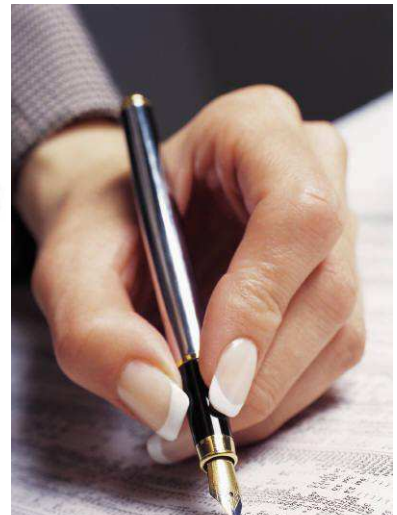
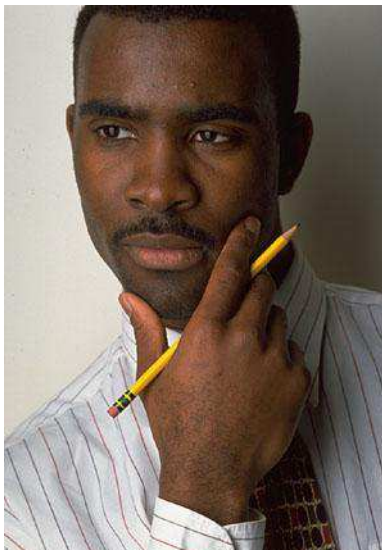


# Resumes & Cover Letters

Make the most of your first impression



Bellarmino University  
**Career Center**  
Division of Student Affairs

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# RESUME WORKSHEETS

<b>1. Identifying Information</b>	
	Name:
	Address:
	City, State, Zip:
	Home Phone:
	Work Phone:
	Email Address:
<b>2. Career Objective</b>	
<p><i>A good career objective is essential. It should be broad enough to cover general fields of employment, yet specific enough to indicate that you have a definite position(s) in mind. Refer to the sample resumes if you need ideas about wording for this section.</i></p>	
<b>3. Educational Background</b>	
<p><i>Begin with your most advanced degree (Bachelor or Masters), and list all degrees and certificates in chronological order. In listing degrees and certificates, give the name and address of the school along with dates of attendance.</i></p>	
A.	Name of School:
	Address:
	Dates Attended:
	Degree/credits earned:
B.	Name of School:
	Address:
	Dates Attended:
	Degree/credits earned:
C.	List all merit scholarships, awards, honors, including dates:
	Scholarships:
	Awards:
	Honors:
	Class standing or grade point average if 3.0 or above:
D.	List Extracurricular Activities (sports, clubs, etc.), school organizations, etc.:

<b>4. Work Experience (Include summer and part-time jobs)</b>	
<i>Your employment history should be listed in order with your most recent positions first.</i>	
Name & address of company:	
Job Title:	
Date From (Mo/Yr)	Date To (Mo/Yr)
Description of responsibilities and accomplishments:	

Name & address of company	
Job Title:	
Date From (Mo/Yr)	Date To (Mo/Yr)
Description of responsibilities and accomplishments:	
Other Skills and Abilities:	
Languages (indicate degree of fluency – reading, speaking, writing)	

<b>5. Professional and/or Volunteer Activities</b>

<b>6. Awards and/or Achievements</b>

<b>7. References</b>
<i>Normally, "Available upon request" is preferable (see sample resumes). An extra sheet with this information should be prepared in the event an employer requests that information.</i>

## **GENERAL RESUME INFORMATION**

Before preparing a resume, analyze your interests, values and skills. You will find this information helpful when you begin to determine what information you want to include in your resume.

Recognizing accomplishments you helped others achieve greatly enhances your resume. Keep in mind that you may include accomplishments that were made while you were a part of a "team." In this regard, looking at the larger picture of your involvement is important.

In reflecting on your past experiences (e.g., home, school, hobbies, volunteer placements, etc.), it would be helpful for you to pinpoint activities that are specifically relevant to the type of position you are seeking. The more you can focus your past experiences toward a goal, the more powerful your resume will become.

A resume can be considered as a sales promotion tool with your background as the product. It is not necessary that you include every job you have held. When possible, attempt to present your past experiences in a manner that make them relevant to your position objective.

Salary information should not be included on your resume. The same is true of height, weight, marital status, and other personal information. Normally, you should not use personal pronouns in a resume. Sentences should begin with an action verb whenever possible.

It is suggested that you also place nearest the top of your resume the strongest information in reference to your position objective. In addition, place the most important and/or powerful material near the top of each section of your resume.

### **Give your resume a KISS (Keep it Short and Simple):**

- ◆ Try to limit your resume to one page.
- ◆ Keep sentences brief, under 12 words.
- ◆ Use simple, everyday language.
- ◆ Be honest -- don't exaggerate.
- ◆ Be specific and give examples.
- ◆ Be positive and enthusiastic.

## **Resumes on the Internet**

Submitting your resume to be considered for a position with a company or at a web site where it can be previewed by a company can be done on the internet. Before you decide to submit your resume to a job search service or resume database, ask yourself these important questions: What type of confidentiality will you have? How long will your information remain in the service provider's database? How will the employer access the database? When you send a resume or application directly to an employer who has listed with a service provider or through the company home page, you should: (1) confirm the company's e-mail address before sending your information, and (2) obtain mailing address and phone number of the potential employer.

## **Resumes for Computerized Resume Searches by Optical Character Recognition (OCR)**

Occasionally, employers electronically scan (also referred to as a computerized resume search) resumes in order to process a greater amount of resumes in a shorter period of time. If it is possible that your resume is going to be scanned, you should take certain precautions in creating your resume (i.e., specific margins and fonts should be used).

The steps to process a resume in a computerized resume database utilizing an OCR are: (1) the resume is scanned by a computer and each resume is placed in an appropriate database file depending upon the keywords that it reads in the resume, (2) resumes are categorized by job possibilities and applicants are ranked for those positions, (3) the computer generates letters of rejection or interview offers, and (4) the computer stores the actual resume for future job openings.

If there is a possibility that your resume is going to be scanned by a prospective employer, further information about this specific type of resume can be obtained from Electronic Resume Revolution, a book published in 1994 by Joyce Lain Kennedy and Thomas J. Morrow. A copy of this book is located in the Bellarmine University Career Center Library.

## SECTION HEADINGS

The purpose of a section heading is to describe the topic of that section in one or two words. Once again, it is important that you determine what information will be most relevant to your position objective so that this information can be included. It is suggested that you begin the body of your resume with an "OBJECTIVE," followed closely by "EDUCATION" and "EXPERIENCE." Also, remember to use resume layout formats (1) one or (3) three.

### Some Section Heading Suggestions:

Objective	Summary of Qualifications	Hobbies and Interests
Relevant Education	Extracurricular Activities	Publications
Relevant Experience	Other Experience	Awards and Honors
Computer Skills	Other Education	Research

The following are examples of section headings and specific information that may be included:

#### **HEADING: Objective**

- Technical writing, utilizing computer-generated presentation
- Industrial design position in progressive CADD atmosphere
- Beginning level position in geriatric social work
- Electronic control system maintenance and repair
- Pre-school teaching position in a progressive system
- Full-time position related to educational preparation in business
- Internship or part-time position in accounting

Position objectives should succinctly state your purpose in seeking a particular position. Objectives also contain hints of relevant experiences in your past that uniquely qualify you for the position. The rest of the resume will be devoted to providing supporting evidence of your qualifications for the position you seek.

#### **HEADING: Education**

Bellarmine University: Louisville, KY  
Pursuing a Bachelor of Arts with a major in Communications  
Expected date of degree: May 2000  
Cumulative GPA: 3.5

Most resumes should contain a section on educational background. When you are first pursuing a professional career, education should normally be the next heading you include after your objective. Later, work experience is more important. As a general rule, include your GPA if it is 3.0 or above. If you are including your GPA, you may choose to list either your cumulative or major GPA (it is usually best to include the higher of the two).

### **HEADING: Computer Skills**

You may or may not choose to include this section in your resume. It is recommended that students majoring in Computer Science, Computer Information Systems, Accounting, Math, Business, and other similar majors include this section. It is especially important to include this section if the position you are seeking requires that you be familiar with computers. Do not, however, exaggerate on your computer skills -- you may regret it later. As a general rule, use one of the following three phrases to describe your skill level in working with a certain program and/or application: (1) familiar with, (2) knowledge of, or (3) proficient in. For example, if you have received formal training (e.g., course or workshop) on Microsoft Word, you may consider yourself to have a "knowledge of" that program. If you have received formal training and know how to perform a majority of the complex operations in MSWord, you may consider yourself to be "proficient in" Microsoft Word. When deciding how skilled you are in a particular program, keep in mind that employers may require that you take a skills test to determine your level of proficiency. For suggestions on how to structure this section, please see the sample resumes in this booklet.

### **HEADING: Work Experience**

Your work experience doesn't have to be relevant to your position objective, but if it is, you may want to title it "RELEVANT EXPERIENCE" and cover a third or more of your resume with the information. Experienced job seekers will probably want to place this section directly beneath the objective section. Less relevant work experiences can be placed lower in the section, or you may choose to include another section titled "OTHER EXPERIENCE."

Items in this section should be placed in chronological order, beginning with your most recent position. You may choose to **bold**, underline, or use ALL CAPS to allow certain phrases to stand out. Keep in mind, however, that each position listing should be consistent throughout the section. (e.g., if you **bold** the position title for one of your work experiences, you should **bold** the position title in subsequent work experience listings). You should then list, either with bullets or in paragraph form, your responsibilities. Be sure to include your accomplishments. Be specific and descriptive. Make all "EXPERIENCE" sections similar in style (i.e., be consistent). It is suggested that you begin sentences, or sentence fragments, with an action verb (see suggested action verbs in this booklet). Avoid using personal pronouns.

### **HEADING: Profile, Additional Education & Experience, Internship, Field Experience, etc.**

Many people choose to include sections that highlight experiences, training, personal traits that relate specifically to the career field they are planning to enter. Most professional programs such as Nursing or Education require a section highlighting their professional training.



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**Sample Layout Format 1**  
**P.O. Box 1234**  
**Anytown, KY 12345**  
**(123) 456-7890**  
**email: name@bellarmine.edu**

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## **OBJECTIVE**

An internship or part-time position utilizing educational preparation in accounting.

## **EDUCATION**

Bellarmine University: Louisville, KY  
Pursuing a Bachelor of Arts with a major in Accounting  
Expected date of degree: May 2008  
Cumulative GPA: 3.0

## **COMPUTER SKILLS**

Experienced with Microsoft Office (Word, Excel, Access, and Outlook) and Internet research

## **WORK EXPERIENCE**

Bookkeeper Assistant  
Farmer's National Bank: Louisville, KY  
01/06 - present

- Respond to customer inquiries concerning accounts
- Process account information
- Gain experience with basic accounting functions

File Clerk  
Smith Construction Company: Louisville, KY  
05/05 - 12/05

- Filed accounts receivable
- Assisted with payroll

## **ACHIEVEMENTS**

- Bellarmine University Academic Scholarship, 2005 – present
- Bellarmine University Athletic Scholarship for baseball, 2005 – present
- Bellarmine University Accounting Association, Program Chair, 2006 – 2007
- Relay for Life Team Member, American Cancer Society, 2007

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**Sample Layout Format 2**  
**P.O. Box 123**  
**Anytown, KY 12345**  
**(123) 456-7890**  
**email: name@bellarmine.edu**

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<b>OBJECTIVE</b>	An internship or part-time position utilizing educational preparation in accounting and related experience.
<b>EDUCATION</b>	<p>Bellarmine University: Louisville, KY Pursuing a Bachelor of Arts with a major in Accounting Expected date of degree: May 2004 Cumulative GPA: 3.0</p> <p>Atherton High School: Louisville, KY Diploma: May 2000 Cumulative GPA: 3.5</p>
<b>COMPUTER SKILLS</b>	Knowledge of Microsoft Office (Word, Excel, Powerpoint, and Access)
<b>WORK EXPERIENCE</b>	<p>Bookkeeper Assistant Farmer's National Bank: Louisville, KY 01/03 - present Respond to customer inquiries concerning accounts, file documents, process account information, and provide general office assistance.</p> <p>File Clerk Smith Construction Company: Louisville, KY 05/02 - 12/03 Filed accounts receivable, assisted with payroll, and performed general office duties.</p> <p>Special Needs Counselor Northeast YMCA: Louisville, KY Summer 2001 Provided individualized attention and planned activities for children in after-school program.</p>
<b>ACHIEVEMENTS</b>	<ul style="list-style-type: none"><li>• Bellarmine University Academic Scholarship, 2000 - present</li><li>• Bellarmine University Baseball Team, 2000 - present</li><li>• Volunteer, Baptist East Hospital, 1998 - 2000</li></ul>
<b>REFERENCES</b>	Available upon request

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## **Sample Layout Format 3 – Experienced Candidate**

**P.O. Box 123**

**Anytown, KY 12345**

**(123) 456-7890**

**email: name@bellarmine.edu**

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### **OBJECTIVE**

A career position in Computer Information Systems utilizing educational preparation and experience.

### **SKILLS**

- Set up Military tracking system for shipping of food to storage facilities within European Theater using Lotus spreadsheet.
- Compiled and completed statistical computer analyses for certification of all Military Transportation Occupational Specialties.
- Knowledgeable in C++ Programming, Web Design using HTML, Netscape Navigator, Front Page, and Adobe Photoshop. Also Database Management with emphasis on Access. Introduction to Java Script, COBOL, and Visual Basic.

### **EDUCATION**

#### **Bellarmine University, Louisville, KY**

B.S., Computer Information Systems, Minor: Business Administration 2003

GPA: 3.35

#### **Kent State University, Kent, OH**

B.S., Health and Physical Education, Minor: Secondary Education 1998

### **WORK EXPERIENCE**

#### **Bellarmine University, Louisville, KY**

##### **Intern in Web Design, 2001 – present**

Redesigned web pages for Professional Development and Continuing Education Departments. Responsible for developing an online catalog for the courses offered in each department.

#### **US Army, Various installations throughout the US and Europe**

##### **Sergeant First Class, 1990-1999**

Administrative Noncommissioned Officer responsible for the operation of the Office of the Unit Commander. Maintained rosters for duties delegated by higher Headquarters. Responsible for entering and maintaining data in various US Army Transportation software application. Additional areas of responsibility included, but were not limited to training, maintenance of unit equipment and vehicles and personnel. Attended educational training and received certification in statistics and software applications as they related to the operation of the Transportation system used by the US Army.

## **SAMPLE ACTION VERBS**

accomplished  
adjusted  
analyzed  
appraised  
assumed  
authorized  
bought  
built  
changed  
closed  
completed  
conducted  
convinced  
counted  
defined  
designed  
did  
drafted  
educated  
enjoyed  
established  
expanded  
filed  
forwarded  
gathered  
grossed  
highlighted  
implemented  
increased  
inspected  
joined  
lectured  
looked  
maximized  
motivated  
observed  
organized  
perceived  
placed  
presented  
programmed  
purchased  
rated  
recommended  
returned  
said  
scrutinized  
shipped  
smoothed  
specified  
stopped  
studied  
supervised  
took over  
transformed  
typed

accounted for  
administered  
anticipated  
arranged  
assured  
awarded  
briefed  
calculated  
checked  
combined  
composed  
constructed  
coordinated  
created  
delegated  
determined  
diminished  
dramatized  
elected  
enlarged  
evaluated  
expedited  
financed  
fostered  
gave  
guided  
housed  
improved  
indicated  
instructed  
kept  
led  
made  
met  
moved  
opened  
oversaw  
performed  
planned  
processed  
projected  
qualified  
realized  
reduced  
revealed  
saved  
selected  
showed  
solved  
spoke  
streamlined  
submitted  
supported  
toured  
translated  
uncovered

achieved  
advised  
applied  
assessed  
attended  
began  
brought  
cataloged  
chose  
communicated  
conceived  
continued  
corrected  
critiqued  
delivered  
developed  
directed  
earned  
employed  
ensured  
excelled  
explained  
foresaw  
found  
graded  
handled  
hunted  
included  
initiated  
interviewed  
labored  
licensed  
maintained  
modified  
negotiated  
operated  
paid  
persuaded  
played  
produced  
promoted  
quickened  
received  
reported  
reviewed  
saw  
sent  
sifted  
sought  
started  
strengthened  
suggested  
taught  
tracked  
traveled  
won

acquired  
aided  
appointed  
assisted  
audited  
boosted  
budgeted  
caused  
classified  
compared  
concluded  
controlled  
counseled  
decided  
demonstrated  
devised  
discovered  
edited  
encouraged  
entered  
executed  
familiarized  
formulated  
gained  
greeted  
helped  
identified  
incorporated  
innovated  
introduced  
launched  
located  
managed  
monitored  
netted  
ordered  
participated  
pioneered  
prepared  
profited  
proved  
ran  
recognized  
researched  
revised  
screened  
served  
simplified  
spearheaded  
stated  
stripped  
summarized  
tested  
trained  
tutored  
wrote

## Success with Online Applications

Paper application forms are a traditional recruitment tool for large employers. Typical graduate forms ask for details of qualifications and work experience, along with competence-based questions such as 'give an example of a time when you solved a complex problem?' Forms are used as the first stage of a process to screen out those candidates who do not meet the recruiter's basic requirements. For popular graduate recruiters, only the minority result in an interview.

Paper-based forms are expensive to print and administer and recent business research suggests that increasing numbers of employers are considering online forms as an alternative.

Many employers now offer their forms online and some have made this the only method of application. This offers them a cheap and easy way of providing access to their application process and the option to use pre-selection software if they so wish.

Receiving applications in electronic form has given employers and recruitment agencies the option to use software to pre-select the most suitable candidates. In the USA such software has been in use for several years and is sold to large corporations to reduce their costs.

The companies who produce such software are understandably secretive about exactly how it works, but some broad information is available. It is known that such software works rather like internet search engines by searching for particular keywords or phrases. The employer is able to specify keywords and call up and rank applicants whose CVs include them.

One other variation on this software is '**spiders**' or '**crawlers**' which are used by some employment agencies to search the web, either for vacancies that match particular applicants' keywords, or for CVs that include the keywords important to their client employers. These work like specialized versions of popular search engines, in that they only search for certain types of documents, or in certain places where CVs are posted.

Writing applications for robots is not radically different from writing applications for humans and it is important to remember that although your application in the early stages may need to get through software pre-selection, later decisions will be made by people. For any type of application it is important that you:

- analyze the requirements of the job
- list your evidence that you meet each requirement
- put your evidence into the format of the application

## How to Deal with Online Forms:

- ❖ Give online forms the same level of care and attention as paper-based forms. Candidates may fall into the trap of treating online applications less seriously or formally than paper-based applications. The psychology behind this is unclear, but it may be due to electronic media seeming more immediate and less permanent than print-based media. Don't fall into this trap - recruiters will not be expecting lower standards from their online applicants.
- ❖ Take a copy of the form, or note down the headings, sections and questions. You will then be able to plan your application offline.
- ❖ Analyze the requirements of the employer and vacancy. The recruiter will be clear on what they are looking for in terms of qualifications, experience, skills, and personal qualities. They will pre-select on how well your application matches these requirements. They may even use software to do some of this for them. The vacancy may give many of the requirements and the employer's website may give an indication of skills and qualities the company looks for in its employees. It is common for those completing a period of education to place too much emphasis on qualifications and too little on skills. Make sure that your application stresses your skills as much as your qualifications and experience.
- ❖ List your evidence that you meet each of the employer's requirements. Any of us can claim to have excellent communication, team work and negotiating skills - to give weight to our claims, we need to give examples of when we have used those skills.
- ❖ Work out where, within the form, you can include your evidence of meeting the requirements. Some questions may ask specifically about one requirement, for example, 'Describe an occasion when you worked successfully as a member of a team'. Other evidence may have to be worked into more 'open' sections of the form, for example, 'other information'.
- ❖ Create a text file using your word-processor or Windows Notepad and use it to write your entries for the form, separating each section by a line-break.
- ❖ Spell-check your answers and get someone else to check for spelling, grammar and general comments - you will not be able to see your own mistakes.
- ❖ Once you are happy with your answers, go back online and navigate to the online form. Open your text file and copy and paste your answers into the correct sections. Don't use 'cut' as you may be able to recycle your answers for another form. Check the form carefully and when you are completely happy with it, submit it.
- ❖ Save your text file, give it a sensible name that you will recognize, like HP application, and make a backup copy of it. You will almost certainly be able to recycle its contents in other online or paper applications.

# Cover Letters:

- ❖ Cover Letter Refresher Course
- ❖ Outline for a Cover Letter
- ❖ Cover Letter Format Sample
- ❖ Additional Sample Letters
  - *Prospecting Letter*
  - *Networking Letter*
  - *Thank-you Letter*
  - *Acceptance Letter*
  - *Withdrawal Letter*
  - *Rejection Letter*

**Cover Letter Refresher Course**  
*10 Tips for Crafting Eye-Catching Cover Letters*  
**by Peter Newfield**

(President of resume writing service Career Resumes)

<http://resume.monster.com/coverletter/refresher/>

Your cover letter presents your intentions, qualifications and availability to a prospective employer in a succinct and appealing format. As your first chance to make a great impression, a personalized letter indicates you are serious about your job search. Your resume can give the nitty-gritty of dates, places of employment and education, but your cover letter must entice the reader to consider you amidst hundreds, or even thousands of candidates for any one job opening.

**1. Do You Really Need a Cover Letter?**

You bet! Just as you would never show up unannounced at a prospective employer's door, your resume should never just appear solo on a decision maker's desk. Your cover letter is your first opportunity to introduce yourself, present your qualifications and show the search committee you are a potential candidate for the advertised position.

**2. Personalize it to the Company**

Anyone can reproduce a "canned" cover letter and hope for the best. Instead, take a few minutes to personalize your letter to show a company you are serious about working there. State the reason for your interest in the company. Show that you have done your homework by mentioning company specifics such as a department, a new project or a recent acquisition. Address the cover letter to a specific individual whenever possible.

**3. Why Are You Sending Your Resume and Cover Letter?**

Cover letters should be clear and to the point. Include the specific job title, two to three reasons why your experience makes a good fit and a brief outline of your career highlights.

**4. Highlight Your Strengths**

You may be a great person and never call in sick, but prospective employers really want to know why they should consider you for this position. Brag a little! Give a few facts, list relevant skills and state accomplishments on recent jobs that will be impressive.

***Examples:***

- Increased overseas sales by 93 percent.
- Negotiated new financial leases or loans.
- Implemented new training programs that reduced staff turnover by 15%.

**5. State Your Intentions and Qualifications Right Up Front**

Don't expect a senior personnel manager or recruiter to wade through a mishmash of information on your cover letter before understanding why you are sending your resume.



## **6. What Makes You Different?**

Emphasize your skills, talents and experiences to show how you would be a valuable addition to the team. If you have relevant volunteer or professional experience, mention it briefly in your cover letter. For example, if you are an accountant who serves as volunteer treasurer for a nonprofit community health organization, include that information. Or if you are an international sales rep who has lived in Europe and Asia and speaks several languages, add that to your letter.

## **7. No Negative Information**

Never include personality conflicts with previous employers, pending litigation suits or sarcastic remarks in your cover letter. If you are bad-mouthing your present place of employment, interviewers may fear a repeat performance if they hire you.

## **8. When Should You Include Salary And/Or Relocation Information?**

The rule of thumb is to always include salary requirements and/or salary history in the cover letter if a prospective employer requests it. For example, you could write: "My salary requirements are \$60,000-\$75,000 (negotiable)." Or you might write: "My current salary is \$53,000 at XYZ corporation." Eliminating this information from your cover letter may justify your resume getting tossed out. Never include salary and relocation information on your resume – only address this information in your cover letter.

## **9. Take Action Steps**

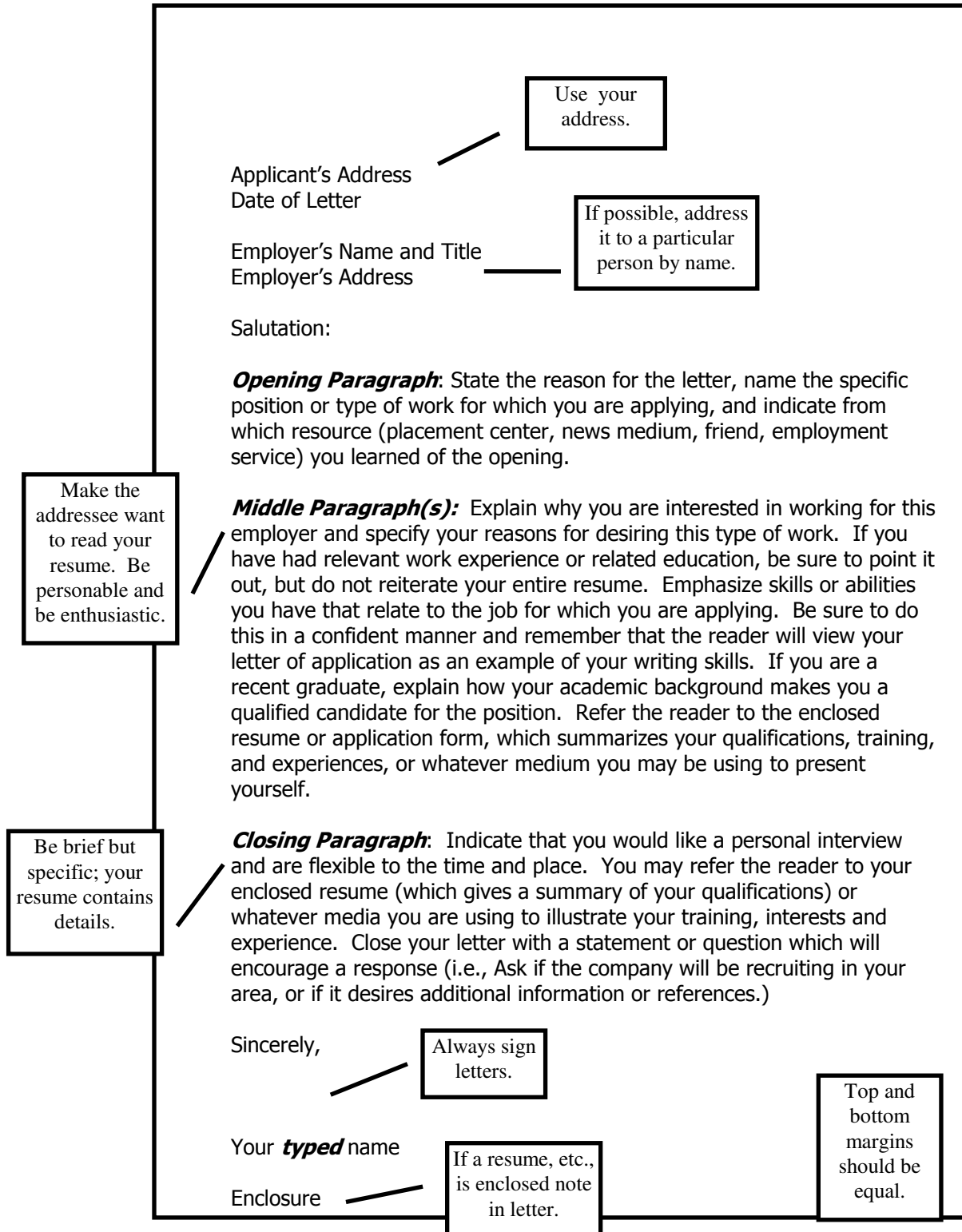
Take a proactive approach in your cover letter. State the fact that you are available for a personal interview; give your home, work, email and/or cell phone numbers where you can be reached; note that you will follow up by phone (whenever possible) to provide any additional information required.

## **10. Be Direct!**

A professionally written cover letter and resume can open the door to your next position on the corporate ladder or to a new career in a different field. A clean, error-free presentation, combined with phrasing and solid facts, will encourage the reader to review the attached resume and call you in for an interview.

# General Outline of a Cover Letter:

(EXAMPLE ON NEXT PAGE)



## COVER LETTER FORMAT SAMPLE

1225 Hampton Boulevard  
Louisville, KY 40225  
January 16, 2001

Ms. Dianne C. Strand  
Manager of Human Resources  
Kentucky Industries, Inc.  
2900 Boulevard  
Louisville, KY 40207

Dear Ms. Strand:

I am applying for the position of systems analyst which was advertised on December 18 with Career Center at Bellarmine University. The position appears to fit very well with my education, experience, and career interests.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Kentucky Industries. Your firm has an excellent reputation and comes highly recommended to me.

With a major in management information systems, I have training on mainframes, minicomputers, and microcomputers as well as with a variety of software programs and applications. My practical experience in my university's computer center as a programmer, and as a student consultant for system users, gave me valuable exposure to complex computer operations. Additionally, I worked as a cooperative education student in computing operations for a large bank where I gained knowledge of financial systems. My enclosed resume provides more details on my qualifications.

I appreciate your consideration of my request for a personal interview to discuss my qualifications further, and to learn more about this opportunity. I can be reached at (502) 683-4388.

Sincerely yours,

Lisa Watson

## ADDITIONAL SAMPLE LETTERS

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### PROSPECTING LETTER

225 Hampton Boulevard  
Louisville, KY 40225  
January 16, 2001

Mr. Timothy T. Mellon  
Director of College Recruiting  
Midwest Mercantile Company  
4500 Randolph Drive  
Chicago, IL 40207

Dear Mr. Mellon:

I read your company's description in *CPC's Job Choices in Business* and would like to inquire about employment opportunities in your management training program. I want to work in retail management and would like to relocate to the Chicago area after graduation.

I will graduate this May with a degree in Business Administration. My interest in business started in Junior Achievement while in high school and developed further through a variety of sales and retail positions during college. My internship with a large department store convinced me to pursue a career in retail. When I researched the top retailers in Chicago, Midwest Mercantile emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional retail environment I seek.

My resume is enclosed for your consideration. My education and experience match the qualifications you seek in your management trainees, but they don't tell the whole story. I know from customer and supervisor feedback that I have the interpersonal skills and motivation needed to build a successful career in retail management. And my relatively extensive experience gives me confidence in my career direction and in my abilities to perform competently.

I know how busy you must be during this time of year, but I would appreciate a few minutes of your time to discuss available opportunities with your company. In the meantime, if you need to contact me, my number is (502) 683-8843.

Thank you very much for considering my request. I look forward to talking with you.

Sincerely yours,

Craig S. Watson

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### NETWORKING LETTER

543 Illinois Avenue  
Louisville, KY

40225

December 22, 2001

Ms. Cynthia Kennedy, Manager  
Jones, Smith and Doe, P.C.  
Certified Public Accountants  
1400 Walnut Street  
Louisville, KY 40202

Dear Ms. Kennedy:

Ms. Mary Smith, professor of accounting at Bellarmine University, suggested that I contact you. She thought that you would be in an excellent position as an alumna to assist me with a career decision.

As an accounting student, I am exploring which career path to pursue. Public accounting, management accounting, and IRS work all sound interesting to me at this point, but I would like to get your advice on the long-term career implications of each path as well as a better handle on the day-to-day activities of a CPA.

I have enclosed a copy of my resume so you have my background information as it relates to our meeting. I will call you next week to see if I can arrange a brief meeting with you at your convenience. Thank you for considering my request.

Sincerely yours,

Janis K. English

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*THANK-YOU LETTER*

40207

2913 Baxter Avenue  
Louisville, KY

January 25, 2001

Julia Edmonds, Director  
Louisville Business, Inc.  
1220 Warwick Avenue  
Louisville, KY 40235

Dear Ms. Edmonds:

I want to thank you very much for interviewing me yesterday for the associate position. I enjoyed meeting you and learning more about your day-to-day business.

My enthusiasm for the position and my interest in working for Louisville Business, Inc., were strengthened as a result of the interview. I think my education and cooperative education experiences fit nicely with the job requirements, and I'm sure that I could make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to call me at (502) 685-5555 if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely yours,

Frederick Bryan

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*ACCEPTANCE LETTER*

507 River Road  
Louisville, KY 40204  
January 14, 2001

Mr. Jack Krebs, Division Manager  
Data International Corporation  
1212 Corporation Lane  
Louisville, KY 40235

Dear Mr. Krebs:

I am writing to confirm my acceptance of your employment offer of April 20 and to tell you how delighted I am to be joining Data International in Richmond. The work is exactly what I have prepared for and hoped to do. I feel confident that I can make a significant contribution to the corporation, and I am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:00 a.m. on November 27 and will have completed the medical examination and drug testing by the start date. Additionally, I shall complete all employment and insurance forms for the new employee orientation on February 1, 2001.

I look forward to working with you and your fine team. I appreciate your confidence in me and am very happy to be joining your staff.

Sincerely yours,

Pamela Jones

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*WITHDRAWAL LETTER*

4621 Chester Lane  
Louisville, KY 40227  
April 20, 2001

Ms. Melissa Bliss, Executive Director  
The Chicago School of Performing Arts  
8989 Princess Road  
Chicago, IL 60628

Dear Ms. Bliss:

I am writing to inform you that I am withdrawing my application for the program coordinator position with the school. As I indicated in my interview with you, I have been exploring several possibilities. This week I was offered an administrative position with a local city government, and after careful consideration, I decided to accept it. The position provides a very good match for my interests at this point in my career.

I want to thank you very much for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. You have a fine school and I wish you and your staff well.

Sincerely yours,

Heather Ferguson

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*REJECTION LETTER*

351 Kempsville Road  
New Albany, IN 47150  
March 22, 2001

Mr. George Duvall, Manager  
Sales and Marketing Division  
Colonial Properties, Ltd.  
1700 Colonial Parkway  
Cincinnati, OH 45221

Dear Mr. Duvall:

Thank you very much for offering me the position of commercial leasing agent with Colonial Properties. I appreciate your discussing the details of the position with me and giving me time to consider your offer.

You have a fine organization and there are many aspects of the position which are very appealing to me. However, I believe it is in our mutual best interest that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your fine staff.

Sincerely yours,

Kristen Langston

## **Sample Resumes For:**

- *Accounting*
- *Business Administration*
- *Liberal Arts*
- *Health Science*
- *Computer Science*
- *Nursing*
- *Science*
- *Education*
- *Experienced Business*

## **ACCOUNTING STUDENT**

Street Address - Louisville, KY 40218  
Phone number - e-mail@bellarmine.edu

- Objective** To obtain a full-time public accounting career position utilizing educational preparation and related experience. I am open to relocation.
- Education** **Bellarmine University:** Louisville, KY  
• Bachelor of Arts in Accounting May 2004  
• Master's in Business Administration December 2004  
• 3.58 Cumulative GPA - 3.33 Accounting GPA (150 hours completed)
- University of Detroit Jesuit High School Detroit, MI  
• Graduated Cum Laude
- Employment** **Brown & Williamson Tobacco Corporation** Louisville, KY Summer '03  
Finance Accounting Intern  
• Assisted with month-end closings and monthly debit notes for Japanese affiliate.
- Ernst & Young, LLP** Louisville, KY Winter '03 – Spring '03  
Auditing Staff Intern  
• Staff accountant on a broad range of audit clients.
- Atria Communities, Incorporated** Louisville, KY Fall '03  
Corporate Accounting Intern  
• Reconciled monthly bank statements, and booked a variety of monthly journal entries.
- McKinley Associates, Incorporated** Ann Arbor, MI Summers '01 & '02  
Accounting Intern  
• Assisted with property valuations, and identified major legal expenses.
- Activities & Achievements** PricewaterhouseCoopers' Summer Leadership Conference Summer '02  
Participated in the Louisville-area summer leadership program "The Road to Success."  
Learned about networking and working with diverse personality types.
- Junior Achievement Spring '01 & '02  
Led 4<sup>th</sup> and 6<sup>th</sup> graders in activities that concentrated on key aspects of business.  
Taught students about world and regional economic resources and systems.
- National Junior Leader Instructor Camp Summer '98 & '99  
Instructed and evaluated a patrol of six scouts throughout their leadership training.  
Presented information about the application of teaching skills and how to give presentations.
- 2<sup>nd</sup> Place National Finalist, National Science Teachers Association Spring '00  
Toshiba ExploraVision Awards, *AIR: Artificially Induced Respiration* –  
Oxygen-carrying artificial blood cells used for asphyxia-related emergencies.
- Eagle Scout, Boy Scouts of America Summer '97  
Project consisted of constructing and erecting nine frames for informational signs.
- Memberships** Bellarmine University Accounting Association – President, Delta Sigma Pi Fraternity –  
Kappa Psi Chapter, Omicron Delta Kappa, American Institute of Certified Public  
Accountants, and Boy Scouts of America (16 years).
- Computer** Proficient in Microsoft Office, Lotus Notes and Mac OS



## ***BUSINESS ADMINISTRATION MAJOR***

Address  
Louisville, Kentucky 40205  
Phone number  
[bellarminestudent@bellarmine.edu](mailto:bellarminestudent@bellarmine.edu)

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### **Education**

Bellarmino University: Louisville, KY  
B.A. Business administration and Economics  
Expected date of degree: May 2004  
Cumulative GPA: 3.7/ 4.0

Presentation Academy: Louisville, KY  
Graduated May 2000  
Cumulative GPA: 3.5/ 4.0

### **Work Experience**

General Electric Corporation (Appliances): Louisville, KY May 2002-present  
Indirect Sourcing Intern

- Organize and facilitate online auction process for various commodities
- Negotiate purchase order terms with suppliers
- Coordinate and lead meetings with vendors and internal customers
- Maintain records of proposals, contracts, and auctions
- Assist suppliers with web invoicing and payment issues
- Achieved \$1.3 million in savings in 2002

General Electric Corporation (Appliances): Louisville, KY July 2001- May 2002  
Consumer Service Finance Intern

- Classified financial data to assist analysts in projecting department budgets
- Documented billing processes and data calculation methods for assembly of supplier invoices
- Approved warranty standard costs for new products

Bardstown Road Animal Clinic: Louisville, KY October 2000- May 2001  
Receptionist/ Veterinary Assistant

- Assisted in providing all aspects of veterinary care
- Performed various receptionist duties and customer service
- Organized and monitored inventories

Sears: Louisville, KY November 1998- June 2000  
Sales Associate

- Performed transactions and assisted customers
- Organized displays and inventories
- Balanced cash registers upon closing work stations

### **Awards / Achievements**

Delta Sigma Pi 2002- present  
W. Fielding Rubel School of Business Dean's List 2000-2003  
Bellarmino Knights Scholarship  
Archdiocese of Louisville Scholarship  
Presidential Achievement Scholarship  
CCSA Study Abroad Scholarship

### **Computer Skills**

Experience with Microsoft Office (Word, Excel, Access, PowerPoint)

## Liberal Arts Major

100 Bellarmine Way  
Louisville, KY 40205  
(502) 222-2222

[Bellarminestudent@bellarmine.edu](mailto:bellarminestudent@bellarmine.edu)

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<b>Objective</b>	A career in customer service/sales utilizing educational preparation and related sales experience
<b>Education</b>	<p>Bellarmino University: Louisville, KY Bachelor of Arts: History major with a concentration of 21 hours in Communications December 2003 GPA: 3.4</p> <p>University of Malta: Malta Spring semester 2002 Studied Arabic culture, literature, and grammar</p>
<b>Profile</b>	<p>Demonstrated presentation and negotiation skills Excellent interpersonal communication skills Creative problem skills High energy with motivation to excel Experienced with multicultural communication Internet research and Microsoft Office</p>
<b>Additional Educational Experience</b>	<ul style="list-style-type: none"><li>• Internship with Creative Alliance: Louisville, KY Fall 2001 Public relations internship providing assistance to department in gathering information, preparing for events, entering data for client mailing lists, and logging messages.</li><li>• Volunteer ESL Instructor, Americana Multicultural Center, 2000</li><li>• Mock Arab League: 2000, 2001 Participated in research and competitive negotiations at a national college event</li><li>• International travel and living experience: Malta, Greece, Italy, Morocco, Tunisia, Egypt and Israel</li></ul>
<b>Work Experience</b>	<p>Sales Associate/Personal Shopper Jacobson's Department Store: Louisville, KY 10/99 – 6/00 Provided individualized customer service, maintained inventory, and operated cash register.</p> <p>Server/Hostess Porcini Restaurant: Louisville, KY 7/98 – 1/99 &amp; 6/00 – present Coordinate service with wait staff in a busy local restaurant. Serve as an assistant to the Manager in supervising service. Assist customers with selection of menu items, provide table service, and prepare bills.</p>
<b>Achievements</b>	<ul style="list-style-type: none"><li>• Dean's List</li><li>• Accepted to participate in the International Student Exchange Program</li><li>• Nominated as Best Delegate, Mock Arab League, 2000 &amp; 2001</li></ul>

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References furnished upon request

## Health Science Student

2001 Newburg Road  
Louisville, KY 40205  
222-222-2222  
email@bellarmine.edu

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<b>Objective</b>	A position as a Medical Technologist in a healthcare environment
<b>Education</b>	Pursuing a Bachelor of Science in Clinical Laboratory Science Expected date of degree: May 2003 GPA: 3.4
<b>Related Skills</b>	Computer Knowledge of Microsoft Office (Word, Excel, Power Point)  Research Scaled up culture from 25-cc T flasks up through to 40-L fermentor microcarrier cultures Recorded and analyzed data on the computer Presented research findings to professors.
<b>Clinical Experience</b>	Medical Technologist Intern January 2000 – May 2001 <ul style="list-style-type: none"><li>- Operate coulter and utilize computer information in Hematology Department</li><li>- Assist the Medical Technology team in conducting laboratory tests</li><li>- Complete all administrative work on tests including data entry, paperwork, and record keeping</li><li>- Relay lab results to physicians</li></ul> Office Assistant Dr. Carmilla Anderson, MD: Tuscaloosa, AL Summer 1999 <ul style="list-style-type: none"><li>- Checked patients into treatment rooms</li><li>- Assisted physician with blood pressure checks and other routine data gathering in treatment rooms.</li></ul>
<b>Achievements</b>	Norton Scholars Achievement Scholarship, 1999 - present Bellarmine Dean's List, two semesters Volunteer, Home of the Innocents, 2000 – 2001 Bellarmine Activities Council, Event Volunteer, 2001 – present

**Computer Science Major**  
[bellarmine@bellarmine.edu](mailto:bellarmine@bellarmine.edu)

2001 Newburg Road  
502-485-0106

Louisville, KY 40205  
Cell (270) 000-0000

**Objective:** To apply my analytical, leadership, and technical skills to a challenging position in a fast paced, growing company which offers potential for advancement.

**Education:** Bellarmine University: Louisville, KY  
Pursuing a Bachelor of Science: Computer Engineering major with a minor in Math. Expected graduation date: May 2005

**Computer Skills:** Knowledge of Microsoft Office (Word, Excel, Access, Power Point), C++, Java Script, HTML, XML, FrontPage, Dream Weaver, XLINIX (VHDL Programming), Espresso, Adobe PhotoShop, SQL/SQR, Oracle, and .NET Development. Familiar with hardware configuration and components.

**Work Experience:** BestBuy: Louisville, KY  
8/03-1/04  
Senior in the computer sales department.

- Responsible for training and supervising sales associates.
- Responsible for weekly reports to general manager, managing the department's at risk items, and managing all of the department's customer online orders.
- Representative of department to regional offices for viewpoints.

General Electric Consumer Products: Louisville, KY  
7/02-8/03  
E-Commerce, Manage the Home Buyer Online program and assist in supporting GEAppliances.com.

- Project leader of implementing offering gift certificates on the online store to give consumers an alternative buying experience.
- Assistant director for Strategic Partner Program, which has over 1,500 companies that are, allowed access to the online store. I assist in increasing sales, customer service, marketing, and maintenance for the program.
- Program leader of multiply mortgages companies online stores. This includes increasing sales, customer service, marketing, and maintenance for the companies.
- Assist in various other projects to help support website.

Global Aviation Navigator (Globalair.com): Louisville, KY  
8/00-7/02

- Responsible for the company's website.
- Developed pages that contained ads for different types of aircraft.
- Supported several companies with multiple ads including customer service and marketing.
- Data entry and data base building

Student Worker  
Bellarmine Athletic Office: Louisville, KY  
8/99-8/00  
Assisted with general office work including mailings, answering phones, filing, and assisting with the website.

**Achievements:** Monsignor Treece Academic Scholarship, 1999-present  
Bellarmine Athletic Scholarship for Softball, 1999-2003  
ACM member: 1999-present  
National Honor Society, Meade Co. High School

## **Nursing Student**

100 Bellarmine Way  
Louisville, KY 40205  
502-222-2222  
[bellarmine@aol.com](mailto:bellarmine@aol.com)

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### **EDUCATION**

**Bellarmino University**, Louisville, Kentucky  
Donna & Allan Lansing School of Nursing, Accelerated BSN  
Bachelor of Science Degree in Nursing, May 2005

### **CLINICAL EDUCATION**

#### **Kosair Children's Hospital**, 5 East

Pediatrics, with emphasis on respiratory, GI and endocrine.  
Observation days planned for NICU and Pediatric Oncology units.

#### **University of Louisville Hospital**

Psychiatric, 5East, and Obstetrical Nursing, covering Labor and Delivery, Nursery, Antepartum and Post Partum. Service Learning participation in Making Strides Against Breast Cancer, as well as assistance at Wayside Christian Mission in parent education projects.

#### **Norton Audubon Hospital**

Medical/Surgical II, emphasizing total patient care (with all medications). Included rotations to Cardiac Catheterization Lab, Heart Bypass surgery and clinical days spent in Transitional Care Unit.

#### **Jewish Hospital**

Medical/Surgical I, complete assessments and medical administration, including intravenous. Surgical observation days in vascular, abdominal aortic aneurysm and cardiac bypass surgery. Clinical observation in open heart recovery.

#### **Baptist Hospital East**

Nursing Fundamentals—patient care basics, care plan development and execution.

### **WORK EXPERIENCE**

#### **March 2002 to present: University of Louisville Hospital Clinical Assistant, Nine East**

Provide assistance to RN staff with patient care and monitoring, including vital sign assessments, collecting blood samples, recording input/output and assisting patients with personal care needs.

### **COMMUNITY ACTIVITIES**

#### **Volunteer, American Cancer Society, 1998 to present**

Reach to Recovery Breast Cancer patient education/support program.  
Past Chair, Reach to Recovery Promotion committee.  
RTR program trainer.

**References provided upon request.**

## SCIENCE MAJOR

Home Address  
Anytown, KY 40205  
(502) 000-0000  
bellarmine01@bellarmine.edu

Bellarmino University  
2001 Newburg Road  
Louisville, KY 40205  
(502) 000-0000

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### EDUCATION

*Bellarmino University: Louisville, KY  
Pursuing a Bachelor of Arts Degree: Biology major  
Expected Graduation Date: May 2004  
Cumulative GPA: 3.59*

*Sacred Heart Academy: Louisville, KY  
Diploma: December 1999  
Cumulative GPA: 3.5*

### COMPUTER SKILLS

*Experience with Microsoft Office (Word, Excel, Access, Power Point) and use of the internet.*

### INSTRUMENTATION SKILLS

*Gas Chromatography, Infrared Spectroscopy and Nuclear Magnetic Resonance, Liquid Chromatography. Research emphasis in the area of molecular and genetic biology.*

### RELATED EXPERIENCE

*Assistant Researcher  
**University of Kentucky:** Lexington, KY  
May 2002 – August 2002  
Assisted with biomedical genetics research conducting P- mobilization testing on fruit flies.*

*Assistant Lab Technician  
**Belle Glade Discount Pharmacy:** Belle Glade, FL  
May 2001 – August 2001  
Helped organize the pharmacy and filled prescriptions.*

### ADDITIONAL EXPERIENCE

*Conference Assistant  
**Bellarmino University:** Louisville, KY  
May 2003 – August 2003  
Responsible for organizing housing for summer conferences held at Bellarmine University including participant registration, room assignments, and responding to requests and problems.*

*Resident Assistant  
**Bellarmino University:** Louisville, KY  
August 2002 – present  
Responsible for supervising a floor with 30 residents and building a community in the residence hall.*

### ACHIEVEMENTS

- *Bellarmino Academic Scholarship*
- *Bellarmino University's Dean's List*
- *Sacred Heart Senior Academic Honors*
- *Sacred Heart Senior Service Award*
- *Who's Who Among American Colleges nominee*

### ACTIVITIES

- *Bellarmino Women's Tennis Team*
- *Uknight co-president*
- *Think Tank student representative*
- *Whitney Young Scholars volunteer*

**EDUCATION MAJOR**

2001 Newburg Road  
Louisville, KY 40205  
(502) 473-3234

[bellarmine01@bellarmine.edu](mailto:bellarmine01@bellarmine.edu)

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<b>OBJECTIVE</b>	A full-time teaching position in special education with preference for elementary level.
<b>EDUCATION</b>	Bellarmine University: Louisville, KY Pursuing Bachelors of Elementary Education and LBD Expected Graduation Date: May 2004  Kentucky Institute for Independent Studies Comparative Education System: Denmark Attended: May 2002 (Study Abroad)
<b>FIELD EXPERIENCE</b>	St. Agnes School: 4 <sup>th</sup> Grade Fall 2003 Participated in Open-House, Parent/ Teacher conferences, prepared lessons, taught, assessed and recorded student work, and participated in professional development meetings.  Breckinridge-Franklin Elementary: Special Ed. Collaboration (P1-P3) Fall 2003 Prepared lessons, taught, participated in Parent/ Teacher conferences, assessed student work, participated in faculty meetings, and co-taught lessons with teacher at grade level.
<b>WORK EXPERIENCE</b>	Resident Assistant Bellarmine University: Louisville, KY August 2001- May 2003 Served as a resource for thirty residents, developed a sense of community by organizing floor and hall functions, and assisted with compliance of hall regulations.  Camp Counselor Cabarrus Co. Parks and Receptions: Concord, NC May 2003- July 2003 Provided a safe and educational day-time activities for children ages five to twelve during the summer months.
<b>ACHIEVEMENTS</b>	Monsignor Treece Scholarship: 2000-2004 Co-President of Education Club: 2002-2003 Running Records Certificate: 2003 Champions for Children: Fall 2001 Safe-Zone Training: 2003
<b>ACTIVITIES</b>	Bellarmine Education Club Sunshine Festival Phi Mu Sorority UKnight Intramural Sports Brooklawn Volunteer

## EXPERIENCED BUSINESS GRADUATE

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2511 Home Court #1  
Home Phone (308) 000-0000

North Platte, NE 69101  
Email: [graduate01@hotmail.com](mailto:graduate01@hotmail.com)

### OBJECTIVE

A sales position utilizing full implementation of sales cycle including pricing, distribution, and merchandising meeting and exceeding corporate sales goals

### EDUCATION

**Bellarmine University: Louisville, KY**  
Bachelor of Science: Computer Information Systems  
Minor: Business Administration  
Date of Degree: May 2003

### PROFILE

- Proven sales experience in consumer products
- Excellent interpersonal communication and presentation skills
- High energy with motivation to excel
- Demonstrated leadership experience
- Technical knowledge including: Windows 3.1/95/98/2000/XP, C, C++, Java, Microsoft Word Series, Microsoft DOS, JavaScript/HTML/Internet Explorer, Microsoft Power Point, Microsoft FrontPage, Netscape Navigator, Oracle and SQL

### WORK HISTORY

**Brown & Williamson Tobacco: North Platte, NE, June 2003-Present**  
*Trade Marketing: Territory Manager*

This position is accountable for achieving Territory sales/share growth & profitability through consistent execution of corporate strategies including; distribution, pricing & merchandising activities. Within the framework of the authorized cycle plan, the Territory Manager is responsible for the timely implementation of all cycle activities

**International Specialty Products, Inc.: Calvert City, KY, Summer 2001**  
*Internship: Help Desk/Network Administrator*

Assisted in maintaining network functionality, answered and solved problems pertaining to Windows 95, 98, & 2000 machines, servers, and printers.

**Vector Marketing, Inc.: Paducah, KY, Summer 2000**  
*Advanced Sales Representative/Key Staff*

Marketed consumer products, developed sales leads, conducted sales presentations, trained new personnel, and maintained customer relations.

**Banks Grocery Company, Inc.: Paducah, KY, Summer 1999**  
*Stocking Clerk*

Clerked inventory, restocked shelves, maintained cleanliness of store, and assisted customers with purchases.

### AWARDS & HONORS

- Bellarmine University Leadership Award
- Kentucky Educational Excellence Scholarship
- Bellarmine University Service Award
- Outstanding Student of Computer Science Department
- Who's Who Among America's Colleges & Universities Recipient (Senior Year) and Nominee (Junior Year)