

Resume & Letter Writing



“Resumes are especially important in today’s tough economy, so if I were to give anyone advice on their resume I would say always target your resume to a specific position, never make them general.”

Guadalupe J., Senior, Psychology



“In a tough job market, it’s really important to tailor your resume. I suggest making a ‘master resume’ so that you can copy and paste the most relevant experiences on to the resume you send to employers.”

Amy L., Senior, Psychology/Integrative Biology



A well crafted resume and cover letter can set you apart from other candidates. Strong resumes do more than summarize your educational background and work history; they emphasize the **results** of your efforts and draw clear parallels between your skills and experience and an employer’s needs. Customizing your resume is critical in a tough job market.

THE 5 STEPS OF RESUME DEVELOPMENT

Step 1: Analyze the Job Description

Read job descriptions thoroughly and then highlight all of the keywords which indicate required and preferred skills, abilities, attributes, and qualifications. If an employer is looking for somebody who is innovative, punctual, and attentive to detail, use these same or similar words in your resume.

Step 2: Generate a List of Accomplishments

Create an inventory of your accomplishments—tasks that you enjoyed doing, did well, and are proud of. Include education/training, volunteer experience, jobs, projects, school assignments, travel, and group or team activities. Focus on the outcomes of your efforts. Quantify your results if possible. Don’t be humble! Resumes are promotional tools.



Chapter Action Items

more info: career.berkeley.edu

- Keep track of your achievements. Save any positive written feedback you receive. This will come in handy when creating resumes and cover letters and help you stand out

- Get an early start. Carve out time to develop and edit your resumes and cover letters before submitting them. In a tough job market they need to be error free

- Access proven examples and tools. Beyond this *Job & Internship Guide*, you can access the Resume Builder within Callisto to create effective resumes

- Use your own words. Do not borrow content from others’ resumes or you will have a hard time talking about it in an interview

- See a peer advisor or career counselor for resume and cover letter critiques

- Recruit an English major or other word whiz to perform a final grammar and content review. Have two other people read your resume for good measure

- Follow up with employers you’ve submitted your resume and cover letter to within two weeks. Being proactive is especially important in a tough job market.

- Watch our Online Resume and Cover Letter Workshops, available 24/7 on career.berkeley.edu

Step 3: Identify Relevant Skill Areas

What skills are necessary for the job? Frame your experience so that it focuses on skills and achievements that are desirable for that particular position.

Step 4: Write Descriptive Phrases

Using action verbs (see p. 27), write short phrases to describe experiences that demonstrate your relevant skills. Expand on relevant skills and experiences and commit less space to describing others. Do your best to place them in order of relevance with the most relevant information as close as possible to the top.

Step 5: Choose a Format

While resume templates may be tempting, they tend to be inflexible; also, employers are often familiar with them and may perceive you as lacking ingenuity. Here's a chart to help you select a format.

Selecting a Resume Format

Chronological

- Lists your experience in reverse chronological order—from most recent to least recent.
- Works best when your work, volunteer, and academic experience relate directly to the type of job you're applying for.
- Illustrates consistency in your work history. If there are wide gaps in your experience, this may not be the best format for you.
- Most popular resume style. The majority of on-campus recruiters and business employers prefer this style.
- See an example, p. 30

Skills

- Lists your experience based on skill headings, which are not necessarily in chronological order.
- Works best when you are trying to break into a field where you have little or no experience. A good choice for career shifters.
- Actual work history is summarized in a brief section at the bottom of the page.
- Focus is shifted away from where and when you developed particular skills. The skills themselves are the main attraction.
- See an example, p. 31

Hybrid

- Combines the other two formats. Can be organized in different ways, but usually displays experiences with descriptions in reverse chronological order grouped under skill headings.
- Works best when there are some consistent themes to your experience (teaching, leadership, marketing, etc.)
- The benefit of this format is that it provides employers with easily identifiable skill areas and a sense of your history.
- See an example, p. 32

RESUME TIPS FOR FIRST YEAR STUDENTS

- You may include work, leadership, and academic achievements from high school. By your third year in college, college experiences should replace those from high school.
- Don't worry about having limited work experience. You may highlight other accomplishments, such as those listed under "Resume Components," p. 26. Include some of the components marked "optional."
- First resumes require extra time to assemble. Expect to spend a few hours creating a rough draft, and make an appointment with a career counselor or see a peer advisor in drop-ins to review your document.
- Be patient with the process! Resumes are always a work in progress.

RESUME DOs AND DON'Ts

Do

- Make your objective relevant and concise
- Focus on the specific results of your work, significant achievements, and recognition received
- Use action verbs such as “created” or “coordinated” to describe your experience
- Get feedback from several people, including a career counselor
- Have somebody whose writing skills you trust proofread your resume for spelling and grammatical errors
- Remember to describe both your paid and unpaid positions or volunteer experiences
- Exercise restraint rather than cramming too much information onto a resume
- Tailor your resume to each specific position
- Omit experiences that you would not want to repeat in future positions unless they are necessary for the job
- Use readable and common fonts

Don't

- Use phrases such as “Responsibilities included”
- Use resume templates included in word processing software
- Manipulate margins or font size to accommodate information in place of proper editing
- Include routine job duties such as “making copies”
- Use long sentences or paragraphs
- Submit the same resume to every employer, regardless of the position
- Write long objectives such as, “To find a sales position at a medium sized corporation where I can grow and develop my management skills”

Let's say you worked as a restaurant host for the past two years; now you want to find an internship in human resources. How can you make the switch? By using your transferable skills! Transferable skills are skills that you've developed that can be used in many different settings. Here are some examples:

- Customer service and conflict resolution
- Analytical and problem solving ability
- Teamwork and leadership
- Written and verbal communication
- Organizational skills and attention to detail
- Research and presentation

Your list will be unique. Prior to writing your resume, consider what skills you've developed that may translate from one work environment to another. As you search for jobs or internships, target job postings with these skills. Then write out in detail the ways in which you've developed each one. The case below illustrates how a restaurant host could demonstrate some of the transferable skills that an employer is seeking. Use it as a model for developing your own list of transferable skills.

The Job Posting:

Join the Human Resources Team of Company X in the East Bay as a Recruiting Intern. Must:

- be effective at written and verbal communication
- be proficient in Word and Excel
- be able to quickly learn computer programs
- have ability to travel locally when needed
- have punctual and consistent attendance
- be willing to perform administrative duties

Relevant Skills Developed as a Restaurant Host

Written and Verbal Communication

- Two years of assisting customers in a fast-paced, hectic restaurant environment
- Mediated conflicts using a “customers first” approach to ensure resolution and satisfaction
- Developed a customer service handbook for hosts and waitstaff. Initiative resulted in being awarded Employee of the Year.

Quick Learner/Computers

- Mastered proprietary table service management system in less than one week, increasing food service accuracy

Punctual/Good Attendance

- Maintained perfect attendance record as a host and as a residence hall peer counselor for over a 3 year period

Before emailing your resume, try to find out the employer's format preference. Some accept attachments; others prefer your resume in the text of the email message. If you can't find out the employer's preference, send it both ways in one message. Unless you are told otherwise, include a cover letter. Send the resume and cover letter in one email message. See p. 37 for an example email format.

When submitting a resume via an organization's website, use the formatting and display style recommended by the website.

To send your resume as an attachment:

- Give the document a name the recruiter will associate with you, such as "MillerJennifer.doc" Don't give it a generic name like "Resume.doc"
- Be sure your document is virus free
- Email it to yourself to make sure it's easy to open and the formatting remains intact

To send your resume in the text of the email message:

- Save both the resume and cover letter as text documents (.txt)
- Put the cover letter first
- Do not use bold, underlining, bullets, distinctive fonts, colored text, or html codes. Use asterisks, plus signs (+), dashes, all capital letters, and combinations of these to highlight text
- Text resumes look plain and ordinary, but employers are used to this. They are more concerned with whether the content meets their needs

To make your resume scannable:

Some employers use resume database tracking systems. They scan incoming resumes (sometimes letters, too) into a database and when they have openings, retrieve resumes using relevant keywords. Some companies will indicate on their website if they scan resumes and often provide formatting tips.

- Include industry or job-specific keywords, especially relevant skills, major, specific areas of study, and experience (e.g., marketing research, java, html, sales, gel electrophoresis).
- Use 10 to 12 point font size. Do not use italics, underlining, fancy fonts, bullets or multiple columns. Use all bold or capitals for emphasis.
- When submitting a hard copy by mail, print it on white paper with a laser printer.



RESUME CHECKLIST

STOP! Don't submit your resume until you have checked off this list!

- Are your name, address, city, state, zip code, phone number and email address at the top of the page?
- Is the resume pleasing to the eye with an easy-to-read font, good layout? Can an employer learn the basics about you with a 10 second glance at it?
- Did you use bullets, bold, all capitals, and underlining to highlight the parts you want to emphasize (e.g., job titles)?
- Did you tailor your resume for the position by including key skills and experiences the employer wants?
- Is information listed in order of importance and relevance to the requirements listed in the job description?
- Does the resume avoid generalities and provide specific information about context, actions taken, and results?
- Do most phrases begin with action verbs such as "developed," "initiated," etc.?
- Have you been accurate and truthful about your accomplishments rather than being too modest or exaggerating?
- Did you check the spelling of every word and make sure the grammar and punctuation are correct?
- If you know your resume will be scanned, did you omit columns, underlining, and bullets?
- Have you had a Career Center counselor or peer advisor critique it?
- If you were the employer, would you call you for an interview?

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RESUME COMPONENTS

COMPONENT	BASICS	COMMENTS
Identifying Data	Put name, street address, email address and phone or message number at the top of the page (include area codes and zip codes). Can also include personal web page if relevant.	Voicemail message, email address, and website content should be appropriate for a potential employer. Don't answer the phone during a job search unless you are in an appropriate environment.
Education	Name of school, major, degree received, graduation date, projected graduation date, or dates of attendance if degree was not completed.	Include any course titles relevant to the targeted position. Honors and grade-point average are optional; include if among your strong points. If you attended more than one school, list the most recent first. You don't have to list all the schools you have attended nor high school. Additional education and training may either go here or under a separate heading.
Experience/Work History	Paid and unpaid work qualify as experience. Emphasize tasks, skills, abilities, and accomplishments related to the targeted position. Give the job title, employing organization, and dates of employment.	Present achievements, contributions, and results (e.g., streamlined a procedure or made a cost-saving suggestion).
Optional components—use if appropriate for your background and the employers you're targeting		
Job Objective	A one-line description of the type of position you want.	Follows your name, address and phone number at the top of your resume. Should be specific rather than a general statement of your interests.
Skills & Abilities or Summary of Qualifications	Foreign languages, computer skills, office skills, lab techniques, or transferable skills not mentioned elsewhere in the resume.	Skills and abilities can be combined under one heading or listed separately.
Languages	Mention if you are proficient or fluent in a foreign language.	If you understand a language but are not fluent, still mention it. For example: fluent in Russian, conversational Spanish, or basic French.
Activities & Interests	In order of importance or reverse chronological order, list student activities/organizations, professional associations, and committees in which you have participated. List any offices that you held with the skills you used.	Include activities and interests that show leadership or initiative or that pertain to your career focus.
Community Involvement/Volunteer Activities	List offices held, organizations, projects, and accomplishments.	If the setting is political or religious, you may want to use generic descriptions (e.g., Youth Leader for church, Speech Writer for City Council candidate). If substantial, these may be listed under "Experience."
Honors	Recent graduates and continuing students can include academic honors such as Dean's List, honor societies, and scholarships.	Can be listed separately or under Education.
Research & Publications	Briefly describe relevant research projects. List published articles, papers or books.	
Class Projects	List relevant projects completed in college classes. List any research, lab skills, or software/programming languages used.	This shows that you have hands-on experience and is a good strategy for younger students with limited experience.
Travel	Include if your career interest involves travel or knowledge of other cultures.	You can use this as a way of distinguishing yourself if you have significant travel experience.
References/Portfolio	It is not necessary to end your resume with the phrase, "References Available on Request," but this is the best place to state that you have "Portfolio and/or writing samples available on request."	Create a separate page for references, see p 38. List names, titles and contact information. Always ask permission before using anyone's name as a reference. Include people who know about your work-related abilities, such as former employers, volunteer project supervisors, and faculty. Do not use relatives or friends.

●●●●● VERB LIST FOR ●●●●● RESUMES & LETTERS

Management

administered
analyzed
assigned
attained
chaired
consolidated
contracted
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication

addressed
arbitrated
arranged
authored
collaborated
convinced
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
negotiated
persuaded

promoted
publicized
reconciled
recruited
spoke
translated
wrote

Research

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

Teaching

adapted
advised
clarified
coached
communicated
coordinated
demystified
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
instructed
persuaded
set goals
stimulated
trained

Financial

administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
computed
developed
forecasted
managed
marketed
planned
projected
researched

Creative

acted
conceptualized
created
customized
designed

developed
directed
established
fashioned
founded
illustrated
initiated
instituted
integrated
introduced
invented
originated
performed
planned
revitalized
shaped

Helping

assessed
assisted
clarified
coached
counseled
demonstrated
diagnosed
educated
expedited
facilitated
familiarized
guided
motivated
referred
rehabilitated
represented

Words in **bold** are especially good for pointing out accomplishments.

Clerical or Detail Oriented

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated
validated

More Verbs for Accomplishments

achieved
expanded
improved
pioneered
reduced (losses)
resolved (problems)
restored
spearheaded
transformed

from **The Damn Good Resume Guide**
by Yana Parker,
Berkeley: Ten Speed Press

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“BEFORE” RESUME

chronological format

DO NOT USE THIS RESUME AS A MODEL! See next page for the improved “after” version.

This objective is very general, stating little about Kristen’s specific goals.

Kristen Romano
2250 Durant Street, Apt. 6
Berkeley, CA 94704
510-555-2996
romano790@berkeley.edu

Objective: To find an internship where I can develop my leadership skills.

Education:

UC Berkeley
Bachelor’s of Arts in Rhetoric

There is no expected graduation date, which leaves readers guessing.

Marin Academy
H.S. Diploma, May 2008

High school diplomas are generally not included on resumes once you are in college.

Work Experience

Jamba Juice, Berkeley, CA 9/08-present
Cashier/Customer Service

Duties include making smoothies, handling small and large cash transactions, opening and closing the store, light cleaning, and customer service as well as training new employees.

There is no need to say “Duties include.” Start with an action verb. See p. 27 for action verbs.

Activities

Women’s Pre-Law Organization, Development Chair, UC Berkeley, CA Spring 2009-present

Manage a budget of 3,000, organize fundraising events, attend weekly meetings, interact with alumna and campus liaisons to populate panels at bi-annual events.

Volunteer Tutor, Willard Middle School, Berkeley, CA Fall 2009
Helped tutor middle school students in a variety of subjects.

This list only tells the reader what Kristen did, but doesn’t discuss the results of her efforts.

This description lacks detail. Employers can’t read minds! Give them relevant details.

Skills

Bilingual, Spanish
Comfortable working with different types of people, excellent communicator
Microsoft Word, Internet research

Interests

Skiing, writing, cooking Thai and Greek food, traveling

Interests sections are of little interest to most employers, especially when relevant experiences haven’t been described fully.

Along with content, watch out for **formatting issues**. This resume has several inconsistencies: only the “Education” heading has a colon—delete it. There are return spaces underneath “Work Experience” and “Activities,” but not under “Education,” “Skills” or “Interests.” Pick one style and be consistent. This will show that you are detail oriented.

“AFTER” RESUME

hybrid format

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Kristen Romano

2250 Durant Street, #6 • Berkeley, CA 94704 • romano790@berkeley.edu • 510-555-2996

Objective

Summer Law Internship at Hilder, Grant, and Smythe LLC.

A clear, concise objective shows focus.

Summary of Qualifications

- Leadership: Consistently surpassed fundraising expectations as Development Chair for Women’s Pre-Law Organization.
- Language: Bilingual Spanish, spoken and written
- Communication: Training and tutoring experience in food service and education settings. Consistently received positive evaluations from supervisors.

Education

Bachelor of Arts in Rhetoric

University of California, Berkeley
Expected graduation date: May 2012

Graduation date lets employers know where you are in your college career.

The Hybrid format highlights skills and experience. Careful use of lines and bullets adds impact.

Leadership Experience

Development Chair, Women’s Pre-Law Organization, UC Berkeley Jan 09-present

- Initiate contact with 5-7 campus liaisons per semester to coordinate bi-annual fundraising events. Attendance rose from 85 to over 120.
- Increased yearly organization fund from \$1,800 to \$3,000 through alumni donor development and fundraising events.
- Collaborate with Outreach Chair and Club President to coordinate monthly organization field trips to law firms.

Training and Tutoring Experience

Trainee Supervisor and Cashier, Jamba Juice, Berkeley, CA Sept 08-present

- Supervise and train new employees on cashier and customer service protocol, safety standards, and company mission.
- Promoted from cashier to trainee supervisor within 3 months of employment.

Volunteer Tutor, Willard Middle School, Berkeley, CA

Sept-Dec 09

- Provided one-on-one and small group tutoring to students in Math, English and Biology.
- Developed original study tips guide for students.

- Specific accomplishments, especially quantified results, build Kristen’s case.
- Experience can be divided by topical area, allowing you to group your most relevant experiences at the top of the page. Pick topical areas relevant to the position you seek.
- Experience does not have to be divided by paid and unpaid positions.

Take your resume from “before” to “after” by scheduling a Mini-Appointment with a career counselor or seeing a peer advisor for a resume review.

Sophie Moore

2290 Fremont Way
Fremont, CA 94555

510-555-9090
jobhunter@berkeley.edu

OBJECTIVE: Summer Internship as a Mechanical Engineer

EDUCATION

BS Mechanical Engineering, expected August 2012 (GPA 3.4)
University of California, Berkeley
Coursework: Statics, Dynamic Analysis, Product Development

State your GPA if requested or if it will show achievement.

Physics, Math & Engineering Coursework, Fall 2007-Spring 2008 (GPA 3.8)
Evergreen Valley College, San José, CA

SKILLS

- Self-motivated, innovative problem solver
- Well-developed focus, time management and teamwork skills
- Ability to perform well under pressure and adapt to changing circumstances
- Software: AutoCAD, Advanced Microsoft Word and Excel
- Languages: Proficient in Spanish conversation

Include a "Projects" section to show applied knowledge and experience.

PROJECTS

- Designed a more stable ironing board in collaboration with two other students and presented results to class
- Developed and maintained personal website (moorefamily.net)

6/08-present

EXPERIENCE

Stockroom Assistant, Hewlett Packard, Palo Alto, CA 7/09-8/10

- Maintained appropriate inventory for hundreds of parts in manufacture of ink jet printers
- Improved accuracy of monthly inventory counts from 90% to 96%
- Distributed parts to busy production line in a timely way to avoid work stoppages
- Developed knowledge of production protocols and technical manufacturing environment

Promotional Assistant, Old Navy, Inglewood, CA 6/09-7/09

- Worked cooperatively with team of 15 to execute July 4th promotional activities
- Interacted with over 500 men, women, and children while giving away items to build statewide brand awareness

Customer Service Representative, Yogurt Park, Berkeley, CA 1/08-6/09

- Addressed the needs of hundreds of consumers from a variety of backgrounds
- Efficiently attended to customer complaints and handled employee conflict resolution

ACTIVITIES

Rower, Cal Lightweight Crew Team 8/08-1/10

- Participated in year-round competitive intercollegiate rowing club, practicing 20 hours per week
- Taught new members technique and helped motivate them during practices and competitions

Saxophone, UC Berkeley Jazz Band 9/08-present

- Demonstrated real-time adaptability and intuitive sense of group dynamics in practices and concerts

See how this student transforms her resume into a skills format.

Sophie Moore

2290 Fremont Way
Fremont, CA 94555

510-555-9090
jobhunter@berkeley.edu

OBJECTIVE: Summer internship as a Mechanical Engineer

EDUCATION

BS Mechanical Engineering, expected August 2012 (GPA 3.4)
University of California, Berkeley
Coursework: Statics, Dynamic Analysis, Product Development

Physics, Math & Engineering Coursework, Fall 2007-Spring 2008 (GPA: 3.8)
Evergreen Valley College, San José, CA

Choose skills and areas to highlight based on what's listed in job descriptions.

SKILLS AND ACCOMPLISHMENTS

DESIGN, PROBLEM SOLVING, AND CREATIVITY

- Improved accuracy of monthly inventory counts at an ink-jet factory from 90% to 96%
- Applied problem-solving skills to design a more stable ironing board for a group project
- Took initiative to organize restaurant work area, resulting in greater efficiency
- Developed and maintained personal website (moorefamily.net)

MANUFACTURING

- Maintained appropriate inventory levels for hundreds of parts used in the manufacture of inkjet printers and cartridges
- Distributed parts to busy production line in a timely way to prevent work stoppages
- Developed knowledge of production protocols and manufacturing environment

TEAMWORK AND INTERPERSONAL SKILLS

- Provided efficient and courteous customer service to diverse clientele in busy retail environments while accurately making quick transactions
- Demonstrated real-time adaptability and intuitive sense of group dynamics in jazz ensemble
- Taught new crew members technique and motivated them during practices and competitions

COMPUTER AND LANGUAGE SKILLS

- Software: AutoCAD, Advanced Microsoft Excel
- Languages: Proficient in Spanish conversation

This resume focuses on skills, but still lists work and other activities.

WORK HISTORY

Stockroom Assistant, Hewlett Packard , Palo Alto, CA	7/08-8/09
Promotional Assistant, Old Navy , Inglewood, CA	6/08-7/08
Customer Service Representative, Yogurt Park , Berkeley, CA	1/07-6/08

ACTIVITIES

Saxophone , UC Berkeley Jazz Band	9/09-present
Rower , Cal Lightweight Crew Team	8/08-1/10

See how this student transforms her resume into a chronological format.

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ALICIA GUTIERREZ

459 Buena Vista Avenue #3
Berkeley, CA 94720

aguitar@berkeley.edu
(510) 555-6712

Objective Educational software sales position

Education University of California, Berkeley
B.A. French, Minor in Education, May 2011
Senior Honors Thesis about semiotics and myth in Roland Barthes' works (in progress)

Skills Summary • Knowledgeable about educational software through academic and personal experience
• Consistently successful track record in sales
• Over one year of experience in teaching and training

Experience **TEACHING**

Teaching Intern, Break the Cycle, Berkeley, CA September 2010-present
• Improved 1st grade students' math skills.
• Motivated 15 underachieving students toward success in their annual district exams.
• Designed individualized curricula.

Tutor and Teacher's Aide, Edna Brewer School, Oakland, CA September 2010-present
• Conceptualized and implemented a yearlong project for ESL students resulting in a journal of autobiographical works for use as a learning tool for other ESL instructors, historical archive, and a source of inspiration for other ESL students.
• Drafted proposal to finance project, resulting in full grant support.

Instructor and Camp Leader, National Cheerleaders' Association, Garland, TX May-July 2007 & 2008
• Instructed students of all ages in cheerleading, gymnastics, and dance.
• Collaborated with a team of five instructors to create a positive, fun, and lively learning atmosphere.

SALES & MARKETING

Managing Editor – *Maganda*, UC Berkeley September 2008- present
• Designed visual concept for Filipino Literary and Art magazine's launch.
• Organized and brought together Filipino artists from areas throughout California for fundraising and promotional events.

Rush Chairperson, Chi Omega Sorority, UC Berkeley January-December 2009
• Coordinated team of ten in planning sorority recruitment.
• Implemented marketing strategies promoting the benefits of membership, resulting in chapter membership increase of 35 percent.
• Budgeted spending for Rush preparation week and Rush week.

Salesperson, Panoply Corporation, Berkeley, CA July 2007-December 2009
• Refined communication skills and marketing techniques while helping customers select flattering attire.
• Led in clothing sales for the months of July and August.

Other Skills • Proficient in written and conversational French
• Strong Microsoft Excel, Adobe PhotoShop, Dreamweaver, SoundEdit Pro, and Internet research skills

This hybrid resume combines the strengths of both skills and chronological resumes. It focuses on two skill sets—teaching and sales/marketing—and shows the experiences in which they were used.

MILES STEVENS

3920 Durant Ave • Berkeley, CA 94704 • 510-555-9230
 miles@berkeley.edu
 www.milesstephensportfolio.com

Education UNIVERSITY OF CALIFORNIA, BERKELEY
B.A. Architecture, May 2011

Relevant Courses

Drawing Studio	Construction Process & Method	Energy Design in Buildings
Design Studio	History of Architecture & Urbanism	Landscape Structures
Architectural Acoustics	Civil Engineering Material Properties	Intro Structural Design

Relevant Experience BERG JONES ARCHITECTS, Oakland, CA
Architecture Intern (6/09-12/10)

- Conducted site surveys for Gap, Old Navy, Banana Republic, and Williams Sonoma stores
- Prepared as-built drawings using Arris 7.0
- Researched code requirements and prepared survey reports
- Constructed site and building models for client proposals

Bullet points work well to draw attention to action verbs.

ATKINS PAINTERS, San Bernardino, CA
Web Designer/Painter (6/09-8/09)

- Designed and developed company website
- Prepared and painted interiors and exteriors of residential and commercial buildings

Leadership Positions AMERICAN INSTITUTE OF ARCHITECTURE STUDENTS, UC Berkeley
AIAEB Student Representative (12/08-present)

- Attend monthly AIA board meetings and events on behalf of student chapter

Describe campus leadership activities with the same detail you would use to describe relevant jobs.

PHI SIGMA FRATERNITY, UC Berkeley
Vice President (1/09-1/10)

- Organized venues, security, transportation, music, funding for all social events
- Managed \$18,000 annual budget

Executive Vice President (1/08-1/09)

- Administered nationally recognized pledge training program
- Evaluated fraternity operations and made critical decisions

House Manager (1/07-1/08)

- Coordinated 52 residents in routine maintenance and repairs of 10,000 sq. ft. residence
- Supervised demolition, purchasing, contracting and scheduling of \$12,000 bathroom renovations

BERKELEY EDUCATES ON ALCOHOL AWARENESS SEMINARS (BEARS, UC Berkeley)
Student Director (1/07-12/07)

- Developed and presented seminars promoting social awareness of risks associated with irresponsible alcohol use

Skills Technical: AutoCAD, Arris CAD, PhotoShop, Excel, HTML, Java Script
 Professional: Model making, public speaking

Affiliations American Institute of Architecture Students, UC Berkeley Interfraternity Council, Intramural Softball

JOSHUA LARSON

2503 Channing Way, #800, Berkeley, CA 94704

(510) 555-1029

jlarso@berkeley.edu

EDUCATION:

WALTER A. HAAS SCHOOL OF BUSINESS, University of California, Berkeley
 Bachelor of Science, Business Administration, May 2011
 Major GPA: 3.5, Overall GPA: 3.4; SAT Math: 710 Verbal: 800

Except for some large firms, most employers don't ask for SAT scores.

WORK EXPERIENCE

Catalyst Partners, Inc., San Francisco, CA (12/09-present)

Consultant: Collaborated with five students and three Accenture professionals to increase awareness of and use of client's online software. Conduct basic market research with customer base through interviews and paper based surveys. Develop updated marketing plan and create implementation plan for local roll out of software.

Spherion Technology Infrastructure Solutions, Pleasanton, CA (6/09-8/09, 12/08-1/09)

Intern: Gathered and researched leads for account executives. Performed phone interviews with industry executives. Created Excel spreadsheet to track recruiters' placements.

Psychology Department, University of California, Berkeley, Berkeley, CA (1/07-5/08)

Research Assistant: Managed team of four behavioral coders for project investigating age differences in emotion. Attended weekly team meetings to assess progress, discuss coding methods, and discuss relevant articles. Made over 40 calls to survey, recruit, and schedule potential participants.

ACTIVITIES

Eggster Hunt & Learning Festival, Berkeley, CA (8/07-present)

Co-Director: Manage 11 committee heads to facilitate all functions of a 60+ member organization with mission to sponsor five local children's nonprofits with funds, time, and talent and to offer a free event consisting of 10 egg hunts and 50+ educational booths geared toward children from disadvantaged backgrounds.

Community Relations Co-Chair: Supervised and developed leadership in 10+ member committee. Screened and selected five agencies and developed working relationships through community service projects and conference meetings. Assisted organization in raising \$26K and attracting attendance of 3,500.

Alumni Scholars Club, Berkeley, CA (8/07-present)

Member/Marketing Chair/Freshman Finals Survival Kit Committee: Track and order materials for over 600 kits per semester. Research prices for kit materials and supervise package assembly for distribution. Raised over \$15K through extensive mailing to parents of UC Berkeley students.

Children's Hospital Oakland, Oakland, CA (6/07-8/07)

100 Hour Volunteer: Facilitated patient care by engaging with patients in the fifth floor playroom and conducting bedside visits. Created and arranged arts and crafts projects weekly for groups of 10 children.

HONORS

National Society of Collegiate Scholars, California Alumni Association Leadership Scholarship, Robert C. Byrd Scholarship; won four merit scholarships.

SKILLS & INTERESTS

Computer Skills: Proficient in Microsoft Office, Adobe PhotoShop, and web design (HTML, JavaScript).

Languages: Spanish (conversational), Cantonese (conversational).

Interests: Avid vocalist, painter and photographer. Accomplished dancer, performed in Oakland Ballet Company's production of Nutcracker.

This resume makes full use of the page with smaller margins. Margins should be at least 0.5 inches and fonts no smaller than 10 pt.

Anna Liu

Local: 333 Haste St. Apt. 200C, Berkeley, CA 94708 (510) 555-8798
Permanent: 1898 20th Avenue, San Francisco, CA 94122 (415) 555-8522
Email: aliu@berkeley.edu

List both local and permanent addresses if you plan to move from your local address within three months of applying.

Education

University of California, Berkeley
Bachelor of Arts in Molecular and Cell Biology, December 2009
Emphasis in Cell and Developmental Biology

Don't use the abbreviations BA or BS if your resume will be scanned by employers.

Laboratory Skills

Enzyme characterization, RIAs, ion-exchange chromatography, gel electrophoresis, media preparation, protein assays, plasma preps, aseptic techniques, use of radioisotopes, HPLC, cell fractionation

Coursework

Biology	Physics	Cell Biology
Chemistry	Human Physiology	Microbiology
Organic Chemistry	Human Anatomy	Biochemistry

Experience

Laboratory Instructor

Vista Community College, Berkeley, CA (8/09-present)

- Lecture in genetics, immunology, microbiology, and general biology
- Carefully prepare stock solutions and media
- Supervise teacher assistants and oversee 35 students in each class
- Work with a team of professors and teacher assistants in publishing new lab manuals

Research Assistant

Comparative Endocrinology Lab, University of California, Berkeley (8/08-present)

- Plan, organize, and carry out long-term and short-term research projects
- Analyze, research, and study evolution of hormones
- Develop expertise in metabolic pathways of thyronines

Student Caseworker

Suitcase Clinic, Berkeley, CA (1/08-5/08)

- Interviewed over 100 homeless and low-income individuals to obtain profiles and determine their presenting issues
- Worked with lawyers, physicians, and social workers to obtain services for qualifying individuals

English Tutor and Mentor

City College of San Francisco, San Francisco, CA (1/07-6/07)

- Developed lesson plans to teach three groups of 35 students the complexities of the English language
- Provided assistance to tutors in subjects such as grammar and composition

Activities

Mentor, Chinatown YMCA (8/08-present)

Officer, Society of Cal Integrative Biology Undergraduate Students (SCIBUGS) (12/08-6/09)

Fundraiser, Recreation Center for the Disabled (8/06-12/08)

Additional Skills

Corel Quattro Pro, MS Excel, MS Access, and DOS; fluent in Cantonese

CHRISTOPHER LEWIS

1475 Grand Avenue Apt. 3
 Oakland, CA 94602
 (510) 555-2217
 christol@abc.com

OBJECTIVE Editorial Assistant

SUMMARY OF QUALIFICATIONS

- Staff Editor for *The Archaeological Review*
- Trained in expository, media, and academic writing
- Developed archival system for museum film collection
- Proficient in Word, PowerPoint, Publisher, SASS and Mac and PC environments

The Summary of Qualifications brings immediate attention to relevant skills.

SKILLS

Writing/Editing

- Edited submitted papers for content, coherence, and language usage.
- Transferred edited copy from print to Quark and formatted material for publication.
- Completed Master’s dissertation; currently synthesizing select chapters for publication.

This student uses a skills resume to highlight his writing and editing experiences and de-emphasize his archaeology background.

Research

- Developed, implemented, and interpreted six-page questionnaire.
- Developed sampling techniques including special variant of standard random sample.
- Prepared raw data for computer analysis.

Organization/Administration

- Coordinated all aspects of four-day international professional conference. Developed agenda, scheduled speakers, and organized discussion groups.
- Catalogued and curated American Indian Ethnographic Film Collection for Lowie Museum of Anthropology.
- Scheduled and coordinated auditions and interviews for performers and technical staff for commercial and industrial film projects.
- Evaluated and contacted prospective clients and talent agencies as production assistant in commercial and industrial film projects.

WORK HISTORY

Field Archaeologist and Lab Analyst	San Jose State University, CA	Spring 2010
Field Archaeologist and Lab Analyst	Enlene and Verberie, France	Fall 2008 - Summer 2009
Field Archaeologist	Jefferson Park, MD	Summer 2008
Collections Curator	Lowie Museum, Berkeley, CA	Summer 2007
Production Assistant	Media Match, San Francisco, CA	2006-2007

EDUCATION

University of California, Berkeley
 M.A. Archaeology, May 2011
 B.A. Anthropology, May 2005
 UC Education Abroad Program, University of Melbourne, Australia, Spring 2002



Dear Ms. Walters,

Thank you for meeting with me following the career panel yesterday at UC Berkeley. I am very interested in the entry-level manufacturing engineering position we discussed. Below is a copy of my resume and I have attached it as well.

I believe my strong mechanical engineering training and work experience in a manufacturing setting make me an ideal candidate. I am available to begin work after January 2, 2011.

I look forward to hearing from your human resources representative and will follow up on your suggestions. Thank you for your time and your referral.

John Chang

RESUME

John Chang
189 Manor Lane
Walnut Creek, CA 94598
(510) 555-8975
jc@berkeley.edu

Text is simple and easy to read with no bold, underlining, or tabs. All text is justified left. See p. 25 for more guidelines.

EDUCATION

University of California, Berkeley
BS in Mechanical Engineering, December 2010
Honors: Pi Tau Sigma (Mechanical Engineering honor society); Regent's Scholar

RELATED COURSES

*Product Development *Measurement Systems
*Advanced 3D Modeling *Fluid Mechanics *Applied Fluids
*Thermodynamics *Heat Transfer *Properties of Materials

PROJECTS

*Modeled aluminum tubing framework of a DNA machine and provided cost analysis, vendor information, and component and assembly drawings.

*Conceptualized and developed a prototype for a device used to prevent the disastrous effects of household gas leaks.

EXPERIENCE

RAYTEK, INC., Fremont, CA, May 2009-present
Manufacturing Engineering Assistant.
Performed daily maintenance and troubleshooting of a manufacturing line.
Researched and tested hardware and software scenarios for implementation.

- Unless told otherwise, always send a cover letter with your electronic resume.
- Email resumes and cover letter content should not exceed three printed pages.

●●●●● REFERENCES ●●●●● to give to employers upon request

MICHELLE ANDERSON

1253 College Avenue, Berkeley, CA 92134 · 510.555.4457 · mander@berkeley.edu

In almost all cases, you will NOT submit references with your resume. Instead bring them to your interviews to furnish upon request.

For a polished look, use the same header style for your contact information on your reference sheet that you use for your resume and cover letter.

REFERENCES

Deborah Smith
Director of Marketing
ADworks Corporation
2 Sacramento Plaza, Suite 2434
San Francisco, CA 94311
(415) 555-0477
deborah.smith@adworks.com

Philip Blass, PhD
Assistant Professor
University of California, Berkeley
Department of Psychology
3210 Tolman Hall
Berkeley, CA 94720
(510) 555-3175
pbllass@berkeley.edu

Sylvia Nunez
Tutoring Programs Coordinator
Berkeley Tutoring Center
695 College Ave.
Berkeley, CA 92431
(510) 555-4892
snunez@berkeleytutoring.com

Secure 3-5 references prior to interviews. References should be people who have supervised you in an academic or hands-on setting like a job, internship, or volunteer position. Friends, family, and well-known people who do not know you well are not good references—they can say little about your potential for success.

COVER LETTERS

A well written cover letter should always accompany your resume or application. Its purpose is to introduce you and expand on the experience in your resume. A good cover letter should:

- Include specific information about why you want to work for the employer
- Exemplify clear and concise writing skills
- Demonstrate your knowledge of the position
- Align your experience with the desired qualifications of the employer

Cover Letters for Job or Internship Listings

1. Know the employer

Research the employer's organization to see how your experience, skills, and abilities meet its needs. In your cover letter, show why you are a good fit. Send the letter to a specific person whenever possible; otherwise, use "Dear Hiring Manager" or "Dear Members of the Selection Committee."

2. Analyze the job description

Review the job responsibilities and qualifications carefully and design your cover letter to match these as much as possible. Sometimes job listings are vague. In these cases, draw from your experience of similar jobs to infer what skills and abilities might be required or research similar positions online.

3. Analyze your background

Think about your background in relation to the job responsibilities and qualifications. Ask yourself, "What have I done that is similar to what this job entails?" Consider courses taken, classroom projects, work experience, summer jobs, internships, volunteer experience, extracurricular involvement, and travel.

Be sure to indicate in the first paragraph what position you're seeking. If a specific person recommended you for or alerted you about the position, include their name and title up front. For example "Jason Ryner, your Marketing Manager, recommended that I apply for this position."

Prospecting Letters

If you are inquiring about possible openings, you are sending an Inquiry or Prospecting Letter. Address your letter to a specific individual, usually the person who supervises the functional area where you'd like to work. Be as specific as possible about the type of position that interests you. Ideally, your research will reveal the job titles used by this employer. If not, use generic job titles commonly understood in the field.

COVER LETTER CHECKLIST



STOP! Don't submit your cover letter until you have completed the following:

- Write an original targeted cover letter for each employer and position
- State in the first sentence why you are writing
- Show that your career goals are aligned with both the position and the organization
- Make your points succinctly; every point should support your readiness to contribute
- Proofread for typos and accuracy of contact information. Have another set of eyes review it too
- Run Spell Check before sending your final copy, but remember that it does not catch everything
- Follow up with the employer if you hear nothing after 2-3 weeks. Inquire if any further information is needed and reiterate your interest

HOW TO WRITE A COVER LETTER THAT GOES NOWHERE

- Make your introduction long winded and don't include your job objective to cause confusion about what you're applying for
- Don't proofread your letter or use Spell Check. This is very useful for those who claim to be "detail oriented"
- Ramble on about your experiences without explaining why they are relevant. Don't mention details that will let the employer know that you understand what their company does or what the job entails
- Write more than one page, forcing employers to hunt for your qualifications
- Explain what the employer can do for you, instead of what you can do for them
- Don't encourage the employer to contact you, leave out contact information, and don't sign your name at the end of the letter
- Send the same generic cover letter to all employers

Preparing for Your Search

Internships

Your Job or Internship Search

Resume & Letter Writing

Successful Interviewing

Internship & Job Offers

COVER LETTER

suggested content & layout

The following is intended as a guide. Cover letters should be unique and original.

Your street address
City, State Zip Code
Email address
(Area Code) Phone Number

Month Date, Year

Mr./Ms./Dr. First and Last Name of Person
Position or Title
Employer Organization's Name
Employer Street Address/P.O. Box
City, State Zip Code

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

Tell the reader why you are writing (i.e., regarding the position that interests you; if appropriate, indicate how you learned of the position and/or organization). Make a general statement about being a good candidate for the job.

Explain why you have targeted this particular organization: demonstrate your knowledge of its products, services and operations (this means you must research the potential employer). Stress what you have to offer, not what you want from, the employer. Identify those parts of your experience (paid or non-paid) that will interest this employer. Students and recent graduates can draw attention to relevant course work, special projects and campus activities. In some cases, you will add detail to items included in your resume. Refer the reader to your enclosed resume for additional information.

Demonstrate your understanding of the duties of the position that you are applying for, and state how your unique qualifications fit the position. Request an interview appointment, or tell the reader that you will contact him/her soon in order to see if you can schedule a mutually convenient appointment. If the employer is some distance away, indicate when you would be available for an interview. (For example, if you will be traveling to the employer's location during an academic holiday, indicate the days you will be in that area.) Thank the reader for his/her time and consideration.

Sincerely,

Sign Your Name Here

Type your name

The simplest way to lay out your cover letter is to align all text to the left. Not only is it simple, but it looks professional and polished.

COVER LETTER

for an existing opening

2121 Elm Street
Berkeley, CA 94541
maryjones@berkeley.edu
December 28, 2010

Ms. Susan Merrill
PricewaterhouseCoopers
Dispute Analysis & Corporate Recovery Group
100 Palm Street
Los Angeles, CA 90000

Dear Ms. Merrill:

As a Business Administration major at UC Berkeley with a strong background in economics, accounting, and finance, I am very excited to hear of a staff consultant position with PricewaterhouseCoopers. While I am certainly impressed by the far reach of PwC's work, the company's commitment to sustainable corporate responsibility and women's professional development are particular draws for me. I believe the qualities, skills and experience you seek are well matched by my track record:

Your Needs

Accounting Experience

Finance Experience

Strong Communication Skills

Solid Accounting and Finance Education

Professional Accomplishments

My Qualifications

- Currently working with the Investment Management Group at Wells Fargo.

- Prepared income tax returns for retail businesses and low income households.

- Led team in preparing income tax returns by determining clients' specialized needs.
- Interact constantly with Wells Fargo managers and vendors.

- Coursework in intermediate financial accounting, auditing, economics, introductory finance, and investments.
- Graduating Business Administration Major with 3.5 GPA.

- Independently created databases to facilitate expense tracking for IMG Finance and Marketing.

I am eager to pursue this opportunity and would be very interested in setting up an interview to discuss further how I would be a strong contributor at PricewaterhouseCoopers. I can be contacted at (510) 333-1111. I look forward to talking with you soon.

Sincerely,

Mary Jones

Mary Jones

Although it's more assertive to indicate that you will call, it's best to wait for a call if the employer specifically states "no calls" in their listing.

Preparing for Your Search

Internships

Your Job or Internship Search

Resume & Letter Writing

Successful Interviewing

Internship & Job Offers

COVER LETTER

prospecting for a position

333 College Avenue
Berkeley, CA 94765
susantdavis@berkeley.edu
(555) 555-7777

December 1, 2010

Mr. Earl Jones
Goodworks Agency
234 E Santa Clara Street
San Jose, CA 94567

Dear Mr. Jones:

I learned about Goodworks in the process of researching nonprofits online. I have been seeking an organization whose mission matches my desire to help low-income clients with practical matters and emotional support, and was inspired by Goodworks' range of services and successful track record. I am writing to see whether you would be interested in hiring an intern this summer.

I am a junior at UC Berkeley, pursuing my BA in Sociology and a Spanish Minor, and considering an eventual career in social work or nonprofit management. Since August, I have been conducting HIV test counseling sessions as a volunteer at the Berkeley Free Clinic. It has been rewarding working with people from diverse backgrounds, many of whom are struggling to meet basic life needs, and to use my Spanish speaking skills. I would love to apply and further develop my counseling skills while making a positive contribution at Goodworks.

I will be available to work up to 20 hours a week this coming summer and would welcome the opportunity to meet with you to discuss the possibility of interning there. I will follow up on this letter in a week to see if we can set up a time. Thank you very much for your attention.

Sincerely,

Susan T. Davis

Susan T. Davis

Since you don't have a mutual contact, you have to find another way to form a bond with the reader. Establish that you are interested specifically in this organization and explain why you are targeting them.

Keep the letter short and to the point. The reader is probably very busy, and the letter is just to get her attention. Be assertive in the closing.

COVER LETTER

to a mutual acquaintance

Preparing for Your Search

Internships

Your Job or Internship Search

Resume & Letter Writing

Successful Interviewing

Internship & Job Offers

For a unified look, consider using the same presentation style for your cover letter contact information that you used on your resume. Logan centered all of his contact information here as well as at the top of his resume.

Logan Silva
555 Rodeo Drive
Berkeley, CA 94532
logans@berkeley.edu
(510) 555-8765

Begin with the name of your mutual acquaintance—this creates an immediate connection.

Draw attention to relevant skills and demonstrate when and how you used them.

December 17, 2010

Ms. Mary Smith
Striped Bass, Inc.
1010 Avenue of the Stars, Ste. 900
Los Angeles, CA 90000

Dear Ms. Smith:

Jane Jones, a friend and Senior Financial Analyst at Striped Bass, suggested that I forward my resume to you. Based on a review of your website and my conversations with Jane about my educational training, work experience, and professional interests, I believe I would fit right in at Striped Bass. I am highly motivated to build a successful career in finance and hope to contribute to the team at Striped Bass as a Financial Analyst.

My fascination with finance has grown steadily during my business school studies, driven mostly by my desire to understand how business decisions are made. Beginning with my first finance class and continuing with more in-depth study of corporate finance and managerial accounting, I have come to see how financial data can be used to make business decisions, whether in launching a new product or acquiring a new company. I have also learned how important it is to keep a big-picture perspective during the decision-making process. This duality appeals to me tremendously as it follows directly from what I have been studying: business with its detailed focus on the company, and economics with its broad perspective on industry and the marketplace. Working as a Financial Analyst with Striped Bass would be a natural extension of the academic foundation I have gained.

My work experiences also reflect my desire to become involved with challenging projects such as those offered by your organization. The opportunity at Striped Bass to participate in executing senior staff's complex projects as well as eventually leading my own is very appealing to me. At Boston Scientific, I created numerous forecast and inventory reports for the Global Supply Chain Management team. This required significant attention to detail and analytical work. I further developed my communication and financial skills by working on numerous cost efficiency projects for the Microbiology department, including the creation of a corporate-wide standing order matrix.

I would build upon these skills and experiences at Striped Bass and am confident that I would do outstanding work as a Financial Analyst. Please do not hesitate to contact me with any questions, as I would like to meet with you at your convenience to discuss the possibility of full-time employment.

Sincerely,

Logan Silva

Logan Silva