



THE OFFICE OF CAREER SERVICES

RESUME & COVER LETTER GUIDEBOOK

QUINCY COLLEGE



THE OFFICE OF CAREER SERVICES

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CAREER SERVICES CENTER

We will help you identify your career goals and gain the competencies, resources, contacts, and tools necessary to achieve them. Whether you are deciding on a major or career, looking for an internship or job, or considering advanced education beyond Quincy College, we can help.

OUR MISSION

Quincy College Career Services assists students of all academic programs with identifying and achieving their individual career goals. We provide career-related counseling, resources, programs and access to internships and employment opportunities.

We build relationships with employers to optimize job opportunities and internships, while also creating strategic partnerships with campus departments to assist students in developing and articulating co-curricular experiences that will help to ensure they are competitive in their future pursuits.

VISION

Through strategic partnerships with the campus community and employers, Career Services will be the center for student professional development and career placement at Quincy College.

Have any questions? Need advice? Call or email for an appointment:
quincycollege.edu/student-services/career-center/

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INTRODUCTION

We hope this guidebook will encourage you to create your own unique resume and cover letter.

Your *resume* is a summary of your competencies and experiences, both paid and unpaid. Think of this as one of the most important tools in your job search toolbox and is often the first step in career development and career readiness. If done right, it provides insight into your strengths, accomplishments, and goals.

A *cover letter*, meanwhile, mentions specific aspects of your background that are relevant to a particular opportunity. Although you may decide to have one or two versions of your resume, you'll have a customized cover letter for each position. Together, the documents are marketing tools that show how you meet an employer's needs.

These critical elements are your **BRAND** – what will differentiate you from others and what qualities and skills you bring to the employer. It is important that you know what your brand is and that your message is consistent in your resume, LinkedIn profile, interview and even while you are networking. Your resume and cover letter are also examples of your writing skills and attention to detail, so treat it like an important homework assignment. *We do recommend that you have both documents reviewed by a career advisor before sending to an employer.*

STEP 1: Clarify your career goals and identify your skills, strengths, accomplishments, and relevant interests.

STEP 2: Organize the information and use strong verbs and active voice to maximize impact.

STEP 3: Create a resume that is aesthetically pleasing, concise, error-free, and easy to read.

FREQUENTLY ASKED QUESTIONS AND COMMON CONCERNS ABOUT RESUMES

This guidebook is full of solid advice for any job seeker regardless of their level of experience or career goals. Here are a few ways to show employers that you are a well-qualified candidate:

- ❑ *Volunteer and meet people*, develop hard and soft skills, and gain exposure to and knowledge of your target industry and/or field of work.
- ❑ *Join an Organization (on/off campus)* – Expose yourself to people and information in a particular industry and expand upon what you learn in school. Go one step further and join an online committee or run for a leadership position that will grow your professional network.
- ❑ *Take an elective course* or webinar in an area of interest.
- ❑ *Read everything you can put on your hands on!* That means a newspaper, trade journals, blogs, press releases, and books—stay on top the current industry trends.
- ❑ *List academic courses* and class projects to demonstrate your knowledge and interest. Include both your technical and language skills as well as any relevant additional skills.

Since we understand that there are loads of common questions when it comes to writing a resume, we've provided you with the answers to some of the most frequent ones which we hope you'll find helpful!

How long should my resume be?

- Limiting yours to 1 page is best; however, it is important to include information to your job hunt. Bullet points and subheading can help to cut down the length.

What type of resume style should I use?

- A chronological resume is the recommended style for undergraduate students. The experience section of a chronological resume includes your positions listed in reverse chronological order. Begin with your most recent position and work backwards. Essential data includes: name of organization, location, your title, and dates of employment or involvement.

What if I have no experience?

- Don't worry, you're not alone. The key is showing your passion and expanding on the skills you have developed throughout your education at Quincy College as well as other non-professional experiences.

What should I include in my resume?

- Let recruiters and employers know what a well-rounded person you are. The key information should include your contact information, your education, previous work experience, your top accomplishments and relevant skills. Tip: Most resumes are scanned with software tracking systems so be sure to include keywords that have been used in the job description

Do I need to put my high school I graduated from on my resume?

- Once you've been in college for a year or so, you can leave your high school degree and GPA out of your resume. Of course, if you have anything super impressive from high school—a major award, national recognition, a unique accomplishment - keep it on your resume as long as you'd like!

What other info would you like to have?

- Perfect resume bullets contain 4 things:
- VERB | QUANTIFY | STORY | RESULTS
- Example: (VERB) Planned camp swimming activities | (QUANTIFY) for 10 preschool children | (STORY) with behavioral challenges | (RESULTS) and by the end of the week everyone had successfully learned new coping skills to swim with a counselor.

ADVICE & FORMATTING TIPS

Your resume will be reviewed or scanned by either an Applicant Tracking System (ATS) or a Hiring Manager or someone from the Department of Human Resources. ATS screen candidates when applying through a job board or an employer website. The sobering fact is that most resumes get less than 25 seconds of a hiring managers/employer's time so keep your resume to a single, easily to skim page.

1. Identify Keywords and Phrases!

- If possible, use the keywords you see in the internship/job description. Find a few job postings (Monster.com) that you feel you meet the qualifications
- Use the Keywords reports and sprinkle these words (hard skills and soft skills) and phrases all over your resume (when applicable and you have the experience)

2. DO USE:

- One-page resume with even borders (.5 – 1")
- .doc / .docx when submitting your resume online
- Use simple **fonts** (Calibri, Cambria, Verdana, Tahoma, Arial, Georgia, Garamond, or Helvetica)
- Stay between 10 pt. and 12 pt. – but it's fine if you make your name larger
- Highlight by using bold, italics, capitalization to make certain words stand out but not symbols *, +, -)
- Easily scanned – categories are well defined and your accomplishments / strengths are easy to identify
- Make sure your strengths are clear and on the top half of the page and your most impressive bullets are the first bullets in each section
- Successful achievement driven bullets – quantify when possible (% , \$, #)
- Write to the future – focus on your immediate career goal
- Emphasize the relevant that supports your career goal and de-emphasize the irrelevant (Don't write about your sales skills unless you want to be a sales representative– write about the transferable skills you gained in this job)
- Left align your college, company names and job titles; right align dates (set with right tab)
- Dates = May 2018 –March 2020; 5/2018-3/2020; 5/18-3/20 all are fine
- Use basic language for: Education, Work Experience, Skills, etc.
- Correct verb tenses (current job=present tense; past jobs = past tense) and your keep formatting consistent
- If you are mailing your resume use quality paper in neutral colors and type the envelope.
- Check for grammar, spelling, and formatting errors – and have someone else proofread!

3. DO NOT USE:

- Personal pronouns (I, me, my, we)
- Inappropriate personal information (e.g. race, religion, political affiliation, marital status, citizenship, social security number, your age, birthday, sexual orientation, and no photograph)
- Reasons for leaving previous jobs
- "References Available Upon Request" – always create a separate reference page
- .pdf unless attaching a resume to an e-mail (or when specifically instructed)
- Avoid lengthy, dense text
- Text boxes, Templates, Headers or Footers as well as graphics, logos, charts, or columns
- Salary requirements (If the employer asks you to complete an application form that requests salary requirements, you should comply, *but* do not include this information on your resume)

COMPETENCIES AND TRANSFERABLE SKILLS

Developing competencies and transferrable skills are critical career readiness elements that will broadly prepare you to transition successfully into the workplace.

Each year, the *National Association of Colleges and Employers* (NACE) conducts an annual survey asking employers to describe the core competencies they are seeking. Many of these competencies can be enhanced through a variety of experiences such as an internship, student activity clubs, coursework, jobs and community service.

Contact the career center staff at Quincy College to identify work and volunteer experiences you've had that demonstrate your abilities in each of these attributes or to get advice on what you can do to add these to your resume.

In order of importance, employers are looking for these competencies in a candidate.

Which ones do you have?

- | | | |
|-----------------------------------|---|---------------------------------------|
| 1. Problem-solving skills | 8. Initiative | 16. Friendly/outgoing personality |
| 2. Ability to work in a team | 9. Detail-oriented | 17. Entrepreneurial skills/risk-taker |
| 3. Strong work ethic | 10. Technical skills | 18. Tactfulness |
| 4. Analytical/quantitative skills | 11. Flexibility/adaptability | 19. Creativity |
| 5. Communication skills (written) | 12. Interpersonal skills (relates well to others) | 20. Fluency in a foreign language |
| 6. Leadership | 13. Computer skills | |
| 7. Communication skills (verbal) | 14. Organizational ability | |
| | 15. Strategic planning skills | |

Source: *Job Outlook 2020*, National Association of Colleges and Employers
Courtesy of the *National Association of Colleges and Employers*.

Hard, Soft & Transferable Skills

- Hard Skill** – Specific, teachable abilities that can be defined and measured (e.g., excel, computer programming, web design, typing, accounting, writing, mathematics, legal and other quantifiable skills that are included in the requirements for a job)
- Soft Skill** – Less tangible, harder to quantify skills (e.g., team-player, flexibility, confidence, analytical thinking, verbal and written communication, and leadership)
- Transferable Skills** – Developed life skills that are not industry or job specific (e.g., Communication, Multi-tasking, the ability to manage a team)

KEY ACTION VERBS TO INCLUDE TO DESCRIBE YOUR SKILLS

MANAGEMENT & LEADERSHIP	COMMUNICATION	TECHNICAL	FINANCIAL / DATA	CREATIVE
Administered	Accounted	Adapted	Accounted	Adapted
Analyzed	Addressed	Applied	Adjusted	Conceptualized
Appointed	Advised	Assembled	Administered	Created
Attained	Articulated	Built	Allocated	Customized
Authorized	Assisted	Calculated	Analyzed	Communicated
Consolidated	Authored	Computed	Appraised	Coordinated
Contracted	Clarified	Conserved	Articulated	Critiqued
Controlled	Communicated	Constructed	Assessed	Developed
Coordinated	Composed	Converted	Audited	Designed
Delegated	Condensed	Debugged	Authored	Evaluated
Developed	Consulted	Designed	Balanced	Facilitated
Directed	Contacted	Developed	Budgeted	Focused
Eliminated	Conveyed	Engineered	Calculated	Formulated
Enhanced	Coordinated	Fabricated	Charted	Guided
Established	Counseled	Installed	Classified	Individualized
Executed	Defined	Maintained	Compared	Illustrated
Generated	Demonstrated	Operated	Computed	Initiated
Handled	Developed	Overhauled	Conserved	Integrated
Hired	Directed	Printed	Consolidated	Invented
Hosted	Drafted	Programmed	Corrected	Modeled
Improved	Entertained	Rectified	Determined	Modified
Incorporated	Expressed	Regulated	Developed	Originated
Increased	Formulated	Remodeled	Entered	Planned
Initiated	Furnished	Repaired	Estimated	Revised
Instituted	Guided	Replaced	Evaluated	Revitalized
Led	Hired	Restored	Filed	Shaped
Managed	Incorporated	Solved	Financed	Solved
Merged	Influenced	Specialized	Forecasted	Set goals
Motivated	Marketed	Standardized	Logged	Simulated
Organized	Mediated	Studied	Managed	Taught
Originated	Negotiated	Upgraded	Marketed	Tested
Oversaw	Participated	Utilized	Measured	Trained
Planned	Persuaded	Planned	Transmitted	
Presided	Presented	Prepared	Tutored	
Prioritized	Proposed	Programmed		
Recommended	Reconciled	Projected		
Reorganized	Resolved	Published		
Replaced	Solicited	Queried		
Restored	Suggested	Reconciled		
Reviewed	Summarized	Reduced		
Scheduled	Surveyed	Researched		
Secured	Synthesized	Retrieved		
Selected	Translated	Tabulated		
Streamlined	Transported	Transmitted		
Supervised	Tutored	Typed		
Terminated	Wrote			

RESUME FORMATS

Below are the most commonly used resume formats.

RESUME FORMAT	ADVANTAGES	DISADVANTAGES	BEST USED BY
CHRONOLOGICAL	<ul style="list-style-type: none"> ▪ Widely-used format ▪ Logical flow ▪ Easy to read ▪ Showcases growth in skills and responsibility ▪ Easy to prepare 	<ul style="list-style-type: none"> ▪ Emphasizes gaps in employment ▪ Not suitable if no work experience ▪ Highlights frequent job changes ▪ Does not emphasize skill development ▪ Shows lack of related experience 	<ul style="list-style-type: none"> ▪ Individuals with steady work record, even if part-time or internships
FUNCTIONAL/SKILLS	<ul style="list-style-type: none"> ▪ Emphasizes skills ▪ Organizes a variety of experiences (work, volunteerism, activities, etc.) ▪ Disguises gaps in work or short-term jobs 	<ul style="list-style-type: none"> ▪ Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> ▪ Job changers or individuals with no previous jobs ▪ Individuals with gaps in employment ▪ Individuals who have developed skills from other areas
COMBINATION	<ul style="list-style-type: none"> ▪ Highlights relevant skills combined from jobs and activities ▪ De-emphasizes employment history in less relevant jobs ▪ Minimizes employment gaps and lack of related experience 	<ul style="list-style-type: none"> ▪ Confusing if not well-organized ▪ De-emphasizes job tasks and responsibilities ▪ Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> ▪ Career changers or those in transition ▪ Individuals reentering job market ▪ Individuals who have grown in skills and responsibility ▪ Individuals pursuing same or similar work as they've had in past

ALTERNATIVE HEADINGS

Keep in mind that headings vary based on the individual, but common ones are:

Profile | Education | Related Experience | Other Experience | Honors | Activities | Volunteer Service | Laboratory Skills
| Languages | Computer & Technical Skills | Projects

Academic Honors	Conferences	Languages	Professional Seminars
Activities	Distinctions	Licenses	Related Coursework
Affiliations	Education	Military Service	Relevant Experience
Areas of Expertise	Employment	Objective	Scholarships
Awards	Experience	Other Experiences	Selected Skills
Career Objective	Extracurricular Interests	Other Work Experience	Seminar Presentations
Certificates	Field Experience	Overseas Study	Service
Civic Activities	Groups Membership	Position Desired	Skills
Civic Contributions	Highlighted	Practicum Experience	Skills & Competencies
Coaching Interests	Achievements	Presentations	Special Training
Coaching Skills	Honorary Societies	Professional Experience	Teaching Skills
Committee Assignments	Honors and Awards	Professional Leadership	Technical Skills
Community Involvement	International Experience	Professional	Training
Community Service	Internship Experience	Memberships	Volunteer Activities
Computer Skills	Language Competencies	Professional Objective	Workshops Attended

*Skills résumés could include such headings as Supervision, Public Relations, Management Skills, Sales, Communication Abilities, Teamwork Skills, Writing Skills, and Leadership Abilities, among others

WHAT TO INCLUDE IN A RESUME

RESUME GUIDE

Add LinkedIn Profile, Blog, Website, Github account, portfolio here, if applicable

WHAT TO INCLUDE ON YOUR RESUME

- Highlight your relevant qualifications & transferable skills
 - Emphasize what you bring to the table, not what you hope to gain
 - This section is **OPTIONAL**
-
- Include major and minor
-
- Include GPA if above 3.0
-
- List courses related to your major and/or target industry
-
- 1 - 3 significant class projects that relate to your major/and or position
 - Especially useful for students with little to no work experience
-
- Full-time, part-time jobs, internships
 - Experience should be relevant to major and/or position and/or highlight transferable skills
 - Include 3-4 bullets for each position
-
- Any leadership roles you have held: E-board, Orientation Leader, Peer Leader
-
- Clubs, student organizations, fraternity/sorority, athletic groups professional or community organization
-
- Tools, languages, software
 - This section should appear after education for students pursuing technical opportunities
-
- Fluency, proficiency or knowledge of a language (s) other than English

NAME

Address (City, State) | Email (Professional) | Phone (Working Voicemail/ Professional) | <https://www.linkedin.com/in/your URL>

PROFILE (Optional)

EDUCATION

Name of School #1 City, State
 Degree Title Expected or Date of Graduation
 Honors:
 GPA:

Name of School #2 City, State
 Degree/Diploma Date of Graduation/Dates Attended

RELEVANT COURSEWORK

Course Title | Course Title | Course Title

ACADEMIC PROJECTS

Project Name Date

- Use Bullet Formula: Action Verb + Accomplishment (What you did) + Result (Why/How you did it)

Project Name Date

- Use Bullet Formula: Action Verb + Accomplishment (What you did) + Result (Why/How you did it)

EXPERIENCE

Company City/State
 Title Date

- Use Bullet Formula: Action Verb + Accomplishment (What you did) + Result (Why/How you did it)

Company City/State
 Title Date

- Use Bullet Formula: Action Verb + Accomplishment (What you did) + Result (Why/How you did it)

LEADERSHIP

Organization Name City, State
 Position Date

- Use Bullet Formula: Action Verb + Accomplishment (What you did) + Result (Why/How you did it)

ACTIVITIES / VOLUNTEER WORK

Club/Team/ Organization Name, Position
 Club/Team/ Organization Name, Position

SKILLS

Technical:
 Language:

RESUME SAMPLE

ADAM COOK

acook@gmail.com ◇ linkedin.com/in/adamcook ◇ 111 Willard Street, Quincy, MA – Willing to relocate

NAVY VETERAN | BUSINESS MANAGEMENT STUDENT

Experienced in supply chain and logistics management, and acquisition procedures, available for summer 2020 internship. Hardworking, tech savvy, detail oriented, and a skilled multi-tasker

STRENGTHS AND COMPETENCIES

- | | | |
|-------------------------|--------------|---------------------------|
| ◇ Operations Management | ◇ Leadership | ◇ Process Improvement |
| ◇ Intelligence | ◇ Training | ◇ Administration |
| ◇ Security Assessment | ◇ Planning | ◇ Complex Problem Solving |

EDUCATION

QUINCY COLLEGE, Quincy MA June 2018 - present
Associate of Business Management
Coursework: Accounting I, II, Microeconomics, Macroeconomics, Business Ethics, Organizational Communication

PROJECTS

Consumer Behavior Case Study January 2020 – March 2020
◇ Collaborated with 4-person team to predict consumer buying patterns in a simulated study

RELEVANT EXPERIENCE

UNITED STATES NAVY, San Diego, CA 7/2012 – 10/2016
Supply Chain Manager
◇ Achieved performance award for seamless acquisition and delivery of 10K parts to Military Jet Fighter Aircraft Readiness Centers in 2015
◇ 98% requisition to delivery accuracy; managed 24 Jet Aircraft repairable engine components valued at \$17M
◇ Supervised 8 employees directly on supply chain training

ADDITIONAL EXPERIENCE

Security Administration, Palladion Services, Boston, MA 5/2017 – present
◇ Maintain high volume lobby of commercial building by monitoring network traffic for suspicious behavior
◇ Support for physical security requirements at corporate headquarters for eastern region
◇ Processed 2K+ guests for entry by generating security/visitor passes quickly
Data Processing Coordinator, Amazon, Boston, MA 12/2016 – 4/2017
◇ Processed data received, corrected over 10K records for Amazon customers with packages wrongly addressed
◇ Trained new coordinator in processing data received and correction of records to ensure delivery accuracy

VOLUNTEER EXPERIENCE

Center for Community Action & Research, Student Veterans Association, Wounded Warrior Project

TECHNICAL SKILLS

Microsoft Office (MS Office) Word, Excel, PowerPoint; Naval Aviation Logistics Command Management Information System (NALCOMIS), Relational Supply (RSupply), Defense Automated Addressing System (DAAS)

ACCOUNTING STUDENT

100 Employment Lane, Boston, MA 02111
617-555-5555; jobseeker@email.com
www.linkedin.com/jobseeker/

PROFILE

- Customize this area based on your experience and transferable skills for position.
- Proven leader in group and work settings. Experience as a supervisor, and active in Business 101 Club.
- Hard worker and very self-motivated. Created incentive program for department staff members.
- Excellent oral and written communication skills. Effectively interact with customers, supervisors, and colleagues.
- Give strict attention to details. Internship with leading firm enhanced these skills.
- Computer skills in QuickBooks, Microsoft Dynamics GP, and Microsoft Excel.

EDUCATION

Associates of Science in Accounting Fall 2020
Quincy College Quincy MA
GPA of 3.5/4.0, accepted at Babson University to Bachelor of Business in Accounting

EXPERIENCE

Intern - Tax Associate Program January 2020 - Present
Quincy Community Action Program Quincy, MA

- Participate in service-specific training to bridge academic background and professional duties.
- Work on a team of five associates to help clients improve personal financial status through account analysis.
- Gain valuable knowledge from program mentor.

Treasurer August 2018 - August 2019
Quincy College Business 101 Club Quincy, MA

- Balanced account and drafted annual budgets.
- Advised executive officers on spending and budgeting.
- Submitted account reports to faculty supervisor.

Department Supervisor February 2017 - January 2020
Best Buy, Braintree, MA

- Promoted from Retail Associate to Department Supervisor in 2018.
- Trained and managed all staff in Electronics Department.
- Assisted customers with various needs and created an incentive program for department.

AWARDS & HONORS

Dean's List; Town of Braintree Scholarship

ACTIVITIES & VOLUNTEER SERVICE

Quincy College Basketball Team; Habitat for Humanity; Quincy College Yoga Club; Pine Street Shelter in Boston

BIOTECHNOLOGY STUDENT NAME

516-333-3333 | 37 Cox Medford MA 02155 | [@gmail.com](mailto:)

EDUCATION

Quincy College, Quincy, MA

Certificate Program in Biotechnology and Compliance

May 2019

- **Relevant Courses:** Chemistry I, General Biology, Introduction to Biotechnology, Bio-manufacturing I & II Lab, Algebra, Statistics, Technical Writing for Bio manufacture, Protein Purification, Buffer & Media Preparation
- Completed over 350 hours of hands on laboratory practice

LAB TECHNIQUES

- Upstream and Downstream process
- SDS-PAGE and Agarose Gel Electrophoresis
- Environment monitoring, Bio burden test, Endotoxin test
- UV/VIS Spectrophotometer
- Buffer and media preparation
- Lean Manufacturing
- Centrifugation, and TFF, Ultra and Diafiltration
- Performed weekly lab cleaning and stocking
- Created batch records, wrote SOP's
- Aseptic Technique, Gowning, Autoclaving, Pipetting
- Mammalian cell culture
- Trained in cGMP's, ISO/FDA Regulations
- Chromatography

RESEARCH EXPERIENCE

Dr. Bruce van Dyke, Quincy College, Quincy MA

Research Trainee

January 2019 – April 2019

- Assisting on a project investigating genetic diversity in bacteria
- Responsible for initial species isolation and preparation for DNA barcoding
- Maintain neat records of analyzed data, procedures, and results to facilitate research document.

Quincy College - Biotechnology Department, Quincy MA Quincy, MA

Lab Technician Intern

September 2018 – December 2018

- Supported faculty through the set-up, cleaning and organizing of laboratory for Microbiology, Cell Biology, and Physiology courses
- Prepared chemical solutions, microbiological media, and cultures with strict adherence to lab policies
- Utilized standard laboratory equipment such as the autoclave, glassware washer, and balances/meters

PROFESSIONAL EXPERIENCE

Sancta Maria Nursing Facilities, Cambridge, MA

February 2014 – June 2018

Certified Nursing Assistant

- Provide basic care to patients as well as assist them in daily living activities including helping with meals, transferring using assistive devices, bathing, dressing, and grooming
- Control the spread of infections using personal protective equipment against transmissible pathogens
- Ensure the accurate, timely flow of information by maintaining patient records thoroughly and updating healthcare team on patients' status

RELEVANT EXPERIENCE

South Shore Hospital, Weymouth, MA

Volunteer

March 2017 - present

- Contact 50 admitted patients daily via telephone to sign them up for patient portal
- Handle confidential patient information when delivering paperwork to patient rooms
- Provide one-on-one training to patients regarding bedside tablets

Phone

NATURAL SCIENCES STUDENT Address

Email

OBJECTIVE

Patient-focused **Certified Nursing Assistant** and ambitious student with experience in the healthcare field seeking a position in a hospital where I can combine my experience and passion for children.

EDUCATION

Quincy College, Quincy, MA Associates Degree in Natural Science	9/2019-present
Dual Program Nurse Assistant/Home Health Aide Certificate	5/2019
Quincy College, Quincy, MA Early Education Certificate	9/2018
Certificate Nursing Assistant MA License # CNA-11778	7/2017

PROFESSIONAL SKILLS

- CPR/First Aid
- Vital Signs
- Medical Terminology
- Clinical Office Procedures
- HIPAA Training
- Sterile Medical Techniques
- CPM & CPAP Equipment
- Practical Hospital Application

EMPLOYMENT

Spaulding Nursing & Therapy Center, West Roxbury, MA 5/2017 – Present
Certified Nursing Assistant

- Transfer patients using gait belt, mechanical lifts (Hoyer Lift), and walking devices.
- Take vital signs, maintain records, adhere to guide lines, and assist patients with activities of daily living.

Always A Step Beyond, Boston, MA 8/2016 – 1/2017
Office Assistant/Human Resource Personnel

- Scheduled, organized, and planned tasks from the front office reception desk.
- Sent out email marketing campaigns, audited employee files and documents, submitted background checks, and assisted clients and visitors.

College Bound Dorchester, Boston, MA 3/2013 – 8/2015
Early Education Teacher

- Developed, reinforced, and implemented daily curriculum.
- Challenged the students by promoting inquiry, discovery, and exploration to tap into their talents and creativity.

MassHealth and Medicare Program, Boston, MA 10/2011 – 11/2014
Personal Care Attendant (PCA) – Independent Contractor

- Assisted clients to have an independent and active life by aiding with daily living activities.
- Monitored medication intake, administered bedside and personal care, performed housekeeping duties.

CERTIFICATIONS, ADDITIONAL SKILLS

Certified Nurse Aide ▲ CPR certified through American Heart Association ▲ Fluent in Portuguese and Portuguese Creole

MARKETING STUDENT

617-555-5555 | SusanStudent@yahoo.com | LINKEDIN.COM/IN/SUSANSTUDENT | Quincy, MA

PR/Marketing Professional | Event Planner | Promoter

Music industry professional with Business Management Degree, experienced in booking shows, marketing, organizing, and supporting live music events. Passionate about the music industry, highly organized, thrive under pressure and excel in a team environment. Bilingual: Fluent in English and Spanish languages

Core Competencies

Time Management | Technology | Written and Oral Communication Skills |
Work Cooperatively with Others | Marketing Shows | Planning Events and Festivals

EDUCATION

Quincy College, Quincy, MA GPA 3.74/4.0 12/2019

Associate of Science Degree - Business Administration

- Member, Business 101 Club, 2017-2019
- *Relevant Courses:* Business Law, Marketing Management, Principles of Marketing, Statistics, Accounting Principles, Organizational Behavior

Event Planning Certificate Program 12/2019

- *Related Courses:* Career Essentials in Event Management, Foundations of Event Planning, Event Marketing, Event Design and Décor, Event Production and Logistics, Event Management and Leadership
-

WORK EXPERIENCE

Marketing/PR Assistant Musicians, Live Nation, Cambridge, MA 1/2018-present

- Assist Marketing Coordinator on-site for local press at the Xfinity Center and Pavilion including escorting photographers, facilitating meet and greets, sound check parties before event start.
- Arrange preview coverage for upcoming shows across all channels.
- Communicate with artist representatives and on-site venue staff to arrange for night-of-show photo.

Student Assistant, Quincy College, Quincy MA, Administration Office 6/2016 – 12/2019

- Complete administrative duties including filing, answering and transferring calls.
- Supervise activities of 1 - 2 work-study students each shift to maintain an organized workflow
- Conceptualize and create labels for gift bags for distribution during open house event and video access for approved photographers.

Customer Service Desk, Target, Abington, MA 3/2013 - 9/2016

- Addressed and resolved customer concerns and inquiries
 - Handled returns and refunds for items ☒ Solicited sales of new or additional services or products
-

INTERESTS

SINGER SONG WRITER– Write songs; play piano, and guitar

SKILLS

- MICROSOFT OFFICE: Word, Excel, PowerPoint
- Highly motivated, dependable, able to work flexible schedules, establish priorities, multi-tasker

OBJECTIVE:

Dependable, hard-working individual seeking employment as an entry-level **Physical Therapist Assistant** utilizing my education and experience applying various interventions and educating patients and families.

EDUCATION:

Associate in Science: Quincy College Quincy, MA

Major: Physical Therapist Assistant

Expected Graduation: May 2020 **GPA:** 3.52/4.00

Honors: Quincy College Scholarship; Dean's List, Fall 2019

- **Relevant Course Work:** Growth & Development, PTA Interventions I & II, III, IV, PTA Education I, II, III, Anatomy and Physiology, Medical Terminology
- **Laboratory Experience:** Chemical Synthesis Lab, Cell and Genetics Lab, Equilibrium Lab, Anatomy Lab, Biomechanics Lab
- **Certifications:** CPR and AED of Adults and Children, December 2018

CLINICAL EXPERIENCE: (total of 200 hours –November 2019 – February 2020)

- **South Shore Hospital**, Weymouth, MA – Mixed Inpatient acute care and outpatient orthopedic
- **Plymouth Elementary School**, Plymouth, MA – Assisted with initial evaluation, performed passive range of motion, manual muscle tests, and goniometry measurements
- Long Pond Spine Center, Pembroke, MA –Outpatient spinal orthopedic and chronic pain

PHYSICAL THERAPY SHADOWING:

Baystate Therapy, Weymouth, MA

(25+ hours) June-August 2019

- Worked with licensed physical therapists to explore different techniques of contemporary rehabilitation.
- Found a passion for rehabilitation exhibited by patient care professionals that affirmed personal and professional career goals.

WORK EXPERIENCE:

Retail Salesperson, New England Comfort Shoes, Norwell, MA

August 2017-Present

- Evaluate runners' gaits and foot motions in order to suggest and fit them into proper footwear for running and other aerobic activities.
- Prioritize duties and directed employees in carrying out these tasks.
- Manage the cash register, stocked shoe shelves, folded and organized clothes racks and tables, organized the shoe walls, and trained new employees.

VOLUNTEER EXPERIENCE:

Coordinator, Weymouth Pantry, Weymouth, MA

Summers -2015-2018

- Stocked shelves with donated food items and filled food orders for clients of Weymouth who were in need of emergency supplies.
- Developed efficient systems for sorting, stocking, and distributing food.
- Took initiative to coordinate with administrative staff to streamline the communication between the front office and the back food shelves.

PROFESSIONAL SKILLS

- Safely assisted patients with bed mobility and transfers.
- Accurately measured and documented joint range of motion and vital signs.
- Communicated effectively with other health care providers and family regarding patient status and progress.

HUMAN SERVICES STUDENT

Address, Quincy, MA | 617-555-5554 | address@gmail.com | www.linkedin.com/jobseeker/

PROFILE

- **Recent graduate seeking full-time entry level position in Human Services Agency**
- Dedicated to helping others, inspire trust and offer genuine concern and caring for the well-being of individuals who need direction in social services, and/or counseling
- Eager to learn techniques, skills, and different approaches to assess and educate
- Experienced in handling sensitive issues with diplomacy, objectivity and confidentiality

EDUCATION

Associate in Science Degree, Human Services | May 2020

Quincy College, Quincy, MA | GPA: 3.0

Related coursework: Helping Skills, Human Behavior and the Social Environment, Substance Abuse Counseling, Diverse Populations, Abnormal Psychology, Growth and Development, Domestic Violence, Child Psychology

Financial Aid Assistant – Work Study

Quincy College, Financial Aid Department, Quincy, MA | 2017 - present

- Participate in meetings on how to use different systems to properly record hours worked
- Conduct administrative functions including; filing, responding and constructing emails, and assisting the head of financial aid

HUMAN SERVICES FIELD WORK EXPERIENCE

Family Support Specialist Intern

Quincy Community Action Program, Quincy, MA | Fall 2019-Spring 2020

- Provided practical and emotional support to 12 participants
- Taught parenting and independent living skills
- Provided guidance in dealing with social services, clinics, housing and job applications
- Maintained confidentiality and client records

Youth Counselor Intern

YMCA Youth Shelter, Boston, MA | Spring 2019

- Effectively managed a caseload of 12-15 group home residents
- Performed individual intake assessments and hot-line emergency services
- Assisted with individual and group counseling for residents
- Developed treatment plans, goal setting objectives and maintained client records

Recreation Therapy Assistant

St. Ann's Community, Dorchester, MA | Fall 2018

- Assisted with planning and delivering daily recreation activities to elderly clientele
- Interdisciplinary care planning and multi-purpose programming experience that emphasize individual strengths and abilities and maintained activity and recreation logs

ADDITIONAL WORK EXPERIENCE

Customer Service Representative, Kmart, Braintree, MA	May 2016 –June 2019
Volunteer, Big Brother Big Sister of Greater Boston	2017-2018
Attended, Identification and Reporting of Child Abuse Workshop	2017

WRITING AN EFFECTIVE COVER LETTER

What's the best way to grab the attention of a busy potential recruiter or employer? A well written cover letter! By creating a terrific first impression, you will have a much better chance of surviving the screening process. Its purpose is to introduce yourself, expand on the experience in your resume as it relates to the job description, and explain why you are interested in that specific company/organization. Remember, it is your chance to set yourself apart from other candidates and market your most appropriate skills, experiences, and accomplishments. A well write cover letter should be customized with your resume.

OTHER TIPS TO REMEMBER

- A cover letter should always accompany your resume or application.
- Address cover letters to a specific person; if you do not know the name of the appropriate individual, call the organization, request the proper contact person's name and title check or look on LinkedIn. If you do not know the name, otherwise; use "Dear Hiring Manager," "Dear Members of the Selection Committee," or "Dear Hiring Team."
- Open with a compelling paragraph that tells a story and catches the reader's attention.
- Connect your experiences and qualifications with the desired qualifications of the employer.
- Exemplify clear and concise writing skills with no grammar/spelling errors.
- Never tell the employer you are interested in the position to "gain experience"; instead, stress how you can contribute to the organization or describe your passion.
- Research the employer's organization to see how your experience, skills, and abilities meet its needs.
- Analyze the job description and carefully review the position responsibilities and qualifications and design your cover letter to match these as much as possible. When the position described seems vague, draw from your experience of similar positions to infer which skills and abilities might be required or research similar positions online.
- Limit your cover letter to one page, with no more than three or four paragraphs
- When sending a cover letter electronically, convert it to a PDF before sending; have your name and the words "cover letter" as the name of the document (eg: StudentNameCoverLetter.PDF)

COVER LETTER SAMPLES

NAME

Phone | Address | Email

Date

Recipient Name

Position/ Title

Company

Address

Dear Name:

I am excited to submit my application for the Training Specialist position I saw listed in Purple Briefcase. Upon reviewing the position, I believe my skills, relevant experience and education at Quincy College related to this position merit your consideration.

As outlined on my resume, I will complete my Associate's Degree in Business Management in May 2020. While this degree will provide me with a strong background in many aspects of business, it has also given me the opportunity to demonstrate my abilities through practical experience. As a Training Department Intern with XYZ Company, I was responsible for supporting the manager for a new computer software education program. This project allowed me to refine my training and organizational skills while learning how to design a program to teach basic software applications to users with limited experience working with computers. The success of this program has been so overwhelming that the department has integrated it into their new staff training course.

Through my experiences at Quincy College, it became clear to me that training and development is an incredible passion of mine – whether I am facilitating or designing them, I aim to make all trainings innovative, effective and fun. Granite Telecommunications is known for being one of the best & healthiest companies to work for in MA, in part because of its innovative, inclusive and welcoming training programs. For this reason, I am particularly excited to be applying for this position in hopes that I may have the opportunity to contribute to such a reputable team in creating and providing top quality employee training.

Although the enclosed resume thoroughly outlines my education and experience, I would appreciate the opportunity to demonstrate in an interview my knowledge of employee training and development, initiative, and interpersonal skills. You can contact me at (617)555-5555 to set up an interview. I look forward to hearing from you soon

Sincerely,

Name

COVER LETTER SAMPLE

Prospecting for a specific position

Student's address
Students' City, State, zip code

March 1, 2020

Mr. John Jones, Managing Director
Kindworks (Name of Organization of Company)
Street
City, MA 02111

Dear Mr. Jones,

I learned about Kindworks 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 Kindworks' 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 currently pursuing my Associate's Degree in Human Services, and considering an eventual career in social work or nonprofit management. Since February, I have been conducting HIV test counseling sessions as a volunteer at the Boston Living 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 Kindworks.

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 with you. 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,

Student Signature

Student Name

NAME

Phone | Address | Email

Date

Recipient Name

Position/ Title

Company

Address

Dear Name:

I am pleased to be writing to you today regarding my application for the nursing position advertised on LinkedIn. I believe my qualifications and experience make me an ideal candidate for this job. I have enclosed my resume to provide specific information regarding my experience.

As outlined on my resume, I have skills that qualify me for this position. I feel that my passionate career record and excellent skills will benefit your organization. Through my education and work experience, I have gained the following abilities:

- **Communication** – This includes listening, articulation, a confident presence, and nonverbal strategies.
- **Passionate Professional** – with the ability to provide care for individuals and families while promoting optimal health.
- **Interpersonal Skills** – work well with co-workers can function well under pressure and I always follow regulations.
- **Flexible and Reliable** – I have an excellent attendance record.

You can contact me by email at firstname.lastname@qc.quincycollege.edu or by telephone at (617) 898-7562. I am available for interview at your convenience. Thank you for considering my request.

Sincerely,

Name

Email SAMPLE

Dear Mr. Shaw,

It is with great enthusiasm that I apply to the entry level marketing position at XYP Marketing firm which was promoted through Quincy College's Purple Briefcase. My qualifications are a result of both my coursework and my past internship experiences. In my marketing strategy class, I learned how to analyze an organization's marketing goals and initiatives for effectiveness, and after creating a SWOT analyses, identify where time needs to be spent to communicate with the audience more effectively. I hope to put this into practice as an intern with your office with the intention of creating and meeting S.M.A.R.T. goals around the marketing efforts of the office.

During my work-study position in the Career Services Office of Quincy College, I managed the marketing efforts for student events. During this experience, I created a content management calendar for social media communication, and used HootSuite Premium to execute the calendar. In my time at the internship, Twitter following increased by 12% and multiple posts had 200+ retweets. I also created print media for distribution on college campuses. I utilized Canva to create engaging, colorful, and informative posters. My supervisor remarked that the posters were visually appealing and I continually received positive feedback on them throughout my internship experience.

I look forward to discussing with you how my background and experience can add value to your team. Thank you so much for your consideration and I hope to speak with you soon.

All the best,

Sophie Student ***** 617-555-5555 SophieStudent123@quincycollege.edu

RECOMMENDATION LIST SAMPLE

USE SAME HEADING AS RESUME – Student Name & Contact

Name, Title

Affiliation

Number

Email

Examples:

1. Name, Dean of Nursing
Quincy College
617-XXX-XXX
lkoehler@quincycollege.edu
 2. Karen Salhaney Smizer, Director of Career Services & Internships
Quincy College
617-984-1662
ksmizer@quincycollege.edu
 3. Daisy Lacey, Registered Nurse
South Shore Hospital
xxx-xxx-xxxx
daisyweymouth@gmail.com
- A good guideline is to include academic instructor, one experienced professional, and one personal friend in your recommendation list.

PREPARING FOR THE JOB INTERVIEW

Before going to an interview, there are a couple of key factors to keep in mind:

- Bring a copy of your resume. Multiple copies are recommended in the case you misplace one or would like to provide it to multiple companies.
- Dress professionally, not casually. It is recommended you buy or rent a suit/outfit if you do not have one already. You want to look mature, confident, and serious. Remove any visible piercings for the interview and cover any tattoos. For women, be conservative about jewelry and make-up and wear no more than 1-inch heels choosing shoes.
- Clean yourself up before the interview. Get a haircut, trim or shave any facial hair, cut your nails, take a shower, etc. Look the best you can possibly be.
- Clean up your online persona. Employers might search your name on the internet, so remove anything that might ruin your chances for the job.
- Practice interview questions and etiquette.

Common Interview Questions

1. Do you prefer working with others or in a team? (Explain)
2. Are you a self-motivated person?
3. How would you handle impatient patients or those who constantly complain?
4. How do you deal with the stress of your job?
5. How has your educational program prepared you for your career?
6. Are you affiliated with any professional organizations?
7. What made you decided to leave your current position?
8. What do you think are the most important skills that a (specific profession) can have?
9. How do you handle emergency situations?
10. How would you handle a rude client, supervisor, or co-worker?
11. What do you think is your biggest contribution to your patients or others?

Behavior

- Arrive 15 minutes before the interview to ensure that you arrive on time. This will also allow you to find the office without arriving late.
- Make sure to smile often and be engaging and polite.
- Act like you want the job! If you show signs of disinterest, they will take it the wrong way and not hire you at all.
- Don't chew gum/eat candy during the interview.
- Avoid slang/curse/shorthand words such as "Yeah" instead of "Yes". Also, try to not go into the habit of saying "um" and "like" as placeholder words when trying to think. Practice what you will say beforehand.
- Turn off your phone. Any outside disruption can appear as unprofessional and might lead your interviewer to believe that you're disinterested.

SENDING A THANK YOU LETTER & FOLLOW UP

When to Send Thank You Letters

1. Immediately following a formal job interview (within 24-48 hours).
2. After helpful telephone conversations and informational interviews.
3. In reference to a rejection. Express your gratitude for being considered for the position as well as your continuing interest in working for the employer. Few employers receive this type of letter. Hence, it may leave a lasting impression on the employer who might remember you for future openings.
4. If you withdraw from consideration for a position or turn down a job offer. In these situations, send a polite and positive thank you letter, which leaves the door open for future consideration.

SAMPLE

Dear Ms. Jones.

Thank you for the time you and your staff spent with me on Monday, January 9, to discuss the Sales Representative position currently available. This is exactly the type of opportunity I am seeking.

I am very impressed with what I learned about the Granite Telecommunications training program, especially the combination of classroom and on-the-job training. It seems more thorough than comparable programs in the telecommunications industry. Since we talked, I read about the success of your company's latest new product introduction. This just confirms what I have learned about J.R. Johnson's reputation for marketing expertise.

As we discussed, I have two summers of sales experience. This has taught me the importance of goal setting, identifying customer needs, and organizing my time effectively. I am confident that my background will enable me to be an asset to your company.

Again, thank you for the opportunity to talk to you in more detail about a sales career with Granite Telecommunications. I look forward to hearing from you soon.

Sincerely,

[Your Name]

Following Up

It is highly recommended that you follow up with the interviewer about a week after the interview. This is to show that you are still interested in the position. A formal email that expresses that you are still interested in the position will go a long way. This is the preferred method, as physical mail is outdated and calling them could distract them from their work day and you could come across as an annoyance. An email will allow them to follow up on their own time.

SAMPLE:

Dear [Interviewer's Name],

I just wanted to thank you again for giving me the opportunity to interview for the position. I am still interested in this position and would love the opportunity to join your team. If you have any additional questions or concerns, please let me know.

Thank you again,

[Your Name]