such, its purpose is to create enough interest in you to generate an invitation to an interview. Employers will spend only 10-15 seconds reviewing your resume. The goal is to articulately show the “fit” between your skills and experiences and what the employer needs (typically stated in the job description). An effective resume will follow the guidelines in this guide, while highlighting your most significant transferable skills and accomplishments.

## 1. Research the job description and the company.

Research the company you are applying for. Read the job description carefully; circle key words of qualities they are seeking or things that describe the organization.

Review their website and any literature available to help you tailor your qualifications to fit their needs. It may help to research the general industry you are hoping to work in to learn of any trends and characteristics of employees who are successful in the field.

*To find out what skills are desired for a particular occupation, consult the following resources:*

- [Occupational Outlook Handbook](#). Published by the U.S. Department of Labor, this resource provides comprehensive overviews of specific occupations.
- [O\\*Net](#). Search occupations based on your self-prescribed skill sets.
- [Professional Associations in Your Field of Interest](#). Not sure who or what this might be? Ask a faculty member or career coach for suggestions.
- [Company Websites](#). If there are organization in which you’re particularly interested, really get to know them (search through their website, follow them on Twitter, etc.).

## 2. Create a list of your activities and accomplishments.

Write down everything you can think of that you have accomplished during college. Not only will this jog your memory of all your involvement, it can also become a running “Master Resume” where you can keep track of your achievements. Remember, it is not so much the activity, but what you accomplished or achieved through the activity that is of interest to the employer.

Write down class projects, research experiences, work history, internships (paid/unpaid), volunteer activities, campus involvement, study abroad, etc. This is just brainstorming, so don’t worry about whether or not everything relates to the job.

## 3. Articulate your skills.

While brainstorming, you likely listed everything you worked on or tasks you performed. This is a great start. Now, focus on the skills you obtained from such tasks. The following steps will help you think about turning ‘run-of-the-mill’ bullet points into ‘bulked-up’ accomplishment statements:

**Skill:** What did you do in this setting?

**Structure:** What did you learn and/ or what skills did you acquire?

**Verb:** Add an action verb to what you learned/acquired.

**Clarify:** Go back to original duty and clarify by asking yourself - who, what, where, when, why, how

#### 4. Group your experiences.

Start grouping your experiences into different headings. Sample sections might be: Leadership, Student Involvement, Employment Experience, Community Service & Volunteer Work, Relevant Experience, Computer skills, Internship Experience, Awards & Achievements.

Each person's resume will be different, so it is impossible to address all the possible sections that may appear. The important thing is to highlight what you have in a way that makes sense to the reader and illustrates what is relevant to the position.

Before writing your resume, it is critical for you to answer the following questions:

- **Know your audience.** *Who will be reading my resume?*
- **Know what they're after.** *What skill sets and qualifications is the employer looking for in my resume?*
- **Know how to articulately convey your fit for the position.** *How can I demonstrate, through specific examples, my skills and experiences to a potential employer?*

The content and design of your resume should reflect your responses to these questions. Remember we read top to bottom and left to right. So, the information that is most important to your reader should generally appear closer to the top of your resume.

#### Transferrable Skills

An employer is interested in the transferable skills you have developed through a variety of experiences, including your liberal arts education. Transferable skills are qualities or abilities sought by a majority of employers which are useful in multiple areas. Develop a list of your accomplishments, skills, and personality characteristics. This will help you match your skills and abilities to the position requirements. Transferable skills demonstrate to the employer your extensive range of abilities including:

Communication (verbal and written)	Teamwork
Critical Thinking	Multicultural Understanding
Problem-Solving	Motivation
Leadership	Integrity

# A Strong vs. Weak Resume

## A Strong Resume...

- Is typically one page in length. *Talk with a career counselor if you're having difficulty keeping it to one page*
- Clearly reflects your **FIT** for the position and employer's needs
- Showcases your strengths and transferable skills as they relate to the position
  - Includes all **relevant** and **transferable** experiences such as internships, international experience, research experience, part-time jobs, volunteer work, involvement in student or community organization, leadership experience, significant class projects, etc.
- Is neat and well-organized (such as with bullet points under each experience); is easy to be scanned quickly and is visually appealing
- Has consistent format, font, and grammar usage
- Does not include potentially discriminatory information such as race, gender, religion, national origin, political preference, birthdate, etc.
- Avoids a template format. Work from scratch! This will be easiest to customize and edit
- Is error/type-free; contains correct grammar and punctuation
- Lists accurate and clear dates of employment/experiences
- Is printed on quality resume paper or saved as a PDF for emailing and uploading into Handshake
- Presents a professional image of you as an applicant
- Uses compelling **action verbs** (*see pages 22-23 for samples*)
- Displays action-oriented and results-oriented bullet points under each experience
- Avoids personal pronouns and lengthy paragraphs
- Is proofread by several individuals, including Career Development staff!
- Avoids high school information, unless you are a first-year or sophomore student OR you're applying for a job at your former high school
- Does not list references-they should be a separate document
- Does not use anything smaller than a 10-point font and .75 inch margins
- Quantifies when possible and uses results-oriented points

## Most Common Resume Mistakes (weak resume)

- Document is too long and/or paragraphs and sentences are long winded
- Spelling errors, typos, and poor grammar
- Forgetting to proofread several times
- Exaggerated/false accomplishments and experiences
- Listing references on your resume
- Including potentially discriminatory information
- Unprofessional email address
- Inconsistent formatting
- Using personal pronouns (I, me, my)
- Dates that are inaccurate, vague, or not provided
- Sending a resume without a well-written cover letter

# Resume Critique Form

Use the following information to check for errors and look for ways to make your resume more competitive

## General Pitfalls

- All headers (Education, Experience, etc.) should be consistent (all caps or mixed caps)
- Too long (try to keep to one page)
- Use spell check and proofread grammar
- Use punctuation and format consistently
- Capitalize appropriately
- Avoid abbreviations

## Header

- Identifying information should include name, permanent and/or current address, phone number, and email address. Also include personal website or LinkedIn profile links
- Consider putting your name in bold/caps/larger font size (16-18pt)
- Drop labels for obvious facts such as “phone number” or “email address”

## Objective

- Objective is not required. If objective is included, make sure it isn't too broad
- Objective is a “theme” statement that should help you organize the supporting information in the rest of your resume
- Delete filler/fluff material and lofty long-term goals
- Focus on what you can *do* for an employer, not what you *want* from an employer
- Use it as a statement that says specifically what you are seeking

## Education

- List major, degree, month/year of graduation, name of school, city, and state
- Type “anticipated” or “expected” before graduation month and year if in the future
- If more than one degree, list in reverse chronological order
- Include GPA if it is at least a 3.0
- Do not include HS information unless you are a freshman or sophomore with limited experiences
- Include only schools from which you received a degree or are currently attending

## Relevant Courses

- Create a “relevant course work” section if it is not implied by your major or minor and you need additional content
- Use course titles, do not use course numbers
- Consider listing courses in columns to maximize space

## Special Sections

- Computer skills, language skills, etc.
- Consider adding a “class projects” section, if relevant
- Consider adding a “research experience” section, if relevant

## Experience

- Provide job title, name of company, city and state, and dates of employment
- Use a consistent format
- Consider separating relevant experience into its own category (paid and unpaid) and combining unrelated work experience under “other experience”

- Include descriptive statements, especially for related positions
- Avoid passive phrasing, such as “responsibilities included”
- Descriptive statements are more effective when they begin with **action verbs** (see pages 21-22)
- Avoid using the same verbs repeatedly, vary the usage
- Communicate your skills. Use the STAR method to write bullet statements
- Include accomplishments, skills used, and results produced
- Quantify when possible
- Use present tense for current jobs and past tense for former employment
- Be more descriptive on related positions, and delete or reduce descriptions on non-related positions

## Leadership/Honors/Involvement

- Include relevant professional affiliations, awards, honors, campus activities, or community involvement
- Try using a one-column format to increase readability
- Omit references to specific religious denominations or political parties
- Use a consistent format

## References

- Do not include “references available upon request”
- Build list of references on a separate document and use the same header format as on your resume
- Reference information should include: name, title, place of business, business address, business email, and business phone number
- Could include the relationship to the person (former supervisor, faculty advisor, professor, etc.)

# Sample Resume Outline

Now that you have some guidelines, try your hand at building a resume!

**Please note: This resume is to be used for information gathering and general formatting suggestions. Your resume does not have to be formatted exactly like this example. For formatting examples, see samples A-E on the following pages.**

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(E-Mail) | (Phone)

**Objective:** \_\_\_\_\_

## Skills:

*Make this section count! Do not just list descriptive words. Choose special qualifications or skills related to your career objective (Languages spoken, computer knowledge, and communication skills).*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Education:

Lebanon Valley College, Annville, PA

\_\_\_\_\_  
*List degree: Bachelor of Arts, Bachelor of Science, Bachelor of Music, etc.*

\_\_\_\_\_  
*Month / year of graduation*

Minor:

GPA: \_\_ (if over a 3.0)

## Internship Experience:

*Internships/related experiences reveal to an employer that you have experience and interest in your field.*

*Plan to do at least one internship before graduation!*

\_\_\_\_\_  
(Company Name)

\_\_\_\_\_  
(City, ST)

\_\_\_\_\_  
(Job Title)

\_\_\_\_\_  
(Dates)

- \_\_\_\_\_  
*(Description of duties, start each bullet with an action verb)*
- \_\_\_\_\_
- \_\_\_\_\_

## Related Experience:

\_\_\_\_\_  
(Company Name)

\_\_\_\_\_  
(City, ST)

\_\_\_\_\_  
(Job Title)

\_\_\_\_\_  
(Dates)

- \_\_\_\_\_  
*(Description of duties, start each bullet with an action verb)*
- \_\_\_\_\_
- \_\_\_\_\_

**Work Experience:**

\_\_\_\_\_  
(Company Name) \_\_\_\_\_ (City, ST)

\_\_\_\_\_  
(Job Title) \_\_\_\_\_ (Dates)

- \_\_\_\_\_  
(Description of duties, start each bullet with an action verb)
- \_\_\_\_\_
- \_\_\_\_\_

**Research Experience:**

\_\_\_\_\_  
(Title of research project) \_\_\_\_\_ (Dates)

\_\_\_\_\_  
(University or organization sponsoring the research) \_\_\_\_\_ (Faculty Advisor or Research Supervisor)

\_\_\_\_\_  
(Description of project)  
\_\_\_\_\_

**Awards/ Honors:**

\_\_\_\_\_  
(Example: Dean's List, Honor Society, nominations count as well!) \_\_\_\_\_ (Dates)

**Professional Development:**

\_\_\_\_\_  
(Example: conferences attended, membership in a professional organization) \_\_\_\_\_ (Dates)

**Campus Involvement/Leadership:**

\_\_\_\_\_  
(Example: campus clubs or organizations, athletic teams) \_\_\_\_\_ (Dates)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Volunteer Experience:**

\_\_\_\_\_  
(Should be related and current -> need to replace old high school exp. with new college exp.) \_\_\_\_\_ (Dates)



# Sample Resume Formats (LVC Student A through E)

Please note that resumes are unique to each individual. You may choose to use other formats or headings for your experiences.

## LVC Student A

101 North College Avenue, Annville, PA 17003  
(717) 555-5555 | studenta@lvc.edu

### EDUCATION:

**Lebanon Valley College**, Annville, PA

*Bachelor of Science in Music Education*

May 2016

*Bachelor of Arts in Music*

May 2015

GPA: 3.778

*Honors/Awards:* Department of Music

○ Departmental Honors

Fall 2015

○ Dean's List

Fall 2010-Fall 2015

### TEACHING EXPERIENCE:

**Cooperstown High School**, Lebanon, PA

*Student Teacher: High School Instrumental*

January -May 2016

- Planned and taught numerous ensemble, sectional, and individual rehearsals and lessons
- Observed and assisted with administrative tasks of host teacher as needed
- Practiced and developed pedagogical techniques, conducting skills, and knowledge of repertoire

**South Central Elementary**, Lebanon, PA

*Student Teacher: Elementary Vocal/General*

January -May 2016

- Created and followed lesson plans for kindergarten through fifth grade music curriculum
- Refined and practiced pacing skills for effective teaching and behavioral management
- Explored a wide variety of classical and modern music forms with students through lesson design

### RELATED EXPERIENCE:

**World Class Drum Corps**, Mount Holly, NJ

*Visual Technician: Brass*

November 2015-Present

- Collaborate with other field staff to create and teach marching technique curriculum
- Clean and refine drill and choreographic material of competitive show
- Motivate members during mentally, physically, and emotionally challenging circumstances

**Anthracite Philharmonic**, Pottsville, PA

*Principal Oboist*

May 2010-Present

- Rehearse and perform public concerts on a bi-annual basis.
- Repertoire includes works such as Rutter's *Requiem* and Mussorgsky's *Pictures at an Exhibition*

**Lebanon Valley College**, Annville, PA

*Community Music Institute Instructor*

September -December 2015

- Provided private instruction to grade-school aged instrumental students
- Created curriculum for musical growth on a student-by-student basis
- Used varied teaching styles to engage students and cover varied musical topics

**Mountain View High School**, Lebanon, PA

*Brass Caption Head, Visual Field Technician*

August -December 2015

- Built and instructed specific curriculum for brass development and growth
- Defined and critiqued brass and marching technique throughout competitive season
- Wrote, taught, and adjusted choreography to accent musical performance

**LVC Student A**  
**Page 2**

**RELATED EXPERIENCE (continued):**

**Upper Valley High School**, Lancaster, PA

*Visual Field Technician*

August -December 2015

- Defined and critiqued student marching technique throughout fall season
- Taught and rehearsed drill with students to encourage positive habits for later learning
- Used varied teaching techniques in order to engage ensemble

**Department of Music**, Lebanon Valley College, Annville, PA

*Department Assistant*

December 2014-December 2015

- Prepared and serviced various performance venues for on-campus recitals
- Provided recital programs to attending guests
- On call for requests by recital performers/accompanists

**MUSICAL SKILLS AND EXPERIENCES:**

*Oboe (Primary Instrument)*

- Studied privately for eight years to improve knowledge and technique
- Frequently hired to perform in churches, orchestral ensembles, and musicals
- Performed in two half-hour recitals featuring a varied repertoire of music for accompanied oboe

Lebanon Valley College

August 2014-Present

Symphonic Band, Wind Ensemble, Symphony Orchestra, Woodwind Quintet

- Principal Oboist

*Trombone (Secondary Instrument)*

- Studied under qualified instructors to build skills and familiarity for quality playing
- Performed in a half hour recital featuring repertoire in both classical and jazz styles
- Often hired for chamber groups, pit orchestras, and symphonic bands

Lebanon Valley College

August 2014-Present

Low Brass Ensemble, Jazz band, M&J Big Band

- Lead Trombonist

*Conducting (Instrumental)*

- Rehearsed and Conducted LVC's Wind Ensemble as part of a Wind Conducting Independent Study
- Featured conductor for LVC's NAFME Middle School Bandfest January 2014/2015
- Featured conductor for the Elizabethtown Middle School Band's winter concert Winter 2014
- Pit Orchestra Conductor for PAHS 2010 production of "Into the Woods"

**NATIONAL AND PROFESSIONAL ORGANIZATIONS:**

- National Band Association December 2015-Present
- Phi Mu Alpha Sinfonia March 2015-Present
- World Class Drum & Bugle Corps November 2013-Present
- Kappa Delta Pi International Education Honor Society October 2012-Present
- National Association for Music Education September 2011-Present
  - LVC NAFME Chapter President May 2014-December 2015
- Pennsylvania Music Educators Association September 2011-Present

**COMPUTER SKILLS:**

Word, Excel, PowerPoint, Social Media, Finale notation software, Pyware marching software

## LVC Student B

studentb@lvc.edu | 555.555.5555

Lebanon Valley College, Suite 340, Annville, PA 17003

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**OBJECTIVE** To obtain the position of Financial Representative at XYZ Corporation.

**EDUCATION** **Bachelor of Arts in Business Administration**, May 2016

Lebanon Valley College, Annville, PA

- Cumulative GPA: 3.5/4.0; Major GPA: 3.8/4.0
- Financed 70% of college expenses through summer jobs and HOPE Scholarship

### RELATED

**EXPERIENCE** **Financial Network Services**, Sydney, Australia, May-August 2012

Unix Administrator Assistant

- Operated Unix Hp/Ux 11i in the transferring of files between development and testing regions
- Led team of four to configure notebooks and install multilingual software for overseas consultants
- Created user accounts and set permissions and passwords with UNIX-SCO
- Performed hardware maintenance, technical support, and software research

### PROJECT

**EXPERIENCE** **Lebanon County Humane Society**, Lebanon PA, PA, January 2010-May 2013

MIST 4620: Systems Analysis and Design

- Served as project team leader and developed a database to track the adoption of animals
- Designed website that allowed viewing of specific animals for adoption
- Used Visual Basic to set up the user interface
- Incorporated Java, HTML and Flash interactive website ([www.aahumane.gov](http://www.aahumane.gov))

### ADDITIONAL

**EXPERIENCE** **Student Government Association (SGA)**, Lebanon Valley College, September 2010-May 2013

Treasurer

- Managed a budget of \$10,000 and allocated funds as needed
- Handled all transactions and purchases while ensuring proper account balances

**Self-Employed Lawn Service**, New Cumberland, PA, Summers 2009-2011

Lawn Maintenance

- Established and retained customer base in local neighborhoods
- Gained experience in establishing a small business

### COMPUTER SKILLS

- **Programming Languages:** Visual, Basic, SQL, C, C++, Java
- **Operating Systems:** Windows NT/2000/XP/Vista, Linux, Unix
- **Database:** SQL, Server, MS Access, Oracle
- **Internet:** ASP, VB Script, JavaScript, HTML, XML, Dreamweaver, ASP.NET, Java Server
- **Software:** JCL, SQL, DB2, MS Visio, MS Excel, MS FrontPage, MS Word

### HONORS & ACTIVITIES

- Vickroy Scholar Recipient
- Member of Students in Free Enterprise (SIFE)

## EDUCATION

### **Bachelor of Science in Early Childhood (PK-4) and Special Education (PK-8)**

*May 2017 (Anticipated)*

Lebanon Valley College, Annville PA

Cumulative GPA: 3.86; Major GPA: 3.90, 3.96

Studied Abroad in London, England exploring cultural differences between educational systems

## HONORS

Dean's List

*September 2012 – Present*

Leadership Award Scholarship

*September 2012 - Present*

## TEACHING EXPERIENCE

### **Special Education Teacher Aide**, Emotional Support 1-5

*Anticipated May 2016 – June 2016*

South Central Elementary School, Palmyra, PA

### **Student Teacher**, Emotional Support 1-5

*October – December 2015*

South Central Elementary School, Palmyra, PA

- Differentiated and adapted curriculums as SRA Reading Mastery, WriteSteps, and Journeys Intervention to meet academic and behavioral needs of 7 students
- Monitored progress regularly through formal and informal observations, charts, and graphs
- Collaborated, participated, and communicated through Individualized Education Plan (IEP) meetings and parent teacher conferences
- Implemented whole class and individual behavior incentives and proactive supports
- Integrated technology such as videos from StudyJams to gain students' attention and provide repeated practice to ensure mastery

### **Student Teacher**, 4<sup>th</sup> Grade

*August – October 2015*

Upper Center Street Elementary School, Palmyra, PA

- Provided 27 students with authentic, PA Common Core aligned lessons using curriculums such as Singapore and Journeys
- Produced, administered, and analyzed informal and formal assessments and adjusted lessons and content accordingly
- Incorporated meaningful technology such as Kahoot and Blendspace in all academic areas
- Communicated and collaborated with parents and staff at events such as back to school night, in-services, and staff meetings
- Originated unit plans which encompassed science, social studies, and language arts
- Compiled and analyzed student assessments to determine appropriate interventions and enrichment for individual students

## Additional Field Experience

- Learning Support K-1, Lingle Avenue Elementary School, Palmyra, PA *Spring 2015*
- 4th Grade, Hershey Intermediate Elementary School, Hershey, PA *Fall 2014*
- 2nd Grade, East Hanover Elementary School, Annville, PA *Spring 2014*
- Learning Support K-5, Southwest Elementary School, Lebanon, PA *Fall 2013*
- 4th Grade, East Hanover Elementary School, Lebanon, PA *Spring 2013*
- 1<sup>st</sup> Grade, Cornwall Elementary School, Lebanon, PA *Fall 2012*

**WORK EXPERIENCE**

**Sales Associate**, Ann Taylor Loft Factory Store, Pottstown, PA  
**Nanny**, Private Home, Allentown, PA

*March 2011 – Present*  
*June 2010 - Present*

**PROFESSIONAL DEVELOPMENT/RESEARCH EXPERIENCE**

**Independent Study**, Lebanon Valley College, Annville, PA

*January 2016 - Present*

- Examining effect of aquatics regarding participation and socialization in toddlers with disabilities

**SPSEA Member**

*September 2012 – Present*

**Kappa Delta Pi Conference**, Orlando, FL

*October 2015*

- Conducted action research, September 2014 – October 2015, with Dr. Joe Smith and two peers
- Presented “Empowered Voices”, the importance of action research for pre-service teachers

**CAMPUS LEADERSHIP AND INVOLVEMENT**

**Phi Alpha Epsilon Member**

*April 2016*

**Kappa Delta Pi**

Secretary

*September 2015 - Present*

- Coordinated and conducted Literacy Alive activities at Lebanon Valley Nursing Home

Member

*April 2013 – Present*

**Sigma Alpha Pi Member, National Society of Leadership and Success**

*April 2013 – Present*

**Colleges Against Cancer**

Cancer Education Chair

*September 2015 – Present*

Member

*September 2012 - Present*

Team Development Chair

*September 2014 – May 2015*

**Habitat for Humanity**

Vice President

*September 2015 – Present*

Member

*September 2012 – Present*

Building Chair

*September 2014 – May 2015*

**Day at the Valley Mentor**

*January 2014 - Present*

- Communicated with potential students and parents while advocating for Lebanon Valley College

# LVC Student D

101 N. College Avenue, Annville, PA 17003  
717-555-5555 | studentd@lvc.edu

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## Education:

Lebanon Valley College, Annville, PA  
Bachelor of Science

May 2017  
GPA: 3.88/4.00

Dual Major: **Actuarial Science, Mathematics**; Minor: **Economics**

*Honors:* John T. Lockton Memorial Scholarship; President's CPCU Scholarship; Professor Monroe H. Martin Scholarship for Mathematics and Science; Outstanding Sophomore of the Mathematical Sciences; Outstanding Freshman of the Mathematical Sciences; Dean's List (All Semesters)

## Actuarial Experience:

### *Actuarial Exams:*

- Sitting for Exam 4/C - Construction and Evaluation of Actuarial Models June 2016
- Exam 3F/MFE - Models for Financial Economics November 2015
- Exam 2/FM - Financial Mathematics June 2015
- Exam 1/P - Probability January 2015

### *Actuarial Intern, Bob Frank, Inc.*

June – August 2015

- Supported the Global Claim Actuary and CFO, as well as other claims staff
- Analyzed operational performance metrics and emerging claim trends
- Assisted in the development of a claim handler staffing model
- Performed legal expense study, evaluating the success of strategic initiatives
- Worked extensively with data tools, including Microsoft Excel and QlikView

## Related Experience and Involvement:

### *Data Intern, Lebanon Valley College*

October 2014 – Present

- Held responsibility for the collection, analysis, and dissemination of carbon footprint data
- Developed sustainability initiatives to reduce greenhouse gas emissions
- Prepared carbon footprint reports annually

### *Academic Tutor, Lebanon Valley College*

August 2014 – Present

- Facilitated advanced calculus review sessions
- Tutored local high school and college students in mathematics

### *Research Assistant, Lebanon Valley College*

June – August 2014

- Performed research in the field of quantum computation
- Programmed in Mathematica and LaTeX
- Published "Local unitary symmetries of hypergraph states" in journal *Physical Review A*
- Presented research at two academic conferences

### *Leadership and Involvement*

- Math Club, *President*
- Environmental Club, *Treasurer*
- Sustainability Advisory Committee, *Member*
- Putnam Exam Problem Solving Team, *Member*

## Education

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### Lebanon Valley College (Annville, PA)

Bachelor of Science: Neuroscience

Minors: Law and Society, Spanish

### Maastricht University (Maastricht, Netherlands)

Study Abroad May 2014: Business in the European Union, Intercultural Communications

Anticipated Graduation Date: May 2018

Cumulative GPA: 3.877

## Work Experience

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### Education and Outreach Intern

Sept - Dec 2016

Lancaster Family Health Services (Lancaster, PA)

- Presented lessons to students, enrolled clients into health insurance, created awareness displays, completed needed agency tasks, attended meetings and events for planning and execution of projects, Certified Application Counselor

### Center for Career Development Intern

January 2015- May 2016

Lebanon Valley College (Annville, PA)

- Worked alongside Associate and Assistant Directors, manage file re-creation.

### Domestic Violence Screening Intern

Summer 2014

State's Attorney's Office (Harrisburg, PA)

- Conducted victim and witness interviews for cases of domestic violence, gathered evidence and summarized domestic violence cases for the prosecuting attorney, transcribed 911 tapes, recorded case activity using an online system, assisted attorneys during domestic violence docket

## Publications

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**Student, E., Jones, O., Smith, V., Mason, J., Potts, G., Smith, W., & Richards, D. (2015) "We (are not) the People: Dominant Imaginary and Social Exclusion." *Paul Kahn Undergraduate Research Symposium, 3, 27-39***

## Presentations

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- National Undergraduate Conference on Voting Rights and Democratic Participation**  
**Elizabethtown College (Elizabethtown, PA)** April 2015  
"We (are not) the People: Dominant Imaginary and Social Exclusion"
- Inquiry: A Symposium of Student Research and Original Work**  
**Lebanon Valley College (Annville, PA)** April 2014  
"The Psychology of Color"

## Research Experience

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### Cognitive Psychology Independent Research

2014

The Psychology of Color

- How color affects an individual's perception of an answer's correctness.
- Responsibilities: Topic identification, literature research, creation of materials, creation of consent and debriefing forms, participant recruitment, data collection, analysis of data on SPSS, creation of research paper and poster

## Community Service/Volunteer Experience

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### Puerto Rico Service Trip with LVC Spanish Department

May 2015

- Volunteer in schools, nursing homes, and domestic violence shelters in Caguas, PR

### Habitat for Humanity Club Member

2013-present

### Special Olympics Volunteer

2012-present

## Activities

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- Lebanon Valley College Peer Tutor, psychology, government and statistics 2014-present
- Lebanon Valley College Intramural Basketball Coordinator 2014-present
- Secretary, National Honor Society of Leadership and Success 2013-present
- Secretary, National Honor Society in Psychology (Psi Chi) 2013-present
- Division III Women's Basketball Team Member 2012-present

# Correspondence for the Job Search

Effective letters are as important in a job search as a resume. Employers typically read the accompanying letter before they read the enclosed resume. A cover letter that commands the attention of the reader can play a vital role in creating employer interest in following up with a candidate.

## Cover Letter

This is the first letter you send an employer in response to a specific job announcement, and it is accompanied by your resume. In this letter, you are identifying the position for which you are applying and showing persuasively how well your skills fit the position. Its main function is to ask for an interview.

### Letter of Inquiry

The letter of inquiry states your interest in an organization and requests information concerning openings of the type you desire. You may not have a specific job title yet, but you can express your career field of interest. Show that you have done your research on the types of jobs within the organization.

### Letter of Application

This type of letter is written in response to an advertised position. Make the letter a direct reply to the qualifications listed in the advertisement and to other details discovered through your research. Tailor the letter to show how your qualifications and interests match those of the advertised position.

## Reference Requests

References are people who are willing to speak highly on your behalf to prospective employers. A reference should be able to attest to your professional qualifications, work-related skills, and dependability. Once you have identified someone who you would like to use as a reference, be sure to ask that person in advance if they are willing and able to serve as a **positive** professional reference for you in the job search.

## Thank You Letter

These letters may be written at a variety of times during the job search. The most frequent use is after an employment interview. This letter may be brief, expressing your appreciation for the interview, reemphasizing key points discussed during the interview, and reiterating your interest in the position. Thank you letters can be either hand-written notes or email messages. Ideally, a thank you letter should be written and sent within 24 hours.

## Effective Emails

In today's job market, an employer may ask you to email your resume. This should be accompanied by a well-written cover letter. When emailing your resume and cover letter for a position, indicate that you are attaching your resume and cover letter and the type of software (*you should always save your final resume and cover letter as separate PDF documents and attach those to the email*). Be sure to address the employer directly in the email, just as you do in the cover letter. Remember that the email should be professional, as this is job-related professional correspondence.



# Cover Letters

The cover letter, along with your resume, is often your first introduction to a prospective employer. Unless otherwise specified, you should always send a cover letter with your resume. An effective cover letter will tell the reader why you are interested in the position, and highlights from your experiences that make you a strong fit. The letter should demonstrate excellent written communication skills, outline how your skills and experience match the employer's needs, and express your interest and enthusiasm for the position. Do not use a generic cover letter for each resume that you send. Instead, tailor a letter that is customized to the organization's needs.

## **COVER LETTER CHECKLIST**

- Do not exceed one page in length
- Be sure to proofread for errors
- Keep your letter warm, personal, and professional. Remember that business letters are formal
- Tailor your cover letter to each position for which you are applying
- When possible, address your letter to a specific individual using the correct title. If you don't know the name, look on Handshake, the company's website, or call the human resources office. If you exhaust all resources and do not locate the name of the appropriate person, use the job title in the salutation (i.e. Dear Human Resources Director or Dear Hiring Manager)
- Avoid starting every sentence with "I". Varied sentence structure makes for a much more compelling read
- Be sure to use the same header format as you did on your resume that includes your name and contact information. Also, be sure to use the same font style and size that was used on your resume. You want the documents to look like they belong together
- Arrange the contents of your letter in a logical sequence, placing the most important items first
- Use positive and active language, conveying energy, productiveness, and benefit to the employer
- Focus on what you have to contribute to the employer-not what you hope to get from them
- Refer to specific experiences that will grab the reader's attention
- Synthesize and provide examples of your most significant and relevant skills
- The core emphasis of the letter is stating why you're a good fit and how you can contribute to the company
- When emphasizing your "fit" for the position, demonstrate your knowledge of the company
- Avoid clichés or slang
- Write to the point; no flowery language; stick to a few concise paragraphs
- If being sent hard copy: always sign the letter; use the same high-quality paper that you did for your resume; never staple your resume and cover letter; and mail resume and cover letter in a large envelope to avoid folding
- Keep a copy of all correspondence for your job search files
- Be sure to include header information for the employer, including name, title, company name, and address

## Outline for Cover Letter *(corresponds with LVC Student D resume from page 13)*

### LVC Student D

101 N. College Avenue, Annville, PA 17003  
717-555-5555 | studentd@lvc.edu

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January 1, 2016

Mr. /Ms. / Dr. Name of contact person  
Title of contact person  
Name of organization  
Street address  
City, state, zip

Dear Mr./Ms./Dr. Last Name:

(First paragraph) Explain why you are writing and indicate the position for which you are applying. Tell how you heard about the position and the organization. Introduce basic information about yourself that explains why you would be the best candidate for the position. The first paragraph should catch the attention of the reader and create initial interest in you. If you are not applying for a specific position, still emphasize why you are interested in the organization. A good rule is who, what, where, when (you are available for employment), and why this company.

(Second paragraph) Emphasize your skills and qualifications, and demonstrate how your experience meets the requirements for the position. Do not merely repeat the information listed on your resume; instead highlight and expand on your qualifications and experiences that are most relevant to this particular employer. Outline the skills you will bring to the position and communicate how you will contribute to the organization. Be specific with the examples you provide.

(Third paragraph) Refer the reader to the documents you have enclosed, such as your resume, application, transcripts, etc. Reiterate your strong interest in the position/company. Provide contact numbers, email, and indicate the best way to reach you. Specify how you plan to follow up. Thank the reader for taking the time to consider your resume.

Sincerely,

*(Your handwritten signature)*

Type your name here

Enclosure(s) *(This indicates that there are accompanying documents, such as your resume, a reference list, etc.)*

# Sample Cover Letter of Application

(corresponds with LVC Student A resume from page 8)

## LVC Student A

101 North College Avenue, Annville, PA 17003  
(717) 555-5555 | studenta@lvc.edu

January 1, 2016

Dr. Steve Jones  
Superintendent  
Parkside School District  
123 Main Street  
Plainville, PA 17777

Dear Dr. Jones:

I am writing in regard to the elementary music teacher position listed on your district's website. I am excited about the opportunity to work for your school district because of the strong reputation for supporting students through the learning experience. My experience so far in the field of education has enabled me to develop the skills necessary to join your team of excellent teachers and school staff.

As a student teacher at Cooperstown High School, I was given the opportunity to create my own unit for a 10<sup>th</sup> grade integrated arts course. I chose to construct this unit around the idea of musical theater from blackface minstrelsy through the golden age of Broadway. In this unit, I created four days of instruction and activities and a test to close the unit. Through this experience, I gained familiarity with Individual Education Plans, and checking for modifications and adaptations to implement those requirements. Additionally, involvement in this process reinforced the importance of teacher awareness of the individual needs of each student so they can succeed.

As president of Kappa Delta Pi International Education Honor Society at Lebanon Valley College, I found myself in many situations that called for organizational clarity and continuous open communication. Through this position, I have furthered my organizational skills by staying in constant contact with our national headquarters through email and online reports and maintaining rapport with the Lebanon Valley College Music Education department staff to inform them of the organization's progress. Additionally, I built agendas and led efficient meetings through the creation of an easy to read calendar which is sent to the membership informing them of all important dates. This calendar was regularly reviewed, and updated if necessary, at each meeting. In addition to the above, I also had the responsibility of supervising our seven committee executives assuring that they were completing their respective goals. Frequent communication with national executive board members, professors, and collegiate members helped develop my ability to identify, address, and solve problems, both respectfully and efficiently.

I would enjoy an opportunity to discuss this open position with you and your staff. Please see my attached resume, which further details my qualifications and experiences. Thank you for your time and consideration.

Sincerely,

*LVC Student A*

LVC Student A

# Sample Cover Letter of Inquiry

*(corresponds with LVC Student B resume from page 10)*

January 1, 2016

Dr. Bob Scar  
President  
Urban Textiles, Inc.  
123 Main Street  
Urbania, PA 32322

Dear Dr. Scar:

I am writing to inquire about professional sales opportunities at Urban Textiles, Inc. As someone with a genuine interest and respect for the apparel industry, I am very eager to learn about career opportunities with your prestigious organization. My business education, work experience, and strong interpersonal and persuasive skills have provided me with valuable skill sets which could be an asset to your organization.

With a Business Administration major, I have acquired excellent quantitative and analytical skills. In addition to my academic coursework, my experience with Mechanicsburg Area Humane Society and Financial Network Services have taught me valuable skills in time management, leadership, interpersonal communication, and self-direction. During my tenure at the Humane Society I was required to meet strict deadlines, learn to be resourceful, and demonstrate flexibility in the midst of a fast-paced environment. These are skills that I know would be useful in a sales position with Urban Textiles, Inc.

Attached is my résumé which further details my experiences and qualifications. If any questions arise or you would like additional information, you may contact me at [studentb@lvc.edu](mailto:studentb@lvc.edu) or 555.555.5555. Thank you for your time and consideration. I look forward to speaking with you.

Sincerely,

LVC Student B

# References

References are individuals who are willing to speak highly on your behalf to prospective employers. A reference should be able to attest to your professional qualifications, work-related skills, and dependability. Be sure to communicate to all individuals who are serving as your references so that they are aware of the jobs to which you are applying. Only submit references when asked; otherwise bring a hard copy along to your interview.

## Guidelines:

- List three to four references
- References should include at least one college professor and at least one former or current supervisor
- Ideally, the professor should have had you as a student in at least 2 classes and/or know you outside of class
- Always obtain permission from each person prior to using their name as a reference!
- Be sure to use the same header format as you did on your resume that includes your name and contact information. Also, be sure to use the same font style and size that was used on your resume. You want the documents to look like they belong together- your marketing package!

## Sample Reference List *(corresponds with LVC Student D resume from page 13)*

### LVC Student D

101 N. College Avenue, Annville, PA 17003  
717-555-5555 | studentd@lvc.edu

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## References

### **Dr. Jane Smith** (Adviser, Professor)

*Professor, Department of Mathematics*  
Lebanon Valley College  
101 North College Avenue  
Annville, PA 17003  
717-555-5555  
prof@lvc.edu

### **Ms. Sally Jones** (Current Supervisor)

*Director, Office of Information Technology*  
Lebanon Valley College  
101 North College Avenue  
Annville, PA 17003  
717-555-5555  
infotech@lvc.edu

### **Mr. Robert Smith** (Former Supervisor)

*Lab Technician*  
Lebanon Valley College  
101 North College Avenue  
Annville, PA 17003  
717-555-5555  
labtech@lvc.edu

## Samples of Job Correspondence

### Sample Thank You Letter (*hand written note or email message*)

Email Subject (if emailing): Thank You

Dear Dr. Name:

Thank you very much for inviting me to participate in the on-site interview for the Elementary Music Teacher position. I thoroughly enjoyed spending the afternoon learning more about Parkside School District, the position, and the music department. I very much enjoyed the conversations that I had throughout the day; I especially appreciate the details and perspectives that were shared with me from the members of the staff and administration. I am very excited about this opportunity, and I am confident my skills and experience would be an asset to your district.

I look forward to hearing from you soon regarding your decision.

Sincerely,  
LVC Student A

### Sample Email to Employer to Apply for a Position

Email Subject: Actuary Position- LVC Student D

Dear Dr. Name:

Please accept the attached cover letter and resume for the Actuary position that you have available at your company. I have recently graduated from Lebanon Valley College's Actuarial Science program, and have extensive experience with analyzing math.

If you would like additional information, please feel free to contact me at 555-555-5555 or at student@lvc.edu. Thank you for your time and consideration. I look forward to speaking with you about this opportunity!

Sincerely,  
LVC Student D

### Sample Request for a Reference (*email*)

Email Subject: Request for a Reference- LVC Student D

Dear Dr. Name:

I am applying for the Actuary position at XYZ Company in Annville, Pa. Would you be willing to serve as a positive reference for me?

XYZ Company is asking for references to complete a reference form. I have attached my resume as well as the reference form to this email. Please let me know if I may provide any additional information about my experiences or education to assist you in completing the reference form.

I thoroughly enjoyed my undergraduate classes with you (MAT 2XX and MAT 3XX), and I am looking forward to applying the techniques and knowledge that I learned to the world of work as an Actuary.

Sincerely,  
LVC Student D

## List of Action Verbs for Resumes & Professional Profiles

### Management/ Leadership Skills

Administered  
Analyzed  
Appointed  
Approved  
Assigned  
Attained  
Authorized  
Chaired  
Considered  
Consolidated  
Contracted  
Controlled  
Converted  
Coordinated  
Decided  
Delegated  
Developed  
Directed  
Eliminated  
Emphasized  
Enforced  
Enhanced  
Established  
Executed  
Generated  
Handled  
Headed  
Hired  
Hosted  
Improved  
Incorporated  
Increased  
Initiated  
Inspected  
Instituted  
Led  
Managed  
Merged  
Motivated  
Organized  
Originated  
Overhauled  
Oversaw  
Planned  
Presided  
Prioritized

Produced  
Recommended  
Reorganized  
Replaced  
Restored  
Reviewed  
Scheduled  
Streamlined  
Strengthened  
Supervised  
Terminated

### Communication/ People Skills

Addressed  
Advertised  
Arbitrated  
Arranged  
Articulated  
Authored  
Clarified  
Collaborated  
Communicated  
Composed  
Condensed  
Conferred  
Consulted  
Contacted  
Conveyed  
Convinced  
Corresponded  
Debated  
Defined  
Described  
Developed  
Directed  
Discussed  
Drafted  
Edited  
Elicited  
Enlisted  
Explained  
Expressed  
Formulated  
Furnished  
Incorporated  
Influenced  
Interacted

Interpreted  
Interviewed  
Involved  
Joined  
Judged  
Lectured  
Listened  
Marketed  
Mediated  
Moderated  
Negotiated  
Observed  
Outlined  
Participated  
Persuaded  
Presented  
Promoted  
Proposed  
Publicized  
Reconciled  
Recruited  
Referred  
Reinforced  
Reported  
Resolved  
Responded  
Solicited  
Specified  
Spoke  
Suggested  
Summarized  
Synthesized  
Translated  
Wrote

### Research Skills

Analyzed  
Clarified  
Collected  
Compared  
Conducted  
Critiqued  
Detected  
Determined  
Diagnosed  
Evaluated  
Examined  
Experimented  
Explored

Extracted  
Formulated  
Gathered  
Identified  
Interpreted  
Interviewed  
Invented  
Investigated  
Located  
Measured  
Organized  
Researched  
Searched  
Solved  
Summarized  
Surveyed  
Systematized  
Tested

### Technical Skills

Adapted  
Assembled  
Built  
Calculated  
Computed  
Conserved  
Constructed  
Converted  
Debugged  
Designed  
Determined  
Developed  
Engineered  
Fabricated  
Fortified  
Installed  
Maintained  
Operated  
Overhauled  
Printed  
Programmed  
Rectified  
Regulated  
Remodeled  
Repaired  
Replaced  
Restored  
Solved

Specialized  
Standardized  
Studied  
Upgraded  
Utilized

**Teaching Skills**

Adapted  
Advised  
Clarified  
Coached  
Communicated  
Conducted  
Coordinated  
Critiqued  
Developed  
Enabled  
Encouraged  
Evaluated  
Explained  
Facilitated  
Focused  
Guided  
Individualized  
Informed  
Instilled  
Instructed  
Motivated  
Persuaded  
Set goals  
Simulated  
Stimulated  
Taught  
Tested  
Trained  
Transmitted  
Tutored

**Financial/Data Skills**

Administered  
Adjusted  
Allocated  
Analyzed  
Apprised  
Assessed  
Audited  
Balanced  
Calculated  
Computed  
Conserved  
Corrected

Determined  
Developed  
Estimated  
Forecasted  
Managed  
Marketed  
Measured  
Planned  
Programmed  
Projected  
Reconciled  
Reduced  
Researched  
Retrieved

**Creative Skills**

Acted  
Adapted  
Began  
Combined  
Conceptualized  
Condensed  
Created  
Customized  
Designed  
Developed  
Directed  
Displayed  
Drew  
Entertained  
Established  
Fashioned  
Formulated  
Founded  
Illustrated  
Initiated  
Instituted  
Integrated  
Introduced  
Invented  
Modeled  
Modified  
Originated  
Performed  
Photographed  
Planned  
Revised  
Revitalized  
Shaped  
Solved

**Helping Skills**

Adapted  
Advocated  
Aided  
Answered  
Arranged  
Assessed  
Assisted  
Cared for  
Clarified  
Coached  
Collaborated  
Contributed  
Cooperated  
Counseled  
Demonstrated  
Diagnosed  
Educated  
Encouraged  
Ensured  
Expedited  
Facilitated  
Familiarize  
Furthered  
Guided  
Helped  
Insured  
Intervened  
Motivated  
Provided  
Referred  
Rehabilitated  
Presented  
Resolved  
Simplified  
Supplied  
Supported  
Volunteered

**Organization/Detail**

**Skills**  
Approved  
Arranged  
Cataloged  
Categorized  
Charted  
Classified  
Coded  
Collected  
Compiled  
Corresponded

Distributed  
Executed  
Filed  
Generated  
Implemented  
Incorporated  
Inspected  
Logged  
Maintained  
Monitored  
Obtained  
Operated  
Ordered  
Organized  
Prepared  
Processed  
Provided  
Purchased  
Recorded  
Registered  
Reserved  
Responded  
Reviewed  
Routed  
Scheduled  
Screened  
Set up  
Submitted  
Supplied  
Standardized  
Systematized  
Updated  
Validated  
Verified

**More verbs for  
Accomplishments**

Achieved  
Completed  
Expanded  
Exceeded  
Improved  
Pioneered  
Reduced (losses)  
Resolved (issues)  
Restored  
Spearheaded  
Succeeded  
Surpassed  
Transformed



