



Writing a Resume and Cover Letter

Purpose

The purpose of the resume is to provide your qualifications to the employer in an accurate, succinct way, and to help you secure an interview.

Appearance & Style

The basics include –

- Use 8 ½ x 11 paper.
- Use high quality, white or light colored paper.
- Limit your resume to one page.
- Make sure there are no typographical or grammatical errors.
- Be consistent in font and format.
- Include reasonably complete information.
- Use straightforward language and stick to the “basics.”
- Avoid abbreviations.

A good resume is an important ingredient in your job search. Make sure that yours adequately represents your **skills, talents, qualifications and personality.**

Categories

There are many things you could include in your resume. The following are items you *should* include:

- Name, Address (Local and/or Permanent), E-mail Address, and Telephone Number

- Employment Objective

This feature gives focus and direction to your resume, and anchors it to other elements of the document. This should clearly state the type of position you are seeking and how your career goals benefit the employer.

- Education

List your education using reverse chronological order with the highest degree attained listed first. List the degree earned, graduation date, name of the institution, and major/minor areas of study. If your GPA is a 3.0 or above, you may wish to include it. You may choose to list some courses you took that support your career objective.

- Work Experience

Where have you worked? How long did you work there? What were your responsibilities and accomplishments and results? These are all elements that you will want to include in this section. Even if you have not held a full-time job, many of your part-time or internship experiences will translate into pertinent credentials for your entrance into the employer's world. List your experience in reverse chronological order. Include phrases that describe your experiences. Highlight outcomes or quantify results, and begin each phrase with an action word.

- Skills

Include language, computer, certifications and other relevant skills.

A large, black, multi-pointed starburst graphic containing a quote in white text. The quote is: "Choose a job you love, and you will never have to work a day in your life." Below the quote, it says "- Confucius -".

*"Choose a job
you love, and you
will never have to
work a day in
your life."*
- Confucius -

Career Resource Center
University of Central Florida

P.O. Box 160165 • Orlando, FL 32816-0165 • 407-823-2361 • 407-823-5909 • crc@mail.ucf.edu
A Unit of Academic Development and Retention • Division of Student Development and Enrollment Services

Format

There are three basic approaches to organizing resume information.

1. **Chronological or General:** This is the most common approach to organizing your resume. It lists, describes, and dates the details of each job and educational experience separately. Listings under each heading are placed in reverse chronological order, starting with the most recent schooling or job. This approach is most appropriate if you have a progressive record of work experience.
2. **Functional:** This format focuses on professional skills and de-emphasizes when and where these skills were acquired. It should be used by those making a career change, those with little experience relating to the stated objective, military personnel embarking on a civilian career, and those with employment gaps. Functional skill areas include management, research, writing, financial analysis, sales, human relations, leadership, etc. To utilize this

format effectively, you must have a clear employment objective.

3. **Combination:** Combines the best of each of the preceding formats. This approach contains functional areas but also includes a listing of your work history with appropriate dates. It is great for those with work experience who want to change positions in a related career field.

Examples of...

Accomplishments:

- Assisted in developing new inventory reporting system.
- Initiated new procedure to decrease turnaround time by 25%.

Career Objectives:

- To secure a challenging entry-level management position.
- A position in software development.

Consider using these action words to aid in describing your skills.



Sample Resume

URSULA C. FORTUNE

Campus Address
321 Graduation Way
Orlando, FL 32817
(407) 555-1212
ucfgrad@aol.com

Permanent Address
123 New Street
Jacksonville, FL 32438
(504) 555-2736

OBJECTIVE To pursue a career in human resources utilizing my communication and interpersonal skills.

EDUCATION UNIVERSITY OF CENTRAL FLORIDA Orlando, FL
Bachelor of Science in Psychology May 20xx
Overall GPA 3.1/4.0
Course emphasis in Communication and Human Resource Administration
Minor: General Business Administration

VALENCIA COMMUNITY COLLEGE Orlando, FL
Associate of Arts June 20xx

Earned 75% of college expenses through work experience.

HONORS Florida Bright Futures Scholar
University of Central Florida Dean's List (three semesters)

EXPERIENCE **ABC ENTERPRISES** Orlando, FL
Interviewing Clerk (Intern) June 20xx-Present

- Assist recruiter in all aspects of interviewing process from scheduling interviews to testing of applicants.
- Compose all recruiting correspondence.
- Conduct background checks on job applicants.

WALLYWORLD Apopka, FL
Operations Hostess June 19xx-May 20xx

- Part-time and seasonal employment providing customer service for various areas of tourist-oriented theme park.
- Served as relief shift leader for up to twenty employees.
- Trained new employees in guest relations and standard operating procedures for attractions.
- Received certificate of appreciation for one year of perfect attendance.
- Promoted within three months of hire.

BAREFOOT SHOE CO. Orlando, FL
Sales Associate May 19xx-August 19xx

- Summer employment involving retail sales of shoes on a commission basis.
- Awarded bonus for highest monthly volume sales for August.
- Recommended recovery system resulting in a \$50,000 savings in the first quarter.

ACTIVITIES Central Florida Human Resource Association Student Chapter
Rho Alpha Tau Sorority, President and Vice President
Community Volunteer, Meals on Wheels
Weekend Youth Director

SKILLS Computer: Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)
Working knowledge of HTML and Java
Language: Fluent in Spanish

Sample Reference Page

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Permanent Address

123 New Street
Jacksonville, FL 32438
(504) 555-2736

REFERENCES

Ms. Rhea Crewder
Recruiter
ABC Enterprises
456 Pennsylvania Avenue
Orlando, FL 32823
Phone: (407) 555-1234
E-mail: rcrewder@abcenterprises.com
Fax: (407) 555-4321

Mr. Supe R. Vyzr
Operations Manager
Wallyworld
P.O. Box 101
Apopka, FL 32832
Phone: (407) 555-0000
E-mail: super@wallyworld.com

Dr. Proh Fessir
Associate Professor
University of Central Florida
P.O. Box 160
Orlando, FL 32816
Phone: (407) 823-9999

Things to Remember about Your Reference Page:

- Include 3 to 5 contacts that you have known in a professional capacity. Do not include family or friends.
- Always ask permission in advance from the people on your list in order to use their contact information. When speaking with them, provide them with a copy of your resume.
- Do not attach your reference page when submitting your resume to employers. Instead, have it handy at your interview or whenever an employer asks for references.

Use complete title and address	Applicant's Address Applicant's Phone Number Date of Letter	911 Congestion Way Orlando, FL 32817 (407) 555-1212 February 15, 20xx
Address letter to a specific individual	Employer's Name and Title Name of Organization Address	Ms. Sheila J. Smith Recruitment Manager Cairdyne Corporation 999 E. Broadway Blvd. Akron, OH 44319
	Salutation:	Dear Ms. Smith:
Make the addressee want to read your resume; be personable and enthusiastic	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 or organization.	In May 20xx I will be graduating from the University of Central Florida with a Bachelor of Science degree in Business Administration. I am writing to explore the possibility of employment as a Cairdyne management trainee in the field of marketing and sales.
Be brief but specific; your resume contains the details	MIDDLE PARAGRAPH(S): Explain why you are interested in working for this employer and specify your reasons for desiring this type of work. If you have had relevant work experience or related education, be sure to point it out, but do not reiterate your entire resume.	Cairdyne's sales management training program, as described in the <u>N.A.C.E. JOB CHOICES</u> magazine and in your company literature, offers the kind of sales activities I am hoping to pursue after graduation. My studies have provided a strong foundation in management, marketing, and computer applications. I have also gained experience in retailing and customer service and have been on the "receiving end" of customer indecision and anxiety. My ability to handle difficult customers has earned me an outstanding performance review.
Top and bottom margins should be equal	Emphasize your skills or abilities you have that relate to the job for which you are applying. Be sure to do this in a confident manner and remember that the reader will view your letter of application as an example of your writing skills.	The enclosed resume will give you additional background information. I would appreciate the opportunity to meet with you to further discuss my qualifications and career opportunities with Cairdyne. Thank you for your consideration.
	CLOSING PARAGRAPH: You may refer to your enclosed resume (which gives a summary of your qualifications) or whatever media you are using to illustrate your training, interests, and experience. Have an appropriate closing to pave the way for the interview.	Sincerely, Ursula C. Fortune Enclosure
Always sign letters	Sincerely, Your name typed	
If a resume or other enclosure is used, note it in the letter		

(Tips: Keep letter to one page, proof read, use high quality stationary and envelopes, and do not staple your letter to your resume)