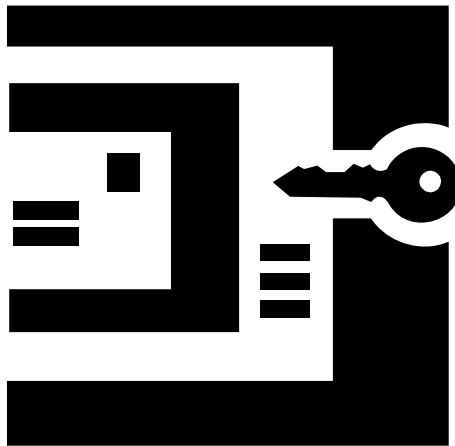


The **Green** Guide for Students

# *RESUMES* & *COVER LETTERS*



## **CAREER SERVICES CENTER**

**Old Main 280**

**Bellingham, WA 98225-9002**

**e-mail: [careers@wwu.edu](mailto:careers@wwu.edu)**

**Website: <http://www.careers.wwu.edu>**

**(360) 650-3240**

The mission of WWU's **Career Services Center** is to provide services and programs to assist students and alumni to establish and clarify their personal educational and career goals and obtain career employment or seek admission to graduate or professional education programs following the completion of their studies at Western.

We are dedicated to serving the needs of all students regardless of gender, ability differences, sexual orientation or ethnic background. Individuals needing special assistance should contact one of the staff. Adequate advance notice is necessary.

A targeted, well-written, attractive resume will *not* get you a job, but it *will* grab an employer's attention. The goal is to pique interest that leads to interviews. On the other hand, a generic, unfocused resume with errors will definitely turn off employers! This handbook is organized in order to make the writing process a productive, successful one. We encourage you to meet with us in the Career Services Center (CSC) for more personalized information. Good luck!

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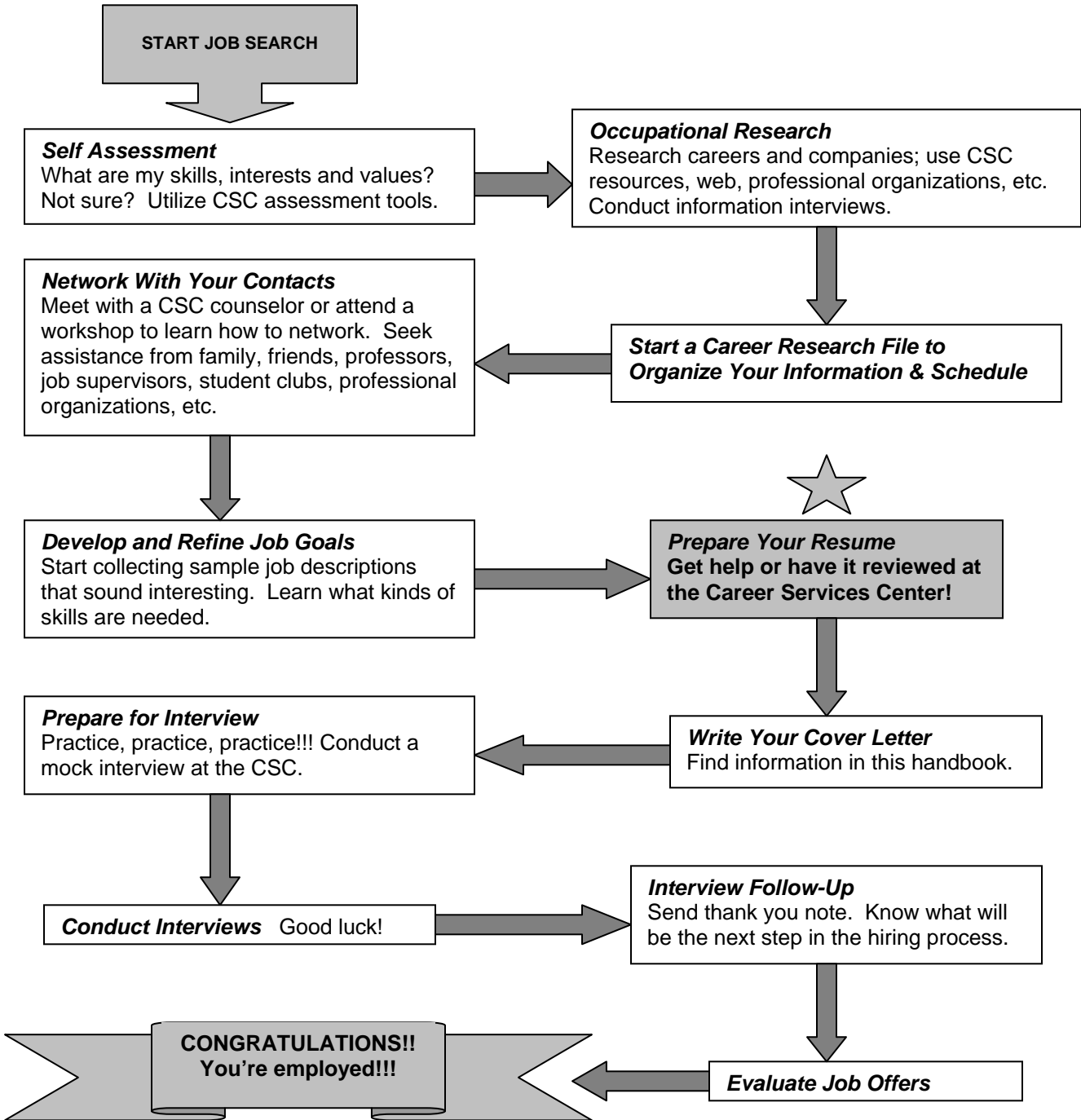
#### SEE WHAT THE CAREER SERVICES CENTER (CSC) OFFERS!!!

On-line Job Listings  
 Job Search Workshops  
 Career Fairs & Special Events  
 Internship Search Assistance & On-line Listings  
 Career Resource Library  
 On-campus Recruiting & Interviews  
 Individual Career Coaching  
 Assessments  
 Mock Interviews  
 Peace Corps Representative

MORE!!!!

## YOUR RESUME AND THE JOB SEARCH PROCESS

Let's face it. Writing a resume *can* be a frustrating experience. To make the process less painful, start by assessing your skills and researching career options with the goal of identifying key skills and abilities that employers look for in candidates. Once you know which skills should be included in a resume the process becomes *much* easier! At any step along the way, remember that we at the Career Services Center (CSC) are available for individual consultations.



**WHAT SKILLS ARE EMPLOYERS LOOKING FOR?**

**A resume should honestly highlight your skills, abilities and knowledge relevant for a desired job.** Research the job market, conduct information interviews and read sample job announcements to compile a list of specific skills sought by employers in your field.

Here are general skills that employers seek from recent college graduates. Regardless of the type of job you're applying for, include examples of some of these on your resume and cover letter:

**Top 10 Skills Employers Seek in Recent Graduates**

- Communication (written & verbal)
- Motivation/Initiative
- Teamwork Skills
- Leadership Skills
- Academic Achievement
- Interpersonal Skills
- Flexibility/Adaptability
- Technical Skills
- Honesty/Integrity
- Analytical/Problem Solving

Source: *Job Outlook*, National Assn. of Colleges and Employers

**HINT: Include some of these on your resume!**

Obviously, there are many other skills that are commonly sought after. Employers have suggested:

- |                   |                                  |
|-------------------|----------------------------------|
| Budget management | Organizing/managing/coordinating |
| Public Speaking   | Coping with deadline pressure    |
| Supervising       | Interviewing                     |
| Negotiating       | Teaching/Instructing             |
| Public Relations  |                                  |

Source: *Job Outlook*, National Association of Colleges and Employers, Bethlehem, PA.

**TRANSFERABLE SKILLS... which of your college skills can you use in the workplace?**

Transferable skills are skills that have value in contexts beyond those in which they were learned. They can be acquired through work, class projects/assignments, student clubs, volunteer activities, recreation and your personal life. These are skills that employers seek! Review the following list of transferable skills. Place a check by those you possess and a star by those you enjoy using. This might help you identify skills that can be transferred to other settings.

- |                          |                      |                       |                     |
|--------------------------|----------------------|-----------------------|---------------------|
| Research                 | Sales or marketing   | Organizing & planning | Attention to detail |
| Giving presentations     | Public relations     | Policy development    | Evaluation          |
| Facilitating discussions | Customer service     | Creating & developing | Scheduling          |
| Writing or editing       | Leadership           | Curriculum design     | Testing             |
| Problem solving          | Team work            | Analyzing             | ???????             |
| Conflict resolution      | Managing/supervising | Meeting deadlines     |                     |
| Counseling & advising    | Teaching/training    | Program design        |                     |

**The Career Services Center can assist you in recognizing and marketing your transferable skills. To gain additional skills, we can help you explore internship opportunities.**

## RESUME HINTS FROM THE PROFESSIONALS

### General Reminders

- There's no single right way to write a resume. In fact, you may need several different versions depending on the type of jobs you apply for.
- A great resume won't get you the job. A bad one, however, will definitely hurt your chances!
- Be honest but not modest.
- Do not fold or staple your resume; mail it in a 9"x12" envelope, if possible.
- Always include a cover letter with your resume.
- If possible, avoid using a "resume wizard" because it is extremely difficult to customize the format.

### Style

- Edit carefully and have someone else proofread it.
- Make your resume easy to read. Design it to be powerful when skimmed quickly.
- Visually balance the text with plenty of white space in margins (at least one inch) and between resume sections.
- Fonts (at least 10 pts; 11 or 12 is better), headings, tenses, should be consistent throughout.
- Is it brief? Can you say it in fewer words?
- Your resume can be more than one page, however, the most important information should be on the first page. Include your name on the second page.
- Avoid personal pronouns (I, you).
- Use high quality resume paper (16 – 25 lbs, white, off-white or ivory are good choices) & a laser printer.

### Content

- Target information to the job requirements. Focus on the employer's needs, not yours.
- For maximum impact, place important information at the top of the page/section and at the beginning of phrases.
- Begin bullets with action verbs (see list in this handbook).
- All relevant experience, paid or unpaid, can and should be included.
- Your resume should be results-oriented and unique. Include appropriate workshops, training, travel, coursework, community service, etc. that set you apart from other candidates.
- Use descriptive language.
- Don't include references in the body of the resume. Do not state "References Available Upon Request," because that is a given. If requested, provide reference names and contact information on a separate sheet. Usually, 3 – 5 references are adequate.
- Don't include personal information (for example: marital status, age, height, weight, religion, etc.).
- Avoid abbreviations. If you do use them, spell out full words the first time followed with the abbreviation in parentheses. Example: Western Washington University (WWU). States' names may be abbreviated (WA, OR, NY, etc.).

### Format

- Use a format that highlights your strengths.
- **Skill-Based Format** (works well for students or those with little related experience).
- **Chronological** (for those with extensive related experience).
- **Combination** (highlights related employment and skills).

**Attend a Resume Writing workshop and/or make an appointment to have a Career Counselor or Peer Advisor review a draft of your resume in the Career Services Center.**

## BASIC RESUME ELEMENTS

There are many different ways to present your relevant skills to an employer. We strongly encourage you to visit the Career Services Center's library and/or to go online to view a variety of resume examples. You should always tailor a resume to highlight experience and skills relevant to the job. However, these are the common elements or sections of a resume:

### NAME

Make your name stand out by using all caps, bolding, and/or a larger font size

### Address

### Phone number(s)

**Email Address** (use a professional-sounding address!)

### HIGHLIGHTS OF QUALIFICATIONS (or SKILL SUMMARY or STRENGTHS)

- Bulleted, targeted statement listing specific skills and experience that qualify you for a specific job.
- Use the job announcement as a guide for what to include.

### EDUCATION

Degree, major/minor, university/community college name(s), dates listed in reverse chronological order. Usually include your GPA only if it is above 3.5. If it is lower, consider using your major GPA instead. Detail special coursework if pertinent. Do not include high school.

### RELEVANT EXPERIENCE (for Skill-Based Resume Format)

- Bulleted statements highlighting your relevant work, volunteer, educational, or life experiences. Carefully select and target these to show an employer that you are qualified for the job.
- List most relevant information first.
- These may be divided into experience subcategories (see resume samples in this guide).
- Under each subcategory, list 3-5 bulleted accomplishments, skills, duties/responsibilities.
- Start each phrase with an action verb (see list in this handbook for suggestions).

### WORK HISTORY (or PROFESSIONAL HISTORY)

- List the position title, employer, location and dates in reverse chronological order (starting from the most recent and working back). Do not include addresses or supervisor names.
- In the **Chronological Resume Format**, under each position, list 3-5 bulleted accomplishments, skills, duties/responsibilities. Start each phrase with an action verb (see list in this handbook for suggestions). List your most relevant information first.
- In a **Skill-Based Resume**, the details of your work experience are given in the Relevant Experience section (see above). This section is merely a list of employers, locations and dates.

### OPTIONAL SECTIONS

Sections such as **Objective, Activities and Memberships, Honors, and Interests** may be included only if the information is **pertinent** to your field.

## RESUME FORMATS

There are two main resume formats: Skill-based and Chronological. You may also do a combination of the two. Skill-Based Resumes work best for most students and those with little related experience. Chronological Resumes work well for those with extensive related experience.

Use a format that best highlights your skills for a particular position! Some people use two different formats for different types of positions (see example on the next page).

Suggested Format	Best Use	Characteristics	Advantage	Disadvantage
<b>SKILL-BASED (Functional)</b>	<p>Entering the professional job market for the first time or re-entering after a long absence</p> <p>Work experience has been varied or unrelated</p> <p>Changing careers</p> <p>For consulting or freelance work</p>	<p>Focuses on specific strengths and skills important to employer (as opposed to focusing on job titles)</p>	<p>Brief and well structured</p> <p>Emphasizes skills not history</p> <p>De-emphasizes a spotty work history</p>	<p>No detailed work history</p> <p>Content may appear to lack depth</p>
<b>CHRONOLOGICAL</b>	<p>Highlights former job titles</p> <p>Emphasizes past career growth and development</p> <p>Continuing in the same career</p> <p>Former employer may be significant to prospective employer</p>	<p>Presents info in reverse order, most recent experience listed first</p> <p>Offers concise picture of you as a potential employee</p>	<p>Easy to write</p> <p>Emphasizes steady employment record</p> <p>Format is familiar to employers</p>	<p>Calls attention to employment gaps</p> <p>Relevant and transferable skills can be difficult to spot unless they are listed in the most recent job</p>

Use a format which allows you to place your most relevant information near the top of the resume.

## SAME PERSON...two different resume formats.

### CHRONOLOGICAL RESUME

#### **Lou D. Cress**

21 Privet Drive  
Uptown WA 99888  
(509) 455-2111

#### **QUALIFICATIONS SUMMARY**

- Outstanding customer service skills
- 3+ years in fast-paced retail environments
- Supervised and trained sales staff

#### **EDUCATION**

**Bachelor of Arts**, Major: **English**, Western Washington University,  
June 2008

#### **PROFESSIONAL HISTORY**

**Assistant Manager**, Quik-E-Mart, Bellingham WA, 10/06 – 6/08

- Supervised, trained and scheduled night staff
- Wrote new employee training guide
- Designed advertisements and flyers

**Sales Associate**, Jo's Fashions, Bow WA, 6/05-9/06

- Earned top sales awards
- Initiated the Personal Shopper Program for preferred customers
- Provided outstanding customer service in a family-oriented fashion retail store

**Retail Clerk**, SmokeShop, Uptown WA, 6/04-6/06

- Inventoried products, stocked shelves and kept retail area attractive
- Operated cash register, photocopier and fax
- Provided friendly, efficient service in a fast-paced environment

#### **VOLUNTEER EXPERIENCE**

**Reporter**, *Western Front*, Bellingham WA 11/07-6/08

- Designed layout for special career edition
- Wrote monthly human interest feature
- Staff reporter assigned to cover Whatcom County Council

### SKILL-BASED RESUME

#### **Lou D. Cress**

21 Privet Drive  
Uptown WA 99888  
(509) 455-2111

#### **QUALIFICATIONS SUMMARY**

- Wrote weekly feature and news articles
- Experience and skills using PageMaker and PhotoShop
- Outstanding interpersonal skills

#### **EDUCATION**

Bachelor of Arts, Major: **English**, Western Washington University,  
June 2008

#### **RELEVANT SKILLS**

##### **Writing, Editing and Communication Skills**

- Wrote weekly human interest feature articles
- Staff reporter assigned to cover Whatcom County Council
- Created advertisements and promotional flyers
- Designed layout for special career edition
- Wrote new employee training guide

##### **Interpersonal Skills**

- Interviewed a wide variety of elected officials, citizen groups, and individuals for newspaper
- Supervised, trained, and scheduled sales staff
- Led team to design a program for preferred customers
- Provided sensitive customer service to diverse populations

##### **Technical Skills**

- Produced ads and flyers using MS Publisher
- Designed special edition features using PhotoShop and PageMaker
- Operated photocopier, fax, and cash register

#### **PROFESSIONAL HISTORY**

**Reporter**, *Western Front*, Bellingham WA 11/07-6/08

**Assistant Manager**, Quik-E-Mart, Bellingham WA, 10/06 – 6/08

**Sales Associate**, Jo's Fashions, Bow WA, 6/05-9/06

**Retail Clerk**, SmokeShop, Uptown WA, 6/04-6/06

In this example, Lou is using a **Chronological Resume** on the left to apply for retail management jobs. This format highlights his work history in retail environments. He uses a **Skill-Based Resume** on the right to apply for jobs in the publishing and writing professions, where he has limited work experience. This format emphasizes relevant skills he has acquired through school, volunteer experience and, to a lesser degree, paid employment. Notice in both examples he includes only skills that are relevant to the jobs he is applying for.

## PREPARING YOUR RESUME FOR EMAIL OR SCANNERS

It is not uncommon for employers to request a scannable resume or ask applicants to email resumes. **Always ask which format they prefer before submitting your resume for review.** You do not have to develop a completely different resume for this purpose. You must merely alter the presentation format.

### SCANNABLE RESUMES

Scannable resumes are similar to traditional resumes but without bullets, bolding, and other design highlights. Scannable resumes are downloaded and the data is placed into a database for later retrieval. Employers search their resume databases using **keywords**, therefore, your goal is to include the right keywords in your resume so you end up on their 'hit list.'

The important difference between this resume and a traditional resume is that in this version you should include a **keyword summary** section at the top that lists 15 - 20 keywords (nouns) related to your background and experience. Find keywords in job descriptions, trade journals, advertisements, information interviews, etc. Don't forget to include acronyms and jargon specific to the field (include spelled out meaning of acronyms). Also, list specific software or equipment you can use.

In order to facilitate the scanning process you should use a **plain, no frills** format.

#### Things to do:

- Use simple typefaces (Arial, Times New Roman, Sans Serif).
- Use a minimum of 1/2 inch margins on all sides of your resume.
- Use capital letters instead of boldface.
- Put your name at the top of every page on its own line.
- List each phone number on a separate line.
- Use light-colored 8-1/2 x 11 paper, printed only on one side.

#### Things to avoid:

- Do not use italics, underlining, boxes, lines, graphics, shadows or letters other than black.
- Do not staple or fold either resume or cover letter.
- Do not use multiple column formats.
- Do not use brackets for phone area codes.

### E-MAILING YOUR RESUME

*Always* ask what format the employer prefers. Do not assume that you can send your resume as an attachment to an email message. Because of viruses, many people won't open attachments. If the employer wants you to transmit your resume and cover letter as an email, copy and paste them into an email and send them as one message. On the other hand, some employers *will* accept attachments. Always ask which format they prefer (Microsoft Word is almost universally acceptable) and attach your resume and cover letter to an email. Use professional language in the email and let them know that an email and cover letter are attached. Ask if employers would also like a printed copy for their files.

- Use the formatting style recommended by the organization/web site.
- Do not use bold, underlining, bullets or distinctive fonts in a plain text document.
- Use asterisks (\*), plus signs (+), dashes, all capital letters or combinations of these to highlight text.
- Before sending your resume to an employer, send it to yourself or a friend to see how it looks.
- Print a copy of the resume and also make a copy of the computer file.

**There are no standardized computer formats for electronic resume transfers. Always ask employers which format they prefer for scanning or emailing resumes.**

## EVANGELINA ESPARZA-UENO

3075 Ferry Avenue, Apt. #D203 Bellingham, WA 98225 (360) 555 – 0965 [eespar@wwu.edu](mailto:eespar@wwu.edu)

### HIGHLIGHTS OF QUALIFICATIONS

- Extensive experience in developing, conducting, and analyzing research projects.
- Well versed in computer research techniques and business software programs.
- Solid background in group supervision and training.
- Proven success working within a multicultural environment.

### EDUCATION

Bachelor of Arts in **Psychology**  
Western Washington University (WWU), Bellingham, WA, June 2004

### RELEVANT EXPERIENCE

#### Research

- Developed and conducted cross-cultural study examining the differences between interdependent and independent cultures on individual's cognitive attributions.
- Examined gender differences in alcohol drinking behaviors and alcohol-related attitudes of college men and women.
- Supervised group research project examining the effects of information framing on self-reported consumption of alcohol, alcohol-related attitudes, and alcohol-related behaviors.
- Developed a measure of monthly alcohol consumption which controlled for weight, gender, and rate of consumption.
- Investigated the effects of phonetic distracters on mathematical problem solving.
- Analyzed, critiqued, and facilitated group discussions of research articles.

#### Interpersonal Skills

- Recruited, trained, supervised, and coordinated 20 volunteer tutors for the LINK project.
- Acted as liaison between Bellingham School District officials, Whatcom Middle School teachers and students, and Western Washington University tutors.
- Tutored middle and high school students both individually and in groups.

#### Technical Experience

- Familiar with Microsoft Word, Microsoft Excel, Microsoft Works, Mystat.
- Experience using IBM and Macintosh computers, duplication, mainframe terminals, and Internet.

### EMPLOYMENT HISTORY

**Server**, The Keg, Bellingham WA, June 2002 to present

**High School Volunteer Coordinator**, The LINK Project, WWU, Bellingham WA, Sept. 2002 to June 2003

**Middle and High School Tutor**, The LINK Project, WWU, Bellingham WA, Sept. 2001 to June 2002

**Mail Room Clerk**, Higginson Hall, WWU, Bellingham WA, Sept. 2001 to June 2002

# JUSTIN TIME

1456 Irongate Road, Bellingham WA 98227 (360) 232-1121 Email: justintime@hotmail.com

## COMPUTER SKILLS AND APPLICATIONS

**Application Development:** ASP.NET, C#, CSS, HTML, mySQL, Microsoft Access, PHP, SQL, VB.NET, Visual Web Developer, XML

**Personal Productivity:** Microsoft Office (Excel, PowerPoint, Word), Adobe Photoshop

**Operating Systems:** Windows XP, Windows Vista, Novell NetWare

### Theory and Course Work:

Database management and design

Systems analysis and design

User interface design

E-commerce systems management

Hardware and operating systems fundamentals

Network administration

Website design and construction

## EDUCATION

**Bachelor of Arts**, Major in **Business Administration**, Concentration in **Management Information Systems (MIS)**, Western Washington University (WWU), Bellingham, WA, June 2008

## ACADEMIC EXPERIENCE

- Constructed a database-driven on-line music store using ASP.NET, C#, Visual Web Developer and SQL Server Express.
- Developed an interactive Internet storefront that interacts with a database using PHP and mySQL.
- Planned a computer lab network that involved choosing type of cable, mapping cable layouts, and selecting server and operating system.
- Part of a team that designed and developed a relational database system using Microsoft Access that could be used to support data management and reporting for a non-profit organization.

## PROFESSIONAL EXPERIENCE

- Assembled computers from hardware components, installed operating system, loaded drivers and software.
- Resolved problems ranging from virus infection to failures of hardware and software.
- Helped students solve various problems in the computer lab.
- Upgraded new hardware and software in company computers; maintained software.

## EMPLOYMENT HISTORY

<b>Computer Lab Tutor</b>	WWU Computer Lab	Bellingham WA	Sept. 2006 – June 2008
<b>Office Clerk</b>	Office Team	Bellevue, WA	June 2006 – Sept. 2006
<b>Sales/Customer Service</b>	An Hing Co.	Bellingham, WA	Sept. 2005 – May 2006
<b>Administrative Assistant</b>	E.J. Bartels	Renton, WA	June 2004 – Aug. 2004

## MEMBERSHIPS AND ACTIVITIES

**Vice President**, Management Information Systems Association (MISA), WWU

**ELIZABETH WINDSOR**

804 32nd Street      Kirkland, WA 98059  
(206) 228-4968      QE2@bocnet.com

**HIGHLIGHT OF QUALIFICATIONS**

- Highly developed communication and interpersonal skills.
- Able to handle a variety of tasks and responsibilities simultaneously and effectively.
- Sharp analytic, problem solving, and presentation skills.
- Equally effective working on self-managed projects and as a team member.

**EDUCATION**

**Bachelor of Arts, History**

Western Washington University (WWU), Bellingham, WA, June 2008

**British Studies Program** - King's College, University of London, Summer 2007

**RELEVANT EXPERIENCE**

**Communication and Interpersonal Skills**

- Presented a variety of topics on health and social issues to high school students.
- Advised new students to WWU on registration process and academic requirements.
- Maintained excellent client relationships, securing trust and confidence while providing thorough and timely service.
- Served as advocate for clients, providing legal and resource information.

**Management and Development**

- Planned and directed a wide range of activities with great attention to detail.
- Identified problem issues and effectively arranged for best resolution possible.
- Marketing skills obtained through sales networking, promotional activities, and retail sales.
- Tracked accounts receivable for customers and assumed responsibility for collections.

**Technical Skills**

- Computer Hardware: IBM, Macintosh,
- Computer Software: Excel, Word, PowerPoint, Access and Adobe Photoshop
- Office Technology: photocopier, fax, scanners, multi-line telephone, and cash register

### **EMPLOYMENT HISTORY**

**Domestic Violence Advocate**, Sun Crisis Services, Bellingham WA, Jan. 2007 to June 2008

**Peer Advisor**, Academic Advising, WWU, Bellingham WA, Sept. 2007 – June 2008

**Management Trainee Intern**, Enterprise Rent-A-Car, Los Angeles CA, Summer 2006

**Customer Service Teller**, US Bank of Washington, Yakima WA, Summer 2005

**Server and Hostess**, Barnaby's Restaurant, Yakima WA, Summer 2004

### **ACTIVITIES AND MEMBERSHIPS**

**Black Student Union** - Newsletter Editor, Retreat Co-Chairperson, Sept. 2007 – June 2008

**Northwest Human Resource Management Association**, Sept. 2006 – June 2008

**Circle K Community Service Club**, Sept. 2005 – June 2006

**Inter-Hall Council**, Sept. 2004 – June 2005

# **DIANA J. SMITH**

1600 Bayview Drive, Seattle, WA 98105, (206) 634-5500, smidi@abc.com

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## **SKILL SUMMARY**

- 3+ years experience in student advising in a variety of university settings
- Strong written and verbal communication skills
- Ability to work with culturally diverse populations
- Familiar with Microsoft Word, PowerPoint, Excel and Access

## **EDUCATION**

**Bachelor of Arts**, Exercise Science, Minors: Health Promotions and Spanish  
Western Washington University (WWU), Bellingham, WA, June 2008

## **EXPERIENCE**

**Peer Advisor** Academic Advising Center, Western Washington University (WWU), Bellingham, WA.  
September 2007 to present

- Provide guidance and strategies to students concerning academic issues related to course registration, major declaration and probation status.
- Coordinate weekly meetings and training for student staff development.
- Assist Program Coordinator with planning of advising events for freshman and transfer students.
- Maintain updated knowledge of WWU policies and procedures and refer students to appropriate services.

**Program Support Staff** Substance Abuse Prevention Center, WWU, Bellingham, WA. September 2006 to present

- Coordinate educational and social programs on drug and alcohol awareness themes.
- Provide students with accurate information on effects of drugs and alcohol.
- Create and design pamphlets containing facts and most recent literature on specific drugs and alcohol.

**Orientation Student Advisor** New Student Programs/Family Outreach, WWU, Bellingham, WA.  
May 2005 – August 2006

- Advised freshman and transfer students on transition concerns.
- Provided appropriate information, assistance and referral to campus resources.
- Participated on panel presentations to profile campus life to incoming students and their parents.
- Provided assistance and direction to students with special needs.

# SMOKEY BAER

2311 Jellystone Drive  
Parkland WA 98111  
(360) 999-4355  
smokey@parknet.net

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Objective To obtain a permanent, professional position as a park ranger in Mt. Rainier National Park.

Skill Summary

- Three seasons as a park ranger in both front- and backcountry parks.
- Experienced in trail construction and maintenance.
- Bachelor of Science in Environmental Education.
- Familiar with a wide variety of outdoor recreational activities and equipment.

Education & Training Bachelor of Science, **Environmental Education**, Western Washington University, Huxley College, Bellingham WA, June 2008.

Associate of Arts, General Studies, Green River Community College, Auburn WA, June 2006.

**Trail Maintenance & Construction Certificate**, Volunteers of Outdoor Washington, Stevens Pass WA, July 2005.

Relevant Experience

**Seasonal Backcountry Park Ranger**, Olympic National Park, Port Angeles WA, June – Sept. 2006 and 2007.

- Monitored and reported trail use and evaluated re-vegetation projects in the Seven Lakes Basin trails region.
- Enforced park regulations and reported infractions to District Ranger.
- Educated trail users on “light-use” backcountry techniques, local ecology and other interpretive topics.
- Maintained trail, backcountry ranger shelter and camp sites.

**Park Aide**, Deception Pass State Park, Whidbey Island WA, June – Sept. 2005.

- Maintained campsites, facilities and trailheads.
- Prepared materials for evening campfire programs and other interpretive activities.
- Collected day use and camping fees.

**Trail Maintenance Volunteer**, Iron Goat Trail Project, Volunteers of Outdoor Washington, Stevens Pass WA, Sept. 2005.

- Constructed wheelchair-accessible trail that met US Forest Service standards.
- Recorded survey information as assistant to Trail Engineer.
- Successfully completed certificate course for trail construction and maintenance.

**Sales Associate**, Backcountry Outfitters, Parkland WA, June 2004 – Sept. 2004

- Provided customer service in the backpacking, canoeing and cross-country skiing departments.
- Field-tested a variety of outdoor equipment including camp stoves, backpacks, climbing hardware and rope, telemark skis and float bags.

## JAMES SMITH

100 Main Street ~ Bellingham, WA 98225 ~ 360-444-5555 ~ jsmith@yahoo.com

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<b>OBJECTIVE</b>	To obtain a management trainee position in an international marketing firm.	
<b>SKILLS</b>	Proven organizational abilities 2+ years supervisory experience Knowledge and experience in providing marketing support Proficient in MS Office Suite Fluent in written and spoken German	
<b>EDUCATION</b>	<b>Bachelor of Arts</b> in Business Administration with a Concentration in <b>Marketing</b> Western Washington University, Bellingham WA, Sept. 2004-May 2008 <ul style="list-style-type: none"> <li>• GPA 3.4, Dean's List, two semesters</li> </ul>	
<b>INTERNSHIP EXPERIENCE</b>	<b>International Marketing Intern</b> , Ward's Natural Science, Bellingham WA Sept. 2007-Dec. 2007 <ul style="list-style-type: none"> <li>• Developed international marketing plan for expanding sales in Australia and Fiji. Prepared a mission statement, country profiles, current marketing analysis, marketing objectives, and product positioning documents.</li> <li>• Prepared bids for overseas customers according to established guidelines.</li> <li>• Provided customer service support, resolving problems and responding to customers via email and fax.</li> <li>• Interacted with a team of sales agents in Australia to assess status and establish monthly reporting procedures.</li> </ul>	
<b>MANAGERIAL EXPERIENCE</b>	<b>Shift Supervisor</b> , Chiao! Bellingham WA, June 2006-present <ul style="list-style-type: none"> <li>• Train and supervise eight employees in all facets of customer service.</li> <li>• Monitor inventory, order supplies, and complete employees schedules to ensure efficient service.</li> <li>• Manage large cash drawer, including daily reconciliations and deposits.</li> <li>• Motivate employees by presenting a positive demeanor, a strong work ethic, and commitment to quality.</li> </ul>	
<b>COLLEGE EXPERIENCE</b>	<b>Circulation Desk Assistant</b> , Wilson Library, Western Washington University, Bellingham WA, Sept. 2004-May 2006 <ul style="list-style-type: none"> <li>• Utilized strong organizational skills and broad-based knowledge of library holdings and processes to provide assistance to patrons.</li> <li>• Provided friendly and professional service to expedite material transactions.</li> <li>• Trained new employees.</li> </ul>	
<b>ACTIVITES</b>	Men's Swim Team Member	2004-2008
	Economics and Investments Club Member	2004-2008

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## ANITA JOBB

1113 Redwood Avenue  
Seattle, WA 98013  
(205) 555-4231  
ajobb@email.net

### QUALIFICATIONS PROFILE

- Strong commitment to providing family and youth services.
- Excellent presentation skills in classroom, meeting and workshop settings.
- Successful fundraiser and grant-writer.
- Experience working with diverse populations. Fair knowledge of spoken Spanish.
- Familiar with Microsoft Word, PowerPoint, Access, Excel and Adobe PhotoShop.

### EDUCATION

**Bachelor of Arts**, Western Washington University, Major: **Human Services**, GPA 3.7, June 2008.

### RELEVANT PROFESSIONAL EXPERIENCE

**Family Support Intern**, Bellingham Family Services, Bellingham WA, Oct. 2007 – June 2008.

- Facilitated and presented family workshops. Topics included: Health Services in Whatcom County; English Literacy; and Domestic Violence.
- Wrote successful grant to fund a \$25,000 community education program for immigrant families.
- Recruited and trained high school volunteers for the Kid-to-Kid Program.
- Researched and wrote a draft report about immigrant family support services for the Bellingham Health Department.

**Special Event Volunteer**, Whatcom Boys & Girls Club, Everson WA, March 2007 – June 2007.

- Designed promotional flyers using PhotoShop for the Boys & Girls Club's annual fundraiser.
- Identified corporate sponsors and solicited over \$2500 in cash and in-kind contributions.
- Scheduled committee meetings.

**Youth Counselor**, Camp Kayak, Rock Island CA, June 2007 – Sept. 2007 and June 2006 – Sept. 2006.

- Supervised elementary school-aged, inner-city campers in a wilderness setting.
- Trained and monitored three Assistant Counselors.
- Taught classes in Wilderness Camping, Kayaking, Weaving, and Native American Folk Tales.
- Counseled youth individually and in groups on conflict resolution strategies.

### OTHER EXPERIENCE

**Sales Clerk**, Big O Grocery, Bellingham WA, Sept. 2006 – June 2006.

- Provided customer service in a full-service grocery store.
- Answered phones, operated cash register and stocked shelves.

**Food Server**, Mom's Cafe, Everson WA, September 2005 – April 2006.

- Took orders and served meals in a family-oriented environment.
- Trained new staff.

## CHANDRA ROBINSON

### Current Address

516 High Street #9110  
Bellingham WA 98225  
312.345.2231 (cell)  
Chandra@ssnet.com (email)

### After July 1, 2008

1600 Pennsylvania  
Otho WA 99005  
312.345.2231 (cell)  
Chandra@ssnet.com (email)

### EDUCATION

**Bachelor of Science**, Major: **Biology**, Minor: **Chemistry**,  
Western Washington University, June 2008

### RELEVANT COURSES

Cell and molecular biology	Fundamental research design
Microbiology	Genetics
Organic chemistry	Animal behavior
Human physiology	Terrestrial and marine ecology

### PROJECTS AND RESEARCH

- Electrically induced cessation of cytoplasmic streaming in *Chara*
- Isolation and characterization of yeast respiratory mutants
- Tissue culture and introduction of somatic embryogenesis in *Daucus carota*
- In-water behavior of captive penguins versus wild penguins

### TECHNICAL SKILLS

<b>Biology</b>	<b>Computer</b>
• Basic sterile laboratory techniques	• Microsoft Word
• Bile Esculine, Sodium Hippurate, CAMP, ImViC, Urea, KIA, and SIM testing	• Microsoft Excel
• Gram staining techniques	• Microsoft Access
	• Visual Basic

### HONORS

Dean's List, Western Washington University, 2006, 2007, 2008

### PROFESSIONAL HISTORY

**Teaching Assistant**, Western Washington University, Biology Department,  
Sept. 2007 – present

- Graded research papers, examinations and homework for 235 students in introductory biochemistry
- Tutored study group sessions

**Blood Bank Volunteer**, Puget Sound Blood Bank, Everson WA,  
May 2007 – Oct. 2007

- Prepared clients for blood draws
- Filed lab records, patient files, and routine correspondence
- Answer and routed phone calls

## BENJAMIN BRADDOCK

21211 Magnolia St, Bellingham WA 98225  
Cell: 360.666.1313 email: [BBraddock@gmail.com](mailto:BBraddock@gmail.com)

### QUALIFICATION SUMMARY

- Knowledge of polymeric and composite materials processing methods
- Ability to creatively design systems, components, or processes and use appropriate tools to solve problems
- Familiar with LaserCAD, GibbsCAM, SmartCAM, and AutoCAD
- Strong oral, written, and graphical communication skills
- Able to work as an individual, leader or as a member of a team in a production environment

### EDUCATION

**Bachelor of Science, Plastics Engineering Technology**, Minor: Business Management, Western Washington University, Bellingham WA, June 2008. Dean's List 2007-8. GPA: 3.53

#### Relevant Coursework

Polymer Technology  
Materials Testing  
Project Management

Plastics Processing Tooling  
Secondary Processes  
Mold Design & Development

Product Design  
Theory & Practice of Injection  
molding

### RELATED EXPERIENCE

**Senior Research Project**, Plastics Engineering Technology, WWU, Bellingham WA, Jan. – Apr. 2008

- Designed and conducted experiment to measure the effect of RIE on polymers used in the microelectronic industry

**Interdisciplinary Team Member**, National SAMPE Composite Bridge and Wing Contest, Boise ID, Aug. 2007

- Designed bridge using carbon fiber, fiberglass, and nature fiber layup
- Used prepug and wet lay-up techniques to meet project specifications
- Monitored curing process and conducted quality control analysis

**Production Assistant**, Big Machinery, Seattle WA June – Sept. 2007

- Assemble parts and machine kits
- Built air compressors and other small shop machinery

### WORK EXPERIENCE

Busser, Lucy's Café, Sebastopol CA, June – Aug. 2006

Waiter, Cedar's Indian Restaurant, Seattle WA, June – Aug, 2005

# Jon Chin

2317 Sudden Valley  
Bellingham WA 98226  
(360) 676-7654 chin@aonet.com

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## EDUCATION

Bachelor of Arts, **English**; Minor: **History**  
Western Washington University, Bellingham, WA, June 2008

## SPECIALIZED SKILLS

- Technical command of grammar, syntax, semantics, spelling and punctuation
- Experience in copy editing and proofreading
- Proficient in Microsoft Word, PowerPoint, Publisher, InDesign and Dreamweaver

## RELATED EXPERIENCE

**Assistant Editor**, *Jeopardy*, Western Washington University, Bellingham WA, September 2007 – June 2008

- Reviewed, evaluated and made publication recommendations for prose, poetry, photography, and artwork
- Provided editing support to authors
- Managed copy flow, images and images

**Journalism Intern**, *Adventure PNW Magazine*, Tacoma, WA, June 2007 - September 2007.

- Corrected spelling, usage, and grammar in articles
- Co-authored two articles, “Minimal Impact Backpacking” and “4 X 4’s: Friend or Foe?”
- Assisted with all aspects of layout, advertising, and distribution to subscribers

## OTHER WORK EXPERIENCE

**Student Manager**, Sodexo-Marriott Food Corporation, Western Washington University, September 2005 – June 2006 and September 2006 – June 2007

- Supervised, hired, scheduled and trained 20-30 student workers

**Doorman/Usher/Concessionaire**, Cineplex Odeon Cinemas, SeaTac Mall, Tacoma, WA, Summer 2004 and 2005

# Jon Chin

2317 Sudden Valley  
Bellingham WA 98226  
(360) 676-7654 chin@aonet.com

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## REFERENCES

Susan St. James, Jeopardy Faculty Advisor  
Journalism Department  
Western Washington University  
Communications Facility 2009  
Western Washington University  
Bellingham, WA 92255-9009  
Email: Susan.Stj@wwu.edu  
Phone: (360) 650-3981

Nancy Serandin, Executive Editor  
Adventure Northwest Magazine  
1489 124th Ave. NE  
Kirkland, WA 98034  
Email: Editor@Adventure.com  
Phone: (206) 821-2599

John Stevens, Dining Services Manager  
Marriott Food Corporation  
Edens Hall 1717  
Western Washington University  
Bellingham, WA 98225-9009  
Email: John.Stev@wwu.edu  
Phone: (360) 650-3857

Dr. Marcos Ortega, Professor of Journalism  
Parks Hall 219  
Western Washington University  
Bellingham, WA 98225-9321  
Phone: (360) 650-4458

John Q. Public  
1234 Valencia  
Bellingham, WA 98226  
360-555-8286

#### KEYWORD SUMMARY

BS, Chemistry, Biochemistry, Genetics, Project Manager, Laboratory Technician, Public Speaking, Instructor, Team Member, Computer skills

#### STRENGTHS

Proven accuracy and effectiveness in oral and written communication.  
Quick learner with proven ability to adapt to a challenge.  
Equally as effective working on self-managed project as with a group.  
Proven organizational, communication, and problem-solving skills.

#### EDUCATION

Bachelor of Science in Biology, June 2008, Minor in Chemistry, emphasis in Biochemistry and Genetics, Western Washington University (WWU), Bellingham, WA.

#### EXPERIENCE

##### Analytical

Organized, implemented, and evaluated all phases of heavy-metals toxicology studies.  
Created spreadsheets for collection, analysis, and presentation of experimental data.  
Prepared reagents, test solutions, and media for a variety of studies.  
Executed all phases of cell culture from cell extraction to plant generation.  
Prepared cell, culture, plant physiology, and botany class materials.  
Maintained an organized, clean, well-equipped, and safe lab at all times.

##### Relational

Interacted with both supervisors and colleagues in achieving common research goals.  
Presented and evaluated research data and methods to various groups.  
Created, presented, and evaluated lecture, lab, and exam materials for science courses.  
Interacted with lab students both as a colleague and as an instructor.

##### Technical

Experienced in HPLC, IR, GLC, and various chemical analytical methods.  
Experienced in TLC, affinity column fractional distillation, centrifugation, and various other separation and purification schemes.  
Proficient in databases, spreadsheets, and word processing using Claris Works.  
Familiar with Excel, Microsoft Word and Works.  
Experienced in mathematics analysis using Math Cad and Q Pro.

#### EMPLOYMENT HISTORY

Night Manager, The Teriyaki Bar, Bellingham WA, July 2007 to June 2008.  
Instructor's Assistant, Biology Department, WWU, Bellingham WA, Spring Quarter 2008.  
Cell Lab Associate, Biology Department, WWU, Bellingham WA, Sept. 2006 to Sept. 2007.  
Toxicology Lab Associate, Biology Department, WWU, Bellingham WA Sept. 2005 to June 2006.

# ACTION VERBS

## CLERICAL OR DETAIL SKILLS

achieved	dispatched	monitored	retrieved
approved	documented	operated	screened
arranged	executed	organized	specified
catalogued	gathered	prepared	systematized
classified	generated	processed	tabulated
collected	implemented	purchased	validated
compiled	inspected	recorded	

## COMMUNICATION SKILLS

addressed	drafted	moderated	responded
arbitrated	edited	motivated	solicited
arranged	enlisted	negotiated	spoke
authored	formulated	persuaded	translated
collaborated	influenced	promoted	verified
cooperated	interpreted	publicized	wrote
corresponded	lectured	reconciled	
developed	mediated	recruited	
directed		reported	

## CREATIVE SKILLS

acted	designed	instituted	performed
applied	developed	integrated	proposed
conceptualized	directed	introduced	revamped
created	established	invented	revitalized
composed	founded	originated	shaped
conceived	illustrated	planned	

## FINANCIAL SKILLS

administered	balanced	developed	projected
allocated	budgeted	estimated	planned
analyzed	calculated	forecast	researched
appraised	computed	marketed	
audited		managed	

## HELPING SKILLS

advocated	coached	educated	guided
aided	contributed	expedited	referred
assessed	counseled	facilitated	rehabilitated
assisted	demonstrated	familiarized	represented
clarified	diagnosed	fostered	supported

## MANAGEMENT AND/OR ADMINISTRATIVE SKILLS

acquired	coordinated	headed	planned
administered	delegated	improved	prioritized
analyzed	developed	increased	produced
assigned	directed	reviewed	recommended
attained	eliminated	maximized	scheduled
chaired	evaluated	minimized	streamlined
conserved	executed	obtained	strengthened
consolidated	exceeded	organized	supervised
contracted	expanded	oversaw	

## RESEARCH SKILLS

abstracted	discovered	inspected	organized
clarified	evaluated	interpreted	reviewed
collected	examined	interviewed	summarized
critiqued	extracted	investigated	surveyed
diagnosed	identified		

## TEACHING SKILLS

adapted	coordinated	evaluated	instructed
advised	developed	explained	initiated
coached	enabled	facilitated	persuaded
clarified	encouraged	guided	set
communicated	established	informed	stimulated

## TECHNICAL SKILLS

assembled	devised	overhauled	trained
built	engineered	programmed	upgraded
calculated	fabricated	remodeled	
computed	maintained	repaired	
designed	operated	solved	

## ADJECTIVES

active	diligent	keen	reliable
adaptable	diplomatic	logical	resilient
adept	disciplined	loyal	resourceful
aggressive	effective	mature	self-reliant
analytical	efficient	methodical	self-starter
assertive	energetic	motivated	sensitive
broad-minded	enterprising	objective	sharp
committed	enthusiastic	open-minded	sincere
competent	exceptional	organized	socially responsible
confident	experienced	outgoing	successful
conscientious	fair	personable	strong
creative	firm	poised	tactful
culturally aware	honest	positive	team-oriented
dedicated	independent	practical	
dependable	innovative	productive	
determined	instrumental	receptive	

**NOTE:** These action verbs are organized by skill categories which can be used in a *skill-based resume*.

## JOB SEARCH LETTERS

### LETTERS WRITTEN IN SEARCH OF OPPORTUNITIES

**Cover Letters/Letters of Application.** This letter is written in response to a specific, advertised job opening. The goal is to get your resume read and generate a job interview. A successful letter demonstrates how your qualifications match the job requirements. At the very least, you must research the organization and study the position description carefully. Organize your letter as follows:

- **Seize Attention:** In one, short, bold sentence tell them what you want, why you are writing.
- **Pique Interest:** Describe your qualifications as they **relate to the position** requirements, providing evidence of your related experiences and accomplishments. This is where you would mention a referral if you can use their name.
- **Get Down to Business and Show Your Stuff:** Convince the employer that you have the personal qualifications and motivation to perform well in the position.
- **Wrap it Up:** Indicate your availability for an interview.

**Letter of Inquiry.** This letter seeks out possible openings and generates, if not a job interview, at least an initial information interview. Because many positions are not widely advertised, letters of inquiry are used extensively in job searches. It is structured similarly to the letter of application (see above). An effective letter of inquiry reflects a knowledge of the organization and communicates how you can contribute to its needs and goals. Organize this type of letter as follows:

- State why you are particularly attracted to the organization; indicate the areas of the organization that interest you and the type of position you are seeking.
- Highlight your qualifications as they relate to your stated interests.
- Ask to be considered for existing or anticipated openings suited to your qualifications.
- Ask to meet with someone to further discuss your interests and qualifications. Because this is an un-solicited letter the person will probably not call you, so tell them you will follow-up and specify when.

**Networking Letter.** Use this letter when someone has referred you to a person as a contact for an information interview. Usually, it begins with: "Professor Soandso suggested I contact you regarding information about becoming a language interpreter."

### LETTER FORMAT

#### Introductory Paragraph

- Explain why you're writing (application, inquiry, networking).
- Describe how you heard about the position or company.
- Capture the reader's interest.

#### Body of the Letter

- Relate your background to the job qualifications . Give examples. Use their terminology and language.
- Share why you're interested in them. Show enthusiasm!

#### Closing

- Be direct. Ask for an interview or job.
- Let them know you'll follow up. Be specific about how and when you'll be in touch.
- Provide them with your phone number and email address. Let them know dates and times when you're available.

## OTHER TYPES OF CORRESPONDENCE

Most of your job search letters will be written to seek out employment opportunities. However, there will be occasions that require other forms of correspondence. These should be prepared carefully and professionally.

**Thank-You Letter.** This is one of the most important yet least used forms of correspondence. It establishes goodwill, expresses appreciation and can strengthen your candidacy. Make sure that everyone who helps you receives a thank-you letter.

When used to follow up on interviews, try to send your thank-you within 24 hours to everyone who interviewed you. Keep your letter brief and concise. Restate your interest in the position, reemphasize your strongest qualifications and express your sincere appreciation.

**Acceptance Letter.** This letter is used to accept a job offer and to confirm the terms of employment (salary, starting date, etc.). Often, this letter follows a telephone conversation during which details of the offer and terms of employment are discussed. Some employers will specifically request that you respond in writing. Even when this is not the case, write a formal letter of acceptance to project your professionalism and avoid any confusion about your employment.

**Withdrawal Letter.** Once you accept a position, you have an ethical obligation to inform all other employers of your decision to withdraw your application from consideration. Express appreciation for the employer's consideration and state simply that you have accepted other employment.

**Rejection Letter.** Employers aren't the only ones who send rejection letters! You may decide to decline job offers that don't fit your personal objectives and interests. Rejecting an offer should be done tactfully. Indicate that you have given the offer careful consideration and have decided not to accept it. Be sure to thank the employer for the offer and for considering you as a candidate.

### LETTER WRITING TIPS FROM THE PROFESSIONALS

- **KISS (keep it short & simple!).** Limit it to one page.
- **Think of the reader as you are writing.** Attract interest quickly.
- **Communicate professionally but with enthusiasm.** Forget slang!
- **Think like an employer – what kind of person would *you* hire?**
- **Address your letter to a specific person/name.** Call to get the appropriate name, title and spelling, if necessary.

**EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT! EDIT!**

**In some cases, you will send email instead of letters. THE SAME RULES APPLY!**

## Cover Letter/Letter of Application Sample Layout

Your Street  
City, State, Zip Code  
Date  
[3 spaces]

Name of Individual  
Title of Individual  
Name of Employer  
Street Address or PO Box Number  
City, State, Zip Code  
[1 space]  
Dear Mr./Ms./Dr. \_\_\_\_\_:  
[1 space]

**Opening Paragraph.** Attract attention. Clearly state the reason for writing, naming the position or type of work for which you are applying. Identify how you heard of the opening or how the employer's name was obtained (i.e., the Career Services Center informed me of your opening or Professor Smith in the Technology Department at Western Washington University recommended that I contact you.)  
[1 space]

**Second Paragraph.** State your reason for writing this particular employer. Specify concrete reasons for the type of work you desire. Highlight: **your skills**; your goals; and/or how your education, experiences and other qualifications support your capacity to succeed in this job (in this organization.) **"Show your Stuff!" Describe what you can do for the employer rather than what the employer can do for you.** Significant accomplishments can be noted, but the resume should not be repeated any more than absolutely necessary. Basically, you are emphasizing your key qualifications -- selling yourself -- elaborating on background areas which will attract the employer for the specific career field or job you want.  
[1 space]

**Closing Paragraph.** Restate your interest by indicating your availability for a personal interview. Either suggest a time or state your willingness to come at the convenience of the individual employer. End on a strong note. Indicate your resume is enclosed (and your placement file has been forwarded-if appropriate).  
[1 space]

Sincerely yours,  
[3 spaces]

(signature)  
Full Name Typed  
[1 space]  
Enclosure

1592 29th Street  
Bellingham, WA 98225  
(360) 673-3235

October 17, 2008

Ms. Lynn Wedenberg  
Manager, Human Resources  
Health BioSciences, Inc.  
51 University Street  
Seattle, WA 98191

Dear Ms. Wedenberg:

I am applying for the position of lab assistant in the molecular biology department (job #7820205). This position fits very well with my education, experience, and career interests. My research has revealed that Health BioSciences, Inc. is the leading biotechnology firm in the state and second in the U.S. Your work with Leukine, as well as with PIXY-321 and other colony stimulating factors, is definitely the type of research I am prepared for.

The position requires detail-orientation as well as an ability to accurately perform repetitive tasks in compliance to written protocols. During my nine months at Western Washington University's Toxicology Lab, I did precisely this in conducting various forms of chemical analysis, each many times over. Every series had to be identical and accurate. While in this position, I initiated and maintained a spreadsheet data analysis program which enabled virtually instantaneous data analysis. Working without much supervision, I made time management a priority and typically finished tasks ahead of schedule. This complements Health BioSciences, Inc. requirement for data entry and time management.

During my year at Western's Cell Tissue Culture Lab, again I performed numerous repetitive tasks, especially reagent and media preparation, according to exact directions. Also, I maintained the lab's stock of chemicals and other materials. In both these positions, I performed my duties well and even beyond the job requirements. At Western, I have specialized in biochemistry and genetics, having completed many classes directly relevant to the lab assistant position I am seeking at Health BioSciences, Inc.

Given my education and experience, I am confident that I have the abilities to be an effective contributor to your company. To further discuss my qualifications in an interview, I can be reached at (360) 676-0000.

Thank you for your consideration. I look forward to talking with you.

Sincerely,

Melissa Valenchenko  
Enclosure

606 Bay View Dr. #3  
Bellingham, WA 98225  
September 19, 2008

Mr. Frank Nelson  
Director, Personnel Services  
Corporate Communications  
18205 Alderwood Blvd.  
Lynnwood, WA 98036

Dear Mr. Nelson:

At a recent meeting of the Puget Sound Chapter of the Public Relations Society of America, Mr. John Miserati encouraged me to contact you regarding a position as a public relations assistant. I will graduate in June from Western Washington University with a major in communications and a minor in journalism. My educational background, experience and interest will allow me to be an effective contributor to your organization.

An internship at Ager/BPN Public Relations last summer refined my writing skills in a variety of stylistic modes. I developed press releases, business letters, feature-length articles and assisted with speeches. My responsibilities also brought me into direct client contact with the accounts of Chateau St. Michelle, Advanced Digital Information and Puget Power. Among other things, my internship taught me the importance of developing a broad understanding of each product or service and collaborating creatively with the graphic designers, photographers, and printers.

In addition to my directly related internship experience, I have worked as a Resident Advisor for a hall of 200 students the last two school years. This position requires sound communication, problem-solving, and programming skills and the ability to work easily with individuals from diverse backgrounds. It was essential to be highly organized, energetic, and to meet project timelines consistently. Please refer to my enclosed resume for further description of my qualifications including experience with desktop publishing.

Mr. Miserati has spoken very highly of Corporate Communications, and a March 3, 2008, article in the Puget Sound Business Journal further heightened my interest and convinced me to offer you my skills as a public relations assistant. I will call the week of October 3rd to inquire about the possibility of setting up an appointment. In the meantime, you can reach me at (360) 738-9876 if you would like further information. Thank you for your consideration, and I look forward to meeting with you soon.

Sincerely,

Robert Hoyer  
Enclosure

11082 Highland Park Drive  
College Place, WA 99324  
October 25, 2008

Mr. Ready Tohire, Personnel Director  
The Progressive Company  
1550 Business Drive  
Seattle, WA 97850

Dear Mr. Tohire:

I sincerely appreciate all the time you spent with me at the recent Career Fair held at Western Washington University on October 23, 2008. The information you gave me regarding employment with your organization has helped me clarify my career goals.

You may recall that I interned with the Best & Brightest Inc. As a Management Intern, my responsibilities included budgeting, cost analysis and staffing two branch offices. I attended board meetings, prepared and presented statistical reports to other administrative personnel and acted as a liaison between staff and management at the head office. During our conversation at the WWU Career Fair, you mentioned that this experience would be of value to your organization.

As you suggested, I am enclosing a copy of my transcripts, along with an additional copy of my resume. I will call you during the week of November 3rd to follow up on our conversation. In the meantime, if you need additional information, please contact me at (360) 666-1313 or email me at [johnhireme@hotmail.com](mailto:johnhireme@hotmail.com). After reviewing the information you provided me, I am even more enthusiastic about the opportunity to work with your company. Again, thank you so much for providing me with assistance!

Sincerely,

John Hireme

Enclosures

ORGANIZATION	ADDRESS/PHONE	CONTACT PERSON	TYPE OF CONTACT (DATE)			FOLLOW UP
			LETTER	PHONE	INTERVIEW	

Be sure you keep track of all the resumes you distribute and remember to follow up on them! Here is one system you can use to keep track of who, when and what needs to be done.

**SAMPLE RESUME TRACKING FORM**