



# Career Services

*"Your journey to career success begins here..."*

Gwynedd-Mercy College • Campbell Hall • Ext. 230 • [careerservices@gmc.edu](mailto:careerservices@gmc.edu)

## RESUME and COVER LETTER Writing Packet



This guide was created by Gwynedd-Mercy College Career Services and is designed to help you develop your marketing package: cover letter, resume, reference page, and thank you letter. In addition to this guide there are several resources in our career library for you to refer to as well.

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# ADDITIONAL RESOURCES

In addition to this workbook, Career Services has an abundance of other resources and guides to help you. These materials can be found in our Career Library.

Before sending your cover letter and resume out, make sure it is error free and markets you in the best way. Schedule an appointment with Career Services to have them reviewed. We can be reached at ext: 230 or [careerservices@gmc.edu](mailto:careerservices@gmc.edu).

# INTRODUCTION AND PURPOSE OF THE RESUME

Your resume – just a typewritten sheet with your education and work history...right? **WRONG!** Your resume is an important reflection of you. It summarizes your education, work and life experiences, skills, and abilities in a succinct, readable document. Your aim is to interest the reader enough to invite you in for an interview. No resume alone has gotten someone a job – its whole purpose is to get you in the door for an interview, and that's where you land the job. Your challenge is to get into that interview!

To capture in your resume the key skills and experiences that the employer needs, you must find the most appropriate and professional way you can to make yourself the exceptional candidate. **Your resume should change slightly or significantly each time you send it, in order to customize it to the position sought.** Read on as we explore the key components of a resume. You will be guided through the essential components of a resume, and can look at several examples of resumes.

## TAKING INVENTORY OF SKILLS, ABILITIES AND ACCOMPLISHMENTS

You need to know what you have to offer before you can write a good resume. Use the worksheets below to assess and organize your skills and talents which an employer might need. Complete these before you begin to format your resume. Once you have completed these, you can then explore the various components found in most resumes.

## SKILLS AND ACCOMPLISHMENTS WORKSHEET

### STEP 1

Complete this exercise to pull together all information you will use in your resume. Take several sheets of blank paper and put the following headings on each:

#### EDUCATION

List colleges and universities attended; special educational experiences like study abroad; special training or certifications received; GPA (if over 3.0); if you graduated with honors; list degrees, majors, minors, and concentrations. If you personally paid for a significant percentage of your education (utilizing personal loans does not count), you could include this on your resume or expand upon it in your cover letter.

#### RELATED COURSEWORK

List any courses that are extremely relevant to success and performance in your future career, especially if it is in addition to your major. Please note this does not mean listing every course taken as you should list no more than 5 courses total. This section is recommended when applying for internships and other pre-graduation positions.

#### SKILLS

Computer skills; fluency in foreign languages; other unique capabilities.

#### CAREER RELATED EXPERIENCE

Internships, full-time or part-time jobs related to your career field; volunteer experiences are relevant.

## **WORK EXPERIENCE**

All jobs you have held, your duties and accomplishments. Don't worry about length right now – write down everything. You will be editing later.

## **LEADERSHIP ACTIVITIES**

List everything you have done in college clubs, community involvement, team or individual sports, etc.

## **OTHER CATEGORIES**

Write down anything else that doesn't fit into any of the above categories, such as: Professional Affiliations or Research.

## **STEP 2**

Go through each section and ask the following questions:

- Are there things in this section that I feel proud about?
- Can I make these things relate to what an employer might be looking for?
- What things in this section show positive attributes or strengths about my work ethic, my personality, etc.?
- Which activities have been replaced by more recent accomplishments?
- How can I make my best capabilities show in this section?

Work with a career counselor to help you edit further from this point. Then have friends, relatives, professors, professionals in the field, etc. give you feedback on your resume before you begin sending it out.

## **ESSENTIAL PARTS OF THE RESUME**

### **Heading**

The Heading should be formatted in the following way:

**NAME**  
Street Address  
City, State Zip  
(Area Code) Phone Number  
Email

If you have a current address and a permanent address, you can list them like this:

|                          |                   |
|--------------------------|-------------------|
| <b>NAME</b>              |                   |
| (Area Code) Phone Number |                   |
| Email                    |                   |
| Current Address          | Permanent Address |
| Street Address           | Street Address    |
| City, State Zip          | City, State Zip   |

Be aware that this is the first impression you will be making. Limit phone numbers to two or less and make sure your voice mail message is professional. Your email should be professional as

well. We recommend using your GMC email or setting up a similar account elsewhere. Avoid addresses like [CrazyPartyPal84@aol.com](mailto:CrazyPartyPal84@aol.com)!

### **Objective/Professional Summary**

“Should I or shouldn’t I?” is often a question students ask about including an objective. Most employers prefer them, and they should be targeted towards specific positions in this day and age of technology. A good rule of thumb is to read a resume, and if you can very clearly understand what type of position the person may be applying for, then you may leave it off. Otherwise (about 90% of the time), it’s best to go with an objective. Well-written objectives are usually no longer than 1 – 3 lines. Samples are listed below:

- Seeking a position as a registered nurse, with special interests in med/surg and acute care
- To secure a position as a computer programmer, systems analyst, or software designer
- Seeking a challenging internship in accounting, preferably in corporate accounting

### **What is NOT appropriate is an objective like this:**

- Seeking a challenging position where I may use my skills and abilities

This objective doesn’t give the employer any information about how you can be of use to him or her. A well-written, concise, focused job objective gives the reader an idea of your areas of skill or expertise and conveys a sense of direction and professionalism.

A **Professional Summary** is similar to an objective and is often used when a person has already acquired experience or expertise in a given field. While it doesn’t always state a specific position sought, it is clear in which area the person might be best employed. An example might look like this:

- Over twelve years of experience in human resources, with special expertise in staff selection, training, and succession planning. Skilled in development and facilitation of management training programs.

### **Education**

Here is a sample of how to format your educational background:

|                         |                    |          |
|-------------------------|--------------------|----------|
| Gwynedd-Mercy College   | Gwynedd Valley, PA | May 2008 |
| Major: Criminal Justice | Minor: Sociology   | GPA: 3.8 |

Include your most recent degree, institution and location, date of graduation, majors, minors, concentrations, G.P.A. (usually only for your first job; after that, work experience is more important). You may also list honors and awards here (if numerous, you may want to create a separate heading), and some students may want to highlight specific relevant courses as shown on some of the included sample resumes.

### **Related Coursework**

When applying for an internship, list specific relevant courses that are related to your objective. Once you are seeking fulltime employment, Related Coursework is removed from the resume because your degree encompasses coursework.

## **Skills**

A “Skills” section is very important. Skills which are used on a regular basis in your future career field are excellent to include (such as programming languages for a computer programmer). Special competencies which could be an added asset to an employer are also helpful to include. Areas to consider might be computer skills including software packages, language proficiency, technical skills or knowledge, specialized training such as CPR, etc. Skills listed should be “hard” skills, those which are objective and easily tested or proven.

## **Career Related Experience**

Include in this section such activities as internships, related work experience, related community service, and/or independent research or class projects which show special expertise in your field of choice. Having a section which is focused toward your future career path shows you have tried to gain important career related experience. Follow the formatting suggestions in the “Additional Experience” section below and on the sample resumes for how to highlight this.

## **Additional Experience**

In this category, you should give information about positions you have held before and during your time in school, even if those positions at first glance don’t seem to relate to your future career plans (more on this later). You do not need to list every part-time position you’ve ever held, nor do you need to go into great detail on positions you may have held many years before, but you do need to try to avoid huge gaps of time in your work history. Also, think about the level of responsibility you’ve held in these positions.

Were you responsible for training all new employees? Did you close out the cash drawers and make the nightly deposits? Were you “unofficially” in charge when the manager was out? Did you work 30+ hours per week while attending class full-time? Try to think about what could be related or transferable from your previous position to your new career field and clearly draw these connections.

Include such things as position title, organization, location, dates employed, and description of duties. Short phrases using “action” words should be used – see the list of “Action Words” included in this packet. “Bullets” are the preferred format to describe your activities. Here is an example:

KPMG                                      Harrisburg, PA                                      2005-2007

### **Auditor**

- Supervised 7 staff members in audits of banking and thrift institutions, manufacturing facilities, and healthcare organizations
- Designed complex pension plan test that uncovered problems in client software, resulting in \$10,000 annual savings for client

## **Leadership Activities**

Do not underestimate the weight that employers place upon campus involvement, leadership roles, participation in athletics and community service, and other extracurricular activities. If this was a strong part of your experience while in school, emphasize it! If it was not, emphasize your stronger areas, whatever they may be.

When possible, don’t just list involvement; describe what your role as Vice President entailed. See the sample resumes for formatting ideas.

## **Other Categories**

Other optional categories, which may fit your background, include: Volunteer or Community Service Activity, Honors/Awards, Military Experience.

## **References**

This category should be omitted from a resume; if an employer wants your references, he or she will ask you for them anyway. If you do choose to list this “tag line,” you may just say “References Available Upon Request” centered at the bottom of the page. When you do give your references to an employer, it’s appropriate to list them in the following manner on a separate piece of paper:

**Mr. Bruce Wayne**  
President, Wayne Enterprises  
100 Bat Cave Blvd.  
Gotham City, IL 12345  
(234) 567-8909  
bwayne@comcast.net  
(employer for three summers)

Three to five references is the norm; however, you may list more. Best bets are employers, professors who know you and your quality of work well, internship supervisors, etc. Personal “character references (such as your neighbor or minister) are not as strong as the previously mentioned potential references. Make sure to supply your references with a copy of your resume and ask them in advance if they will serve as a reference for you.

## **CHOOSING THE RIGHT FORMAT**

There are several resume formats to consider, each of which has specific uses. While there is no one “right” way to do a resume, the formats and components discussed here tend to work well for most people.

**Chronological**: Emphasizes work history by listing experiences, with the most recent coming first. This format can highlight relevant experience, but it can also reveal spotty work history.

**Functional**: Highlights selected areas which relate to career interests. Effective for those changing careers who want to emphasize skills/talents/etc. more than positions.

**Combination**: Uses elements of both chronological and functional.

## **CRITIQUES**

The Career Services Staff is available to review your resume and cover letters. Stop by or call (215) 646-7300, ext: 230 to schedule an appointment.

# COVER LETTERS

The cover letter you submit with your resume is an extremely important document. It should be written to enhance your resume as well as highlight other information which may not be a part of your resume. A cover letter should complement the resume, and not repeat phrases or information from the resume.

Its purpose is to introduce you to the reader, indicate the job for which you are applying, and to give supporting information on why you are qualified for the job. You should always include a cover letter with your resume. A well-written, targeted cover letter will greatly increase your chances of being invited to interview. Follow the format on the following page to construct your letter. Two examples (a bulleted style and a conventional paragraph style) and frequently asked questions are included at the end of this packet.

## ESSENTIAL PARTS OF THE COVER LETTER

(About a one-inch margin at top and bottom)

Your Street Address

Your City, State, and Zip

(Skip 2 – 3 lines)

Date

(Skip 2 – 3 lines)

Mr./Ms./Dr. First Name Last Name

Job Title

Company Name

Company Address

City, State, Zip

(Skip 1 line)

Dear Mr. (or other title) Smith:

(Skip 1 line)

### 1st Paragraph – The Opening

In this paragraph, you need to identify the job for which you are applying, how you found out about the job (referral, research, advertisement, etc.) and a brief statement indicating your interest in the position. Try to get a “hook” into this statement; something that will “hook” the reader to want to read on. This could be years of experience, type of knowledge the company is seeking, etc. Also, introduce the themes that you will elaborate upon in the second paragraph. For example, perhaps you will expand upon your educational qualifications and related experiences in the second paragraph.

(Skip 1 line)

### 2nd Paragraph – The Body of the Letter

This is the critical paragraph, the real “meat” to the letter. Many job seekers have difficulty understanding that their job is to clearly state the employer’s needs and tell how they can fill those needs. Give concrete examples, showing when, how much, what kind, etc. Your job is to

convince the reader that you can immediately (or at least very quickly) perform those tasks which he or she requires. Your wants and needs are secondary to the employer's wants and needs at this point. Target those needs which you know; those which you believe to be important based on your research are good to include as well. At the end of this paragraph, you may refer to the enclosed resume so the employer can find further supporting evidence of your candidacy.  
(Skip 1 line)

### **3rd Paragraph – the “Close” or Call to Action**

In sales terminology, this is the “close.” In the first paragraph, you set the stage to create interest. In the second paragraph, you stated all the benefits of the product (you) to the buyer (the employer). In the third paragraph, you want action to occur. You need to tell the employer what the next step should be (requesting an interview, for example), what action you plan to take (follow up), and what action you hope the employer will take (actually setting the appointment). Include your phone number and times you can be reached to make it easy for the employer. End your letter with a conventional closing such as “Sincerely,” “Cordially,” etc., and make sure to sign your name before sending the letter with your resume.  
(Skip 1 line)

Sincerely,  
(Skip 4 – 5 lines; enough room for your written signature)

Your typed name

# FAQ'S

## **FAQs ABOUT RESUMES**

### **How do I handle listing my current address and my permanent address on my resume?**

Center your name at the top of the resume, list your current address and phone number on the top left hand side with a date this address is valid until, and your permanent address on the top right hand side, again with a date. You may also center each of them and list addresses horizontally. With only one address, simply center it under your name.

### **Should I put the resume on colored paper?**

Stay conservative with your color choices. White, off-white, buff, tan or light gray are all good choices. Good quality paper can be obtained in the bookstore, office supply stores, or any full-service copying and printing establishment.

### **What kind of printer should I use?**

A laser printer provides the best quality, or as a second choice, a high quality ink jet printer. Word processors or dot matrix printers do not make your resume look professional enough to be competitive in the job market. Resumes may also be professionally copied using a laser-printed original.

### **One page or two?**

Generally, you should keep your resume to one page unless you have significant work experience because you are an adult student. If you go to a second page, make sure the information is important and useful and fills the pages. Remember that an employer may only spend 15 – 30 seconds reviewing your resume.

### **How far back should I go in listing jobs?**

Whenever possible, account for all time periods from your last year in high school or beginning of college to the present. If you are a student with many years of prior experience, focus on the last 5 – 10 years in more detail, and list the most important positions before that with less detail. Too many jobs clutters up your resume and may give the impression that you are unable to hold a job. If you have held many part-time jobs at the same time, list the ones where you had the most responsibility or the ones which may have transferable skills applicable to the position you are seeking. The key is to minimize gaps in your resume. Be prepared to adequately explain large gaps in the interview.

### **How can I make my resume really stand out?**

Using descriptive “action words” can improve and strengthen any resume. Review the list provided in this packet to help you choose more powerful descriptions of the skills you have to offer. Try to make your descriptions “results-oriented.” When possible, add successful results, percentages of improvement, dollar amounts, etc.

### **Do I always need to include a cover letter?**

Yes, whenever you send your resume, you should include a cover letter.

### **Should I use a template?**

There are a wide variety of templates, wizards and software available that are designed and marketed to create the perfect and easy resume. While they may be tempting, consider the pros and cons of such software.

Pros - quick and easy, system prompts you for information and formats it for you

Cons - resume loses its individuality because so many look the same. If you want your resume to stand out, it shouldn't look the same as everyone else's

- allow very little input from you

- very difficult if not impossible to alter layout or categories

- often use too many fonts and sizes which result in "busy" or unprofessional appearance.

## **FAQs ABOUT COVER LETTERS**

### **How long should the cover letter be?**

The cover letter should be no more than one page. Three to four paragraphs are sufficient.

### **To whom should I address the cover letter?**

Whenever possible, try to get the letter and resume on the desk of the person who will be doing the hiring. The job of the Human Resources Office is to screen applicants out, so you should try to get your application past them. You should actually address your letter to a real person, not just a title. The best way to obtain names is through your informational interviewing, research you have conducted, networking with others who work in that company, or even by calling the company or department and asking for the appropriate name. If you are responding to a blind ad in the newspaper and you can't determine a name or even the company, it is acceptable to address the letter "Dear Sir or Madam."

### **What kind of paper and envelope should I use?**

The cover letter paper should match the resume paper. Purchase your resume paper and matching envelopes at any office supply store. It is acceptable to fold the resume into a tri-fold and put it in a standard business-size envelope. Large, 9" X 12" matching envelopes are preferred.

### **How should I send my cover letter and resume (mail, fax, e-mail)?**

Follow the directions in the position posting and ask the employer if you are uncertain what method they would prefer. If you e-mail your resume, make sure the format will be accessible to the employer.

### **How can I make my cover letter stand out?**

Nothing distinguishes a cover letter better than well-written content. Your writing should be logical and should concisely express how your talents can be an asset to the employer. Also make sure your grammar is flawless and your spelling is correct. You may use a paragraph style letter or use bullets to emphasize key points. Both styles are included as examples in this packet.

## ACTION WORDS

accelerated  
accomplished  
achieved  
adapted  
administered  
advised  
aided  
allocated  
amplified  
analyzed  
answered  
appointed  
approved  
arbitrated  
arranged  
assessed  
assisted  
assumed  
augmented  
awarded  
began  
broadened  
built  
calculated  
catalogued  
chaired  
compiled  
completed  
computed  
conceived  
condensed  
conducted  
constructed  
consulted  
contracted  
contrived  
controlled  
cooperated  
coordinated  
counseled  
created  
delegated  
demonstrated  
designed  
determined  
developed  
devised  
devoted  
diagrammed  
directed  
displayed  
distributed  
drafted  
edited

eliminated  
employed  
established  
estimated  
evaluated  
examined  
exhibited  
expanded  
expedited  
explored  
extended  
fabricated  
facilitated  
focused  
fortified  
founded  
generated  
guided  
handled  
harmonized  
headed  
implemented  
improved  
incorporated  
increased  
influenced  
initiated  
innovated  
installed  
instituted  
instructed  
interpreted  
introduced  
investigated  
involved  
launched  
led  
lectured  
listed  
maintained  
managed  
mediated  
modified  
monitored  
motivated  
negotiated  
observed  
operated  
ordered  
organized  
oriented  
originated  
overhauled  
participated

performed  
planned  
pinpointed  
prepared  
presented  
preserved  
processed  
produced  
programmed  
proposed  
proved  
provided  
received  
recommended  
recorded  
recruited  
rectified  
reduced  
re-established  
referred  
regulated  
reinforced  
reorganized  
represented  
researched  
reshaped  
restituted  
restored  
revamped  
reviewed  
revised  
scheduled  
selected  
set-up  
simplified  
solved  
specialized  
streamlined  
structured  
substituted  
suggested  
supervised  
supported  
systematized  
taught  
trained  
tutored  
unified  
used  
utilized  
volunteered  
widened  
worked  
wrote

**CHRONOLOGICAL RESUME**  
(FOR STUDENTS/ALUMNI WHO HAVE FULL TIME WORK EXPERIENCE)

**Jayne Jones**  
26 Manor Road  
Gwynedd Valley, PA 19437  
215-123-4567  
[jones.j@gmc.edu](mailto:jones.j@gmc.edu)

**OBJECTIVE:** To secure a challenging marketing position at Company XYZ utilizing my skills in product planning, buying, and analysis.

**EDUCATION**

|  |                    |          |
|--|--------------------|----------|
| Gwynedd-Mercy College<br>Bachelor of Science Degree<br>Major: Criminal Justice<br>GPA: 3.5 | Gwynedd Valley, PA | May 2007 |
|  | Minor: History     |          |

**EXPERIENCE**

|   |                |                   |
|---|----------------|-------------------|
| Smithville Youth Group<br><b>Group Leader</b> | Smithville, PA | July 2005-Present |
|---|----------------|-------------------|

- Developed, coordinated, and facilitated educational and recreational activities for a group of 50 culturally diverse children.
- Trained in diversity issues, conflict resolution, and successful activity planning.
- Coordinated programs to foster community spirit and awareness.

|   |               |                  |
|---|---------------|------------------|
| Eden Toys<br><b>Market Research Analyst</b> | Elizabeth, NJ | Summer 2003-2005 |
|---|---------------|------------------|

- Reviewed and approved samples for toy line.
- Determined materials and color selections for toy construction.
- Collaborated with engineering and design departments to design, manufacture and implement cost effective product lines.

|   |                    |             |
|---|--------------------|-------------|
| Gwynedd-Mercy College<br><b>Student Campus Security Officer</b> | Gwynedd Valley, PA | Spring 2004 |
|---|--------------------|-------------|

- Patrolled campus dorms to ensure student and community safety.
- Received training in crisis communication.
- Learned proper procedures for handling campus events.

**ACTIVITIES**

- |                                      |                   |
|--------------------------------------|-------------------|
| • Student Government, Vice President | Fall 2005         |
| • Habitat for Humanity, Volunteer    | Summer 2005, 2006 |
| • Women's Lacrosse Team              | Fall 2005-Present |

**SKILLS**

- Microsoft Office
- Adobe PhotoShop
- Able to converse in Spanish.

**FUNCTIONAL OR SKILLS RESUME**  
(FOR STUDENTS/ALUMNI WITH A VARIETY OF EXPERIENCE IN DIFFERENT  
AREAS OR SOMEONE WITH A LOT OF EXPERIENCE IN THE SAME FIELD)

**JASON KEEFER**  
8482 Marley Drive  
Pittsburgh, PA 15244  
(412) 123-4567  
[keefe@abc.def](mailto:keefe@abc.def)

**PROFESSIONAL SUMMARY:** Intelligent, articulate, and conscientious individual with strong desire to pursue a career in finance. Self-starter with skills in communication, analysis, and organization.

**RELEVANT PROFESSIONAL SKILLS**

***Organization and Leadership***

- Organized/maintained a 350 client database for financial consultant in brokerage firm
- Coordinated and supervised a successful community service campaign involving 40+ volunteers over a one year period
- Managed and maintained \$500,000 of product inventory

***Analysis***

- Initiated analysis and complete reorganization of client files, resulting in easier access to records and improved service to clients
- Developed and implemented marketing strategies, materials, and correspondence resulting in  
12% increase in client base
- Conducted research and made recommendations aimed at improving departmental efficiency
- Skilled in development of spreadsheet applications through Lotus 1, 2, 3 and Excel

***Communication***

- Demonstrated ability to effectively handle difficult customer service inquiries
- Converted customer inquiries into sales on a regular basis
- Awarded numerous certificates for excellence in public speaking, debate, and persuasion

**WORK HISTORY**

|                                |                      |                |              |
|--------------------------------|----------------------|----------------|--------------|
| Del. Driver/Cust. Service Rep. | Regents Supply Corp. | Pittsburgh, PA | 2006-present |
| Finance Department Intern      | Glatfelter Insurance | York, PA       | Summer 2005  |
| Financial Services Intern      | Smith Barney         | Lancaster, PA  | Fall 2003    |
| Driver                         | Pizza Hut            | York, PA       | 2000-2002    |
| Package Handler                | RPS                  | Lewisberry, PA | 1995-2000    |

**EDUCATION**

**Bachelor of Science, Business Administration** May 2003  
Gwynedd-Mercy College



## PARAGRAPH STYLE COVER LETTER

26 Manor Road  
State College, PA 09876

July 30, 2007

Ms. Nancy Clark  
Regional Vice President, Marketing  
Nordstrom's Department Store  
5 Owings Mills Road  
Owings Mills, MD 76543

Dear Ms. Clark:

I am applying for the Regional Marketing Manager position which was recently listed with the Career Services Center at Gwynedd-Mercy College. As you can see in the enclosed resume, I have over six years of increasingly responsible experience in market research, marketing, and buying. My most recent position at the Bon Ton has given me an excellent understanding of department store marketing and management practices and I feel I could use this understanding well to benefit Nordstrom's.

My career in marketing began with two positions in market research, which I believe provided me with an excellent perspective on customer needs and market trends. As a product planner and assistant product manager, I became very comfortable with the production and manufacturing side of the business, and believe I can make trend-setting yet cost-effective decisions regarding product lines. Having always been impressed with Nordstrom's high degree of customer service and satisfaction, I believe my personal philosophy of working hard to provide excellence to the customer would be valued by you.

I look forward to having the chance to speak with you regarding the Regional Marketing Manager position. My salary requirements are negotiable, and I am willing and able to relocate for such an excellent opportunity. I will plan to follow up within the next week to request an interview. If you need to reach me before then, you may call (215) 646-7300 and leave a message. Thank you in advance for your consideration.

Sincerely,

Jessica White

## BULLET STYLE COVER LETTER

123 W. Jackson Street  
Gwynedd Valley, PA 19437

July 30, 2007

Mr. Paul Smith  
Managing Partner  
Watson and Associates, CPAs  
123 West Spring Street  
Rochester, NY 12345

Dear Mr. Smith:

I am responding to your advertisement in the Philadelphia Inquirer for an entry level Accountant. As a recent Accounting graduate from Gwynedd-Mercy College, I feel sure I have the qualifications needed to be a true asset to your firm.

My accounting internship with Dentsply Corporation gave me an excellent overview of corporate accounting practices and procedures. I also have worked as an Accounts Clerk for an insurance company for four summers and have proficiency in several areas you mentioned in your advertisement. Specifically I have:

- Solid experience in Microsoft Excel and Word, and Lotus 1 2 3
- Excellent practical knowledge of both accounts payable and accounts receivable functions
- Coursework in Cost Accounting, Taxation, and Auditing
- Report writing and analysis capabilities

I also have developed excellent communication and leadership skills while in college through my involvement as a campus tour guide, and by holding several officer positions in clubs and activities. I believe my interpersonal skills will help me to effectively communicate with a variety of clients.

I am excited to begin my professional career in accounting as soon as possible. My short-term plans include sitting for the CPA exam in November so that I may be able to progress in the accounting field. I will plan to contact you during the week of August 15 to make sure you have received my resume. Perhaps at that time we can arrange an interview. You may also reach me before then at (215) 646-7300. I look forward to speaking with you soon. Thank you for your time and consideration.

Sincerely,

Max Benson

## REFERENCES

Generally, you can simply state that references will be provided should they be requested. This allows you to control and monitor who is contacted and by which employer. References can be a critical part of the decision-making process for the employer. You should always be prepared to supply a prospective employer with references should they be requested.

References should be drawn from the pool of people who are in the best position to assess your performance. Generally speaking, the performance employers are most interested in is your performance on-the-job or in the classroom, so naturally the logical choices for references would be supervisors, instructors, professional contacts, etc. (unless of course the employer specifies they want “character references” which would be people vouching for your character, like neighbors, friends, family members, etc., which is rare).

Make sure you ask permission to use someone’s name in advance as a reference. Remember, you are in control here, you decide who to select. Also, once requests are made, even if the person was asked to respond directly to the employer follow up with the reference to ensure they did. It may not be priority for them and sometimes they need a gentle reminder.

Typically you would supply the prospective employer with the person’s name, title, business address, and business phone number (all with their permission of course) and their relationship to you. Minimum of three, maximum of five references usually is fine.

It’s always a good idea to give a copy of your resume to those you’re using as references, so they can refer to it when contacted. You should also provide references with a copy of the job description, when appropriate, so they can refer to that as well.

### **Sample Reference Sheet:**

#### **REFERENCES FOR JOHN SMITH**

##### **John Doe**

V.P. of Operations  
Reporting Official  
123 Sumneytown Pike  
Gwynedd-Valley, PA 19437  
215-646-7300  
[jdoe@yahoo.com](mailto:jdoe@yahoo.com)

##### **Dr. Jayne Smith**

Psychology Professor  
Advisor  
Gwynedd-Mercy College  
123 Sumneytown Pike  
Gwynedd-Valley, PA 19437  
215-646-7300  
[Smith.j@gmc.edu](mailto:Smith.j@gmc.edu)

## FOLLOW UP/THANK YOU

If the interview goes well and you have a strong interest, send a thank you note reinforcing your interest in both the position and the organization (send within 24 hours of the interview). Focus on the fact that you feel it's a good match and support that by identifying at least one item you really connected on in the interview.

The approach should be that hiring you would be of mutual benefit and not simply good for you. You may also wish to follow-up with a phone call if the interviewers make that option available to you.

### Sample of a Thank You Letter

Mr. Foster Walker  
Director, Editorial Services  
Atlantic Publishing  
1220 Warwick Ave.  
Newport News, VA 23607

Dear Mr. Walker:

I want to thank you very much for interviewing me yesterday for the Associate Editor position at Atlantic Publishing. I enjoyed meeting you and learning more about your publications. My enthusiasm for the position and my interest in working for Atlantic Publishing were strengthened as a result of the interview. I think my education and internship experience fits nicely with the job requirements, and I am sure that I could make a significant contribution to the firm over time.

I want to reiterate my strong interest in the position, and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 999-111-2222 or [doe.j@gmc.edu](mailto:doe.j@gmc.edu) if I can provide you with any additional information. Again thank you for the interview, and your consideration.

Sincerely,

John Doe

