

# Resume and Cover Letter Guide



## What's Inside:

- Guidelines & How To's
- Assessment Exercises & Action Verbs
- Sample Resumes
- Cover Letters & Thank You Notes

### Quick Question Hours

Monday	1:30-3:30
Tuesday	5:00-7:00
Wednesday	1:30-3:30
Thursday	1:30-3:30
Friday	10:00-12:00

This packet provides guidelines for preparing or polishing your resume, and writing cover letters and follow-up correspondence. After developing or editing your resume or cover letter, have it reviewed by a Career Advisor during “Quick Question” hours.

## Resume Writing Guidelines

- The basic purpose of a resume is to summarize your skills and background as they relate to your desired internship or job AND the employer’s needs.
- Your resume is an essential “marketing” tool that should highlight your relevant accomplishments, skills, strengths and experience in an attractive format.
- Expect to make multiple versions of your resume, targeted to position(s) of interest.

## Resume Types

### **The Chronological Resume:** *Basic style for college students*

- Organize your information in reverse chronological order – list most recent first and work backwards.
- List identifying information (name, addresses, email, phone) first, then list the next sections based on their importance and relevance to the position.
- An objective is recommended, but not mandatory – both the objective and resume should be changed / targeted to the position to which you are applying.
- Education is typically the first section, followed by Experience.
- Descriptions should highlight your skills, accomplishments, and contributions, not merely list dates and titles.
- You may use special sections such as Qualifications Summary, Background Summary or Special Skills to promote your most marketable or related skills and experiences.

### **The Functional Resume:** *Typically recommended for more experienced professionals*

- Highlights your skills and emphasizes what you have done rather than where/when you did it.

### **Combined Resume:** *Features related experience, skills and accomplishments within a chronological format.*

- Target your resume by grouping similar experiences together and using a heading such as Teaching Experience, Accounting Experience, Related Experience. Other experiences can be clustered under the Additional Experience.

\*Some industries such as the federal government require a very specific resume, please meet with a Career Services professional for guidance on this type of resume.

## Resume “Rules”

- Develop your resume as a Microsoft Word Document.
- Set margins to one inch all around. Margins may be adjusted slightly as needed.
- Do not use a Resume Template – Editing templates can be difficult, and are easily recognizable by recruiters. Some employers may assume a lack of effort on the candidate’s part if they receive a “template resume.”
- Use basic font(s) style such as Arial or Times Roman
- Use a font sizes between 10 and 12 points. Use of a larger font on your name or heading is acceptable.
- Be sure your resume is attractive and easy to read. Content must be spaced neatly, and free of grammatical errors, typos, or misspelled words.
- Your name is the first item on the resume, followed by your contact information.
- Emphasize key information or headings with uppercase letters, bold, italics, and/or underlining.
- Limit the resume to one page unless you have extensive experience; A two-page resume is acceptable in some circumstances -- seek feedback from the Office of Career Services Staff.
- Use present tense for current positions; past tense for prior jobs or activities. Write accomplishment and results-oriented statements using action verbs and key nouns that are relevant to the field you are targeting.

- Use key words throughout your resume. An Accounting firm may search/scan for key words like finance, accounts payable, Excel, or Quickbooks. Descriptions should include words/skills that are relevant to the type of job or internship you seek. Review job descriptions and career web sites, for sample key words.
- Save your resume with a file name that reflects your basic information. Include your name and the position title or number if applicable. Sample file names: "Resume\_SusanSmith" or "Resume\_SusanSmith\_Fall Advertising Internship"
- Be sure to edit and proofread carefully and have others proofread your resume as well!

## Sending Resumes

- Final hard copies should be printed on white or buff resume paper. If mailing your resume, consider using an 8x11 envelope to avoid creases.
- Resumes received by mail or fax are frequently scanned into a resume database. Check the employer website to determine any specific guidelines or procedures for resume submission or online application.
- When emailing your resume as an attachment, attach it as a fully formatted MS Word document or a Plain Text document (see sample Plain Text resume). To avoid formatting changes when the attachment is opened, do not extend the margins of your document beyond the normal range. Some employers are wary of opening attachments due to virus risk and may prefer the resume in the body of the email.
- You may wish to attach a formatted resume and also cut/paste a plain text version into the body of an email. By sending your resume in both forms, the employer can choose to read it in the body of the email or open and view the attachment. If you choose to do both, reference this in your cover letter.
- When cutting and pasting a resume into the body of an email, first save your resume as a plain text file and/or remove any bullets, italics, bold, text boxes, etc. Left justify all information; do not use tabs. Cut/paste the resume text into the email, following your introduction. Use capital letters and spacing to highlight key information and headings. Boldface doesn't always transmit. Email the resume to yourself first to check the formatting/spacing of the text in the email and edit as necessary before sending to the employer.

## Resume Sections

Listed below are typical headings. Use other headings depending on your unique experiences, such as Leadership, Sports Achievements, Community Service, Non-Profit Experience. Headings help to focus the reader's attention to the message that you want to send as it relates to the job.

### Identifying Information:

Include your name, present address, full phone #, permanent address, and e-mail address. Be sure that your email address and phone voice messages are professionally appropriate.

### Objective:

Briefly state the type of position you are seeking and indicate how your qualifications relate to it. If you are interested in more than one field, print resumes with different objectives or leave out this section and describe your objective in an accompanying cover letter. Target your objective to the specific position or field. Adapt your resume to highlight experiences and skills to support your objective.

### Education:

Begin with the most recent school and work backwards. Include the major, minor, relevant courses, projects, research and year of graduation. As a *rule*, include your GPA if it is 3.0 or higher. If it is higher in your major, then include both. Honors, Awards, and Achievements and/or Related Courses & Projects can also be separate sections, if significant. Include high school only if it works to your benefit (prestigious school, academic achievement, key leadership).

If you have worked significantly during college to finance your expenses, include the % of expenses earned. For example, "Averaged 25 hour work week during the school year to assist in financing 50% of college expenses."

### Experience:

Begin with your most recent experience and work backwards including summer employment, part-time employment and internships. Related volunteer work may be listed here or elsewhere.

If you worked three summers for one employer, list the employer *once*, and then list and describe the positions and responsibilities, beginning with the most recent. Highlight accomplishments, increased responsibilities, and skills developed. Where possible, "quantify" your achievements: "Trained and supervised 10 students and managed a \$10,000. budget."

To highlight specific experiences related to your objective, divide your experience (including related activities) into separate sections such as "Related Experience" or "Public Relations Experience," etc. List unrelated or less important positions under "Other Experience" (details are not necessary).

Your description of relevant experiences should be more detailed; summarize or simply list non-related jobs, e.g., Additional Positions: Waitress (summer 2003), You do not have to list every position you have ever had, only what is most relevant.

### **Activities:**

Highlight activities outside of the classroom, especially those that show leadership, teamwork, or relevant experience. Identify the organization(s), and your involvement (office held, committee work). Describe key activities in more depth and simply summarize/list the others. If your activities are more significant than work experience, place the activities section first. *Alternate titles:* College Involvement, Leadership Activities, Activities and Service, etc.

### **Special Sections:**

A section on Skills or Computer Skills is highly recommended. Interests may be a separate section or part of Activities/Interests or omitted completely. *Personal information such as marital status, age, etc. should NOT be included.* Other optional headings include Special Skills, Summary of Skills, Language Skills, Qualifications Summary and Other.

### **References:**

The common statement "References Available Upon Request" is no longer expected on resumes. Actual references should NOT be listed on a resume. You may bring *a separate list* of references to an interview. Some fields (creative, communications, and education) may require a portfolio or writing samples.

## **Resume Preparation**

### **Assessment:**

- Begin by completing the assessment checklists in this booklet.
- Write down how you have developed or utilized certain skills and qualities through academics, work experience, activities, or other life experiences.
- Complete the exercise "Analysis of a Job or Activity" for all of your experiences.
- The lists of action verbs by skill area may also help you to determine your top skills and abilities.

### **Write Your First Draft:**

- Review the sample resumes to help you identify the sections that might work best for you.
- Refer to your personal strengths checklist, job/activity analysis exercises, and the resume action verbs/key nouns to compose your rough draft.
- Consider the employer's point of view. If you have a job description, read it carefully so you can include information that relates to skills and experiences that they are seeking, in your resume.

### **Format and Editing:**

- After completing the draft version, closely review and edit your resume.
- Do your descriptions highlight your skills, abilities and achievements?
- Is your resume concise and accomplishment-oriented?
- After making initial changes, format the resume into your preferred style.

### **Consultation and Review:**

- Have your draft reviewed during "Quick Question."
- Student Career Assistants are also available to help you write, your first draft. Hours are listed on our website.
- Bring in a hard copy for review.
- You may also show your draft to faculty and/or professionals in your field of interest as appropriate.

## Assessment Exercises

### Personal Strengths

Consider the qualities that you have or that best describe you. Consider how you have developed or demonstrated these strengths. Highlight your top qualities (especially those most relevant to your job or internship target) in your resume and cover letters.

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Accurate      | <input type="checkbox"/> Detail-Oriented   | <input type="checkbox"/> Loyal                     | <input type="checkbox"/> Results-Oriented |
| <input type="checkbox"/> Alert         | <input type="checkbox"/> Decisive          | <input type="checkbox"/> Optimistic                | <input type="checkbox"/> Risk-Taker       |
| <input type="checkbox"/> Analytical    | <input type="checkbox"/> Dependable        | <input type="checkbox"/> Orderly                   | <input type="checkbox"/> Self-Reliant     |
| <input type="checkbox"/> Assertive     | <input type="checkbox"/> Diplomatic        | <input type="checkbox"/> Organized                 | <input type="checkbox"/> Sense of Humor   |
| <input type="checkbox"/> Astute        | <input type="checkbox"/> Dynamic           | <input type="checkbox"/> Outgoing                  | <input type="checkbox"/> Sincere          |
| <input type="checkbox"/> Authentic     | <input type="checkbox"/> Easy-Going        | <input type="checkbox"/> Patient                   | <input type="checkbox"/> Spontaneous      |
| <input type="checkbox"/> Calm          | <input type="checkbox"/> Energetic         | <input type="checkbox"/> Perceptive                | <input type="checkbox"/> Tactful          |
| <input type="checkbox"/> Candid        | <input type="checkbox"/> Enthusiastic      | <input type="checkbox"/> Perform Well Under Stress | <input type="checkbox"/> Team Player      |
| <input type="checkbox"/> Competitive   | <input type="checkbox"/> Expressive        | <input type="checkbox"/> Persistent                | <input type="checkbox"/> Team-Oriented    |
| <input type="checkbox"/> Confident     | <input type="checkbox"/> Innovative        | <input type="checkbox"/> Poised                    | <input type="checkbox"/> Tolerant         |
| <input type="checkbox"/> Conscientious | <input type="checkbox"/> Flexible          | <input type="checkbox"/> Problem-Solver            | <input type="checkbox"/> Versatile        |
| <input type="checkbox"/> Cooperative   | <input type="checkbox"/> Goal-Oriented     | <input type="checkbox"/> Punctual                  | <input type="checkbox"/> Other:           |
| <input type="checkbox"/> Creative      | <input type="checkbox"/> Initiative; Drive | <input type="checkbox"/> Reliable                  |   |
| <input type="checkbox"/> Curious       | <input type="checkbox"/> Leader            | <input type="checkbox"/> Responsive                |   |

### Analysis of a Job or Activity

Before writing your resume, do a thorough analysis of your various jobs, internships, and/or volunteer positions. Do not merely list duties and responsibilities – detail the accomplishments, achievements, and skills you have developed or demonstrated.

#### Write your draft descriptions referring to the factors listed below:

- Describe your tasks and responsibilities
- Describe your accomplishments or P.A.R. (problem/situation; your action; results).
- Where possible, quantify your results (supervised 5 people; increased program attendance by 25%, etc.)
- What strengths, qualities, and skills did you develop?
- What did you learn?
- How do these skills, strengths, etc., relate to your objective or career interest?



#### Edit your drafts and write statements that are:

- Concise, accomplishment-oriented descriptions that include important personal qualities, powerful action verbs and key words.

## **Action Words**

Highlight your accomplishments by using:

### **Communication Skills**

- Addressed
- Arbitrated
- Arranged
- Authored
- Corresponded
- Directed
- Drafted
- Edited
- Enlisted
- Formulated
- Influenced
- Interpreted
- Lectured
- Mediated
- Moderated
- Negotiated
- Persuaded
- Promoted
- Publicized

### **Creative Skills**

- Acted
- Conceptualized
- Created
- Designed
- Developed
- Directed
- Established
- Fashioned
- Founded
- Illustrated
- Integrated
- Introduced
- Invented
- Modernized
- Originated
- Performed
- Planned
- Publicized
- Revitalized

### **Financial Skills**

- Administered
- Allocated
- Analyzed
- Appraised
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Developed
- Downsized
- Forecasted
- Generated
- Managed
- Marketed
- Planned
- Projected
- Researched
- Secured

### **Helping Skills**

- Assessed
- Assisted
- Clarified
- Coached
- Counseled
- Demonstrated
- Diagnosed
- Encouraged
- Educated
- Empathized
- Expedited
- Facilitated
- Familiarized
- Guided
- Referred
- Rehabilitated
- Represented
- Supported
- Supplied
- Rectified

### **Management Skills**

- Administered
- Analyzed
- Assigned
- Attained
- Chaired
- Contracted
- Consolidated
- Coordinated
- Delegated
- Developed
- Directed
- Evaluated
- Executed
- Improved
- Increased
- Instituted
- Organized
- Oversaw
- Planned
- Prioritized
- Produced
- Recommended
- Reviewed

### **Office Support Skills**

- Allocated
- Approved
- Arranged
- Catalogued
- Classified
- Compiled
- Dispatched
- Executed
- Formulated
- Generated
- Implemented
- Inspected
- Monitored
- Operated
- Organized
- Prepared
- Processed
- Purchased
- Recorded
- Retrieved
- Scheduled

### **Research Skills**

- Specified
- Clarified
- Collected
- Diagnosed
- Documented
- Critiqued
- Evaluated
- Examined
- Extracted
- Identified
- Inspected
- Interpreted
- Interviewed
- Investigated
- Located
- Reviewed
- Screened
- Summarized
- Surveyed
- Systematized

### **Teaching Skills**

- Adapted
- Advised
- Clarified
- Coached
- Communicated
- Coordinated
- Demonstrated
- Developed
- Educated
- Enabled
- Encouraged
- Evaluated
- Explained
- Facilitated
- Guided
- Informed
- Initiated
- Instructed
- Motivated
- Persuaded
- Presented
- Set Goals
- Stimulated

### **Technical Skills**

- Assembled
- Calculated
- Computed
- Designed
- Detected
- Devised
- Engineered
- Fabricated
- Integrated
- Maintained
- Motivated
- Operated
- Programmed
- Remodeled
- Revamped
- Solved
- Streamlined
- Trained
- Upgraded

## Plain Text Resume Sample

### **KEITH CHESNEY**

kchesney@country.com

Providence College Friarbox 0202, 549 River Avenue, Providence RI 02918, 401.865.5555

One Country Road, Dallas, TX 11111, 555.111.1111

### **OBJECTIVE**

To obtain a summer internship in marketing/communications for a financial organization.

### **EDUCATION**

**Providence College**, Providence, RI

Bachelor of Science, May 2008

Major: Marketing

Minor: Public and Community Services

### **HONORS**

GPA: 3.6

Dean's List, National Collegiate Minority Leadership Award

### **SKILLS AND LANGUAGES**

Computers: Microsoft Office – Word, Excel, PowerPoint, Access and Publisher

Languages: Fluent in French; Basic Knowledge of Spanish

### **RELEVANT COURSES**

Product Development, Integrated Marketing Communications, Principles of Management

### **RELEVANT EXPERIENCE**

**State Street Corporation**, Boston, MA

Marketing Intern, Summer 2007

Supported Employee Communications team on projects in order to help meet deadlines efficiently.

Tracked all projects in database, creating a year-end report of communication activities.

**Global Partners, Inc.**, Boston, MA

Administrative Intern, Summer 2006

Delivered superior customer service by answering phone calls and managing customer requests in a timely manner.

Edited PowerPoint presentations, ensuring all work was formatted consistently.

### **LEADERSHIP EXPERIENCE**

**Providence College**, Providence, RI

Orientation Leader, Summer 2005

Designed and implemented campus wide college events for incoming freshmen.

Facilitated small group question and answer sessions for students and parents.

Presented programs regarding sensitive issues in order to educate students.

### **ACTIVITIES & VOLUNTEERISM**

#### **Marketing Club**

Planned panel discussions on marketing topics in order to inform students of various marketing careers.

Scheduled and lead monthly meetings, ensuring all members were present and agenda items discussed.

#### **Habitat for Humanity**

Organized logistics for the two-week Summer Youth Blitz program.

Coordinated worksite tasks and helped facilitate evening and cultural activities.

#### **Career Shadowing Program**

Gained valuable insight into the e-marketing career field by shadowing an alumnus over winter break.

# Manning Harrison

[mharris07@providence.edu](mailto:mharris07@providence.edu)

PC Friarbox 10101, Providence College, Providence RI 02918 401.865.1414  
8989 Touchdown Way, Colts, ME 15845 401.865.2525

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## EDUCATION

**PROVIDENCE COLLEGE**, Providence, RI  
Bachelor of Science in **Computer Science** with **Economics** minor, May 2009  
GPA: 3.7; CS Major GPA: 4.0; Dean's List

**LONDON SCHOOL OF ECONOMICS**, London England, Spring 2008  
Extensive coursework in global economic theory and practice

*Fluent in English and Spanish – Basic Knowledge of French*

## SKILLS

**Hardware:** Apple Macintosh, PC, Lan, Wan  
**Software:** Microsoft: Word, Excel, Access, PowerPoint; PageMaker;  
**Languages:** COBOL; Pascal; Java, C ++

## INTERNSHIP

**Evergreen, Wash & Smith, Inc.**, Spicer, NY  
**Systems Support Intern**, DATES  
Generated reports on COBOL based ITI system; Managed IBM LAN system and provided general systems support; Installed NI Cards and Windows for workgroups network package; Assisted the Systems Analyst in conversion from Mac to IBM LAN system

## ADDITIONAL EXPERIENCE

**Slavin Center Operations**, Providence College, Providence, RI  
**Student Operations Manager**, DATES  
Supervise, train, and evaluate 4 employees; Manage daily openings/closings; Calculate and process daily deposits

**Waterbrook Pool Club**, Clinton, NY  
**Supervising Lifeguard**, DATES  
Certified in First Aid and CPR; Manage daily operations of pool club; Ensure safety and provide general pool supervision

**Office of Residence Life**, Providence College, Providence, RI  
**Resident Assistant**, DATES  
Act as a liaison between 70 students and administration; Design and implement social and educational programs; Provide support to students on academic, social and personal issues; Interpret and enforce college policies and procedures

## LEADERSHIP

**Treasurer, PC Student Congress**  
Managed a \$100,000 budget; Allocated funds and supervised the fiscal operations of student organizations

**Black History Month Task Force**  
Plan and organize Black History Month events with administrative staff; Assisted in the development of cultural awareness programming

**Orientation Leader**, PC New Student Orientation  
Design & implement campus wide college events for incoming freshmen; Facilitate small group and question/answer sessions for students and parents; Present programs on sensitive issue topics; Participate in 100+ hours of leadership development

## ACTIVITIES

Association for Systems Management; PC Pals; Chess Association; Entrepreneur Club

# SUMMER GIVENS

22 High Street, Peter, MA 01000  
401.555.1212  
[sgiverns09@providence.edu](mailto:sgiverns09@providence.edu)

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## OBJECTIVE

To secure an entry-level position in the human services field

## EDUCATION

**Providence College**, Providence, RI  
Bachelor of Arts in **Psychology**

May 2009

**Research:** “*Speaking the Same Language: Understanding and Decoding Hip-Hop to Reach and service Young Urban Males At Risk*”: naturalistic observation, semi-structured interviews, test/post-test, and assessment of proposed plan

## RELEVANT EXPERIENCE

**Hillside Hospital**, Providence, RI  
*Student Intern*

January - May 2008

Observe focus group activities and engage patients; assist group leader in activities and discussions; read, research and implement the skills needed to plan and lead a small group discussion; read manuals and books on cognitive behavioral therapy; review patients’ cases to understand the clinical presentation of various diagnoses

**Peterboro Residential School**, Links, MA  
*Camp Counselor/Direct Care Staff*

Summer 2007

Residential school for young men with emotional and behavioral disorders - direct care staff for residential home; work directly with residents helping with activities of daily living

**Countryside Camp**, Courtland, MA  
*Camp Counselor*

Summer 2006

Interacted with and assisted children with autism and behavioral disorders in government subsidized summer camp.

**Psychology Department, Providence College**, Providence, RI  
*Teacher’s Assistant*

September 2006- May 2006

Assisted professor in preparing for classes, readings and various office tasks

## ADDITIONAL EXPERIENCE

**Dedham Yacht Club**, Danvers, MA  
*Banquet Waitress*

Summer 2005

Provided outstanding service at large and small functions, in fast-paced setting

## ACTIVITIES & SERVICE

**Best Buddies, Providence College Chapter**  
*College Buddy*

2006- 2008

*Activities Director*

2007- 2008

Served as activities director of group that pairs college students with individuals with intellectual disabilities in the community; planned and facilitated activities for monthly group gatherings.

**DJ, College Radio Station**

# PIPER MITCHELL

[pmitchel08@providence.edu](mailto:pmitchel08@providence.edu)

Box 180051 Providence College, Providence, RI 02918  
1 Dove Court, Orange, NY 12556

401.865.1111  
825.222.5858

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## OBJECTIVE

Summer position that integrates health science and business

## EDUCATION

**Providence College**, Providence, RI, May 2009

Bachelor of Science in **Biology**

**Business Studies** minor

Major GPA: 3.3; Business Studies GPA: 3.4

*Relevant Courses:* Cell Biology and Molecular Genetics, Ecology, Microbiology, General Physics I and II, Epidemiology, General Chemistry I, General Chemistry II, Financial Accounting, Principles of Management, Principles of Marketing, Principles of Finance

**Trinity College**, Dublin, Ireland, Spring 2008

Fulfilled academic requirements while traveling throughout Europe and experiencing various cultures.

**Mount St. Peter High School**, Mapleville, NH, June 2005

## SCIENCE EXPERIENCE

**Laboratory Skills:** IR spectrum analysis, cell culture, dissection, gel electrophoresis

**National Institute of Health (NIH)**, Washington, DC, Summer 2007

**Summer Internship Program**

Assisted with cell culture, ELISA, basic flow cytometry, recombinant protein synthesis, minipreps, protein analysis with Western blots, BCA assay, Coomassie stains, cytopins, electrophoretic mobility shift assays and leukocyte isolation; Successfully complete courses in radiation safety, general laboratory safety and universal precautions.

## INVOLVEMENT & SERVICE

**Providence College Office of Career Services**

**Peer Career Assistant**

Selected for competitive peer career program which leads group seminars on career development and job search topics; Promote services to students and assist with special events; Utilize internet to research career information related to the sciences.

**Hasbro Children's Hospital Volunteer:** Interacted with medical team while facilitating activities with patients; Biology Society; Cianci Center Volunteer; Campus Ministry

## ADDITIONAL EXPERIENCE

**PC Student Entertainment Facility**, 2004 – present

*Customer Service*

Provide food and beverage service to students for special events.

Successfully balance part-time employment with a demanding academic workload.

## COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, Access

# BRADY BROWN

2369 Red Drive, Orange, IL 02052 401.665.2354

PC Friarbox 800 666, 549 River Avenue, Providence, RI 02918

401.555.1313

bbrown09@providence.edu

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<b>OBJECTIVE</b>	To secure a spring internship in a corporate accounting department
<b>EDUCATION</b>	<b>PROVIDENCE COLLEGE</b> , Providence, RI Bachelor of Science, May 2008 Major: <b>Accountancy</b> Minor: <b>Writing</b> GPA: 3.3; Major GPA: 3.4; Dean's List; Dean's Scholar <i>Contribute 15% of college expenses through part-time employment</i>
<b>RELEVANT COURSES &amp; SOFTWARE</b>	Accounting Information Systems; Cost Accounting; Microsoft: Excel, Word, Access, PowerPoint Quickbooks, Peachtree Accounting
<b>INTERNSHIP</b>	<b>Accounting Intern</b> , Summer 2005 <b>PowerDogs International</b> , Kennel, NJ <ul style="list-style-type: none"><li>• Processed all Accounts Payable/Receivable</li><li>• Prepared state sales tax returns</li><li>• Generated financial reports for senior accountant</li></ul>
<b>ADDITIONAL EXPERIENCE</b>	<b>Student Assistant</b> , September 2005-present <b>PC Office of Career Services</b> , Providence, RI <ul style="list-style-type: none"><li>• Provide general administrative assistance to a professional staff of 7</li><li>• Train new student workers in office policies and procedures</li><li>• Respond to internal and external inquiries promptly and accurately</li></ul> <b>Cashier</b> , May 2002-present <b>CVS Drug Store</b> , Happy Hills, NJ <ul style="list-style-type: none"><li>• Performed cashier duties accurately in fast paced retail store</li><li>• Provided quality customer service</li><li>• Performed various cleaning tasks to maintain store orderliness</li></ul>
<b>LEADERSHIP</b>	<b>Managing Editor, The Cowl, PC's Weekly Student Newspaper</b> <ul style="list-style-type: none"><li>• Facilitate discussion between editorial, business, advertising, &amp; writing staff</li><li>• Oversee execution of application and hiring process</li><li>• Manage office logistics, supplies, and technical support</li><li>• Record and catalog information for 80+ staff members</li></ul> <b>PC Varsity Hockey Team</b> <ul style="list-style-type: none"><li>• Selected Captain of Division I, Big East Team</li><li>• Involved 30+ hours weekly while maintaining strong academics</li><li>• Earned team MVP and conference player of the week</li></ul>
<b>ACTIVITIES</b>	Accounting Association; American Red Cross Volunteer; Special Olympics; BlackFriars Theatre; Gaelic Society; Urban Action Community Service; Future Friars Executives

# Harrison P. Proctor

Providence College Friarbox 0202, Providence, RI 02918 Hproct08@providence.edu  
312 Happy Lane Road, New Castle, NJ 02025 401.232.5656

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## OBJECTIVE

Entry position in financial services which utilizes academic excellence in finance and liberal arts, internship experience in trading and commercial banking, and strong leadership/client relations skills.

## EDUCATION

**Providence College**, Providence, RI

May 2008

Bachelor of Science in **FINANCE**; **GERMAN** minor

OVERALL GPA: **3.77**

Course Highlights: Financial Accounting, Managerial Finance I & II, Investments, Monetary Management, Management Accounting, Personal Financial Planning, Money and Capital Markets, International Finance, Principles of Insurance

## HONORS/AWARDS

- Financial Executives International Outstanding Scholar Award
- Academic Scholarship, First Chicago National Bank of Detroit, 4 years
- Dean's Scholarship, 4 years
- Dean's List, all semesters
- Tau Phi Pi Business Honor Society

## RELATED EXPERIENCE

**Fleet Welch Specialist**, New York, NY

Summer 2004

- Intern at NYSE Specialist firm.
- Back-up to Front Clerk on floor of Exchange: assisted in opening and closing of stocks; monitored ticker tape to determine shares for opening; ensured completeness of reports on traded stocks.
- Demonstrated efficiency, strong multi-task skills, ability to prioritize and work under pressure, and effective teamwork.

**Smith Fork Bank**, Melville, NY

Summer 2003

- Intern in Commercial Lending Department at regional commercial bank.
- Projects included spreading financial statements using WinFast, preparation of loan documents, loan profitability analysis, and loan write-ups.
- Shadowed lending staff; participated in customer calls, loan reviews, and senior management meetings.

## ACTIVITIES

**Tutor**, PC Office of Academic Services

- Assist underclassmen with finance classes.

**Tucker Anthony Big East Stock Market Team**

- Invest in stocks, choose own portfolio of stocks and compete against other schools in the Big East.

**PC Campus Ministry Council**

- Campus leadership group that plans and participates in community service activities

**Career Assistant**, Career Services Office, Providence College

- Lead peer workshops on resume writing and career planning topics; support special events.

**Tutor**, St. Mary's Home for Children

## OTHER EMPLOYMENT

**Sacristan**, Providence College Chaplain's Office, Providence, RI

Fall 2005

**Customer Service**, Wild Colonial Bar, Providence, RI

Spring 2004

## SKILLS

Microsoft Office: Word, Excel, PowerPoint, Access; WinFast

Conversational German

# LESLIE A. ROBIDOUX

Providence College Box 166665  
Providence, RI 02918  
Lrobid08@providence.edu

12 Cookie Drive  
Sweet, MA 20202  
401.555.1212

## OBJECTIVE

To obtain an entry level position in the Public Relations field

## EDUCATION

PROVIDENCE COLLEGE,  
Bachelor of Arts in **English**

Providence, RI  
May 2008

**Honors:** GPA: **3.7**; Dean's List; Providence College's Dean's Scholarship; MA Dept. of Education's Edward Byrd Scholarship; National Society of Collegiate Scholars

## WRITING/COMMUNICATIONS

### WJAR NBC 10

#### Student Intern

Cranston, RI  
Fall 2007

- Efficiently directed phone calls, faxes and story information in the newsroom
- Reported, wrote, and edited story packages for my personal tape

### The Register

#### Freelance Writer

Mashpee, MA  
Summer 2007

- Conducted research, interviews, and follow-up for stories
- Met copy deadlines

### The Cowl, PC's Weekly Student Newspaper

#### Managing Editor

Providence, RI  
May 2006 - present

- Facilitate discussion between editorial, business, advertising, and writing staffs
- Oversee execution of application and hiring process
- Responsible for office logistics, supplies, and technical support
- Record and catalog information for 80+ staff members

#### Portfolio Editor

2005-2006

- Management of a staff of 10 people, direct editor
- Design and creative layout of the Portfolio section
- Worked to meet a weekly deadline

#### Assistant Portfolio Editor

2005

- Secondary editor of staff's writing; strengthen knowledge of grammar
- Assist with layout ideas and implementation

#### Portfolio Staff Member

2004

- Write original short stories, essays, and columns bi-weekly
- Responsible for meeting a weekly deadline
- A position maintained while in editorial positions

## ADDITIONAL EXPERIENCE

Server, Stewarts Restaurant, Hingham, MA, Summers 2003-2005

Server, Sam's Restaurant, Hingham, MA, Summer 2001

Salon Coordinator, New Style Salon, Stowe, MA, 2002-2003

Student Lector, PC Campus Ministry Council, 2003-2004

## COMPUTERS

- Adobe Pagemaker; Photoshop; MS Word, Excel, Publisher, Access & Publisher

# Jordan P. Branch

jbranch06@providence.edu

Home: 5 William Henry Drive, Ice, ME 04038 401.555.2323

School: 12 Pembroke Avenue, Providence, RI 02918 401.222.1414

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## OBJECTIVE

Elementary/Special Education Teaching position, grades K-8 with special interest in coaching athletics or assisting with clubs.

## EDUCATION

**Providence College**, Providence, RI

B.A. in **Elementary and Special Education**, May 2006

Education GPA: 3.5; Sophomore-Senior Years: 3.6

**RI Elementary Education and Special Education Certification**

## SKILLS

Language: conversational *ASL*, conversational *Spanish*

Computers: MS Word, Excel, PowerPoint, Access, & Publisher

## STUDENT TEACHING

**Greystone Elementary School**, North Providence, RI, January - March 2006

*Grade 3-Regular Education/Inclusive, Suburban*

- Incorporated all curriculum areas in self-designed thematic unit that included various learning vehicles to accommodate all students' needs.
- Designed and implemented effective classroom management techniques.
- Worked with a diverse population of students focusing on individual and class needs.
- Created and taught daily lessons using manipulative and original activities, which resulted in increased participation and enthusiasm.
- Completed a three week period during which assumed full responsibilities of the cooperating teacher.
- Attended and helped facilitate parent teacher conferences, increasing parent-teacher interactions.

**Stephen Olney School**, North Providence, RI, March - May 2005

*Grades 3, 4, and 5 - Self Contained Classroom, Suburban*

- Worked in a self-contained Special Education setting teaching children with a wide range of disabilities including down syndrome, bipolar, mental retardation, and autism.
- Designed and implemented daily lessons geared toward individual IEP goals for students in grades 3, 4, and 5.
- Gained valuable experience with varied approaches for reading including Ed-Mark and guided reading programs.
- Developed an Individualized Education Plan and personal instruction for 1 student.
- Created a hands-on science unit on shadows.

## PRACTICUM

**Veazie Street School**, Providence, RI, September - December 2004

*Resource Room, Urban*

- Developed weekly lessons for a kindergarten student, focusing on letter recognition.
- Developed an IEP for an individual student based on formal and informal assessments.
- Met weekly in small groups with special needs students, grades K-2.

**Cunningham School**, Pawtucket, RI, January - May 2004

*Grade 3- Reading, Urban*

- Planned, organized and implemented team taught, small group, and whole class lessons in the area of reading.
- Focused on accessing background knowledge, new word strategies, sequencing, retelling, and identifying parts of a story for students of various reading levels.
- Met and planned individualized instruction for one student using a running record and retelling assessment.

**PRACTICUM  
(Continued)**

**LaPerche Elementary School**, Smithfield, RI, September - December 2004

Grade 3-Social Studies and Language Arts, Rural

- Developed and implemented team-taught lessons in Language Arts and Social Studies.
- Planned a Community Service Learning Project.

**Baldwin Elementary School**, Pawtucket, RI, January – May 2003

Grade 3-Science and Math, Urban

- Developed and team taught weekly multidisciplinary lesson plans focusing on Science and Math classroom curriculum; Lesson topics included adding with decimals and insects.

**RELATED  
EXPERIENCE**

**Charles C. Shaw Middle School**, Mount, ME, May - June 2000

*Teacher Aid*

- Worked with seventh grade student with severe behavior and learning disorder.

**Gorham School Department**, Mount, ME, May - June 2000

*Substitute Teacher*

- Substitute taught in regular and special education classrooms, grades K-8.

**Mount Recreation Department**, Mount, ME, June - August 2000

*Summer Camp Assistant Director*

- Worked collaboratively with Camp Director and staff of 30 to create activities, field trips, behavior plans, and parent-counselor collaboration for campers ages 5-8.

**ATHLETICS**

**Rugby:** Four year member of the Providence College Women's Rugby Team, Division Two Northeast Champions; Competed in the National Collegiate Rugby Championship.

**Soccer:** First team Western Maine Conference, captained junior and senior year.

**Cheerleading:** NCA All-American Nominee, Western Maine Conference Champions.

**JAMES JACOBS**  
jjacobs08@hotmail.com

Providence College:  
549 River Avenue  
Providence, RI 02918  
C: 401-865-5555

Permanent Address:  
22 Caritas Street  
Chelmsford, MA 01824  
H: 111-111-1111

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**OBJECTIVE**

To obtain a summer internship in a commercial property management firm

**EDUCATION**

**Providence College**, Providence, RI  
Candidate for Bachelor of Science in Management  
Minor: Public and Community Services  
May 2009

**HONORS**

GPA: 3.6/4.0  
Dean's List, National Collegiate Leadership Award

**SKILLS AND LANGUAGES**

Knowledgeable in MICROSOFT Office – Word, Excel, and PowerPoint

**EXPERIENCE**

**John Doe for County Treasurer**, Boston, MA  
Financial Consultant  
August 2007

- Hired as sole consultant to manage and execute fundraisers with U.S. Congress Representatives
- Raised over \$12,000, exceeded target goal by 20%

**Property Corporation**, Boston, MA  
Tenant Liaison  
Summer 2006

- Handled prospective tenant inquiries for a Real Estate Management Company
- Served as customer representative for tenant complaints and requests

**Massbank for Savings**, Chelmsford, MA  
Bank Teller  
Summers, 2003 - 2005

- Ensured proper cash handling and account information
- Processed saving and checking account transactions, including mortgages and other loan payments
- Assisted supervisors with balancing the cash flow of the vault and ATM

**LEADERSHIP**

**Providence College**, Providence, RI  
Orientation Leader  
Summer 2007

- Hosted parents and incoming freshmen for two-day college orientation sessions
- Facilitated small group question and answer sessions for students and parents
- Presented programs regarding sensitive issues in order to educate students

**ACTIVITIES & VOLUNTEERISM**

**Habitat for Humanity**  
Summer 2005

- Organized logistics for the two-week Summer Youth Blitz program.
- Coordinated worksite tasks and helped facilitate evening and cultural activities.

**PC's Winter Break Career Shadowing Day Program**  
December 2006

- Interacted with alumni and executives in order to gain valuable insight and advice regarding the accounting field.

**PIPER MITCHELL**

[pmitchel08@providence.edu](mailto:pmitchel08@providence.edu)

Box 180051 Providence College, Providence, RI 02918  
1 Dove Court, Orange, NY 12556

401.865.1111  
825.222.5858

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**REFERENCES**

Mr. John Smith  
Professor of Finance  
Providence College  
Providence, RI  
401-865-5555

Ms. Mary Jones  
Volunteer Supervisor  
Hasbro Children's Hospital  
Providence, RI  
401-555-5555  
[msmith@xxxx.com](mailto:msmith@xxxx.com)

Mr. David Brown  
VP of Brown's Investment Services  
Warwick, RI  
401-555-5555

A reference sheet list the names of 3-5 (non-family) personal and professional contacts that potential employers can call for a reference. Include the reference's name, title, organization, city, state, and phone number. You may also want to include the reference's email address.

## Cover Letter Tips

The cover letter accompanies the resume and communicates a personal message to the employer. This correspondence differs from a letter requesting an informational interview (where the purpose is to seek career information, not an actual internship or job interview).

### Content

- Introduce yourself and explain the purpose of the letter.
- Mention the name of any contact you may have at that organization.
- Try to communicate something of interest regarding the organization or position.
- Mention any research that you've done including review of the employer's website.
- Don't just repeat what's already in your resume, emphasize/expand upon specific qualifications and accomplishments as they relate to the job.
- Indicate that you wish to be interviewed and how you can be contacted.
- Thank the contact for their consideration and indicate if you intend to follow-up

### Style

Write the letter in standard business format, (see sample) addressing the letter to a specific person, with correct title, name of organization and address.

- Ensure it is grammatically correct with NO spelling errors. Use spell check AND proof-reading.
- Avoid sending a generic cover letter. If you do not have a contact name, check the website or call
- The company for the contact information. Avoid using "To Whom It May Concern." If you must, address the letter to "Dear Human Resources Manager:" or "Dear Internship Coordinator:"
- Each letter should be individually printed and signed on paper matching your resume.

### Email

When emailing your resume, your email message can serve as your cover letter or letter of introduction. Be sure the message is concise! Be sure that the subject line is clear and peaks the employer's interest. *Subject Line Examples:*

- Fall Internship in Advertising
- PC Student referred by Dr. Spock – Spring Internship
- Summer 2006 Actuarial Internship – Math Major

### Fax

Use a fax cover sheet to introduce your cover letter and resume. (A generic form is available in Career Services). Specify the "subject" as indicated above. Always call to confirm that your fax has been received.

## SAMPLE BODY OF LETTER:

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

**Second Paragraph:** Explain what skills, abilities, talents, and interests you can offer the employer. If you have had experience, be sure to point out your particular achievements or other qualifications in this field. Expand upon items on your enclosed resume that may be of particular importance in supporting your candidacy.

**Third Paragraph:** Explain what you know about this particular employer and why you are interested in working for them. Specify your reasons for desiring this type of work.

**Closing Paragraph:** Have an appropriate closing designed to facilitate an immediate and favorable reply. State your availability for an interview at the employer's convenience, not yours!

## Cover Letter – Sample I:

Friar Box 182231  
Providence College  
Providence, RI 02918-0001

November 15, 2005

Pat Johnson  
Museum Director  
Providence Museum of Art  
250 Main Street  
Providence, RI 02903-0001

Dear Ms. Johnson:

As a junior at Providence College with a well-rounded background in Art History, I am eager to supplement my course work with a spring semester internship. After reviewing your website and internship listing for a Curatorial Assistant, I am confident that I have the skills, attributes and experiences that meet the qualifications you are seeking.

This past summer I participated in an exclusive program for art history majors at LeLouvre in Paris. I studied European art and attended an interesting seminar about the workings of the museum. I also volunteered during the previous summer, serving as a Museum Assistant at the information booth for the Springfield Museum of Art. In addition, I have earned strong grades in my art history related courses, including Ancient Classical Art, Medieval Art, Italian Renaissance Art and Modern Art.

Enclosed is my resume for your consideration. I would welcome the opportunity to contribute my skills, interests and enthusiasm as an Intern with the Providence Museum of Art, and would appreciate the opportunity to meet with you to learn more about the position. At your convenience, I may be reached at (401) 865-1234 (after 3:00 p.m.) or by e-mail at [jwood07@providence.edu](mailto:jwood07@providence.edu). Thank you for your time.

Sincerely,

*Sign Here!*

Joseph Wood

Enc. Resume



**Note:** DO NOT copy examples exactly as recruiters may receive the *same letter* from multiple PC students! Use this as a guide to draft your own letter and then seek feedback during Career Services Quick Question Hours. *Additional samples are available in Cover Letter/Resume Books in the Career Services Library, Slavin 111.*

## Cover Letter - Sample 2:

June 12, 2007

Marian Luknow  
Manager, Human Resources  
Reliance Fund of America  
PO Box 1239-4030  
Boston, MA 02106-4030

Dear Ms. Luknow:

I read with enthusiasm your advertisement in the Campus section of your web page for an Investment Assistant/ Customer Relations Representative, Job Number 3030-B. This is exactly the kind of entry opportunity in the investment field that I am seeking. I will be graduating from Providence College in May of 2008 with a B.A. degree in Political Science.

The enclosed resume highlights my liberal arts education and my minor in Business studies. This well-rounded education has helped me to sharpen my conceptual and analytic skills. I wrote well-focused papers, discussed practical and imaginative ideas, accurately absorbed large amounts of information, sometimes worked in teams, read a great deal, and constantly used communications skills and organizational skills in accomplishing my educational goals. My work experience has had a strong customer focus, and in all my jobs teamwork with fellow workers was expected and delivered. Based on these accomplishments, and my motivation for this position, I believe that a face-to-face discussion with you will reveal that I have the qualities you note in your ad and the career commitment that you seek. I am confident that I will be a contributor to the continued success of Reliance Funds.

I would welcome the opportunity to discuss in more detail your opportunity and how my strengths can be of benefit to Reliance Funds. Please contact me at your earliest convenience at 508-111-1111. I will call your office next week to confirm that my resume has been received and to inquire about the interview process and time table.

I very much look forward to talking with you.

Sincerely,

*Signature*

Andrew Wechsler



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## Email Cover Letter - Sample:

From: [abrown07@providence.edu](mailto:abrown07@providence.edu)  
Sent: November 1, 2005 10:35 AM  
To: [snow@meetingstreet.org](mailto:snow@meetingstreet.org)  
Subject: PC Student Seeking Spring Internship

Dear Ms. Snow:

It has come to my attention via the *Providence College Internship database* that you are seeking a spring semester intern in the marketing/promotions department at Meeting Street Center. This opportunity is an ideal match to my career interests and I wish to be considered for it.

I am a junior at Providence College majoring in English and my intention is to gain practical work experience in the field of marketing. As a member of the prestigious PC Friars Club, my primary duties involve the promotion of the College at events. My involvement with this Club serves as the best evidence of my strong communication skills. Furthermore, in my work with the Pastoral Service Organization, I have developed creative promotional brochures describing the community service efforts of our group. I believe that I possess the necessary skills to make a contribution to the Meeting Street Center, but more importantly I look forward to further developing my marketing background through this internship.

I have attached my resume for your consideration. Should you be unable to open the attachment for any reason, please advise me and I will fax or mail a copy of my resume. Thank you and I look forward to hearing from you regarding a possible meeting to further discuss my strong interest in this internship.

Sincerely,  
Anna Brown  
401-865-1340



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## Email Request for an Informational Interview – Sample:

*Note: Can also be adapted to a hard copy letter (or phone inquiry!)*

From: [jstudent06@providence.edu](mailto:jstudent06@providence.edu) (using your providence address is suggested)  
Sent: November 1, 2005 10:35 AM  
To: [suealum@xyzemployer.com](mailto:suealum@xyzemployer.com)  
Subject: PC Student Seeking Career Advice

Dear Susan:

As a current Providence College junior majoring in History and Business Studies, I am exploring future career options and am very interested in speaking with you to gain your insight and advice on careers related to Sales and Marketing (reflect the alum's field here).

The Office of Career Services (or a relative, etc.) suggested you as a possible resource based on your experience in Sales and your interest in assisting students with career advice. At your convenience, I would be very interested in setting up a brief telephone appointment or a workplace meeting to learn more about your field and how I can best prepare to enter the field.

Although I recognize that you are a very busy professional, I am hopeful that we might be able to connect to further discuss this request. Please feel free to respond to this email, or call me at the cell phone number below (be sure you have an appropriate cell message!). Should you prefer that I contact you by phone at work or home, please advise me and I will be happy to follow-up.

Thank you in advance for your assistance!

Sincerely,

Joe Student '06  
(203)111-1234



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## Thank You / Follow-Up Letters

Always write a thank you letter **immediately** after your interview. The goal of this follow-up correspondence is to:

- help the employer remember you
- BRIEFLY reiterate your qualifications as they relate to the position
- demonstrate professionalism and an aptitude for follow through, to the prospective employer

A hand-written or typed thank you note is often preferred, but an emailed thank you is also acceptable. Use your best judgment in deciding which format to use.

## Thank You Letter - Sample:

Friar Box 181234  
Providence College  
Providence, RI 02918

April 21, 2005

Ms. Jane Doe  
Public Relations Manager  
XYZ and Associates  
1234 Tremont Street  
Boston, MA 12345

Dear Ms. Doe:

Thank you for the opportunity to meet with you yesterday to discuss the summer internship program at XYZ and Associates. I was excited to learn that your program offer a hands-on learning experience for students interested in the field of Public Relations. As discussed, I believe that my strong liberal arts curriculum, have helped me to develop the necessary skills for this position.

I enjoyed meeting with your staff and especially appreciated your detailed explanation of the intern program and public relations philosophy at XYZ and Associates. I look forward to hearing from you regarding the next step in the hiring process and to the possibility of joining your team this summer.

Thank you for your time and consideration.

Sincerely,

*Sign Here!*

Susan O'Hara  
Enc.



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