

Cover letter, resume, & ref pgs - All should look like they belong together
3 separate files - no Google

Cover Letters

Applying for an entry level position in your career field.

A cover letter is essentially a hand shake—your chance to introduce yourself.

Use some good signs on all three doc

Although it is short and to the point, the cover letter is important and it deserves your time and attention. The cover letter should be rewritten for each position because it is critical that the information be tailored to the job you are applying for. In just three or four paragraphs you will state the position you are applying for and how you heard about it, tell what skills you have and how those will benefit the company, and declare your desire for a job interview. The example packet in this folder provides a guideline on how to set up the cover letter and what to include.

Some additional points to remember:

1. Your name and contact information should appear at the top of your cover letter just as it appears on your resume.
2. Address the letter to the proper individual. Never use "To whom it may concern," "Dear Sirs," or any other gender exclusive greeting.
3. Be sure to spell the name of the company and of the individual correctly.
4. Always include a cover letter any time you send or deliver your resume to a company.
5. Proofread, proofread, and proofread!
6. Don't reveal hobbies or personal interests in your cover letter unless they relate specifically to the position you are applying for.
7. Project confidence in your ability to do the job.
8. Do not use "I think," "I feel," or "I believe" on your cover letter. These phrases leave room for subjective interpretation.
9. Don't begin every sentence with "I." Mix up your writing style and make the cover letter interesting to read.
10. The cover letter always appears first in your application packet but is usually only read if you're being considered for an interview.

Only two "I" in the whole letter.

Career Services

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Lake Land College
5001 Lake Land Blvd.
Mattoon, IL 61938
217-234-5288

add email →

has should be the same on all 3 doc

August 26, 2007

Ms. Debbie Jones
Human Resource Manager
Target Company
1234 Sample Street
Mattoon, IL 61938

Dear Ms. Jones:

(In the first paragraph you are simply stating the position you are applying for and how you learned about it.)

Mr. Scott Smith, business instructor at Lake Land College, recommended that I contact you regarding the web page design internship available in your office.

(In the second paragraph, detail two or three skills that you possess and state HOW those skills or relevant experience will benefit the employer.)

Extensive training and use of various web design software packages will enable me to contribute quickly to your organization. This decreased training time translates to more projects being completed throughout the internship. In addition, training in design elements will allow me to customize each project to the customer's specifications and provide a unique end result. I take pride in my work and do not consider a project finished until the customer is completely happy. These skills, and many others, are highlighted in my professional portfolio. I welcome the opportunity to share my work examples and professional development during a personal interview.

(In the third and last paragraph, state your appreciation for their time and how you can be reached.)

Thank you for your time and consideration. I look forward to meeting with you to determine how my skills can best be used in your organization. ~~During business hours, I can be reached at (217) 234-5288.~~

Respectfully,

Career Services

Enclosure: Resume and References

↑ I will call next week to confirm that my credentials are complete. So schedule an interview, please call — — —.



Resume Content

Contact Information

Should include:

1. First and last name
2. Complete street address
3. City, state, and zip code
4. Daytime phone number
5. Alternative phone number (if applicable)
6. Email address (if you check it regularly)

Objective

The objective should be very short and does not need to be a complete sentence. An ideal objective tells the employer exactly what you are applying for. A good way to accomplish this is to use the title of the position you are interested in.

Obj: puts you in position and describes how to will enhance their organization.

Example

Objective: ~~Customer Service Representative~~

Summary of Qualifications

The summary of qualifications section is your opportunity to really shine. This section should include 5-8 bullet points of the most important information an employer should know. Speak to the specific skills and qualifications you have that make you the perfect candidate for the job. For example, if you have previous experience in the field or specialized training in a certain aspect of the job, list it here. Once again, use bullet points that begin with action verbs. Determine what you have to offer that the other candidates don't and use that to your advantage!

Education

In general, I recommend that people do not include their high school on their resume. Once college coursework has begun, the high school information is not as important. In addition, it may give the reader more information than you want them to know.

Be sure to spell the name of your college(s) correctly. Lake Land College is three words and does not include "community." This is important. Think about the impression you are making if you don't know how to spell the name of the college you attended.

The main information in this section will include the name of the college, city and state where it is located, the degree you are working toward and the program of study you are in, and your expected graduation date.

Bullet points in this section could include your GPA (if 3.0 or above), clubs and organizations you are involved with, and special awards or recognition you have received.

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Resume Content

Experience

This section is very important because it not only tells the reader where you worked, but gives you the chance to really sell your skills.

The main information should include the company name, city and state where it is/was located, title of the position you held, and dates of when you worked there. The dates should include month and year of the beginning and end of your employment.

Your bullet points are critical in this section. They should begin with action verbs, of course, so make sure your list is handy when you start writing. Include five to seven bullet points per job. If at all possible, create bullet points that speak to skills and responsibilities that will also be needed in the job you are applying for. Be sure that the bullet points state what you did, not the position that you held.

Examples

1. Provided exceptional front-line customer service.
2. Prepared information packets to be mailed to potential students.
3. Completed inventory control paperwork at the end of each shift.
4. Stocked shelves and tracked inventory needs.
5. Answered multi-line phone system and directed callers to appropriate personnel.
6. Reconciled cash drawer at the end of shift.
7. Assisted office personnel with various recruitment projects.
8. Accepted customer payments and provided correct change.
9. Typed documents and input data using Microsoft Word, Excel, and Access.

Additional Headings

There are several additional headings that can be included on your resume. Some of these include: Additional Training, Volunteer Experience, and Cooperative or Internship Experience. You must consider your personal situation and determine if any of the additional headings are appropriate for you. Just remember to format these sections in the same way you do the rest of your resume.

What NOT to Include

- Social Security Number
- Height, weight, and health status
- Age
- Marital status and whether or not you have children
- Hobbies and interests
- Supervisors' names
- Full address of companies and colleges
- Grade school, high school and/or year of graduation
- Reason for leaving a position
- Full or part-time status
- How long it took to complete a college program

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Resume Content

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Transferable Skills

What are transferable skills?

Transferable skills are *the* most crucial element you will use in your career search (www.quintcareers.com). They are what links you to the position in which you are applying for. So what exactly are transferable skills and how can you use them to your advantage?

Transferable skills are "Skills you have acquired during any activity in your life- jobs, classes, projects, parenting, hobbies, sports, virtually anything that are transferable and applicable to what you want to do in your next job" (www.quintcareers.com). In other words, they are skills that you already have that you can use in your new field of work or in the job position for which you are applying.

Even though you may not realize it, you have a plethora of skills that you use daily. Parents provide direction for their children. (That's a leadership skill!) Students use time management when setting aside time to study. (Another skill!). These are examples of skills you use everyday that are transferable. Don't forget the skills that you use at your current job as well. Just because it may be a different line of work than the position you are applying for doesn't mean another employer will not benefit!

How do I Identify My Transferable Skills?

When identifying your transferable skills there are 5 categories to consider. The quintcareers website names the categories as:

- Communication Skills (oral and written)
- Teamwork/group/interpersonal skills
- Leadership skills
- Work-ethic traits, such as drive, stamina, effort, self-motivation, diligence, ambition, initiative, reliability, positive attitude toward work
- Logic, intelligence, proficiency in field of study"

Always list how these skills will help you to be successful in the job.

Many of these categories are used in jobs that you will be applying for. Therefore, it would be to your benefit to include the skills you possess in these categories in your cover letter.

Kuder Skills Assessment

One way to get started in assessing your skills is to take a Kuder Skills Assessment. This program is found in the Career Services department and will summarize your skills in each of six professional areas. You will need to give thought to your abilities in order to answer the assessment questions. Write these down! Having a list of your skills will come in handy during your job search process.

Transferable Skills Worksheet

A Transferable Skills Worksheet helps you to outline the activities you participate in daily and the skills that are involved in completing them (careerplanning.about.com). (Go to (http://careerplanning.about.com/library/nskills_wksht.htm for a printable worksheet). Once you complete the Transferable Skills Worksheet put it in a safe place- you can go back and add skills throughout your career and refer to it as needed.



Transferable Skills

Some Suggestions if you are having difficulty getting started.....

- Be creative in tying your skills to the preferred skills outlined by an employer (National Association of Colleges and Employers)
- The Win Way program found in Career Services can be helpful in outlining skills for a specific job. This is good to use if you are employed and need help in describing skills for your current position.
- If your work history is weak you could list skills and personality traits higher up in your resume (National Association of Colleges and Employers)

How do I explain my Transferable Skills to an Employer?

Cover letters and interviews. The goal is to show the employer that you have the skills needed to do the job. Look over your Transferable Skills Worksheet and choose the skills that you would use in the job for which you are applying. Use these when creating your cover letter to demonstrate you are qualified for the position. When preparing for an interview, practice giving examples of situations in which you used these skills.

What are some Examples of Transferable Skills?

Do you have an idea of what transferable skills are yet? If not, here are some examples to help you out.

As a student, you use **multi-tasking skills** when balancing homework between several classes. You are **able to meet deadlines** when you turn a paper in on time. You **conduct research** for projects and papers. Additionally you **reach goals** by working hard and earning the grades you want.

What if you are working at a job already but do not feel your skills will transfer to the job you want? Think again! Let's use the example of a waitress who is applying for a secretary position. A waitress uses **multi-tasking skills** by balancing the needs of several tables at once, **provides customer service** to her guests through conversation and handling conflicts, **listens attentively** as the guest requests food and beverage items, and **relays** food orders from the guest to the cook staff. A secretary uses these skills everyday! A secretary demonstrates **multi-tasking** skills when answering phones and assisting individuals in the office, **customer service** skills when working on the frontlines with customers to make a positive first impression, **listening skills** when determining customers' and supervisors' needs, and **relays** information from customers to supervisors.

Career Services



must be able to

Tina Moore

5001 Lake Land Blvd.
Mattoon, IL 61938
tmoore@lakeland.cc.il.us
217-234-5346

*Everything's
must record 1st*

Objective: Customer Service Representative

Summary of Qualifications:

- Proficient in Microsoft Word and Excel
- Excellent customer service skills
- Experience working in a team to set and achieve goals and objectives
- Ability to learn industry-specific software quickly
- Effectively communicate in person, on the phone and by electronic means
- Strong problem-solving and conflict-resolution skills

Education:

Lake Land College
Associate in Science – Business Administration

- GPA 3.2 on 4.0 scale
- Member of Environmental Club

Mattoon, IL
Expected May 2011

*LLC - 1st
list classes
in their catalog*

Work History:

Lake Land College
Career Services Work Study

- Answer multi-line phone system and direct callers to appropriate personnel
- Schedule student appointments with office staff using Microsoft Outlook
- Train customers on the use of resume template software
- Maintain online job listing database through data entry and deletion

Mattoon, IL
September 2009 to Present

*PHS - graduating
May 2018*

Neoga IGA
Cashier

- Communicate with co-workers and supervisors to set and achieve daily goals
- Train new staff on company rules and use of cash register
- Resolve customer complaints positively
- Answer phones and assist customers with their questions or concerns

Neoga, IL
October 2008 to Present

References Attached

FELIX PERERA

Address Before June 1, 19—:
2324 S. Third Street
DeKalb, IL 60115
(602) 753-5589

Address After June 1, 19—:
5227 Essex Street
Ellicott City, MD 21043
(301) 236-7890

EMPLOYMENT OBJECTIVE

A marketing position that can use and integrate my computing, language, and intercultural relations skills.

EDUCATION

- May 1995 Master of Business Administration (MBA). Emphases: Finance and Entrepreneurship, Northern Illinois University, DeKalb, Illinois 60115
- 1986-1988 Nondegree training in Aquaculture, Industrial Fisheries, and Japanese language, Kanagawa and Kagoshima Prefectures, Japan
- 1982 Bachelor of Science, Northern Illinois University, DeKalb, Illinois 60115
Major: Biology; Minor: Economics
- 1971-1975 Bilingual English-Spanish education, Saint Mary's American High School, Lima, Peru

EXPERIENCE

- 1992-1995 Graduate Computing Assistant, Northern Illinois University. Two and 3/4 years of work with computers. Assisted and trained students and faculty to use software on both microcomputers and a Harris-Amdahl system. Wrote and ran programs for statistical analyses.

Business Computing Laboratory, one year
Department of Marketing, 1 3/4 years
Knowledge of software includes:

COBOL	WordPerfect	SuperWylbur	SAS
BASIC	Lotus	Harris System	SPSSx

- 1991 Graduate Research Assistant, Department of International and Special Programs, Northern Illinois University. Researched U.S. small-business incubators.
- 1989-1992 Founding Partner, Director of Operations, and Representative International Negotiations, Aquamundo, S.A., Lima, Peru. Conducted and edited a site selection study, part of a feasibility study, and major oral and written promotional presentations on the first commercial, open-type aquarium in Peru.

PERSONAL

Financed 100 percent of all educational expenses.
Received two university grants and graduated with honors.

Enjoy reading, attending theater productions, and playing the piano.

REFERENCES

References are attached.

HEATHER J. SEATON

Charleston, IL 61920

217-345-5555

OBJECTIVE

Seeking a business education teaching position utilizing my experience in a high school level environment

EDUCATION

Eastern Illinois University, Charleston, IL
Bachelor of Science in Business with Teacher's Certification
December, 1997
Major: Business Education Minor: Economics
Cumulative GPA: 3.58/4.00

Lake Land College, Mattoon, IL
Associate in Science, December, 1994

STUDENT TEACHING

Stewardson-Strasburg High School, Strasburg, IL
Grades 7-12, August-December, 1997

- Taught and managed business classes including Computer Applications, Computer Literacy, Accounting, Business and Technology, and Keyboarding
- Tutored business students with learning disabilities

EXPERIENCE

Lake Land College, Mattoon, IL
Adjunct Faculty, January, 1998-present

- Teach part-time night classes including Introduction to Microcomputers, Microsoft Access, Microsoft Excel, and Microsoft PowerPoint

Casey, Charleston, and Paris schools
Substitute teacher, 2002-2003

Paris Union School District #95, Paris, IL
Grades 9-12, August 2001-June 2002

- Taught full-time business classes including Desktop Publishing, Database (Microsoft Access), Word Processing (Microsoft Word), and Keyboarding

Eastern Illinois Education for Employment System and Workforce Opportunities Resource Consortium, Charleston, IL
Resource Coordinator, August, 2000-July, 2001

- Provided services to Charleston, Kansas, Marshall and Martinsville schools

Edgar County Community Unit School District #6, Chrisman, IL
Grades 9-12, January, 1998-August, 2000

- Taught full-time business classes including Accounting I and II, Automated Accounting, Desktop Publishing, Microsoft Word, Microsoft Excel, Keyboarding, and freshman Computer Concepts
- Coordinated student activities as Junior Class Sponsor

Corps of Engineers, Shelbyville, IL
Visitor Assistance Park Ranger, summers, 1994-1997

- Collected and accounted for federal funds
- Enforced area rules and regulations, performed inspections of area

HONORS/ AWARDS

Alpha Sigma Lambda, Adult and Continuing Education Honor Society, 1997
Vice President of Education, Student Society For Economics, 1996-1997
Omicron Delta Epsilon, International Honor Society in Economics, 1996-1997

REFERENCES

Enclosed



References

What are they?

References are people. They are people who can and will say completely wonderful things about you as a person and as an employee. They are not the companies that you have worked for.

Why are they needed?

Employers know that over 60% of people lie on their resume. References are an opportunity to learn more about you as a person. People who serve as references are often very open with the information they share. Employers can learn a lot about a candidate by what the reference does and does not say.

How does a person get references?

This is the best part - you get to pick who you want as your references. You need to find three to five people who will say great things about you. It's very important, however, that you ask people if they are willing to serve as a reference. This is important stuff and they need time to think about you and prepare what they will say. It would be really nice if you could provide them with a copy of your resume, tell them where you are applying, and let them know what kind of jobs you're interested in. Ask them if they have enough nice things to say.

Who makes a good reference?

You should have two sets of references, personal and professional. Each set should include three to five people.

Good personal references are long-time family friends, coaches, team members, people you have volunteered with, and members of organizations that you are affiliated with. The important part is that they will talk about how nice you are, how easy you are to get along with, and how it is a joy to be in your presence.

Good professional references are instructors, past and present employers/supervisors, select co-workers, and internship supervisors. You are looking for people who can speak to your technical ability to perform the job duties. Professional references will talk about how quickly you learn new tasks, your attention to detail, and how they would hire you again if they had the chance.

Family members should not be used as references—ever.

What about letters of recommendation?

Letters of recommendation are wonderful and should be kept as part of your portfolio. Copies of the letters can also be forwarded with your application material. However, they cannot stand alone. Even if you provide written recommendations you will still need to provide a list of references that a potential employer can contact on their own.

Career Services



HEATHER J. SEATON

1896 Victoria Lane
Charleston, IL 61920
217-246-8476 (c)
hseatonteach@gmail.com

References

Mrs. Kathy Smith

Lake Land College
5001 Lake Land Boulevard
Mattoon, IL 61938
217-234-5253 (w)

Mr. Paul Davis, Principal

Memorial Elementary School
509 E. Newton
Paris, IL 61944
217-466-6170 (w)
217-808-4454 (c)

Mr. Scott Black

Charleston High School
102 W. Madison Street
Charleston, IL 61920
217-639-1000 (w)
217-345-8881 (h)