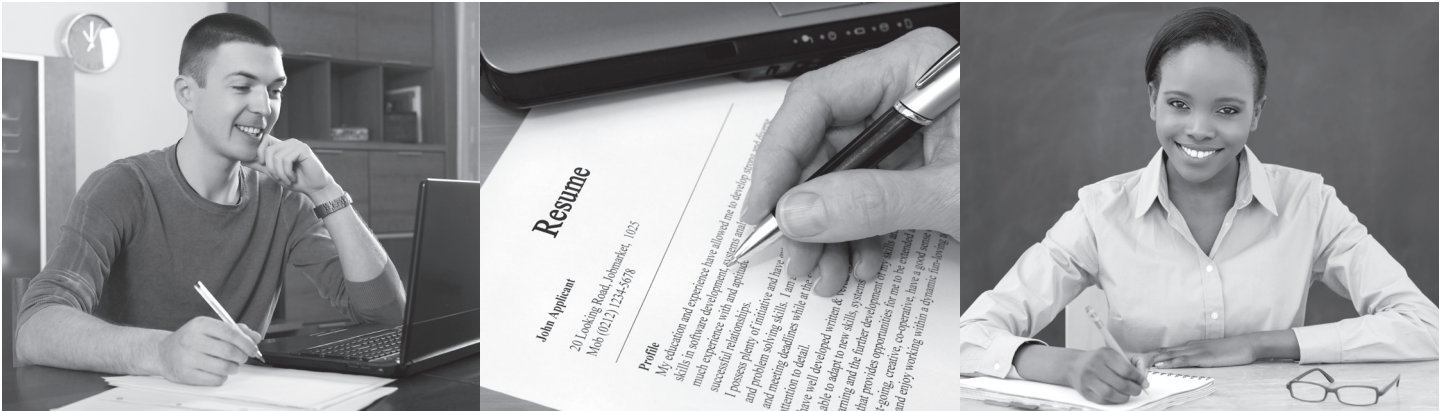


CAREER SERVICES

RESUME



WRITING GUIDE

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BASIC RESUME STYLES

Chronological Resume: A chronological resume is the most commonly used type of resume. It is a good style for an entry-level candidate. Education is listed at the top, followed by a list of work history, with the most recent position listed first. Volunteer, extracurricular activities, and skill sections are listed after employment. This style of resume is easy to read and can show promotions or additional responsibilities awarded within an organization or career field.

Combination Resume: A combination resume lists your skills and experience first. This appears in a section called **Professional Profile, Highlights of Qualifications, or Summary of Skills**. It can be written in bulleted or paragraph format. In this section you can highlight the skills you have that are relevant to the job you are applying for. Following this section comes education, employment history, volunteer work, extracurricular activities, and any additional skills or certifications you wish to share.

Functional Resume: A functional resume focuses on skill sets and experiences rather than pure chronological work history. A functional resume is typically used by job seekers who are changing careers, have extensive experience that is too long to list chronologically, or have gaps in employment. This style gives the writer the opportunity to categorize experiences so that an employer does not have to read the same job description repeatedly in similar job titles. Following the section of categorized employment is a very condensed work history, followed by skills and education. If education is very important to the job you are applying for it should remain at the top of the resume.

RESUME BASICS

The basic chronological resume for new grads gives the employer an easy-to-understand timeline with your educational and work experiences presented in reverse chronological order (i.e. most recent first).

NAME AND CONTACT INFORMATION

Name, Street Address, City, State, Zip, Phone Number, E-mail Address, LinkedIn URL

Your contact information should be professional; make sure your voice mail message and e-mail address are business appropriate.

EDUCATION

Degree, Major, Name of Institution/Location, Graduation Date, GPA (*cumulative and in major*),
Relevant Coursework

For new grads, education typically appears near the top of the resume. Many new grads will feature coursework that is relevant to the job as a way to provide the potential employer with some information about their knowledge and skill sets. As a general rule, if your GPA is 3.0 or higher, include it.

EXPERIENCE

Name of Organization, Title/Experience, Location, Dates

Description of the experience (what you did, steps taken to accomplish job tasks, and your proudest achievements). Internships, full- and part-time jobs, and volunteer experiences can all go here.

- Use action verbs to describe what you did
- As possible, include keywords that match those found in the job description
- As possible, quantify your accomplishments.

SKILLS

In general, use this to identify specific abilities, such as proficiency in specific software and language skills.

ACTIVITIES

Activities can provide evidence that you have key skills that will benefit you on the job. Include clubs, teams, theater productions and other student organizations you have been involved with and any office you may have held. These experiences offer you the chance to show the employer you have sought-after skills—leadership, team work, communications, and more.

HONORS/AWARDS

Include those that are relevant to the job, demonstrate achievement, or provide evidence of your skills.

Adapted from the [National Association of Colleges and Employers](http://www.naceweb.org). <http://www.naceweb.org>

WHEN CREATING YOUR RESUME, KEEP IN MIND THE FOLLOWING GUIDELINES

- ✓ Type only on one side of the page
- ✓ Create a one-page resume unless you have extensive experience (15+ years)
- ✓ Use font size 10-12
- ✓ Remain consistent in format throughout the resume, making it clear, attractive, and easy for employers to read
- ✓ Use action verbs (i.e. Teach, Create, Coordinate, Conduct, Market)
- ✓ Include details (“Greeted 100 patrons regularly on the weekends” versus “Customer service”)
- ✓ Do not write in the first person (“Contacted patients” versus “I contacted patients”)
- ✓ Make sure the resume is error-free; this includes writing in the proper tense (“Made calls to confirm appointments” versus “Call to confirm appointments” if you are no longer there)
- ✓ List jobs chronologically from most recent backwards
- ✓ Include your college education on your resume and leave out high school
- ✓ Do not use abbreviations (“Smith Street” versus “Smith St.”)
- ✓ List all information relevant to the job you are applying for **at the top** of the resume
- ✓ Do not list references on your resume

SUGGESTED LIST OF ACTION VERBS WHEN CREATING A RESUME

accelerated	compounded	established	inspected	organized	represented
accepted	computed	estimated	instructed	originated	researched
accomplished	conducted	evaluated	installed	oversaw	restored
achieved	conserved	examined	instituted	perfected	resolved
acquired	consolidated	exceeded	interacted	performed	revamped
acted	constructed	exchanged	integrated	participated	reviewed
adapted	consulted	executed	interpreted	persuaded	revitalized
addressed	controlled	exercised	inventoried	planned	revised
adjusted	coordinated	exhibited	interviewed	prepared	rewrote
administered	copied	expanded	introduced	prescribed	routed
advertised	corresponded	expedited	invented	presented	scheduled
advised	counseled	explained	investigated	processed	selected
aided	created	explored	justified	produced	served as
analyzed	criticized	fabricated	launched	programmed	set up
applied	customized	facilitated	lectured	projected	specified
appraised	defined	filed	lead	promoted	sold
approved	delegated	finalized	legislated	propose	solved
arbitrated	delivered	finished	lobbied	protected	standardized
arranged	demonstrated	formulated	located	provided	streamlined
assembled	designed	founded	logged	publicized	studied
assessed	detected	gathered	maintained	published	suggested
assisted	determined	generated	managed	purchased	summarized
audited	developed	guided	manufactured	questioned	supervised
budgeted	devised	handled	maximized	raised	supplied
built	diagnosed	headed	measured	realized	supported
calculated	diagrammed	helped	mediated	rebuilt	surveyed
campaigned	directed	hired	merged	received	synthesized
categorized	discovered	identified	moderated	recommended	taught
chaired	disproved	illustrated	modified	reconciled	tested
changed	distributed	improved	monitored	recorded	trained
charted	diverted	improvised	motivated	recruited	transcribed
checked	documented	implemented	narrated	reduced	transferred
collected	drafted	incorporated	navigated	referred	translated
combined	drew up	increased	negotiated	rehabilitated	tutored
communicated	edited	indexed	obtained	reinforced	updated
compared	employed	influenced	observed	rendered	upgraded
compiled	engineered	informed	operated	reorganized	utilized
completed	equipped	initiated	ordered	repaired	welcomed
composed					wrote

RECENT GRADUATE CHRONOLOGICAL RESUME

Andy Garcia

123 Toms Road
Valley Cottage, NY 10989

(845) 123-4567
agarcia00@gmail.com

Education:

Rockland Community College
Associate Degree – Humanities and Social Science
May 2014

Suffern, NY
GPA: 3.70

Honors:

- Phi Theta Kappa – National Honor Society of Two Year Colleges
- Rockland Community College Dean's List

Experience:

September 2013 to Present

Waiter

Hudson House – Nyack, NY

- Present menus to patrons and answer questions about menu items, describing ingredients and cooking methods, making recommendations upon request
- Take orders from patrons for food and beverages, check with customers to ensure that they are enjoying their meals and take action to correct any problems
- Provide excellent customer service, multi-task, and work effectively as part of a team

Summer 2011 & 2012

Camp Counselor/Specialist

Happy Summer Camp – Nyack, NY

- Instructed children ages 7-15 in the fundamentals of Baseball and Volleyball
- Supervised a group of 15-25 campers in a variety of sporting events including volleyball, baseball, tennis, soccer, hockey, handball, and swimming

Summer 2010

Camp Counselor/Coach

Superstars Basketball Camp – Mahwah, NJ

- Supervised groups of children ages 12-15, coached and refereed
- Instructed children in the fundamentals of basketball, how to be good team players, and how to win

Community Service:

January 2014 - Present Habitat for Humanity, Rockland County

January 2012 - May 2013 Coach for Rockland Basketball League, Rockland County

Skills:

Microsoft Office, PowerPoint, Word, Publisher, Internet

SAMPLE CHRONOLOGICAL RESUME

Homer Simpson
72 Brewer Avenue
Haverstraw, NY 10993
845-222-8888

hsimpson@yahoo.com • www.linkedin.com/in/hsimpson/

SUMMARY

Energetic and innovative professional with the ability to incorporate over three years of experience working with people to engage young minds and cultivate an eager and active classroom. Talent for working with individuals on a one-on-one basis and teaching fundamentals to enhance students' academic skills. Possess exceptional communication and leadership skills. Foster strong relationships with students and colleagues.

EDUCATION

AS Liberal Arts and Science: Childhood Education Rockland Community College Suffern, NY
Anticipated Graduation: December 2016

CERTIFICATION

June 2013 – New York State Certification in Assessment of Teaching Assistant Skills

WORK EXPERIENCE

Tiny Tots

Teacher's Assistant

West Nyack, NY

October 2011 - Present

- Set up toys in the playground
- Prepare and clean classroom daily
- Supervise toddlers in the classroom and playground
- Assist with Spanish translation for parents to staff
- Aid in taking children to the buses in the afternoon

Red Robin

Server

West Nyack, NY

August 2013 - Present

- Wait on and serve restaurant guests
- Package food for delivery orders

Sandos Resorts Inc.

Product Coordinator/Procurement Specialist

Montville, NJ

January 2008 – January 2012

- Secured contract rates with over 70 resort partners in Latin America & Mexico and constructed monthly rate tables
- Analyzed and negotiated hotel contracts, promotions and rate revisions
- Managed resort properties' profile information, inventory, and reservation data
- Maintained properties' rate tables, investigated non-conformances, and worked to resolve price discrepancies
- Traveled to hotel partner locations to conduct strategy meetings and perform property inspections

SKILLS

- Fluent Spanish. Basic conversational Portuguese and familiar with French.
- Detail-oriented, analytical professional with proven organizational and problem-solving abilities
- Computer literate: MS Windows 2000, Word, Excel, Outlook, and Internet Explorer

AWARDS & HONORS

June 2013 – Kappa Delta Pi, International Honor Society in Education

April 2013 – Phi Theta Kappa Honor Society

SAMPLE COMBINATION RESUME

THALIA MIRANDA

123 Harding Street
West Nyack, NY 11111

(845) 293-4567

Thali10@gmail.com

www.linkedin.com/in/thalia-miranda/

Summary of Qualifications:

- Eight years of experience in several aspects of management in a variety of settings
- Highly effective communication skills, energetic, resourceful and self-directed
- Knowledge of accounting principles, experience with Intacct, Peachtree and 54 credits completed towards an Accounting Degree
- Organized and detail-oriented team player with the ability to prioritize and delegate tasks as needed

Education:

Rockland Community College, Suffern, NY

Fall 2013-Present

AAS Accounting

Honors: Dean's List Fall 2014, Spring 2013

Relevant Coursework: Principles of Accounting I and II, Principles of Management, Intermediate Accounting II, Micro and Macro Economics, Spreadsheet and Database Management

Employment:

July 2012 – Present

Bath & Body Works

West Nyack, NY

Sales Manager

- Prepare monthly budget and weekly reports on sales performance versus forecast and prior years
- Manage all store operations and assist with the resolution of customer issues
- Facilitate all company contests, monitoring results and encouraging participation of employees
- Supervise up to 10 sales associates including training and troubleshooting

January 2010 – July 2012

Cheesecake Factory

West Nyack, NY

Waitress

- Handled all waitress responsibilities at a high volume restaurant and bar
- Provided excellent customer service, multi-tasked, and worked effectively as a member of a team

Volunteer Experience:

September 2010 – June 2013

Woodcliff School PTA

New City, NY

Class Parent

- Facilitated communication between the classroom teacher and the families of students
- Assisted with the organization and implementation of school events such as class picture day and movie night

Computer Skills:

Intacct, Peachtree, Intuit QuickBooks, Excel, Access, Microsoft Office

SAMPLE COMBINATION RESUME

Clara Barton **35 John Street, Brooklyn, NY 11235** **718-239-5656** **cbarton@yahoo.com**

Qualifications:

- Clinical Nursing Skills
- BLS for Health Care Providers (CPR/AED)
- Medical Terminology
- Computer skills include Microsoft Word, Excel, Impromed and Docucare

Education:

Rockland Community College Suffern, NY 2013 - Present
Pursuing Associate of Applied Science in Nursing

Relevant Skills:

Direct Patient Care, IV Therapy, Enteral Feedings, Urostomy and Colostomy Care, Wound Care, Medication Administration Skills, Bathing, Perineal Care, Turning and Positioning, Transferring Patients.

Member of **Rockland Community College Student Nurses Association**

Clinical Experience:

Robert Yeager Health Center Pomona, NY 2013-2014
Nursing Fundamentals, Geriatrics and Psychiatric Rotations

Northern Manor Nanuet, NY 2014
Nursing Fundamentals and Geriatrics

Rockland Psychiatric Center Orangeburg, NY 2014
Psychiatric Rotation

Helen Hayes Rehabilitation Center Stony Point 2014
Medical-Surgical and Rehabilitation Units

Good Samaritan Hospital Suffern, NY 2013-2014
Medical-Surgical, Labor and Delivery, Post-Partum Care, Newborn Nursery, NICU

Ramapo Manor Airmont, NY 2013
Medical-Surgical, Geriatric

Nyack Hospital Nyack, NY 2013
Pediatrics

Employment:

Jawonio White Plains, NY May 2012- Present
Direct Care Personnel

- Help create a therapeutic environment where individuals with developmental disabilities can grow mentally, physically, and emotionally
- Assist with activities of daily living, provide nutritional guidance and plan recreational activities
- AMAP certified: Distribute medication to consumers and take vital signs

Lazar and Feldman Dental Clinic Tarrytown, NY June 2008 - April 2012
Dental and Medical Assistant/ Receptionist

- Assisted dentist with performing patient procedures
- Performed venipuncture and electrocardiography
- Maintained patient charts
- Assisted patients with referral requests
- Performed data entry

Certifications:

- Basic Cardiac Support (BCLS)
- Electrocardiography

SAMPLE FUNCTIONAL RESUME

Margaret Cho 88 Acorn Court New City, NY 07418 914-728-4369 margoc@gmail.com

CORE SKILLS AND KNOWLEDGE

Time Management	Emergency Operation Planning	Internet Research
Training Development	Security Management	Database Management
Team Leadership	Interpersonal Communication	Proficient with MS Office

EDUCATION

Pursuing Associate of Science in Criminal Justice
Rockland Community College, Suffern, NY Anticipated Graduation 2015

PROFESSIONAL EXPERIENCE

Corrections

- Effectively handled confrontational situations
- Used listening skills to determine potential inmate problems including suicide risk, intoxication, and drug use
- Played an instrumental role as team member for the utility squad
- Responsible for overseeing the daily operation of a transition home for ex-offenders
- Under general supervision, maintained care and custody of inmates
- Responsible for processing intake or discharge of ex-offenders in half way home

Banking

- Met with customers to complete loan closings
- Generated sales proposals for tellers to market to potential customers
- Performed account research for customers
- Trained employees on a variety of bank procedures and products
- Maintained branch audits

Administration

- Generated reports and responded to inquiries regarding data
- Established an effective and efficient records-management system
- Operated word processing software, spreadsheets, and database programs

EMPLOYMENT HISTORY

Milburn Staffing <i>Data Entry Specialist</i>	Nanuet, NY	February 2012- Present
New Horizons <i>House Manager</i>	Paramus, NJ	February 2012 - February 2013
Delaware Department of Corrections <i>Correctional Officer II</i>	Dover, DE	January 2006 – December 2011
Columbia Bank <i>Customer Service Supervisor</i>	Dover, DE	January 2004 - November 2005

RESUME WORKSHEET

(Make the information on this worksheet thorough and complete. Use the information as a “menu” from which to create a unique resume for each job you seek).

Name: _____ Date updated: _____

I. Personal Information

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

E-Mail: _____

II. Education

Most Recent Education: _____

Location: _____ State: _____

Degree: _____

Major(s): _____ Minor(s): _____

Date obtained: _____ Major GPA: _____ Overall GPA: _____

Relevant Coursework: _____

Other Education: _____

Location _____ State: _____

Degree: _____

Major(s): _____ Minor(s): _____

Date obtained _____ Major GPA: _____ Overall GPA: _____

Relevant Coursework: _____

Other schools attended, training or certifications received, licenses obtained:

III. Experience Information (consider all experience—paid, unpaid, volunteer, etc.)

LIST MOST RECENT POSITION FIRST

Position title: _____

Organization name: _____

City: _____ State: _____

Dates employed (months & years only) From: _____ To: _____

Duties and responsibilities: _____

Quality attributes you found important and used successfully in this position: _____

Specific performance accomplishments or contributions you made to this job:

Combine the duties, qualities and accomplishments together and write a strong job description:

Position title: _____

Organization name: _____

City: _____ State: _____

Dates employed (months & years only) From: _____ To: _____

Duties and responsibilities: _____

Quality attributes you found important and used successfully in this position:

Specific performance accomplishments or contributions you made to this job:

Combine the duties, qualities and accomplishments together and write a strong job description:

IV. Special Competencies

Special talents, skills, training, languages (artistic, computer skills, special licenses, significant achievements), etc:

V. Activities

1. Memberships in professional associations, clubs or community groups, volunteer & religious organizations. Include name of the association, offices held and the dates. Add any significant activities attributed to your leadership:

2. Awards and/or Honors: _____

3. Creative and/or professional activities (articles written, inventions, projects presented or displayed):

Cover Letter Format

Return Address

Date

Inside Address

- Salutation:** Address specific person, NOT “To Whom It May Concern” or “Dear Sir/Madam.”
If name not provided on ad or website, “Dear Hiring Manager.”
- 1st Paragraph:** State why you are writing, what position you are applying for and how you heard about the position.
- 2nd Paragraph:** Summarize why you are qualified for this position. Discuss the contribution you can make, mentioning specific skills and experience. Utilize appropriate language from the job posting. Sell yourself!
- 3rd Paragraph:** Refer to enclosed resume. Set the stage for an interview and further contact.

Sincerely,

Signature

Full Name

TIPS

- Highlight skills and experience that match the job posting
- Describe yourself in positive terms, stressing your strengths and what you can do for the employer
Be confident but not arrogant
- Research the employer and tailor the cover letter to that company/job posting
- Refer to your resume without repeating the information it includes
- Do not begin every sentence with “I”
- Use correct grammar, spelling and punctuation
- Proofread and ask others to proofread

SAMPLE INTERNSHIP COVER LETTER

Lisa Doe
2 Tomkins Square
Nanuet, NY
845-222-8872
June 14, 2014

District Attorney Jones
Orange County District Attorney's Office
130 Main Street
Orange County, NY 10956

Dear District Attorney Jones:

I am interested in applying for the internship at the Orange County District Attorney's office. Professor Raken from Rockland Community College informed me about the opportunity.

I am currently enrolled at Rockland Community College as a criminal justice major. My long-term goal is to work with special victims. As a hard worker and go-getter with a 3.2 GPA, interning at your office will help me learn and gain experience in the field. At Rockland Community College, I excel in my criminal justice courses and enjoy the challenges the classes provide. My experience with customer service and reception has helped hone my communication skills. Combined with my maturity and motivation, I believe these qualities will make me an asset to your program.

My resume is enclosed for your review. Thank you for your time and consideration. I look forward to speaking with you soon regarding an in-person interview.

Sincerely,

Lisa Doe

Lisa Doe

SAMPLE EMPLOYMENT COVER LETTER

Henry Watts
60 Pine Road
Valley Cottage, NY 10989
845-217-8439
July 15, 2014

Human Resources Department
Craftsman Furniture
79 Main Street
Chester, NJ 07930

Dear Hiring Manager:

I am applying for the Manager position, Job Reference # 791, that is advertised on your website. I believe you will find that my background fits the needs of the job.

I am enrolled in a business entrepreneurship program at Rockland Community College. The program has provided me with the background necessary to increase business at your store. I am a go-getter with strong sales skills developed at ABC Carpet. I increased sales by 10 percent after I began working there in 2012. My product knowledge and exceptional service keep customers coming back.

Your impressive collection of vintage and refinished furniture cannot be found easily and draws a special type of consumer. I have a longstanding passion for these types of specialty items and would find it rewarding to become a member of your team.

Enclosed please find my resume. Thank you for taking the time to review my qualifications. I look forward to speaking with you soon regarding the next steps in the application process.

Sincerely,

Henry Watts

Henry Watts

CAREER SERVICES STAFF

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845-574-4149

janselm2@sunyrockland.edu

Stephanie Siddi

Off-Campus Job Placement

Career Services for Veterans

Internships

845-574-4369

ssiddi@sunyrockland.edu

Georgina Mencher

Off-Campus Job Placement

Career Services for Students with Disabilities

Mentoring Program for Non-Traditional Students

Career Counseling

845-574-4125

gmencher@sunyrockland.edu

Nadine Bristow-Haynes

Career Services Secretary

Clothes Closet Coordinator

845-574-4439

nbristow@sunyrockland.edu

To access our online instructional videos, please visit:
www.sunyrockland.edu/campus-life/services/career/resources