MERCY COLLEGE

CAREER AND PROFESSIONAL DEVELOPMENT

MAKE YOUR CAREER EPIC!

Explore career paths and learn about yourself.

Prepare to market yourself in your field.

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

Career Launch!

RESUME AND COVER LETTER GUIDE

SCIENCE, TECHNOLOGY AND MATH CAREER COMMUNITY

2019 - 2020

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Your Career Community

Do you like to work independently and solve abstract problems? Do you like to think about and analyze ideas, build and construct objects, solve problems, and may have strong math, science, and analytical abilities? Are you fascinated by the natural world and how it works? Are you drawn to solving problems with data and an analytical skill set? The STEM Career Community offers an innovative approach to career development and builds on the liberal arts foundation to give students who are interested in a STEM-related career a competitive edge in their professional development.

By joining this community, you will hear from your career coach about events, internships, resources, and advice specifically for your career interests. You will have opportunities to talk with your peers, with your career coach, and learn to connect with employers and alumni from your areas of interest.

Related career paths include: Applications Software Developers, Computer Support Specialist, Computer Programmers, Network and Computer Systems Administrators

To join the **Science, Technology and Math** Career Community click here.

Your Career Coach

Liam Ross-Fitzgibbons
Associate Director
Dobbs Ferry Campus – Main Hall Room 247A
(914) 674-7298
LRossfitzgibbons@mercy.edu

To make an appointment:

Schedule online: https://mercy.joinhandshake.com/
(Log in, Click Career Center (top right), Click Appointments)
Schedule by phone: (914) 674-7298
Schedule in person: Dobbs Ferry Campus – Main Hall 247A

To drop in:

Contact your Career Coach to find out about drop-in hours.
They may vary by semester.

Resumes

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

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

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

In order to apply to positions listed in Handshake, you first need to upload your resume and have it approved by your PACT Mentor or Career Coach. To have your resume approved, it must meet all of the specifications in this guidebook and follow Mercy Format.

RESUME DO'S

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

RESUME DON'TS

Use this checklist to make sure you haven't made these common resume mistakes!

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

RESUME SECTIONS

HEADING
: This is at the very top of your resume, and includes your name, phone number, email address, location (city and state), and links to any professional sites you want to share, such as your LinkedIn profile.

EDUCATION
: You should at least include Mercy College. You can also include any prior institutions that you transferred from. You may include your high school until you are a Sophomore in college. If your GPA is 3.0 or over, you are encouraged (but not required) to list it on your resume to advertise your achievement.

TECHNICAL SKILLS
: If you are pursuing a degree in one of the technology fields you will want to put your technical skills at the top below your education. In this section, you can list the following: Operating Systems, Software, Hardware, Networks & Protocols, Computer Languages, and Computer Certifications

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

EXPERIENCE
: Also sometimes listed as Professional Experience or Work Experience. These positions are usually paid, but could also include internships or other unpaid experiences that are directly applicable to your field. List the organization, location (city, state), your title, your dates of work, and a few accomplishment statements as bullet points that describe what

kind of work you contributed and what kinds of skills you used. Whenever possible, show measurable results or quantify your work.

VOLUNTEER EXPERIENCE

List any recent or relevant volunteer work you've done. You can format this section exactly like your "Experience" section, or you can simply list each experience on one line, without bullets.

ACADEMIC PROJECTS

You can use this section if you would like to speak about hard skills you learned in class. This section is great if you do not have enough to fill out your experience section but gained valuable skills in class. If you created any software or developed an app in class this will be a great section to highlight that work. You may have also done research that is relevant for the position that you are seeking

LABORATORY/ RESEARCH

If you are pursuing a science degree you might decide to include any lab or research experiences that you have gained. This will help to highlight your experiences and skills that you gained in any internships or during class. This section would appear under your education section.

EXPERIENCE ACTIVITIES

List any clubs, athletic teams, or similar co-curricular activities you've participated in. If these are very relevant to your career path, you can format them exactly like your "Experience" section. Otherwise, simply list each activity on one line to save space.

HONORS AND AWARDS

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

RELEVANT COURSEWORK

You might decide to include relevant coursework if you don't have enough experiences to fill out your resume yet, or if you want to make sure an employer knows about some specific courses you've taken. This section would fall under Education, either as a sub-heading in that section, or with a heading of its own.

LICENSES AND CERTIFICATIONS

If you are pursuing a licensed or certified profession, this section will ultimately be at the top of your resume when you are close to earning that credential. In the meantime, if you hold other certifications (e.g., CPR or First Aid) you can list them in this section.

PROFESSIONAL PROFILE

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

ACTION VERBS

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

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

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

SAMPLE BULLETS

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

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

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

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

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

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

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

Sales Associate

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

Restaurant Server
- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Conduct final check of food items prior to serving customers to ensure quality maintenance
- Prepare checks and collect customer payments

Coach
- Develop the skills and fundamentals of the sport to athletes
- Create a strong atmosphere of sportsmanship among athletes
- Coordinate team travel to away matches
- Prepare materials for parents, students, and administrators
- Oversee pre-season camps and all non-game events
- Assist with presentation and analysis of game day film to improve on players skills

Help Desk
- Monitor and conduct troubleshooting of computer systems
- Participate in hardware and software maintenance projects
- Resolve all requests for computer support and maintenance
- Provide remote desktop support utilizing email, phone, and screen sharing
- Install firewalls, virus software, and configure VPN

ACTIVITIES

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

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

Club XYZ – Member
- Participated in club meetings and provided ideas for fundraising efforts

"The Impact" – Mercy Newspaper – Staff Writer/Editor
- Write articles for the monthly publication producing two articles per issue
- Create columns for the website on various topics
- Conducted interviews to produce articles and columns

MERCY FORMAT & RESUME SAMPLES

Based on our collective experiences hiring, working with employers, and learning from industry professionals, the CPD team has put together a Mercy Format that we believe will help you put your best foot forward when it comes to your resume. We strongly encourage you to use this, and not any of the templates you can find online or in Word. Only resumes in Mercy Format will be approved for use in Handshake. If you want to use a different format, consult your Career Coach first! On the following pages are some samples in Mercy Format to help you create or update your resume. Remember to remove the "sample" banner from the top left corner for your own use.
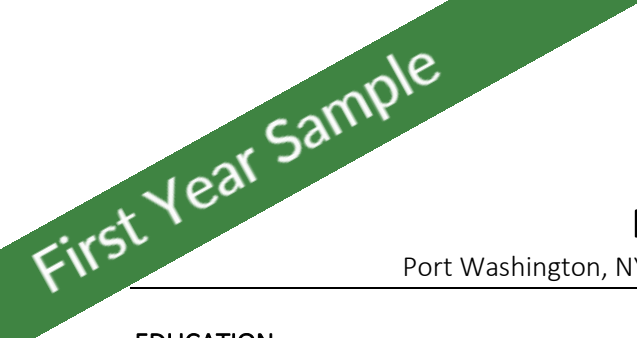
First Name Last Name
Port Washington, NY 10000 ● (123) 456-7890 ● jmaverick@mercy.edu

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EDUCATION

Mercy College, Dobbs Ferry, NY
Bachelor of Science in Computer Information Systems   Expected May 2022

Port Washington High School, Port Washington, NY
High School Diploma   June 2018

HONORS AND AWARDS

Member, National Honor Society   2015 - 2017

EXPERIENCE

Wild Honey, Port Washington, NY
Server   June 2017 – Present
- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes and silverware and ensure they are stored appropriately in accordance with state law

VOLUNTEER EXPERIENCE

Town of Hempstead Animal Shelter, Wantaugh, NY
*Volunteer*   July 2017 - Present
- Collaborate with staff members and volunteers to ensure daily care for animals including bathing, walking, and feeding
- Clean and prepare cages and reception area

Relay for Life, Port Washington High School
Participant   2014 - 2017
- Raised money, recruited volunteers and helped coordinate annual event at school

SKILLS

Computer: Proficient in Microsoft Word, Excel, PowerPoint
Language: Fluent Spanish
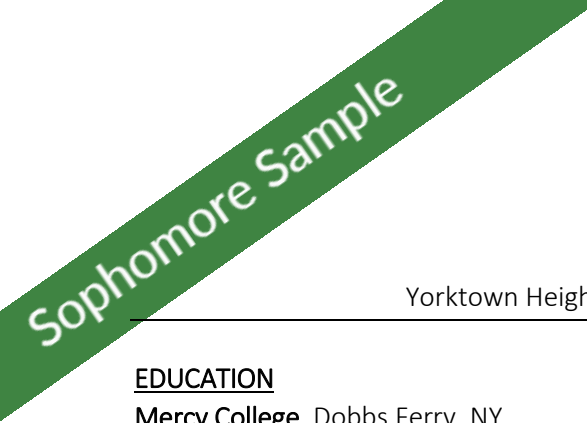
First Name Last Name

Yorktown Heights, NY 10598 ● (123) 456-7890 ● Abcdefg@mercy.edu

EDUCATION
Mercy College, Dobbs Ferry, NY
Bachelor of Science in Biology Expected May 2021
- GPA: 3.32

EXPERIENCE
CVS/Pharmacy, Yonkers, NY
Pharmacy Technician Assistant June 2018 – Present
- Assist pharmacists in filling prescriptions, retrieving, counting, pouring, and measuring medications
- Verify prescriptions from doctors, and prepare insurance claims
- Respond to customer inquiries and provide assistance

Camp Nabby, Mohegan Lake, NY
Counselor Summer 2017
- Designed and planned camp activities for children ages 8-12
- Implemented daily schedule, and directed and supervised children in planned activities
- Supervised two Counselors in Training

Counselor in Training Summers 2015 – 2016
- Partnered with fellow Counselor in Training to supervise campers ages 8-12, under supervision of Counselor
- Ensured safety, personal care and discipline of children
- Monitored daily arrival and departure of campers

LEADERSHIP & ACTIVITIES
Science Club of Mercy College, Dobbs Ferry, NY
Secretary Spring 2017 – Present
- Attend regular club meetings, prepare agendas, and take minutes
- Assist with planning and executing club events on campus

Mercy College Women's Soccer Team, Dobbs Ferry, NY
Member Fall 2017 – Present
- Member of NCAA Division II team
- ECC Championship winners 2017

SKILLS
Computer: Microsoft Word, Excel, and PowerPoint
Language: Intermediate Spanish; Basic French

First Name Last Name

Bronx, NY 10000 ● (123) 456-7890 ● jmaverick@mercy.edu

EDUCATION

Mercy College, Dobbs Ferry, NY
Bachelor of Science in Mathematics   Expected May 2020
- GPA: 3.86

Relevant Courses: Honors Mathematics, Statistics, Calculus I, Calculus II

RELATED EXPERIENCE

Mercy College, Dobbs Ferry, NY   Spring 2018 – Present
Teaching Assistant, Calculus I
- Assist professors with class preparation, office hours, and grading
- Present information to students in professors absence
- Carry out administrative and clerical functions for department
- Teach students about proper study habits and support resources available on campus

Vaco, Bronx, NY
Data Warehouse Intern   February 2016 – Present
- Assist clients and university departments to create, edit, and enhance dashboards for data visualization to improve executive and department university decisions
- Perform troubleshoot protocols to discover bugs and search for hotfixes in documentation
- Adapt reports in Microsoft Publisher to create responsive data dashboard

ADDITIONAL EXPERIENCE
Antonio's Trattoria, Bronx, NY
Server   June 2015 – January 2016
- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes and silverware and ensure they are stored appropriately in accordance with state law

ACTIVITIES

Member, Math Club   Fall 2016 – Present
Member, Computer Club   Fall 2016 – Present
Member, Education Club   Spring 2016 – Present

SKILLS
- Computer: Proficient in Microsoft Office (Word, Excel, PowerPoint, and Publisher)
- Language: Beginner Italian and Spanish

First Name Last Name
Bronx, NY ● (123) 456-7890 ● jmaverick@mercy.edu

EDUCATION
Mercy College, Dobbs Ferry, NY
Bachelor of Science in Cyber Security May 2020
- GPA: 3.53

TECHNICAL SKILLS
Program Languages: Python, HTML, JAVA, and SQL
Operating Systems: Microsoft Windows 7/8.1 and 10, Windows Server 2003, Android, Mac Os X
Software: Microsoft Office Suite, Novell, eDirectory, Active Directory, Technology Service, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, AutoCAD.
Networks & Protocols: LAN/WAN, TCP/IP, DNS, POP3, SMTP, FTP, TFTP, Ethernet, Cisco Routers, wired and wireless switches, WAP, VPN, PPP
Certification: *CompTia A+*

EXPERIENCE
Ellucian, Dobbs, NY
IT Help Desk April 2018 – Present
- Monitor and conduct troubleshooting of computer systems
- Participate in hardware and software maintenance projects
- Resolve all requests for computer support and maintenance
- Provide remote desktop support utilizing email, phone, and screen sharing
- Install firewalls, virus software, and configure VPN

IBM, Austin, TX
Remote Intern September 2017 – December 2017
- Completed tasks to help develop Artificial Intelligence
- Tracked and submitted data into online database

LEADERSHIP & ACTIVITIES
Mercy College Computer Club, Dobbs Ferry, NY
President September 2016 – Present
- Lead biweekly club meetings
- Discuss current events in regards to Computer Science
- Organize fundraisers for Yonkers High School Mac Lab donations

Mercy College Video Game Club, Dobbs Ferry, NY
Member September 2016 – May 2017
- Attended weekly meetings and club events
- Assisted in coordination for club events and fund raisers

OTHER SKILLS
Language: Fluent in Spanish

📝 Cover Letters

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

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

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

COVER LETTER FORMATTING

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

COVER LETTER TIPS

- **Write a new letter every time**. This adds time to every application, but it is worth it. If you copy and paste a cover letter, or use *Save As* to use an old letter as a template, it will be obvious to a hiring manager that you did not write the letter to them specifically. Even if you change the pieces that you think are important, it's clear when you try to fit a previous cover letter to a new position. And, in the worst case scenario, you might forget to change all instances of the organization name or position title, and your application will not be considered.

- **Tell your story.** Writing your letter is more than using a template and dropping in your skills, work history, and the name of the company. All of those elements should be included, but they should be presented in a cohesive letter that helps the employer understand where you are in your career path, where you plan to go, and how this position fits into that plan.

  Employer Insight → When you are applying to an internship or job, employers may have a few things in mind:
  - *Will this applicant make the most of the experience?*
    For internships, employers often disrupt their daily operations to teach you, so they want someone who will learn a lot and represent them positively when they eventually move on to something else. In the case of a full time job, employers want someone who will enthusiastically contribute to their position (and maybe beyond), so they want a motivated team player.
  - *Will this applicant contribute meaningfully to my team / projects?*
    Whether you're in an internship or a full time position, employers want to feel confident that the time, energy, and money they invest in training and supporting you will be worthwhile and that you will make a meaningful impact.
  - *Could this applicant eventually work for me full time / will this applicant stick around?*
    A job offer is *never* a guarantee after an internship, but some employers hire interns with the intent to observe and assess them for potential full time opportunities. And, even if that is not their original intention, interns who perform very well are often considered for full time jobs – at graduation, or in the future. In the case of a full time job, a potential employer wants to feel confident that you will stay in this job for a while, and not cause them to go through another hiring process very soon.

- **Don't overshare.** There is a very fine line between *genuine* and *too personal.* You do want to be honest during the hiring process, but you don't have to tell an employer everything. Leave out information about your family, hobbies, health, etc. In addition to being unnecessary, an employer might find it unprofessional of you to share those details. And, there are also certain subjects that you avoid to protect yourself from illegal discrimination.

MERCY FORMAT & COVER LETTER SAMPLES

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

First Name Last Name
Dobbs Ferry, NY 10522
(123) 345-6789
Jmaverick@mercy.edu

September 4, 2018

Westchester County Department of Information Technology
148 Martine Ave
White Plains, NY 10601

Dear Hiring Manager,

I am writing in reference to the Cyber Security Internship at Westchester County that I saw on Mercy College's job board. I have spent many years programming and creating new applications using Python, C++, PHP, and JAVA. These included security applications designed to test or enhance a system's security. As a resident of Westchester County, I am very excited to apply what I have learned and to develop my skills while serving my community.

I have learned various skills in my courses at Mercy College to harden servers and secure data. I am familiar with SQL injection, Cross Site Scripting, CSRF, packet sniffing, denial of service, MITM attacks, and have analyzed the OWASP 10 composition. My network security training has given me the knowledge to work in a professional environment. I have worked with IIS and Apache servers on virtual systems. Over the years, I have examined source codes from many exploits, spyware, malware, and other forms of malicious code.

I am able to effectively work with a team and communicate frequently to relay useful information. I have leadership skills from my previous role as a help desk technician and in my college courses. I am able to motivate others to stay focused on their tasks and properly guide others in a team to ensure consistency. I am very organized and able to manage my time properly.

Please find attached my resume, which further describes my experience and education. Thank you for your time and your consideration. If you have any questions please reach me at Jmaverick@mercy.edu or (123) 345-6789.

Best of Regards,

John Maverick

First Name Last Name
Dobbs Ferry, NY 10522
(123) 345-6789
Jmaverick@mercy.edu

August 5, 2018

Hiring Manager
New York Power Authority
White Plains, NY 10603

Dear Hiring Manager,

I am writing in reference to the Programmer position on the Mercy College jobs board. My educational background in Computer Science, along with my professional experience, makes me an excellent candidate for this role. Having experience in various technical internships and experience in cyber security will make me an asset to New York Power Authority.

I had the opportunity to intern at Con Edison as a Web Development Intern. During my internship at Con Edison, I created an Excel macro that enabled my manager to check reports for errors. This reduced the time spent on checking for errors from a few hours to a few minutes. I was also given to opportunity to help create and design pages of their website. I utilized JavaScript to complete multiple projects on their website and was able to contribute to the launch.

During my time at Mercy I utilized many different computer languages for various academic projects. I have experience using Python, Java, C++, and SQL. I also had the opportunity to work as a student worker at Mercy's College IT department. During my internship, I learned valuable professional skills such as troubleshooting, remote support, and incident management. I was able to resolve over 150 requests and 4 incidents. Whether working on academic, extracurricular, or professional projects; I apply technical, problem-solving, and analytical skills.

Please find attached my resume, which further describes my experience and education. I believe my previous experiences in programming will make me an effective and successful programmer at New York Power Authority. I would appreciate the opportunity to speak with you about how I can contribute to New York Power Authority. Thank you for your time and consideration.

Sincerely,

Jane Maverick

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