

## RESUME & COVER LETTER GUIDE

<p><b>1</b></p>  <p>The primary purpose of a resume is to get an interview and yes, customizing your resume is an important step in the process.</p>	<p><b>2</b></p>  <p>This is a marketing tool and should selectively present information to demonstrate how and why you are qualified for the job it should not just list your previous job descriptions.</p>
<p><b>3</b></p>  <p>The resume must be able to highlight your achievements in a compelling and concise manner and unless appropriate for your field, be one page.</p>	<p><b>4</b></p>  <p>Common resume elements        Name and contact Info        Objective        Education        Relevant coursework        Experience        Work History        Technical Skills        Relevant awards, clubs and community service        Professional associations</p>
<p><b>5</b></p> <p>List work experience with accomplishment statements. These type of statements demonstrate your ability or qualifications and validate your experience.</p> 	<p><b>7</b></p> <p>The best cover letters express three things:</p> <ol style="list-style-type: none"> <li>1. Why you're good at what you do;</li> <li>2. How you'll help the company; and</li> <li>3. Your enthusiasm for the job.</li> </ol> 
<p><b>6</b></p>  <p>Cover letters are always a good idea, even if they are not requested. It's a way to formally introduce your resume. Use the cover letter as an opportunity to emphasize what you know about the company and how they can benefit from your specific skill-set.</p>	

RESUME SAMPLES	PAGE
Functional I	19
Functional II	20
Chronological	21
Engineering I	22
Engineering II	23
Teacher	24
Communications	25
Nursing	26
Architecture	27
Administrative	29

# What is a Resume?

## What is it used for:

The primary purpose of a resume is not to get a job but **to get an interview**. Like an advertisement, a resume should attract attention, create interest, describe accomplishments, and provoke action. The resume tells prospective employers what you can do and have done, who you are, and what you know.

Failure to impress could easily be the difference between your resume landing the interview or landing in the trash bin.

The resume must provide enough information for the employer to evaluate your qualifications interest the employer enough that you will be invited for an interview.

## Finding work is work:

The resume marketing tool that encourages potential employers to want to know more about you. Selectively present information to demonstrate how and why you are qualified for your job objective. Writing a well-constructed resume requires that research

Writing an effective resume requires a lot of things: good design, impeccable spelling and grammar, precise organization and the right choice of words.

be completed before compiling the resume. Keep in mind the type of employer and the position, as well as the general job requirements in order to tailor your resume for a specific position. A resume should be designed to emphasize your background as it relates to the job being sought. It should also look neat, clean and organized.

## Choosing the right format for you:

There are two basic types of resumes that you can use: chronological and functional. Employers accept both types.

### Chronological Format

**Pro:** Clear, logical and easy to follow.

**Con:** Calls attention to employment gaps.

The **chronological** resume is the most traditional resume style. It begins by listing work history, starting with the most current position and working back in time. The work history should include dates employed, job title, job duties, and employers' names, addresses, (city and state).

A **functional** resume presents your experience, skills, and job history in terms of functions that you have actually performed. Group descriptive, keyword phrases to demonstrate a skill, ability, or function that is desired for the position. Title the headings by the skill or function you are illustrating and use phrases from several different experiences under the group heading.

### Functional Format

**Pro:** Draws attention to accomplishments and skills.

**Con:** May appear to hide employment gaps.

## Resume writing tips

### Visual Appearance

- Use a sans serif font such as Arial or Calibri. Applicant Tracking Systems used by many companies may not be able to read a serif font such as Times New Roman.
- Your name and section headings can be larger 14 or 16 font size and/or bolded.
- Resume text should not be larger than 12 point font or smaller than 11 point font.
- Font color should be black.
- Printed copies should be on white, off white or light grey resume stock.

### Grammar & Punctuation

- Use concise phrases rather than complete sentences.
- Skip the “I” pronoun and begin statements with verbs.
- Put a period at the end of complete thoughts.
- Use a colon to illustrate examples or details.
  - Clients include: IBM, AT&T, Sprint
- Avoid brackets.
- Capitalize words in major section headings.

### Good Practice

- Be clear, concise and accurate.
- Proofread grammar and spell-check everything.
- Read each word you typed - spell check won't catch words that sound the same but have a different meaning such as: *hear and here, their and there*.
- Quantify responsibilities or results with sizes, statistics, percentages, cost savings, and always round off numbers.
- Keep it professional.
- Maintain an electronic master file so that you can update or edit easily.
- Set up a professional e-mail ID if you don't already have one.
- Always indicate dates of employment, even on a functional resume. Doing otherwise raises questions regarding short terms of employment.

### Do not put these things on your resume

- Age
- Marital status
- Race
- Religion
- Photos or body measurements (height, weight)
- Personal pronouns (we, you, they, us)
- References
- Jokes
- Spelling errors
- Old addresses or phone numbers
- Someone else's phone number
- A phone number no one will answer
- Activities unrelated to the job or company
- Whiteout
- Illegible type
- Handwritten comments
- Drink or food stains
- Erasures
- Poorly produced photocopies with lines or smudges.

# Building Blocks of a Good Resume

Although there is room for individual expression, most resumes include the following information:

- Name, address, telephone number and professional e-mail address
  - Employers need to know where to contact you
- Job objective or summary statement
  - A statement of the position you are applying for
- Education
  - Degree/certificate completed
  - Where and when you attended college
  - Special training that you may have received
  - G.P.A. 3.0 or higher
- Work History
  - Where and when you have worked
- Activities, clubs, sports, community activities, etc

Resumes are not intended to be an autobiography. They should be customized for the help wanted ad you are responding to.

Some job seekers include the following information

- Relevant coursework
- Related experience
  - Service learning projects
  - Capstone projects
  - Internship experience
- Skills and accomplishments
  - List of qualifications
- Licenses and certifications
- Awards
- Professional Associations
- Technical Skills / computer skills / languages

# Possible Section Layouts

## Identifying information

Begin your resume with your name, address, telephone number, and professional e-mail address.

*Example:*

<b>Jane Q. Public</b>		
123 Down Rd. Anywhere, USA 12345		(123) 456-7890 jqpublic@nowhere.com
<hr/>		
—		

## Objective

This should include the title of the position you are seeking or a statement of the position you are applying for and how you will benefit the employer.

*Example:*

<b>Objective:</b> Looking to utilize technical expertise and analytical skills to support the growth and success of a local manufacturing company as a computer technician.
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## Education

Your educational background can be stated briefly. Colleges should be listed in reverse order from the most recently attended. If you are a recent college graduate, **Education** should be at the top of your resume. If you have been out of school for a substantial period of time and have work experience, **Education** should appear at the bottom. High School education can be removed once college is in progress or obtained.

Required information:

- Name and location of school
- Dates attended (or anticipated graduation – anticipated May 2020)
- Degree/certificate awarded (include GPA if 3.0 or higher)

*Example:*

<b>Education</b> AAS, Business Administration, GPA 3.0 Dutchess Community College	May 2010 Poughkeepsie, NY
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### **Relevant Coursework**

List related course titles in dual columns.

*Example:*

#### **Relevant Coursework**

- Principles of Accounting I & II
- Cost Accounting
- Accounting Systems & the Computer
- Income Tax Procedures
- Office Practice

### **Related Experience**

Experience is not only gained through paid employment. Sports, clubs, volunteer activities, internships, fieldwork, and childcare are all valuable sources of experience. Keep your objective in mind as you write this section. List only those skills that apply to the position.

*Example:*

#### **Related Experience**

- 2 years cash handling experience at busy convenient store.
- Complete inventory counts and order merchandise based on the results.
- Leverage product knowledge and weekly promotions to increase sales.

### **Work History**

This section is where previous places of employment are listed. On a functional resume, list the job title, company name, city, state and dates. On a chronological resume your duties and skills used would be listed after each job. (See example in **Experience** section above.)

Required Information:

Title

Company name and location (city, state)

Dates Employed

*Example for a **chronological resume:***

<b>Work History</b>	
Cashier	6/07-present
<b>Metropolitan Department Store</b>	City, State
<ul style="list-style-type: none"><li>• Close shifts with a balanced cash drawer.</li><li>• Provide expedient and friendly service to customers.</li><li>• Engage customers to help them find products.</li></ul>	

*Example for a **functional resume:***

<b>Work History</b>	
Senior Sales Associate, Petsmart, Poughkeepsie, NY	7/17-Present
Retail Sales Associate, Petsmart, Poughkeepsie, NY	9/15-3/18
Party Host, Chuck-E-Cheese, Poughkeepsie, NY	5/15-9/15

## **Technical Skills**

List computer skills or language proficiencies in this section. These skills may be integrated into the Related Experience or Work History section too.

*Example for as a stand-alone section:*

<b>Technical skills</b>	
<ul style="list-style-type: none"><li>• Microsoft Word</li><li>• Microsoft Excel</li><li>• Microsoft PowerPoint</li></ul>	<ul style="list-style-type: none"><li>• WordPress</li><li>• JavaScript</li><li>• Adobe Photoshop</li></ul>

*Example integrated into **chronological resume:***

Student Assistant, Library	1/17-5/18
<b>Dutchess Community College</b>	Poughkeepsie, NY
<ul style="list-style-type: none"><li>• Created brochures, flyers and copy ready advertisements using Microsoft Publisher.</li><li>• Created images for client website using Adobe Photoshop.</li></ul>	

## **Licenses and Certifications**

This section documents licenses and certifications relevant to the job sought. A Lifeguard Certification is not relevant when seeking a job as a bookkeeper.

Required information:  
Name of granting institution or government  
Title of license or certification  
Year received

### *Example Licenses:*

<b>Licenses</b>	
New York State Real Estate License	2007

### *Example Certifications:*

<b>Certifications</b>	
New York State EMT-B Certification	2016
American Heart Association CPR and BLS	2016

## **Relevant Awards, Activities, Clubs, Sports, Community Service**

This section shows honor for relevant outstanding achievements.

Required information:  
Title of award  
Name of Granting Organization  
Date received

### *Examples of Awards:*

<b>Awards</b>	
President's List, Dutchess Community College, Fall 2016, Spring 2017	
Dean's List, Dutchess Community College, Summer 2017	
Academic Citation, Dutchess Community College, Spring 2016	
Phi Theta Kappa, Secretary, Dutchess Community College, 2015-2017	

### *Examples of Clubs & Community Service:*

<b>Clubs &amp; Community Service</b>	
Nursing Club at Dutchess Community College, President Spring 2018	8/16-5/18
Promotion support for O+ Festival	June 2017

## Relevant Professional Associations

List related affiliations for job sought.

*Examples:*

### **Professional Associations**

American Diabetes Association, Hudson Valley Chapter

Notes: Your resume should always be well organized, error-free and truthful. It is acceptable to have multiple formats and if you are not getting interviews with it, consider making revisions. Resumes are a living document that continually evolve.

## **Applicant Tracking Systems**

Applicant Tracking Systems (ATS) or Automated Resume Screeners are used by many employers. While there are some tips to keep in mind it is important to know that ATS' do not function uniformly.

According to [Jobscan](#), when you are writing a resume for ATS recognition you need to use the exact keywords as listed in the job description because those are the terms that the hiring manager will likely use when looking for matching resumes.

It is more important than ever to customize your resume as a unique response to each job posting.

Consider these three examples provided by Jobscan of how an ATS can overlook your resume:

- Some ATS can't distinguish between *front-end* and *front end*.
- Many ATS can't distinguish between *Master of Business Administration*, *Masters of Business Administration*, *Master's of Business Administration* and *MBA*.
- Some companies use different titles and keywords to mean something similar. For example, *Project Manager* vs. *Program Manager*.

The only way to get around this is to use the exact same language and punctuation as in the job description. And when it comes to

### **ATS Resume tips:**

- Don't use sans serif fonts like Times New Roman because not all ATS' can read this font style.
- Avoid using tables
- Bulleted lists are better than paragraphs

abbreviations and acronyms, use the full term first, followed by the shortened term. For example: "Master of Business Administration (MBA)."

If your resume doesn't make it through the ATS as a positive match for the desired position your resume will never be seen by a recruiting manager.

Not sure if your prospective employer uses an ATS

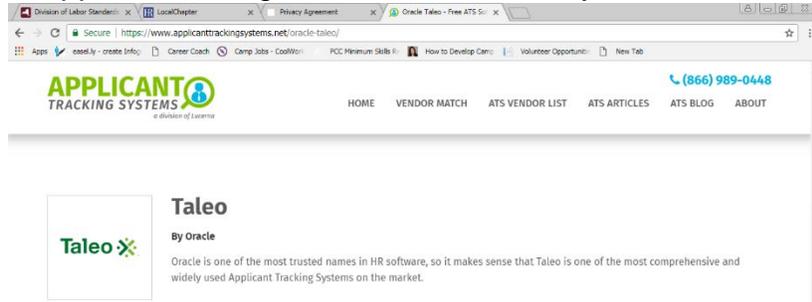
– look at the URL associated with the online application. If the URL and do a little research to find out:

For example, applying to Starbucks will send you to a URI that looks similar to the one below:

<https://starbucks.taleo.net/careersection/application.jss?lang=en&type=1&csNo=10900&portal=34100010236&reqNo=792637&isOnLogoutPage=true>

Don't know what taleo is? A quick google search for taleo applicant tracking software turns up confirmation that your application will go into an automated system.

International companies are not the only companies that use this technology. Take a look at this link from Health Quest



<https://careers-healthquest.icims.com/jobs/14434/health-information-associate/job?mode=job&iis=Indeed&iisn=Indeed.com&mobile=false&width=1216&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240>

Another quick google search for icims applicant tracking software turns up confirmation that local corporations are using ATS' too.



ATS's can be the first step in many application processes. Even DCC uses an ATS.

[https://sunydutchess.interviewexchange.com/static/clients/539DCM1/index.jsp;jsessionid=298C32AC98BB0E8C17\)A8F5770C80923](https://sunydutchess.interviewexchange.com/static/clients/539DCM1/index.jsp;jsessionid=298C32AC98BB0E8C17)A8F5770C80923)



# Articulating Your Accomplishments

Every resume must demonstrate your skills and accomplishments clearly. This is the hardest part of resume construction. Take your time and be patient.

1. Start by writing one line statements about your responsibilities.
2. Begin statements with an action word.
3. Brainstorm for ideas. Include everything. Your goal is to make a long list of one-line phrases.

*Examples:*

Supervised a team of workers  
Prepared a budget  
Sold electronics  
Interviewed job prospects

4. Once you have your basic ideas, quantify them appropriately.

*Examples:*

Supervised a 10-person food service staff  
Prepared a \$50,000 budget  
Generated \$100,000 in sales  
Interviewed and hired 10 salespeople

5. Show results whenever possible.

*Examples:*

Developed and implemented an employee training program  
Initiated a recycling program that saved money  
Created a new filing system that increased ease of use

6. Edit each statement to determine whether a reader can easily determine what you did and how you did it.
7. On a chronological resume, list each accomplishment underneath the job title.
8. Functional resumes group statements into headings based upon skills.

It is not enough to impress the hiring manager with all you have done, you have to demonstrate your experience meets the needs of the position to be filled. This is where you have to customize your statements to highlight that you are qualified for the job.

### **What the Job Description Might Say**

- 24-Hr shift work
- Respond to traffic accidents
- Interact with the public
- Situation assessment
- Equipment Maintenance
- Conflict resolution
- AC/DC knowledge
- Diagnose problems
- Event Documentation
- Equipment maintenance
- Wire installation
- Maintain parts inventory
- Customer Service Skills
- Interpersonal Communication Skills
- Maintain a neat and orderly workstation.

### **What your Resume Might Say**

- Maintained a state of readiness and alertness on 24-hr shifts.
- Responded to over 25 traffic accidents.
- Reputation for providing aid, empathy and support to individuals affected by disasters.
- Able to thoroughly assess emergency situations while remaining calm and level-headed.
- Responsible for maintenance of all equipment used on ambulance
- Trained in non-violent crisis intervention
- Working experience of high and low voltage AC and DC current.
- Diagnosed and troubleshot electrical problems using manuals, schematics, and diagrams.
- Kept records of faults by date, machine and error code in database.
- Adjusted, repaired and replaced defective parts of electric motors.
- Calibrated and installed electrical conduit as required.
- Maintained parts inventory valued at \$25,000.
- Established a repeat customer-base through knowledgeable advice and friendly customer service.
- Adept at using interpersonal communication skills to read and respond to customers' body language.
- Recognized by supervisor for maintaining a neat and orderly workstation.

# Adding Verbs to Your Resume

If the job description doesn't list the desirable skills of the ideal candidate or you are working on your resume for either a staffing agency or job fair use the following lists to spark your creativity.

## Creative Skills:

Acted	Designed	Formulated	Invented	Revised
Began	Developed	Founded	Manufactured	Revitalized
Shaped	Combined	Devised	Illustrated	Composed
Solved	Directed	Improvised	Modified	Conceived
Opened	Displayed	Initiated	Conceptualized	Condensed
Innovated	Originated	Diversified	Performed	Instituted
Drew	Created	Entertained	Integrated	Fashioned
Planned	Introduced	Photographed	Customized	

## Communication/People Skills:

Addressed	Counseled	Influenced	Outlined	Renewed
Advertised	Debated	Interacted	Participated	Reported
Arbitrated	Defined	Interpreted	Persuaded	Resolved
Arranged	Described	Interviewed	Presented	Responded
Articulated	Developed	Involved	Promoted	Served
Authored	Directed	Joined	Proposed	Serviced
Clarified	Discussed	Judged	Proved	Solicited
Collaborated	Drafted	Justified	Publicized	Specified
Edited	Lectured	Publicized	Communicated	Spoke
Composed	Elicited	Listened	Read	Suggested
Condensed	Enlisted	Marketed	Recalled	Summarized
Conferred	Explained	Mediated	Reconciled	Synthesized
Consulted	Expressed	Met	Recruited	Translated
Contacted	Formulated	Moderated	Referred	Wrote
Conveyed	Furnished	Negotiated	Reinforced	Related
Convinced	Greeted	Notified	Relayed	Corresponded
Incorporated	Observed			

## **Financial/Data Skills:**

Administered	Budgeted	Figured	Marked	Projected
Adjusted	Calculated	Financed	Marketed	Reconciled
Allocated	Computed	Forecast	Measured	Reduced
Analyzed	Conserved	Increased	Numbered	Researched
Appraised	Corrected	Inventoried	Planned	Retrieved
Assessed	Determined	Invoiced	Prepared	Saved
Audited	Developed	Listed	Priced	Programmed
Balanced	Estimated	Managed		

## **Helping Skills:**

Actively	Assisted	Diagnosed	Helped	Rehabilitated
Adapted	Cared for	Educated	Indexed	Represented
Accompanied	Clarified	Encouraged	Insured	Resolved
Advocated	Coached	Ensured	Intervened	Simplified
Aided	Collaborated	Expedited	Learned	Supplied
Allowed	Contributed	Facilitated	Motivated	Supported
Answered	Cooperated	Familiarized	Prevented	Volunteered
Arranged	Counseled	Furthered	Provided	Demonstrated
Assessed	Guided	Referred		

## **Management/Leadership Skills:**

Accelerated	Consolidated	Enforced	Instituted	Regulated
Accomplished	Contained	Enhanced	Issued	Reorganized
Acquired	Contacted	Established	Launched	Replaced
Administered	Controlled	Executed	Led	Responded
Advanced	Converted	Experienced	Managed	Restored
Analyzed	Coordinated	Generated	Merged	Reviewed
Appointed	Cut	Governed	Motivated	Scheduled
Approved	Decreased	Handled	Organized	Secured
Assigned	Decided	Headed	Originated	Selected
Attained	Delegated	Hired	Overhauled	Streamlined
Attended	Delivered	Hosted	Oversaw	Strengthened
Authorized	Developed	Improved	Piloted	Supervised
Changed	Directed	Incorporated	Presided	Terminated
Chaired	Eliminated	Initiated	Prioritized	Produced
Commanded	Emphasized	Arranged	Inspected	Recommended
Considered	Employed			

## **Teaching Skills:**

Adapted	Critiqued	Guided	Motivated	Taught
Advised	Developed	Graded	Persuaded	Tested
Clarified	Enabled	Improvised	Prompted	Trained
Coached	Encouraged	Individualized	Set goals	Transmitted
Communicated	Evaluated	Informed	Schooled	Tutored
Conducted	Explained	Instilled	Showed	Stimulated
Coordinated	Facilitated	Instructed	Simulated	Licensed
Counseled	Focused			

## **Technical Skills:**

Adapted	Constructed	Fixed	Replaced	Restored
Applied	Converted	Fortified	Rebuilt	Specialized
Assembled	Debugged	Installed	Rectified	Standardized
Attached	Designed	Loaded	Registered	Studied
Built	Determined	Maintained	Regulated	Upgraded
Calculated	Developed	Operated	Remodeled	Utilized
Composed	Engineered	Priced	Repaired	
Conserved	Fabricated	Printed	Programmed	

## **Research Skills:**

Accumulated	Detected	Formulated	Invented	Surveyed
Analyzed	Determined	Gathered	Investigated	Systemized
Chart	Diagnosed	Graphed	Located	Tabulated
Checked	Discovered	Identified	Measured	Tallied
Collected	Evaluated	Indexed	Organized	Tested
Compared	Examined	Indicated	Researched	Searched
Conducted	Experimental	Inspected	Solved	Summarized
Counted	Explored	Interpreted	Extracted	Interviewed
Critiqued				

## **Misc Verbs:**

Achieved	Exceeded	Pioneered	Succeeded	Perfected
Mastered	Reduced (losses)	Surpassed	Transformed	Earned
Overcame	Resolved (issues)	Expanded	Spearheaded	Won

# Resume Worksheet

Use this worksheet to assemble the information you will need for your resume.

## Objective:

*(Include employment goal, job title, whenever possible).*

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## Education

Name of College/ University:

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City, State:

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Dates Attended:

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Degree(s) certificate(s):

---

Major:

---

Areas of concentration/related courses:

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Special Projects:

---

Honors:

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## Work History

Employer/Company 1:

---

City, State:

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Job Title:

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Dates of employment:

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Responsibilities:

*(use job description if necessary):*

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Specific accomplishments:

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Skills used:

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Employer/Company 2:

---

City, State:

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Job Title:

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Dates of employment:

Responsibilities:

*(use job description if necessary):*

Specific accomplishments:

Skills used:

Employer/Company 3:

City, State:

Job Title:

Dates of employment:

Responsibilities:

*(use job description if necessary):*

Specific accomplishments:

Skills used:

**Licenses and Certificates**

Name of granting institution or government:

Title of license or certificate:

Date received:

**Awards**

Title of award:

Date received:

Purpose of award:

Name of granting organization:

**Relevant Volunteer/College  
Clubs and Sport Activities**

Name of organization:

Dates:

Titles or offices held:

Activities:

Accomplishments:

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# Sample Functional Resume I

**John Q. Public**

123 Down Road  
Anywhere, NY 12345

(123) 456-7890  
jqpublic@nowhere.com

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**Objective:** To obtain a position as a management trainee with growth potential.

## **Education**

A.A.S. Business Administration, Somewhere College, Somewhere, NY      May 2010  
G.P.A. 3.8

## **Relevant Skills and Experience**

### **Management Skills**

- Supervised staff of 4 to 8 people. Managed conflicts and resolved staffing problems under severe time pressure. Found creative ways of adapting assignments to personalities of staff.
- Planned innovated ways of allocating staff responsibilities to ease tension between workers and management and achieved dramatic improvement in staff morale.

### **Budgeting Skills**

- Demonstrated exceptional ability to **forecast** necessary inventory.
- Identified cost-saving steps and used budget surplus to provide special services for customers and incentives to **employees** which increased customer satisfaction and made staff feel more appreciated.

## **Relevant Courses**

- Introduction to Business
- Principles of Marketing
- Financial Accounting
- Business Law
- Business Communication
- Business Internship

## **Awards and Clubs**

President's List Fall 2006, Spring 2007, Summer 2007  
Alpha Beta Gamma, International Business Honor Society 2005-Present

## **Work History**

Assistant Manager, Blockbuster, Poughkeepsie, NY      6/07– Present  
Waiter, Chuck-E-Cheese, Poughkeepsie, NY      6/05 – 5/06

# Sample Functional Resume II

## Brendon Lyons

3453 Courtney Court  
Maybrook, NY 12345

(845) 855-8765  
[Brendanl@yahoo.com](mailto:Brendanl@yahoo.com)

### Objective

Seek an Administrative Assistant position utilizing organizational skills.

### Education

A.A.S., Business Administration, Dutchess Community College,  
Poughkeepsie, NY

12/2007

### Front Office Administration/Executive Support

- Managed front office administration to support a staff of 15.
- Provided secretarial support to President and Sales staff.
- Knowledgeable and experienced in all clerical aspects of office operations.

### Account Management

- Managed 1,500 computerized customer accounts.
- Coordinated with 20 field agents to process up to 200 claims daily.
- Referred completed orders for scheduling and delivery.

### Customer Service

- Greeted Customers and determined their specific needs.
- Maintained professional communication with all clients.
- Worked with customers to begin process to resolve their concerns.
- Identified creative solutions to customers' problems and maintained customer satisfaction.
- Researched and referred unresolved customer issues to management.

### Technical Skills

- Microsoft Word
- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher

### Employment History

Administrative Assistant, Abe Insurance, Fishkill, NY 2/2007-Present  
Sales Associate, Target, Poughkeepsie, NY 11/2006-1/2006

# Sample Chronological Resume

John Q. Public  
123 Down Circle  
Anywhere, NY 12345  
(123) 456-7890  
[jqpublic@nowhere.com](mailto:jqpublic@nowhere.com)

---

Objective: To obtain a position as a clerical staff member.

## Education

A.A. Office Practices,            Somewhere College, Somewhere, NY            05/2010

## Employment History

### **File Clerk**

Metropolitan Insurance Company, Anywhere, NY            6/2008 - Present

- Filed claims and other documents in clients' folders.
- Operate office equipment such as copier, fax, and automated postal machine.
- Typed labels and completed forms on request.

### **Sales Clerk**

Wal-Mart, Anywhere, NY            5/2007 - 5/2008

- Used cash register to record sales.
- Made change, verified identity for checks, and processed credit cards.
- Restocked shelves and sorted goods.
- Attached price tags to goods.
- Answered phones for customers.
- Calmed agitated or irate customers.

### **Counter Clerk**

A&W Restaurant, Anywhere, NY            3/2006 - 4/2007

- Entered customers' orders on cash register, and placed requested items on a tray or in a bag.
- Made change.
- Refilled supply shelves.
- Maintained professional, courteous image in front of customer.

## Special Skills

- Microsoft Suite and Adobe Photo Shop and Illustrator
- Type 90 words per minute
- PC and Mac Proficient

# Sample Engineering Resume I

## Jason P. Sloan III

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39 Alta Drive - Cold Spring, NY 10555 - 845-234-5555 - JP Sloan3@yahoo.com

Objective: Join an engineering team as an electrical engineer

### Education

A.A.S. Electrical Engineering Technology	January 2007
Dutchess Community College, Poughkeepsie, NY	
G.P.A. Engineering 4.0	Overall 3.52

### Relevant Skills and Experience

#### Performance and Support

- Monitored the electricity generation of 900 MW by 12 generators.
- Learned the power generation processes in gas turbine generators.
- Assisted maintenance engineers in daily maintenance of generators.

#### Implementation

- Input data of daily fuel consumption by 12 plants into an ERP system.
- Prepared daily reports of the fuel consumption by all plants using an ERP system.
- Logged daily maintenance problems for 12 generators.

### Relevant Courses

- |                          |   |
|--------------------------|---|
| • DC Circuits            | • Applications in Interactive Computing |
| • Engineering Technology | • Statistical Process Control           |
| • Physics I              | • Electro Mechanical Devices            |
| • Digital I              | • Technical Drawing                     |
| • AC Circuits            | • Electronics Project Laboratory        |
| • Electronics I & II     |   |

### Awards

Dean's List Fall 2005, Spring 2006, Summer 2006, Fall 2006, Spring 2007

### Work Experience

Gardener, Greener Lawns Landscaping  
Intern, BC Power Incorporated

June 2005 - Present  
January 2006-May 2006

# Sample Engineering Resume II

## WILLIAM WATT

123 Street Blvd. Wappingers Falls, NY 12590  
Cellphone: (787) 555 – 8888 | E-mail: watt@gmail.com

### **PROFESSIONAL PROFILE:**

#### **Electrical Engineering Graduate**

Self-motivated and resourceful professional with troubleshooting skills and knowledge of concepts in Electrical Engineering. Demonstrates effective communication, troubleshooting, and organizational skills. Focused on pursuing opportunities for career development in the field of Electrical Engineering.

### **SKILLS AND QUALIFICATIONS**

#### **Technical Skills**

- Comfortable with interpreting, analyzing, and designing circuit schematics.
- Students will demonstrate the ability to use technology and software applications to produce an output or perform analyses appropriate to their academic program/discipline.
- Highly experienced with troubleshooting equipment and developing preventative measures.
- Experience with using Programmable Logic Controllers in a manufacturing setting.

#### **Organizational Skills**

- Accurately managed inventory of maintenance supplies and equipment.
- Demonstrate technical and oral communication skills in a clear and organized manner.

### **EDUCATIONAL EXPERIENCE**

Dutchess Community College – Poughkeepsie, NY 05/2016

#### **Associates in Applied Science Degree: Electrical Technology**

Relevant Coursework:

DC Circuits	Electronics I & II	Electro-Mechanical Devices
AC Circuits	Digital Fundamentals	Automation Systems

### **WORK EXPERIENCE**

Coca Cola Refreshments – Elmsford, NY 10523 05/2013 – 08/2016

#### **Maintenance Mechanic**

- Troubleshoot equipment problems and install new equipment.
- Perform immediate corrective and preventative maintenance on equipment.
- Generate parts request to ensure adequate inventory. 6

Dutchess Community College – Poughkeepsie, NY 12603

#### **Peer Tutor for Electrical Engineering Program**

02/2015 – 05/2016

- Assisted students with coursework related to electrical engineering subjects.
- Attended advanced tutor training sessions towards becoming a certified tutor.

# Sample Teacher Resume

Dwajuana Wheeler  
(845) 976-8743

[dwheeler@comcast.net](mailto:dwheeler@comcast.net)

3765 Gala Street  
Rhinebeck, NY 12346

**OBJECTIVE:** Assistant Elementary English Teacher grades 1-6

## EDUCATION

A.S., Childhood Education 1-6, Dutchess Community College, Poughkeepsie, NY  
G.P.A. 3.4 12/06

Certificate, Teacher Assistant, Dutchess Community College, Poughkeepsie, NY  
5/06

## MENTORING TO DRIVE STUDENT ACHIEVEMENT

- Created individualized learning program for students assigned by classroom teacher.
- Personalized activities for structured time for children ages 6-12.

## EFFECTIVE CLASSROOM MANAGEMENT

- Managed classroom behavior during specific timeframes.
- Clearly defined expectations stressing positive behavior.
- Utilized consistent reward and consequence practices to encourage student's cooperation.

## CURRICULUM DEVELOPMENT

- Created intriguing lessons that challenged students as assigned
- Developed interactive modules to stimulate student's learning

## RELEVANT COURSES

- Learner Diversity
- Developmental Psychology
- Psychological Principles I
- Performing Skills for the Classroom
- Composition I & II
- History
- Lifetime Fitness & Wellness
- Social Problems in Today's World

## TECHNICAL SKILLS

- Microsoft Word
- Microsoft PowerPoint
- BlackBoard
- Microsoft Outlook

## WORK HISTORY

Private Childcare, Klutz Family, Wappingers Falls, NY  
Student Teacher, Connor Elementary School, Holmes, NY

7/04-present  
1/06-3/06

# Sample Communications Resume

## Avatar Global

100 Million Miles Away, Galaxy, NY  
845-431-8040  
avatar.global@email.sunydutchess.edu

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### OBJECTIVE

Entry-level position utilizing my education as a visual effects assistant.

### EDUCATION

A.S. Communications and Media Arts	GPA 3.8
Dutchess Community College, Poughkeepsie, NY	05/2015

### MANAGEMENT SKILLS

- Supervised staff of 4-8 people.
- Managed conflicts and resolved staffing concerns.
- Planned innovative ways of allocating staff responsibilities to ease tension between workers and management and achieved dramatic improvement in staff morale.

### RELEVANT COURSEWORK

- Basic Video Production
- Video production I and II
- Visual effects for the Moving Image
- Basic Media Writing

### COMPUTER PROGRAMS

Quark Express, Flashpoint

### HONORS AND AWARDS

- Dean's List, Fall 2007
- President's List , Spring 2008

### EXPERIENCE

Receptionist, Financial Enterprises, Poughkeepsie, NY	10/2006 - Present
Sales Associate, Mother Earth, Poughkeepsie, N	02/2005 - 09/2006

# Sample Nursing Resume

**Florence Nightingale, R.N.**

555 Mockingbird Lane, Hixson, TN 37343

Phone: (845)555-1234

Email: [nightingalern@gmail.com](mailto:nightingalern@gmail.com)

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## **CAREER FOCUS**

Compassionate and conscientious health professional looking to obtain a position as Registered Nurse in a healthcare setting where my comprehensive clinical training and experience will be of value, both to the patient base and the institution.

## **PROFESSIONAL PROFILE**

- Excellent communication skills and ability to build rapport with patients, allowing for proper assessment of patients spoken and unspoken needs
- Healthcare professional who takes pride in providing high quality care to each patient addressing their unique needs
- Superior time management skills with an emphasis on being prompt and organized, especially in high stress situations
- Always looking to stay current with advances in nursing and opportunities to increase knowledge base and professional development

## **RELEVANT SKILLS AND QUALIFICATIONS**

### **Clinical Skills**

- Solid theoretical background in the principals of biology and social science, which guide all practice in the clinical setting
- Competent in Med/Surg unit with emphasis on dressing changes as ordered, pain management and infection assessment
- Dispense medication to 30 patients three times a day, including educating each individual on the medication, nutrition, health and wellness
- Practiced in checking blood sugar levels and providing insulin as needed
- Solid ability to assess stroke patients according to the stroke pathway, including scoring on the NIH score scale
- Respiratory skills along with caring for ventilated and trach patients, performing trach care and suctioning, as well as monitoring oxygen levels
- Knowledgeable in performing EKG and interpreting EKG strips
- Practiced in IV therapy, tube feeding and neurological assessments

### **Administrative Skills**

- Experienced in proper documentation, keeping logs and adhering to HIPAA regulations
- Responsible for training incoming LPN's on dispensing medication, as well as on proper safety for themselves in a correctional facility
- Inventory of pharmaceuticals at end of shift to ensure proper narcotic count
- Trained in utilizing PYXIS in a hospital setting
- Interactive member of healthcare team with an emphasis on clear communication regarding pharmaceutical needs for patients

**PROFESSIONAL WORK HISTORY**

Fishkill Correctional Facility – Beacon, NY 10/2012 – Present

**Licensed Practical Nurse**

- Dispense medications three times per shift and educate patients about medication
- Check patients' blood sugar and provide insulin

Arms Acres – Carmel, NY

05/2011 – 11/2011

**Licensed Practical Nurse**

- Dispense medications and sign off on medications in computer using Meditech

**EDUCATION**

Dutchess Community College, Poughkeepsie, NY

05/2016

**A.A.S, Nursing**

Capital Region BOCES – Albany, NY

2009

**Licensed Practical Nurse**

**LICENSES AND CERTIFICATIONS**

New York State Licensed Registered Nurse – License #723205

09/2016

BLS Certification

05/2015

Mental Health First Aid - NAMI

Infection Control – New York State online

New York State Licensed Practical Nurse – License #305319

**PROFESSIONAL DEVELOPMENT**

Proper Medical Documentation Training

**PROFESSIONAL AFFILIATIONS AND ASSOCIATIONS**

New York State Nurses Association

# Sample Architecture Resume

**ROBERT T. BUILDER**

99 Design Blvd. Wappingers Falls, NY 12590

Cellphone: (787) 555-8888 888

E-mail: [rtbuilder@aol.com](mailto:rtbuilder@aol.com)

## **CAREER FOCUS:**

Innovative, self-motivated and resourceful architectural student with the ability to deliver design solutions that offer the best in efficiency, functionality and style. Individual who demonstrates effective communication skills, organizational skills and the ability to complete tasks and meet deadlines. Focused on pursuing opportunities for career development in the field of Architectural Design.

## **AREAS OF PROFICIENCY**

### **Technical Skills**

- Ability to incorporate green building practices into designs, striving to achieve a blend of efficiency and functionality
- Created architectural presentations for capstone project
- Solid background and knowledge of design theory with ability to apply to projects
- Strong design skills with attention to fine detail
- Distinctive creative process, which allows for appropriate preparation prior to initiating project
- Computer literate in Microsoft, Adobe InDesign, CoreIDRAW and Harvard Graphics

## **EDUCATIONAL EXPERIENCE**

Dutchess Community College – Poughkeepsie, NY

05/2016

### **Associates in Applied Science Degree: Architectural Technology**

#### **Relevant Coursework:**

Architectural Drawing

Working Drawings

Building Materials & Construction

Mechanical and Electrical Systems in

Design Theory

Buildings

Architectural Presentation

## **WORK EXPERIENCE**

Dutchess Community College – Poughkeepsie, NY 12603

### **Peer Tutor for Architectural Technology Program**

02/2016 – 05/2018

- Assisted students with coursework related to computer assisted drawing.
- Attended advanced tutor training sessions towards becoming a certified tutor.

Lowes – Poughkeepsie, NY 12603

05/2013 – Current

### **Sales Associate**

- Specialty in assisting general contractors with large projects, while being conscientious of budget restrictions
- Generate material requests and maintained inventory

## **RELATED ACTIVITIES**

Architectural Club - Dutchess Community College

2016 – 2018

### **Vice President**

# Sample Administrative Resume

## Filomena File

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123 Blvd Poughkeepsie, NY 12601

845-123-4567

Filomena-File@hotmail.com

## Professional Profile

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Resourceful and task-oriented administrative assistant with 5 years of experience in general office management. Recognized for being a results-driven professional who is able to use sound judgement, prioritize multiple assignments and communicate effectively at various levels to complete assignments.

## Skills and qualifications

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- Skilled at deescalating client concerns assuring a mutually satisfying outcome.
- Accurately type 60 words per minute.
- Exceptional organization skills and attention to detail.
- Able to work independently and as part of a team.

## Work Experience

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### Office Manager

5/2015 – Present

Professional Management Company  
Millbrook, NY

- Provide excellent service and communication to vendors and contractors.
- Maintain division-wide attendance calendar.
- Arrange all domestic travel itineraries, for 4 executives.
- Maintained hardware and software inventory valued at over \$75,000.
- Coordinate the purchase, installation, and maintenance of office equipment

### Administrative Assistant

2/2013-5/2015

Consultant Company of Brewster-  
Brewster, NY

- Facilitated communication between legal department and new consultants to expedite contract execution.
- Manage mail distribution for over 30 employees.
- Tracked and generated local advertising leads via internet research.
- Analyzed company data including inventory control and employee attendance.

### Pet Detective

June 2011-December 2012

Blue Buffalo (NEED CITY/STATE)

- Only recipient in the Northeast Region to earn the Blue Elite Award for hitting \$10,000 weekly sale goal.
- Educated pet parents on the benefit of proper nutrition and nutrition needs.

## Technology

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- Proficient in MS Office Suite and Oracle
- Networking and Technical Support Certificate