

The **Green** Guide for Students

Advice on the Job Search, Resumes and Cover Letters

RESUMES & COVER LETTERS



**CAREER SERVICES CENTER, a unit of
Academic and Career Development Services
Old Main 280
Bellingham, WA 98225-9002
e-mail: careers@wwu.edu
website: 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.

Optimal Resume is a free, online resume building resource that is available on the Career Services Center website. Start your new account with your Western email. Make an appointment to have a Peer Advisor or a Counselor review it.

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SEE WHAT THE CAREER SERVICES CENTER OFFERS!!!

**On-line Job & Internship Listings from
Employers on Viking CareerLink
Optimal Resume Builder
Job Search Workshops
Career Fairs & Special Events
Career Resource Library
On-campus Recruiting & Interviews
Individual Career Coaching
Assessments
Mock Interviews
Peace Corps Representative**

MORE!!!!

YOUR RESUME and the JOB SEARCH PROCESS

SELF ASSESSMENT

What are my skills, interests and values?
Not sure? Utilize CSC assessment tools.

- ✓ Strong Interest Inventory
- ✓ Myers Briggs Personality Assessment
- ✓ Optimal Resume Skills Assessment

RESEARCH OCCUPATIONS

Research careers and companies; use CSC resources, web, professional organizations, etc.
Conduct information interviews.

Research our jobs/internship database: Viking Career Link
<http://www.careers.wvu.edu>

Occupational Information:
<http://online.onetcenter.org/>

Occupational Outlook Handbook:
<http://www.bls.gov/oco/>

Career One Stop:
<http://www.careeronestop.org/>
(for employer search)

DEVELOP AND REFINE JOB GOALS

Start collecting sample job descriptions that sound interesting. Learn what kinds of skills are needed.

NETWORK WITH YOUR CONTACTS

Meet with a CSC counselor or attend a workshop to learn how to network. Seek assistance from family, friends, professors, job supervisors, student clubs, professional organizations, etc.

PREPARE YOUR RESUME

Use the **Optimal Resume** builder on the CSC web site to get started. Have it reviewed at the Career Services Center.

WRITE A COVER LETTER FOR EACH POSITION

It is critical to learn the skill of writing a cover letter. Find valuable information in this handbook on formatting, writing tips, and samples of correspondence.

GOT AN INTERVIEW?

Practice, practice, practice!!! **Optimal Resume** found on www.careers.wvu.edu has an interview component for your use or schedule a mock interview at CSC.
Don't forget a **thank you note** after the interview.

CONGRATULATIONS!!
You're employed!!!

SKILLS EMPLOYERS ARE SEEKING

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 Ten Skills Employers Seek in Recent Graduates

Verbal Communication
Strong Work Ethic
Teamwork
Analytical
Initiative
Making Decision/Problem Solving
Plan, Organize and Prioritize Work
Analyze Quantitative Data
Technical Knowledge Related to Job
Create and Edit Written Reports

Source: *Job Outlook*, National Assn. of Colleges and Employers 2011

Obviously, there are many other skills that are commonly sought after. You may have gained these **Transferable Skills** during your college experience:

Interpersonal
Flexibility/Adaptability
Public Speaking
Negotiating
Public Relations
Research
Facilitating discussions
Creating & developing
Conflict Resolution
Attention to detail
Leadership

Organizing/Managing/Coordinating
Coping with deadline pressure
Interviewing
Teaching/Instructing
Supervising
Policy development
Customer Service
Scheduling
Counseling & advising
Sales or marketing
Others?????????

Transferable skills can also be acquired through work, class projects/assignments, student clubs, volunteer activities, recreation and your personal life.

RESUME HINTS from 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.
- Build your resume using the **Optimal Resume** tool on the CSC web site to create several versions with a variety of fonts and styles.
- 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 and use matching paper.
- Always include a cover letter when emailing/mailing your resume.

Style:

- Edit carefully and have someone else proofread it. Is it brief? Can you say it in fewer words?
- 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.
- 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).

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.
- Use descriptive language. Begin bullets with **action verbs** (see on pages 22-23).
- 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.
- 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.
- **Chronological** (for those with extensive related experience).
- **Skill-Based Format** (works well for students or those with little related experience).
- **Combination** (highlights related employment and skills).

*Please make an appointment to have your resume reviewed by a Peer Advisor or Counselor.
Stop by OM 280 or phone (360) 650-3240.*

Tips on Emailing a Resume and Applying On-Line

Emailing your resume:

- The simplest way is to send your resume by email is to attach your MS Word document. However, since you don't know what version of Word the employer is using, keep formatting simple and then email it to some friends and yourself to see how it opens and prints out. Some employers won't open attachments. Place your name in the subject box along with noting it is your resume. Example: Sonja Anderson's resume for Corporate Trainer.
- You could send it as RTF (Rich Text Format) which is easily read by any program. This allows you to paste your text into the body of an email rather than sending it as an attachment.
- For an on-line application, you can cut and paste information from a plain text version. This means the resume is scannable with no glitches.
- You may also send your resume in HTML if you want to create a web site for your resume and special projects. **Optimal Resume**, a resume builder tool, located on our web site: www.careers.wvu.edu, allows you to create multiple resumes and e-portfolios that can be uploaded to the web site you create.

To create a plain text version:

- To save your resume, choose "text only" in the option box.
- Close your file and then reopen it to see how plain it now looks. The font has changed and the formatting is removed and the text is now left justified. Capitalization is used to highlight headings.
- You now have a resume that can be scanned by the employer. Remember, it's the words you choose to describe your accomplishments and contributions to the job that will capture the attention of the employer.
- Email it to yourself and others as a test to see what it looks like before sending it off to an employer.

The Career Services Center is here to give you feedback and help with your resume.

- Create an account on **Optimal Resume** and review the samples and styles to give you some ideas on how to start developing a resume for yourself.
- Make an appointment with a Peer Advisor to review your resume.
- Attend an Optimal Resume clinic, which is a working lab situation, where you can receive feedback from multiple perspectives.

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 in English, Western Washington University, Bellingham, WA, June 2011

WORK EXPERIENCE

Assistant Manager, Quik-E-Mart, Bellingham, WA, 10/09 –6/11 6/10

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

Sales Associate, Jo's Fashions, Bow, WA, 6/08-9/09

- Earned top sales awards
- Initiated the Personal Shopper Program for preferred customers which increased sales by 17%
- Provided outstanding customer service in a family-oriented fashion retail store

Retail Clerk, SmokeShop, Uptown, WA, 6/07-6/08

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

VOLUNTEER EXPERIENCE

Reporter, *Western Front*, Bellingham, WA, 11/10-6/11

- Designed layout for special career edition
- Wrote monthly human interest feature
- Assigned to cover Whatcom County Council meetings

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 in **English**, Western Washington University, Bellingham, WA, June 2011

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 EXPERIENCE

Reporter, *Western Front*, Bellingham, WA 11/10-6/11

Assistant Manager, Quik-E-Mart, Bellingham, WA, 10/09– 6/11

Sales Associate, Jo's Fashions, Bow, WA, 6/08-9/09

Retail Clerk, SmokeShop, Uptown, WA, 6/07-6/08

In the above examples, 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.

Resume Checklist

Five Second Review: Give it the once-over...is your resume inviting or scary?

- Is your resume neat, clean and pleasing to the eye? Is it easy to skim information quickly?
- Is the text and white space balanced on the page?
- Are the margins even and not too narrow or too wide?
- Is it printed on resume paper (white or neutral light shade)?

Fifteen Minute Review: A top-notch resume-writer will answer 'yes' to most of the following questions.

OVERALL APPEARANCE

- Do you have at least 1-inch margins on top, bottom and sides?
- Does your resume have enough white space between sections/lines?
- Did you use 11 or 12 point typeface? (Arial is easier to read if the font is smaller than 12 point)
- Did you use just one font?
- Are you using consistent headings, boldface, punctuation and spacing throughout the document?
- Is your choice of resume format easy to read and consistent?
- Do you have zero tolerance for errors and misspellings?
- Did you eliminate artwork, photographs, cutesy bullets, fancy type and colored ink (simple designs might be appropriate for art/design majors)?
- Did you avoid using a resume wizard/template? (It's extremely difficult to change wizard formatting!)

ORGANIZATION

- Does the layout and organization showcase your skills and experience to their best advantage?
- Are your section headings clear and related to the target/objective of your resume?
- Did you use commonly used headings, e.g., Objective, Education, Related Experience (or similar title), Summary of Qualifications, Relevant Skills?
- Other possible headings might include: Projects, Technical Skills, Honors, Awards, Affiliations, Volunteer Experience or other Work Experience, Related Coursework
- If you used a chronological resume format, did you list jobs, internship and other experience in reverse chronological order (starting with the most recent and continuing back in the past)
- Did you omit references (except in rare cases, put them on a separate sheet if requested)?

CONTENT

- Is it easy for the employer to see how you meet the specific job requirements/qualifications?
- Are the descriptions of your experience, skills and knowledge related to the job?
- Did you include unpaid, volunteer, internship and classroom experience as well as paid experience?
- Did you begin descriptions with an action verb?
- Are your descriptions brief?
- Whenever possible, did you use key industry words and/or words related to the job description?
- Did you give examples of your demonstrated proficiency with skills/knowledge related to the job?
- Did you include details that make you stand out from other applicants?
- Were you honest (but not modest!) and truthful when describing your background?
- Did you use the present tense and past tense correctly?
- Did you avoid using personal pronouns?
- Did you avoid abbreviations (exception for state names) and jargon that is not commonly understood?

LILY WOO

120 Main Street ~ Bellingham, WA 98225

360.555.5555 ~ lily.woo@email.com

QUALIFICATIONS PROFILE

- Effective manager, driven to provide excellent customer service, and able to assess complex situations and formulate solutions
- Strong communication, interaction and relationship-building skills acquired through experience in management internship, sales and leadership positions
- Gifted communicator with proven ability to interact and form lasting relationships with, and gain trust of, colleagues and clients at all levels
- Proficient technology skills including Microsoft Office Suite, Social Media and Customer Relationship Management Software (CRM)
- Bilingual/Biliterate in English/Mandarin; basic Spanish

EDUCATION

Master of Business Administration, Western Washington University (WWU), Bellingham, WA, Anticipated June 2012

Bachelor of Arts, Linguistics, minor: Chinese, University of Washington, Seattle, WA, 2006

Study Abroad, International Students Abroad, Lima, Peru, Fall 2005

RELATED EXPERIENCE

Management Intern, Target, Burlington, WA, Summer 2010–present

- Collaborate with management and team members to create and maintain friendly and productive working environment
- Resolve customer complaints regarding sales and service in mutually satisfactory manner
- Monitor customer preferences to determine focus of sales efforts
- Manage staff, preparing work schedules and assigning specific duties
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with supervising manager and staff members as necessary
- Determine staffing requirements, and interview, hire and train new employees

Lead Sales Clerk, Simply Boutique, Seattle, WA, 2006–2009

- Selected as "Employee of the Quarter" three quarters in a row, 2008–2009
- Communicated constructively and effectively with customers and other team members, maintaining positive environment

Lily Woo, page 2

- Managed scheduling for a staff of 12 adjusting hours during busy periods
- Handled cash and balanced intake for daily sales

Barista, Starbucks, Seattle, WA, 2004–2006

- Generated return business through friendly customer support and service
- Communicated new safety procedures to staff and ensured understanding
- Promoted new products contributing to 10% rise in weekly non-coffee sales in 2005–2006

COMMUNITY ACTIVITIES

Volunteer Instructor, Junior Achievement, Seattle School District, WA, Seasonal 2002–2006

- Communicated intricate business concepts to 5th graders in engaging and understandable language

PROFESSIONAL AFFILIATIONS

Member, National Speakers Association, Seattle, WA, 2008–present

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, SQL Server, 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 & design fundamentals

Systems analysis and design

User interface design

Hardware and operating systems

Network administration

Website design and construction

E-commerce systems management

EDUCATION

Bachelor of Arts, Business Administration, Concentration in **Management Information Systems (MIS)**, Western Washington University (WWU), Bellingham, WA, June 2011

ACADEMIC EXPERIENCE

- Constructed a database-driven on-line music store using ASP.NET, C#, Visual Web Developer and SQL Server.
- Developed an interactive Internet storefront that interacts with a database using PHP and mySQL.
- Planned a computer lab network that involved choosing type of transmission media, mapping cable layouts, and selecting server and operating system.
- Participated as part of a team that designed and developed a relational database system using SQL Server and 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

Computer Lab Tutor, WWU Computer Lab, Bellingham, WA, September 2009 – June 2011

Office Clerk, Office Team, Bellevue, WA, June – September 2009

Sales/Customer Service, An Hing Co., Bellingham, WA September 2008 – May 2009

Administrative Assistant, E.J. Bartels, Renton, WA, June – August 2008

MEMBERSHIPS AND ACTIVITIES

Vice President, Management Information Systems Association (MISA), WWU, 2010-2011

Member, MISA, WWU, Bellingham, WA, 2009-2010

ANITA JOBB

1113 Redwood Avenue
Seattle, WA 98013
(206) 555-4231
ajobb@email.net

OBJECTIVE

To obtain a position as Youth Outreach Intern with Whatcom Family & Child Services.

QUALIFICATIONS SUMMARY

- Demonstrated interest in working with children and families.
- Experience working with people from diverse backgrounds.
- Excellent written and verbal communication skills.
- Able to access and provide information about youth resources and support services.
- Familiar with conversational Spanish.

EDUCATION

Bachelor of Arts, Human Services, Western Washington University, Bellingham, WA,
Expected graduation: June 2013

Associate of Arts, University Transfer Degree, Skagit Valley College, Mt. Vernon, WA, June 2011

RELEVANT SKILLS

Children and Families

- Trained peer mediation and conflict resolution skills to youth at summer camps to facilitate positive team environment.
- Provided families with feedback about student progress in academic, behavioral and recreational activities.
- Mentored high school students and provided support to Spanish-speaking youth during the college application process.
- Advised new community college students and their families about information, assistance and referral to campus resources.

Communication and Interpersonal Skills

- Organized and conducted group activities for youth, adults and families.
- Wrote user-friendly training and resource guides for diverse audiences including a grocery retailer; campus services; and family information for summer camp.
- Facilitated campus tours for prospective college students and their families.
- Supervised, trained, and scheduled sales staff.

Technical Skills

- Demonstrated expertise with Word, PowerPoint and Internet research.
- Created personal web site using HTML and Adobe Photoshop.
- Produced ads and flyers using MS Publisher.

PROFESSIONAL EXPERIENCE

Shift Manager, Grocery Outlet, Everson, WA, June 2011-present

Student Orientation Advisor, Skagit Valley College, Mt. Vernon, WA, Sept.2010-June 2011

Youth Counselor, Camp Fun, Bow, WA, Summers 2008-2010

DIANA J. SMITH

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

SKILL SUMMARY

- 3+ years' experience in student advising in a variety of university settings
- Capable of designing and presenting interactive educational material to audience
- Ability to work with culturally diverse populations
- Possess strong desire to encourage and support individuals on their chosen life goals
- Demonstrate excellent written and verbal communication skills
- Competent skills using MS Office, Advisor Trak, Banner, Excel, Publisher, Adobe InDesign

EDUCATION

Bachelor of Arts, Exercise Science, Minors: Health Promotions and **Spanish**
Western Washington University (WWU), Bellingham, WA, Anticipated March 2012

EXPERIENCE

Peer Advisor, Academic Advising Center, WWU, Bellingham, WA, September 2010 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 2010 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 2009–August 2009

- 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

-
- 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.
 - Studies included an emphasis in Outdoor Education and Interpretation.
 - Familiar with a wide variety of outdoor recreational activities and equipment.
- Education & Training
- Bachelor of Arts**, Environmental Education, Western Washington University, Huxley College of the Environment, Bellingham, WA, June 2011.
- Trail Maintenance & Construction Certificate**, Volunteers of Outdoor Washington, Stevens Pass, WA, July 2009.
- Relevant Experience
- Seasonal Backcountry Park Ranger**, Olympic National Park, Port Angeles, WA, June – Sept. 2009 and 2010.
- 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. 2008.
- 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. 2008.
- Constructed wheelchair-accessible trail that met U.S. 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 2007 – Sept. 2007
- 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

- OBJECTIVE** To obtain a management trainee position in an international marketing firm
- SKILLS** Proven organizational abilities
2+ year's supervisory experience
Knowledge and experience in providing marketing support
Proficient in MS Office Suite
Fluent in written and spoken German
- EDUCATION** **Bachelor of Arts**, Business Administration with a Concentration in **Marketing**, Western Washington University (WWU), Bellingham, WA, Anticipated March 2012
- GPA 3.4, President's List, three quarters
- INTERNSHIP EXPERIENCE** **International Marketing Intern**, Ward's Natural Science, Bellingham, WA, September 2010-December 2011
- 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
 - Formulated bids for overseas customers according to established guidelines
 - Provided customer service support, resolving problems and responding to customers via email and fax
 - Interacted with a team of sales agents in Australia to assess status and establish monthly reporting procedures
- MANAGERIAL EXPERIENCE** **Shift Supervisor**, Chiao!, Bellingham, WA, June 2009-September 2010
- Trained and supervised eight employees in all facets of customer service
 - Monitored inventory, ordered supplies, and completed employees' schedules to ensure efficient service
 - Managed large cash drawer, including daily reconciliations and deposits
 - Motivated employees by presenting a positive demeanor, a strong work ethic, and commitment to quality
- COLLEGE EXPERIENCE** **Circulation Desk Assistant**, Western Libraries, WWU, Bellingham, WA, September 2007-May 2009
- Utilized strong organizational skills and broad-based knowledge of library holdings and processes to provide assistance to patrons
 - Provided friendly and professional service to expedite material transactions
 - Trained four new employees using a new inter-library loan system
- ACTIVITIES** Men's Swim Team Member, WWU, 2008-2011
Economics and Investments Club Member, WWU, 2008-2011

IKUKO TAKAYANAGI

Current Address:

5116 High Street, Apt. 9002
Bellingham, WA 98225
Iku.Takayanagi@gomail.jp
(360) 777-9898

After May 2012:

1-5-3 Yaesu,
Chuo-ku
Tokyo 100-8994.
Iku.Takayanagi@gomail.p
(360) 777-9898

HIGHLIGHT OF QUALIFICATIONS

- Fluent in written and verbal Japanese and English; able to speak and read basic Russian
- Outstanding intercultural experience in U.S.A., Russia, and Europe
- Excellent communication and interpersonal skills
- Experience leading teams in retail and educational environments
- Familiar with Japanese business culture
- Proficient with Microsoft Word and social media including Facebook, Twitter and LinkedIn

EDUCATION

Bachelor of Arts, International Relations, Tsuda College, Tokyo, Japan, Expected graduation: June 2012

Center for International Studies Direct Exchange Program, **Western Washington University**,
Bellingham, WA, January 2011 – January 2012

PROFESSIONAL EXPERIENCE

Cultural Volunteer, Kanagawa Cultural Center, St. Petersburg, Russia, July – August 2010

- Organized and led cultural programs at a Russian senior citizens center
- Taught traditional Japanese crafts, music and dance to elementary-aged children
- Tutored Japanese language to university students

Academic Tutor, Eikonseminar, Yokohama-Shi, Kanagawa-ken, June 2008 – July 2010

- Taught English, math and Japanese to elementary and middle school students in an after school program
- Evaluated student progress in classroom and graded written assignments
- Wrote weekly reports detailing student behavior

Sales Associate, Takashimaya Department Store, Yokohama-Shi, Kanagawa-ken, August 2006 – May 2009

- Trained staff on customer service techniques, product preparation and cash handling procedures
- Managed multiple deadlines and tasks in a fast-paced environment
- Researched new product suppliers and trained staff on marketing techniques
- Provide outstanding and informative service to customers

COMMUNITY INVOLVEMENT AND ACTIVITIES

Captain, Ice Skating Club, Tsuda College, Tokyo, Japan, August 2009 – April 2010

- Contacted alumni, made logistical arrangements and handled finances for training camp
- Organized school-wide recruitment campaign to attract new members

BILL BOARD

4547 York Avenue ◇ Bellingham, WA 98229 ◇ 360.756.1863 ◇ Billboard@itsmail.com

HIGHLIGHT OF QUALIFICATIONS

- Certified TESOL teacher with experience tutoring and teaching in diverse settings
- Outstanding written and verbal communication skills
- Excellent interpersonal skills in cross-cultural environments
- Proficient in conversational Mandarin

EDUCATION

Bachelor of Arts, Anthropology, minor: Teaching English to Speakers of Other Languages (TESOL), Western Washington University (WWU), Bellingham, WA, June 2011

TESOL Certificate, Western Washington University, Bellingham, WA, June 2011

Council on International Education Exchange, Spring 2010, University of Beijing, China

- Studied Mandarin and classical Chinese art
- Tutored English as a second language
- Engaged in international cultural exchange activities

RELEVANT PROFESSIONAL EXPERIENCE

TESOL Student Teacher, WWU Intensive English Program, Bellingham, WA, March - June 2011

- Taught English in groups and individually to international university students
- Developed appropriate lesson plans and learning activities
- Graded written assignments and quizzes

Senior Writing Assistant, WWU Writing Center, Bellingham, WA, September 2010 - March 2011

- Tutored English speakers and non-native speakers one-on-one and in groups
- Identified writing topics, edited grammar and kept individual student records and logs
- Mentored writing assistants, providing guidance when needed

ESL Tutor Volunteer, Jianwai School, Beijing, China, March – June 2010

- Tutored Chinese elementary students in conversational English

Teaching Assistant, WWU Anthropology Department, Bellingham, WA, September – December 2009

- Facilitated large group discussions for introduction to cultural anthropology
- Provided feedback to professor regarding student progress and learning

OTHER EMPLOYMENT

Sales Associate, Bullseye Stores, Bellingham, WA, Summers and Holidays, 2007-2009

CHANDRA ROBINSON

312.345.2231 (cell)

Chandra@ssnet.com (email)

Current Address

516 High Street #9110
Bellingham, WA 98225

After July 1, 2011

1600 Pennsylvania
Otho, WA 99005

EDUCATION

Bachelor of Science, Major: Biology, Minor: Chemistry,
Western Washington University, June 2011

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

Biology	Computer
• 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, 2009, 2010, 2011

PROFESSIONAL EXPERIENCE

Teaching Assistant, Biology Department, Western Washington University, Bellingham, WA, September 2010 – present

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

Blood Bank Volunteer, Puget Sound Blood Bank, Everson WA, May 2009 – October 2010

- 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@mail.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 (WWU), Bellingham, WA, June 2011, GPA: 3.53

Relevant Coursework

Polymer Technology	Plastics Processing Tooling	Product Design
Materials Testing	Secondary Processes	Theory & Practice of Injection
Project Management	Mold Design & Development	molding

RELATED EXPERIENCE

Senior Research Project, Plastics Engineering Technology, WWU, Bellingham, WA, January – April 2011

- 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, August 2010

- 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 – September 2010

- Assembled parts and machine kits for distribution to clients
- Built air compressors and other small shop machinery

WORK EXPERIENCE

Busser, Lucy's Café, Sebastopol, CA, June – August 2009

Waiter, Cedar's Indian Restaurant, Seattle, WA, June – August 2008

JON CHIN

516 High Street ~ Bellingham, WA 98225 ~ 360.651.3000 ~ chinj007@gmail.com

OBJECTIVE

Auditor position in the public accounting field where I can contribute my analytical and attention to detail skills

EDUCATION

Bachelor of Arts, **Accounting**, Western Washington University (WWU), Bellingham, WA,
August 2011, GPA: 3.68
Eligible for CPA exam: December 2011

RELATED COURSEWORK

Managerial Accounting	Auditing Theory & Practice
Intermed. Accounting Theory & Practice I,II,III	Advanced Auditing
Accounting in Not-for-Profit Organizations	Managerial Economics
Topics Management Accounting	International Accounting

LEADERSHIP

President, Beta Alpha Psi, WWU, 2010-2011
Treasurer, Accounting Society, WWU, 2008-2009

INTERNSHIPS

Audit Intern, American Red Cross, Seattle, WA, Summer 2011

- Tabulated and examined specific sections of accounts, such as disbursements, trial balances, bank reconciliations, and voucher audits
- Examined warrant or check register, verifying vendor names, amounts, and cross checks with correspondence to receipts and invoices
- Notified lead examiner of any apparent inaccuracies, shortages, or discrepancies
- Learned to make complete and accurate audits; performed computations quickly and accurately; prepared well-organized audit reports

Accounting Intern, Anvil Corporation, Bellingham, WA, Spring 2011

- Maintained information integrity and confidentiality
- Performed some preliminary collection effort by telephone under direct supervision
- Validated and input data to the accounts payable module via Excel loader files
- Assisted with closing monthly accounts payable transactions, ensuring all data has passed to the appropriate customers
- Prepared reports for statistical analysis using Excel

PROFESSIONAL EXPERIENCE

Host, Anthony's Home Port, Bellingham, WA, 2007-2009

- Collaborated with entire staff and all customers to ensure the ultimate dining experience
- Monitored and tracked table seating to provide a balanced work load for serving staff
- Reconciled all transactions with till and prepared nightly deposit; paid out all tips to staff

Jon Chin

516 High St.
Bellingham, WA 98225
(360) 651-3000 chinj007@gmail.com

REFERENCES

Susan St. James, Jeopardy Faculty Advisor
Western Washington University
516 High Street
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
Aramark Corporation
Western Washington University
516 High Street
Bellingham, WA 98225-9009
Email: John.Stev@wwu.edu
Phone: (360) 650-3857

Dr. Marcos Ortega, Professor of Journalism
Western Washington University
516 High Street
Bellingham, WA 98225-9321
Phone: (360) 650-4458

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

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

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	conserved	eliminated	improved
administered	consolidated	evaluated	increased
analyzed	contracted	executed	reviewed
assigned	coordinated	exceeded	maximized
attained	delegated	expanded	minimized
chaired	developed	headed	obtained
	directed		

organized
oversaw
planned

prioritized
produced
recommended

scheduled
streamlined
strengthened

supervised

RESEARCH SKILLS

abstracted
clarified
collected
critiqued
diagnosed

discovered
evaluated
examined
extracted
identified

inspected
interpreted
interviewed
investigated
organized

reviewed
summarized
surveyed

TEACHING SKILLS

adapted
advised
coached
clarified
communicated

coordinated
developed
enabled
encouraged
established

evaluated
explained
facilitated
guided
informed

instructed
initiated
persuaded
set
stimulated

TECHNICAL SKILLS

assembled
built
calculated
computed
designed

devised
engineered
fabricated
maintained
operated

overhauled
programmed
remodeled
repaired
solved

trained
upgraded

ADJECTIVES

active
adaptable
adept
aggressive
analytical
assertive
broad-minded
committed
competent
confident
conscientious
creative
culturally aware
dedicated
dependable
determined

diligent
diplomatic
disciplined
effective
efficient
energetic
enterprising
enthusiastic
exceptional
experienced
fair
firm
honest
independent
innovative
instrumental

keen
logical
loyal
mature
methodical
motivated
objective
open-minded
organized
outgoing
personable
poised
positive
practical
productive
receptive

reliable
resilient
resourceful
self-reliant
self-starter
sensitive
sharp
sincere
socially responsible
successful
strong
tactful
team-oriented

JOB SEARCH LETTERS

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 and why you are writing. This is where you would mention a referral if you can use their name.
- **Pique Interest:** Describe your qualifications as they **relate to the position** requirements, providing evidence of your related experiences and accomplishments.
Give your sales pitch: 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 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."

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, this letter should be sent within 24 hours, if possible, 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.

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 or use digital signature

[1 space]

Enclosure

June 17, 2011

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

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

Melissa Valenchenko
email: melissa.valenchenko@warmmail.com

Enclosure: Resume

606 Bay View Dr. #3
Bellingham, WA 98225
October 6, 2011

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 Communication 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 Sept. 3, 2011, 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 10th 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

Robert Hoyer

Enclosures: Resume
 Writing samples

May 2, 2011

11082 Highland Park Drive
College Place, WA 99324

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 April 23, 2011. 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 May 13th 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. 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

John Hireme

Enclosures: Transcripts
Resume

Cover Letter Checklist

Five Second Review: Give it the once-over; is your cover letter:

- Free of typos and spelling errors?
- Proofread by someone for grammatical and punctuation errors?
- Typed in the same font as your resume?
- Organized and prioritized?
- Full of action verbs describing experience, skills, and knowledge?
- Specifically addressing the person in charge for hiring for the job and using a colon after the person's name?
- Signed personally by you in blue or black ink?
- On the same color paper as your resume?

Fifteen Minute Review: After further reflection, does your cover letter:

- State specifically the job title for which you are applying?
- State specifically how you found out about the job posting?
- Specifically address qualifications listed in the job announcement or list any qualifications you have if this is a letter of inquiry?
- Emphasize internships, relevant job experience, relevant coursework, or professional society activities?
- Show your enthusiasm in wanting the position for which you are applying?
- Stay away from statements such as "I feel", "I think", and "I believe"?
- Describe your personal attributes that would relate to company culture or how you would fit in the organization?
- Address any names of people who referred you?
- Have the appropriate number of paragraphs (3-5)?
- State interest in scheduling an interview with a company representative?
- Provide your contact information, i.e., phone and email?
- Thank the employer for his/her time and consideration?