

# Cover Letters, Resumes, and References

A Helpful Guide for Entering the Job Market



Freed-Hardeman University  
Career Center

# Resume Writing Tips and Instructions

## STEP 1: Brainstorm

Employment trends indicate workers will change careers—not just jobs—several times in a lifetime. For this reason it is important to know that resume writing is a skill you will use throughout your life. Before beginning your resume, put together an accomplishments history, including your most significant achievements from work, hobbies, volunteer projects, school, extracurricular activities, travel, and other life experiences.

### **Write everything down and do not limit yourself!**

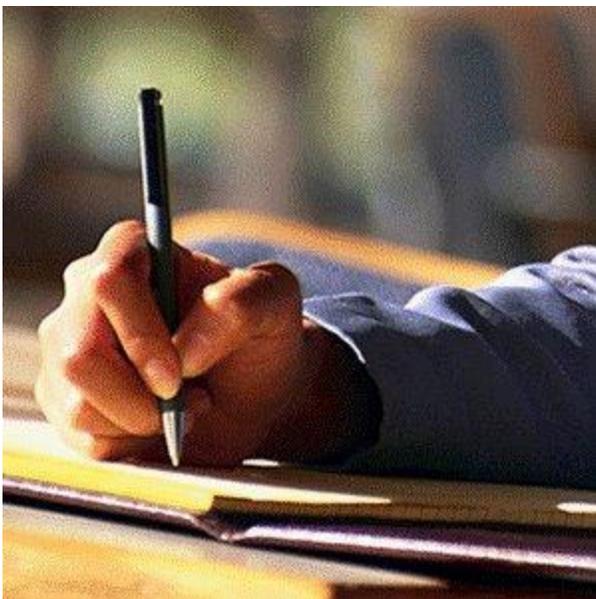
Action verbs from the list on page 9 may help you remember things you have done and give you ideas for new ways to describe those activities. Friends or family familiar with your work and work style can be good sources of assistance as well. (*Refer to Action Verb List*)

Gather documents related to your experiences, e.g., performance reviews, letters of appreciation, job descriptions, documents, or presentations you wrote or prepared, etc. This can be helpful now with your brainstorming and later to review, check, and confirm details. Categories to generate ideas and organize your information include:

- Education - universities attended, classes related to your career goal, certifications, special training
- Experience - paid/unpaid, part/full-time, internships, and military
- Volunteer Experience - church, civic groups, tutoring
- Activities and Honors - student organizations, professional associations, scholarships, and academic achievements
- Important Career-Related Skills - computer proficiency, foreign languages, problem solving, critical thinking, communication abilities
- Personal Achievements - financing your education, overcoming obstacles
- Hobbies and Interests - planning trips, managing personal investments

Keep your accomplishments history file and add to it over time because this will not be the last time you write a resume. Once you compile and organize information in your accomplishments history, it will be invaluable for all resumes you write throughout your career.

## STEP 2: Organize and Write Initial Draft



### **Name & Contact Information**

- Include your name, phone number, address, and e-mail. Only include your permanent address if it serves a purpose such as if you are looking for a position in your hometown.
- Your name is generally bold and a few points larger in font size than the rest of the resume.
- If you use your cell phone as your contact phone number, be prepared to handle a professional conversation wherever you may answer your calls. Only use a work phone if it is appropriate for you to receive calls at work.
- Your email address should be professional (i.e., DO NOT USE [hotlips@hotmail.com](mailto:hotlips@hotmail.com)).

**Ima Lion**

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Henderson, TN 38340  
731-123-4567

[imalion@students.fhu.edu](mailto:imalion@students.fhu.edu)

## **Objective** *(Optional)*

A well-crafted objective indicates that you are clear about opportunities available with an employer and that you are clear about the position you are seeking. Objectives can be a liability if they do not match the position for which you are applying.

Customize the resume for each position or industry. When included, objective statements should tell an employer about the next step on your career path, not your life goals.

You do not need an objective when posting a resume to an electronic job board or when handing it out at a career fair. Objectives work best when they are written for a specific job or career. Employers expect applicants to customize their resumes for each position. The employment objective needs to be supported by the content of your resume.

### Examples of Objectives

- To obtain an entry-level sales position in the consumer products industry.
- Seeking a summer internship in investment banking with XYZ Company.

## **Summary of Qualifications/Profile** *(Optional)*

Typically used by job seekers with more professional experience, this summary should focus on the big picture and help the employer understand how your experiences fit together. Summary information briefly communicates your experience, training, and personal abilities as they relate to the specific job you seek. Information of this type may be included in a cover letter, eliminating the need to include it in the resume. Details of your experiences belong in other sections of the resume.

### Examples

- Two years experience in a medical environment; familiar with confidentiality issues and medical terminology
- Strong analytical skills developed through lab experience in chemistry and biology
- Proven communication skills as demonstrated through club leadership, debate competition at state level, and writing for the university student newspaper

## **Education**

This section can include your credit-based higher education degrees and certificates as well as noncredit learning.

### Information to Include

- Degree (i.e., Bachelor of Science, Master of Arts)
- Major(s)
- Minors, concentrations, or areas of emphases
- University name, city, and state
- Month and year of graduation
- GPA(s) (typically if above 3.0)—If anything besides your overall GPA is used, specify which GPA you are using.

List your most recent degree first (Ph.D., Master's, and Bachelor's). You don't necessarily need to list every college or university at which you have taken a few classes. Once you are in college, high school is not typically included on a resume unless you have a good reason you want an employer to know where you went to high school.

### Possible Headings

Objective

Summary of Qualifications

Profile

Awards and Recognition

Honors

Honors and Awards

Education

Specialized Training

Accomplishments

Activities

Relevant Experience  
Related Experience  
Internships  
Employment History  
International Experience  
Volunteer Experience  
Professional Experience  
Additional Experience  
Study Abroad Experience  
Other Experience  
Relevant Skills  
Computer Skills  
Technical Skills  
Computer Software  
Certification  
Licensure  
Languages  
Professional Memberships  
Professional Affiliations  
Additional Information  
Work Authorization



Including academic awards or scholarships can show academic breadth and intellectual accomplishment. Sometimes it may be beneficial to include GPA (typically 3.0 or higher), class rank, and/or relevant courses. If applicable, it can be a good idea to include a statement about your contribution toward financing your education—for example: “Financed 75% of college education through scholarships and employment.”

## Experience

The experience section should communicate what you accomplished in past paid or unpaid work experiences.

- Include the position title, employer/organization name, location (city, state), and dates with months and years.
- Typically your experience is listed in reverse chronological order with your most recent experience first.
- Highlight transferable skills and abilities rather than describing work duties and responsibilities. Think about the types of things you did in your job or activities that relate to the types of things you will be doing in your future positions.

For example, “Interviewed, hired, and trained new team members” or “Led closing of store by assigning roles at the appropriate time, balancing the cash registers, securing all cash, and setting the alarm.”

- Describe your experience in a result-oriented fashion because employers know the best predictor of future performance is past performance. Whenever possible, use concrete information to qualify and/or quantify your experience. For example, “Increased sales by 25% over a three month period” or “Taught a class of 300 students.”
- Do not use full sentences to describe your experience; use short phrases beginning with an action verb.
- Consider the type of position for which you are applying. You may want to try to use the words listed in the position description when describing your experience. Highlight the skills that are most relevant to the position for which you are applying.
- Generally new college graduates will not include experiences from high school or earlier. However, if you have relevant experience (i.e., you owned your own business) or if you are earlier in your college career (i.e., a freshman or sophomore), it may be appropriate to include experiences from high school.
- Include around 3 to 4 bullets to describe your experience.
- Use present tense when describing current positions. Use past tense when describing your past experiences.

## Activities & Organizations

This section can include membership in campus or community activities, professional organizations, volunteer activities, or relevant interests. You may choose to format this section as a list, or you may choose to set it up with the same format as your jobs with descriptions of the leadership roles you performed in these organizations.

### Activities That Might be Included

- Demonstrate a well-rounded person with more dimensions than just work.
- Point out skills that have been demonstrated in your nonprofessional life.
- Account for gaps in employment.
- Start conversations (possibly the employer shares or is intrigued by your interest).

When you choose to include activities and interests, be aware of **hot buttons**. A **hot button** is an activity or interest to which some employers may have a strong positive or negative reaction, such as religious or political affiliations. When you have an activity or interest that is a **hot button**, you have three options. Make an informed and reflective choice.

### Options Include

- Include this information on your resume—many applicants feel the employer should know who they are, inside and outside of the workplace, and may not want to work for an employer who cannot accept them as a whole individual.
- Omit this information—you may want the opportunity to present yourself as a candidate rather than be prematurely discounted due to the employer's bias.
- Generalize these activities/interests by presenting them in a generic format (e.g., “Director of a choir” without specifying religion or denomination).

Interests are unstructured individual pursuits and can be included if relevant. Examples would be golf, marathon running, personal investment management, etc. When considering if you want to include an interest, think about how the employer would view the activity.

## Honors & Awards

This section can include scholarships, honor roll, dean's list, competitive awards, juried shows, and so on.

- You may want to provide some information on the context of the award if it is not evident. For instance, “One of ten students selected from across the nation for the Fulbright Scholarship.”
- Do not include dollar amounts for scholarships.
- Your honors and awards may be listed as a separate section or may be included within your Education section if there are only a few items in your list.

## Skills

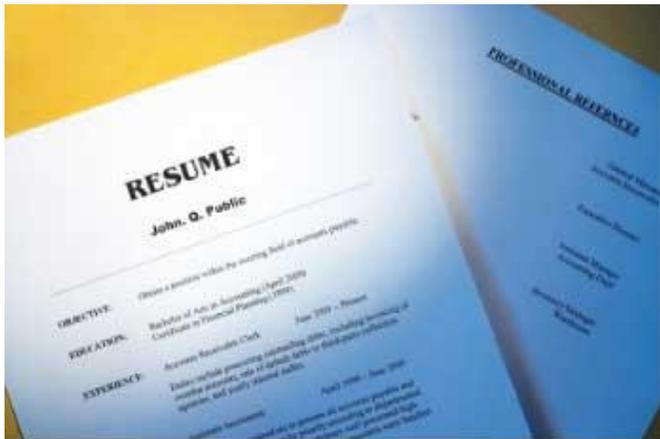
This section is included to highlight particular abilities. Frequently, technical skills, laboratory skills, and proficiency or fluency in a foreign language are found in this section. Items in this section should relate to the positions for which you are applying. The placement of this section on your resume may vary depending on the relevancy to the employer.

## References *(Required but separate from the resume)*

The statement “References Available upon Request” is not needed as this is a given in the job search process. Reference names and information are generally listed on a separate page (*see References section in this handout*). Usually references are provided to an employer once they are requested or at an interview.

## STEP 3: Format It

There are many different ways to write a resume and a lot of different opinions about what is good. Your opinion is important, too, so be sure to create a resume that reflects who you are while also targeting the employer's needs. Pass the 15-second glance test. Employers see hundreds of resumes, and they skim first. If this first test is passed, they may look at your resume more thoroughly.



- When ordering information and sections in your resume, prioritize according to the needs of the employer, putting the most important information toward the top and to the left.
- Choose a format and headings that allow you to effectively communicate the combination of skills and abilities that highlight your qualifications for the position and provide insight into you as a unique person. Refer to Possible Headings box for ideas on headings. (See page 2.)
- Length of resume varies according to field of interest and level of experience. Generally, an undergraduate with little or no professional experience will have a one page resume. Experienced workers and some graduate students, along with students in certain disciplines, may have two pages. See your career services office for help in determining the appropriate length for your experience and desired career field.

## Resume Styles

*Reverse Chronological Resume:* the traditional resume style lists professional experience in a reversed chronological order, starting with the most recent position and working backward. Most resumes for new college graduates are written in this format, and employers are accustomed to seeing chronological resumes.

### Reverse Chronological Resumes are Effective in the Following Cases

- You are or will be a new college graduate.
- You have experience in the field of interest.
- You can show measurable results from work activities (“Marketed events, resulting in 50% increase in attendance”).
- You have held impressive job titles and/or have worked for big-name employers.
- You can demonstrate promotions and increased responsibilities.

*Functional Resume:* summarizes your professional “functions” or experience and minimizes employment history.

### Functional Resumes are Useful For

- Older workers and those returning to the workforce since it minimizes dates.
- Career changers since it outlines transferable work skills.
- Emphasizing knowledge and skills that have not been used in recent work.

Elements of both reverse chronological and functional styles can be combined if needed to show your experience. Resume templates and resume wizards: Your resume is a reflection of you and your accomplishments. Utilizing a word processing template or wizard that produces a document similar to others may reflect that you did not give significant thought and consideration to your application. It is important that you learn how to write and produce an effective resume that best represents the value you can bring to an employer. Difficulties in formatting and inappropriate headings are just two of the issues that often arise with resume templates and wizards. The University Career Center is available to assist you in getting started and finding the most appropriate resume writing solution for you.

### Checklist for Proofreading Your Resume

- Is the resume pleasing to the eye?
- Does it fit comfortably within the page (as opposed to too crowded or too empty)?
- Is the resume on cotton bond paper?
- Is the print clear and large enough to read – does it pass the photocopy test?
- Did you use too much bold, italic, or underlining?
- Does content support the objective?
- Could you tell the same story with fewer words?
- Is it too short? Does it look as though you struggled to fill a page?
- Has extraneous material been eliminated?
- Does the format present your qualifications in the most effective manner?
- Is all important information included and easy to find?
- Is the format uniform throughout?
- Does the resume market your abilities and paint a picture that makes an employer want to know more about you?

## STEP 4: Proofread and Edit

Many human resource directors see the resume as a reflection of the applicant. Spelling errors, poor grammar, poor organization, smudges, wordiness, vagueness, etc., will produce negative impressions. Employers may think, “Is the applicant careless, sloppy, or unprofessional?”

### Critique Your Resume

- Contact the University Career Center to have a professional career advisor look over your resume.
- Ask your references to take a look and give feedback.
- Ask a family member, friend, or roommate to look over the resume. They are often great at catching typing errors.

## STEP 5: Prepare Different Versions

*Designed Paper Version:* highly designed with bullets, underlining, and other highlights. For the finished paper resume, use good quality paper (at least 20% cotton bond): white, ivory, or a very pale gray. Avoid patterns that would give a “dirty” appearance when copied.

*Designed Electronic Version:* looks the same as your paper version when emailed or pasted into a company resume database

*Plain Text Version:* you would remove any stylized formatting (i.e., bullets, bolding, italics, etc.) and then it can be pasted into an e-mail message or cut and pasted into online forms.

- Save as text files (ASCII or text only).
- Enter no more than 65 characters (including spaces) across the screen, then hit the “return” or “enter” key to force the line to wrap. In some instances 65 characters per line may be too many.
- Indent lines by using the space bar.
- Use ALL CAPITAL LETTERS for section headers.
- Surround formerly bolded subheadings within major sections with asterisks (\*).
- Rebuild lists using a hyphen (-), asterisk (\*), or plus sign (+) at the beginning of each line instead of bullets or other special characters.
- If horizontal lines are desired, create them by using a series of dashes.
- Email your resume to yourself and a friend to see how it looks. Identify and correct any formatting problems before sending it to potential employers.

## **Online Resumes**

Before posting your resume on the Internet, consider whether you want your resume to be public. There are security issues inherent in posting personal contact information online. Check the confidentiality of the database or service where you are posting your resume. Never use your Social Security Number, date of birth, or other information that might make you vulnerable to identity theft.

### Ways To Control Online Information About You

- Consider creating a free e-mail account at Yahoo! Or hotmail.com to use only for job-search purposes with the possibility that you will stop using the e-mail account once employment has been secured.
- Consider renting a post office box or a private mail box from a mail receiving agency to use during your job search. This will eliminate the need to use a street address as your mailing address in the information posted on the web.
- Determine whether your posted resume can be updated at no cost and whether it will be deleted from the databank if you do not update it within a specified time.

### Formatting and Writing Tips

- Make the resume easy to skim: bullets, short declarative phrases, easy-to-read font – 10 to 12 points, no abbreviations.
- Use one font style throughout the resume; avoid script fonts. Times New Roman and Arial are good choices.
- Do not use graphics, shadowing, or clip art.
- Use bold or underlining appropriately (*but sparingly*) to highlight key strengths.

- Put key information on the left and near the top of the page whenever possible (for example, job title rather than employment dates listed at the far left).
- Write your material in order of importance and relevance to the employer/position.
- Begin phrases with action verbs.
- Avoid generalities and focus on specifics about experience, projects, products, etc.
- Quantify experience when possible (Employee of the Month, Received customer service ratings of 9.8/10, Worked with a budget of \$20,000, etc.).
- Be consistent in the format, layout, and spacing throughout the resume.

**CATHERINE TULLNER**

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 San Francisco, CA 94321  
 (415) 864-6692  
 anyemail@hotmail.com

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**EDUCATION**

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**Golden Gate University School of Law** San Francisco, CA  
 Doctor of Jurisprudence Candidate, May 2007

- Honors Lawyering Program, Participant
- Foundation of the State Bar of California, Merit Scholarship Recipient for 2005 and 2006
- Public Interest Law Foundation (PILF): Board Member, Fundraising Auction Co-Chair
- National Lawyers Guild: Member

**University of Virginia** Charlottesville, VA  
 Bachelor of Arts, Biology, January 1997

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**LEGAL EXPERIENCE**

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**San Francisco Superior Court** San Francisco, CA  
*Judicial Extern* Aug-Dec 2006  
 Worked as a law clerk to San Francisco Unified Family Court Judge Anne-Christine Massulo; prepared case summaries, researched legal issues, and prepared orders in court.

**Family and Children's Law Center** San Rafael, CA  
*Law Clerk/Client Advocate* May-Aug 2006  
 Did intake and counseling sessions with clients for dissolution proceedings, child custody matters, property division, and domestic violence matters; represented clients in court for restraining order hearings; wrote and filed motions; drafted Marital Settlement Agreements and Trial Briefs.

**Bay Area Legal Aid** San Francisco, CA  
*Law Clerk, Family Law and Domestic Violence Division* Sept 2005-May 2006  
 Researched and wrote motions, pleadings, memoranda, and legal briefs; completed and filed Judicial Counsel forms; conducted investigations and discovery; handled client correspondence.

**W.O.M.A.N., Inc. (Women Organized to Make Abuse Nonexistent)** San Francisco, CA  
*Crisis Services Program and Manager* Oct 2002-Sept 2003  
 Counseled survivors of domestic abuse at a community-based domestic violence nonprofit organization. Coordinated the crisis line as program manager including scheduling, operation and 24-hour on-call support for other counselors. Managed 30+ crisis line volunteers including recruitment and training.

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**SKILLS AND CERTIFICATIONS**

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- Proficient in Legal Solutions, Essential Forms, Microsoft Office Suite, and various database software programs; advanced statute and case law research certification for Westlaw and Lexis.
- Certified by the State Bar to represent clients through the Practical Training of Law Students Program.
- Certified in the State of California as a Domestic Violence Crisis Counselor.
- Conversant in French.

# CHRIS JONES

100 West Elm Street, #205 • Champaign, IL 61820 • (217) 555-1212 • cjones@uiuc.edu

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<b>EDUCATION</b>	<b>UNIVERSITY OF ILLINOIS</b> MBA, Information Technology Dean's Scholar	Urbana-Champaign, IL May 2005
	<b>THE UNIVERSITY OF TEXAS AT AUSTIN</b> MA, Computer Science Nortel Fellowship	Austin, TX June 1999
	<b>RUTGERS UNIVERSITY</b> BS, Computer Science	Newark, NJ May 1995

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<b>EXPERIENCE</b>	<b>BRISTOL-MYERS SQUIBB</b> <b>Director, Information Security</b>	Hopewell, NJ June 1999 – August 2003
	<ul style="list-style-type: none"><li>• Launched Corporate Information Security office, managing \$5 million budget and 20 member information security team</li><li>• Oversaw development of global security policies, technical controls and processes, and security awareness campaigns</li><li>• Developed integrated security architecture and risk assessment framework to introduce security issues at appropriate stages of system development life cycle</li><li>• Partnered with senior managers from other departments to set priorities and align security controls with the business value of information</li></ul>	
	<b>GOLDMAN, SACHS &amp; CO</b> <b>Project Manager, Derivative Processing Group</b>	New York, NY August 1996 – August 1997
	<ul style="list-style-type: none"><li>• Supervised on and off-site global systems support and projects for group's \$1.2 billion daily forward exchange transactions in New York, London, and Tokyo</li><li>• Led team to re-engineer Group's legacy foreign exchange derivative payment system in New York and Tokyo, saving \$750,000 in first year</li><li>• Managed team in analysis, design and development of mission critical global systems to process Group's \$480 million foreign exchange derivative business</li></ul>	
	<b>MICROSOFT</b> <b>Software Design Engineer, Windows Media</b>	Redmond, WA June 1995 – July 1996
	<ul style="list-style-type: none"><li>• Designed and implemented software components for the industry's most scalable real time media encoder, server, and player. Shipped 3 products</li><li>• Implemented security (data encryption and cookie management) and application framework for each product release</li><li>• Led 10 person Microsoft team at Streaming Media Europe 1996 trade show</li></ul>	

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<b>ADDITIONAL</b>	Proficient in SOAP, J2EE, SSL and TLS security protocols Member, Technology Management Association, Illinois MBA, August 2003–Present Certified Information Systems Security Professional (CISSP), International Information Systems Security Certification Consortium Inc., (ISC) <sup>2</sup> , August 1999
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## STEP 6: References

*Resumes and cover letters win interviews; excellent references can win job offers.*

If you are being considered for a job, it is likely that the potential employer will speak with your references. Once you have gotten this far in your job search you must be certain that your references will provide a good recommendation. A less-than-enthusiastic reference at a critical juncture can spell disaster, so select your references carefully.

### **Who**

To identify as many potential references as possible, consider current and former bosses, professors, advisors, volunteer coordinators, co-workers, and subordinates who have first-hand knowledge of your work and abilities. Be sure to find references who know you well enough to speak on your behalf. Roommates, friends, and family members do not make good references unless you have worked with them in a professional relationship, e.g., you worked for your mother's business during the summers, and she was your supervisor.

### **What**

Next, call or meet with the people on your list who are likely to deliver a very positive report and have seen you perform well. Begin by explaining that you are in a job search, and then ask whether they would be willing to act as a reference for you. You might say something like: "Dr. Thomas, I will be graduating in May and will be seeking a full-time position. I realize how important references can be, and I was wondering if you would be comfortable serving as a reference?"

The answer will usually be positive. Be prepared to provide a brief (less than two minutes) idea of what you have been doing recently and the type of position you seek. With past co-workers or supervisors, you may want to state why you left that job since they are likely to be asked by the potential employer. Deliver to each reference a current copy of your resume so they will be familiar with your experiences and what you have highlighted for employers.

### **How Many**

You will generally be asked to provide from three to five references. It is a good idea to have a "backup" or two on the list in case one or more of your references is out of town when called.

### **Where**

Do not include references on your resume. Names and contact information for references take up a lot of space and usually have little meaning to a potential employer at the "resume stage." Make a separate reference page. Be sure to include your name and contact information at the top. When delivered with your resume and cover letter, the three documents should be complementary and professional. It is a good idea to print all three on the same high-quality bond paper.

Include reference's name, current title, agency or organization with which they are currently affiliated, address, preferred phone number(s), best time of day to call (be sure to take into account time zone differences), and email address. In some cases, you may also want to note your relationship to the individual (e.g., former supervisor at FHU Library), particularly if your reference has moved to a new organization. Be certain everything is correct!

### **When**

Provide your reference list to a potential employer only when requested. Be sure to thank your references at the completion of your job search.

## STEP 7: Cover Letters

Employers report that an impressive cover letter is often more important than the resume when making a decision whether to interview a candidate, so it can be a mistake to focus too much attention on the resume and ignore the potential value of a well-written letter. Like the resume, the cover letter is not intended to get you the job—it is intended to get you an interview (when you can convince the employer face-to-face that you are the right one for the job).

### A Cover Letter Should

- catch the reader's attention (opening paragraph)
- communicate skills and experience (middle paragraph)
- support your statements with specifics (middle paragraph)
- compel the reader to act (final paragraph)

Whenever you cannot present your resume personally, a cover letter should accompany it. A cover letter should always accompany a resume that is sent by U.S. Postal Service or e-mail. Whatever you write in your e-mail IS your cover letter. A cover letter is not necessary when you deliver your resume to a potential employer at a career fair.

The purpose of the cover letter and resume package is to motivate the employer to take action and invite you for an interview. When delivered together, the two documents should be complementary and work together to accomplish your purpose. The appearance of your resume/cover letter package will be enhanced if both documents are printed on the same high-quality bond paper.

The most important aspect of a cover letter is employer focus. Present the employer with indications of your personality and style along with your skills and abilities. Highlight your qualifications for the specific position you seek, clearly stating your interests and qualifications relative to the employer's needs.

Always customize your cover letter! Sending out a general cover letter and resume to hundreds of employers is rarely successful. It can create a perception on the employer's part that you are not a serious and thoughtful person, that you are desperate for a job, or that you don't really care enough about their organization to learn about them or their needs.

Your letter should be just a few paragraphs and only one page in length. While there is no "perfect formula" regarding length and what to include, keep it relevant and relatively brief.

### Cover Letters - Things to Avoid

- Starting every sentence with "I" or "my"
- Extraneous words and wordy phrases; e.g. "in order to" and "for the purpose of"
- Confusing and complex language and sentence structure (HINT: Read your letter aloud to identify awkwardness, then correct it)
- Long sentences and paragraphs
- Passive verbs "to be," "to do," or "to work"
- Font sizes smaller than 10 point and larger than 12 point
- Passive statements or nondescript phrases such as "I was a computer lab assistant." Instead, say: "I provided technical assistance." "I conducted research activities using observation and data analysis skills while..." instead of "I worked as a research assistant."

# Sample Cover Letter

500 Lion Lane  
Henderson, TN 38340  
September 15, 20xx

Ms. Kathryn Smith  
Director of Corporate Staffing  
Matrix Group  
9010 Northeast Traffic way  
Temecula, CA 92390

Dear Ms. Smith:

Please accept my application for the position of Account Manager at the Matrix Group. I learned of this opportunity from Daniel Green during the recent Career Fair at Freed-Hardeman University. My strengths include extensive experience in sales and leadership coupled with strong academic credentials in Communication Studies and Business. After reviewing the position announcement, I am confident that I would be a valuable asset to the Matrix Group team and would welcome the opportunity to discuss the position with you in more detail.

Based on my research of your company, the Matrix Group is a growing company with a need for independent, entrepreneurial individuals. During my summer internship at Union Sales, I demonstrated these traits by exceeding the monthly sales quota by 30 percent. In addition, I had the opportunity to analyze market research to assist the sales team with the development of a long-term strategic plan for entering new markets in Latin America.

In the course of my studies at FHU, I was able to serve as a leader in several student organizations. I was elected President of my social club twice and successfully managed a charity event that raised over \$10,000 for a local charity. As a founding member of the Marketing Club, I assisted in recruiting new members, secured funding from the University, and developed a marketing competition involving industry professionals as judges and sponsors.

Currently I am completing a Bachelor's Degree in Marketing at Freed-Hardeman University. While working part-time and being an active student leader I earned a 3.5 GPA. I will call next Wednesday, the 24th, to see if additional information is required to complete my application and to discuss when we might schedule a personal interview. I can be reached at (785) 555-1234 or by email at [imalion@students.fhu.edu](mailto:imalion@students.fhu.edu). Thank you for your time and consideration.

Sincerely,

Ima Lion

## Sample Thank You Letter

500 Lion Lane  
Henderson, TN 38340  
March 1, 20xx

Ms. Deborah White  
Data Systems, Inc.  
875 Knotty Pine Road  
Sacramento, California 95831

Dear Ms. White:

I enjoyed visiting with you yesterday regarding employment opportunities at Data Systems. I am extremely interested in the work your organization is doing and am impressed with the advanced technologies employed by your company.

As I mentioned during our conversation, my past two summer positions were related to the development and design of software programs for corporate accounting applications. With my skills and interest in software design, I believe I could be of value to Data Systems.

Thank you for your time and consideration. Please let me know if I can provide additional information about my background. I look forward to hearing from you soon.

Sincerely,

Ima Lion

# Action Verb List

## Accomplishments

Achieved  
 Benchmarked  
 Completed  
 Expanded  
 Exceeded  
 Improved  
 Pioneered  
 Reduced (losses)  
 Resolved (issues)  
 Restored  
 Reversed  
 Spearheaded  
 Succeeded  
 Surpassed  
 Transformed  
 Won

## Analytical/Research

Analyzed  
 Assessed  
 Calibrated  
 Clarified  
 Collected  
 Compared  
 Conducted  
 Critiqued  
 Detected  
 Determined  
 Diagnosed  
 Evaluated  
 Examined  
 Experimented  
 Explored  
 Extracted  
 Formulated  
 Gathered  
 Identified  
 Inspected  
 Interpreted  
 Interviewed  
 Invented  
 Investigated  
 Located  
 Measured  
 Observed  
 Organized  
 Proved  
 Researched  
 Reviewed  
 Searched  
 Screened  
 Solved  
 Specified  
 Summarized  
 Surveyed  
 Tested  
 Validated

## Communication/Persuasion

addressed  
 advertised  
 arbitrated  
 arranged  
 articulated  
 authored  
 clarified  
 collaborated  
 communicated  
 composed  
 condensed  
 conferred  
 consulted  
 contracted  
 conveyed  
 convinced  
 corresponded  
 debated  
 defined  
 demonstrated  
 described  
 developed  
 directed  
 discussed  
 dissuaded  
 documented  
 drafted  
 edited  
 educated  
 elicited  
 enlisted  
 established  
 explained  
 expressed  
 formulated  
 furnished  
 illustrated  
 incorporated  
 influenced  
 informed  
 interacted  
 interpreted  
 interviewed  
 involved  
 joined  
 judged  
 lectured  
 marketed  
 mediated  
 moderated  
 negotiated  
 observed  
 outlined  
 participated  
 persuaded  
 presented  
 promoted

## Creative

acted  
 adapted  
 began  
 combined  
 composed  
 conceptualized  
 condensed  
 created  
 customized  
 designed  
 devised  
 developed  
 directed  
 displayed  
 drew  
 entertained  
 established  
 fashioned  
 formulated  
 founded  
 illustrated  
 initiated  
 instituted  
 integrated  
 introduced  
 invented  
 modeled  
 modified  
 originated  
 performed  
 photographed  
 planned  
 revised  
 revitalized  
 shaped  
 solved

## Financial/Data

Administered

adjusted  
 allocated  
 analyzed  
 appraised  
 assessed  
 audited  
 balanced  
 budgeted  
 calculated  
 computed  
 conserved  
 controlled  
 corrected  
 cut  
 decreased  
 determined  
 developed  
 estimated  
 managed  
 marketed  
 measured  
 planned  
 prepared  
 programmed  
 projected  
 purchased  
 reconciled  
 reduced  
 researched  
 retrieved  
 tabulated  
 trimmed  
 tracked  
 quantified

## Helping

advocated  
 aided  
 answered  
 arranged  
 assessed  
 assisted  
 cared for  
 clarified  
 coached  
 contributed  
 cooperated  
 counseled  
 demonstrated  
 diagnosed  
 educated  
 encouraged  
 ensured  
 expedited  
 facilitated  
 guided  
 helped  
 insured

adjusted  
 allocated  
 analyzed  
 appraised  
 assessed  
 audited  
 balanced  
 budgeted  
 calculated  
 computed  
 conserved  
 controlled  
 corrected  
 cut

decreased  
 determined  
 developed  
 estimated  
 managed  
 marketed  
 measured  
 planned  
 prepared  
 programmed  
 projected  
 purchased  
 reconciled  
 reduced  
 researched  
 retrieved

tabulated  
 trimmed  
 tracked  
 quantified

intervened  
 motivated  
 prevented  
 provided  
 referred  
 rehabilitated  
 represented  
 resolved  
 simplified  
 supplied  
 supported  
 volunteered

## Interpersonal /Teamwork

advised  
 collaborated  
 enabled  
 focused  
 initiated  
 interacted  
 involved  
 listened  
 medicated  
 mentored  
 moderated  
 negotiated  
 partnered  
 teamed

## Leadership /Management

accomplished  
 acted  
 administered  
 advanced  
 advised  
 analyzed  
 appointed  
 approved  
 assigned  
 attained  
 authorized  
 chaired  
 completed  
 considered  
 consolidated  
 contracted  
 controlled  
 converted  
 coordinated  
 counseled  
 decided  
 decreased  
 delegated  
 determined  
 developed  
 directed  
 dispatched

disseminated  
 diversified  
 eliminated  
 emphasized  
 enforced  
 enhanced  
 enlisted  
 ensured  
 established  
 examined

executed  
 explained  
 founded  
 generated  
 governed  
 guided  
 headed  
 hired  
 hosted  
 improved  
 incorporated  
 increased  
 influenced  
 initiated  
 inspected  
 inspired  
 instigated  
 instituted  
 instructed  
 integrated  
 introduced  
 launched  
 led  
 lowered  
 managed  
 merged  
 modified  
 motivated  
 organized  
 originated  
 overhauled  
 oversaw  
 pioneered  
 planned  
 presided  
 prioritized  
 produced  
 proposed  
 recommended  
 recruited  
 reorganized  
 replaced  
 represented  
 restored  
 reviewed  
 saved  
 scheduled  
 secured  
 selected

launched  
 led  
 lowered  
 managed  
 merged  
 modified  
 motivated  
 organized  
 originated  
 overhauled  
 oversaw  
 pioneered  
 planned  
 presided  
 prioritized  
 produced  
 proposed  
 recommended  
 recruited  
 reorganized  
 replaced  
 represented  
 restored  
 reviewed  
 saved  
 scheduled  
 secured  
 selected

shaped  
 solidified  
 stimulated  
 streamlined  
 strengthened  
 supervised  
 terminated  
 trimmed  
 verified

## Organization

/Detail  
 approved  
 arranged  
 catalogued  
 categorized  
 charted  
 classified  
 coded  
 collected  
 compiled  
 contained  
 coordinated  
 corrected  
 corresponded  
 distributed  
 executed  
 expedited  
 filed  
 generated  
 implemented  
 incorporated  
 inspected  
 logged  
 maintained  
 monitored  
 obtained  
 operated  
 ordered  
 organized  
 planned  
 prepared  
 processed  
 provided  
 purchased  
 recorded  
 registered  
 reserved  
 responded  
 restructured  
 reviewed  
 routed  
 scheduled  
 screened  
 set up  
 standardized  
 submitted  
 supplied  
 updated

## Teaching

### /Training

Adapted  
 Advised  
 Appraised  
 Clarified  
 Coached  
 Communicated  
 Conducted  
 Coordinated  
 Critiqued

demonstrated  
 develop  
 educated  
 enabled  
 encouraged  
 evaluated  
 explained  
 facilitated  
 focused

guided  
 influenced  
 informed  
 instilled  
 instructed  
 motivated  
 persuaded  
 set  
 simulated

stimulated  
 taught  
 tested  
 trained  
 transmitted  
 tutored

## Technical

adapted

advised  
 analyzed  
 applied  
 assembled  
 automated  
 built  
 calculated  
 coded  
 computed  
 computerized  
 conserved

constructed  
 controlled  
 converted  
 debugged  
 designed  
 determined  
 developed  
 diagnosed  
 drafted  
 engineered  
 fabricated

fortified  
 identified  
 implemented  
 inspected  
 installed  
 located  
 maintained  
 monitored  
 networked  
 operated  
 overhauled

prevented  
 printed  
 programmed  
 proposed  
 recorded  
 rectified  
 regulated  
 remodeled  
 repaired  
 replaced  
 restored