

Cover Letter with Résumé Example

This letter is a general inquiry for a position that may or may not be currently open. Approximately two thirds of jobs and internships are never advertised, and are filled through networking, cold-calling, and other direct contact.

1314 Berkeley Ave.
Lafayette, IN 47901
765-555-2020
(drsmith@ivytech.edu)

April 27, 2010

Ms. Loretta Jones,
Marketing Manager
Big City Bank
2000 Big City Drive
Lafayette, IN 47904

Dear Ms. Jones:

I am interested in an internship in Marketing and am particularly focused on financial institutions, such as Big City Bank. I am entering my second year at Ivy Tech Community College, and I believe I would bring a strong combination of skills and enthusiasm to your company.

As the enclosed résumé indicates, I am a Business Administration major at Ivy Tech. I have worked part-time jobs, averaging twenty hours per week, while maintaining a 3.25 GPA. My ability to multi-task, coupled with my enthusiasm for the field could be a valuable asset to Big City.

I am aware that Big City is a growing regional bank and of its reputation for focusing on the individual customer. I am especially interested in the challenge afforded by being an intern in a team environment. My leadership experience as Vice President of the Student Government Association, in particular, has helped me develop important communication and organizational skills. Experience as a sales associate at Famous Store also provided me with insight to the value of understanding the audience and crafting the delivery of information to meet the audience's needs. As you can see by my resume, I can be counted on to exceed average expectations, and this, too, would benefit Big City.

I am looking forward to discussing this opportunity with you. I will call you early next week to see when we can schedule a time for us to discuss this opportunity in person.

Sincerely,

Daniel R. Smith

Daniel R. Smith

Enclosure: résumé

This is a chronological, entry level résumé with little experience. The key point in the résumé is to focus on transferable “soft skills.” Both the letter and the résumé are in the font: Times New Roman.

Daniel R. Smith

1314 Berkeley Ave.
Lafayette, IN 47901
765-555-2020
drsmith@ivytech.edu

OBJECTIVE

Seeking an internship in marketing

EDUCATION

Ivy Tech Community College
Lafayette, IN
Pursuing an A.A.S. in Business Administration
Graduation: December 2010
GPA: 3.25 /4.0

RELATED COURSEWORK

- Principles of Marketing
- Statistics I
- Management of Organizations and Processes
- International Marketing
- Introduction to Market Research
- Principles of Retailing

CAMPUS ACTIVITIES

- Vice President, Student Government Association
- Orientation leader

EXPERIENCE

Famous Store
Sales Associate

Lafayette, IN
September 2006-Present

- Recognized as Sales Associate of the Month several times each year
- Increased executed sales as productive member of men’s casual clothing sales team
- Used active listening and other communication skills to understand customer needs, resulting in improved customer satisfaction and retention
- Employed excellent interpersonal skills, developing rapport with customers, suppliers, and other staff
- Utilized creativity and elements of design to maintain effective in-store displays and presentation of merchandise

Ivy Tech Community College
Information Desk Attendant

Lafayette, IN
September 2004-April 2005

- Assisted students and visitors by providing accurate and helpful information
- Booked classroom space for faculty and staff members

Volunteer Experience

Crisis Center

Lafayette, IN

- Evaluated services offered and created supporting materials to advertise services to the general community

Cover Letter with Résumé Example

This letter is a response to a specified advertised position. Key point is to highlight the most relevant qualifications. About 1/3 of jobs and internships are filled through advertisements.

Sarah Jones
2525 Zager Ave.
Lafayette, IN 47904
765-555-2020
szjones@ivytech.edu

July 8, 2004

Ms. Maria Fogel
Director of Human Resources
Fine Music Agency
2000 Excel Boulevard
Lafayette, IN 47904

Dear Ms. Fogel:

I am sending you my resume in response to your Sales Operations Manager position posted on Ivy Tech Community College's JobZone. If you will review my resume you'll see that I have a history of working in assignments that have focused on customer satisfaction and driving customer organizations to be more successful.

I can contribute experience as a successful sales professional, as a sales representative of a geographically dispersed sales force and as a trainer of sales and service personnel. I have extensive Excel, Access, Word, Outlook and PowerPoint experience. Please refer to the recommendations on my LinkedIn profile as evidence of my successful experience in past positions, and the support and contributions I can make immediately to this opportunity. I am especially proud of the outreach program that I conceived and developed for our regional Enterprise Office which boosted sales, retained customers and increased customer satisfaction. The program was recommended as a "Best Practice" by our leadership team.

Hammond Corporation and the Sales Operations Manager job description looks exciting, and I would be very interested in speaking with you further about this opportunity. Thank you for your attention to my application. Please feel free to contact me at 765-555-2020 or you can email me at szjones@ivytech.edu. If I have not heard from you by July 20th, I will plan to contact you to follow up.

Sincerely,

Sarah Z. Jones

Sarah Z. Jones

Enclosure: résumé

This is a chronological, entry level résumé. Both the letter and the résumé are in the font: Georgia.

Sarah Z. Jones

2525 Zager Ave. Lafayette, IN 47904 765-555-2020 szjone@ivytech.edu

OBJECTIVE

A management position that requires excellent interpersonal, organizational, and supervisory skills. Would welcome assignments in operations, sales/marketing, customer service, human resources, or related areas

EDUCATION

Ivy Tech Community College, Lafayette, IN
Associate of Applied Science, Business Administration, May 2010
Specialty: Management
G.P.A. 3.85/4.0

PROFESSIONAL PROFILE

Management

- Supervised various youth recreational activities
- Trained new employees in effective sales and direct mail techniques
- Frequently served as store supervisor in the manager's absence

Interpersonal

- Demonstrated effective persuasive skills in retail sales
- Provided excellent customer service by phone and in person
- Resolved customer complaints effectively and efficiently
- Served as Student Ambassador

Organizational

- Provided administrative support in producing all forms of office communications
- Designed and developed a coding system for a college research project
- Recognized by supervisors as being efficient and detail-oriented

LANGUAGES

Speak, read and write Spanish and English fluently

COMPUTER SKILLS

- PC and Mac formats, Microsoft Word, Excel, PowerPoint, Adobe InDesign, email, internet

EMPLOYMENT HISTORY

Enterprise Rent-A-Car Customer Service Representative	Lafayette, Indiana 2008 to Present
Ivy Tech Community College Career Services Office Support	Lafayette, Indiana 2007 - 2008
Emperor Gift Emporium, Ltd. Sales Associate/Cashier	Lafayette, Indiana 2005 - 2007

Résumé Example

In this chronological résumé [Font: Times New Roman], the Experience section includes both paid and unpaid positions; it incorporates Ivy Tech Community College lab/practical experience and student's knowledge.

13 Bowen Way
West Lafayette, IN 47906
Phone: (765) 449-1710

Kate Chopin

OBJECTIVE

To obtain a dental assisting position in a dental practice whose priority is providing optimum patient care

EXPERIENCE

Dental Assistant

Donald L. Swoverland, D.D.S. 2002-2004
 ■ Cross trained in secretarial duties, hygiene assisting, and dental assisting
 ■ Continuing education received at Las Vegas Institute for Advanced Dentistry, Nevada
 ■ Intra-oral Camera
 ■ Utilize EagleSoft v1.0 and PracticeWorks v7.0 computer software programs

Practicum Extern

Drs. Trevor Murray, Chris Mazur, Greg Ortman, and Don Swoverland 2002
 Eleven weeks of extensive practical experience with application of Ivy Tech Community College coursework
 ■ General Chair-side assisting ■ Materials mixing and loading
 ■ Sealants ■ Impressions
 ■ Filling ■ Model pouring/trimming
 ■ Exposing and processing x-rays
 (experience with mechanical processor unit only)

Dental Assisting Student

Ivy Tech Community College, Lafayette, IN 2000-2002
 Assisted classmates, instructors, and dentists during pre-clinical and clinical sessions
 ■ Practical application of chair-side procedures ■ Radiography and dark room procedures
 ■ Infection control ■ Sterilization operation
 ■ Basic front office / scheduling / filing procedures ■ Laboratory projects

EDUCATION

Las Vegas Institute for Advanced Dentistry, Summerlin, NV 2002-2004
 Attended 3 three-day courses
 ■ Team building lectures
 ■ Hands-on workshop on usage of Myotronic Tens Unit / Mounting models
 ■ Neuromuscular Dentistry lectures

Ivy Tech Community College, Lafayette, IN 2000-2002
 ■ Dental Assisting, **Technical Certificate**, May 2002
 ■ *Graduated with honors Summa Cum Laude (4.0)*
 ■ Recipient of the Dean's Award for Dental Assisting

Résumé Example

This is a functional/skills-based résumé [Font: Gill Sans MT]. To avoid redundancy the skills are grouped in a Specialized Skills section. In the Work Experience section the dates are not included. The tenure/time on jobs or gaps in work history may raise a red flag.

James F. Cooper

5185 Liberty Street / West Lafayette, IN 47906 / (765) 133-5531 / jcooper@ivytech.edu

CAREER OBJECTIVE

To make a valuable contribution of excellent skills, experience and education within a prominent team of heating and air (HVAC) professionals

EDUCATION

Ivy Tech Community College, Lafayette, IN

Associate of Applied Science, Industrial Maintenance Technology, August 2007

Specialties: Electronics, Drafting, Supervision, Welding and Machine Tool Technology

Academic Dean's List, 6 semesters

Rostone Corp. Maintenance Dept., In-house Training Program, 1997

SUMMARY OF QUALIFICATIONS

Experienced in Wiring:

- Thermostats-heat/cool, 2 stage zone control and programmable
- Furnaces, A/C units, SSU's, outdoor disconnect and breaker boxes

Experienced in Running:

- Flue pipe: 24 gauge round, 3" aluminum, PVC and CPVC
- Duct work sized for tonnage and airflow, plenums and filter boxes
- Measure, cut, break, fold, assemble and install
- Gas line, black pipe and tin lined copper

Experienced in Plumbing:

- Copper tubing, rigid pipe, CPVC pipe and galvanized
- Unclogging drains, fixing leaks, and new installation

Experienced in Carpentry:

- Measuring and cutting using basic hand tools
- Masonry, concrete, dry wall and tile

Experienced in Change Outs:

- Compressor, coils, driers, line sets, controls, timers and wiring

SPECIALIZED SKILLS

Service and installation of commercial and residential HVAC systems

Trouble-shooting using multi-meter, temperature and pressure gauges, and leak detectors

Natural gas, propane, electric and fuel oil

Self contained and roof top units and mobile refrigeration systems

Forced air, gravity radiant, hot water circulation and boilers

Heat pumps: air to air, ground source both open and closed loop

WORK EXPERIENCE

Mobile refrigeration/larger storage units, Tippecanoe Foods

Service Tech Supervisor/Installation, Muller & Yoder

Service Technician/Installer, H.D. Williams

Service Technician/Installer, Speakers Heating and Cooling

Maintenance Supervisor, Sheraton University Inn

Installer/Service, Classic Heating and Cooling

Résumé Example

In this functional, entry-level résumé [Font: Helvetica], emphasis is placed on new skills and training versus previous work experience in the Highlights of Qualifications section.

Harper Lee

Home: 765-390-4120
Cellular: 765-390-7392
E-mail: harperl@ivytech.edu

488 West County Road 800 North
Frankfort, IN 46041

Career Objective

To obtain a full-time position in nursing, specializing in postpartum care or medical surgical nursing

Education

Associate of Science, Nursing, May 2010
Ivy Tech Community College, Lafayette, IN GPA: 3.5/4.0 2007—2010

Highlights of Qualifications

- Eligible to take National Board exam, May 2010
- Assisted in the care and treatment of acute and chronically ill clients in many clinical settings
- Performed all duties of registered nurse, including administering therapy, maintaining patient treatment records, and consulting with physicians
- Wrote six, extensive, twenty- five plus care plans on six separate individuals
- Observed and participated in patient care in a local hospice, two open-door clinics, a dialysis center, a wound center, two long-term care facilities, two different hospitals on many different units, and a state hospital
- Clinical rotations completed at Greater Lafayette Health Systems, Regency, St. Elizabeth (Delphi), Logansport State Hospital

Summary of Skills

- Employee and Physician Relations
- Labor and Delivery
- Nursery
- Postpartum
- Psychosocial Assessment
- Medical Surgical Experience
- Direct Patient Care
- IV Therapy
- Medical Documentation
- Patient and Family Communications
- Vital Signs
- Problem Solving

Licenses

- CPR/AED, 2007
- TB, 2008

Work Experience

Wal-Mart, Frankfort, IN <i>Accounting Associate</i>	2006—2006
S.I.A. Manpower, Lafayette, IN <i>Temporary Production Associate</i>	2005—2005
Frito-Lay Inc., Frankfort, IN <i>Utility Technician (Packer)</i>	2002—2005

Activities and Honors

- Academic Dean's List, 6 semesters
- Member, Phi Theta Kappa International Honor Society

Résumé Example

Notice the heading Professional Profile in this functional résumé [Font: Century Schoolbook]. This is effective for experienced job seekers to clearly identify professional attainment.

5727 BOBWAY DR. • WEST LAFAYETTE, IN 47906 • PH. 765-463-8220 • E-MAIL: JHAMILTON42@IVYTECH.EDU

JANE HAMILTON

PROFESSIONAL PROFILE

- Knowledge of instructional strategies, educational goals, learning principles
- Experienced in curriculum development and procedures administration
- Ability to establish rapport with diverse individuals; caring, friendly, committed
- Excellent writing and presentation skills
- Exceptional time management skills for constantly changing priorities and work loads
- Experienced in working with individuals of many backgrounds, cultures, and age groups

EDUCATION, CREDENTIALS

Continuing Education coursework, Ivy Tech Community College, *Presently attending*
B.S. degree in Elementary Education, **Taylor University**, January 1986
Teaching Certification, State of Indiana Elementary grades 1-6

EXPERIENCE

Curricula Development

- Exceptional ability to quickly master new concepts and incorporate into class instruction
- Develop and implement lesson plans in a variety of subjects, to include: phonics, reading, math, language, and D'Nealian manuscript
- Methods and procedures to monitor lesson effectiveness include: observation, test taking, and one-on-one interaction with student

Classroom Presentation

- Successful and self-confident in classroom presentation and team teaching
- Employ a variety teaching techniques and cooperative group activity
- Detect problem areas and explain material in an interesting and clear manner

Parent Contact and Staff Relations

- Meet with parents at parent/staff meetings, inviting their input into all phases of program planning and generating a cooperative atmosphere
- Participate in staff and PTA meetings; address problem issues with children
- Possess excellent interpersonal skills and a strong commitment to customer service

WORK HISTORY

Volunteer/Homemaker	1986-2006
Tutor, Sylvan Learning Center	2005
First Grade Teacher, Meadowlawn Elementary School, Monticello, IN	1986
Fourth Grade Student Teacher, Wm. Reed Elementary School, Hartford City, IN	1985
First Grade Student Teacher, Northside Elementary School, Hartford City, IN	1985

INTERESTS AND COMMUNITY INVOLVEMENT

Interest include Spanish and sports

Résumé Example

This is a functional résumé [Font: Times New Roman] with a clever touch of branding beneath the person's name. The information in the Strengths category suggests why the individual should be considered for the position and the Skills and Abilities listed support the career objective.

301 E. Landings Dr., Lafayette, IN 47903 • Phone: (765) 219-6512 • E-mail: alamont@yahoo.com

ANN LAMONT

⇒ INITIATIVE ⇒ DEDICATION ⇒ DEPENDABILITY ⇒ ACHIEVEMENT

CAREER OBJECTIVE AND BACKGROUND

- An administrative support position in a health care setting where comprehensive educational training and experience providing exceptional customer service will be of value

STRENGTHS

- Ability to learn new material and procedures quickly; enthusiastic and resourceful
- Apply an effective combination of organization, leadership, and communication
- Capable of adapting easily to new environments; can successfully handle a wide range of responsibilities, changing workloads and special projects
- Excellent professional judgment and documentation skills; noted by supervisors for making well thought-out decisions
- Proven effectiveness as a team player; fully sensitive and responsive to the needs of diverse people
- Recognized for self-motivation and contributing to the success of a team

EDUCATION

2003—present **Ivy Tech Community College** Lafayette, IN
 Associate of Applied Science (A.A.S.) degree in *Medical Office Administration*
 Academic Dean's List, 3 semesters
 Graduation: August 2006 GPA: 3.2/4.0

RELEVANT COURSEWORK

- Financial Accounting
- Office Procedures
- Supervision
- Office Administration
- Medial Computer Applications
- Principles of Sociology
- Medical Coding
- Advanced Medical Terminology

SKILLS AND ABILITIES

- Type and proofread business correspondence, medical evaluations/diagnoses, invoices, etc.
- Maintain extensive filing system and accurate records, including billing and insurance
- Manage confidential records, including billing and insurance
- Multi-task using clerical administration in a busy setting
- Provide telephone support, working closely with doctors, physicians, and office personnel
- Order supplies, process bulk mailings, and manage inventory
- Maintain a clean and safe environment, including opening and closing the business

WORK EXPERIENCE

2005—present	Sales Associate , <i>Things Remembered</i>	Indianapolis, IN
2005—present	Teacher's Assistant , <i>Ivy Tech Community College</i>	Lafayette, IN
2005—2005	Verifier , <i>Americall Group, Inc.</i>	Remington, IN
2004—2005	Sales Representative , <i>Sears Department Store</i>	Lafayette, IN
2002—2003	Cashier , <i>Value City Department Store</i>	Indianapolis, IN

Résumé Example

In this combination résumé [Font: Garamond], specific achievements in the Honors and Accomplishment category add depth and support to technical proficiency [job skills].

Eugene O'Neil

123 Red Barn Road ■ Lafayette, IN 47901 ■ Phone: (765) 555-6000 ■ E-mail: coneil@yahoo.com

OBJECTIVE

To apply analytical skills from employment experience and education to an accounting position

EDUCATION

Ivy Tech Community College, Lafayette, IN 05/2003—Present
A.A.S. in Accounting, GPA: 3.36/4.0 Expected graduation: December 2006

HIGHLIGHTS OF QUALIFICATIONS

- MOUS Certification in Microsoft Excel 2000; advanced computer and business skills using MS Access, PowerPoint, Publisher and Word
- Effective communication skills, both written and verbal, used in discussing tasks with teammates, co-workers and supervisors and in consistently following-up
- Organizational talents utilized daily to prepare materials and resources, ensuring timely and successful project completion
- Strong office support/administrative skills, with the ability to efficiently multi-task and perform well in a fast-paced environment
- Ability to maintain a high degree of integrity, detail and accuracy when dealing with confidential and/or financial data

SUMMARY OF SKILLS

- Preparing Financial Statements
- Bookkeeping/Office Management
- Reconciliations, General Ledger/Cash/Lock Box
- Software: Peachtree 2006 and QuickBooks Basic
- Preparing Account Balance/Activity Schedules
- Budgeting and Analysis
- Processing A/P, A/R, and Payroll
- Individual Income Taxes
- Customer Relations
- Bank Deposits and Journal Entries

EXPERIENCE

Office Assistant, Ivy Tech Community College	Lafayette, IN	09/2003—Present
Office Assistant/Bar, Jack & Jill's Place	Lafayette, IN	08/1999—2000
Receptionist, H&R Block	Lafayette, IN	12/1997—04/1998
Receptionist, Community Family Resource Center	Lafayette, IN	1999
(Payroll) Accountant/Cashier, Guarantee Auto	Lafayette, IN	1986

HONORS AND ACCOMPLISHMENTS

Academic Dean's List: 2 semesters
Search Committee: Student representative for the hiring new Ivy Tech-Lafayette Chancellor
Retention Committee: Analyzed and compiled data for publication in Ivy Tech-Lafayette report
Rotary Club: Guest Speaker.

Résumé Example

The subtle line treatment around the candidate's name on this combination résumé [Font: Times New Roman with Arial Rounded MT Bold name] is an effective attention getting technique.

Alice Walker

133 North 1500 East
Lafayette, IN 47926
Phone: (574) 310-3673 E-mail: awalker@comcast.net

Objective

To obtain a technician position in a manufacturing environment that will enable me to utilize my formal educational training and extensive work experience in the set-up, operation, and maintenance of various operating systems and machinery

Education

Ivy Tech Community College, Lafayette, IN 2008 – Present
Pursuing an A.A.S. degree in **Machine Tool Technology**
Specialty: Tool and Die
Expected graduation: August 2004
GPA: Cumulative 3.26/4.0, Semester 4.0/4.0

Purdue University, West Lafayette, IN 2007 – 2008

Related Course Work

- Manufacturing Process	- Abrasives	- Advanced Print Reading
- CNC Programming	- Welding	- Fluid Power Hydraulics
- Algebra/Trigonometry	- Physics	- Tool and Die
- Metallurgy	- Machining	- Quality Control

Summary of Skills

- CNC Programming and Setup	- Drill Press
- Milling Machines	- Measurement Instruments
- Engine Lathes	- Polishing and Buffing

Work Experience

Ivy Tech Community College, Lafayette, IN 05/2009 – 08/2009
Machine Tool Technology Work Study Assistant

Gerber Plumbing Fixtures, L.L.C., Delphi, IN 10/1993 – 08/2008
Low Pressure Die Casting Machine Operator
Machine Shop Set-up/Operator
Quality Control Inspector

Honors and Activities

Academic Dean's List (2 Semesters)
Member, Phi Theta Kappa International Honor Society

Résumé Example

In this combination résumé [Font: Century Schoolbook] the separation within Practicum Experience, of experience and location of practicum emphasizes acquired job skills.

Zora Neale Hurston

30 Mount Ct. • Lafayette, IN 47909 • Phone: (765) 111-4545 • E-mail: ZNH@gorge.net

Objective

To obtain a position working with children utilizing excellent curriculum planning, behavior management, and communication skills.

Education

Ivy Tech Community College, Lafayette, IN 2008 – 2010
Early Childhood Education A.A.S. degree
Anticipated graduation December 2010

Ball State University, Muncie, IN 2006 – 2008
Major: Special Education

Summary of Skills

- Providing quality care to challenged children and adults with special needs
- Proficient in front office administrative functions
- Excellent interpersonal and listening skills
- Exceptional customer and patient care skills
- Strong analytical and problem-solving skills
- Keen computer skills: Windows 2007, Lotus Notes 6, Meeting Room Manager 6

Practicum Experience

- Apply skills to work with children with emotional and/or academic deficiencies
- Provide developmentally appropriate and structured play and learning activities
- Observe and assist in all aspects of childcare to include facility operation, curriculum and effectiveness
- Establish and build one-on-one interaction with children
- Evaluate the learning abilities of children, applying individualized techniques

Ivy Tech Community College, **Dennis Burton**, Lafayette, IN
Ball State University, **Southside Elementary School**, Muncie, IN

Work Experience

Nanny, In-home Provider, Lafayette, IN July 2008 – present
• Provide care for three children ages 1, 5, and 7

Community Living Supervisor, **Wabash Center**, Lafayette, IN January 2006 – July 2008
• Provided care for adults with special needs
• Obtained and utilized know-how to fill out State of Indiana required paperwork
• Motivated consumers to be more independent using self-awareness strategies, and served also as a positive role model

Secretary in Public Affairs, **Eli Lilly and Company**, Lafayette, IN June 2004 – June 2006
• Organized facility tours
• Created and maintained databases
• Designed binders
• Accounts payable responsibilities

Leadership and Volunteer Experiences

- Co-operative Office Education Class President and Chairperson for three co-op committees
- Mental Health Association, Children and Family Resource Center, Ball State Tutor of disadvantaged children

Résumé Example

The use of boldface type provides emphasis to key words in this combination résumé [Font: Times New Roman with Arial address and Arial Black name]

Herman Melville

255 East 7th Street
Fowler, IN 47944
Phone: (765) 448-8444

Objective: Multi-skilled individual with strong analytical, troubleshooting, problem solving and customer service abilities seeking a **Certified Service Technician** position that will apply my experience and educational background

Education:

08/07 – 08/10 **Ivy Tech Community College**, Lafayette, IN
Associate of Applied Science in Automotive Service Technology, August 2010
GPA 3.13/4.0

Technical Certificate in Automotive Services, May 2009
GPA 3.29/4.0

Summary of Qualifications:

- Experienced using **computerized diagnostic** equipment to analyze automotive systems and perform necessary routine repairs, such as oil changes:
- Install, repair and maintenance of **climate control systems (Heating and Air Conditioning)**
- Diagnose, repair and overhaul **brake systems**, including computer and electronic controls
- Replace defective **chassis parts**, such as shock absorbers, ball joint suspension, brake shoes and wheel bearings
- **Alignment (front-end suspension), balancing, and testing** for faulty wheel alignment, bent axle, worn ball joints and steering rods using alignment-testing machine
- Remove and replace parts of ignition system, such as spark plugs, electronic modules or alternator to complete **tune-ups** or replace malfunctioning part of system
- **Communication skills** used in thoroughly discussing status of vehicle and necessary services to meet customer demands
- Thrive in fast-paced environment **providing quality professional service** to foster repeat business
- Proficient computer skills in Microsoft Office 2007

Work Experience:

- 11/07 – Present Service Technician, **Sears AutoCenter**, Lafayette, IN
- Diagnose and perform front-end suspension problems: ball joints, tie rods, pitman arms, shocks, struts, idler arm and rack and pinion
 - Perform routine maintenance on vehicles: oil changes, alignments, etc.
- 06/06 – 11/07 Apprentice/Lube Technician, **Bill Andrews**, Lafayette, IN
- Systematically evaluate and resolve “check engine light” problems, resulting in increased diagnostic abilities and a sound understanding of service shop operations
 - Performed alignments
- 07/07 – Present Automotive Service Lab Technician, **Ivy Tech Community College**, Lafayette, IN
- Assist students and faculty in Automotive Lab
 - Order service parts and maintain mechanic’s hand tools, gauges, test meters, etc.
 - Prepare invoices for student/customer billing (accounts payable)
- 06/04 – 02/06 Lube Technician, **Jiffy Lube**, West Lafayette, IN
- Performed routine lube and oil maintenance on vehicles
 - Visually inspected and listened to vehicles for indications of malfunction

Honors: **Academic Dean’s List**, 2 semesters

Résumé Example

The Skills section in this combination résumé [Font: Arial with Franklin Gothic name] highlight key skills relevant to performing this particular position as stated in the Objective.

Emily Dickinson

8845 Yeager Rd. Apt. # T
West Lafayette, IN 47906
Home: (765) 467-9198
E-mail: edickinson@ivytech.edu

Objective To obtain a full-time Medical Assistant position utilizing excellent office management, organization and communication skills

Education Ivy Tech Community College, Lafayette, IN 08/03 to 08/04
Technical Certificate in Medical Assisting, August 2004
Program of Study: Medical Administrative Specialty

Significant Coursework

- Document Processing
- Financial Management
- Medical Transcription
- Medisoft Accounting Systems
- Medical Terminology
- Medical Insurance
- Medical Law & Ethics

Skills

Medical Office Management

- Microsoft Office: Excel/Access/Word/PowerPoint
- Using and maintaining office equipment
- Operate computers and accounting systems
- Organizational skills
- Managing correspondence/establishing patient records

Interpersonal Skills

- Positive interaction with patients
- Articulate telephone communication abilities
- Courteous customer service skills
- Respectful, mature, reliable, and prompt

Financial Responsibilities

- Ability to meet deadlines and multi-task
- Able to process insurance claims
- Exceptional money managing skills

Work Experience

Medical Clinic Receptionist 2002 (summer)
Pulmonary Specialists, Hammond, IN

- Admitted/greeted patients and answered phones
- Scheduled appointments and maintained the physicians' schedule
- Managed correspondence and maintained patient records
- Account billing and collections

Data-Entry Clerk 2003 (part time)
Purdue University, West Lafayette, IN

- Input data, prepared reports and letters
- Information processing with Word Processor including electronic data processors, and transcribers
- Used equipment to record, edit, store, and revise letters, memos, reports, statistical tables, forms, and other printed materials

Résumé Example

The relevant skills and experience acquired through internship is emphasized on this combination resume under the Practicum category.

Toni Morrison

521 Jazz Blvd. Frankfort, Indiana 46041, 765-212-1039, tonim@gmail.com

OBJECTIVE:

A position as youth intake coordinator with Vocational Rehabilitation using strong interpersonal, diagnostic, and assessment skills

EDUCATION:

Associate of Applied Science in Human Services May 2010
Ivy Tech Community College, Lafayette, IN
G.P.A. 3.8

PRACTICUM

Community Treatment Program of
Community Mental Health Dept, Lafayette, IN 1/2010 – 5/2010

Human Services Intern

- Performed intake assessments
- Maintained appropriate patient records according to established practice and legal requirements
- Provided crisis intervention as needed
- Interacted with clients, victims, law enforcement agencies
- Empowered clients with tools to encourage independent living

Cary Home, Lafayette, IN 9/2009 – 12/2009

Human Services Intern

- Implemented services for youth with behavior challenges
- Promoted individual programming and behavior modifications
- Administered guidance and supervision to teenage males with histories of criminal behaviors

RELATED WORK EXPERIENCE

Youthworks, Lafayette, IN 9/2008 – Present

Personal Care Attendant

OTHER EXPERIENCE

Lafayette Catholic School System, Lafayette, IN 9/2008 – Present

Tutor

ACTIVITIES/ORGANIZATIONS

Phi Theta Kappa Honor Society 2008 – Present
Ivy Tech Student Government Association 2007 – 2009

Résumé Example

Notice how hobbies and interests are translated into experience under Summary of Skills in this combination résumé [Font: Arial with Arial Black name].

24 Sarasota Drive
Lafayette, IN 47909

Phone (765) 433-7214
E-mail l_spencer@yahoo.com

LaVerne Spencer

Objective To obtain a position in which to apply my formal education, customer service skills and technical and PC support experience

Education 5/2004 - Present **Ivy Tech Community College** Lafayette, IN
Pursuing an **Associate of Applied Science** degree in **CIS**
Anticipated graduation: May 2006

Significant Coursework

- Windows client operating systems
- C++ I / II
- Computer Applications
- Advanced operating systems: Linux
- P.C. Technology Essentials
- IT Technician

Summary of Skills

- Strong interpersonal and customer service skills
- Analytical and problem solving abilities
- Ability to multi-task and work efficiently under pressure
- Excellent communication, verbal and written
- Installation and set-up Microsoft Windows (9 years), prior to using DOS for daily computing

As a seasoned computer hobbyist, experience with the following:

Desktop/PC Hardware

- Set-up many computers out of the box, as well as set-up of used computers
- Installed/replaced many ISA and PCI cards

PC Software

- Installed a variety applications and set them up for optimum performance in a Microsoft Windows environment

Networking

- Set-up of a home network on a personal router connected to a DSL line with one computer hard-wired to the router and a second connected via Wi-Fi—the two units share files, printers and internet access superbly

Experience 4/2001 – 6/2001 **Tele-Services Direct** Lafayette, IN
Telemarketer

1/1998 – Present **Teen Court Program, CFRC** Lafayette, IN
Volunteer

- Educate and assist troubled youth being guided through the judicial process
- Suggest corrective plans of action for youth

Résumé Example

This is a scannable, chronological, experienced, 2-page résumé [Font: Times New Roman] that highlights progressive career track. The Keyword Summary emphasizes details.

ROBERT FROST

1510 North Lakeshore Court
Lake Placid, NY 12555
(914) 948-2654
RoberFrost@ivytech.edu

CAREER OBJECTIVE

A management level position in the financial division of an established manufacturing company.

KEYWORD SUMMARY

Senior Financial Manager with over twenty years experience in Accounting and Systems Management, Budgeting, Forecasting, Cost Containment, Financial Reporting, and International Accounting. MBA in Management. Proficient in: Excel, Solomon, Real World, and Windows.

EXPERIENCE

HONEYWELL CORPORATION, Albany, NY

Director of Accounting and Budgets, 1988 to present

Directed staff of twenty in General Ledger, Accounts Payable, Accounts Receivable, and International Accounting.

- Facilitated month-end closing process with parent company and auditors.
- Implemented "team-oriented" cross-training program within accounting group, resulting in timely month-end closing and increased productivity of key accounting staff
- Developed and implemented a strategy for Sales and Use Tax Compliance in all fifty states with 100 percent compliance for both parent company and subsidiaries.
- Prepared monthly financial statements and analyses for review by executive board.

Accounting Manager, 1985-1988

- Managed a staff of six in General Ledger and Accounts Payable.
- Designed and refined financial reporting package. Assisted in month-end closing.
- Established guidelines for month-end closing procedures, thereby speeding up closing by five business days.
- Promoted to Director of Accounting and Budgets.

Résumé Example

Scannable, 2 page. [Font: Times New Roman]

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Robert Frost

Page 2

LAMBERT AND AUSTIN COMPANY, Poughkeepsie, NY

Senior Accountant, 1979-1985

- Managed A/P, G/L, transaction processing, and financial reporting.
- Supervised staff of two.
- Developed Management Reporting package, including variance reports and cash flow reporting.

Staff Accountant, 1975-1979

- Managed A/P, including vouchering, cash disbursements, and bank reconciliation. Wrote and issued policies.
- Maintained supporting schedules used during year-end audits. Trained new employees.

Junior Accountant, 1973-1975

- Assisted in general ledger closing.
- Monitored cash collections and accounts receivable.

EDUCATION

MBA in Management, Cornell University, Lake Placid, NY

BS in Accounting, Boston College, Boston, MA

ASSOCIATIONS

National Association of Accountants

Sample Job Search Letter

Cover letter, general inquire, key point: multiple companies [Font: Arial]

71 W 200 South
Fine Point, IN 47992

Phone: 765-555-2229
E-mail: gbrooks@gmail.com

Gwendolyn Brooks

April 16, 2010

Dear Hiring Manager:

I am interested in working for your organization in your IT department. I have a dual Associate of Applied Science degree in Computer Information Systems from Ivy Tech Community College. My areas of concentration are: Multi-Vendor Networking and PC Administration and Support. I enclose my résumé as a first step in exploring the possibilities of employment with you.

In your IT department I would bring years of life experience and many new ideas. My academic studies prepared me with valuable experiences, such as: building a Microsoft Access database for a mock company, to include writing reports and queries; writing a program that enabled the computer to play a card game; and creating slide show presentations. Related skills I possess include being highly organized and a creative team player, time management and prioritizing, and effectively communicating and paying close attention to detail. My résumé further documents my academic background. My most recent experience is a Surgery Secretary at St. Elizabeth Hospital where I am responsible for charging all surgery patient procedures performed in surgery. This position requires me to consistently deliver exceptional customer service while maintaining a positive and professional demeanor, work in a fast-paced setting ensuring that I am patient and thorough in communicating and interacting with various groups, and to multi-task while meeting daily deadlines.

These are simply are few highlights for your consideration. I would like to further discuss my qualifications and how I might benefit your organization through an interview. Please feel free to contact me at (765) 555-2229 should you wish to arrange an interview or obtain additional information. I will plan to follow-up with you the week of April 26, 2006. Thank-you for your time and consideration.

Sincerely,

Gwendolyn Brooks

Gwendolyn Brooks

Enclosure: résumé

Sample Job Search Letter

Cover letter, general inquire, key point: company research [Font: Century Schoolbook]

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147 Chief Rock Dr.
West Lafayette, IN 47906
Home: 765-463-7925
alesley@ivytech.edu

April 27, 2010

Marilyn Kramer
AIMCO Properties
9200 Keystone Crossing Suite #500
Indianapolis, IN 46240

Dear Ms. Kramer:

I am seeking a full-time position in the area of Management, Marketing or Public Relations with an established company such as yours. With some research I found that you own five properties in the Lafayette, Indiana area, as well as hundreds of other properties nation wide. I will be graduating with two Associate degrees, one in Marketing and the other in Management, from Ivy Tech Community College in May 2010. I then plan to further my education with a Bachelors degree in Business and plan to receive a minor in Spanish.

As you can see from my resume, the WH Long internship positions allowed me to gain extensive knowledge of the competing apartment complexes by completing a competitive analysis and monthly market surveys. It also gave me insight in how daily activities of marketing tasks are accomplished as well as established. During this time I learned how to fully use desktop publishing programs such as Microsoft Publisher and Adobe PageMaker, which are useful in creating any marketing advertisements. My understanding of Management grew as I learned what decisions and tasks needed to be handled to accomplish daily obstacles. Furthermore, I learned what was required in financial and company status reports.

The Edward Rose of Indiana and WH Long positions allowed me to gain practical experience with public relations, problem solving, legality responsibilities, building long-term relationships with clients, and marketing to a target market. My experience in leasing and public relations, with both of these companies, have provided a broad range of hands on experience in sales, marketing, and management. In addition, I acted as a liaison between management and residents, as well as potential residents. My extensive training in OSHA (Occupational Safety and Health Act), Fair Housing, and sales have helped to gain further knowledge and understanding of a business environment. Most importantly I have been able to learn and understand the importance of respect for different cultures in a business environment, by working with many international students, professors, and professionals. Further gaining the fundamentals of understanding and being multicultural, this can be very helpful in this type of environment.

I would very much like and opportunity to speak with you regarding positions that may be available with in your company. I look forward to discussing my qualifications in more detail, or to talk about scheduling an interview. I am available in the early mornings or late afternoons through out the week or can schedule to be available any other time of the day. In the mean time, you can reach me at the following address and numbers. I thank-you for your time and consideration, and look forward to speaking with you.

Sincerely,

Angela Lesley

Angela Lesley

Sample Job Search Letter

Cover letter, general inquire, key point: relocation [Font: Times New Roman]

504 West Hammer Ave
Lafayette, IN 47902
djessup@yahoo.com

April 27, 2010

Mr. Duke Yole
Manager
Reliance Trailer Co.
3025 S. Geiger Blvd.
Newton, KS 67114

Dear Mr. Yole:

Are you interested in hiring an experienced, dependable worker with practical work experience, as well as someone having recent education in both welding and sheet metal? If so, I may be the person you are looking for. As you can see by my enclosed resume, I also have work experience in several other technical areas.

According to the information about your company listed in the Reference USA program, you have 100 employees. The years I spent in the Air Force taught me how to be both a team player and a team leader with diverse groups of people. With this background, I believe I could adapt quickly to your work environment and be of benefit to the Reliance Trailer Co.

Since I will be visiting family in the Newton area during the holidays, I will call to see about the possibility of touring the plant and obtaining an interview with you. A portfolio of photographs of my work will be available at that time. If you would like any additional information, please call me at (316) 743-5607 between 8:00 A.M. and 3:00 P.M. Central Standard time.

Sincerely,

David J. Jessup

David J. Jessup

Enclosures

Sample Job Search Letter

Cover letter, general inquire, key point: career change [Font: Book Antiqua]

124

1924 West 10th Avenue
Boise, ID 83681
maxcollin@gmail.com

February 5, 2010

Mr. Jake Roberts, President
KMS Construction, Inc.
3830 East Boone Avenue
Boise, ID 83670

Dear Mr. Roberts:

I am currently enrolled in the Computer Information Systems program at Ivy Tech Community College-Lafayette, where I have received training in configuring, installing, and maintaining computer networks. Given the recent growth of networking applications in your industry, I believe that I can be an asset to your company.

The CIS program has included both theoretical and hands-on training and experience with multiple client-server based networks and diverse operating systems such as Windows 2000, XP, and ME as well as Novell 5.0 and NT Server. I have taken courses in interpersonal communication, technical writing, and I am currently taking training in job communication skills.

As you can see by my enclosed résumé, I have worked in the construction industry intermittently over the last twenty years. As a result, I have a solid background in the building trades. I have also worked in production at Boeing, where I learned to work with people from diverse cultures, languages, and backgrounds and to be part of an efficient, productive team.

After you have an opportunity to read my résumé, I can be reached at (208) 838-8964 before 9:00 A.M. and after 4:00 P.M. Mountain Standard time or you may email me at maxcollin@gmail.com. I will have a vacation break the last week of February and I will call you before that time about an appointment for an interview. Thank you for your time and consideration. I look forward to talking with you soon.

Sincerely,

Max Collin

Max Collin

Sample Job Search Letter

Cover letter, specific position, key point: job referral follow-up [Font: Lucidia Bright]

725 W. 8th Street
Lafayette, IN 47904

February 3, 2010

Mr. Vince Roberts
Director of Nursing
Logansport State Hospital
1098 S. St. Rd. 25
Logansport, IN 40601

Dear Mr. Roberts:

During our discussion last fall you mentioned the possibility of hiring me for a Nursing position upon my graduation, if a position should be available. I am pleased to inform you I will be graduating in May.

Upon examination of my résumé I believe you will find I have proven myself to be reliable and self-motivated. I have extensive prior experience in leadership positions which have required me to organize work assignments for multiple employees. I also have displayed an ability to manage my time wisely and productively by being able to work part-time while completing my ASN degree. Because I have over six years of experience at this facility, I am familiar with the policies and procedures. I believe my experience as an attendant at this facility will help me coordinate with other disciplines to provide our clients with the quality care they both deserve and expect.

I will contact your office during the week of May 4th, after completing my final exam, to set-up an appointment to discuss my future employment at LSH. I am looking forward to being able to serve our clients in a new and extended role as an RN. Thank-you for time and consideration.

Sincerely,

Edward Paffendorf

Edward Paffendorf

Enclosure: résumé

Sample Job Search Letter

Cover letter, specific position, key point: matching job requirements [Font: Times New Roman]

126

Anne Sexton
P.O. Box 123 ♦ Camden, IN 46917 ♦ (574) 546-4254 ♦ AnneSexton@aol.com

April 19, 2010

Ms. Kay Payton
Human Resources Manager
Fifth Third Bank
311 N. Sagamore Parkway
Lafayette, IN 47909

Dear Ms. Payton:

Please accept this letter of intent to accompany my résumé previously submitted through JobZone, Ivy Tech Community College. I come highly recommended and would truly serve as an asset to Fifth Third Bank. Although my résumé details my work history and academic background, I wanted to reiterate my interest for the position of **Customer Service Representative**.

I believe my education, knowledge, skills and abilities are a good match to the qualifications you are seeking. I am currently pursuing an Associate of Applied Science degree in Business Administration and Management from Ivy Tech Community College. Strengths that I have to contribute to Fifth Third include:

- ◆ Valuable experience of providing excellent customer service to professionals and the public
- ◆ Proficient computer and technical skills
- ◆ A willingness to learn new techniques and processes, applying them to increase my work efficiency
- ◆ Strong communication, organizational and time management competencies-- all of which provide for flexibility and adaptability to use my skills across multiple functions

I am available for immediate consideration, and should you require references or additional information, I would be more than pleased to provide such. I welcome the opportunity to meet during an interview to discuss my credentials in person. I shall contact you next week to follow-up on the status of my inquiry. I may be reached at (574) 686-2374 or you may email me at AnneSexton@aol.com at your convenience.

Thank-you for your time and consideration of my request.

Sincerely,

Anne Sexton

Anne Sexton

Enclosure: résumé

Sample Job Search Letter

Thank-you letter, interview follow-up, key point: reiterate strengths [Font: Garamond]

12702 East Hale
Lafayette, IN 47904
lhughes@ivytech.edu

December 14, 2010

Ms. Ester Boyd, Director
Human Resources
Nighthawk Corporation
2711 Brighton St.
Lafayette, IN 47904

Dear Ms. Boyd:

I appreciated the opportunity to talk with you December 12th about the computer programming position. The prospect of working with the Nighthawk Corporation is exciting. I was pleased that the problem-solving skills developed at the Coles Company and my education acquired at Ivy Tech Community College are so close to the qualifications you described.

It was also a pleasure for me to meet Mr. Fisher, who is in charge of the lab. The time he took to give me a tour of the lab was very helpful. The interview combined with the tour has most definitely heightened my interest in the position!

You may call (765) 928-0214 between 8:00 a.m. and 5:00 p.m. or email me at lhughes@ivytech.edu regarding your decision or to obtain additional information. I will look forward to hearing from you.

Sincerely,

Langston Hughes

Langston Hughes

Sample Job Search Letter

Thank-you letter, interview follow-up, key point: providing additional information/qualifications
[Font: Times New Roman]

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P.O. Box 1787
Lafayette, IN 47909
charleshibbert@gmail.com

November 15, 2010

Mr. Frank Shell
Instructor
Stark Community College
2015 West High Ave.
New Philadelphia, OH 44663

Dear Mr. Shell:

I appreciate being interviewed by you on November 9, 2004, for the heavy equipment supervisory position.

I think it would be helpful to elaborate on my early management and interpersonal skills. Before my twenty-first birthday, I was a non-commissioned officer in the U.S. Army, which put me in direct supervision of many personnel. I was also assigned to various Inspector General teams, which made me responsible for the thorough inspection of hundreds of pieces of construction equipment.

I believe my extensive background and education, combined with my interpersonal skills, have prepared me for the position we discussed.

If you should need any further information, please contact me at your convenience. As you suggested, I will wait for you to contact me regarding your decision. I look forward to hearing from you soon.

Sincerely,

Charles B. Hibbert

Charles B. Hibbert

Sample Job Search Letter

Letter of intent, interview follow-up, key point: applicant withdrawal [Font: Microsoft Sans Serif]

725 University Place, #321
Evanston, IL 60208
lalcott@ivytech.edu

April 29, 2010

Melissa Lang, Ph.D.
Executive Director
The Northlight School of Performing Arts
8989 Wagner Rd.
Glenview, IL 60025

Dear Dr. Lang:

I am writing to inform you that I am withdrawing my application for the program coordinator position with the school. As indicated in my interview with you, I have been exploring several employment possibilities. This week I was offered an administrative position with a local city government, and after careful consideration, I decided to accept it. This position provides a very good match for my interest at this point in my career.

I want to thank you very much for interviewing and considering me for your position. I enjoyed meeting you and learning about the innovative community programs you are planning. Northlight is a fine school, and I wish you and your staff well.

Sincerely,

Louisa M. Alcott

Louisa M. Alcott

Sample Job Search Letter

Letter of intent, interview follow-up, key point: decline job offer [Font: Gill Sans MT]

130

1216 Emerson St.
Lafayette, IN 47904

March 15,2003

Mr. George Davall, Manager
Sales and Marketing Division
Colonial Properties, Ltd.
Lafayette, IN 47903

Dear Mr. Duvall:

Thank-you very much for offering me the position of commercial leasing agent with Colonial Properties. I appreciate you discussing the details of the position with me and giving me time to consider your offer.

You have a fine organization and there are many aspects of the position that are very appealing to me. However, I believe it is in our mutual best interest that I decline your kind offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your superior staff.

Sincerely,

Melody Taylor

Melody Taylor