

# RESUMES, COVER LETTERS & REFERENCES

Tips & Strategies



CAREER AND  
PROFESSIONAL  
DEVELOPMENT CENTER

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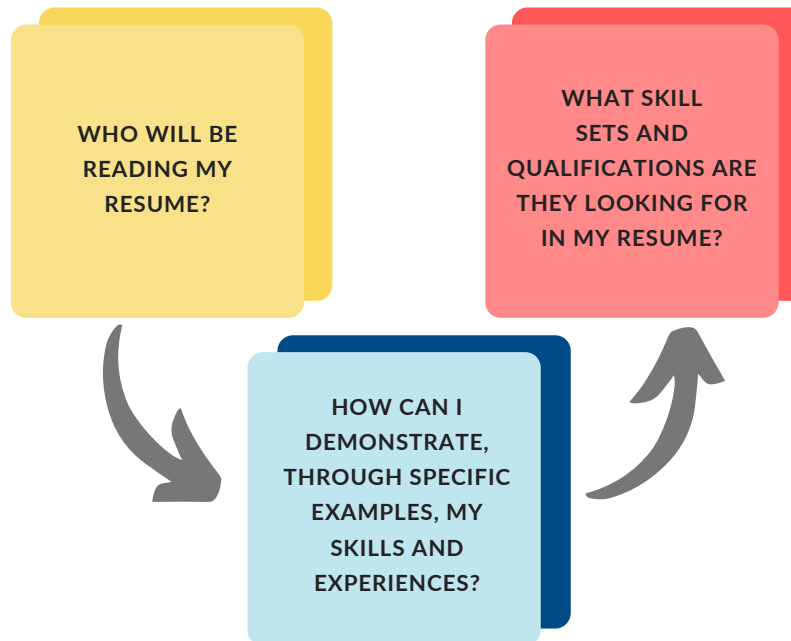
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# RESUME BASICS



## FORMAT RULES

- Do not use a template, use a **blank document** so customization is easier
- **Avoid high school information**, unless you are a first-year or sophomore student or you are applying for a job at your former high school
- **Be consistent** with format of dates, locations, organization, and position titles
- Use bold, italics, and underlining consistently yet sparingly
- Use the **same font** throughout the document – 10-12 pt; your name should be the only thing that is larger
- Choose a **common font** that translates between different versions of software
- Margins all the way around can be 0.5 minimum to 1.0 inch maximum
- Most resumes are **one page**, but this may change depending on your major, industry, or academic standing
- For documents **over two pages**, include your name and page number on the second page
- References should be on a separate document

# RESUME CATEGORIES

## DEFINITIONS & CATEGORIES FOR A RESUME



REQUIRED



OPTIONAL



STRONGLY RECOMMENDED



DO NOT INCLUDE

### 1 CONTACT INFORMATION

This is information for the company to get in touch with you. Include your name, cell phone number, email, and LinkedIn Profile.

### 2 OBJECTIVE

An objective statement is recommended for resumes seeking jobs and internships when the applicant's experience is not extensive or the experience does not clearly match the purpose of the resume. Objective statements clarify skills and abilities that will positively contribute to the position you are seeking. Objective statements are not included for graduate school, research positions, or scholarship applications.

### 3 EDUCATION

In this section, list your highest degree first and do not include a high school degree. You can also include: Minors, concentrations, relevant courses, study abroad experiences, honors, Dean's List, GPA, and certifications.

### 4 WORK EXPERIENCE

In this section, document your work history that highlights appropriate skills for the reader. Experiences can be paid or unpaid and in a work or academic setting. Experiences should be listed most recent first.

### 5 ACTIVITIES *(other titles: campus involvement, leadership, experience)*

List campus involvement and leadership here. These can be listed without further explanation if the organization title is self-explanatory. This shows depth of experience beyond academics and jobs.

### 6 VOLUNTEER *(other titles: community service, community engagement, service, experience)*

Include this section if you have been involved in frequent community service activities. This highlights your broader areas of interest and involvement.

### 7 RELEVANT COURSEWORK

If you do not yet have enough relevant experience, but do have the necessary coursework to do an internship or job, it may be appropriate to include some of the related coursework. List between four and eight course titles without course numbers.

### 8 RELATED EXPERIENCE

Include any experience (paid or unpaid) that matches the objective statement or purpose of the resume. This can be Internships, Clinical Experiences, Practicums, etc. You can place this higher on your resume if this category is one of the most important.

# 9

## SKILLS *(other titles: qualifications, certifications)*



In this category include computer skills, languages (and level of proficiency), or other specific industry related skills.

# 10

## HONORS AND AWARDS



In this section, indicate years and explanation of the honor or award if the name is not self-explanatory. This may be listed as its own category if there are three or more experiences for the section.

# 11

## ADDITIONAL CATEGORIES



These additions are strongly recommended to include on your resume if you have experience or affiliation with any category below that could apply.

- **Publications**

Indicate here if you have been published. Follow the correct format for your industry. Bold your name if there was more than one contributor.

- **Presentations**

Only include presentations outside of classroom requirements. Include the site and event or organization name.

- **Clinical Rotations or Teaching Experience**

Indicate the location of the experience, your title, and the dates you participated. Sometimes you can include bullet points here and other times just noting the time period and position is enough.

# 12

## INTERNATIONAL EXPERIENCE



You may choose to have a separate category for international experience if you have more than two significant experiences that are particularly relevant for the purpose of your resume.

# 13

## RESEARCH / ACADEMIC PROJECTS



It may be helpful to highlight what research project or projects you have done, especially if you have a focus on future research.

# 14

## REFERENCES



This should NOT be listed on a resume. You should have a separate page that lists your references. See examples on page 15.

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**Flex Falcon**

Phone Number • ff1905@messiah.edu • www.linkedin.com/in/flexfalcon

**OBJECTIVE:** Seeking copywriting internship with a national publishing organization utilizing written and verbal communication, organization, and presentation skills

**EDUCATION:**

**Bachelor of Arts, Communication**, Messiah University, Mechanicsburg, PA May 20XX GPA: 3.4/4.0

**Relevant Courses:** Creative Writing, Public Speaking, Web Design, Market Research

**SKILLS:**

Computer: Microsoft Word, Excel, PowerPoint; Adobe Photoshop

Social Media: Tumblr, WordPress, Facebook, Twitter, Pinterest

Language: Conversational Spanish

**RELEVANT EXPERIENCE:**

**Staff Writer**, The Pulse, Messiah University, Mechanicsburg, PA September 20XX-Present

- Conduct extensive research to author 15 articles, including one front-page article on U.S. foreign affairs
- Proofread articles and provide staff with edits ensuring accuracy and high standards in writing
- Pitch story ideas to editorial staff for features and editorial pages to emphasize individual creativity

**Treasurer**, Student Activities Board, Messiah University, Mechanicsburg, PA August 20XX-Present

- Present detailed and transparent bookkeeping of all transactions in file (Excel)
- Propose and implement ideas for major expenditures
- Maintain custody of all funds and possess responsibility for the deposit, investment and disbursement of these monies

**Mentor**, Campus Big Buddies, Messiah University, Mechanicsburg, PA January 20XX-Present

- Tutor 10-12 Spanish-speaking middle school students on basic English grammar and writing skills
- Introduced a creative writing contest to students and identified a local paper to publish the winning entry

**EXPERIENCE:**

**Sales Associate**, American Eagle Outfitters, Harrisburg, PA August 20XX-Present (Seasonal)

- Promote customer enrollment in store card program by providing clear benefits description, which led to a 20% increase in credit card program
- Engage customers in friendly conversations and regularly share the store's Twitter account through daily personal Tweets and interaction with followers
- Presented with manager commendation and recognition

# WRITING RESUME BULLET POINTS

DEVELOP YOUR BULLET POINT STATEMENT		
<p>Bullet point statements are one to two lines that articulate your accomplishments, skills, and knowledge. They typically begin with an action verb (see list on page 16) and they do not contain personal pronouns. To get yourself started, ask yourself the three questions below:</p>		
WHAT DID YOU DO?	HOW DID YOU DO IT?	WHY DID YOU DO IT?
Brainstorm a list of every task you completed at that experience.	What skills were emphasized? Think about what was important to this position as well as what could be relevant to a future position.	Consider the end result, both for what was important to the actual position as well as what would be important for a future position.
<b>EXAMPLE:</b> Read articles.	<b>EXAMPLE:</b> Editing, communicating, writing, proofreading, analyzing	<b>EXAMPLE:</b> To help the staff have accurate information and make sure the articles were understandable
YOUR TURN: THINK OF A CURRENT OR PAST EXPERIENCE		
BUILD YOUR BULLET POINT STATEMENT		

**Good** **EXAMPLE:**  
*“Read and edit articles to help the staff write good content”*

**Better** **EXAMPLE:**  
*“Proofread articles and edit errors to ensure content is easily understood by the reader”*

**Best** **EXAMPLE:**  
*“Proofread articles and provide staff with edits ensuring accuracy and high standards in writing”*

# RESUME GRAMMAR & TRANSFERABLE SKILLS

## GRAMMAR



- Grammar and spelling errors are unacceptable
- Do **not** rely on only spellcheck, read the resume out loud to find errors
- Do not use personal pronouns (no I, me, my, or their)
- **Avoid abbreviations**, except for states or commonly recognized abbreviations in your industry
- Use compelling **action verbs** to start the bullet points (see list on page 16)

## TRANSFERABLE SKILLS

An employer is interested in the transferable skills you have developed through a variety of experiences, including your liberal arts education. These are **soft skills** and qualities that are **useful across disciplines and in different situations**.

Transferable skills demonstrate to the employer your extensive range of abilities including:

### COMMUNICATION (VERBAL & WRITTEN)

listening and expressing one's self with words and communicating ideas in writing

### PROBLEM-SOLVING

recognizing an issue and identifying ways to solve the problem

### TEAMWORK

collaborating with others in order to accomplish a goal or task

### TECHNOLOGICAL

using appropriate technology to accomplish a task

### CRITICAL THINKING

making reasonable judgments that are well thought out after analyzing and evaluating a situation or event

### MULTICULTURAL UNDERSTANDING

developing social skills and behaviors around diversity and interacting with diverse groups

### LEADERSHIP

motivating and leading a group toward a common goal

### TIME MANAGEMENT

using one's time effectively or productively

### QUANTITATIVE

sorting, analyzing, and applying mathematics to numbers and data

### MOTIVATION

displaying a general willingness and drive to do something and work toward a goal



# APPLICANT TRACKING SYSTEMS (ATS)

## WHAT ARE APPLICANT TRACKING SYSTEMS?

ATS are online software that streamline the hiring process for employers. They create a database of applicants for recruiters that can be sorted based on keywords and desired analytics.

## APPLICANT TRACKING SYSTEMS ALLOW EMPLOYERS TO:

- Apply point systems to applications based on desired criteria
- Screen out applicants based on geography, educational criteria, work authorization status, etc.
- Utilize additional screening components such as personality or technical skills assessments

## HOW CAN YOU KNOW IF AN EMPLOYER IS USING ATS?

- Indicators of an ATS include a system name (Taleo, Homegrown, Jobvite, Brassring, etc.) included in the URL or a designation on the web page that says the system is “Powered by \_\_\_\_\_”
- Not all online application systems use ATS, but the majority do
- Over 90% of Fortune 500 Companies report using ATS

## TIPS ON APPLYING THROUGH ATS:

- Complete online system forms thoroughly even if it requires adding content already contained in your resume
- Make sure you are in the most up-to-date version of your web browser
- Attach your ATS-friendly resume
- When applying through an ATS, save your materials as Word documents unless instructed otherwise

# APPLICATIONS SENT BY EMAIL

## WHAT CONSTITUTES AN EMAIL APPLICATION?

- Sending a letter of inquiry
- Sending materials to a contact at the company or organization (usually done in conjunction with completing a formal application)
- Responding to a posting that instructs you to apply by sending your materials to a specific email address

## TIPS ON APPLYING THROUGH EMAIL:

- Include a brief formal note in the body of the email stating what you're applying for, what materials you have attached, and how to contact you
- Emphasize your excitement and fit for the position in the body of the email
- Attach your non-ATS resume
- When sending via email, save your materials as PDFs unless instructed otherwise
- Employers receive dozens of cover letters and resumes a day, so saving your documents with clear and appropriate file names will ensure your materials do not get lost (EXAMPLE: FlexFalconResume.pdf)

## Flex Falcon

Phone Number • ff1905@messiah.edu • www.linkedin.com/in/flexfalcon

**OBJECTIVE:** Seeking Communication Specialist position utilizing creativity, editing, and website design experience

### EDUCATION:

**Bachelor of Arts in Communication**, Messiah University, Mechanicsburg, PA May 20XX

Minors: Studio Art, English Cumulative GPA: 3.41/4.00

Honors: Dean's List, Spring 20XX

Relevant Courses: Cultural and Global Diversity in Advertising, Advanced Persuasion and Communication, Marketing Research, Consumer Behavior, New Communication Technologies

**Universitat de Barcelona, Barcelona, Spain Study Abroad** January - June 20XX

### SKILLS:

Computer: Proficient in PowerPoint; Prezi; Adobe Photoshop, InDesign; Social Media Platforms; HTML; Familiar with CSS

Language: Conversational Spanish

### RELATED EXPERIENCE:

**Assistant Editor**, **The Pulse**, Messiah University, Mechanicsburg, PA January 20XX – Present

- Edit content for 10 staff writers, checking for grammatical and spelling errors before going to press
- Attend and cover large-scale on-campus events that are often picked up by national media outlets
- Produce content for print and online versions of the campus paper using Canva

**Copywriting Intern**, **The Pulse**, May 20XX - August 20XX

- Wrote content for targeted populations to be reviewed by copywriters; proofread e-mails and banners before emailing customers and publishing on website
- Created designs in Adobe Photoshop with a team of interns and advanced the company's brand strategy
- Conducted focus groups and researched potential campaign ideas; presented to senior copywriting staff
- Developed mock-ups and prototypes for presentations to marketing teams to meet short deadlines

**Writer**, InDesign Staff, September 20XX - June 20XX

- Authored over 20 articles including one featured on the front-page on U.S. Foreign Affairs Publishers Clearing House New York, NY

### ACADEMIC PROJECT

**Communication Campaigns and Applied Research Course**, Messiah University, Mechanicsburg, PA

Project Title: Understanding your Audience; Marketing Wellness Initiatives to Millennials April 20XX

- Developed a mock communications campaign by identifying target audience, selecting relevant promotional channels, and presenting strategy document and action plan to local businesses

### LEADERSHIP & VOLUNTEER ACTIVITIES

**Treasurer**, Student Activities Board, Messiah University, Mechanicsburg, PA September 20XX - Present

- Provide detailed and transparent bookkeeping of all transactions in file (Excel)
- Propose and implement ideas for major expenditures
- Maintain custody of all funds and possess responsibility for the deposit, investment and disbursement

In the skills section Flex is focusing on measurable or "technical" skills relevant to his field. He integrates transferable skills into his bullet points.

Flex created a related experience section to highlight his writing and communication skills.

If there is space, the formatting for The Pulse positions illustrates how Flex was promoted to Assistant Editor.

Flex added an academic projects section to showcase the relevant skills he developed in his major.

Do not use an objective on an ATS resume; skip directly to Education.

Flex wrote out and abbreviated his degree so that it gets picked up by all ATS systems; we suggest listing your degree to match how it appears in the posting.

Flex used traditional categories so that his sections are easily sortable by a computer.

Flex integrated key words from the posting throughout his bullet points. He also highlighted related transferable skills, because sometimes ATS systems will be looking for synonyms not included in the posting.

**Flex Falcon**

Phone Number • ff1905@messiah.edu • www.linkedin.com/in/flexfalcon

**EDUCATION:**

**Bachelor of Arts (B.A.), Communication**, Messiah University, Mechanicsburg, PA May 20XX GPA: 3.41/4.00  
 Minors: Studio Art, English  
 Honors: Dean's List, Spring 20XX - Spring 20XX  
 Universitat de Barcelona, Barcelona, Spain Study Abroad January - June 20XX

**SKILLS:**

Computer: Proficient in Microsoft Excel, PowerPoint; Prezi; Adobe Photoshop, InDesign; Familiar with CSS  
 Social Media: Proficient in professional use of Tumblr, WordPress, Twitter, Pinterest, LinkedIn, Facebook  
 Language: Conversational in Spanish

**WORK EXPERIENCE:**

**Assistant Editor**, The Pulse, Messiah University, Mechanicsburg, PA January 20XX – Present

- Edit content for 10 staff writers, checking for grammatical and spelling errors before going to press
- Attend and cover large-scale on-campus events that are often picked up by national media outlets
- Design content for print and online versions of the campus paper using

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- Authored over 20 articles including one featured on the front-page on U.S. foreign affairs Publishers Clearing House New York, NY

**ACTIVITIES & VOLUNTEER**

**Treasurer**, Student Activities Board, Messiah University, Mechanicsburg, PA September 20XX - Present

- Provide detailed and transparent bookkeeping of all transactions in file (Excel)
- Propose and implement ideas for major expenditures
- Maintain custody of all funds and possess responsibility for the deposit, investment and disbursement

**Campus Big Buddies**, Messiah University, Mechanicsburg, PA Mentor, January 20XX - Present

- Mentor middle school-aged student over three years to encourage academic involvement and social activities

**Relay For Life**, Harrisburg, PA Volunteer, September 20XX - Present

- Collaborate with teammates to effectively fundraise over \$10,000 each year for cancer research

Flex used a simple font and format to be easily readable by ATS systems. It is recommended to not use templates, text boxes, tables, headers and footers, or more than one column to create an ATS-friendly resume.

*Information regarding ATS can be found on page 9.*

## Sample Résumé Format

Please note that résumés are unique to each individual. You may choose to use other formats or custom headings for your experiences.

### Your Name Here

Address: Messiah University, One University Avenue, Mechanicsburg, PA 17055  
Email address | Phone number | LinkedIn or personal URL website listed here

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<b>OBJECTIVE</b>	Use concise language to describe the position you are seeking. Objectives are optional – if you choose not to include one, it must be clear somewhere in your materials what position you’re targeting.
<b>EDUCATION</b>	Spell out your degree (ex. “Bachelor of Arts in Psychology”) Messiah University, Mechanicsburg, PA, Expected Graduation Date (Month/Year) List GPA if over 3.0 and academic honors/scholarships if desired  <b>Semester Abroad, Program Name</b> School, Country <ul style="list-style-type: none"><li>• This is a place you can include study abroad or cross-cultural courses</li><li>• Include bullets detailing relevant cross-cultural skills gained</li></ul>
<b>RELATED EXPERIENCE</b>	<b>Job Title</b> , Name of Organization <i>*Experiences should be listed most recent to least recent!</i> City, State, Dates (Use consistent format throughout résumé) <ul style="list-style-type: none"><li>• Begin bullet points with compelling action verbs describing responsibilities and accomplishments</li><li>• Include examples of transferable skills such as teamwork, organization, and communication</li><li>• Keep in mind that experiences can be paid or unpaid and in a work or academic setting</li></ul> <b>Job Title</b> , Name of Organization City, State, Dates <ul style="list-style-type: none"><li>• List internships or field projects</li><li>• Include campus or other organization involvements that are relevant to the position</li><li>• List both paid and unpaid experiences that are related to the position you are seeking</li></ul>
<b>ADDITIONAL EXPERIENCE</b>	<b>Job Title</b> , Name of Organization City, State, Dates <ul style="list-style-type: none"><li>• List other work experiences in this section</li><li>• Include the transferable skills utilized in this position</li></ul>
<b>SKILLS</b>	Optional section; list hard skills (i.e., computer/other technical skills; language skills)
<b>INTERNATIONAL EXPERIENCE</b>	If you have had extensive cross-cultural experience (including service trips), and this is highly desirable by your chosen employer, it’s appropriate to create a separate category for those experiences. Mention skills that you gained as a result of your experience which relate to the position for which you’re applying.
<b>COMMUNITY INVOLVEMENT</b>	Include community-based activities and service projects that denote transferable skills. Mention membership and leadership positions on campus or professional organizations.
<b>LEADERSHIP</b>	Mention membership/leadership positions on campus or in professional organizations.

# WRITING YOUR COVER LETTER

## PURPOSE

- Introduces the resume and serves as a marketing tool
- Convinces the employer to invite you for an interview
- Proves that you can do the job
- Shows enthusiasm for the job and the organization

## METHOD

- Formal business letter (postal mail or as an attachment in an email)
- Tailor to the job announcement for a particular position

## DO

- Research the position and the company prior to beginning the cover letter

## DON'T

- Write "Hello my name is..."
- Write more than one page
- Just repeat your résumé
- Indent your paragraphs
- Write "To Whom It May Concern"
- Write general statements regarding your desire to work for the company

Your Address

City, State Zip (Or use the letterhead from your resume)

Date (January 1, XXXX)

Name of Employer Contact (or HR Director)

Title

Organization

Street Address

City, State Zip

Dear Mr./Ms./Dr. \_\_\_\_\_: (use last name)

When possible, direct your cover letter to a specific person. If you can't find a contact name, use "Dear Hiring Manager" or "Dear Search Committee."

## INTRODUCTION PARAGRAPH:

- Why are you writing? Specifically mention the position and company to which you are applying.
- Make a connection with the reader by mentioning a common professional acquaintance or by expressing your interest in the organization. Tell how you heard about the position and the organization.
- Introduce basic information about yourself that explains why you would be the best candidate for the position.
- Conclude the paragraph with a statement similar to a thesis statement, identifying the skills, knowledge, and/or experience that you will address in the next two paragraphs.
- If you are not applying for a specific position, still emphasize why you are interested in the organization.

## BODY PARAGRAPHS:

- Show that you can do the job by providing specific examples of past work, internship, volunteer, leadership, or classroom experiences to illustrate that you have the skills from the position description. Demonstrate how your experience meets the requirements for the position.
- Explain why you are a **STRONG FIT** for this position and this organization.
- Explain how you can add value to the company, and why you want to work there specifically.

## CLOSING PARAGRAPH:

- Thank the employer for looking over your application materials and reiterate your interest in the position and/or organization.
- Express your willingness to follow up with more information if needed.
- Provide your phone number and email address for contact if you did not use letterhead from your resume.

Sincerely,

(Your handwritten signature)

Type your name here

Enclosure(s): Indicates that there are accompanying documents (resume, a reference list, etc.)

If emailing resume, the cover letter can be the body of your email and this information is unnecessary.

## SAMPLE COVER LETTER

Flex Falcon  
One University Avenue, Mechanicsburg, PA 17055 | phone number  
ff1905@messiah.edu | www.linkedin.com/in/flexfalcon

October 10, 20XX

Kim Miller  
Human Resources Manager  
Design My Home  
1 Beacon Street  
Boston, MA 02116

**NOTE: All Messiah University students have access to this sample cover letter. In order to make your cover letter unique, add your own tone and voice. Copying directly from this sample is strongly discouraged.**

Dear Kim Miller:

With prior experience as a copywriting intern and newspaper editor, as well as enthusiasm for interior design, I am excited to apply for the Communications Specialist position with Design My Home. My conversation with Sally Jean at the Messiah University information session solidified my desire to apply for this position. Design My Home's creative approach to promoting contemporary décor connects with my work style and would allow me to highlight my editing, communication, and teamwork skills.

As a copywriting intern, I gained direct experience writing, proofreading, and editing copy. One of my largest projects at Publisher's Clearing House was to communicate with my fellow interns to research and construct a potential marketing proposal. Our team worked together to design innovative online marketing material using Adobe Photoshop for a new e-reader product to be implemented through our social media sites. I created copy content to complement the design work of my fellow interns. After proposing our ideas to the senior copywriters and marketing managers, our design was selected to be incorporated into the new social media campaign. I look forward to applying my communication and teamwork skills to the Communications Specialist position at Design My Home.

While working for Messiah University's The Pulse, I was promoted from Staff Writer to Assistant Editor. In this role, it was vital that I managed production deadlines to ensure our paper was published on time and without errors. I often had to drop one task to start another, given the deadlines and story ideas; it quickly became apparent how being adaptable and cooperative would lead to a better result. Working for an independent, student run paper increases my appreciation for Design My Home's history as a startup company.

I look forward to discussing how I can apply my skills and experience to the Communications Specialist position at Design My Home and am eager to learn more about the role and the organization. Feel free to contact me via the information above.

Sincerely,

Signature  
Flex Falcon

## Flex Falcon

One University Avenue, Mechanicsburg, PA 17055 | phone number  
ff1905@messiah.edu | www.linkedin.com/in/flexfalcon

### References

**Dr. Winnie Pooh**

Assistant Professor of Honeymaking  
1000 Hundred Acre Wood  
Makebelieve, PA 19999  
555-555-5555  
[ilovehoney@zzz.com](mailto:ilovehoney@zzz.com)

**Mr. Walt Disney**

CEO of Walt Disney World  
1234 Disney Parkway  
Pretend, FL 12345  
555-555-5555  
[disneyman@zzz.com](mailto:disneyman@zzz.com)

**Ms. Minnie Mouse**

Social Director, Mickey Enterprises  
999 Disney World Lane  
Orlando, FL 00000  
555-555-5555  
[whenyouwishuponastar@zzz.com](mailto:whenyouwishuponastar@zzz.com)

**Dr. Tinker Bell**

Chair, Department of Fairy Sciences  
1 Neverneverland Lane  
Fairydust, PA 20000  
555-555-5555  
[petespal@zzz.com](mailto:petespal@zzz.com)

- References are people who are willing to speak highly on your behalf to prospective employers
- Be sure to communicate to all individuals who are serving as your references so that they are aware of the jobs to which you are applying
- Only submit references when asked; otherwise bring a hard copy along to your interview

## SUPPLEMENTAL APPLICATION MATERIALS

The following materials may be requested as part of an application:

<b>WRITING SAMPLE</b>	<ul style="list-style-type: none"> <li>• No more than two to three pages, unless instructed otherwise, while still expressing a complete thought</li> <li>• Do not submit the sample with grading or comments</li> <li>• Include the prompt when one is provided</li> <li>• Choose a relevant topic when possible</li> <li>• If you do not currently have a relevant writing sample, consider writing a synopsis of a recent article related to your industry</li> </ul>	<b>UNOFFICIAL TRANSCRIPT</b>	<ul style="list-style-type: none"> <li>• You can view and print your unofficial transcript from your Student Administration account</li> <li>• See the Office of the Registrar's website for specific steps</li> </ul>
	<b>LETTERS OF RECOMMENDATION</b>	<ul style="list-style-type: none"> <li>• Commonly requested for graduate school and fellowship positions</li> <li>• Always ask your recommenders if they are comfortable writing a STRONG, positive recommendation for you</li> <li>• Ask your recommenders two to three months in advance of due date</li> <li>• If possible, meet with recommender to provide a copy of your resume and let them know about the type of opportunities for which you are applying</li> <li>• Consider asking if your recommender will also write a recommendation on your LinkedIn profile</li> </ul>	<b>REFERENCE LIST</b>
<b>PORTFOLIOS</b>			<p>Some applications may ask for an online portfolio of design samples. There are multiple websites available that allow you to build an online portfolio for free, such as <a href="https://www.wix.com">wix.com</a> or <a href="https://www.squarespace.com">squarespace.com</a>. You do not need to include everything in your portfolio. Select your best 10 pieces to showcase that may be relevant to the position for which you are applying.</p>

# ACTION VERBS FOR RESUMES & PROFESSIONAL PROFILES

## MANAGEMENT/ LEADERSHIP SKILLS

administered	consolidated	emphasized	hosted
analyzed	contracted	enforced	improved
appointed	converted	enhanced	incorporated
approved	coordinated	established	increased
assigned	decided	executed	initiated
attained	delegated	generated	inspected
authorized	developed	handled	produced
chaired	directed	headed	recommended

## COMMUNICATION/PEOPLE SKILLS

addressed	conferred	drafted	listened
advertised	consulted	edited	mediated
arbitrated	contacted	elicited	negotiated
articulated	conveyed	enlisted	reconciled
authored	convinced	expressed	solicited
clarified	developed	formulated	summarized
communicated	directed	furnished	synthesized
condensed	drafted	incorporated	translated

## RESEARCH SKILLS

analyzed	diagnosed	identified	organized
clarified	evaluated	inspected	researched
collected	examined	interpreted	searched
compared	experimented	interviewed	solved
conducted	explored	invented	summarized
critiqued	extracted	investigated	surveyed
detected	formulated	located	systematized
determined	gathered	measured	tested

## TECHNICAL SKILLS

assembled	designed	operated	replaced
built	determined	overhauled	restored
calculated	developed	printed	solved
computed	engineered	programmed	specialized
conserved	fabricated	rectified	standardized
constructed	fortified	regulated	studied
converted	installed	remodeled	upgraded
debugged	maintained	repaired	utilized

## TEACHING SKILLS

adapted	developed	individualized	stimulated
advised	enabled	informed	taught
clarified	encouraged	instilled	tested
coached	evaluated	instructed	trained
communicated	explained	motivated	transmitted
conducted	facilitated	persuaded	tutored
coordinated	focused	set goals	
critiqued	guided	simulated	

## FINANCIAL/DATA SKILLS

administered	calculated	managed	researched
adjusted	computed	marketed	retrieved
allocated	conserved	measured	
analyzed	corrected	planned	
appraised	determined	programmed	
assessed	developed	projected	
audited	estimated	reconciled	
balanced	forecasted	reduced	

## CREATIVE SKILLS

acted	designed	formulated	modeled
adapted	developed	founded	modified
began	directed	illustrated	originated
combined	displayed	initiated	photographed
conceptualized	drew	instituted	revised
condensed	entertained	integrated	revitalized
created	established	introduced	shaped
customized	fashioned	invented	solved

## HELPING SKILLS

adapted	clarified	educated	insured
advocated	coached	encouraged	intervened
aided	collaborated	ensured	motivated
answered	contributed	expedited	rehabilitated
arranged	cooperated	facilitated	resolved
assessed	counseled	familiarized	simplified
assisted	demonstrated	furthered	supported
cared for	diagnosed	guided	volunteered

## ORGANIZATIONAL/DETAIL SKILLS

approved	generated	provided	standardized
arranged	implemented	purchased	systematized
cataloged	incorporated	recorded	updated
categorized	inspected	registered	validated
charted	logged	reserved	verified
classified	maintained	responded	
coded	monitored	reviewed	
collected	obtained	routed	
compiled	operated	scheduled	
corresponded	ordered	screened	
distributed	organized	set up	
executed	prepared	submitted	
filed	processed	supplied	

## MORE VERBS FOR ACCOMPLISHMENTS

achieved	won
completed	
expanded	
exceeded	
improved	
pioneered	
reduced (losses)	
resolved (issues)	
restored	
spearheaded	
succeeded	
surpassed	
transformed	

\*Action verb list credit:

Wake Forest University Office of Personal and Career Development