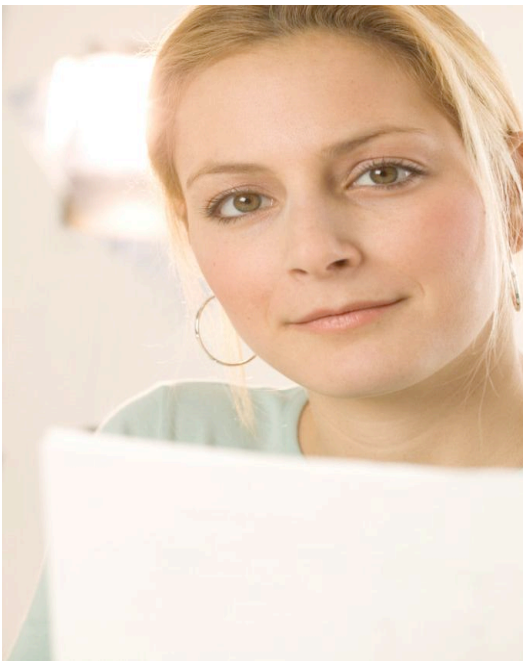


*Career Services*

# Résumé & Cover Letter Guide



**WAUBONSEE**  
COMMUNITY COLLEGE

*Career Services*

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Prepared by Joan Tarsha, Career Services Advisor

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## Introduction

The purpose of the résumé and cover letter is to market your skills to an employer with the objective of getting an interview. Do not be vague and unfocused in your résumé and cover letter but instead make the connection for the employer between what you have to offer and what the company needs. Information should be relevant to the position you are seeking. Employers are looking for skills, accomplishments, and results.

The résumé and cover letter should be error free, honest, concise and factual. Edit, edit, edit! Misspelled words and poor grammar will eliminate you immediately.

## Résumés

A résumé makes clear to the employer that you are a qualified candidate. Employers look for skills that the job needs and attributes in a candidate that will make them good employees. Employers receive hundreds of résumés and will initially give each less than a 10 second glance. Employers are looking for something to catch their attention, or something that will eliminate a candidate immediately. If you have more than one career focus, you may want to consider having more than one résumé to emphasize specific skills and abilities. The general rule for résumé length is that recent graduates or those with 5 to 10 years of experience should have a one page résumé, and those with more than 10 years experience and management level experience may have two pages.

### Types of Résumés

Chronological – This is the traditional résumé format presenting your work history in chronological order starting with the current or most recent position and working backward. This style is recommended for people who have related or transferrable work experience to the job they are pursuing and for those who do not have large gaps in employment history.

Functional – This type of résumé focuses on your skills and achievements from your work, educational and volunteer experience. This résumé is recommended for career changers, for people with gaps in their employment history, or for someone who has held several similar positions. Functional headings are skills and accomplishment related to the requirements of potential employers and your field of interest. Your chronological employment history is brief. In this format, information is organized by skills or a function.

**Sample skills to highlight:**

- Computer
- Administrative
- Management
- Planning and Organization
- Project Management
- Finance
- Accounting
- Patient Services and Relations
- Communication
- Technical Support

Combination – Combines the styles and elements of both functional and chronological formats.

**Sections of a Résumé**

The résumé has several sections to organize your information.

**Chronological and Functional résumés**

- Heading/Contact Information
- Job Objective and/or Summary
- Work History
- Education

**Functional résumés** (one of the following headings)

- Accomplishments
- Achievements
- Professional Summary
- Key Skill Areas

**Optional sections**

- Line with your “branding”
- Computer Skills
- Licensure/Certification
- Professional Affiliations
- Community Activities, Clubs, Organizations
- Professional Development
- Honors and Awards

**Heading/Contact Information** – Place your name, permanent address, home and cell phone numbers with area code, and e-mail at the top of your résumé. List a phone number that an employer can reach you during normal business hours. Use an e-mail address that is professional sounding, for example MyName@yahoo.com is preferred over hotbabe@yahoo.com.

**Job Objective or Career Objective** - The objective identifies the type of employment and the position you are seeking. It should be brief and specific.

A position as Administrative Assistant for XYZ Company.  
An entry level position in human resources.

**Branding** – Instead of a job objective, you may chose to “brand” yourself. Identify three to four descriptive words or phrases to indicate to the employer your expertise and skills. Prominently display your branding under your contact information. Here are a few examples.

**Accounting    Office Administration    Customer Service**

**Registered Nurse    Pediatrics    Surgery    Health Education**

**Marketing and Sales    Product Development    Regional Manager**

**Summary** - This section of a résumé briefly states who you are and what you have to offer. Present yourself in a positive manner by stressing your accomplishments. Make sure to emphasize you major strengths, abilities and skills that relate to the job. This can be written in one brief paragraph or three to six bulleted statements.

Experience

- Over ( ) years experience in ( )
- Extensive experience in ( )
- ( ) years experience as a ( )

Personal Characteristics

- Energetic, enthusiastic, dedicated professional
- Honest, friendly, outstanding communication skills
- Exercise initiative, achievement and independent judgment

Interpersonal Skills

- Very personable, outgoing and able to relate to a diverse group of people
- Friendly, can get along well with others
- Interact effectively with individuals of all levels

Customer Service

- Extensive background in customer service
- Demonstrated ability to work effectively with clients
- Achieved consistent client satisfaction

Dependable/Reliable

- Excellent record of dependability and reliability
- Self-motivated, punctual, and follow directions accurately
- Dependable, can work without supervision

### Organize/Multi-task/Detail Oriented

- Skill in planning, coordinating and completing projects
- Demonstrated accuracy, attention to detail
- Able to handle multiple projects concurrently

### Deadlines/Demands

- Able to complete work on deadline
- Demonstrated ability to consistently meet deadlines
- Able to remain calm under pressure

### Computer Skills

- Skilled with computer systems and software
- Computer literate, can quickly learn new software
- Proficient in the use of various software packages including (\_\_\_\_\_)

### Leadership

- Strong leadership and planning skills
- Demonstrated effective leadership skills
- Bring enthusiasm to team projects and encourage others to develop workable ideas

### Communication

- Posses excellent communication and interpersonal skills
- Effective communication skills, both written and verbal
- Fluent in (\_\_\_\_\_)

### General Skills

- Thorough understanding of (\_\_\_\_\_)
- Skilled in(\_\_\_\_\_)
- Expertise in (\_\_\_\_\_ ) and (\_\_\_\_\_)

## **EMPLOYMENT HISTORY**

For a chronological résumé, list your history of employment from most recent to the earliest. A functional résumé lists accomplishments in a separate section with a brief record of your work history. Include the company name, city and state, start and end date (month and year), and job title. For each position, describe your duties, responsibilities and accomplishments in short, concise sentences. Explain how you performed your work and quantify your accomplishments with percent, dollar or numbers whenever possible. Utilize bullets for your statements; it makes the document easier to read. Begin each with a past tense action verb. Use past tense verbs even for you current position. Employers are looking for quality, not quantity. List the successful, most skilled aspects or your work and back it up with proof. You do not need to list everything you did on a job.

**Action Verbs**

accomplished	computed	established	lowered	recruited
achieved	conceptualized	estimated	made	referred
acted	conducted	evaluated	maintained	reorganized
adapted	consulted	examined	managed	reported
administered	contributed	exceeded	marketed	represented
advised	coordinated	executed	merchandised	researched
allocated	corrected	expedited	modified	resolved
analyzed	corresponded	explained	negotiated	restored
approved	counseled	facilitated	observed	revised
arranged	created	filed	obtained	scheduled
assigned	decreased	generated	operated	screened
assisted	delegated	greeted	organized	secured
audited	delivered	guided	oriented	serviced
authorized	demonstrated	handled	oversaw	sold
awarded	designed	helped	participated	solicited
balanced	detailed	hired	performed	solved
bought	developed	implemented	persuaded	sorted
budgeted	diagnosed	improved	planned	started
built	directed	increased	prepared	streamlined
calculated	discovered	influenced	presented	submitted
carried out	dispatched	informed	processed	succeeded
charged with	distributed	initiated	produced	supervised
chose	documented	inspected	programmed	supported
coached	drafted	installed	projected	taught
collaborated	edited	instituted	promoted	tested
collected	eliminated	instructed	purchased	trained
communicated	encouraged	insured	raised	typed
compiled	engineered	integrated	recommended	updated
completed	enhanced	investigated	reconciled	verified
composed	ensured	issued		

**EDUCATION** List your most recent education first. Name school, city and state, and dates graduated or dates attended. You do not need to indicate your high school if you have attended college. If you have not yet received your degree or certificate, you may list the relevant courses that you have completed. If you will be graduating in the near future, you may indicate the expected graduation date. Give your GPA if it is 3.0 or higher. If you are recent graduate with little or no related job experience, you may opt to list education before work experience on your résumé.

**ADDITIONAL SECTIONS** – Other information to include would be volunteer experience, clubs and organizations, awards, computer skills, and professional affiliations. This information must be relevant to your career.

### RÉSUMÉ DON'TS

- Use personal pronouns (I, me, my).
- Have a résumé more than two pages.
- Include personal information (age, marital status, health, children, etc.). This information is not job related.
- Have typographical errors. Do not rely on spell check.
- Use abbreviations unless they will be understood by anyone reading your résumé.

## Keywords

Most employers accept only online applications, cover letters and résumés. Cover letters and résumés submitted electronically are scanned and sorted by a computer for qualified candidates. The computer is matching words and phrases used in your documents to words and phrases that the hiring manager has chosen to identify qualified candidates. These are known as “keywords” or “key phrases.” Only candidates with the required keywords are selected for further consideration. Therefore, it is essential that you include keywords in your résumé and cover letter.

Keywords are nouns and adjectives that describe what you have to offer. Read the job description or job advertisement carefully. Highlight the requirements and skills required for the job and use the words that relate to your experience and education in your documents. Words that are mentioned first are usually the most important. Keywords can be job duties and specific skills, technological terms, software programs, job titles, certifications and licenses, and college degrees. For instance, an accounts receivable supervisor may use the following keywords and phrases:

- Cash management
- Credit and collections
- Audit controls
- Account receivable
- QuickBooks
- Financial reporting
- Supervisor

Use keywords to emphasize your transferrable skills especially if you are a career changer. The keywords should be used throughout your cover letter and résumé. You may even have a section of keywords on your résumé, but make sure they relate to the job you are applying for and the skills you have to offer.

**Résumé Worksheet**

**Heading:**

- **Name:** If your formal name sounds more professional, use it instead of a nickname.
- **Address:** Be complete – do not abbreviate.
- **Telephone Number:** Employers are most likely to reach you by phone, so having a reliable way to be reached is very important.
- **E-Mail Address:** (If you don't have one get one! Free from Hotmail, Yahoo, AOL, etc.)

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone where you can be reached:** \_\_\_\_\_

**E-Mail address:** \_\_\_\_\_

**Job Objective Statement (Optional):**

A clear and **relevant** job objective should include the position you want, possibly the skills you want to use, and the employer's name if you are targeting a specific company. **It should be no longer than 1 or 2 sentences.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Summary Section:**

Very valuable, serves as the hook which lures the reader and makes you stand out from other applicants. It is a means of getting the employer's attention and encouraging him/her to continue reading your résumé.

- ✓ 4 – 6 statements which include enough information to give the reader an overview of your abilities, breadth of experience, personal strengths and/or qualities, plus your credentials and skills.
- ✓ Include skills/personal qualities you possess that **directly relate** to the advertised vacancy or career you are pursuing.

- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_

**Education and Training Section:**

School: List school where you earned your highest degree first.  
Address: Include city, state and zip code. Do not abbreviate.  
Dates: Month/Year or *expected* date of graduation.  
Degree: Major in: Minor in: Certificate in: Be as complete as possible when listing degree(s). For example:  
AA, Emphasis in Psychology; Certificate in Hospitality Management; Medical Assistant, Certificate of Achievement

**School #1:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**Degree:** \_\_\_\_\_

**School #2:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**Degree:** \_\_\_\_\_

**Work Experience Section:**

Experience includes part-time or full-time paid employment, as well as unpaid experience such as internships and volunteer work. Include experiences you have in which you used skills similar to those needed for the type of work you seek. No need to go back more than 10 to 15 years unless extremely relevant to the position you are seeking.

Most Recent or Present Job Title: \_\_\_\_\_

Dates (month/year): From \_\_\_\_\_ To \_\_\_\_\_

Organization Name: \_\_\_\_\_

City and State \_\_\_\_\_

- ◆ **An accomplishment from THIS job, illustrating a skill needed in the NEW job.**
- ◆ **Another accomplishment from this job, illustrating a skill needed in the new job.**
- ◆ **An activity from this job, illustrating a skill needed in the new job.**

Job #1 Title: \_\_\_\_\_

Dates (month/year): From \_\_\_\_\_ To \_\_\_\_\_

Organization Name: \_\_\_\_\_

City and State \_\_\_\_\_

- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_

Job #2 Title: \_\_\_\_\_

Dates (month/year): From \_\_\_\_\_ To \_\_\_\_\_

Organization Name: \_\_\_\_\_

City and State \_\_\_\_\_

- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_

Job #3 Title: \_\_\_\_\_

Dates (month/year): From \_\_\_\_\_ To \_\_\_\_\_

Organization Name: \_\_\_\_\_

City and State \_\_\_\_\_

- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_
- ◆ \_\_\_\_\_

Sample Résumés

Chronological

**Kaelin J. Sell**  
11 Market St.  
Montgomery, IL 60538  
(630) 555-3321 Home  
kjsell@email.com

**Qualifications:**

- Proficient in QuickBooks Pro, Microsoft Word, Excel and Outlook.
- Demonstrated record of high-performance standards, including attention to schedules, deadlines, budgets, and quality work.
- Excellent customer service skills. Achieved consistent customer satisfaction.

**Education:**

Waubonsee Community College  
**Associate in Applied Science, Accounting**  
GPA 3.2

Sugar Grove, IL  
May 2009

**Student Ambassador:** Provided campus tours, visited high schools and contacted prospective students by phone to encourage them to enroll at Waubonsee Community College.

**Experience:**

Fitzgerald, Murphy and Associates  
**Accounting Intern**

Plainfield, IL  
September 2008 to December 2009

- Kept records of financial transactions for clients.
- Processed expense reports.
- Maintained accurate customer billing information and prepared invoices in an efficient and timely manner.
- Assisted with the preparation financial reports.

Julia's Clothing Boutique

**Sales Associate**

Oswego, IL  
June 2006 to Present

- Assisted customers in product selection.
- Helped maintain inventory and sales records, and ordered merchandise.
- Trained new employees on cash register. Balanced cash drawer at closing.

Lindsey's Finer Foods

**Produce Clerk**

Montgomery, IL  
May 2006 to October 2005

- Stocked and arranged produce.
- Answered customers questions concerning merchandise.

**Enrique J. Herrera**

1771 Liberty St. • Montgomery, IL 60538  
 (630) 555-5858 Home (630) 555-1964 Cell

EnriqueHerrera@email.com

**Objective:** A police officer position with Montgomery Police Department.

**Summary:**

- Intern experience working in law enforcement
- Familiar with concepts of justice, due process, and criminal procedures
- Trained and certified in CPR, AED, and emergency response procedures
- Service oriented and committed to assisting others

**Experience:****The Local Market Place**

*Loss Prevention*

**Oswego, IL**

3/2005 to Present

- Observed shoppers to guard against the theft of company property. Apprehended violators.
- Watched for and reported safety hazards.

**Aurora Park District**

*Lifeguard*

**Aurora, IL**

Summers 2004 to 2005

- Monitored activities in swimming areas to prevent accidents and provide assistance to swimmers.
- Cautioned swimmers regarding unsafe behavior.
- Rescued swimmers in danger of drowning and administered first aid.

**Target**

*Cashier*

**Oswego, IL**

6/2003 to 3/ 2004

**Education:****Waubonsee Community College**

*Associate in Applied Science, Criminal Justice*

**Sugar Grove, IL**

5/2007

**Kane County Sheriff's Department, St. Charles, IL**

INTERN - January 2007 to May 2007

- Assisted in patrol work
- Learned policies and procedures
- Participated in crisis intervention

**Training and Certifications:**

- Advanced Life Savings (American Red Cross)
- First Responder - EMS Training Program
- Breathalyzer - Illinois State Department of Health
- Firearm Safety

Functional

**Madison Lipinski**

1998 Toledo Place

Batavia, IL 60539

Home (630) 555-1551 Cell (630) 555- 5115

MadisonLipinski@email.com

**Highlights of Qualifications:**

- Successfully completed CNA certificate program.
- Ten years of experience successfully performing variety of tasks under the supervision of nursing staff.
- Excellent communication skills, friendly and dependable.

**Professional Summary:**Patient Care Skills

- Provided Patient care such as bathing, dressing, and feeding.
- Showed empathy for the needs of patients. Respected privacy and dignity of patients.
- Skilled in application of non-sterile dry dressings and bandages.

Vital Signs and Emergency Procedures

- Skilled in taking and recording temperature, blood pressure, pulse and respiration rates, fluid intake and output.
- Able to recognize signs and symptoms of distress and provide immediate temporary intervention.
- Observed patient conditions and reported changes.

Rehabilitative and Ambulatory Skills

- Turned patients for comfort and safety. Transported or escorted patients.
- Promoted individual activities using tools and techniques for health daily living.

**Education:** Waubonsee Community College Sugar Grove, IL  
***Certificate of Achievement, Nurse Assistant Training*** 1998

**Experience:** St. Benedict Nursing Home Naperville, IL  
***Nurse Assistant*** 6/2004 to Present

Fortune Rehabilitation Center Aurora, IL  
***Nurse Assistant*** 12/1999 to 05/2004

Functional

**Natesha Martin**

76W345 Hampton Ln.  
 North Aurora, IL  
 713-555-2188  
 n\_martin@email.com

**ACCOUNTING****CASH CONTROL****CUSTOMER SERVICE****SKILLS:****Accounting**

- Familiar with basic accounting procedures including cash control.
- Compiled and sorted documents such as invoices and checks substantiating business transactions. Balanced cash drawers. Prepared inventory of stock.
- Computed and recorded charges, refunds, cost of lost and damaged goods.

**Customer Service**

- Provided high level of customer service by relating effectively and professionally with customers.
- Resolved customer relations concerns in a satisfactory manner.

**Computer Skills**

- Microsoft Word, Excel and Access
- Lotus 123
- QuickBooks Pro

**Supervisory**

- Supervised 8 to 10 employees
- Trained staff on register
- Ability to motivate others and keep them focused

**RELEVANT COURSEWORK:**

- Financial Accounting
- Managerial Accounting
- Business Information Systems
- Intermediate Cost Management

**EXPERIENCE:****Lyon's Department Store**

*Assistant Manager,  
 Women's Clothing Department*

**Aurora, IL**  
 1999 to Present

**Lorelei's Unique Gifts**

*Sales Associate*

**Aurora, IL**  
 1995 to 1999

**EDUCATION:****Northern Illinois University**

*Bachelor of Arts, Business Administration*

**DeKalb, IL**  
 Current Student

**Waubonsee Community College**

*Associate in Science, Concentration in Business*

**Sugar Grove, IL**  
 2008

## Cover Letters

Although your résumé can be used to apply for different positions, your cover letter is specific for each application. Use your cover letter to target your skills and experiences to persuade an employer to interview you.

A formal cover letter is written in the conventional style of business letters and follows the traditional rules of form and content.

### Elements of a formal cover letter

- Your contact information
- Date
- Contact name and title, and company address
- Salutation
- Introduction
- Body of letter (one or two paragraphs)
- Conclusion
- Closing
- Signature
- Enclosure or Attachment (be sure to enclose or attach résumé)

Avoid sending letters to “*To whom it may concern*,” it is best to send a letter to a specific individual with the proper salutation of Mr., Ms. Dr., etc. If the job posting does not provide contact information, make the effort to identify an individual to write to. A job posting may be anonymous where the company name and contact information is not provided. In these instances, you may send the letter open style, in other words skip the salutation.

In the first paragraph, identify the position for which you are applying and where you located the opportunity. Also, briefly mention why you are interested in working for the company. In the body of the letter match your skills to the job. The letter should draw attention to particular items on your résumé and provide additional information to inform the employer about why you are an excellent candidate for the job.

The closing paragraph requests an interview. Indicate to the employer that you are enthusiastic about the job opportunity. Formal cover letters are no longer than one page in length. Make sure to enclose your résumé.

An e-mail cover letter is shorter and less formal than the traditional cover letter. State concisely your reason for writing and your qualifications. Before sending, review the e-mail for spelling and grammar. Remember to attach your résumé in a .doc or .pdf format.

**Cover Letter Worksheet**

Company: \_\_\_\_\_

Position: \_\_\_\_\_

Name of Contact Person: \_\_\_\_\_

I found this posting at: \_\_\_\_\_

Company website: \_\_\_\_\_

Minimum Qualifications: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Preferred Qualifications: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Company information (products, services, size, recent news events, mission and goals, etc.)  
Information about a company can be found at the company's website or a company profile Web  
site such as [www.hoovers.com](http://www.hoovers.com).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Introduction.** Why I am writing this letter? What position are you applying for?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What I like about the company and why I am interested. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Body of letter** (one or two paragraphs). Answer “Why should I hire you? Present your qualifications as if they are a perfect fit for the job. Here is where you are going to connect how your skills, abilities, accomplishments, and experience relate directly to the jobs requirements.

Education

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Experience

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Personal attributes

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**Conclusion.** Mention enclosed/attached résumé, give your phone number where you can be reached during business hours, state that you will follow-up with a phone call. Thank the employer for their time and consideration.

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Sample Cover Letters

Formal

**Adam M. Koury**  
9876 Elmhurst St.  
Aurora, IL 60506  
630-555-5555 Home 630-444-4444 Cell  
Adam.Koury@email.com

January 8, 2009

Mr. Charles Bland  
Staffing Director, Human Resources  
St. Vincent Hospital  
6 Iona Ave.  
Springfield, IL 60118

Dear Mr. Bland:

As a recent graduate in the medical transcription certificate program at Waubensee Community College, I have great interest in your opening for a Medical Transcriptionist. Because your hospital has a reputation for a commitment to quality healthcare and expected growth in the near future, I am excited about this opportunity with St. Vincent's Hospital.

As you can see from my enclosed résumé, I have gained diverse experience working in a hospital setting and have completed my college certificate with outstanding grades. My medical records experience provides me with understanding of patient confidentiality and patient rights as well as the importance of accuracy in recording information. I am proficient in data entry and word processing, and am able to monitor my own work. I have a good track record for a positive attitude, initiative, organizational skills, and communicating with hospital staff.

I would be pleased to provide you with any additional information you may need in a personal interview. Please contact me at (630) 555-5555 at a suitable time. Thank you.

Regards,

Adam M. Koury

Attachment: Résumé

Formal

**Shannon Knox**

1212 Main St.  
Sugar Grove, IL 60554  
630-555-0000 Home 630-555-0001 Cell  
ShannonKnox@email.com

February 12, 2009

Ms. Nancy Atteberry  
Human Resource Manager  
The Brighton Company  
7890 Oak St.  
Maumee, OH 43615

Dear Ms. Atteberry:

In response to your job posting on your organization's Web site, please accept this resume in application for the Marketing Assistant position currently available within your company. I am excited about the opportunity of working for a high performing company with an excellent track record of innovation.

My associate degree in Business Administration, as well as my marketing internship experience, makes me a strong candidate for this position. During my internship with Superior Marketing, I assisted with developing marketing programs for a variety of personal care products. As Marketing Director for the college's Business Club, I created materials to promote the organization to students and to advertise events. In particular, I successfully promoted the club's Business Etiquette seminar to students and local employers which resulted in an attendance of over 100 participants. Furthermore, the position of Marketing Assistant requires a great deal of client contact and my communications skills and previous customer service experience would be an asset.

I would appreciate the opportunity to meet with you and further discuss my qualifications. Please contact me at your earliest convenience at 630-555-0000. Thank you for your consideration.

Respectfully yours,

Shannon Knox

Enclosure: Résumé

From: David Alexander

To: hr@weinsenbergltd.com

Subject: CAD Drafter/position RT3798620

Attachment  dalexander resume.doc

**E-mail**  
open style

Attached is my resume for the position of AutoCAD drafter. In May, I will be completing a Certificate in Computer-Aided Design and Drafting with a GPA of 3.75. I am seeking an entry level position and am excited about this opportunity.

I have drafting and design capabilities in AutoCAD Fundamentals and Advanced and most recently worked with AutoCAD Architecture 2008. During my internship with Phillip Manufacturing, I was responsible for detail drafting and checking drawings for errors. I am multi-tasked oriented without sacrificing attention to details, have excellent customer service skills, and am proficient in Microsoft Word and Excel. I am confident that my experience and skills meet your expectations for the AutoCAD drafter position.

To arrange an interview, please call (630) 555-9797 or email davidalex@email.com at your convenience. I look forward to meeting with you soon.

Regards,

David Alexander

## References

An employer will request personal and work references. Select people who are familiar with you and your work skills. Before listing someone as a reference, obtain their permission to use them as a reference and ask if they can provide a positive recommendation. References are listed separately from your résumé and cover letter and can be presented to the employer during an interview. Provide the reference name and contact information and state how this person knows you, e.g. former supervisor, coworker, or college instructor. Employers usually call references before making a job offer

## ***Career Services***

*Student Center*

*Room 103*

*Waubonsee Community College*

*Route 47 at Waubonsee Dr.*

*Sugar Grove, IL 60554*

### *Hours*

*Monday, Wednesday, Thursday, Friday  
8 a.m. – 4:30 p.m.*

*Tuesday 8 a.m. – 8 p.m.*

*[www.waubonsee.edu/careerservices](http://www.waubonsee.edu/careerservices)*

*[careerservices@waubonsee.edu](mailto:careerservices@waubonsee.edu)*

*Phone (630) 466-2368*

*Fax (630) 466-9133*