# Your Guide to Résumés, Cover Letters & Interviewing









#### CAREER DEVELOPMENT CENTER

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# Developing a Solid Résumé

The following categories are usually found in a résumé, adopt those that best fit your needs. Remember the key is to **SELL YOURSELF!** 

What should be included?



- I. Contact Information- Make sure your name is the most obvious piece of information on your résumé. Follow with your phone number, address, and zip code.
- 2. Objective- Gives your résumé focus. It is the career plan statement in relation to what the employer or company looks for. Be sure to make this specific for every position you apply to!
- **3. Education** List your educational background in reverse chronological order, starting with the highest degree.
- **4. Experience** This category includes volunteer or intern experiences as well as employment. Remember to concentrate on the positive and use action words. Remember to list the job title, city, and state of your place of work as well as the dates of the experience.
- 5. Additional Information- Skills, Activities, Honors, Awards, Public Service... SELL YOURSELF, MAKE EMPLOYERS WANT TO BUY YOUR PRODUCT... WHICH IS YOU!
- **6. References** It is acceptable to use the phrase "Available upon request." Generally a reference sheet includes name, title, work address, phone number, and email address of each recommender.

# Top Ten Snags in Résumé Writing!

- I. Too long... When writing your résumé restrict information to one page!
- 2. **Grammatical or Spelling Errors...** These errors and inconsistencies suggest carelessness, poor education and/or lack of intelligence.
- 3. Hard to Read... Looks unprofessional.
- 4. **Too Verbose...** Using too many words to say too little. Do not use complete sentences. Save some information for a detailed cover letter.
- 5. **Too Sparse...** Meaning give more than the bare essentials. You are the product; sell yourself! Describe related work experience, activities, and interests.
- 6. **Irrelevant information ...** Customize each résumé and cover letter to the position you seek.
- 7. **Obviously Generic...** Stand out; too many résumés scream "I need a job any job." Make your employer feel that you are interested in that position with their organization.
- 8. **Too Snazzy...** Can be distracting, use good quality bond paper. Avoid exotic fonts and colored paper.
- 9. **Boring...** Make your résumé as dynamic as possible. Do not write what someone else told you to do; write what you did. Avoid repeating words.
- Too Modest... Put your best foot forward without misrepresentation, falsifying information, or sounding arrogant.

# Use Some of these Action Words to Develop a Winning Résumé!

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### Résumé Layout

#### **Name (18 pt)**

E-mail Address

Local Address

Address

Phone #

City, State Zip

Address City, State Zip

Permanent Address

Phone #

#### **Objective**

Write a clear, concise statement about your job objective. This must be specific to each position you apply to!

State University of New York (SUNY) College at Oneonta, Oneonta, NY

Degree (B.S./B.A.), Major, Minor, Concentration

Graduation Date

GPA (If above a 3.0)

List each of the colleges that you have attended in reverse chronological order. Do not include High School information!

#### Experience – (Related and Other)

Position Title, Employer, Location (City & State)

Dates of Employment

- List each of your work experiences in reverse chronological order (most recent on top).
- Be sure to include internships, Resident Assistant positions etc.
- Provide a bulleted summary of your experience start each new bullet with an action verb.
- Give clear and concise information focus on responsibilities and outcomes. Use numbers when appropriate!

#### Volunteer Experience

Name of Organization, Location (City & State)

Dates of Employment

- List each of your volunteer experiences in reverse chronological order (most recent on top).
- Provide a bulleted summary of your experience start each new bullet with an action verb.
- Not all volunteer activities require a bulleted summary. One day activities can simple be listed.
- Give clear and concise information focus on responsibilities and outcomes. Use numbers when appropriate!

#### **Field Experience (Typically for Education majors)**

Dates of Observations

List Observations and Participation with number of total hours

- Combine observations and participation by school district
- Do not list each 5 hour observation separately, because this would use too much space! Condense!

#### Activities

List college activities and dates of participation, such as college athletics, student government, residence hall committees, Greek affiliations, community service.

#### Awards/Honors

List college awards and honors - if any - with date of receipt

List skills that would be of interest to potential employers, such as computer skills, foreign languages, extensive travel, etc.

#### References

List people who could speak positively about your work abilities, attitudes and experiences

As you can see, it takes time to build experiences that may be marketed to employers. Choose your sites for experiential learning carefully. Those will later be used to build your résumé.

#### THIS IS NOT A TEMPLATE!

Use as a general guide and outline for what you need to include on your résumé.

DO NOT just list information.

Organize and format to direct the reader's eye to what is important such as your degree and job titles.

# Sample Résumé

#### PAT STUDENT

415B Curtis Hall, SUNY Oneonta, Oneonta, NY 13820 5555 Garrett Place, New York, NY 10017 (212) 555-1234 ● studpa82@suny.oneonta.edu

#### **OBJECTIVE**

To obtain an entry-level position in psychology with a focus on counseling.

#### **EDUCATION**

Bachelor of Science in Psychology; Minor in English
State University of New York (SUNY), College at Oneonta, Oneonta, NY
GPA 3.6

May 2015

Associate of Arts in Liberal Arts

May 2013

State University of New York (SUNY), Rockland Community College (RCC), Suffern, NY GPA 3.5

#### RELATED EXPERIENCE

Resident Assistant, SUNY Oneonta, Oneonta, NY

January 2014 - Present

- •Assist 40 undergraduate students with personal and academic issues
- •Develop monthly educational and recreational programs for a building of over 300 residents.
- •Ensure safe environment, and enforced college regulations

Intern, Patient Services, New York Presbyterian Hospital, White Plains, NY

January - May 2015

- •Interacted with patients and families in recreational areas
- •Observed patient support groups and therapeutic sessions
- Assisted with maintaining confidential records for over 50 patients

Camp Counselor, Riverdale Neighborhood House, Riverdale, NY

May - August 2013

- •Supervised groups of 10 children ages 5 to 8
- •Planned and monitored craft and sports activities

#### OTHER EXPERIENCE

Sales Associate, TJ Maxx, Suffern, NY

October 2011 - May 2013

- •Increased personal sales by 15% in a 6 month period to over \$15,000
- •Responsible for keeping inventory of over \$100,000 of merchandise

#### **VOLUNTEER WORK**

St. Vincent Elementary School, St. Vincent, NY

September 2011 - May 2012

- •Coordinated an after school program for 25 children, ages 5 to 8
- •Maintained a safe and conducive learning environment

#### AWARDS/HONORS

Psi Chi, (Psychology Honor Society) SUNY Oneonta Chapter Dean's List, SUNY Oneonta September 2014 - May 2015 December 2013 - May 2014

#### **ACTIVITIES**

Leadership Institute, SUNY Oneonta, Oneonta, NY Psychology Club, SUNY Oneonta, Oneonta, NY Intramural Basketball, RCC, Suffern, NY March 2014, 2015 August 2013 - May 2015 August 2011- May2013

#### SKILLS

Microsoft Word, PowerPoint, Excel, and Outlook, SPSS Conversational Spanish and Sign Language

#### REFERENCES

Available upon request

# Cover Letter Writing Guidelines

- Ask yourself before contacting an employer...Do I have the definite interest in the organization – its products, services, and goals, etc?
- 2. Is the work in line with my interests, education, and experience?
- 3. Is the place of employment within the boundaries of where I want to live?
- 4. Am I willing to invest the time necessary to do a successful and thorough job search with this organization?

Suggestions: Things you should keep in mind while writing to a prospective employer.

- I. Present your reason for writing.
- 2. Create a desire for your services.
- 3. Ask for action, such as an interview.

#### DO

- 1. Follow rules of layout and format of a standard business letter.
- 2. Print on good quality paper. Always send an original letter when possible.
  - a. If submitting documents electronically be sure to submit as a .PDF
- 3. Address, whenever possible, to an individual along with his or her correct job title.
- 4. Always address the letter to the person who will make the employment decision (not necessarily the personnel manager). Avoid using "To whom it may concern" if at all possible. A telephone call to the organization may help you obtain the correct information.
- 5. Spell, punctuate, and paragraph correctly. It should be perfect!
- 6. Tailor your letters to the employer as much as possible in regards to geographic location, your personal accomplishments, or colleagues you have in common. Be sure to address all required qualifications from the job ad in your letter.
- 7. Take advantage of any link to the employer that can put your foot in the door or give you an edge over the competition (i.e. mention names).
- 8. Slant letter toward what you can offer the employer, not what you think the employer should be offering you.
- 9. Refer to your résumé but do not rehash. You should be giving more information as it relates to the position.
- 10. Be brief, concise, and to the point.
- 11. Follow-up afterwards with a phone call asking to speak with someone regarding your letter of application.

#### DON'T

- 1. Develop one letter to send to all employers. One size does not fit all here.
- 2. Use stiff language or phrasing avoid vagueness.
- 3. Be gimmicky in an attempt to be original or clever.
- 4. Overload with constant use of the word "I".

# Components of a Cover Letter

Your Street Address City, State Zip code Today's Date
(Four spaces)
Name Addressee Title Address of the organization (Two spaces)
Dear (Mr. Ms. Mrs. Dr.) Addressee:  (One space)  Your opening paragraph should state the reason for the letter, the specific position or type of work for which you are applying and how you learned of the job opportunity. You may want to state briefly why you are interested in the position.  (One space)  Your middle paragraph should sell your skills and explain how your academic and/or experiential background qualifies you for the position. Point out specific achievements or unique qualifications. Include any special skills that may be useful in the position, i.e., abilities with computers, administration. Don't just
repeat information in your résumé, single out a few especially salient factors: expand on an item or two of special relevance. Be concise and to the point. Address all required qualifications from the job ad!  (One space)
In your closing paragraph, refer the reader to your enclosed résumé and focus on the action to follow. Indicate your desire for a personal interview – but don't be pushy. You may want to indicate your flexibility or state a time or times when you will be in the vicinity of his/her office. State that your references can be sent at their request. Also include your phone number where the employer can contact you with any questions.  (Two spaces)
Sincerely, (Four spaces)  Your Signature (Scan and insert if sending electronically)
Typed Name
(Two spaces) Enclosure:

# Interviewing Tips

- 1. Your interview begins before you say "hello" an interviewer begins to evaluate you the minute you are identified. Make eye contact. Shake the interviewer's hand. Do not be scared to extend your hand first; be **ASSERTIVE**. Now that it's time to speak, be sure to use appropriate language and grammar.
- 2. ANTICIPATE QUESTIONS that an employer is likely to ask during the interview. i.e.: Tell me a little bit about yourself; Why are you interested in working for this organization?; What is your major strength/weakness? Practice these kinds of questions so that during your interview, you can respond naturally to them.
- 3. **RESEARCH** the organization you would like to work for. Be sure to look at the organization's website. What is their mission? Where have they been in the news? Etc. You must demonstrate that you are knowledgeable about the organization!
- 4. After you have been interviewed, it's your turn to **ASK QUESTIONS.** It is important to have a few ready. Questions should show your interest in the organization. Showing the employer you are serious about the organization and the position you are applying for. i.e.: How would you describe an average day on the job?; How would you describe the ideal candidate?; Is there room for personal growth and upward mobility?
- 5. The interview is not over until you walk out of the door. The last FIVE minutes are very important. Remain **enthusiastic and courteous**. Shake the interviewer's hand and thank him/her for considering you for the position.
- 6. **Follow Up** Always send a thank you letter conveying your interest in the position.

Remember: Interviewing is a two way street! You are interviewing the organization as much as they are interviewing you!

# Questions Asked by Employers

During an interview there are several questions asked by an employer to get an understanding of who you are. These questions fall under several Categories. These Categories include *Personal*, *Education, Experience, and Career Goals*.

#### Personal

- -Tell me about yourself
- -What are your hobbies?
- -What can you offer us?
- -Define success. Failure?
- -What motivates you most in a job?
- -Where do you want to be in five to ten years?
- -Why should we hire you instead of another candidate?
- -What do you know about our organization (products or services)?



#### Experience

- -What job related skills have you developed?
- -What have you learned from your work experiences?
- What did you enjoy most about your last employment? Least?
- Have you ever quit a job? Why?
- Give an example of a time in which you worked under dead-line pressure?

#### Education

- -Why did you choose your major?
- -In which campus activities did you participate?
- -Which classes in your major did you like the least? Best? Why?
- -Do your grades accurately reflect your abilities? Why or Why not?
- Why did you choose to attend your college or university?

#### Career Goals

- -Do you prefer to work under supervision or on your own?
- -Would you be successful working with a team?
- -What other types of positions are you considering?
- Are you able to work on several assignments at once?
- How do you feel about travel?
- How do you feel about working overtime?
- -How do you feel about working in a structured environment?

Before interviewing think about these questions and possible responses. The key is to be prepared; having the ability to communicate your answers clearly in an interview may give you an advantage over other candidates applying for the position.

# Sample Thank You Letter

Your Address City, State Zip Code Today's Date

Name Title			
Organization Address			
City, State Zip Code			
Dear Mr./Ms. Last Name:			
Thank you for interviewing me yesterday, January 6, 2015. It was very enjoyable to speak with you about the position at the Agency/Company/Organization. The job, as you presented it, seems to be a very good match with my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.			
In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness and the ability to encourage others to work cooperatively with the department. My artistic background will help me to work with artists on staff and provide me with an understanding of the visual aspects of our work.			
I understand your need for administrative support. My detail orientation and organizational skills will help to free you to deal with larger issues. I neglected to mention during my interview that I had worked for two summers as a temporary office worker. This experience helped me to develop my secretarial and clerical skills.			
I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you about this position. Should you have further questions, I may be reached at (607) 111-4321.			
Sincerely,			
Your Signature (Scan and insert if sending electronically)			
Your Typed Name			

# **NOTES:**

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