



SMUSM

HEGI FAMILY CAREER
DEVELOPMENT CENTER

RESUME & COVER LETTER WRITING GUIDE

Demonstrate a History of Success

200 Hughes-Trigg Student Center

214-768-2266

www.smu.edu/career/

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HEGI FAMILY CAREER DEVELOPMENT CENTER CONTACT AND RESOURCE INFORMATION

Career Office Hours

Hegi Family Career Development Center

200 Hughes-Trigg Student Center
M-F 8:30am -5:00 pm
214-768-2266

BBA Career Services

Drop-In appointments M-TH 1:00pm - 4:00pm
Pre-Scheduled appts. M-F 8:30am – 5:00pm
254 Maguire
214-768-1943

Career Information Resources

**Hegi Family Career
Development Center Library**
200 Hughes-Trigg Student Center

Business Information Center

150 Maguire
214-768-4107
<http://bic.cox.smu.edu>

Fondren Library

Reference Desk: 214-768-7378

RESUME ASSISTANCE

The Hegi Family Career Development Center assists students by offering:

- **Career Orientation Workshops**

Career focused workshops that describe the resume do's and don'ts, as well as how to register with the career center and use our recruiting system. These are also available online.

- **Resumania**

Held each semester before the career fair. Employers volunteer to review resumes and offer feedback.

- **Resume Review**

Career Counselors are available daily to critique resumes and cover letters!

- **Career Library**

The Hegi Family Career Development Center and the BIC contain many resume and cover letter assistance books, including, but not limited to:

- "Resumes to the Rescue"
- "The Resume Makeover"
- "The Global Resume & CV Guide"
- "Best Resume & CV for International Jobs"
- "Ace the IT Resume"
- "RESUME" (contains 600 examples)
- "Electronic Revolution"
- "Real Resumes for Financial Jobs"

- **Internet Resources**

Visit the career center's website at www.smu.edu/career/ and view our many websites that provide writing assistance.

RESUME CONTENT OVERVIEW

Demonstrate a History of Success:

Your resume should reflect your education, experience, skills, and interests by focusing on what you have achieved, demonstrated, and learned. Employers want to see a history of success demonstrated on your resume. Omit any information that could be used to screen you out of an interview such as a low GPA (below a 3.0). Your resume must be error free and all information must be accurate.

Be brief, 1 - 2 pages in length:

Employers prefer that new graduates keep their resumes to one page. Alumni and graduate students with extensive RELEVANT experience may need two pages to adequately describe the most important elements of their background. Make sure to put the most important information on the first page of your resume.

Resume Layout:

Use formatting and placement to highlight key information and to draw attention to your strengths. The most relevant information pertaining to your career goals and the position you are applying for should be listed first.

Information to Include:

- Contact Information
- Objective
- Education
- Related/Relevant Coursework
- Honors
- Summary of Qualifications
- Skills (languages/computer)
- Experience (related, volunteer, other)
- Coursework/Related Projects
- Leadership Experience
- Extracurricular/Community Activities

Information Not Appropriate to Include:

- Gender
- Race
- Marital Status
- Religion
- Sexual Orientation
- Political affiliation
- Personal descriptions (height, etc.)

CONTENTS OF A RESUME

CONTACT INFORMATION

Place your contact information at the top of your resume.

ESSENTIAL INFORMATION:

- Name, current address, phone number (with professional voicemail), and e-mail address

OPTIONAL INFORMATION:

- Web address (for employer to view)
- Permanent Address & Phone (if needed)
- Cell (only if answered professionally)

OBJECTIVE

An objective is a brief statement of your career interests - what you want to do and in what type of industry. We recommend you tailor it to the position when possible.

SAMPLE CAREER OBJECTIVES:

Position and interest areas stated:

- An internship position as an editorial assistant in magazine publishing.
- An entry level computer programming position leading to program design.

Skills and organization type stated:

- To obtain a position in investment banking using excellent quantitative and analytical skills.

SUMMARY OF SKILLS/QUALIFICATIONS

Customize this brief summary of your key qualifications according to the attributes the employer is seeking. Review the job description, identify the skills desired, and then highlight your experiences.

TOP SKILLS EMPLOYERS SEEK:

- Communication (Verbal & Written)
- Analytical/Research
- Team
- Interpersonal
- Leadership/Management
- Computer/Technical
- Organization

EDUCATION

Use reverse chronological order (most recent first).

ESSENTIAL INFORMATION:

- Name of the University(s), city, state
- Degree and major(s)
- Projected graduation date

OPTIONAL INFORMATION:

- Minors, specialization or focus areas
- Honors and GPA's (3.0 or above)
- Study Abroad experiences
- Relevant coursework
- Senior research/projects
- High School honors, leadership

EXPERIENCE (RELEVANT OR OTHER)

RELEVANT EXPERIENCE IS GAINED THROUGH:

- Jobs (full-time, part-time & temporary)
- Work-study
- Internships
- Volunteering
- Extracurricular activities
- Military experience
- Academic projects or assignments

WHEN DESCRIBING YOUR EXPERIENCE INCLUDE:

- Position title
- Organization name, city and state
- Dates of employment (month & year)
- Description of accomplishments and responsibilities beginning with verbs
Complete sentences are not required
(Avoid phrases like "Duties included"
See Pg. 6-7 for a list of action verbs)

SUGGESTIONS FOR DESCRIBING EXPERIENCES:

- Focus on accomplishments/outcomes.
- Describe the variety of tasks performed and progressive increases in responsibility.
- Begin each sentence with an action verb.
- Use keywords/nouns to convey key skills or knowledge areas (e.g., familiar with C++, fluent in Spanish).
- Qualify & quantify the scope of your experience using numbers and facts.
- Do not use personal pronouns in your description (I, me, my, etc.).

EXTRACURRICULAR ACTIVITIES & COMMUNITY INVOLVEMENT

Include activities that illustrate your skills. Focus on your accomplishments, leadership positions, & committee involvement. To learn more, visit http://www.quintcareers.com/transferable_skills.html. For assistance with identifying your transferable skills, visit with a career counselor.

HONORS

Include recognition for scholarships, academic honors, sports, community service, work, etc.)

REFERENCES

References should be listed on a separate page. Use the same heading and contact information as your resume. (See the Reference Sheet Example on page 19). Ask individuals to be a reference before including them.

OTHER SECTION HEADINGS

International experience, volunteer experience, leadership experience, relevant coursework, publications, foreign languages, computer skills, research, certifications, professional associations, etc.

RESUME FORMATS

In organizing your resume, choose the format that best illustrates your qualifications. Below are the three main types of resume formats used.

CHRONOLOGICAL

The chronological resume is the most common style. Education, experience and skills are arranged in reverse chronological order. This resume is appropriate for candidates whose academic and/or professional background is directly related to the position for which they are applying. (See p. 8 for an example.)

FUNCTIONAL

The functional or skills resume is used to market your qualities by emphasizing your skills and abilities. Skills such as communication and organization are used as major headings and information from your background (work experience and/or activities) is used to illustrate and support those skills. It is a good format for alumni reentering the job market or making a career change. (See p. 13 for an example.)

COMBINATION

A combination resume is a modified version of a functional resume. This format is most appropriate for new grads with relevant experience from a variety of areas such as extracurricular activities, class projects, internships, volunteering, etc. You may accomplish this format by including a Summary of Qualifications followed by relevant experience and activities. (See p. 17 for an example.)

ELECTRONIC RESUMES

Some employers may require you to email or post your resume on a web site. Following are some helpful tips to create an accurate electronic resume.

SCANNABLE RESUMES

Many large companies, especially those in the technology industry, scan resumes electronically to find suitable candidates to interview by identifying keywords in resumes. Try to use the keywords listed in the job posting in your resume.

- Avoid italics, script, underlining, shading, and graphics. Most scanners accept bolding, though using all capital letters may be the best choice
- Do not use horizontal/vertical lines
- Do not use open-faced bullets such as "o" because these can be read as the letter "o". Use closed-faced bullets such as "•"
- Print on white paper and do not fold or staple

ASCII OR PLAIN TEXT FORMAT

Employers may ask you to e-mail your resume to them in ASCII format. ASCII is the simplest form of text in that it contains no formatting within the document. It allows prospective employers to view your resume via the Internet or e-mail no matter what kind of computer they are using.

To create an ASCII resume, type your resume using your favorite word-processing application, and then save it as a text only document (Rich Text Format or RTF). AVOID formatting mistakes such as:

- Special characters (such as "smart quotes" or mathematical symbols)
- Tabs - use your spacebar instead
- Alignment - the default for ASCII is to make everything left justified (which is the preferred format for scanning resumes and online viewing)
- Word-wrap - Use hard returns to insert line breaks instead
- Fonts - boldface, italics, and various sizes will NOT appear in the ASCII version

E-MAILING RESUMES

If you are sending a resume as an attachment, make sure it is in a format that employers can read and that it is virus free. Some e-mail systems will not view or will not accept e-mail messages with attachments, so follow up with employers! Make sure they received your resume and were able to view it.

WEB RESUMES OR WEB PORTFOLIO

A web resume is a formatted resume that you place on the web. A web portfolio should contain your resume and samples of your work (projects, reports, etc). Make sure your website is viewable for employers.

RESUME CHECKLIST

CONTENT

Organization	Information is arranged logically and in a format that highlights your strengths.
Contact Information	Address, phone number and e-mail are all current and correct. Have a professional voicemail message on your phone.
Objective	Statement is specific enough to give an employer an idea of the job you're seeking. If not, remove it.
Education	Spell out your degree, major and minors.
Summary of Skills <i>Optional</i>	Good way to highlight your strengths and skills that you may or may not describe under experience.
Grade Point Average	Include GPA if overall or major / relevant GPA is 3.0 or better. Be sure to identify the GPA by major or overall.
Graduation Date	Include the month and year that you expect to graduate.
Relevant Coursework <i>Optional</i>	List courses or class projects when career-related experience is lacking or coursework is particularly relevant.
Work Experience	Describe your experience in terms of accomplishments and the variety of tasks performed and responsibilities held. USE ACTION VERBS (See list on pp. 6-7.)
Activities & Leadership	List activities that demonstrate your job-related skills and accomplishments. Refrain from using personal hobbies.
Honors <i>Optional</i>	Good to include to highlight your academic achievements. May also appear under Education.

STYLE & FORMATTING

Headings	Use boldface or capital letters for emphasis. Use headings that apply to your resume.
Action Verbs	Use short action phrases to demonstrate your responsibilities.
Verb Tenses	Use accurate verb tense – use present tense verbs when referring to current activities, and use past tense when referring to previous activities.
Font	Font size should be 10-12 pt. Use simple, readily legible fonts, such as Times New Roman, Arial, and Courier.
Length	One page is preferred for recent graduates and current students.
Bullets	Use bullets to start each description. Avoid using fancy bullets.
Consistency	Maintain a consistent formatting style. If one heading is bold, all headings should be bold.
Paper	Paper should be heavy bond, white or pale colored.
Placement	Leave enough white space on the page so that your resume is easy to scan / read.

ADDITIONAL TIPS

Proofread	Check for grammar, spelling and consistency. Ask someone else to proofread your resume.
Resume Review	See a career counselor for feedback on your resume.
Cover Letter	Include a well-written, customized cover letter with your resume. (See pp. 20-21 for more information and examples.)
Update	Always keep your resume up-to-date with current jobs / internships and activities.

ACTION VERBS

COMMUNICATION SKILLS - GENERAL

Addressed	Debated	Furnished	Outlined	Stimulated
Advertised	Defined	Guided	Participated	Solicited
Articulated	Described	Informed	Presented	Specified
Authored	Developed	Instilled	Printed	Spoke
Clarified	Discussed	Instructed	Promoted	Suggested
Collaborated	Documented	Interacted	Proposed	Summarized
Communicated	Drafted	Interpreted	Publicized	Synthesized
Condensed	Edited	Interviewed	Published	Talked
Conducted	Exhibited	Lectured	Questioned	Taught
Conferred	Explained	Listened	Referred	Trained
Consulted	Expressed	Lobbied	Reinforced	Transmitted
Contacted	Focused	Marketed	Reported	Translated
Conveyed	Formulated	Mediated	Responded	Tutored

COMMUNICATION SKILLS - VERBAL

Addressed	Confronted	Guided	Listened	Spoke
Advised	Debated	Instructed	Participated	Suggested
Articulated	Discussed	Interpreted	Presented	Summarized
Clarified	Explained	Interviewed	Responded	Synthesized
Coached	Expressed	Lectured	Solicited	Talked

COMMUNICATION SKILLS - WRITTEN

Advised	Composed	Edited	Publicized	Synthesized
Advertised	Contacted	Marketed	Published	Transmitted
Authored	Corresponded	Observed	Reported	Translated
Coached	Documented	Outlined	Specified	Wrote
Collaborated	Drafted	Printed	Summarized	

INITIATIVE & CREATIVE SKILLS

Acted	Constructed	Earned	Instituted	Performed
Adapted	Created	Effected	Introduced	Photographed
Began	Customized	Entertained	Integrated	Planned
Built	Designed	Established	Introduced	Produced
Combined	Developed	Fashioned	Invented	Revised
Competed	Devised	Formulated	Launched	Revitalized
Composed	Directed	Founded	Made	Shaped
Conceived	Discovered	Illustrated	Modeled	Solved
Conceptualized	Displayed	Improvised	Modified	Started
Condensed	Drew	Initiated	Originated	Visualized

INTERPERSONAL & TEAM SKILLS

Adapted	Contributed	Ensured	Interacted	Reconciled
Advocated	Convinced	Expedited	Intervened	Recruited
Aided	Cooperated	Facilitated	Joined	Referred
Answered	Counseled	Familiarized	Judged	Rehabilitated
Arbitrated	Demonstrated	Furthered	Mediated	Represented
Arranged	Diagnosed	Guided	Moderated	Resolved
Assessed	Directed	Helped	Motivated	Simplified
Assisted	Educated	Interacted	Negotiated	Sold
Clarified	Elicited	Influenced	Participated	Supplied
Coached	Enabled	Inspired	Persuaded	Supported
Collaborated	Encouraged	Involved	Prevented	Treated
Conferred	Enlisted	Insured	Provided	Volunteered
Consulted				

MANAGEMENT/LEADERSHIP SKILLS

Accelerated	Controlled	Generated	Managed	Reorganized
Achieved	Converted	Handled	Merged	Replaced
Administered	Coordinated	Headed	Motivated	Restored
Analyzed	Decided	Hired	Navigated	Reviewed
Appointed	Delegated	Hosted	Organized	Scheduled
Approved	Developed	Implemented	Originated	Secured
Arbitrated	Directed	Improved	Overhauled	Selected
Arranged	Eliminated	Incorporated	Oversaw	Served
Assigned	Emphasized	Increased	Planned	Staffed
Attained	Enforced	Initiated	Presided	Streamlined
Authorized	Enhanced	Innovated	Prioritized	Strengthened
Chaired	Established	Inspected	Produced	Succeeded
Considered	Evaluated	Instituted	Provided	Supervised
Consolidated	Executed	Judged	Pushed	Terminated
Contracted	Expanded	Led	Recommended	

ORGANIZATIONAL SKILLS

Approved	Coordinated	Logged	Purchased	Specified
Arranged	Corrected	Maintained	Recorded	Structured
Attained	Corresponded	Monitored	Registered	Submitted
Catalogued	Dispatched	Obtained	Reorganized	Supplied
Categorized	Distributed	Operated	Reserved	Standardized
Charted	Executed	Ordered	Responded	Systematized
Checked	Filed	Organized	Retrieved	Tabulated
Classified	Generated	Prepared	Reviewed	Tracked
Coded	Implemented	Prioritized	Routed	Traded
Collected	Incorporated	Processed	Scheduled	Updated
Compiled	Inspected	Proofread	Screened	Validated
Consolidated	Integrated	Provided	Set up	Verified

ANALYTICAL & RESEARCH SKILLS

Accomplished	Collected	Estimated	Invested	Reconciled
Accounted	Compared	Evaluated	Investigated	Reduced
Acquired	Compiled	Examined	Located	Researched
Adapted	Completed	Expedited	Managed	Retrieved
Administered	Conducted	Experimented	Marketed	Reviewed
Adjusted	Computed	Explored	Measured	Searched
Allocated	Conserved	Extracted	Observed	Solved
Analyzed	Corrected	Facilitated	Organized	Summarized
Appraised	Critiqued	Forecasted	Netted	Surveyed
Assessed	Dealt	Formulated	Planned	Systematized
Audited	Detected	Found	Prepared	Tackled
Balanced	Determined	Gathered	Programmed	Tested
Budgeted	Developed	Inspected	Projected	Traded
Calculated	Devised	Interviewed	Proved	Troubleshoot
Clarified	Diagnosed	Invented	Qualified	Uncovered

TECHNICAL SKILLS

Adapted	Converted	Fortified	Rectified	Systemized
Applied	Debugged	Installed	Regulated	Solved
Assembled	Designed	Maintained	Remodeled	Specialized
Built	Determined	Operated	Repaired	Standardized
Calculated	Developed	Overhauled	Replaced	Studied
Computed	Engineered	Printed	Restored	Upgraded
Conserved	Fabricated	Programmed	Serviced	Utilized
Constructed				

WONG SOUNG MEI

(Native US Citizen)

Current Address:
P.O. Box 7501234
Dallas, TX 75275-1234
(214) 768-1111

wmei@smu.edu

Permanent Address:
1234 Pleasant Drive
Atlanta, GA 30314
(404) 555-1111

OBJECTIVE

A research assistant and/or lab technician position utilizing my knowledge of chemistry and immunology.

EDUCATION

Southern Methodist University, Dallas, Texas
Bachelor of Science in Chemistry, Minor in Biology

May 20XX

RELATED COURSEWORK

Introduction to Polymer Chemistry
Advanced Organic Chemistry

Physical Chemistry I & II
Advanced Analytical Chemistry

Instrumental Analysis
Inorganic Chemistry

EXPERIENCE

Chemistry Department, SMU, Dallas, Texas

September 20XX to Present

Rheumatology and Immunology Department, Intern

- Run and maintain high-pressure liquid chromatography system for proteins (leukotrienes)
- Prepare standards and titration of antibodies used by the entire department
- Study culture and bovine endothelial cells
- Conduct binding studies with leukotrienes
- Gain knowledge of how spectrophotometer obtains concentrations and the purifying of polymorphonuclear leukocytes and monocytes

Davenport Company, Atlanta, Georgia

Summer 20XX

Chemical Division, Part-time Assistant

- Ran trials on the bleaching process using different chemicals in order to improve the process and reduce the outflow of dioxins.
- Calculated flow rates and meter pump settings for the chemical polymer feed system in the filter plant.
- Assisted outside engineering firm in designing a new bulk storage tank system and piping for the main polymers used for filtration.
- Provided technical assistance and support to management.

Moonstone and Smythe Company, Atlanta, Georgia

Summer 20XX

Engineering Department, Intern

- Assisted a DuPont Test Specialist in the operation of a two-column distillation pilot plant.
- Started the pilot plant, monitored the control panel, made process adjustments as needed to maintain steady state operation and shutting the pilot plant down when needed.
- Compiled pilot plant data and performed associated calculations on an IBM PC.

LEADERSHIP ACTIVITIES

- Chemistry Society, Treasurer
- Chemistry Tutor, Dallas Independent School District
- Phi Lambda Upsilon, Chemistry Honor Society
- Mustang Link (host prospective SMU students)

Jinnie Jenkins

3000 McFarlin
Dallas, TX 75205
(405) 890-1234

jjenk@mail.smu.edu

2000 First Street
Tulsa, OK 73018
(405) 123-4567

Objective:	To obtain an engineering-related internship utilizing my analytical and interpersonal capabilities		
Education:	Southern Methodist University- Dallas, Texas Bachelor of Science in Electrical Engineering (ABET accredited) May 20xx Bachelor of Science in Math Overall GPA: 3.719 Electrical Engineering GPA: 3.75 Math GPA: 3.75		
	Staley High School – Tulsa, Oklahoma May 20xx GPA: 4.41; Class Rank 1/200		
Relevant Coursework:	Electronic Circuits Adv Math for Engineers Calculus I, II, & III	Analysis of Signals and Systems Globalization and Information Technology Differential Equations	Physics I & II Linear Algebra C++ Programming
Summary of Qualifications:	<ul style="list-style-type: none">• Strong analytical skills as demonstrated through coursework in math and engineering• Highly self motivated-Maintained a 3.71 GPA while working, volunteering, and being a leader• Excellent interpersonal skills established through classroom and committee work• Knowledge in Visio, Microsoft Word, Excel, PowerPoint, and Visual C++		
Scholarships and Awards:	J Lindsay Embrey Academic Engineering Scholarship Minority Student Academic Excellence Award	Deans Honor Roll SMU University Merit Scholarship	
Engineering Involvement:	Facilitator High School Girls Engineering Day at SMU Sept 20xx – May 20xx <ul style="list-style-type: none">• Founded a day to promote engineering to girls• Coordinated alumni and faculty to speak on different disciplines of engineering• Organized workshops to educate girls about organizations and campus life at SMU		
	Leadership Team, SMU School of Engineering Gender Parity Movement Jan – May 20xx <ul style="list-style-type: none">• Assisted with implementing programs at SMU to promote women in engineering, math, and science• Presented educational sessions regarding possible careers		
	Engineering Ambassador, SMU School of Engineering Feb – Aug 20xx <ul style="list-style-type: none">• Met with high school students to promote college, SMU, and engineering• Developed mentoring program for 20-25 prospective students		
Leadership and Involvement:	Society of Women Engineers Student Foundation Big Brother/Big Sister	Tutor for US and International Students SMU Honors English Program Campus Crusade for Christ/Bible Study	
Employment:	SMU Engineering Department, Recruiter Dallas, TX 20xx - Present <ul style="list-style-type: none">• Recruited 1 in 3 students in contact with the department• Gained valuable knowledge of the engineering department and studies		
	Data Entry-Factor, Intern Chickasha, OK 20xx <ul style="list-style-type: none">• Created and implemented new system for office of over 100 employees		

PATRICK FONDREN

2424 Duck Creek
Dallas, Texas 75043

(972) 555-6000
pfondren@smu.edu

OBJECTIVE

To obtain a full-time position in editing or publishing

EDUCATION

Southern Methodist University, Dallas, Texas

Bachelor of Arts in Journalism, May 20xx

Journalism GPA: 4.0; Overall GPA: 3.75

SKILLS

Editing

- Assisted advanced placement high school seniors in perfecting college admission essays
- Revised Resume and Interview Guides for SMU Hegi Career Center
- Edited admissions process brochure for SMU Enrollment Services
- Helped SMU graduate student edit Masters thesis

Publishing

- Wrote 15 articles for The Daily Campus
- Designed ad in *The Daily Campus* for student organization
- Created first-year planner for Resident Life and Student Housing department to be delivered to 1500 first-year SMU students
- Assisted with development of SMU social norms campaign literature and posters

Computer

- Adobe PageMaker, Photoshop
- AutoCAD
- Microsoft Word, Excel, PowerPoint, Access, Publisher

WORK EXPERIENCE

Ad Intern, *Dallas Morning News*, Dallas, TX

May 20xx – July 20xx

- Placed customer ads in Classified Ads section of the weekday paper
- Ensured all ads were accurate and processed on time
- Answered customer questions concerning ad space

ACTIVITIES & HONORS

SMU Society of Professional Journalists

SMU Debate Team

SMU Dean's List for Academic Excellence

High School English Teacher Assistant (volunteer three days a week)

Dallas Rotary Club Scholarship Recipient

MERIDETH DEDMAN

Current Address

421 University
Dallas, Texas 75205
(214) 555-5557

mdedman@smu.edu

Permanent Address

3001 Lock Circle
Lufkin, Texas 75701
(903) 555-9395

OBJECTIVE

A high school teaching position preferably in the subjects of English or dance

EDUCATION

Southern Methodist University, Dallas, Texas

Bachelor of Fine Arts in Dance Performance

May 20xx

Bachelor of Arts in English

May 20xx

Overall GPA: 3.91

TEACHING EXPERIENCE

North Dallas High School, Dallas Independent School District

August 20xx - Present

Teacher's Aide

Dallas, Texas

- Assist English teacher with planning class assignments
- Tutor 15 advanced students in creative writing
- Create and supervise book club for remedial first-year students

Meadows School of the Arts, SMU

August 20xx – May 20xx

Teacher, Department of Continuing Education

Dallas, Texas

- Taught 12 adult students beginning ballet
- Planned and implemented lesson plans

Communities In Schools, Inc.

January 20xx – May 20xx

Tutor and Mentor

Dallas, Texas

- Assisted students at Skyline High School with English homework three days a week
- Participated in field trips to local colleges

OTHER EXPERIENCE

Department of Residence Life, SMU

July 20xx – May 20xx

Resident Assistant, Cockrell / McIntosh Hall

Dallas, Texas

- Planned 6 educational programs annually for 250 residents, including topics on date rape, alcohol abuse, and careers.
- Enforced University policies, counseled students, and mediated problems.
- Allocated programming budget and hall improvement funds

Student Assistant

September 20xx – May 20xx

- Managed scheduling appointments, maintaining office calendars, and ordering supplies
- Wrote, edited, and published newsletters for incoming students
- Maintained budget for Associate Director and select department accounts

HONORS AND ACTIVITIES

Hyer Society, SMU Honor Society of top 1% of students

May 20xx

Dorothy Amman Award for Student Services

May 20xx

Published article in SMU's literary text, *Criteria*

December 20xx

Named RA of the Year by Residence Hall Association

May 20xx

Michael A. Fincher, III

Local Address

123 College Lane
Dallas, TX 75275
(214) 555-1212

michaelfincher@ev1.net

Permanent Address

567 Comfort Street
Houston, TX 77072
(281) 555-2222

OBJECTIVE

To obtain a position in financial services utilizing strong quantitative and analytical skills

EDUCATION

Southern Methodist University**Cox School of Business**

Bachelor of Business Administration

Major: Finance

- Wilson Leadership Scholarship
- SMU Academic Scholarship

Dallas, TX

May 20xx

Overall GPA: 3.3

Major GPA: 3.5

RELATED EXPERIENCE

Equinox, Houston, TX

Finance Intern

Summer 200xx

- Prepared detailed reports containing financial ratio and financial statements analysis
- Drafted financing proposals with institutions for loan requirements
- Assisted a team of consultants with financing programs for a variety of institutions

Student Senate, Southern Methodist University, Dallas, TX

Finance Committee Chair

August 20xx - May 20xx

- Collaborated with student body comptroller on fiscal budget for the Senate
- Maintained all financial records for the Senate and fifty chartered student organizations

Merrill Lynch, Dallas, TX

Intern

Summer 20xx

- Analyzed revenues earned by managers investing in mutual funds
- Utilized the internet and Bloomberg to perform company research
- Assisted managers with marketing services to potential clients and organized sales presentations

OTHER EXPERIENCE

Office of Admissions, Southern Methodist University, Dallas, TX

Student Assistant

January 20xx - Present

- Greeted prospective students, led campus tours, and handled application process questions
- Trained student volunteers and coordinated campus tour schedule

LEADERSHIP

- Leader, Mustang Corral, orientation camp for 600 first-year students
- Vice President for Programs, Sophomore Class Council
- Business Associates Program, Cox School of Business undergraduate mentoring program
- Coordinator, Meals on Wheels - deliver meals to elderly twice a week

SKILLS

Computer: Microsoft PowerPoint, Excel, Word, QuickBooks, Bloomberg

Languages: Fluent in Spanish; knowledge of French

JACQUELINE MEADOWS

1000 Walnut Hill • Dallas, Texas 75230 • (214) 555-1212 • jacquelinem@smu.edu

OBJECTIVE:

To obtain a public relations/marketing summer internship.

EDUCATION:

Southern Methodist University, Dallas, Texas

December 20xx

Bachelor of Business Administration in Marketing

Minor: Corporate Communications & Public Affairs

SKILLS SUMMARY:

- **Promotions**
- **Organization**
- **Teamwork**
- **Creativity**
- **Writing/Publishing**
- **Motivation**
- **Public speaking**
- **Graphic design**
- **Computer**

RELEVANT EXPERIENCE:

Public Relations

Greater Dallas Chamber of Commerce, **Public Relations Intern**

May - July 20xx

- Assisted in coordination of “Dallas Today,” an executive-level orientation program, annually attracting 120 business and community leaders.
- Served as liaison with Dallas Chamber members on events, membership status, and resources.
- Coordinated membership database and generation of direct mail.

SMU Program Council, **Public Relations Committee**

Spring 20xx

- Created flyers and advertisements for over 25 SMU events.
- Worked with committee to create marketing campaigns for key programs.

Publishing/Writing

The Daily Campus, **Assistant Editor**

January 20xx - Present

- Assisted in copy editing of *The Daily Campus*.
- Designed advertising layouts for student organizations.
- Contributing writer for *The Daily Campus*.

Advertising

Cracker Jack Advertising and Promotions Project, **Team Member**

Fall 20xx

- Conducted research to evaluate the effectiveness of current positioning.
- Developed a seasonal promotion to increase sales and strengthen brand equity.

ACTIVITIES:

Kappa Zeta Sorority, **Assistant Recruitment Chair**

- Developed successful recruiting strategy resulting in 55 new members.
- Organized recruitment teams for 200 participants.
- Assisted with publicity of fall recruiting programs and events.

Habitat for Humanity, **Volunteer**

- Donate approximately 100 hours annually to the program.

Marketing Association, **Speakers Chair**

- Contacted local companies and invited corporate speakers.
- Coordinated publicity and arrangements for each speaker.

Jackson Caruth

jack@hotmail.com • 214 - 555 - 1234 • 1616 Walnut Street • Dallas, TX 75225

OBJECTIVE:

To obtain a full-time position in the engineering industry

EDUCATION:

- Southern Methodist University School of Engineering**, Dallas, TX May 20xx
Bachelor of Science in Management Science (Concentration in Operations Research)
Minor in Business Administration
Overall GPA: 3.17
- Curtin University of Technology**, Perth, Australia Spring 20xx
SMU Study Abroad Program

TECHNICAL SKILLS:

- Microsoft Windows (3.1-XP), Excel, Word, Access, PowerPoint, FrontPage, Adobe Photoshop and Illustrator, Quicken
- CPLEX, AMPL, SAS, C++, HTML, Visual Basic, Java, PERL, UNIX

ACADEMIC HIGHLIGHTS:

Senior Design Project:

- Designed a demand forecasting model to assist SkinCeuticals with developing an efficient inventory system
- Interviewed SkinCeuticals staff to determine variables used to develop an efficient linear program that forecasts demand
- Analyzed sales history figures to determine product similarities and/or seasonal relationships

Operations Research Models Course Project:

- Designed a minimum cost computer production schedule via an integer programming mathematical model for the fictional corporation Moon Megasystems
- Constructed a mathematical model to minimize costs associated with computer assembly times and storage fees, taking into consideration the number of full and part-time assembly workers, overtime wages and maximum storage capacity
- Solved the model with the CPLEX optimization software to produce a computer system production schedule that met production deadlines in a timely fashion

CAREER HIGHLIGHTS:

- Assistant to the President, Financial Investors Inc.**, Dallas, TX Summer 20xx
- Assisted investment advisor managing approximately one billion dollars worth of assets
 - Created and tracked trade tickets, using Bloomberg software, for investment transactions made through several major financial management and advisory firms, such as Merrill Lynch and Morgan Stanley
 - Maintained and reviewed balance information for numerous accounts
- Product Sourcing Group Intern, Telecommunications Inc.**, Plano, TX August 20xx – January 20xx
- Supported the selection of telecommunication equipment suppliers based on an optimal balance between their cost and reliability
 - Acted as the point of contact and tracked the qualification testing and production progress of outsourced products
 - Full-time Coop employee working 40-50 hours weekly.
- Website Developer, Curtin University of Technology**, Perth, Australia February 20xx – June 20xx
- Designed and developed website for Western Australia's largest university with over 31,000 students
 - Augmented and maintained the university's website

LEADERSHIP EXPERIENCE:

Lambda Lambda Lambda Fraternity

- Vice President of Brotherhood Development
- Recording Secretary
- Leadership and Academic Achievement Scholarship

RYAN JOSEPH “R.J.” COX

111 N. Spring
Richardson, Texas 75082

(972) 555-2551
rjcox@yahoo.com

OBJECTIVE

To obtain an entry-level position leading to systems design

EDUCATION

Southern Methodist University, Dallas, Texas

Bachelor of Business Administration in Information Systems
Overall GPA – 3.85

December 20xx

Brookhaven College, Dallas, Texas

Associate of Arts
Overall GPA – 3.87

May 20xx

TECHNICAL SKILLS

MS Word, Excel, Access, and PowerPoint
UNIX
Visual Basic

CGI / PERL implementation
Java
Linux

WORK EXPERIENCE

Southern Methodist University, Dallas, Texas

June 20xx – Present

Student Computer Lab Assistant

- Install and maintain 40 computers in student lab
- Coordinate student lab assistant schedule to ensure complete staffing of lab
- Troubleshoot hardware problems and assist students with software and programming

ASD Systems, Inc., Dallas, Texas

Production Control Analyst

November 20xx – June 20xx

- Corrected malfunctioning computer programs
- Verified reports and supervised three department employees

Returns Supervisor

January 20xx – November 20xx

- Managed specific customer accounts, inspected defective merchandise, authorized client refunds
- Collaborated with warehouse and other administrative departments to ensure customers received refunds or exchanges in a timely manner

Customer Service Representative

May 20xx – January 20xx

- Designed and implemented new order forms which increased work efficiency for employees
- Promoted to LEAD position – arbitrated escalated calls and resolved problem situations

Macaroni Grill, Dallas, Texas

June 20xx – May 20xx

Server

- Promoted to new employee trainer and enhanced prioritization and multi-tasking skills
- Provided excellent customer service

ACTIVITIES & HONORS

Phi Theta Kappa – Honor Society
Information Systems Society

Si Puedes Volunteer – 20 hours / week
Honor Transfer Scholarship Recipient

MADISON MAGUIRE

1234 Daniel, Apartment 567 • Dallas, Texas 75275 • (214) 555-6000 • maguire@hotmail.edu

OBJECTIVE To obtain a position in healthcare-related sales

SUMMARY OF QUALIFICATIONS

- **Experienced** – two years in sales and healthcare
- **Highly motivated** – earned BA in three years and financed 100% of education
- **Excellent time management** – worked 20 hours per week while maintaining a 3.4 GPA
- **Leadership ability** – through volunteer, work, and organizations

EDUCATION SOUTHERN METHODIST UNIVERSITY Dallas, Texas
Bachelor of Science in Biology December 20xx
Minors in Advertising and Psychology
Cumulative GPA: 3.4

SALES EXPERIENCE TEXAS NATIONAL BANK Plano, Texas
Customer Service Representative/Teller August 20xx - December 20xx
Sold loans and other bank services to help branch meet regional sales goals
Researched and reviewed customer complaints and wrote explanatory letters
Routinely balanced \$15,000 working drawer

THE GAP Plano, Texas
Sales Associate Summer 20xx
Assisted with storeroom inventories and promotional displays
Recognized as “Pacesetter” – monthly top sales person

INDUSTRY EXPERIENCE PRESBYTERIAN HOSPITAL OF DALLAS Dallas, Texas
Patient Relations Volunteer January - August 20xx
Interacted with hospital staff and patients
Drafted report on improving service to patients

SUSAN G. KOMEN RACE FOR THE CURE Plano, Texas
Event Volunteer Fall 20xx
Assisted staff in marketing race participation to SMU students
Coordinated volunteers at race-day check-in

LEADERSHIP EXPERIENCE PROGRAM COUNCIL, Southern Methodist University
Chairman- SMU Literary Festival Spring 20xx
Coordinated and managed event planning meetings
Organized fundraising event that raised \$2000 for Program Council

ALTERNATIVE SPRING BREAK, Navajo Reservation Tchouple, Arizona
Student Leader April 20xx
Supervised group of 10 students repairing tribal meetinghouse

GRACE H. TRIGG

5555 Bluebird Lane
Dallas, Texas 75206
(214) 555-1741
grace@smu.edu

OBJECTIVE

An entry-level position in Human Resources that utilizes my analytical, organizational, and communication skills

EDUCATION

Southern Methodist University, Dallas, Texas

Bachelor of Arts in Psychology, May 20xx

Overall GPA: 3.68

Smith Burg University Study Abroad Program, London, England

September 20xx - December 20xx

SKILLS

Analytical

- Interviewed 50 subjects and evaluated data to determine psychological illnesses
- Assessed needs of 25 at-risk high school students for community service project

Leadership

- Developed elementary school mentoring program for SMU sports teams
- Supervised four high school students in after-school leadership program

Organizational

- Organized fundraising event for SMU Women's Lacrosse Team that raised over \$1000
- Managed annual budget of \$7,000 for Women's Indoor Track and Field Team

Communication

- Fluent in Spanish
 - Presented information on effects of alcohol use and abuse to sororities on SMU campus
-

WORK EXPERIENCE

League of Their Own, Dallas, Texas

Assistant Counselor, Spring 20xx - Present

- Assist lead counselor with group therapy sessions
- Lead a gang prevention group with ten teenage girls
- Developed art therapy curriculum for elementary-aged girls

Dedman Center for Lifetime Sports, SMU, Dallas, Texas

Control Room and Weight Room Attendant, Fall 20xx

- Provided customer service to students, staff, and faculty
 - Supervised various fitness activities
 - Created monthly newsletters and flyers advertising fitness events
-

HONORS AND ACTIVITIES

George Washington Academic Scholarship

Phi Beta Kappa Honor Society

Alpha Phi Omega, Service Fraternity

Molly N. Collins

mcollins@hotmail.com • 214 - 333 - 5683 • 8270 Mustang • Dallas, TX 75225

OBJECTIVE: To obtain an accounting related internship

EDUCATION:

Southern Methodist University, Dallas, TX
Bachelor of Business Administration
Major: Accounting
Minor: Psychology

Graduation Date: May 20xx
Overall GPA: 3.24

RELATED EXPERIENCE

Managerial Accounting Case Study

Fall 20xx

Team Leader, Starbucks Project

- Analyzed all financial statements and ratios for Starbucks
- Explained discrepancies between the Income Statement and the Statement of Cash Flows
- Documented findings using Excel and presented case to class

Alpha Chi Omega

Fall 20xx-Present

Vice President, Finance

- Manage and allocate budget of \$30,000
- Reconcile accounts payable and receivable and process payroll
- Supervise 6 committee members and conduct bi-weekly meetings

WORK EXPERIENCE

Southern Methodist University, Dallas, TX

20xx-20xx

Teacher's Assistant, Chemistry Department

- Assisted with grading papers
- Managed database to maintain electronic files for over 200 students
- Researched special projects using online resources and scholarly journals
- Compiled research into reports

Chili's Restaurant, Corpus Christi, TX

Summer 20xx

Server

- Recognized for outstanding service and promoted to trainer; trained 5 servers
- Provided excellent customer service in a busy, team environment

LEADERSHIP

Office of New Student Programs of SMU

Summer 20xx

AARO Leader

- Selected as one of ten student leaders to serve as the ambassadors to the incoming class at SMU
- Moderated large panel discussions featuring faculty and university staff
- Worked over 70 hours a week as over 1300 incoming Freshmen attended one of ten sessions

HONORS AND ACTIVITIES

SMU Scholar

SMU Student Senate Representative

Wilson Scholarship recipient

Mustang Marathon participant

Habitat for Humanity volunteer

Dallas DISD mentor volunteer

REFERENCES

- **List references on a separate page**, use the heading as it appears on your resume (see example).
- Prepare **three to five references** who can speak highly of you and your skills.
- Choose references who can speak about your **qualifications, accomplishments, and job performance.**
- **Former employers and faculty members** may be your best references since they can speak to your skills and performance on the job and in class.
- Be sure **to ask your references for permission** to list them.
- **Send your resume** to your references so they are more familiar with your experiences and therefore are prepared to speak on your behalf.
- Enlist your references for **advice, assistance, and feedback.**
- **Thank them** profusely in writing. They are assets to your success.
- Always **bring your references** with you to your interview.

Molly N. Collins

mcollins@hotmail.com • 214-333-5683 • 8270 Mustang • Dallas TX 75225

REFERENCES

Name
Title
Company/Organization
Address
Phone Number
E-mail Address

Name
Title
Company/Organization
Address
Phone Number
E-mail Address

Name
Title
Company/Organization
Address
Phone Number
E-mail Address

NOTE: We recommend you use the same header you created for your Resume for your references. Matching the headings will give a more professional look.

COVER LETTER

A customized, informative cover letter distinguishes you from other applicants; it is best to include one.

Send your letter to a specific individual if at all possible:

- Address the letter to the person who is likely to make hiring decisions. Research the organization to determine who that might be.
- When addressing females use Ms. vs. Mrs. or Miss since you are unaware if she is married or single.
- Double-check the correct spelling of their name and title before mailing. Never assume spelling (ex: "John" could be "Jon").

The purpose is to target your message and highlight your accomplishments:

Tips for Tailoring:

- Relate your skills and experience to the specific position in the organization you desire.
- Incorporate information that reflects your knowledge of the company, its industry and relevant issues.
- Expand on details in your resume, don't repeat it.
- Write clearly and concisely. Check your letter for spelling and grammar.
- Use the same font and paper used for your resume.

COVER LETTER FORMAT

Your Street Address →(or use the same heading as on your resume)
City, State, Zip

Today's Date

(Space down 4 spaces)
Ms. Ann James
Vice President, Marketing
Widgets, Inc.
123 Grand Avenue
Houston, TX 70890

Dear Ms. James:

Why are you writing? The opening paragraph should arouse the interest of the employer. State why you are writing, and give information to show your interest in the specific organization. If it is a letter of application, name the position for which you are applying and how you heard of it. Include the name of any referral in this paragraph.

How do your qualifications fit with this job? Point out your achievements or qualifications in this field, especially those that meet the job description or requirements. Refer the reader to your general qualifications on your enclosed resume. Highlight important points from your resume. Also highlight points that will be of particular interest to this specific organization.

Follow-up. The closing paragraph should pave the way for the interview by asking for an appointment, or by offering to call the employer in the near future, or by some similar suggestions to facilitate an immediate and favorable reply.

Sincerely,

Karen E. Jones (Sign here)

Karen E. Jones

Enclosure (You are noting that you have enclosed your resume.)

COVER LETTER EXAMPLE

Southern Methodist University
PO Box 1939
Dallas, TX 75275

September 3, 20xx

Martha Matthews
President and CEO
Cyber Globe Industries
1039 Pilgrim's Highway
Austin, TX 71111

Dear Ms. Matthews:

I learned through the SMU Career Center that you plan to visit our campus this fall to interview candidates for jobs in your international division, and I want to make you aware of my sincere interest in the _____ position.

As a French major, I speak the language fluently. I am also proficient in Russian and Italian. My minor is in International Business, and I have traveled extensively in Europe and Asia. Therefore, I am well-versed in global trade and competition.

I recognize you will need competent managers with international knowledge to help implement your overseas operations. My language and interpersonal skills perfectly match your needs and I feel confident that my education and internship with an international transportation company have prepared me well for this position.

I look forward to being selected for an interview with you and discussing your expectations and my qualifications. I will contact you the week of September 10, 20xx, to further explore the possibility of employment with your company. Should you wish to contact me in the meantime, I may be reached at 214-521-7777.

Sincerely,

[Sign name here]

Shawna Banks
Enclosure

Southern Methodist University
525 McFarlin
Dallas, TX 75275

September 3, 20xx

Thomas Romano
Director of Operations
Corporation for Public Broadcasting
901 E. Street, NW
Washington, D.C. 19984

Dear Mr. Romano:

I am applying for the position of Assistant Director of Management Information Systems advertised on MustangTrak at SMU. This position appears tailor-made for my education, experience, and career interests, and I am ready to contribute to the Corporation for Public Broadcasting's team with my enthusiasm, industry knowledge, and work ethic.

I have obtained solid training in management, microcomputers, and a wide variety of software programs and applications as a Management Science major and programming intern for ABC Company. In addition, my strong writing and analytical skills will contribute significantly to your goal of improving communication with end-users.

My background and career goals match your job requirements well. I am confident that my professional knowledge, working experience, and motivation will help me to perform the job effectively.

I am very interested in meeting with you to discuss how I can be of assistance to the Corporation for Public Broadcasting. I will call the week of September 20 to inquire about meeting soon.

Yours sincerely,

[Sign name here]

Jane Wu
Enclosure

PROSPECTING LETTER EXAMPLES

1225 Binkley
Dallas, Texas 75275

August 1, 20xx

Mr. Tom Brown
Director of Recruiting
Brown Engineering Company
1000 McKinney Street
Dallas, Texas 72275

Dear Mr. Brown,

I recently read about your innovative water project, JARS in the Dallas Business Journal and would like to inquire about employment in your mechanical engineering department. I will be graduating from Southern Methodist University with a B.S. degree in mechanical engineering this spring and would like to remain in the Dallas area.

My interest in mechanical engineering began with a high school engineering club involvement and has been further enhanced by a variety of construction jobs along with an internship at Johnson Industries where I worked with a team of mechanical engineers building ramps. My academic coursework as well as my hands-on experiences in the area of construction have given me a strong foundation in my field. The excellent training program and the reputation of your company would provide the professional environment I seek as I begin my career.

My resume is enclosed for your consideration. I realize that you have many demands on your schedule but I would appreciate a few minutes of your time to talk in person about the opportunities within your company. I will call you the week of August 15 to set up a time to meet and discuss employment options. In the meantime, if you need to contact me I can be reached at 214-123-4567. My email is smith@smu.edu.

Thank you very much for considering my request. I look forward to talking with you.

Sincerely,

John Smith

1225 Binkley
Dallas, Texas 75275

August 1, 20xx

Joan Smith
Belo Corporation
Dallas, Texas

Dear Ms. Smith,

I am a journalism student in my third year at Southern Methodist University. I learned from Dr. White who is one of my professors, that you are an alumna and majored in journalism while you were here at SMU. Dr. White suggested that I contact you as you would be in an excellent position to assist me in a career decision.

As a journalism student I have had several opportunities to gain experience through working for our school's newspaper, writing several articles which were submitted to a local magazine and working at a summer internship with the Chamber of Commerce in my hometown. I will be participating in on-campus interviewing next semester and would like to go into these interviews with a clear sense of direction. I am considering several career options and would appreciate your advice on various career paths.

Would you be available for a brief meeting to talk about career paths in journalism? I shall call you next week to see if we can arrange a time at your convenience. Thank you for considering my request.

Sincerely,

Joan Smith