

# **Resumes and Job Search Correspondence**



**Career Services**

## Guidelines for Effective Resume Preparation

- Plan to prepare more than one resume. Each job usually has a specific skills cluster and one generic resume will not be as effective as a targeted resume.
- Be attentive to appearance. An effective resume must be readable, well organized, and neatly typed. Provide employers with an original laser print copy of your resume.
- Accuracy is an absolute necessity! Errors-spelling, grammatical, typographical, stylistic-are inexcusable.
- Resume length for most recent graduates should be one page. There are exceptions when two pages would be acceptable. Be sure to include your most important information on the first page.
- Adhere to the strictest principle of professional ethics and honest concerning the information included on your resume. Resumes usually become part of your personnel file, an intentional misrepresentation of facts can result in dismissal.
- Select a high quality of paper for resumes and cover letters. Bond paper with 25 percent cotton fiber content is recommended. Appropriate colors are white and ivory. If you fold your resume, purchase matching envelopes. If you choose not to fold your resume, purchase a 9" x 12" envelope.
- Select a font and type sizes which are easy to read. Fonts such as Helvetica, Arial, and Courier are good choices. You may incorporate variations in printing (boldface and increased type size,) to add emphasis; however, use good judgment and be consistent. Select a font size of 10 to 14 points.
- Have a one-inch margin all around the page. Be generous with white space.
- Write your resume in first person, omitting pronouns and as many articles and helping verbs as possible. Avoid abbreviations.
- Use strong action verbs and key words when describing work experiences and accomplishments. Maintain a positive tone.
- Identify and include something unique about yourself. This may enhance your candidacy over your competition.
- If your grade point average is strong, you may wish to include it on your resume.
- If you have financed a percentage of your education, include a statement such as, "Financed 80 percent of educational expenses through part-time and summer employment."
- Omit high school information unless it has special significance or is relevant.
- Omit personal information such as birth date, height, weight, and marital status. Do not include a photograph.
- Have qualified person review your resume before having it printed.
- When mailing your resume, always include a cover letter or letter of transmittal.

## **7 TIPS FOR A BETTER RESUME**

*Alesia Benedict, GetInterviews.com, Yahoo! HotJobs*

Want more interviews? Job searches in tough times like now demand polished resumes more than ever. If you are attempting to write your own resume, these seven tips are important to follow:

**1. Select the best format.**

While most resumes are written in a history chronological format, often a better technique is the combination which balances between skill-set description, achievements, and employment.

**2. Make certain your document is error free.**

Since you are familiar with your own writing, you will "see" what you were thinking and not what is actually on the page. Do not rely on yourself to proofread your work and do not rely on spell-check. Find a friend who has strong grammar skills to check your work.

**3. Find a balance between wordiness and lack of detail.**

Employers need to see details about your work history and experience, but they don't need to know everything. The fact that you were den leader in your Cub Scout troop is irrelevant. Keep information germane to the goal of attaining an interview. Eliminate information that is not related and will not have a direct impact on winning the interview.

**4. Do not use personal pronouns.**

"I," "me," "my," "mine," and "our" should not be on a resume. Resumes are written in first person (implied). Fragment sentences are perfectly acceptable on a resume and actually preferred.

**5. Use numerical symbols for numbers.**

While we are taught in school to spell out numbers less than ten, in resume writing, numerical symbols serve as "eye spots" and are a much better method. Instead of writing "Developed a dynamic team of eight consultants." It would be much more advantageous to state "Developed a dynamic team of 8 consultants."

**6. Think "accomplishments" rather than "job duties."**

What makes you stand out from the crowd? How did you come up with a way to do things better, more efficiently, or for less cost? What won honors for you? Information such as this is vital, will grab attention, and put your resume at the top of the list.

**7. Keep it positive.**

Reasons for leaving a job and setbacks do not have a place on a resume. Employers are seeking people who can contribute and have successfully performed in the past. Concentrate on communicating these issues and avoid any detracting information.

*Alesia Benedict, Certified Professional Resume Writer (CPRW) and Job and Career Transition Coach (JCTC), is the president of GetInterviews.com, a resume writing firm that provides mid-management and senior level professionals with customized, branded resumes and career marketing documents. GetInterviews.com offers a free resume critique and their services come with a wonderful guarantee—interviews in 30 days or they'll rewrite for free.*

## **GUIDELINES FOR EFFECTIVE CAREER OBJECTIVE STATEMENTS**

- Focus on how you would benefit the employer, not on how the employer would benefit you.
- Stay away from objectives that state your working preferences, such as “seeking a team-oriented environment that fosters professional development.”
- Don’t be vague. Steer clear from statements that say nothing substantial about your career goal (e.g., “seeking a challenging position with potential for growth and advancement”).
- Keep it concise and targeted. Hiring managers often sort through hundreds to thousands of resumes to fill one job opening. Make it easy on them by keeping your objective short and to the point. The best objectives contain a desired job title or target.
- If you have more than one career goal, create a different resume version for each objective.
- Objectives are the simplest, quickest way to target a specific position therefore your objective should be simple, specific, and brief – no more than two or three lines.
- It should highlight what you have to offer the company, such as a specific skill or experience.

## EXAMPLES OF CAREER OBJECTIVES

- **Account Executive/Sales**  
Seeking Account Executive position with a national insurance company which requires skills in marketing, communication, and public relations.
- **Accountant**  
A position in public accounting. Special interests in audit and tax.
- **Human Resources Manager**  
Seeking a position with an industrial corporation with opportunities to apply knowledge of grievance procedures, labor relations, and wage administration.
- **Electrical Engineer**  
Seeking electrical engineering position. Knowledge and interest in solar and electrical production.
- **Public Relations**  
Position in public relations which offers opportunities to utilize strong communications, organizational, and marketing skills. Areas of interest include promotions, special events, and new client development.
- **Chemist**  
Position as Chemist in environmental industry. Experience and expertise in waste water testing and analysis.
- **Mechanical Engineer**  
A mechanical engineering position in a manufacturing setting. Specific interests in design and production of control systems.
- **Marketing**  
A position in marketing, preferably in the areas of research and product development.
- **Chemical Engineer**  
Seeking a position in plant technical service or chemical process engineering.
- **Technical Writer**  
A career opportunity in technical writing and editing.
- **Finance**  
Seeking a position in mortgage banking. Special interest in loan origination and processing.
- **Management**  
A position in retail management with opportunities to apply education and experience in product merchandising and management systems.
- **Graphic Design**  
A position in commercial art with opportunities to apply graphic design and technical skills.
- **Computer Information Systems**  
Seeking a position in information systems with opportunities to apply education and skills in programming and systems analysis.

## ADAPTIVE SKILLS

Adaptive skills are the many skills you probably use every day to survive and function. They allow you to adapt or adjust to a variety of situations. Some of them could be considered part of your basic personality. Such skills, which are highly valued by employers, include getting to work on time, honesty, enthusiasm, and getting along with others. Often, these skills are the hardest to substantiate as they include personality traits and characteristics that determine your work style. Also, most of these skills are not formally taught in school, yet these so-called soft skills are those that employers value most. Adaptive skills are the ones that allow you to succeed in any job.

The following list suggests adaptive skills or traits that you may want to consider including in your resume:

accurate	experienced	pleasant
active	enthusiastic	personable
adaptable	firm	positive
adept	genuine	practical
broad-minded	honest	productive
competent	innovative	reliable
conscientious	instrumental	resourceful
creative	logical	self-disciplined
dependable	loyal	self-reliant
determined	mature	sense of humor
diplomatic	methodical	sensitive
discreet	motivated	sincere
efficient	objective	successful
energetic	outgoing	tactful
enterprising	participative	trustworthy

## **TRANSFERABLE SKILLS**

Skills you have acquired during any activity in your life, such as: previous jobs, classes, projects, hobbies, sports. Skills which are transferable and applicable to what you want to do in your next job.

These skills are provided to stimulate you to develop your own list of skills in your own writing style. On a resume, skills should always be used in conjunction with specific job duties or responsibilities. Stating skills without reference to how you gained or used them may be used only in a summary of qualifications.

### **Leadership**

- Motivate individuals and groups to perform
- Encourage effective teamwork
- Design and implement plans of action
- Set goals and follow through
- Assess and evaluate situations effectively
- Manage time efficiently and effectively through scheduling and prioritizing
- Use integrity in decision-making

### **Program Administration**

- Interpret rules and regulations
- Analyze data and information
- Create innovative solutions to complex problems
- Prioritize daily workload

### **Information Management**

- Research, investigate, and compile information
- Synthesize facts, concepts, and principles
- Compile, sort, and interpret data
- Identify and combine a variety of resource materials into final copy
- Learn and use various computer programs and other informational technology
- Manage a budget and keep accurate financial records

### **Creativity**

- Solve problems creatively, logically, and practically
- Create new processes or products using science, math, and/or imagination
- Market and display products to appeal to target audience
- Create visually intriguing and skilled designs, displays, or works of art
- Design web pages

### **Interpersonal Communications**

- Understand and work within the group culture
- Listen actively and attentively
- Delegate tasks and responsibilities
- Interpret behavior and emotional patterns in individuals and groups
- Teach, supervise, and train others using easy-to-understand concepts and hands on experience

## TRANSFERABLE SKILLS CONTINUED

### **Personal Development**

- Analyze life experiences for growth or change
- Identify, describe, and assess needs, values, interests, strengths, and weaknesses of individuals
- Instill self-confidence and self-esteem in others
- Learn the value of hard work and persistence

### **Other areas to Consider...**

Administrative	Analyzing/Synthesizing	Counseling/Advising
Decision-Making	Managing/Supervising	Motivating
Negotiating	Organizing	Planning
Problem Solving	Public Relations	Researching
Selling	Teaching/Training	Other

## KEY ACTION VERBS

Your resume should be action-oriented in order to catch the reader's eye. Listed below are a few ideas to help you get started writing action oriented statements, further describing work and experience.

### Business Related

Administered  
Advised  
Balanced  
Budgeted  
Compiled  
Coordinated  
Corresponded  
Defined  
Demonstrated  
Evaluated  
Interviewed  
Managed  
Planned  
Proposed  
Purchased  
Scheduled  
Summarized  
Supervised  
Trained  
Updated

### Communication Skills

Advertised  
Arbitrated  
Authored  
Clarified  
Composed  
Contacted  
Corresponded  
Demonstrated  
Drafted  
Edited  
Facilitated  
Informed  
Interpreted  
Mediated  
Moderated  
Negotiated  
Notified  
Presented

Promoted  
Proofread  
Publicized  
Published  
Translated  
Wrote

### Creative Skills

Built  
Composed  
Conceived  
Conceptualized  
Constructed  
Created  
Designed  
Developed  
Directed  
Established  
Formulated  
Founded  
Generated  
Initiated  
Invented  
Launched  
Originated  
Performed  
Piloted  
Planned  
Produced  
Revised

### Engineering Related

Achieved  
Appraised  
Assembled  
Conducted  
Converted  
Designed  
Developed  
Devised  
Formulated  
Generated

Inspected  
Initiated  
Introduced  
Originated  
Programmed  
Reorganized  
Researched  
Resolved  
Revamped  
Strengthened

### Helping Skills

Advised  
Advocated  
Aided  
Assessed  
Assisted  
Coached  
Collaborated  
Counseled  
Diagnosed  
Directed  
Encouraged  
Guided  
Inspired  
Led  
Mentored  
Represented  
Served  
Supported

### Leadership Skills

Achieved  
Clarified  
Decided  
Delegated  
Effectuated  
Enhanced  
Exceeded  
Excelled  
Headed  
Improved

Inspired  
Instigated  
Led  
Marketed  
Motivated  
Participated  
Presided  
Recommended  
Succeeded

### Organizational Skills

Administered  
Arranged  
Assembled  
Completed  
Conducted  
Controlled  
Correlated  
Determined  
Directed  
Eliminated  
Engineered  
Evaluated  
Executed  
Expanded  
Implemented  
Increased  
Maintained  
Managed  
Planned  
Prepared  
Procured  
Provided  
Scheduled  
Solved  
Supervised

**Miscellaneous**

Allocated  
 Balanced  
 Controlled  
 Edited  
 Examined  
 Increased  
 Instituted  
 Maintained  
 Mediated  
 Prepared  
 Reduced  
 Translated

**Research Skills**

Analyzed  
 Clarified  
 Coded  
 Collected data  
 Compared  
 Contrasted  
 Evaluated  
 Examined  
 Experimented  
 Explored  
 Inquired  
 Interpreted  
 Interviewed  
 Investigated  
 Reported  
 Reviewed  
 Studied  
 Summarized  
 Surveyed

**Science Related**

Adapted  
 Analyzed  
 Applied  
 Calculated  
 Classified  
 Created  
 Described  
 Documented  
 Formulated  
 Identified  
 Instructed  
 Investigated  
 Monitored  
 Performed  
 Processed  
 Reduced  
 Reported  
 Solved  
 Tested  
 Verified

**Social Science Related**

Abstracted  
 Advised  
 Advocated  
 Consulted  
 Counseled  
 Clarified  
 Directed  
 Educated  
 Enforced  
 Implemented  
 Informed

**Social Science Cont.**

Lectured  
 Organized  
 Presented  
 Recruited  
 Referred  
 Screened  
 Selected  
 Supported  
 Tutored  
**Teaching Skills**  
 Advised  
 Assessed  
 Clarified  
 Coached  
 Conducted  
 Demonstrated  
 Developed  
 Educated  
 Evaluated  
 Explained  
 Facilitated  
 Guided  
 Illustrated  
 Informed  
 Instructed  
 Led  
 Mentored  
 Planned  
 Trained  
 Tutored

**Technical Skills**

Analyzed  
 Budgeted  
 Built  
 Calculated  
 Computed  
 Correlated  
 Developed  
 Financed  
 Handled  
 Maintained  
 Manipulated  
 Operated  
 Programmed  
 Repaired

**Jennifer Example**  
**1707 East “O” Street**  
**Russellville, AR 72801**  
**501-555-1212**  
**email@address.com**

---

---

**Objective:**

To obtain a position as an Accounting Clerk in a major financial corporation

---

---

**Education:**

**Associate of Applied Science, Accounting, May 2010**

University of Arkansas Community College, Morrilton, AR

**Relevant Courses:**

Accounting Principle I & II	Cost Accounting	Professional Communications
Intermediate Accounting I & II	Tax Procedures	Practical Computer Literacy
Business Law I & II	Auditing	Spanish I

---

---

**Related Experience:**

**Teller, Arvest Bank, Russellville, AR, May 2006-Present**

- Responsible for handling customer transactions including withdrawals/deposits, etc.
- Balance cash drawer on a daily basis, balance vault
- Communicate well and consistently provide excellent customer/banking services

**Payroll Clerk, Paychex, Clarksville, AR, Summer 2009**

- Processed bi-weekly payroll run for employees
- Developed procedures for payroll taxes, reconciled payroll general ledger accounts
- Coordinated accounting payroll with human resources payroll
- Printed W2 forms, calculated taxes manually
- Paid 5 different payroll taxes and dealt with many IRS tax issues and penalties
- Attended IRS workshop/seminar and Payroll Legal Issues seminar

**Accounts Clerk, Paychex, Russellville, AR Summer 2008**

- Reconciled 10 to 20 bank account statements monthly
- Entered data into accounting software system, assemble A/P checks
- Created spreadsheets for the CFO

**Cashier, Kroger, Russellville, AR, September 2006-May 2007**

- Assisted customers with transactions in the video department/customer service desk
  - Greeted customer and ensured customer satisfaction
- 
- 

**Additional Activities:**

Member, Accounting and Business club, University of Arkansas Community College at Morrilton, 2009-Present  
Captain, Intramural Volleyball Team, University of Arkansas Community College at Morrilton, 2008-2009

---

---

**References:**

Available upon request

Joe Example  
 5576 Willow Lane  
 Morrilton, AR 72110  
 501-555-2465  
 email@address.com

---

**Objective:**

Full-time position as a Heating, Ventilating, and Air Conditioning Technician.

**Education:**

<b>Associate of Applied Science, Air Conditioning Technology, Heating &amp; Ventilating Certificate, Heating, Ventilating, Air Conditioning</b>	<b>May 2010</b>
	<b>May 2009</b>
University of Arkansas Community College, Morrilton, AR	
Overall GPA: 3.00	

**Relevant Courses:**

Basic Refrigeration Theory	Air Conditioning Theory
Heating Systems	Commercial Air Conditioning and Heat Pumps
Electric and Motor Controls	Computers in HVAC
Mechanical Estimating	Commercial Refrigeration
Public Speaking	Sign Language

**Work Related Experience:**

**Installer, Freyaldenhoven Heating and Cooling, Conway, AR** **May 2009-Present**

- Light commercial and residential installation
- Experience with package units, retro-fit, roof-top units, split systems, forced air-systems, heat pumps and variable speed equipment
- Utilized customer service and mechanical skills to perform troubleshooting, repair and preventive maintenance
- Customer consultation on equipment and manual explanation

**Equipment Technician, World Class RV & Refrigeration, Plumerville, AR** **May 2008-August 2009**

- Serviced and installed refrigerating equipment such as walk-in boxes, all refrigeration, icemakers, ice cream and yogurt machines, air conditioners and ventilation equipment for local restaurants, hotels, hospitals, nursing homes, and schools/colleges
- Skilled at troubleshooting, and knowledgeable in all technical aspects of the equipment
- Provided prompt, personal and reliable service

**Additional Related Experience:**

Member, American Society of Heating, Refrigerating & Air-Conditioning Engineers Inc., 2007  
 Red Cross Certification, CPR and Standard First Aid, Expires 2012  
 Beginning level proficiency, American Sign Language

**References:**

Available upon request.

## Joe College

1234 Main Street  
Dardanelle, AR 72834  
479-555-5555  
joecollege@hotmail.com

**Objective** To obtain a position as a Management Information Systems Technician

**Education** **University of Arkansas Community College at Morrilton**  
Associate of Applied Science, Computer Information Systems Technology  
Anticipated Graduation Date: May 2011  
Course Work: Cisco Network Academy Program, Electronics I, Microcomputer System

**Experience** **University of Arkansas Community College at Morrilton**  
**Career Planning and Counseling** September 2008-present  
*Student Worker*

- Answer multi-line telephone
- Process and distribute incoming mail
- Operate office equipment: fax, photo copier, computer, telephone
- Grade career assessments
- Organize and file paperwork

**Pizza Hut** April 2006-August 2008  
*Assistant Manger*

- Performed all duties associated with opening and closing the restaurant
- Supervised and trained 15 employees
- Performed all human resources duties associated with hiring new employees
- Created and maintained schedules
- Conducted inventory and ordered products as needed
- Provided customer services and resolved issues
- Completed reports and paperwork daily

**Self-employed** May 2004-March 2006  
*Lawn Care Service*

- Solicited and obtained customers
- Provided lawn service for 10 residential customers
- Maintained properties by mowing, mulching, and planting seasonal flowers
- Collected payment for services rendered

**Activities** Student Government Association  
Phi Theta Kappa Honor Society  
Church Youth Group Advisor

---

---

## Jennifer Example

---

---

1234 Resume Boulevard

Conway, AR 72034

501-555-1212

### **Objective:**

Full-time position as a Nurse.

### **Education:**

**Associate of Applied Science, Nursing, May 2005**

University of Arkansas Community College, Morrilton, AR

Overall GPA: 3.79

### **Honors:**

Recipient, University of Arkansas Community College at Morrilton Nursing Alumni Scholarship, 2004

Member, Dean's List, 2002-2004

Member, Student Nurses Association, University of Arkansas Community College at Morrilton, 2003

### **Clinical Experience:**

#### **Conway Regional, Conway, AR, Spring 2010**

- Total patient care, administering medications, and assigned to two pediatric patients
- Care of patients including: suctioning, change ventilator tubes, trachea care, ostomy care, bathe, clothe, transfer from bed to wheelchair, oral care, and family support
- Accurately assess clients' needs and record progress notes and flow charts

#### **Baptist Health Hospital, Little Rock, AR, Fall 2009**

- Assisted with and performed physical assessments, wound care, catheterizations, admissions and discharges, glucose checks, IV site care, tracheotomy and colostomy care
- Documented findings and formulated care plans, including psychiatric techniques/assessments
- Assigned to medical-surgical geriatric unit

#### **UAMS, Little Rock, AR, Spring 2008**

- Performed vital signs and total patient assessments
- Provided beginning nursing skills and patient care
- Entered and billed patient accounts into computer system, ordered blood tests, x-rays and cultures and manned the nurse's station

### **Additional Work Experience:**

Assisted, Blood Pressure Screening Clinic, YWCA, 2007

Assisted, Cholesterol Screening Clinic, YWCA, 2008

Attended, Identification and Reporting of Child Abuse Workshop, 2008

Attended, Infection Control and Barrier Precautions Workshop, 2008

Red Cross Certification, CPR and Standard First Aid, Expires 2007

### **Licensure:**

Scheduled for NCLEX RN, July 2011

### **References:**

Available upon request.

# Jean T. Brown

1000 Main Boulevard

Any Town, AR 00000

501-112-0000

jbrown@usa.com

## OBJECTIVE

Summer Internship in law firm as Research/Paralegal Assistant

## EDUCATION

Associate of Arts, General Education  
University of Arkansas Community College, Morrilton, AR  
Anticipated Graduation December 2012

## PROFESSIONAL SKILLS AND ACCOMPLISHMENTS

### Communication

- Led multiple groups of incoming freshmen in summer orientation activities. Conducted information sessions and campus tours, instructed students in registration procedures, and participated in stage production entitled "Orientation Presents".
- Chaired monthly meeting of UACCM Student Ambassadors.

### Public Relations/Promotions

- Served as volunteer student assistant in Student Activities Office. Handled inquiries and made recommendations and referrals for students and campus visitors.
- Chaired committee to promote student support of an electronic communications program for advertising campus activities.

### Research/Analytical/Organizational

- Assisted in researching, selecting, and organizing information relating to "Code of Student Rights, Responsibilities, and Behavior" for inclusion in Student Handbook.

### Computer Systems and Applications

- Acquired proficiency with IBM/PC- Lotus 1-2-3, WordPerfect, Excel
- Gained knowledge of Macintosh Power Mac- Aldus PageMaker, Quark, Microsoft Word

## ACTIVITIES AND AWARDS

Student Government Association- Senator  
Outstanding Student Scholarship  
UACCM Rome- International Travel Study Program

# Stacey G. Student

sgstudent@aol.com

1534 State Avenue  
Little Rock, AR 72201  
501-869-0000

1402 University #22  
Conway, AR 72032  
501-222-0202

**OBJECTIVE:** Seeking Accounting Assistant position with a public accounting firm which offers opportunities to apply education, experience, as well as strong interpersonal and communication skills. Special interest in financial and business consulting.

**EDUCATION:** Associate of Applied Science, Accounting  
University of Arkansas Community College, Morrilton, AR  
May 2010 (GPA 3.54)

**PROFESSIONAL SKILLS:**

*Accounting/Financial*

- Assist Foundation staff with preparation of financial statements and bank reconciliations. Gained knowledge of estate planning and gift programs.
- Performed accounting functions, including general ledger maintenance, and conducted extensive research on taxation issues.
- Assisted in preparation of quarterly income tax filings for small businesses.

*Communication/Interpersonal*

- Presented monthly educational programs to 75-100 college students.
- Served as spokesperson for 400 peers on issues related to student government.
- Updated departmental policies and procedures manual.

*Leadership/Planning*

- Developed an educational program which won national recognition for University Organizations.
- Increased student participation in an annual community service project by 20% while serving as College Senator in Student Government Association.

*Computer*

- Proficient in use of WordPerfect, Microsoft Word, Excel, PowerPoint
- Knowledge of Quicken and Lotus 1-2-3

**EXPERIENCE:** Summer Intern  
J.C. Morrow, CPA, Shreveport, LA (Summers 2008 and 2009)

Student Assistant  
University of Arkansas Community College at Morrilton  
Financial Aid Office (2008-present)

**ACTIVITIES:** Phi Beta Lambda, Vice President  
Accounting Society

## Jennifer Example

5656 Irby Drive

Conway, AR 72034

501-555-6464

---

### Objective:

Full-time position as an Administrative Assistant.

---

### Education:

#### Associate of Applied Science, Business Office Technology, May 2010

University of Arkansas Community College, Morrilton, AR

Overall GPA: 3.05

### Relevant Courses:

Accounting I & II

Office Transcription

Administrative Office Management

Presentations and Desktop Publishing

Word Processing I, II, & III

Administrative/Secretarial Procedures

Records Management

Professional Communications

---

### Skills:

- Able to prioritize tasks and handle frequent interruptions
  - Excellent written and interpersonal communication skills, and language/editing skills
  - Word processes 75+ WPM
  - Knowledge of database and accounting programs
  - Proficient in Windows and Windows-based applications, such as Microsoft Office, Internet applications, and communications software
  - General web building, design and graphics skills
- 

### Work Related Experience:

#### Intern/Co-Op, University of Arkansas Community College, Morrilton, AR, Spring 2009

- Assisted the Administrative Assistant to the Director of the Technology Center
- Answered telephones, scheduled appointments, and help-desk assistance
- Recorded/typed minutes for monthly departmental meetings
- Created report for department end of year evaluation of services
- Researched and presented a PowerPoint presentation on technology web-sites

#### Secretary, Campbell & Company Insurance, Conway, AR, May 2008-August 2009

- Performed basic secretarial duties including typing, preparing the payroll, and answering and screening telephone calls
- Created and maintained all the front office filing, including keeping track of all sales and orders, from origination through all stages of fulfillment and delivery
- Responsible for the maintenance of the computer, printing and office equipment

#### Sales Force Head, Bath & Body Works, Conway, AR, May 2006-September 2007

- Clerical, including dealing with vendors, processing purchase orders, incoming and outgoing transfers and dealing with sales associates at other stores
  - Special emphasis on customer service, including handling all customer special orders
- 

### References:

Available upon request

## Jenny J. Jones

1000 Main Boulevard  
Any Town, AR 00000  
501-112-0000  
jjones@usa.com

### CAREER

**OBJECTIVE:** Seeking Dietary Management position with opportunity to apply education and experience in a clinical environment. Special interest in geriatric nutrition.

**EDUCATION:** Certificate of Proficiency, Dietary Management  
University of Arkansas Community College, Morrilton, AR  
December 2010

### PROFESSIONAL SKILLS:

#### Medical Nutrition Therapy

- Assisted in the provision of medical nutrition therapy for various disease states.
- Aided in the development of critical pathways for cardiovascular and orthopedic patients.
- Devised screening criteria to address nutritional needs of geriatric clients.

#### Geriatric Nutrition Planning

- Performed nutritional assessments of specific needs of geriatric patients.
- Created nutrition plans for geriatric patients with diabetes.
- Assisted in meal planning for patients in a rehabilitation hospital.

#### Public Relations/Communications

- Assisted dietary director in development of procedures manual.
- Produced video tape on weight reduction techniques to be utilized in community presentations.

#### Computer

- Proficient in use of Microsoft Word, Excel, PowerPoint
- Knowledge of MedTech System, computerized medical records program

**EXPERIENCE:** Dietetic Intern  
Conway Regional Hospital, Conway, AR (Summer 2009)

Dietetics Assistant  
Central Arkansas Skilled Care Center  
Conway, AR (Fall 2009)

**ACTIVITIES:** American Dietetic Association, Student Chapter, President (2009)  
Outstanding Student Scholarship  
Students R Heroes, Drug and Alcohol Peer Education Organization

# Shawn Sample

sample combination resume

1234 Resume Boulevard  
Perryville, AR 72126  
501-555-1111  
email@address.com

## Objective:

Full time position as a Graphic Artist.

## Education:

Associate of Applied Science

Graphic Design

University of Arkansas Community College, Morrilton, AR

May 2005

Overall GPA: 3.05

## Relevant Courses:

Mass Media

Mass Communication: Issues and Analysis

Graphic Production

Computer Graphics Image Manipulation

Desktop Publishing I & II

Computer Graphics Layout and Design

Graphic Arts I & II

Media Photography

## Skills:

- Familiarity with Adobe Photoshop and Illustrator, Microsoft FrontPage 98, Basic HTML, Corel DRAW, Quark X Press, Macromedia Flash and Director, and JAVA
- 3D Studio Max including architectural modeling, character animation, log animation, and still scenes and backgrounds

## Additional Work Experience:

Computer Lab Monitor

University of Arkansas Community College, Morrilton, AR

May 2001-present

- Responsible for maintenance of faculty, staff, and student computers in the lab
- Assist with installation of software and set up
- Assist with maintenance of Technology Department web site

# JANE A. SMITH

400 North Main  
Morrilton, AR 72110  
501-555-5555

- CAREER OBJECTIVE:** A preschool teaching position.
- EDUCATION:** Associate of Applied Science, Early Childhood Development  
University of Arkansas Community College at Morrilton  
Morrilton, AR  
May 2010 (GPA 3.7)  
Child Development Associate Credential
- SKILLS/ACCOMPLISHMENTS:** Communication
- Wrote instructor’s guide and student manual for math workshop.
  - Developed and delivered oral presentation promoting junior class
  - Centennial project to campus administrators.
- Interpersonal
- Counseled with incoming freshmen who were experiencing anxieties related to adjustments in a new environment.
  - Developed rapport with parents of students through participation in Parent Teacher Organization.
  - Established team plan with parents of students who participated in math workshop.
- WORK EXPERIENCE:** Student Assistant, Career Center  
UACCM, Morrilton, AR (Sept 2009-May 2010)
- Assisted in organization of and preparation for Career Days.
  - Performed various clerical responsibilities.
  - Assisted in development of publicity materials for special events.
- Mathematics/Reading Tutor (January 2008-May 2010)
- Tutored three elementary students with learning disabilities in mathematics. Raised grade level in excess of one year over five-month period.
  - Tutored two fourth grade students in reading skills development. Advanced reading abilities two levels in four months.
- HONORS/ACTIVITIES:** Phi Kappa Phi Honor Society  
Student Government Association  
Freshman Senator (2008)
- PROFESSIONAL ASSOCIATIONS:** Arkansas Association of Educators  
Association for Childhood Education International

**Jane C. Doe**  
513/745-0000  
doej@nwacc.edu  
8107 Victory Parkway  
Any Town, AR 00000

**CAREER OBJECTIVE:** Entry-level position in retail management with a progressive organization seeking dynamic and driven professional.

**EDUCATION:**

University of Arkansas Community College  
Associate of Arts, General Education

Morrilton, AR  
May 2011

**HONORS AND ACTIVITIES:**

Dean's List, 4 semesters  
Central Arkansas Presidential Scholarship

**SKILLS:**

**Interpersonal**

- Demonstrated effective persuasive skills in retail sales.
- Provided effective customer service by phone and in person.
- Handled customer complaints efficiently and effectively.

**Organizational**

- Provided clerical and secretarial support for all forms of office communication.
- Recognized by supervisors as being efficient and detail-oriented.
- Planned and organized merchandising of store displays.
- Designed and developed a coding system for a university research project.
- Organized and recorded data as a research assistant.

**Management**

- Supervised various youth recreational activities as a church youth group minister.
- Trained new employees in effective sales techniques.
- Served as responsible store supervisor in the manager's absence.
- Supervised feature writers for university newspaper.

**EMPLOYMENT HISTORY:**

Payless Leasing Corporation, Russellville, Arkansas (November 2008 - present)

**Receptionist/Secretary**

Simple Gifts, Inc., Russellville, Arkansas (Summers/Breaks 2004 – 2008)

**Sales/Cashier**

Church of the Holy Spirit, Pottsville, Arkansas (May – August 2004)

**Youth Minister**

(Reference Page)

**NAME**

Street Address

City, State, Zip

Telephone Number

Email Address

---

**REFERENCES:**

Name, Title  
Company Name  
Address  
City, State, Zip  
Telephone Number

Name, Title  
Company Name  
Address  
City, State, Zip  
Telephone Number

Name, Title  
Company Name  
Address  
City, State, Zip  
Telephone Number

**NOTE:** Always obtain permission from references before using their names. Select those who can evaluate your professional qualifications as well as predict future potential. Use same paper as your resume. Have copies of your resume with you at the interview and provide them only upon request from the employer.

## GENERAL OUTLINE FOR A COVER LETTER

Applicant's Address  
City, State, Zip Code  
Date of Letter

Employer's Name and Title  
Company Name  
Address  
City, State, Zip Code

Salutation:

**Opening Paragraph:** State why you are writing, name the position or type of work for which you are applying and mention how you heard of the opening or organization.

**Middle Paragraph:** Explain why you are interested in working for this employer and specify your reasons for desiring this type of work. If you have had relevant work experience or related education, be sure to point it out, but do not reiterate your entire resume. Emphasize skills or abilities you have that relate to the job for which you are applying. Be sure to do this in a confident manner and remember that the reader will view your letter of application as an example of your writing skills. Focus on your accomplishments.

**Closing Paragraph:** You may refer the reader to your enclosed resume (which gives a summary of your qualifications) or whatever media you are using to illustrate your training, interests, and experience. Have an appropriate closing to pave the way for the interview by indicating the action or steps you will take to initiate an interview date. Always remember to thank the employer for reviewing your resume.

Sincerely,

(signature)

Your name typed

Enclosure

## Cover Letter Sample – Accounting

1402 Homer, Apartment 322  
Morrilton, AR 72110  
May 1, 2011

Mr. John J. Penny, CPA  
Managing Partner  
Big Firm Associates  
444 Accounting Avenue  
Big City, TX 70000

Dear Mr. Penny:

In May I will graduate from University of Arkansas Community College at Morrilton with an Associate of Applied Science in Accounting degree. I am, therefore, writing to explore the possibility of employment as a Staff Accounting Assistant at Big Firm Associates.

In conducting my research of current career opportunities, I discovered that your firm has plans for immediate expansion and will be employing five staff accountants. I believe my educational background and experience would be an asset to your firm. Of special interest to me is your firm's focus on financial and business consulting. Highlights of my qualifications to begin my career with Big Firm Associates include a strong educational foundation in accounting fundamentals as well as career-related work experiences which have prepared me to enter my profession with confidence.

In addition, I would bring to your firm excellent communication and interpersonal skills as indicated through my extensive involvement in extracurricular activities. Equally strong are my organizational, time management, and team skills. Integrity and professional ethics are integral components of my value system.

My resume, which provides information about my education, work experience, and campus activities, is enclosed for your review. If you find my professional qualifications to be of interest, I would welcome the opportunity to meet with you to discuss how I can contribute to the continuing growth and success of your firm. I will call you within two weeks to follow up on my application. If you wish to contact me prior to that time, I can be reached at (318) 254-0000.

Thank you for your time and interest in reviewing my qualifications.

Sincerely,

(Signature)

Stacey G. Collins

Enclosure