

RESUME WORKSHEET

Basics 10-12 font, single page, one inch borders (all four sides).

Name Largest font size on the page, **bold**. Should be centered or on the right-hand side. 14-18 font.

Campus Address and Permanent Address (indicate both if applicable).
Must include **phone numbers with area codes**, and Email addresses.
(Recommendation: do not list cell phone number unless necessary)

Objective Statement – Not needed for On-Campus recruiting or for use at Career and Internship fair. Otherwise – every resume should have an objective – brief and to the point. (See “objective” handout for more details)

Education:

- √ Saint Mary’s College of California, Moraga
- √ Degree (example)
 - B.A. or BA or Bachelor of Arts
 - Minor and/or Area of Emphasis
 - Date (month and year bestowed)
- √ GPA if 3.0 or higher, or use major GPA if it is over 3.0.
- √ List awards, scholarships and Dean’s List.
- √ Relevant Courses (generally upper division). Relevant to the job you want.
- √ Projects & Thesis – describe using action verbs – use 2 or 3 sentences.
- √ Study Abroad and/or Jan Term – describe area of concentration.
- √ Underwriting your education, e.g. 100% of college financed through scholarships, employment and loans.

Experience

Paid and unpaid jobs, campus projects, volunteer work, community service.
Include job title, employer/organization, city & state, dates (years only).
Describe your accomplishments using action verbs.

Skills

List computer programs.
Languages – bilingual, fluent, conversational.

Activities

List all SMC activities first, then list interests.
Show teamwork, leadership, community involvement, hobbies, travel.

Interests

May be combined with **Activities**.

NOTE TO FRESHMEN, SOPHOMORES & JUNIORS: You **may** include your high school information: GPA, Activities, Awards, etc.

TIPS FOR CREATING A SUCCESSFUL RESUME

Dos

- Do design your descriptions to focus on your **accomplishments**, using **action verbs** to clearly indicate skills you've used.
- Do try **quantifying results** in your descriptions, such as "Created marketing campaign that increased club membership by 25%."
- Do keep your resume brief enough to fit on **one page** (or two pages if your experience is extensive).
- Academic CVs are often two pages or longer.
- Do print your resume on good quality bond paper, either white or conservative tones. If printed on plain computer paper, copy onto good quality bond paper (**24-lb or higher bond weight**).
- Do accompany your resume with a cover letter.
- Do have others look over your resume for **content and grammar**.

Don'ts

- Don't make your margins and font size too small: **margins** no smaller than one inch and font size no smaller than 10 point.
- **Don't include personal pronouns** (e.g. I, me, we).
- **Don't include personal information**, physical characteristics, or photographs on your resume.
- Don't include the last line: "References available upon request"

Other Tips

- It is more appropriate for freshmen and sophomores to include **high school experiences**. However, important high school experiences that have some relevance to your job objective may be appropriate for upper classmen.
- For **International Students** it is sometimes a disadvantage to include your non-immigrant visa status or permanent address (if outside the U.S.) on your resume. Usually your visa status should be discussed later during the interview. If you have obtained permanent residency or U.S. citizenship, it might be to your advantage to list the information on your resume.
- Every occupation and career field has its own jargon, acronyms and buzzwords – these are helpful key words to use. **If you are responding to a job listing, use words from the job listing in your resume and cover letter.**

RESUME FORMATS

There is no single way to format your resume. The format you choose should present your strengths clearly.

Chronological Format

This format is most familiar to employers. This style of resume presents your experience and education in **reverse chronological sequence**, starting with the most recent. Date, job title, organization's name, location and a description of your activities are listed as part of the experience section. This format is simple, straightforward, and especially useful for anyone with a history of directly relevant experience.

Functional/Skills Format

This format focuses on **areas of skill** and can be effective in conveying your strengths to an employer, although many employers are not as familiar with this format as with

the chronological or combination format. This style of resume draws attention to accomplishments and highlights your skills by function rather than your work experience and is more commonly used by people with very little formal work experience or who are returning to the workplace after being away or otherwise involved.

Combination Format

This format is appropriate when you have relevant work experience for each of several skill areas and combines the chronological and functional formats. This style allows you to group your experiences or key selling points together by functional areas (such as Research Experience and Teaching Experience), and then list those experiences in reverse chronological order within each section. It is also a familiar format to employers.

SUBMITTING RESUMES ELECTRONICALLY

Email

Send your resume as an attached file and paste the text into the body of the email. Having your resume in the body of the email as well as an attachment gives employers the opportunity to see your resume in the event they cannot open your attachment or do not take the time. Use a simple format for the resume you put in the body of the email: left justified, no bold, no italics, no underlines, no tabs. Don't forget to include a cover letter in the body of the email too. If you have your resume in a PDF file, you can also attach that with your email. The PDF version will allow the employer the opportunity to see your resume in an attractive format, utilizing bold and underlines. When emailing resume files, name them so the employer can easily identify them. Last name, followed by first name and the word "resume" is most helpful. When possible, ask the employers in which format they prefer to receive resumes.

Resume Scanning

Companies receiving large quantities of resumes may scan each resume as an image, and then sort the image into recognizable letters, words, and symbols. These scanned images are entered into a database and then **searched for key words**, which indicate skills, education and knowledge areas the employer is seeking. Left-justify all text and **avoid using underlining, italics, bullets, bold, and columns.**

JOB OBJECTIVE

Your career objective should indicate what it is you want to do and your field of interest. It is a critical part of your resume, since everything that follows should support your objective.

NOTE: For recruiting purposes at SMC, you will not need an objective on your resume. This includes resumes handed out at the Career Fair and for all on-campus recruiting.

If you are seeking a specific job or function, use the title or function in the objective. Example: "Analyst position in banking". Whenever possible, use the exact job title as listed in the posting and include the name of the company. Example: "Account Manager, Hewlett Packard".

SAMPLE JOB OBJECTIVES

1. To obtain a position in a sports-oriented business utilizing promotional and organizational skills
2. A sales/customer service position in the consumer products industry
3. An entry-level editing position in publishing or the media industry
4. A position in customer service/sales in the retail industry
5. A position in public relations or the advertising industry
6. To acquire an administrative position in community health
7. To obtain a position in marketing/sales in the radio or TV industry
8. A customer relations position in banking/finance
9. An entry-level human resources/training position in the retail field
10. To work in the area of finance using skills in lending or management
11. A sales or management trainee position in the construction industry
12. An entry-level position in the non-profit or social service field
13. A management trainee position in property management or real estate
14. A position in accounting (could use public or private, auditing or tax)
15. Research assistant in a consulting firm
16. Internship
17. Internship in _____ or at _____

AVOID any objective trait that is not specific, e.g.:

"challenging position", "opportunity for advancement", "fast-growing company", "in a field where I can grow and learn", "using my education and skills"

Resume Font Size and Style Guidelines

Font

- Use a font that is clean, conservative, and easy to read. Stay away from anything that is too fancy, or unconventional.
- Your choice of font should be dictated by the content, format and length of your resume. Some fonts look better than others in smaller or larger sizes; some have “bolder” boldface type; some require more white space to make them readable.

Recommended samples: (in 12 points)

| | |
|----------------------|-----------------|
| Arial | Garamond |
| Bookman Old Style | Gill Sans MT |
| Book Antiqua | Lucida Sans |
| Century Gothic | Tahoma |
| Century Schoolbook | Times New Roman |
| Franklin Gothic Book | Verdana |

Type Size

- Readability is everything! If the type is too small, your resume will be difficult to read and difficult to skim for essential information. Interestingly, a too-large type can also give a negative impression by conveying a juvenile or unprofessional image.
- As a general rule, select type from 10 to 12 points in size. Take a look at the following examples:

Very readable in 12-point Book Antiqua:

Case Study: Observed one child on six different occasions for Infancy & Childhood and wrote five different papers reporting on the child’s physical, emotional, personality, cognitive and social development.

Readable in 10-point Verdana:

Case Study: Observed one child on six different occasions for Infancy & Childhood and wrote five different papers reporting on the child’s physical, emotional, personality, cognitive and social development.

Difficult to read in too-small 10-point Gill Sans:

Case Study: Observed one child on six different occasions for Infancy & Childhood and wrote five different papers reporting on the child’s physical, emotional, personality, cognitive and social development.

Concise and readable in 12-point Times New Roman:

Case Study: Observed one child on six different occasions for Infancy & Childhood and wrote five different papers reporting on the child’s physical, emotional, personality, cognitive and social development.

COMPETENCY-BASED RESUMES

More and more companies are looking at competencies.

What are competencies?

Competencies are key characteristics that successful people have in any organization, anywhere, any size.

Competencies are based on abilities to be successful.

Common competencies or most widely used; the most used measures of ability:

- ◆ Achievement or results-oriented
- ◆ Initiative (plan, idea, inventiveness, enterprising)
- ◆ Impact and influence
- ◆ Customer service orientation
- ◆ Personal understanding
- ◆ Organizational awareness
- ◆ Conceptual thinking (theoretical, abstract)
- ◆ Information-seeking or research-based decision-making and thinking
- ◆ Integrity (honesty, truth, honor, reliability, accountability)
- ◆ Analytical thinking

How do hiring employers use competencies?

- ◆ To screen resumes as they look for demonstrated expertise in key competencies and strengths as shown in bullet points
- ◆ To select people to interview
- ◆ To carry out competency-based interviews using behaviorally based questions. These questions target competencies of candidate.

EXAMPLES OF THESIS/PROJECTS

Marketing Case Studies (2): Worked on a team to analyze a company's financial status. Redefined target markets. Formulated a new technique of marketing to these target markets in order to maximize profits. Presented the central issues to the company. Organized a more effective way to deal with these issues and presented the new marketing strategy to the class.

Issue Brief: Worked with a team to incorporate ethical and equitable standards into the debated business and political issue of the V-chip and rating system for network television. Researched all aspects of the issue. Conducted a stakeholder analysis through interviews. Constructed our own proposal and revised rating system to satisfy the wide variety of stakeholders, and presented the issue and proposal to the class.

Marketing Group Sales Studies (2): Analyzed company's financial status, researched competition, defined target markets, examined current market trends, made group presentation of final marketing strategies to class.

Financial Management Project: researched company and its industry, compared company's financial status with the industry through ratio analysis.

Organization Theory Research Project: Researched a company from the S&P 500, related company's organizational structure to popular organization theories and analyzed the company's organizational effectiveness.

Human Development Project: Centered around the development of preschool-age children. Completed a naturalistic observation and analyzed children's behavior in relation to development processes learned within the course.

Infancy and Childhood Project: Focused on the physical, emotional, and cognitive development of a 20-month old child. Conducted as case study. Used both naturalistic and structured observation methods to gather information.

Case Study: Researched and analyzed organization of Werneke & Mulhern Ink Co. Discovered operational problems and developed plan of action for solving these problems; presented findings.

Case Study: Analyzed marketing strategies of tobacco industry and the ethics of attracting youths. Concluded that practice was unethical and laws should be enacted to prohibit these practices; presented these findings to class.

Special Project: Advanced Marketing (Spring '03)

Participated in an internship program with the Arts & Culture Commission of Contra Costa County. Led a team through the research and development of a full-scale marketing strategy. Developed target market information, conducted focus group sessions, analyzed results, and presented strategy to the client.

Recent Class Project:

Investments: Money, Credit and Banking: Participated in the stock market with a \$100,000 investment (not actual).

International Economics: Analyzed an economic issue of Korea and presented it to the class.

Public Finance: Chose one topic in finances and analyzed one issue with an example in Korea.

EXAMPLES OF SUBSIDIZING YOUR EDUCATION

- 100% of personal expenses and 40% of college tuition financed through employment.
- 100% of college expenses financed through employment, loans, scholarships and grants.
- 50% of college expenses paid through employment.

Action Verbs / Skills for Your Resume

| <u>Communication Skills</u> | <u>Detail Skills</u> | <u>Financial Skills</u> | <u>General</u> | <u>Sales Skills</u> |
|-----------------------------|----------------------|-------------------------|----------------------|---------------------|
| Addressed | Approved | Administered | Analyzed | Achieved |
| Arbitrated | Arranged | Allocated | Assessed | Analyzed |
| Arranged | Audited | Analyzed | Compared | Closed |
| Authored | Classified | Appraised | Consolidated | Coordinated |
| Clarified | Collated | Assessed | Coordinated | Decreased |
| Communicated | Collected | Audited | Corrected | Developed |
| Corresponded | Compared | Balanced | Delegated | Doubled |
| Created | Compiled | Bookkeeping | Delivered | Earned |
| Defined | Counted | Budgeted | Determined | Exceeded |
| Drafted | Dispatched | Calculated | Developed | Expanded |
| Edited | Documented | Computed | Displayed | Explained |
| Enlisted | Edit | Decreased | Eliminated | Forecasted |
| Influenced | Estimated | Developed | Examined | Generated |
| Informed | Evaluated | Eliminated | Expedited | Increased |
| Inspired | Formatted | Established | Identified (problem) | Listened |
| Interpreted | Generated | Forecasted | Implemented | Maintained |
| Mediated | Implemented | Formulated | Inspected | Marketed |
| Motivated | Inspected | Identified (problem) | Investigated | Merchandised |
| Negotiated | Monitored | Improved | Lead | Monitored |
| Obtained | Operated | Managed (\$) | Modified | Negotiated |
| Persuaded | Organized | Planned | Organized | Persuaded |
| Presented | Prepared | Prepared | Participated | Presented |
| Read | Prioritized | Presented | Planned | Promoted |
| Reasoned | Processed | Reconciled | Prioritized | Projected |
| Reconciled | Proofread | Researched | Reduced | Publicized |
| Sold | Recorded | Reviewed | Reviewed | Represented |
| Summarized | Retrieved | Solved | Revised | Sold |
| Translated | Specified | Streamlined | Updated | Strategized |
| Wrote | Tabulated | Structured | Upgraded | Targeted |

Proven track record in...
 Experience involved/included...
 More than _____ years experience...
 Expertise and demonstrated skills...
 Successful in/at...
 Experienced in all facets/phases...
 Knowledge of/experienced as...
 Extensive training/involvement...
 Initially employed...

Specialize in...
 Proficient/competent at...
 Temporarily assigned to...
 Sales quota accountability...
 Reported directly to...
 Acted/Functioned as...
 In charge of...
 Direct/Indirect control...
 Familiar with...

Action Verbs / Skills for Your Resume (continued)

| <u>Analytical</u> | <u>Creative Skills</u> | <u>Helping Skills</u> | <u>Management/ Leadership</u> | <u>Research Skills</u> |
|-------------------|------------------------|-----------------------|-----------------------------------|------------------------|
| Arranged | Abstracted | Adjusted | Authorized | Clarified |
| Administered | Conceptualized | Advised | Directed | Collected |
| Allocated | Created | Advocated | Evaluated | Critiqued |
| Appraised | Demonstrated | Appraised | Executed | Diagnosed |
| Assessed | Designed | Assisted | Evaluated | Evaluated |
| Audited | Developed | Attended | Fired | Examined |
| Compared | Devised | Cared | Headed | Extracted |
| Critiqued | Directed | Coached | Hired | Extrapolated |
| Collected | Discovered | Collaborated | Led | Gathered |
| Determined | Displayed | Counseled | Managed | Identified |
| Examined | Experimented | Directed | Mediated | Inspected |
| Extrapolated | Illustrated | Encouraged | Mentored | Interpreted |
| Identified | Imagined | Enlightened | Motivated | Interviewed |
| Inspected | Innovated | Facilitated | Predicted | Investigated |
| Interpreted | Integrated | Guided | Recruited | Retrieved |
| Maintained | Intuited | Intuited | Resolved | Reviewed |
| Prepared | Originated | Listened | Scheduled | Summarized |
| Processed | Performed | Mentored | Supervised | Surveyed |
| Reasoned | Played | Modeled | Trained | Synthesized |
| Recognized | Predicted | Perceived | Trouble Shoot | Tested |
| Recorded | Synthesized | Referred | Wrote | |
| Reviewed | Visualized | Rehabilitated | | |
| <u>Retail</u> | <u>Teaching Skills</u> | | | |
| Assisted | Adapted | | | |
| Analyzed | Advised | | | |
| Designed | Clarified | | | |
| Evaluated | Developed | | | |
| Monitored | Educated | | | |
| Mediated | Encouraged | | | |
| Merchandised | Enlightened | | | |
| Resolved | Explained | | | |
| Provided | Facilitated | | | |
| Trained | Guided | | | |
| Reconciled | Influenced | | | |
| Sold | Informed | | | |
| Increased (sales) | Intuited | | | |
| | Persuaded | | | |
| | Taught | | | |
| | Tutored | | | |

Sample “Bullet Points” for Resumes

Accounting / Finance

- Compiled and executed bi-monthly billing, bookkeeping and cash analysis
- Reconciled corporate accounts, allocated accounts payable and accounts receivable
- Computed and prepared payment of bills and reports
- Interviewed ___(##) people with diverse backgrounds during field research for senior project
- Maintained and processed records for agents
- Reconciled monthly income sheets with 100% accuracy and acted as manager-in-charge in absence of owner/manager
- Verified billing information and resolved claim denials for laboratory
- Performed general bookkeeping duties and tracked money flow of office

Administrative Assistant

- Maintained advertising calendar of events for promotion activities, researched prospective companies for programs, coordinated in-house mailings (international and domestic), responsible for filing and general office work
- Maintained patient records by updating file copies; oversaw updating of files
- Scheduled appointments via phone and greeted patients

Business

- Acted as liaison between clients and merchandisers with attention to detail and regard to customers needs
- Assisted director in organizing and managing office
- Conducted data-entry and spreadsheet preparation for dialysis laboratory
- Created and maintained database of (list numbers)

Child Care Provider / Teacher Assistant

- Coordinated and supervised activities of 45 children
- Entrusted with children’s safety and well-being
- Motivated children to learn reading skills and various crafts
- Supervised and monitored two girls, ages five and seven, in after-school and evening activities
- Supervised social and academic activities for 13-year-old
- Tutored children in reading and math

Coach / Camp Counselor

- Promoted fair play and positive attitude
- Served as coach of freshman team
- Responsible for the physical and emotional well-being of 10-30 juvenile campers for six to eight hours daily
- Planned, coordinated, and presented day camp activities for campers
- Instructed girls aged 6-17 in basic softball skills

Customer Service / Retail

- Assisted customers with questions and concerns
- Analyzed customer needs and promoted appropriate sales

- Answered phones, processed orders, assisted customers, and handled shipments
- Designed event invitations and created store displays
- Led in clothing sales for the months of July and August
- Monitored phone inquiries and developed customer relations
- Courteously handled customer complaints and took appropriate action
- Merchandised products for effective displays
- Resolved customer complaints for busy retail outlet
- Provided customer service for members through telephone calls, e-mails, and letters
- Provided customer service, executed routine transactions, analyzed customer problems, and developed customer relations
- Provided hospitality to prospective customers
- Responsible for opening and closing store, calculating nightly balance sheets and making deposits
- Trained employees in computer operations, sales, daily transactions, and customer relations

Manager/ Supervisor

- Managed employee work schedules, payroll and policy enforcement
- Recruited and trained new employees
- Coordinated and supervised numerous recreational activities and events for 16 employees

Resident / Peer Advisor

- Initiated, planned and organized educational programs
- Served on departmental and staff committees
- Delivered more than 12 hour-long presentations to various student groups
- Compiled presentation materials on service-oriented topics for numerous SMC student groups and organizations
- Worked cooperatively in a team of eight to publicize Career Center job fairs and workshops

Sports

- Instructed girls ages 6-17 in basic softball skills
- Serve as a role model and develop sportsmanship among youth teams
- Meet and confer with staff and athletes regarding facilities, scholarships, etc.
- Taught fundamental athletic skills to middle and high school students
- Assisted in day-to-day functions of the Athletic Director
- Monitored and evaluated sporting events
- Gathered and compiles information to create school athletic record book
- Gathered and compiled information to create school athletic record book

Tutor/Instructor

- Collaborated with a team of instructors to create a positive, fun, and lively learning atmosphere
- Coordinated and counseled summer rider camp sessions
- Instructed students of all ages in cheerleading, gymnastics, and dance
- Introduced and published monthly newsletter for families
- Organized annual school show for adult and youth students
- Taught study techniques for children aged 7 and 9
- Tutored 13 & 15-year-old in English and science

- Worked with under-privileged and learning-disabled fifth grade children to develop creative methods for teaching basic math skills

Waitress / Hostess

- Assisted customers with their orders, prepared food and beverages
- Responsible for giving customers quality service at upscale restaurant
- Received award for “Employee of the month”
- Interacted with more than 500 people daily while serving food to students, faculty and staff in university dining facility
- Trained new employees in working routine of restaurant, customer relations, and computer use
- Created an environment for guests that ensured privacy, comfort and the utmost in hospitality
- Inspected guest accommodations regularly to ensure that establishment provided the highest quality amenities
- Provided guests with estate, local and regional information pertinent to their stay

Volunteer Service

- Assessed needs of children and encouraged activity and participation in various events
- Collected, organized, and delivered clothes, food, and toys to needy families
- Helped children to have fun during their hospital stay
- Played with cancer patients in isolation rooms in children’s ward
- Interviewed 58 homeless and low-income individuals for general assessment

Internships

Accounting Internship

- Analyzed and reconciled clients’ books
- Assisted in audits of non-profit organizations and end-of-year audits
- Prepared financial statements for schools

Finance Internship

- Attended client interviews and group training classes
- Created marketing plan for the broker
- Conducted phone interviews with executives and directors of trade associations, university and government programs
- Kept accurate account of large sums of money and financial transactions
- Researched products, conducted case analysis and cold calling
- Researched and produced monthly spreadsheets for several budget committees

Marketing Internship

- Conducted market research
- Developed and implemented a Strategic Marketing Plan with team members
- Defined target markets, conducted focus groups, constructed and distributed questionnaires, and analyzed data
- Developed and implemented marketing plans for loan officers
- Wrote marketing plan and presented it to the client

Public Relations/Communications Intern

- Designed an ad for local magazine
- Organized files and information, answered phone and assisted callers
- Learned public relations, advertising and news technique fundamentals
- Promoted and circulated publicity and information to the various departments
- Wrote press releases and biographies for the station's website
- Put together press kits for various clients when requested. Participated in mass mailing of client promotional material and press kits to hundreds of media editors.
- Wrote creative articles to promote client's product, including describing a recipe and why readers should use it
- Executed details of event planning including research of hotels, transportation, and contacts. Handled post-event follow-through by sending thank you notes and suggesting ideas for the next event.
- Compiled four clients' news clippings and assembled clip books for agency and client use
- Researched various projects from client competitor, product placement, and media outlets

Class projects

Economics Project - Analyzed impact of Barry Bonds on the Pirates and the Giants organizations through the Marquee Player model. Analyzed his impact on gate revenues, media revenues and overall income.

Financial Management Project - Analyzed the yearly report of XYZ firm. Computed and compared the ratios to the industry standard. Calculated estimated sales for the next year. Identified the strengths and weaknesses of the firm, and suggested improvements.

Financial Research project - Analyzed financial statements. Calculated ratios, developed pro-forma financial statements, and recommended alternative strategies for management of their finances.

Operations Management Project - Researched company and its competitors. Identified operational strengths and weaknesses, prepared and presented alternative operations strategies.

Guidelines for a Cover Letter

Put your name and contact information here.
It should be identical to your resume letterhead.

Date

Name of Contact Person
Title (if known)
Company Name
Address
City, State Zip

Dear Mr./Mrs./Ms., _____, **or** Dear Morgan Jones:

First paragraph: State why you are contacting them, the position for which you are applying and how you learned about the opening (friend, career center, monster trak, etc.)
If you have a personal contact, this is the place to name drop.

Second paragraph: Indicate why you are interested in the company, the position, its products or services. What is it about the organization that makes you want to work for them? This is where you show the company you have done your research, i.e. "Why do you want to work here?"

Third paragraph: Summarize your qualifications, training and experience. Explain how your qualifications or transferable skills match the qualifications for the position. Show your personality and enthusiasm. Describe what you can contribute to them, i.e. "Why should we hire you?"

Final paragraph: In the closing paragraph, ask for the interview and indicate your flexibility as to the time and place.

Example:

"I would very much like to meet with you to discuss my qualifications and the possibility of working for (Company Name). You can reach me at (phone number) **or** I will contact you on (be specific) to arrange an appointment at your convenience. Thank you."

OR

"I would appreciate discussing my qualifications with you at your earliest convenience. I will call next week to arrange an appointment. Thank you."

Sincerely,

(4 line-spaces – your signature)

(Your Name : Typed)

SAMPLE COVER LETTER

Susie Jones

sjones@stmarys-ca.edu

Permanent Address:
702 Marygold Ave.
St. Louis, MO 63103
256-280-5555

College Address:
980 Saint Mary's Road
Moraga, CA 94556
925-555-5656

April 7, 2006

Mr. Steve Barrons
Director of Field Operations
Gallo Sales Company
30825 Wiegman Road
Hayward, CA 94544

Dear Mr. Barrons:

I am writing to apply for the sales representative position at Gallo in Modesto. Ann Smith, a Saint Mary's graduate and Gallo employee, informed me of this opening.

As you can see from my resume, the internship I had with XYZ Corporation provided an opportunity for me to gain practical experience with account maintenance and cold-calling new accounts. As a waiter in a high end restaurant for the past four years, I have learned firsthand how to effectively manage customers and their demands. I have been formally commended by management several times, and honored as "Employee of the Month."

The skills I have developed from my work experience and academic background support my strong interest in a sales career. Ever since I decided to pursue a sales career, Gallo has been at the top of my list of prospective employers. The strides your company has taken in the retail consumer marketplace – namely the integration of your product mix in expanding markets – make Gallo a leader in the industry.

I would very much like an opportunity to speak with you regarding the sales representative position. I will call you late next week to discuss my qualifications for the position, or you can reach me in the meantime at (925) 631-1234. Thank you for considering me for this position.

Sincerely,

Susie Jones

Enclosure

Megan Johnson
349 Amber Avenue
Walnut Creek, CA 94595
(925) 933-3498
mejoh@yaho.com

REFERENCES

Professor Arthur Smith
Saint Mary's College of California
De La Salle Hall
1928 St. Mary's Road
Moraga, CA 94556

(925) 631-5555
asmith@stmarys-ca.edu
• Taught English to
International students.
(Intensive English Program)

Professor Susan Baker
Saint Mary's College of California
Sichel Hall, Room 290
1928 St. Mary's Road
Moraga, CA 94556

(925) 631-9999
sbaker@stmarys-ca.edu
• Professor Baker supervised
my work as a tutor in the
Communications Department.

Mrs. Arlene Grande
The Crisis Nursery
4350 Detroit Avenue
Concord, CA 94516

(925) 682-6760
agrande@luvflowers.com
• Mrs. Grande supervised my
volunteer work with at-risk
children from infants to age 5.

Mrs. Christine Wheeler
1350 Sutter Court
Clayton, CA 95832

(925) 768-3048
cwheeler@threekids.org
• Provided child-care for
three children, ages 2, 5 and 7

Mrs. Mary Pierce
4590 Tahoe Drive
Orinda, CA 94562

(925) 254-1987
mpierce@twokids.net
• Took care of Mrs. Pierce's
two children, ages 9 and 11,
including some overnights
and meal preparation.

SAMPLE REFERENCES

Current Address:
P.O. Box 5678
Moraga, CA 94575
(925) 631-4600

Mary Smith
msmith@aol.com

Permanent Address:
12345 Home Street
Oldtown, CA 99999
(650) 987-6543

REFERENCES:

Mr. James Dean
Vice President, Human Resources
The All-American Company
5758 Bumpy Road
Muddyville, CA 91234-5678
888.222.0987
jdean@hotmail.com

Dr. Indiana Jones
Professor, English Department
University of Knowledge
2242 Learning Loop
Smartsville, TX 65656-3434
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NOTE: Other possible references include: employer, coach, extracurricular activities (e.g. Yearbook, Multicultural Club) supervisor, internship supervisor, etc.