

Resume & Letter Writing



A well crafted resume and cover letter can set you apart from other candidates. Strong resumes do more than summarize your educational background and work history; they emphasize the **results** of your efforts and draw clear parallels between your skills and experience and an employer’s needs.

THE 5 STEPS OF RESUME DEVELOPMENT

Step 1: Analyze the Job Description

Read job descriptions thoroughly and then highlight all of the keywords which indicate required and preferred skills, abilities, attributes, and qualifications. If an employer is looking for somebody who is innovative, punctual, and attentive to detail, use these same or similar words in your resume.

Step 2: Generate a List of Accomplishments

Create an inventory of your accomplishments—tasks that you enjoyed doing, did well, and are proud of. Include education/training, volunteer experience, jobs, projects, school assignments, travel, and group or team activities. Focus on the outcomes of your efforts. Quantify your results if possible. Don’t be humble! Resumes are promotional tools.

Step 3: Identify Relevant Skill Areas

Frame your experience so that it focuses on skills and achievements that are desirable for that particular position. Make sure each accomplishment you list highlights a skill the employer is looking for.

Chapter Action Items



more info: career.berkeley.edu

- Keep track of your achievements. Save any positive written feedback you receive. This will come in handy when creating resumes and cover letters and help you stand out

- Get an early start. Carve out time to develop and edit your resumes and cover letters before submitting them. To be competitive, your materials need to be error free

- Access proven examples and tools. Beyond this *Job & Internship Guide*, you can access the Resume Builder within **Callisto** to create effective resumes

- Use your own words. Do not borrow content from others’ resumes or you will have a hard time talking about it in an interview

- See a peer advisor or career counselor for resume and cover letter critiques

- Recruit an English major or other word whiz to perform a final grammar and content review. Have two other people read your resume for good measure

- Follow up with employers you’ve submitted your resume and cover letter to within two weeks.

Step 4: Write Descriptive Phrases

Using action verbs (see p. 27), write concise phrases to describe experiences that demonstrate your relevant skills. The accomplishments on your resume should ultimately be targeted to address an employer’s needs. Do your best to place them in order of relevance with the most relevant information as close as possible to the top.

Step 5: Choose a Format

While resume templates may be tempting, they tend to be inflexible; also, employers are often familiar with them and may perceive you as lacking ingenuity. Here’s a chart to help you select a format.

Selecting a Resume Format

Chronological

- Lists your experience in reverse chronological order—from most recent to least recent.
- Works best when your work, volunteer, and academic experience relate directly to the type of job you’re applying for.
- Illustrates consistency in your work history. If there are wide gaps in your experience, this may not be the best format for you.
- Most popular resume style. The majority of on-campus recruiters and business employers prefer this style.

Skills

- Lists your experience based on skill headings, which relate to the job you are applying for.
- Works best when you are trying to break into a field where you have little or no experience. A good choice for career shifters.
- Actual work history is summarized in a brief section at the bottom of the page.
- Focus is shifted away from where and when you developed particular skills. The skills themselves are the main attraction.

Hybrid

- Combines the other two formats. Can be organized in different ways, but usually displays experiences with descriptions in reverse chronological order grouped under skill headings.
- Works best when there are some consistent themes to your experience (teaching, leadership, marketing, etc.)
- The benefit of this format is that it provides employers with easily identifiable skill areas and a sense of your history.

RESUME TIPS FOR FIRST YEAR STUDENTS

- You may include work, leadership, and academic achievements from high school. By your third year in college, college experiences should replace those from high school.
- Don’t worry about having limited work experience. You may highlight other accomplishments, such as those listed under “Resume Components,” p. 26. Include some of the components marked “optional.”
- First resumes require extra time to assemble. Expect to spend a few hours creating a rough draft, and make an appointment with a career counselor or see a peer advisor to review your document.
- Be patient with the process! Resumes are always a work in progress.

RESUME DOs AND DON'Ts

Do

Tailor your objective to include elements of the job description for each position you are applying for

Focus on the specific results of your work, significant achievements, and recognition received

Use action verbs such as “created” or “coordinated” to describe your experience

Get feedback from several people, including a career counselor

Have somebody whose writing skills you trust proofread your resume for spelling and grammatical errors

Remember to describe both your paid and unpaid positions and volunteer experiences

Exercise restraint rather than cramming too much information onto a resume

Tailor your resume to each specific position

Use readable and common fonts

Don't

Use phrases such as “Responsibilities included”

Use resume templates included in word processing software

Manipulate margins or font size to accommodate information in place of proper editing

Include routine job duties such as “making copies”

Use long sentences or paragraphs

Submit the same resume to every employer, regardless of the position

Write long objectives such as, “To find a sales position at a medium sized corporation where I can grow and develop my management skills”

Let's say you worked as a restaurant host for the past two years; now you want to find an internship in human resources. How can you make the switch? By using your transferable skills! Transferable skills are skills that you've developed that can be used in many different settings. Here are some examples:

- Customer service and conflict resolution
- Analytical and problem solving ability
- Teamwork and leadership
- Written and verbal communication
- Organizational skills and attention to detail
- Research and presentation

Your list will be unique. Prior to writing your resume, consider what skills you've developed that may translate from one work environment to another. As you search for jobs or internships, target job postings with these skills. Then write out in detail the ways in which you've developed each one. The case below illustrates how a restaurant host could demonstrate some of the transferable skills that an employer is seeking. Use it as a model for developing your own list of transferable skills.

The Job Posting:

Join the Human Resources Team of Company X in the East Bay as a Recruiting Intern. Must:

- be effective at written and verbal communication
- be proficient in Word and Excel
- be able to quickly learn computer programs
- have ability to travel locally when needed
- have punctual and consistent attendance
- be willing to perform administrative duties

Relevant Skills Developed as a Restaurant Host

Written and Verbal Communication

- Two years of assisting customers in a fast-paced, hectic restaurant environment
- Mediated conflicts using a “customers first” approach to ensure resolution and satisfaction
- Developed a customer service handbook for hosts and waitstaff. Initiative resulted in being awarded Employee of the Year

Quick Learner/Computers

- Mastered proprietary table service management system in less than one week, increasing food service accuracy

Punctual/Good Attendance

- Maintained perfect attendance record as a host and as a residence hall peer counselor over a 3 year period

Before emailing your resume, try to find out the employer’s format preference. Some accept attachments; others prefer your resume in the text of the email message. If you can’t find out the employer’s preference, send it both ways in one message. Unless you are told otherwise, include a cover letter. Send the resume and cover letter in one email message. See p. 37 for an example email format.

When submitting a resume via an organization’s website, use the formatting and display style recommended by the website.

To send your resume as an attachment:

- Convert your document to a .pdf file to ensure formatting stays intact
- Give the document a name the recruiter will associate with you, such as “MillerJennifer.pdf” Don’t give it a generic name like “Resume.pdf”
- Be sure your document is virus free

To send your resume in the text of the email message:

- Save both the resume and cover letter as text documents (.txt)
- Put the cover letter first
- Do not use bold, underlining, bullets, distinctive fonts, colored text, or HTML codes. Use asterisks, plus signs (+), dashes, all capital letters, and combinations of these to highlight text
- Text resumes look plain and ordinary, but employers are used to this. They are more concerned with whether the content meets their needs

To make your resume scannable:

Some employers use resume database tracking systems. They scan incoming resumes (sometimes letters, too) into a database and when they have openings, retrieve resumes using relevant keywords. Some companies will indicate on their website if they scan resumes and often provide formatting tips.

- Include industry or job-specific keywords, especially relevant skills, major, specific areas of study, and experience (e.g., marketing research, Java, HTML, sales, gel electrophoresis).
- Use 10 to 12 point font size. Do not use italics, underlining, fancy fonts, bullets or multiple columns. Use all bold or capitals for emphasis.
- When submitting a hard copy by mail, print it on white paper with a laser printer.



RESUME CHECKLIST

STOP! Don’t submit your resume until you have checked off this list!

- Are your name, address, city, state, zip code, phone number and email address at the top of the page?
- Is the resume pleasing to the eye with an easy-to-read font, and good layout? Can an employer learn the basics about you with a 10 second glance at it?
- Did you use bullets, bold, all capitals, and underlining to highlight the parts you want to emphasize (e.g., job titles)?
- Did you tailor your resume for the position by including key skills and experiences the employer wants?
- Is information listed in order of importance and relevance to the requirements listed in the job description?
- Does the resume avoid generalities and provide specific information about context, actions taken, and results?
- Do most phrases begin with action verbs such as “developed,” “initiated,” etc.?
- Have you been accurate and truthful about your accomplishments rather than being too modest or exaggerating?
- Did you check the spelling of every word and make sure the grammar and punctuation are correct?
- If you know your resume will be scanned, did you omit columns, underlining, and bullets?
- Have you had a Career Center counselor or peer advisor critique it?
- If you were the employer, would you call you for an interview?

RESUME COMPONENTS

COMPONENT	BASICS	COMMENTS
Identifying Data	Put name, full address and phone number at the top of the page (include area code and zip code). Can also include personal web page or LinkedIn profile if relevant.	Voicemail message, email address, and website content should be appropriate for a potential employer. Don't answer the phone during a job search unless you are in an appropriate environment.
Education	Name of school, major, degree received, graduation date, projected graduation date, or dates of attendance if degree was not completed.	Include any course titles relevant to the targeted position. Honors and grade-point average are optional; include if among your strong points. If you attended more than one school, list the most recent first. You don't have to list all the schools you have attended nor high school. Additional education and training may either go here or under a separate heading.
Experience/Work History	Paid and unpaid work qualify as experience. Emphasize tasks, skills, abilities, and accomplishments related to the targeted position. Give the job title, employing organization, and dates of employment.	Present achievements, contributions, and results (e.g., streamlined a procedure or made a cost-saving suggestion).

Optional components—use if appropriate for your background and the employers you're targeting

Job Objective	A one-line description of the type of position you want.	Follows your name, address and phone number at the top of your resume. Should be specific rather than a general statement of your interests.
Skills & Abilities or Summary of Qualifications	Foreign languages, computer skills, office skills, lab techniques, or transferable skills not mentioned elsewhere in the resume.	Skills and abilities can be combined under one heading or listed separately. Make sure your list includes concrete examples of your abilities.
Languages	Mention if you are proficient or fluent in a foreign language.	If you understand a language but are not fluent, still mention it. For example: fluent in Russian, conversational Spanish, or basic French.
Activities & Interests	In reverse chronological order, list student activities/organizations, professional associations, and committees in which you have participated. List any offices that you held, with the skills you used.	Include activities and interests that show leadership or initiative or that pertain to your career focus.
Community Involvement/ Volunteer Activities	List offices held, organizations, projects, and accomplishments.	If the setting is political or religious, you may want to use generic descriptions (e.g., Youth Leader for church, Speech Writer for City Council candidate). If substantial, these may be listed under "Experience."
Honors	Recent graduates and continuing students can include academic honors such as Dean's List, honor societies, and scholarships.	Can be listed separately or under Education.
Research & Publications	Briefly describe relevant research projects. List published articles, papers or books.	
Class Projects	List relevant projects completed in college classes. List any research, lab skills, or software/programming languages used.	This shows that you have hands-on experience and is a good strategy for younger students with limited experience.
Travel	Include if your career interest involves travel or knowledge of other cultures.	You can use this as a way of distinguishing yourself if you have significant travel experience.
References/Portfolio	It is not necessary to end your resume with the phrase, "References Available on Request," but this is the best place to state that you have "Portfolio and/or writing samples available on request."	Create a separate page for references, see p 38. List names, titles and contact information. Always ask permission before using anyone's name as a reference. Include people who know about your work-related abilities, such as former employers, volunteer project supervisors, and faculty. Do not use relatives or friends.

VERB LIST FOR RESUMES & LETTERS

Verbs for Accomplishments

achieved
 expanded
 improved
 pioneered
 reduced (losses)
 resolved (problems)
 restored
 spearheaded
 transformed
 operationalized

Management

administered
 analyzed
 assigned
attained
 chaired
 consolidated
 contracted
 coordinated
 delegated
 developed
 directed
 evaluated
 executed
improved
increased
 organized
 oversaw
 planned
 prioritized
 produced
 recommended
 reviewed
 scheduled
strengthened
 supervised

Communication

addressed
 arbitrated
 arranged
 authored
 collaborated
convinced
 corresponded
 developed
 directed
 drafted
 edited
 enlisted
 formulated
 influenced
 interpreted
 lectured
 mediated
 moderated
 negotiated
 persuaded
 promoted
 publicized
 reconciled
 recruited
 spoke
 translated
 wrote

Research

clarified
 collected
 critiqued
 diagnosed
 evaluated
 examined
 extracted
 identified
 inspected
 interpreted
 interviewed
 investigated
 organized
 reviewed
 summarized
 surveyed
 systematized

Technical

assembled
 built
 calculated
 computed
 designed
 devised
 engineered
 fabricated
 maintained
operated
 overhauled
 programmed
 remodeled
 repaired
 solved
upgraded

Teaching

adapted
 advised
 clarified
 coached
 communicated
 coordinated
 demystified
 developed
 enabled
 encouraged
 evaluated
 explained
 facilitated
 guided
 informed
 instructed
 persuaded
 set goals
 stimulated
 trained

Financial

administered
 allocated
 analyzed
 appraised
 audited
 balanced
 budgeted
 calculated
 computed
 developed
 forecasted
 managed
 marketed
 planned
 projected
 researched

Creative

acted
 conceptualized
 created
 customized
 designed
 developed
 directed
 established
 fashioned
founded
 illustrated
initiated
 instituted
 integrated
introduced
invented
originated
 performed
 planned
revitalized
 shaped

Helping

assessed
 assisted
 clarified
 coached
 counseled
 demonstrated
 diagnosed
 educated
expedited
 facilitated
 familiarized
 guided
 motivated
 referred
 rehabilitated
 represented

Clerical or Detail Oriented

approved
 arranged
 catalogued
 classified
 collected
 compiled
 dispatched
 executed
 generated
 implemented
 inspected
 monitored
 operated
 organized
 prepared
 processed
 purchased
 recorded
 retrieved
 screened
 specified
 systematized
 tabulated
 validated

from **The Damn Good Resume Guide**
 by Yana Parker,
 Berkeley: Ten Speed Press

Words in **bold** are especially good for pointing out accomplishments.

RESUME OUTLINE

chronological format



Use an appropriate email and voicemail.

Your Name
Street Address
City, State Zip
student@berkeley.edu
contact phone

OBJECTIVE

If included, it should be specific to the job you are applying for

QUALIFICATIONS

- Number of years of relevant experience, noting skills gained
- An important accomplishment that directly relates to the job
- A quality or characteristic of yours that supports this goal

A Qualification or Summary section is optional. Use only if you have significant skills that relate to the job description.

EDUCATION

University of California, Berkeley

Bachelor of Arts/Science, Name of Major
Minor or Concentration
Overall GPA and/or Major GPA

Graduation date: Mo/Yr

Related Coursework: Course Title, Course Title, Course Title

EXPERIENCE

Position Title

Mo/Yr – Mo/Yr

Company/Organization Name, City, State

- Use bullet points to describe your accomplishments (paragraphs can work as well, although bullets will lead the reader's eyes more easily)
- Always start your statement with "action verbs" – add adjectives to emphasize
- State an accomplishment that demonstrates your skills in this field/position
- Illustrate a problem you solved using relevant skill(s) and the results
- An example of when you used your skills to positively affect the organization, the bottom line, your boss, or your clients

Leadership Title

Mo/Yr – Mo/Yr

Student Organization, UC Berkeley

- A project you're proud of that supports your objective
- Quantifiable results that point out your skills
- Awards, commendations, publications, etc. that speak to your accomplished skill

Volunteer Title

Mo/Yr – Mo/Yr

Community Service Organization, City, State

- Be consistent with punctuation and format
- Use present tense verbs for current positions and past tense verbs for previous positions

LEADERSHIP

Title, Student Organization Name, UC Berkeley
Volunteer, Community Organization, City, State

Mo/Yr – Mo/Yr

Mo/Yr – Mo/Yr

SKILLS

- Demonstrated experience with...
- Proficient in... or Fluent in...

Other Possible Section Headings
Research Volunteer
Professional Affiliations Interests

Anna Lee

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OBJECTIVE

Full-time position as a financial analyst

If you include an objective, make it clear and concise.

A summary may be included if you have specific skills and experiences the job description asks for.

EDUCATION

University of California, Berkeley
Haas School of Business

Bachelor of Science, Business Administration (GPA: 3.64)

May 2016

SUMMARY OF QUALIFICATIONS

- Professional experience as intern in well-established financial services agency
- Strong background in research and analysis developed through leadership experience and business courses
- Extensive work on case projects in financial accounting and corporate finance classes
- Proficient in Excel, PowerPoint, and Bloomberg

EXPERIENCE

Investment Intern, BAE Financial Services, Orange, CA May – August 2015

- Developed and implemented financial plans for individuals, businesses, and organizations by utilizing knowledge of tax and investment strategies, securities, insurance, pension plans, and real estate
- Prepared and submitted client's financial plan documentation; maintained contact with client, revising plan as required to reflect modified client needs or financial market changes
- Conducted research on various investment products to recommend the most suitable ones to clients

Case Competitions, Haas School of Business August 2014 – May 2015

- 1st Place:** Morgan Stanley Technology Investment Banking Case Competition, Fall 2014
- Conducted discounted cash flow and public comparables analyses to determine the best strategic recommendation for LinkedIn's IPO; analyzed competitive landscape, industry trends and IPO market
- Finalist:** Goldman Sachs Investment Banking Case Competition, Fall 2014

Financial Analysis Project, Financial Institutions and Markets class, UC Berkeley Fall 2014

- Created comparable company analyses to identify financial opportunities.
- Performed market research to facilitate analysis of equity funds.
- Developed comprehensive investment portfolio strategy and presented to class of 35

LEADERSHIP

Treasurer, Undergraduate Finance Association August 2014 – present

- Expertly manage cash funds and flow garnered from membership fees, ASUC allotment and annual events
- Actively attend weekly meetings, sharing information with peers about opportunities and activities surrounding careers in finance

Active Member, International Association of Business Communicators August 2014 – present

ADDITIONAL SKILLS & INTERESTS

Computer: Bloomberg, Excel, Access, PowerPoint, Word, C++, HTML

Languages: Fluent in Mandarin

Interests: Avid vocalist, painter and photographer

CHRONOLOGICAL RESUME

with project highlights

Diana Ross

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Redwood City, CA 94077

diana.ross@berkeley.edu
(650) 555-5555

EDUCATION

University of California, Berkeley

Bachelor of Science: Civil & Environmental Engineering (Cum. GPA 3.15), December 2016

Cañada College, Redwood City, CA

Studied general engineering curriculum (Cum. GPA 3.5), August 2012 - May 2014

SKILLS

Computer: AutoCAD, MATLAB Programming, MS Office Suite

Language: Fluent in Spanish

DESIGN PROJECTS

Design of Environmental and Water Resource Systems Course, Fall 2015

Devised a water supply system in a fictitious town to provide potable water. Designed a system that consisted of pipes, pumps, and a reservoir to transport water from one location to another. Developed a restoration project for a portion of Peralta Creek in the city of Oakland along with expanding an existing park located near the creek.

Math, Engineering, Science, Achievement (MESA) Program, Spring 2015

Planned, designed, and constructed a wheelbarrow storage for the community of the Homeless Garden Project, a non-profit organization that helps homeless people in Santa Cruz help themselves. Observed the client's concerns and needs and examined all possible solutions. Built the most favorable design within allocated budget.

EXPERIENCE

San Francisco Public Utilities Commission, San Bruno, CA, June - August 2015 Intern

- Conducted filter inspections to ensure proper filter performance and maintenance.
- Efficiently and professionally assisted lab chemist with chlorine decay tests every month.
- Operated lab equipment to test concentrations of chemicals.
- Independently developed a monthly filter performance report.

LEADERSHIP

Cañada College, Redwood City, CA, August 2012– December 2014

Campus Ambassador, Outreach Department

- Provided courteous and helpful assistance with campus resources to new and continuing students.
- Helped coordinate outreach programs for high school students, setting up events, scheduling staff and communicating details to managers.
- Gave weekly tours to 50+ visitors at a time and participated in student panels.
- Provided guidance about the admissions and financial aid processes.

Workshop Facilitator, MESA Program

- Tutored and facilitated academic workshops with Physics and Calculus students.
- Advised and motivated students about college success and resources.

Peer Tutor, Learning Center

- Provided extensive tutoring in the subjects of ESL, Math, and Spanish, breaking down complex information into easy to understand ideas.

Cañada College Basketball

- Managed time and priorities; balanced athletics, work, and academics.
- Assisted team in winning Coast Conference North Championship (2013).
- Won Peak Performer Award two years in a row (2013, 2014).

You may choose to include community college if you studied a complementary subject or have significant experience there.

Include a Projects section to show applied experience and knowledge.

Jayden Hien Yoon

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(916) 555-5555 student@berkeley.edu

EDUCATION

University of California, Berkeley

12/15

Major: Bachelor of Science in Integrated Biology; emphasis in Human Biology

Minor: Chemistry; Theatre, Dance, and Performance studies

GPA: 3.54

Coursework: General Chemistry, Organic Chemistry, Biology, Biology of Human Reproduction, Comparative Endocrinology, Hormones and Behavior, Physics, Calculus

LAB SKILLS

Nuclear Magnetic Resonance
Mass Spectrometry
Gel Electrophoresis
Organic Synthesis

Thin Layer Chromatography
Polymerases Chain Reactions
Dissection

Include a summary which quickly showcases your skills for an employer.

EXPERIENCE

Chemistry Tutor

9/14-Present

Student Learning Center, UC Berkeley

- Work with a team of experienced students to tutor both individually and in groups in subjects such as General Chemistry and Organic Chemistry
- Prepare mock lectures to teach complex Organic chemistry reactions to Berkeley students
- Develop original problem sets to further illustrate concepts; well-received by students

Grader (Chemistry lab)

9/12-5/13

American River College, Rockland, CA

- Meticulously checked and graded over 100 lab books per week, paying close attention to details and returning to professor on time each week

Related volunteer work can show both applied knowledge and care for the community.

VOLUNTEER

Volunteer, Urgent Care

7/14-Present

San Francisco General Hospital, San Francisco

- Using care and compassion, assist healthcare providers and nursing staff with patient care
- Direct patients and their families to specific departments of the hospital, answering questions and making referrals to other departments
- Monitor the health conditions of patients in the waiting room and report any dangerous changes in the health or behaviors of the patients to nurses

Volunteer, Vitas Innovative Hospice Care

7/14-Present

Various locations, Berkeley

- Assist elders with their daily needs related to mobility, food-serving, and cleanliness
- Aid in emotional and spiritual support for patients with life-limiting illness and bereavement support for families
- Prepare weekly reports for Hospice Care regarding behavioral and physical changes of elders

Mongolian Community/Mission Service Trip

Summer 2012

Mongolia

- Collaborated with seminary students to understand and communicate with native speakers more effectively
- Worked with a team of 11 American and 9 Mongolian students to build tents and ranches for the Nomads
- Executed a variety of programs to engage and teach college students at Mongolian State University of Agriculture, taking initiative to connect and interact with them

Edward Pfaff

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EDUCATION

University of California, Berkeley

Bachelor of Arts, English, Minors in History of Art and French | GPA 3.79

Expected May 2016

Senior Thesis (in progress): Narrative Approaches in the Novels of Jane Austen

You can include your LinkedIn profile link; be sure information is consistent with resume.

SUMMARY

- Well-honed research, writing and copyediting skills, with meticulous attention to detail
- Creative thinker who enjoys coming up with new and different ideas
- Social Media experience in Facebook, LinkedIn, YouTube, Twitter and Pinterest
- Strong work ethic, with ability to work well under tight timelines

EXPERIENCE

Social Media Intern, SocialMedia.com, Hollywood, CA

June-August 2015

- Assisted with all facets of outreach including building and maintaining social identities and keeping up-to-date on social media trends. Performed internet research, target list creation, and database management
- Interacted regularly with core fans on message boards, video upload sites, and microblogging sites
- Contributed to the content and appearance of each account/profile and analyzed statistics and traffic of each social media account
- Improved monthly Facebook page viewership and membership by 14%

Event Planning Intern, UC Berkeley Leadership Programs

January-May 2015

- Worked with a team of five to plan Spring Conference attended by over 300 students; enhanced professional networking skills
- Coordinated, managed and hosted Lunch with Leaders symposium attended by over 125 students.
- Designed and implemented creative marketing strategy, including press releases and local advertising

Using significant numbers helps emphasize the impact of your accomplishments

Production Intern, Media Match, San Francisco, CA

June-August 2014

- Evaluated prospective clients and talent agencies for commercial and industrial film projects
- Scheduled and coordinated auditions and interviews for performers and technical staff

Cashier & Server, Yogurt Park, Berkeley, CA

July-Nov 2014

- Delivered efficient and courteous customer service, addressed customer complaints and helped resolve employee conflicts
- Served frozen yogurt, handled cash transactions, stocked yogurt machines, and maintained store cleanliness
- Trained new employees how to use machines, serve yogurt and interact positively with customers

ACTIVITIES

Editor, Cal Literature & Arts Magazine (CLAM), UC Berkeley

Sept 2015-present

- Contribute to design, copy editing and production of bi-annual journal of poetry, prose and artwork comprised of submissions from undergraduate and graduate students
- Meet weekly with other editors and staff to review submissions and timelines, and plan events and fundraisers
- Publicize events to community using social media, flyers, posters, and ticket sales on campus
- Initiated advertisement sales as an additional source of revenue

OTHER SKILLS AND INTERESTS

Languages: Competent in written and spoken French

Interests: Drawing and painting landscape

GRACE MENDOZA

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EDUCATION

University of California, Berkeley

Bachelor of Arts, Psychology (GPA: 3.73); Bachelor of Arts, Cognitive Science (GPA: 3.40), expected May 2016

PROFESSIONAL SUMMARY

- 3 years of experience leading diverse groups of students through campus and community leadership roles
- Well-developed advising and helping skills; experienced serving broad range of adult and student populations
- Teaching and workshop facilitation experience; ability to develop lesson plans and assess learning outcomes
- Excellent with Microsoft Word, Excel, PowerPoint, Outlook; proficient with Filemaker and Adobe Photoshop

Include a summary which quickly showcases your skills for an employer.

RELEVANT EXPERIENCE

Job Development Intern

Jul 2015-Present

Youth Employment Initiatives, San Francisco

- Collaborate with staff in designing and delivering curriculum and training programs and presentations on various employment and business topics to a diverse adult population and the community at large
- Perform research and analysis on current employment and hiring policies, issues, and market trends
- With staff case managers, visited hiring managers in variety of SF-based companies to create hiring relationships
- Participate in client case review sessions, offering ideas and strategies for increasing job placements

Psychology Research Assistant

Sept 2014- June 2015

Relationships and Social Cognition Lab with Professor Ayduk, UC Berkeley

- Recruited and interacted extensively with research participants while safeguarding their confidentiality
- Operationalized participants' verbal and non-verbal behavior into quantitative data
- Performed scrupulous data collection, data entry and data analysis of research procedures and results
- Expertly managed databases such as Qualtrics, Psychology RPP, and Survey Monkey

Student Advisor

Aug 2012 - June 2013

City College of San Francisco, Extended Opportunity and Programs Services (EOPS)

- Introduced and led educational, financial, and leadership workshops for new students
- Advised students on academic matters and made referrals to appropriate programs and staff

ADDITIONAL EXPERIENCE

Administrative Assistant

January 2014- Present

Department of English, UC Berkeley

- Provide excellent administrative support to 57 faculty and 11 staff with demonstrated ability to improvise and meet demanding deadlines
- Respond to a high volume of telephone and walk-in inquiries with friendliness and professionalism, referring clients to appropriate resources
- Use Filemaker database to manage book orders and general record keeping
- Pioneered method to store print and electronic documents properly for future reference; improved efficiency

LANGUAGES & TRAVEL

- Fluent in both written and spoken Spanish
- Studies abroad in Madrid, Spain, Spring 2012, enhancing Spanish skills and cross-cultural sensitivity

Jerome White

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 student@berkeley.edu
 (408) 555-5555

Education

University of California, Berkeley

Degree: B.A. Applied Mathematics (GPA: 3.862) May 2017
 Honors: Dean's Honors List, National Merit Scholarship Winner
 Coursework: Data Structures and Programming Methodology, Concepts in Computing with Data, Discrete Mathematics, Efficient Algorithms and Intractable Problems

UC Education Abroad Program, Peking University June – July 2015
 Coursework: Chinese language

Qualifications Summary

- Programming: Python, Java, and R; familiar with Unix, SQL, XML, and JSON
- Computer: MS Word, MS PowerPoint, MS Excel, and Adobe Photoshop
- Leadership: Led and worked in groups of volunteers consistently throughout high school and college
- Communication: Outstanding skills obtained through professional work environments and leadership activities
- Language: Fluent in Mandarin Chinese; basic speaking, reading, and writing skills in Spanish

Skills and Accomplishments

Programming

- Developed games and Scheme language interpreter in Python
- Simulated Enigma cipher machine and logic puzzle solver in Java
- Obtained ample experience in debugging programs in Python, Java, and R
- Performed algorithmic analyses on programs in order to improve efficiency

Choose skills and areas to highlight based on what is listed in the job description.

Data Analysis

- Synthesized data into an interactive map using R and a Google Earth map using KML
- Acquired data from data mining websites and organized into databases using SQL
- Performed data simulations and used statistical modeling techniques to analyze large sets of data

Teamwork and Interpersonal Skills

- Tutored students of diverse backgrounds and grade levels, ensuring understanding of material
- Led volunteer activities at nonprofit events and local community centers
- Collaborated with a team of employees at the UC Berkeley Student Learning Center and Economics Department to provide excellent services to students with academic need

Organization and Administrative Skills

- Coordinated weekly seminars by prominent speakers at the UC Berkeley Department of Economics
- Assisted in organizing a two-day conference, a six-month project requiring excellent time management skills
- Executed tasks with minimal to no supervision while producing detail-oriented and accurate work

Work History

Student Assistant, UC Berkeley Department of Economics July 2013 – Present
Math Tutor, UC Berkeley Student Learning Center August 2014 – Present
Disabled Students Program Tutor, UC Berkeley Disabled Students Program January 2015 – Present

Including Work History shows employers where you developed some of your skills.

Janelle Davis

123 East Street • San Leandro, CA 94578 • (510) 555-5555 • jdavis@berkeley.edu

EDUCATION

UNIVERSITY OF CALIFORNIA, BERKELEY

Bachelor of Arts, Molecular and Cell Biology
 Minor in Psychology
 (GPA: 3.70)

Expected 5/16

This hybrid resume combines strengths of both skills and chronological resume formats.

EXPERIENCE

RESEARCH / WRITING

- Research Assistant**, Comparative Endocrinology Lab, UC Berkeley 8/14-5/15
 Planned, organized and carried out long-term and short-term research projects with minimal supervision; quickly learned complex laboratory procedures; analyzed and studied evolution of hormones, developing expertise in metabolic pathways of thyronines
- Research Assistant**, Children’s Hospital of Oakland 9/13-5/14
 Successfully executed molecular biology experiments involving DNA sequencing and gene analysis; maintained detailed records for procedural and statistical purposes; gained significant independent research and writing experience
- Campus Relations Intern**, UC Berkeley Office of Public Affairs 1/13-5/13
 Compiled Fellow articles from a variety of journals, magazines and newspapers; used InDesign to create pages; developed efficient proofreading methods

TEACHING

- Teaching Intern**, Break the Cycle, Berkeley, CA 5/15-8/15
 Improved 1st grade students’ math skills through consistent and creative teaching and curriculum development; motivated 15 underachieving students toward success in their annual district exams; designed individual curricula, focusing attention on methods that work well for specific population
- Tutor and Teacher’s Aide**, Edna Brewer School, Oakland, CA 9/13-12/13
 Conceptualized and implemented a yearlong project for ESL students resulting in a journal of autobiographical works for use as a learning tool for other ESL instructors, historical archive, and a source of inspiration for other ESL students; drafted proposal to finance project, resulting in full grant support

LEADERSHIP

- Rush Chairperson**, Chi Omega Sorority, UC Berkeley 9/14-12/14
 Coordinated team of 10 in planning sorority recruitment; implemented marketing strategies promoting the benefits of membership, resulting in chapter membership increasing by 35%; efficiently managed budget for Rush preparation week and Rush week

ACTIVITIES

- Saxophone**, UC Berkeley Jazz Band 1/14-present
- Shortstop**, UC Berkeley Club Baseball Team 8/13-12/14

The federal resume is not the same as a private industry resume: it averages 4 pages (for experienced professionals); it MUST match a target announcement to stand out and eventually get referred to a supervisor. Federal resumes must include month and year for experiences; list up to 10 years of details about supervisors and salary; education and certifications listed in details (if you have that much). You can find information about federal positions here:

STUDENTS

usajobs.gov/StudentsAndGrads

RECENT GRADS

opm.gov/HiringReform/Pathways/program/graduates

FOR BEST RESULTS

- Use the resume builder on usajobs.gov to create your resume; edit your resume before submitting
- Read the vacancy description carefully for all duties and qualification
- You must show that you have the minimum listed requirements - more is better
- Review specific instructions to any status that may apply to you: student, disability and veteran

ITEMS TO INCLUDE IN A FEDERAL RESUME

JOB INFORMATION

- Announcement number and title and grade(s) of the job you are applying for.

PERSONAL INFORMATION

- Full name, mailing address (with zip code), and day and evening phone numbers.
- Veterans preference (if applicable a 00-214 is required).
- Reinstatement eligibility (if requested, attach SF-50 proof of your career or career-conditional status).
- Country of Citizenship (most federal jobs require US citizenship).

EDUCATION

- College or University. Include name, city and state, majors, and any degrees awarded (only send college transcripts if the position specifies to do so).
- High School. Include name, city and state, and date of diploma or GED.

WORK EXPERIENCE

- Read the QUALIFICATIONS section of an announcement carefully.
- Provide the following information for your paid and non-paid work experience related to the job you are applying for: job titles (include series and grade if a federal job); duties and accomplishments; employer's name and address; supervisor's name and phone number; starting and ending dates (month and year); hours per week and salary. Indicate whether your current supervisor can be contacted.
- Focus on the most recent and relevant positions. Add accomplishments; separate the accomplishments from duties. Include the duties first then the short list of accomplishments.
- Add the keywords from the DUTIES AND QUALIFICATIONS SECTIONS into your resume.
- Highlight key skills in ALL CAPS or bold to improve readability in the builders.

OTHER QUALIFICATIONS

- Job-related training courses (title and year).
- Job-related skills, e.g., languages, computer software/hardware tools, machinery, typing speed.
- Job-related certifications and licenses (current only).
- List job-related honors, awards, and special accomplishments, for example, publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards.

Dear Ms. Simmons,

I enjoyed meeting you yesterday evening at the information session you held at UC Berkeley. Learning about the manufacturing position and your company's goals for the future solidified my interest; I am certain that my strong mechanical engineering training and work experience in a manufacturing setting make me an ideal candidate. Per your advice, I submitted my application on-line this morning, but wanted to follow up with you as well.

I believe that my problem-solving skills related to my strong technical coursework will enable me to be a strong addition to your team this summer. As you can see from my resume, I have taken several relevant courses that will give me the foundation needed to begin work quickly with your team. In addition, my internship at Raytek, Inc. has given me a chance to not only perform in a professional environment, but exposed me to many similar scenarios with product implementation that Widgets International will face.

I'd welcome the opportunity to talk further with you about how my skills and experience could benefit Widgets International. Please refer to my resume below for further evidence of my qualifications. I look forward to talking with you soon.

Sincerely,
 John Chang
 (510) 555-5555
 student@berkeley.edu

Keep text simple and easy to read with no bold, underlining, or tabs. All text is justified left. See p. 25 for more guidelines.

RESUME

EDUCATION

University of California, Berkeley
 Bachelor of Science, Mechanical Engineering, May 2016
 Honors: Pi Tau Sigma (Mechanical Engineering Honors Society)

PROJECTS

- Modeled aluminum tubing framework of a DNA machine and provided cost analysis, vendor information, and component and assembly drawings
- Conceptualized and developed a prototype for a device used to prevent the disastrous effects of household gas leaks

EXPERIENCE

RAYTEK, INC., Fremont, CA, May 2015 - present
 Manufacturing Engineering Assistant

- Performed daily maintenance and troubleshooting of a manufacturing line
- Researched and tested hardware and software scenarios for implementation

SPACE SCIENCES LABORATORY, Berkeley, CA, May 2014 - August 2014

Mechanical Design Intern

- Designed a vacuum chamber and redesigned an oven hood for assembly of neutrino detectors for the Argonne Labs
- Constructed a portable, modular high voltage power supply unit for use with detectors while testing
- Familiarized with high level clean room practices and procedures required for the cleaning of space systems assemblies

●●●● REFERENCES ●●●●

to give to employers upon request

MICHELLE ANDERSON

1253 College Avenue, Berkeley, CA 92134 · 510.555.4457 · mander@berkeley.edu

In almost all cases, you will NOT submit references with your resume. Instead bring them to your interviews to furnish upon request.

For a polished look, use the same header style for your contact information on your reference sheet that you use for your resume and cover letter.

REFERENCES

Deborah Smith
Director of Marketing
ADworks Corporation
2 Sacramento Plaza, Suite 2434
San Francisco, CA 94311
(415) 555-0477
deborah.smith@adworks.com

Philip Blass, PhD
Assistant Professor
University of California, Berkeley
Department of Psychology
3210 Tolman Hall
Berkeley, CA 94720
(510) 555-3175
pbllass@berkeley.edu

Sylvia Nunez
Tutoring Programs Coordinator
Berkeley Tutoring Center
695 College Ave.
Berkeley, CA 92431
(510) 555-4892
snunez@berkeleytutoring.com

Secure 3-5 references prior to interviews. References should be people who have supervised you in an academic or hands-on setting like a job, internship, or volunteer position. Friends, family, and well-known people who do not know you well are not good references—they can say little about your potential for success.

●●●●● COVER LETTERS ●●●●●

A well written cover letter should always accompany your resume or application. Its purpose is to introduce you and expand on the experience in your resume. A good cover letter should:

- Open with a compelling paragraph that tells a story
- Include specific information about why you want to work for the employer
- Exemplify clear and concise writing skills
- Demonstrate your knowledge of the position
- Align your experience with the desired qualifications of the employer

Cover Letters for Job or Internship Listings

1. Know the employer

Research the employer’s organization to see how your experience, skills, and abilities meet its needs. In your cover letter, show why you are a good fit. Send the letter to a specific person whenever possible; otherwise, use “Dear Hiring Manager,” “Dear Members of the Selection Committee,” or “Dear Hiring Team.”

2. Analyze the job description

Review the job responsibilities and qualifications carefully and design your cover letter to match these as much as possible. Sometimes job listings are vague. In these cases, draw from your experience of similar jobs to infer what skills and abilities might be required or research similar positions online.

3. Analyze your background

Think about your background in relation to the job responsibilities and qualifications. Ask yourself, “What have I done that is similar to what this job entails?” Consider courses taken, classroom projects, work experience, summer jobs, internships, volunteer experience, extracurricular involvement, and travel.

Be sure to indicate in the first paragraph what position you’re seeking. If a specific person recommended you for or alerted you about the position, include their name and title up front. For example “Jason Ryner, your Marketing Manager, recommended that I apply for this position.”

Prospecting Letters

If you are inquiring about possible openings, you are sending an Inquiry or Prospecting Letter. Address your letter to a specific individual, usually the person who supervises the functional area where you’d like to work. Be as specific as possible about the type of position that interests you. Ideally, your research will reveal the job titles used by this employer. If not, use generic job titles commonly understood in the field.

COVER LETTER CHECKLIST



STOP! Don’t submit your cover letter until you have completed the following:

- Write an original targeted cover letter for each employer and position
- State in the first sentence why you are writing
- Show that your career goals are aligned with both the position and the organization
- Make your points succinctly; every point should support your readiness to contribute
- Proofread for typos and accuracy of contact information. Have another set of eyes review it too
- Run Spell Check before sending your final copy, but remember that it does not catch everything
- Follow up with the employer if you hear nothing after 2-3 weeks. Inquire if any further information is needed and reiterate your interest

HOW TO WRITE A COVER LETTER THAT GOES NOWHERE

- Make your introduction long winded and don’t include your job objective to cause confusion about what you’re applying for
- Don’t proofread your letter or use Spell Check. This is very useful for those who claim to be “detail oriented”
- Ramble on about your experiences without explaining why they are relevant. Don’t mention details that will let the employer know that you understand what their company does or what the job entails
- Write more than one page, forcing employers to hunt for your qualifications
- Explain what the employer can do for you, instead of what you can do for them
- Don’t encourage the employer to contact you, leave out contact information, and don’t sign your name at the end of the letter
- Send the same generic cover letter to all employers

COVER LETTER

suggested content & layout

The following is intended as a guide. Cover letters should be unique and original.

Your Name
Street Address City, State Zip (Area Code) Phone Number student@berkeley.edu

Month Date, Year

Employer's Name
Position or Title
Company Name
Employer Street Address/P.O. Box
City, State Zip Code

The simplest way to lay out your cover letter is to align all text to the left. Not only is it simple, but it looks professional and polished.

Dear Mr./Ms./Dr. Last Name of Addressee:
(Note: if no name is available use a generic title such as Human Resources Manager, Selection Committee or search LinkedIn for a HR contact name)

Opening Paragraph

State the position you are applying for, how you found out about it, and ask for consideration based on your skills and experiences you have to offer. If you were referred by someone, state that here. Make a general statement about being a good candidate for the job.

Middle Paragraph(s)

In this section, you want to build a connection between the company's needs and your background and skills. Stress what you have to offer, not what you want from them. Identify those parts of your experience that will interest THIS employer. You can draw attention to relevant course work, special projects and campus activities if they show direct relationship to this position. Do not restate what's in your resume, rather expand upon a specific project or accomplishment.

Closing Paragraph

Restate your interest in this position and how your unique qualifications fit the position. Request an interview, or tell the reader that you will contact him/her soon in order to schedule a mutually convenient time to meet. Thank the reader for his/her time and consideration.

Sincerely,

Your Signature

Type your name

COVER LETTER

for an existing opening

Marty Lewis
345 Channing Way Apt #101 • Berkeley, CA 94704 • 650.555-5555 • student@berkeley.edu

October 1, 2015

Patricia Scott
Director, Human Resources
Yahoo!
896 Mission College Blvd.
Santa Clara, CA 95003

Dear Ms. Scott:

I am excited to submit my application for the Training Specialist position I saw listed in Callisto. I am confident that my qualifications for this position merit your consideration.

As you can see from my resumé, I will complete my bachelor's degree in Business Administration from UC Berkeley in May 2014. While this degree has provided me with a strong background in many aspects of business, it has also given me the opportunity to demonstrate my abilities through practical experience.

As a Training Department Intern with UCSF, I was responsible for a new computer software education program. This project allowed me to develop and refine my training and organizational skills while designing a program to teach basic software applications to users with limited experience working with computers. The success of this program has been so overwhelming that the department has integrated it into their new staff training course.

Although the enclosed resumé thoroughly outlines my education and experience, I would appreciate the opportunity to demonstrate in an interview my knowledge of employee training and development, initiative, and interpersonal skills. You can contact me at (650)555-5555 to set up an interview. I look forward to hearing from you soon.

Sincerely,

Marty Lewis

Marty Lewis

Enclosure

Although it's more assertive to indicate that you will call, it's best to wait for a call if the employer specifically states "no calls" in their listing.

COVER LETTER

prospecting for a position

333 College Avenue
Berkeley, CA 94765
susantdavis@berkeley.edu
(555) 555-7777

December 1, 2015

Mr. Earl Jones
Goodworks Agency
234 E Santa Clara Street
San Jose, CA 94567

Dear Mr. Jones:

I learned about Goodworks in the process of researching nonprofits online. I have been seeking an organization whose mission matches my desire to help low-income clients with practical matters and emotional support, and was inspired by Goodworks' range of services and successful track record. I am writing to see whether you would be interested in hiring an intern this summer.

I am a junior at UC Berkeley, pursuing my BA in Sociology and a Spanish Minor, and considering an eventual career in social work or nonprofit management. Since August, I have been conducting HIV test counseling sessions as a volunteer at the Berkeley Free Clinic. It has been rewarding working with people from diverse backgrounds, many of whom are struggling to meet basic life needs, and to use my Spanish speaking skills. I would love to apply and further develop my counseling skills while making a positive contribution at Goodworks.

I will be available to work up to 20 hours a week this coming summer and would welcome the opportunity to meet with you to discuss the possibility of interning with you. I will follow up on this letter in a week to see if we can set up a time. Thank you very much for your attention.

Sincerely,

Susan T. Davis

Susan T. Davis

Since you don't have a mutual contact, you have to find another way to form a bond with the reader. Establish that you are interested specifically in this organization and explain why you are targeting them.

Keep the letter short and to the point. The reader is probably very busy, and the letter is just to get his attention. Be assertive in the closing.

●●●● COVER LETTER ●●●●

T-letter - a high impact alternative format

The following is intended as a guide. Your cover letters should be unique, original, and tailored for each job.

Freda Jones
 2440 Bancroft Way, #204 • Berkeley, CA 94720 • (510) 999-9999 • fjones@berkeley.edu

April 1, 2016

Alan Smith
 University Recruiting Lead
 Widget Advisors
 9999 University Circle
 Menlo Park, CA 94025

First paragraph should be compelling and answer two questions: Why them? Why you?

Called a T-letter because the white space looks like an upper-case T.

Reference: Summer Analyst Intern (#a100009)

Dear Mr. Smith:

Every day as I traveled to school I passed a construction site where a fascinating building started to rise above the fence. It was so interesting I searched the Internet to find out the building's owner. I discovered an equally interesting company-Widget. I have been following Widget's story ever since and so was delighted and excited to see your posting for a Summer Analyst.

Based on my understanding at this stage I believe the following are important:

Quantitative Skills

I discovered I have an aptitude for numerical, analysis, data modeling and software tools while still in high school. I also discovered a skill at conveying complex concepts so that lay people understand. I have also led team efforts to win prizes in national case-based competitions.

Collaboration

When I started at Berkeley I joined the Widget Appreciation Club when it was defining itself. Everyone had lots of ideas and everyone was championing their own. I listened to all the ideas and then facilitated a group session to pull out the best of all the ideas. The result was everyone felt they had contributed to the Club's new direction and membership rose by over 300% over the following semester.

Fast Learner

While at high school I helped out at a small local business. They were suffering from unreliable computer systems so, in addition to my regular work, I evaluated their needs and replacement options. I got the owner's go-ahead and learned the new system in a quarter of the time the supplier expected. I was then able to train the staff so the implementation was smooth and removed all the previous problems.

I view an internship as a two-way process. I'm certain I would learn a huge amount from you but I would also want to bring value to Widget Advisors and I look forward to discuss with what that value might be.

Sincerely,

Freda Jones

Freda Jones

Key words or phrases taken from their posting. Use their high priority ones.