



T. Rowe Price Career
and Innovation Center

UNIVERSITY OF COLORADO **COLORADO SPRINGS**

Resume Guide

Format | Content | Templates | Cover Letter



Adapted from UT Knoxville Career Development and
Academic Exploration

RESUME CHECKLIST

1. **Format**

- ☐ Easy to scan (not read)
- ☐ Concise (one page-preferably)
- ☐ Half-inch to one-inch margins all the way around page
- ☐ 8.5x11 resume/bond paper
- ☐ No colors or flashy font styles (font size can be 10–12 point)
- ☐ Looks professional and aesthetically pleasing

2. **Heading**

- ☐ Name centered and largest text on the page (2–3 points larger than resume text)
- ☐ Current address on left, permanent address on right (centered if you only use one)
- ☐ Phone number and professional/school email address
- ☐ LinkedIn personalized URL (if you have a complete profile)

3. **Objective (Optional)**

- ☐ Type of job/industry, when, and geographic location
- ☐ No pronouns; no period at end

4. **Education**

- ☐ Only schools from which you received a degree or are currently attending
- ☐ Graduate school listed first (if applicable)
- ☐ Degree(s) spelled out (not abbreviated)
- ☐ All majors, collaterals, concentrations, and minors
- ☐ Graduation month and year (or list dates attended if freshman through junior)
- ☐ Overall and major GPAs if over 2.8

5. **Relevant Coursework (Optional)**

- ☐ All courses relevant to the job (not just those in your major)
- ☐ Bullet format
- ☐ No course number; name and subject of the course spelled out

6. **Experience**

- ☐ Internships included (No. 1 on resume to employers)
- ☐ Jobs/internships listed in reverse chronological order (most recent first)
- ☐ Month and year started and ended ("present" if you're still working)
- ☐ City and state
- ☐ Job or internship title

- ☐ Major achievements and skills developed, displayed in bullet point format
- ☐ Action verb at the beginning of each statement, with each verb varied if possible. Bullet point formula: Action verb + task + outcome or purpose.
- ☐ Numbers and metrics where appropriate (Ex: "which resulted in a cost savings of \$1,500")

Additional sections—list in order of relevance/importance

7. **Honors and Awards**

- ☐ Name of each honor and award with little or no description
- ☐ Scholarships
- ☐ Dean's list (3.7/4.0), number of semesters

8. **Computer Skills**

- ☐ Software and languages listed if relevant, beginning with those that not every other applicant will have

9. **Activities**

- ☐ Name of organization and any leadership positions held
- ☐ Leadership roles in bullet points
- ☐ Limited description if just a regular member

10. **Volunteer Experience**

- ☐ Name of organization and limited description

11. **Foreign Languages**

- ☐ Listed with descriptions "Fluent in..." "Working knowledge of..." or "Familiar with..."

12. **Study Abroad Experience**

- ☐ Location, school, and dates
- ☐ Courses listed or described in bullet point format
- ☐ Relevant projects described in bullet point format

Other Section Headers to Consider

Licenses, Certifications, Relevant Projects, Job Shadowing, Achievements, Professional Associations, Presentations, etc.

References

- ☐ Listed on a separate page or document from the resume
- ☐ "References available upon request" **not** included on resume

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This booklet is a comprehensive guide for preparing a resume that may be effective in getting a job interview. It represents the most current information gathered from references in the Career and Innovation Center and from our continual interaction with employers, students, and alumni. Many more detailed references on resume writing are available.

There is no one way to write a resume, and no one should write it for you. You are the expert on yourself and therefore the best qualified to present your unique strengths and capabilities in a way that is appropriate for your specific career objectives.

PREPARING YOUR RESUME

Your resume provides employers with information about your abilities and experiences so they can assess your potential for a successful job match. It is a marketing document designed to catch the interest of an employer. First impressions are critical, since as little as 15 seconds may be devoted to scanning each resume.

The focus of the resume must be on the employer's needs, not your own. The word *resume* means summary, not autobiography. Space is critical, so carefully evaluate each item and its relationship to your career objective.

GETTING STARTED

To begin, put together a complete inventory of your resources—higher education and training, work experiences, activities, and special skills. Focus on achievements, especially as they relate to your education and work experience.

Preparing a resume involves two elements: format and content. *Format* describes the structural component, or how the information is organized and presented. *Content* describes the information itself, or what is presented.

See Appendix A: Career Readiness Competencies and Your Resume.

FORMAT

The two most commonly used formats are chronological and functional:

A **chronological format** is appropriate if you are staying in the same field, have training or experience consistent with the career objective, have relevant job titles in your work history, or are applying for a job in a highly traditional field. It is the most effective format for most recent college graduates.

A **functional or skills format** is an option if you are changing careers, re-entering the job market, or applying for positions for which your training and experience do not directly apply. The skill categories should be ordered to support your career objective. Consult with a career coach before deciding on this format.

Choose the format that you believe will best market your abilities in conjunction with your experiences, skills, and immediate career objective. You can also combine these formats to create a combination resume.

A sample resume for each format is provided in this booklet. Additional resume examples are also included.

GENERAL TIPS

- An employer will evaluate you as a person when scanning your resume. If it is neat, well organized, and error-free, you will be perceived as neat, well-organized, and careful. If it is professional in appearance, you will be seen as professional.
- Be consistent in formatting. You can use either centered or left-hand headings, but use them consistently. Typographic devices like capitalization, underlining, boldface, and indentation can help direct the reader, but not to be overused.
- Present information only once. If you have had multiple job titles with the same employer or more than one degree from the same school, combine them into a single listing.
- Start each phrase with an action verb. The list at the end of this booklet can give you some ideas of verbs you can use to describe your accomplishments and experiences.
- Spell out numbers one through ten—for example, four instead of 4.
- Avoid using parentheses; they tend to give a resume a cluttered look. Use dashes, commas, or ellipses instead.
- Place major headings in order of their relevance to your career objective so the most significant information appears first.
- Limit your resume to one page if at all possible. If you must choose between crowding material onto one page or leaving out relevant information, however, it is best to add a second page. Always put your name and "Page 2" on the second page.
- Balance the material on the page. Use equal margins on all sides. You may go as small as a half inch on all sides.
- Double-check for spelling, typographical, and grammatical errors, and then have another person check. Be careful when using a computer spelling checker because it will miss errors like *to* in place of *two*. An error can send your resume to the wastebasket.
- Your final copy must be neat, well-organized, and easy to read. Be careful using colors. Assume they may print it out in black and white. White, off-white, cream, tan, and pale gray are accepted colors for most areas. Pastels are not recommended. Creative fields such as advertising, graphic design, or the performing arts have more leeway in using a variety of colors and formats, while more traditional fields require a conservative standard resume.
- Remember, your first impression is a lasting one. You don't have a second chance to make a first impression!

CONTENT

This section will help you develop the content of your resume section by section.

IDENTIFYING INFORMATION

At the top of the page, list your name, address, cell phone number, email address and if applicable, your LinkedIn URL. Before adding a LinkedIn account, make sure it is professional and up to date. Some writers believe that it is best to avoid placing the heading on the left side so the name is not covered if materials are paper-clipped together. If you have a business address and telephone number, you may include them if it is not a confidential job search.

CAREER OBJECTIVE (OPTIONAL)

The purpose of the career objective is to communicate clearly the type of position in which you are interested and focus the content of the resume toward the job desired. It is usually written in up to four parts:

- The type of position desired
- The kind of company, industry, or organization for which you want to work
- Any special skills or abilities you have that you would like to use (optional)
- Any strong geographic preference or restriction

Many people like to add their desire to advance into management. This does not impress employers, however, unless you identify a specific management area compatible with your long-range career goals. Do not imply that the position desired is to gain experience for your own long-range career objectives. Do not mention graduate school plans.

Condense the career objective into one or two short, simple phrases. Avoid the shotgun approach of using a very general career objective and sending it to numerous companies. Instead, prepare different resumes with different career objectives if you are looking for positions that are not similar in nature, such as sales or retail management trainee, or if you are looking for a similar position in two different types of companies—for example, an accounting position in a public accounting firm or a corporation.

Geographic desires can be mentioned here, but keep in mind that they may eliminate you from consideration.

Some examples of career objectives:

- Position as field service representative with national software corporation.
- Management trainee position with a specialty retailer. Willing to relocate and work long hours.
- Technical sales with an energy-related industry in the Southwest.
- Long-range goal of regional sales management.

Following the career objective, order the major headings by importance to the career objective. If you are completing a degree that qualifies you for your career objective, start with the heading **Education**. After you have been in a job for a year or more, experience will usually outweigh education and that heading should be listed first. If you are applying to educational institutions, however, always show education first, regardless of the date of your degree or degrees.

EDUCATION

Degrees should be listed in reverse chronological order with the most recent listed first. Information should include degree granted, date of graduation, college or university, city and state (if the state is not part of the institution's name), major, and minor if applicable. Check the catalog to see how your degree will read—for example, B.S. in

Business with an emphasis in Finance, or B.A. in English with a concentration in creative writing. It is not necessary to include core courses, but you may list coursework that is relevant to your career objective. Indicate your dissertation or thesis title for graduate work.

Exceptions:

- If the resume is for part-time work, an internship, or a co-op position and your graduation date has not yet been determined, use the inclusive dates of attendance at the institution rather than a graduation date.
- Use inclusive dates of attendance for other institutions when a degree was not granted.

Include certifications or licenses relevant to your major and career objective, such as a teaching certification or engineer-in-training designation.

Degrees below the bachelor's level as well as other schools you have attended (including high school) need not be listed unless they are of special significance to your career objective. For example, attendance at a school in an area where you want to work can be used to let employers know that you are familiar with the area for an added advantage. This type of information could also be included under the heading of

Additional Information.

In listing your grade point average, always include the grade basis. For example, 3.3/4.0 means a cumulative GPA of 3.3 on a 4.0 scale. Carry out your decimals evenly. Any favorable GPA can be included, as long as it is clearly labeled (such as GPA in major, GPA in core curriculum, or GPA in upper-division courses). For on-campus interviews, it is recommended to include your GPA on your resume even if it is below a B.

Employers are interested in knowing if you worked throughout your college experience. Some employers may believe that working while you attend college develops personality traits that are valuable in a work setting—time management, the ability to meet deadlines under pressure, motivation, goal setting, and the like. It may also indicate that your grades may not be as high as they might have been if you had not had to work.

HONORS AND AWARDS

Honors, awards, and scholarships are important items and should be listed in order of importance to your career objective. High school honors and awards should be included only if they relate to your current career objective. If you have only one entry, include it under **Education** or **Activities** rather than under a separate heading.

EXPERIENCE

Use the term *experience* instead of *work history* or *employment* so you can include full- and part-time jobs, self-employment, volunteer work, and practicum, field, and cooperative education experiences. Start with the most recent experience and work back in reverse chronological order.

Indicate the job title, employer, city, state, and dates of employment. The order of these entries depends upon what is being emphasized. If job titles are relevant to the career objective, put them first. If the employer is well known, however, you may want to place the organization before the job title.

Describe your functional skills in short, snappy phrases, starting with descriptive action verbs (see the list in Appendix B). Avoid personal pronouns and complete sentences. Be specific and never wordy. Convey your accomplishments and problem-solving skills. Emphasize leadership potential, organizational ability, verbal and written communication skills, ingenuity, and teamwork. Include any promotions, particularly if they were received within a short time period. Indicate measurable results: "Increased productivity by 15 percent."

- Do not start descriptions with "Responsibilities were" or "Duties included." Avoid words like *helped* and *worked*; instead, describe the tasks you performed.
- Use past tense for past jobs and present tense for present jobs. Describe skills, not duties. Vary the words used in descriptions of similar jobs.
- Order the phrases by their importance to the career objective, so if the employer reads only one phrase it will be the most relevant.
- Write the year only once if both months fall within it (June–September 20xx), or use Summer 20xx or Fall Semester 20xx. You may also use periods of time, such as *two years* or *six months*, instead of dates. This approach may be especially helpful if there are gaps in your employment or you have no recent work experience.
- Major headings may include **Experience**, **Relevant Experience**, **Professional Experience**, **Teaching Experience**, **Research Experience**, **Clinical Experience**, and so forth. You can choose a single general heading or multiple headings, depending on whether you want to emphasize the relationships between positions or the variety of your experience.
- If you have experience through a co-op, internship, or practicum, list it under a major heading such as **Co-op Experience**, **Internship**, or **Practicum Experience**. Use the heading **Other Experience** for other jobs.
- If you have had many jobs but want to highlight only two or three, include a blanket statement such as "Have held various other part-time and summer positions since early high school."

PROFESSIONAL AFFILIATIONS AND ACTIVITIES

List professional associations, leadership positions, and other activities in order of their importance to your career objective. There is no need to say “Member of ..” Emphasize your leadership roles. Spell out the name of the organization; do not use abbreviations or acronyms. If active in political or religious groups, refer generally to the group rather than to specific party or denomination—for example, “Campus religious organization, Vice President 20xx to 20xx,” or “Campaign worker, state senate race.” Of course, if you are applying for a position with that group, you will want to identify it.

SPECIALTY CONTENT

Unique relevant experiences should always be included on your resume to help set you apart. Consider including some of the following sections:

Study Abroad

Include a study abroad section when you want to highlight your international experience. You can include your study abroad experience under **Education**, **Experience**, **International Experience**, **Activities**, or **Additional Information**. Make sure to include dates, locations, and specific skills or strengths you gained (for example, language skills or experience with cultural diversity).

Study Abroad

London, England, Summer 2014

- Integrated into city culture by interning at Citibank and experienced business in the U.K.
- Analyzed differences of international business practices through on-site visits to U.K. companies
- Visited seven countries and learned about the culture and business environment in Europe

Relevant Coursework

Listing relevant courses can be extremely beneficial if you have taken classes that are not required within your major or that included work on nonconventional projects. This section can also be useful if you lack experience directly related to a position but have taken classes that grounded you in the field.

Relevant Coursework

Marketing Analytics

Search Engine Marketing

Information Management

Financial Reporting

Global Supply Chain

Data Mining

Research

Employers and graduate admission offices may want to know about relevant research experience in addition to work experience. By incorporating research experience, you can highlight technical skills, interests, and professional development. Research should be included only if it is relevant. It can be placed under **Experience** or a separate **Research Experience** heading.

Research Experience

Department of Engineering, UCCS

Colorado Springs, CO

Undergraduate Research Assistant

May 20XX–July 20XX

- Analyzed and interpreted data collected from various stages of the research process
- Developed and utilized problem-solving skills by proactively improving the tests
- Improved communication skills by collaborating with both lab technicians and interns

Projects

Having a projects section on your resume can show employers that you have the ability to work within a team of people and adapt to the challenges that arise in a group project. Additionally, it is something to talk about in an interview. Projects can be individual or group, and can include research, fundraisers, class projects, projects assigned to you at a job, etc. It can be placed under **Experience** or in its own section.

Projects

Public Writing: YMCA

Colorado Springs, CO

Student Campaign Assistant

Jan 20XX–May 20XX

- Led a team of four during a month-long campaign benefiting YMCA
- Exceeded our campaign goal by more than 100 percent, raising over \$2,100
- Marketed through electronic, print, and social media for four successful fundraising events

Shadowing/Observations

This information is particularly helpful when applying for internships or jobs that require a certain amount of experience in areas where jobs are unattainable without a higher-level degree. It can be placed under **Experience** or in its own section.

Shadow Experience

The University of Colorado Medical Center

May 20XX

Emergency Room Observer Physician: Dr. Little

- Observed open-heart surgery in 50-year-old trauma patient
- Witnessed incubation and bandaging of burn victim

MILITARY EXPERIENCE

If you're a veteran or service member, the Career and Innovation Center has experience helping you showcase your unique qualities and experiences.

Here are some guidelines for effectively communicating your military achievements and successes in civilian terms that speak to employers' needs:

- Assume the person reading your resume knows nothing about the military.
- Avoid confusing military jargon or using acronyms. Examples:
"SNOIC for 2d MarDiv G-3, planning and executing all logistics for operations conducted in our AOR" = "Supervised staff of 15 people. Planned and coordinated operations conducted by various units in our division."
Other terms examples include:
 - "Officer in Charge" = "Managed"
 - "Subordinates" = "Team, Trainees, or Employees"
 - "Squadron leader" = "Team leader"
 - "Supply Sergeant" = "Logistics Manager"
 - "Operations NCO" = "Operations supervisor or Operations Manager"
 - "Reconnaissance" = "Data collection/analysis"
- Keep the names of specific products, techniques, or tools only if they are relevant to the position you are applying for.
- Emphasize experience with numerical value, such as: "Supervised over 50 servicemembers in reduced training time from 26 weeks to 24 weeks."

Start by creating an outline of your military responsibilities and training. Download your Verification of Military Experience and Training (VMET), DD Form 2586, as a

reference and work from the details there to translate your experience into condensed, relevant description statements. As a servicemember or veteran, you also have access to an Education Center on your base who can give additional guidance.

Before and After Examples

U.S. Army

Mar. 20XX–Mar. 20XX

- Inspection and maintenance of equipment
- Certified in rappelling from buildings and helicopters
- Planned training programs about weapons, area recon, and tactical movements
- Responsible for up to 40,000 pounds of net worth explosives, 2 heavy armored Humvees, military sensitive items, and the welfare of 8 military personnel
- Deployed to Afghanistan and Kuwait

Awards

- Army Achievement Medal
- Soldier of the Year

U.S. Army

Mar. 20XX–Mar. 20XX

- Oversaw biweekly inspection and maintenance of equipment valued at \$500,000
- Coordinated workplace training for up to 50 people, writing course curriculum and assessing class success
- Supervised eight people, creating work schedules and providing regular performance evaluations
- Traveled to 10 countries in Europe, Africa, and the Middle East; navigated different cultures and customs successfully

Awards

- Army Achievement Medal: Received for completing 400+ medical evaluations and improving patient reports through the creation of a patient database
- 20XX Solider of the Year: Competed against soldiers from around the word in endurance and aptitude tests

James Jones

Denver, CO, 87921
(719) 123-4567 | JJones92@uccs.edu
www.linkedin.com/in/JJames

EDUCATION

The University of Colorado Colorado Springs

Expected Graduation Date: May 20XX

Bachelor of Arts in Criminal Justice

GPA: 3.6/4.0

- Student Volunteer in Veteran and Military Affairs Office

KEY SKILLS

- Law Enforcement and Public Safety
- Criminal Investigations
- Emergency Planning and Response
- Traffic Patrol
- Security/Surveillance Operations
- Counterterrorism Strategies

ENGINEERING EXPERIENCE

United States Air Force

August 20XX–May 20XX

Security Forces

Current Assignment: Peterson Air Force Base

Previous Deployment: Iraq

Awarded MP of the quarter after the culmination of 12-week basic training and additional 12-week specialized MP training. Currently serving as a Military Police Officer protecting lives and property, patrolling military base, and preserving law and order at Peterson AFB, Colorado Springs, CO. Previously supported battlefield operations and provided area/convoy security during Operation Iraqi Freedom.

- Earned commendations for devotion to duty with citations for excellence in rapidly resolving crisis situations, relating with culturally diverse populations and putting service over self.
- Fulfilled MP duties for both combat and peacekeeping missions.
- Gained proficiency in traffic accident first responder/investigations, police patrol, felony traffic stops, search and seizure, criminal investigations, interviewing suspects and processing.
- Selected for elite security details providing dignitary protection for visiting generals, members of Congress and domestically and internationally high-ranking officials.
- Infiltrated illegal drug ring operating on base and participated in undercover surveillance and "sting" operation leading to the arrest, prosecution and incarceration of guilty parties.

MPT TRAINING HIGHLIGHTS

- Security Police Tactics
- Weapons Handling
- Criminal Investigations
- Urban Area Force Protection
- Situational Training
- Conflict Management

CERTIFICATIONS AND CLEARANCES

- First Aid/CPR, traffic accident investigations, preliminary breath test (PBT) and Intoxilyzar 5000, handcuffing and flexi-cuff procedures
- Weapons Certification: MP 9mm pistol, M4 carbine, Taser X26/M26
- Federal Secret Security Clearance

MPT TRAINING HIGHLIGHTS

- Three USAF Commendation Medals for heroic acts of bravery -2005 & 2007.
- Expert Marksman Award in small arms and assault weapons
- Graduated #3 in MP class, earning honors

ADDITIONAL INFORMATION

Include this category only if it will include information besides interests and hobbies that will expand information related to your career objective—for example, a farm background for a job in agribusiness. Also include any specialized skills, training, certification, or licenses that are unrelated to your career objective, such as foreign language ability, ability to sign for the deaf, pilot license, chauffeur license, CPR, etc. Many employers desire computer skills, and you may want to include this information (programs, languages, applications, hardware, etc.). Depending on your skill level, you may prefer to have a separate **Computer Skills** heading. Other points, such as "Traveled throughout Europe," can also be listed here.

Include unique experiences; they sometimes get attention. For example, a student who was a finance major reported that, after much deliberation, he included under **Additional Information** his tour of Europe with the Chattanooga Boys Choir when he was six years old. Employers asked him about the experience and remembered him by it. Do not, however, include interests that may appear dangerous or negative, such as hang gliding or motorcycle racing.

DATE AVAILABLE FOR EMPLOYMENT

Most employers will assume you are available for work within a month of your graduation date. If your availability date is more than two months out, list it on your resume and include it in the cover letter. Never circulate a resume that mentions an availability date that has passed. Remove the date or replace it with a future date.

REFERENCES

It is not necessary to include a line stating that references are available upon request; it is assumed you can provide references. However, you may choose to include it if your resume is short. Never list anyone as a reference without first asking their permission. If you haven't talked to them in a while, be sure to contact them and reconnect. Then provide each reference with a copy of your resume and the job description. Use professors, advisors, and employers as references. Do not use personal or family friends or clergy unless personal references are specifically requested.

Exception

All majors in architecture and planning are advised by their school to include references on their resume.

When you do list references, provide three or four. Include name, title, organization, complete business address with ZIP code, and phone number with area code. It is also appropriate to include an email address. Choose a format that best fits your needs and preferences and matches your resume format. See the samples on the next page for formatting ideas.

Davy Crockett

Colorado Springs, CO

(719) 555-1234

davycrockett@uccs.edu

References

Ms. Samantha Cunningham

Owner, Cunningham Family Farm

Colorado Springs, CO 80123

(719) 555-1234

scunningham@cunninghamfarms.com

Dr. John Smith Associate

Professor

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Sciences

The University Colorado Colorado

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(719) 555-4444

jlsmith@uccs.edu

Mr. Smokey D. Dog

Owner, Smokey's Cafe67

Main Street Colorado

Springs, CO 80123

(719) 555-2222

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CARL WALKER YOUNG

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REFERENCES

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Associate Professor

Department of Nursing and

Health Sciences

The University of Colorado

Colorado Springs

100 Volunteer Blvd.

Colorado Springs, CO 89123

(719) 555-4444

jimbob@uccs.edu

Ms. Samantha Cunningham

Owner, Cunningham Family Farm

54 Country Road

Colorado Springs, CO 80123

(719) 555-3276

scunningham@cunninghamfarms.com

PERSONAL INFORMATION

Personal information such as age, height, weight, marital status, state of health, etc. should not be listed since it can lead to a violation of equal employment opportunity guidelines. For the same reason, do not include a picture with your resume. You should avoid putting your picture on your resume; instead, add your LinkedIn URL.

Exceptions

- When it is relevant to the job. For example, you may want to list your age if you are applying for a position with an establishment that serves liquor.
- When it clearly supports your career objective—for example, actors and models generally include a photo with their resume.
- If you have a disability that you want prospective employers to know about before an interview. A sample listing might read “Legally blind but completely independent; live alone, participate in social activities, use public transportation, and have successfully completed a bachelor’s degree with a B average.” Note that achievements are stressed.
- Include citizenship or visa status if you are not a US citizen or if there could be some confusion or misunderstanding with your name.

PORTFOLIO

In art, architecture, and communications fields, employers expect to know about the availability of your portfolio. Use **Portfolio** as a major heading and state “Available at time of interview” or whatever is applicable. If you have an electronic portfolio, include the URL.

SCANNABLE RESUMES

Electronic applicant tracking is being used by leading businesses and organizations. In electronic tracking, resumes are scanned into a computer that reads the text and extracts information.

Electronic tracking has become an integral part of the way employers do business. Many employers will state in the job ad to send a scannable resume. Be alert for this information in the ad and don't hesitate to inquire about whether a scannable resume is needed.

Recruiters and managers access a resume database in many ways, searching for your resume specifically or searching for applicants with specific experience. When searching for specific experience, they'll search for keywords,

usually nouns such as writer, BA, marketing, C++, Society of Technical Communications, Spanish (language fluency), San Diego, etc. Make sure you describe your experience with concrete words rather than vague descriptions. The system will extract words and information from your statements; you can write your resume as usual.

FORMAT

An electronic tracking system can extract skills from many styles of resume, including chronological (which lists and describes up to six jobs in order by date), achievement (which describes achievements rather than job titles), functional (which is organized by skills rather than job titles), and combinations of two or more styles.

The most difficult resumes for the computer to read is a poor-quality copy that has an unusual format such as newsletter layout, adjusted spacing, large type sizes, graphics or lines, type that is too light, or paper that is too dark.

Tips for maximizing scanning capability:

- Do not fold or staple.
- Use white or light-colored 8.5x11 paper printed on one side only. Use a laser printer.
- Use standard typefaces such as Helvetica, Futura, Optima, Univers, Times, Palatino, New Century Schoolbook, or Courier. Use a font size of 10 to 14 points. (Avoid Times 10 point.)
- Don't condense spacing between letters. Use boldface or all capital letters (or both) for section headings as long as the letters do not touch each other.
- Avoid treatments such as italics, underlining, shadows, and reverses (white letters on a dark background).
- Avoid horizontal and vertical lines, graphics, and boxes; avoid two-column formats and newspaper-style layouts.
- Place your name at the top of the page on its own line. Use a standard format for your address and place it below your name.
- List each phone number on its own line.

CONTENT

The computer extracts information from your resume. You can use your current resume; however, once you understand what the computer searches for, you may decide to add additional keywords for increased matching and hits.

Here are some tips for maximizing the effectiveness of an electronic resume:

- Use relevant keywords to define your skills, experience, education, professional affiliations, etc.
- Describe your experience with concrete words rather than vague descriptions. For example, it is better to say, “managed and trained a team of software engineers” than “responsible for team managing and training.”
- Be concise and truthful.
- Use more than one page if necessary. The computer can easily handle multiple pages, and the more information you provide, the more matches it is likely to provide. It allows you to provide more information than you would for a human reader.
- Use jargon and acronyms specific to your industry. (Spell out acronyms for human readers.)
- Increase your list of keywords by including specifics—for example, list software by name.
- Use common headings such as **Objective, Summary, Education, Experience, Employment, Work History, Positions Held, Appointments, Skills, Accomplishments, Strengths, Affiliations, Professional Affiliations, Publications, Papers, Licenses, Certifications, Examinations, Honors, and References.**

SUBMITTING ELECTRONIC FILES

When emailing your resume or uploading it to an applicant tracking system, make sure your formatting is maintained by sending it as a PDF unless instructed otherwise.

UCCS COLLEGE OF BUSINESS:

CAREER DEVELOPMENT CENTER

The College of Business Career Development Center meets the specific needs of business students. The mission is to connect business students, alumni, and the business community through development, internships, and employee opportunities. They help students plan for their careers in business and engage the business community through events, seminars and mentorships.

Sarah Jane Jones

Colorado Springs, CO • (719) 595-0000 • jones@uccs.edu

Objective

Sales Representative with a major manufacturer with opportunity to advance into management

Education

May 20XX

The University of Colorado Colorado Springs

Bachelor of Science in Business Administration, Marketing

Overall GPA: 3.2/4.0

Completed 12 hours in Retail and Consumer Science

Honors

Dean's list four semesters

Phi Chi Theta, Professional Women's Business Fraternity

Experience

August XX-present

Kohl's

Colorado Springs, CO

Salesperson

- Sell clothing and suggest appropriate accessories
- Conduct inventory; arrange displays of merchandise
- Received performance-based salary increases

Summers XX-XX

DILLARD'S DEPARTMENT STORE

Monument, CO

Salesperson/Clerk

- Promoted to Salesperson after three months; sold clothing and accessories in Junior Department
- Designed and arranged displays for Back-to-School promotions
- Assigned to buyer for six weeks, included trip to New York market

August XX-May XX

WALGREENS

Denver, CO

Cashier

- Collaborated with store manager on orientation and assignments for new employees
- Oversaw cash drawer and made bank deposits
- Assisted pharmacist as needed

Activities

American Marketing Association, 20XX-present

Vice President, 20XX-XX

Treasurer, 20XX-XX

Delta Delta Delta Sorority, 20XX-present

Panhellenic Representative, 20XX-present

Rush Chairman, 20XX-XX

- Coordinated eight committees
- Increased membership by 20%

Additional Information

Financed 60% of college education through employment and loans

Familiar with Microsoft Word, PowerPoint, Excel, and Access

Working knowledge of Spanish

Traveled extensively throughout U.S. and Europe

Anita Jones

Denver, CO
(719) 123-4567 | AnitaJones92@uccs.edu
www.linkedin.com/in/AnitaJones

EDUCATION

The University of Colorado Colorado Springs
Bachelor of Science in Mechanical Engineering

May 20XX
GPA: 3.6/4.0

TECHNICAL SKILLS

- Knowledge in ANSYS
- Pro-e/Creo
- MATLAB
- C++ Programming
- C# Programming
- Microsoft Office Suite

ENGINEERING EXPERIENCE

Senior Design Project with DENSO **Colorado Springs, CO** **August 20XX–May 20XX**
Team Member

- Collaborated with team of four to improve waste removal, containment, and disposal of foreign materials by 4%
- Researched numerous products that are currently on the market for waste removal and recycling
- Designed, built, and tested three working prototypes that met employer specifications including size, weight, and energy usage
- Communicated monthly with representatives from DENSO Manufacturing to create a healthy and open communication channel

Norfolk Southern **Norfolk, VA** **May 20XX–August 20XX**
Carbon Reduction Intern

- Explored and researched industry standards for carbon emissions
- Partnered with lead engineer to learn more about production processes; ultimately learning where carbon emissions were highest
- Created and designed four proposals within system operations that could reduce carbon production
- Built two of the four designs to further consider implementation and long-term results

OTHER EXPERIENCE

Kroger Marketplace **Knoxville, TN** **May 20XX–August 20XX**
Cashier

- Recorded daily register totals to ensure accuracy of transactions
- Partnered with three other cashiers to provide timely and efficient checkout procedures

RELEVANT COURSEWORK

- Business & Professional Communication
- Brand Management
- Thermal Engineering
- Business Software Application
- Sales Force Management
- Engineering & Waste Reduction

John Stephens

Pueblo, CO

719-555-5555

jstephens@uccs.edu

Objective	To obtain a part-time job in Southwestern Colorado region	
Education	The University of Colorado Colorado Springs	Aug. 20XX–Present
	Bachelor of Arts in History Minor in Business	
	West High School, Florence, SC	June 20XX
	GPA: 3.25/4.0	
Experience	Chick-fil-A , Colorado Springs, CO	Sep. 20XX–Present
	<i>Salesperson</i> <ul style="list-style-type: none">• Assist up to 100 customers per shift in selection of items to ensure satisfaction• Promote new menu items to customers in effort to increase sales• Resolve customer complaints by effectively communicating• Collaborate with a team of five to complete orders in a timely manner• Prepare meals utilizing company quality control guidelines	
	Self-employed Child Care , Florence, SC	June 20XX–Aug. 20XX
	<i>Nanny</i> <ul style="list-style-type: none">• Provided care, safety, and nutrition for up to four children at a time ages 0-14• Demonstrated ability to handle emergency situations effectively• Determined and implemented wide range of activities for different age levels• Tutored children on various topics and aided them in completing school assignments	
Activities	Pride of the Southland Marching Band	Aug. 20XX–Present
	West High School Marching Band	Aug. 20XX–May 20XX
	<i>1st Chair</i> <ul style="list-style-type: none">• Led section of 10 students in learning songs and perfecting technique• Provided assistance in developing music skills for fellow students	
	National Honor Society	
	<i>Vice President</i> <ul style="list-style-type: none">• Organized social events for over 100 members• Planned fundraising events resulting in over \$3,000 donated to charities• Led meetings by preparing an agenda in advance and keeping students engaged	
Additional Information	Leadership Excellence Scholarship Recipient	April 20XX
	West High School Leadership Development Conference Speaker	March 20XX
	Proficient in American Sign Language	
	Working Knowledge of Microsoft Excel, Word, and PowerPoint	

Justin Jones

Pre-Health Resume

Colorado Springs, CO
(719) 555-1234 | jjones@gmail.com
www.linkedin.com/in/jjones

EDUCATION

The University of Colorado Colorado Springs

Bachelor of Arts, Political Science, Minor in Biology GPA 3.65/4.0

May 20XX

Relevant Courses: Cell Biology, Biochemistry, Microbiology, Physiology

CLINICAL EXPERIENCE

University of Colorado Medical Center, Denver, CO

Volunteer, Anesthesiology Center

September 20XX–Present

- Provide comfort and support for patients receiving anesthesiology
- Engage in conversation with patients
- Work with medical staff to keep pod units fully stocked and running smoothly

Supportive Services for Veterans and Families Programs, Colorado Springs, CO

Volunteer, Volunteers of America

September 20XX–May 20XX

- Developed relationship with low-income veteran families through conversations once a week
- Assisted with outreach, case management and obtaining VA and other benefits

SHADOW EXPERIENCE

UC Health Center, Colorado Springs, CO

Shadowing

December 20XX–January 20XX

- Shadowed Dr. Susan Johnson a general practitioner for 60 hours
- Viewed Dr. Johnson's interactions with patients during examination and throughout explanations of diagnosis
- Gained a greater understanding of the strong communication skills needed to be a physician

University of Colorado Medical Center, Denver, CO

Shadowing

October 20XX

- Shadowed various Emergency Room doctors during two eight-hour shifts
- Observed the unpredictability and variety of cases seen in an emergency room setting
- Gained a better understanding of the flexibility and quick thinking needed to work as a physician in this environment

RESEARCH EXPERIENCE

University of Colorado Colorado Springs

Research Assistant, Department of Microbiology

May 20XX–August 20XX

- Created single amino acid mutations in an enzyme involved in sulfur metabolism, sulfite reductase
- Cleaned and organized lab equipment
- Ordered and maintained office and lab supplies

Research Assistant, Cellular, Biochemistry & Cellular and Molecular Biology May 20XX–August 20XX

- Studied cell responses to a mutant yeast protein in a protein trafficking laboratory
- Performed site-directed mutagenesis through PCR to create specific mutants and transformed them into yeast
- Observed protein stability and ubiquitination by immunoblotting and localization by immunofluorescence

PUBLICATIONS

Damon GQ, Jones JA, Smith S. Methods of Endocytosis. Annu Rev Biochem 2015, 78:843-916.

Steven Gray

Sgray123@uccs.edu

865-555-5555

Colorado Springs, CO

EDUCATION

The University of Colorado Colorado Springs

May 20XX

Bachelor of Arts, Global Studies, Minor in French

GPA: 3.3/4.0 cumulative, 3.6/4.0 in-major

Université Paris-Sorbonne, Paris, France

1/20XX-5/20XX

- Successfully completed six hours of French language and culture
- Lived with a host family; spoke only French while in the home

RELEVANT EXPERIENCE

Global Affairs Office, University of Colorado Colorado Springs

8/20XX–Present

Peer Advisor

- Connect international students with resources on campus and promote an ongoing mentorship with American students
- Co-coordinate and advertise for Advising International Students Seminar
- Provide information on immigration regulations and academic policies
- Record student appointment requests and communicate with student interpreters

Refugee and Sponsorship Services, University of Colorado Colorado Springs.

2/20XX–Present

Volunteer

- Support case workers with providing local resources to incoming refugees
- Collaborate with ESL coordinators to communicate with Spanish-speaking families

Bureau of Consular Affairs, U.S. Department of State, Washington, DC

5/20XX–8/20XX

Intern

- Participated in meetings with senior-level U.S. government and foreign officials
- Drafted, edited, and contributed to bureau reports
- Assisted and supported three bureau events and conferences
- Explained visa and passport processes to U.S. citizens

ADDITIONAL EXPERIENCE

Amnesty International, University of Colorado Colorado Springs

8/20XX–Present

Member

International Literacy Colloquy, University of Colorado Colorado Springs

6/20XX

Participant

Model United Nations, , University of Colorado Colorado Springs

10/20XX, 10/20XX

Participant

Global Studies Club, , University of Colorado Colorado Springs

9/20XX–5/20XX

Member

Oxfam America Club, University of Colorado Colorado Springs

9/20XX–5/20XX

Member

LANGUAGE SKILLS

- French: fluent (speaking, reading, writing)
- Spanish: intermediate (speaking, reading); basic (writing)

Roger Jeffries

(719)123-4567

RJeffries@uccs.edu

Portfolio: RogerJeffries.net

Objective	Seeking an opportunity to combine relevant education and experience in the nonprofit sector	
Education	University of Colorado Colorado Springs (UCCS) Bachelor of Arts in Communication Major: Communication Studies	Colorado Springs, CO May 20XX GPA: 3.45/4.0
Related	New Student & Family Programs, UCCS <i>Family Initiatives Programmer</i> <ul style="list-style-type: none"> • Create programs designed to support and teach first-generation college students and their families • Support current office initiatives and events such as New Student Orientation and the Parents Association • Partner with one graduate student to provide overview programs throughout 14 summer orientations 	Colorado Springs, CO December 20XX–Present
	Alpha Phi Omega <i>President</i> <ul style="list-style-type: none"> • Coordinate chapter meetings which included 45 members and two advisors • Communicate with members about upcoming events, rituals, and national organization news • Partner with the Pikes Peak Humane Society to provide a campus-wide fundraiser, which raised over \$2,000 	Colorado Springs, CO April 20XX–Present
	<i>New Member Educator</i> <ul style="list-style-type: none"> • Created a three-month education series which focused on chapter traditions and team building • Planned a new member philanthropy where we supported the Colorado Springs Chamber of Commerce with downtown cleanup 	April 20XX–April 20XX
	<i>Recruitment Coordinator</i> <ul style="list-style-type: none"> • Standardized the recruitment process including both formal and informal events held during fall and spring semesters • Expanded recruitment numbers and increased our attendance by 10% • Organized one major recruitment event which had record attendance: 100+ students 	April 20XX–April 20XX
Campus Activities	Student Organizations: Badminton Club and Ultimate Frisbee Club Honor Societies: Lambda Pi Eta Alternative Spring Break: Branson, Missouri Trip	(20XX–20XX) (20XX–20XX) (Spring 20XX)
Additional Information	Computer: Microsoft Office Suite, Adobe Acrobat, InDesign, and WordPress Language: Proficient in Conversational Spanish	

Sarah J. Jones

Combination Resume

Colorado Springs, CO • 719-595-0000 •
sarah.j.jones@gmail.com
www.linkedin.com/in/jjones

SUMMARY OF SKILLS

- Communicated with local social service agencies to schedule appointments for clients
- Informed clients of responsibilities surrounding child welfare, health and safety
- Utilized basic counseling techniques to encourage healthy lifestyles among young women
- Facilitated group interaction and multiple hands-on activities
- Supervised up to 10 children and adults in various roles

EDUCATION

The University of Colorado Colorado Springs

Bachelor of Arts in Psychology

Minor: *Child and Family Studies*

May 20XX

GPA 3.7/4.0

RELATED EXPERIENCE

Child and Family Colorado

Denver, Co

July 20XX-Present

Prevention Services Supervisor

- Teach independent-living skills to expectant adolescent mothers; average independent caseload of approximately five mothers
- Assess and evaluate programming as part of a five-person team
- Co-facilitate support group of 15 mothers meeting weekly for one hour
- Lead team of eight university volunteers assisting with independent-living skills class, community programming and administrative duties

El Paso County Children's Home

Colorado Springs, CO

May 20XX-Aug 20XX

Student Counselor

- Supervised a group of 10 at-risk children
- Organized activities, taught swimming, led hikes
- Intervened in crises situations; made calls to Mobile Crisis Units, KPD and 911
- Resolved disputes among children utilizing official policies and procedures and de-escalation techniques

OTHER EXPERIENCE

Amerigo: An Italian Restaurant

Denver, CO

May 20XX-July 20XX

Head Hostess

- Trained new servers and hostesses
- Created and maintained the hostess schedule for a team of six hostesses

Dillard's Department Store

Boulder, CO

Sep 20XX-May 20XX

Sales Associate

- Provided customer service in selection of merchandise
- Resolved customer complaints and completed return transactions in a professional, customer-friendly manner

COMMUNITY EXPERIENCE

Mental Health Association of Southern Colorado

20XX-Present

Boys & Girls Club Volunteer

20XX-20XX

HONORS

Phi Eta Sigma

Dean's List 7 of 7 semesters

Sam Ross

samross@hiration.edu | (123)-456-7890 | Colorado Springs, CO

SUMMARY

Aspiring **accounting professional** with an understanding of generally accepting accounting principles (GAAP), tax accounting, and audit practices. Working towards a degree in accounting and aspirations of pursuing the CPA designation. Proficient at facilitating detailed projects in a group setting, reviewing financial reports, and making data-driven decisions. Fluent in English and Spanish.

TECHNICAL SKILLS

MS Excel (with Pivot Tables), Oracle NetSuite, PowerBI, Quickbooks, Tableau

EDUCATION

University of Colorado Colorado Springs

Bachelor of Science in Business; Emphasis: Accounting

Expected May 2022

- Chancellor's Leadership Class (2020)
- Related Coursework: Financial Accounting, Intermediate Accounting I & II, Cost Accounting, Individual and Corporate Tax Accounting
- GPA: 4.0

EXPERIENCE

Positronix Finance LLP

June 2020- October 2020

Tax Accounting Audit Intern

- Audited financial information for five corporate clients and assisted with in-depth review of over 50 individual tax returns and filing documents
- Prepared financial reports for five clients detailing revenue, expenses, and projected budgetary needs
- Conducted verification of over 500 receipts weekly and categorized expenses into tracking system for clients
- Managed filing, data entry, and the day-to-day maintenance of files for three tax professionals while maintaining a 100% accuracy rating
- Collaborated with three other internal teams over a six-week period to help implement Quickbooks data migration

S & P Associated

January 2020- May 2020

Accounting and Finance Intern

- Authenticated over 20 payments daily for domestic and international exchange transactions
- Maintained detailed records for over 20 individual clients, ensuring over 500 debits and credits were accurately logged, allocated, and reported
- Generated five tax returns with a 99% accuracy rate in a testing environment
- Assisted payroll in the calculation of state and local tax changes for over 100 employees
- Recognized as the 'Best Intern of the Year'

The Bean Coffee Shop

March 2018- January 2020

Customer Service Representative

- Responsible for facilitating over 50 retail purchases daily
- Prepared orders to company standards, ensuring 100% accuracy and customer satisfaction

VOLUNTEER EXPERIENCE

Unity Academy

December 2017- 2020 (Seasonal)

Office Assistant

- Prepare documents used in the onboarding of new residents
- Facilitate over 20 check-in meeting and outline policies and procedures of academy with new guests

Jennifer Martin

Monument, CO

719-555-1111

jmartin@aaa.com

AREAS OF EXPERTISE

- Product Management
- Sales Execution
- Strategic Planning
- New Product Development
- Engineering Management
- New Market Development
- Team Leadership
- Marketing
- Product Ideation

PROFESSIONAL EXPERIENCE

Petfo Corporation, Denver, CO

20XX–20XX

Strategic Business Unit Director

- Accountable for driving profitable growth in \$34M Pet Door Strategic Business Unit (SBU).
- Managed and achieved performance objectives for revenue, profit growth, product quality standards and forward looking new revenue sources.
- Directed 11 professionals including mechanical and electrical engineers, market manager and supply chain specialist.
- Combined three acquired companies into a single entity.
- Managed vendor consolidation from six to two suppliers and SKU rationalization process resulting in a 7 base point increase in gross profit margin percentage.

ACCOMPLISHMENTS

- Revenue increase of 36%, from \$25M to \$34M in three years.
- Pioneered new TECH radio frequency product application which was introduced in two new products and will provide a defensible new product launch platform for years to come.
- Launched four additional new products based on consumer needs analysis resulting in annual revenue impact of \$4.5M at a 55% gross margin.
- Established a New Product Concept Asset list with \$7.5M of potential new product revenue.
- Developed a Cost Reduction Concept Asset list with the potential of \$2.1M annual savings.

Kimberly Clark, Neenah, WI

20XX–20XX

Marketing Director

- Directed all marketing and product development opportunities for a \$75M disposable paper products line targeted to the health care market.
- Led a cross-functional team achieving a gross margin increase of \$600K, with no additional capital investment.
- Worked with a third-party resource to establish first ever market measurement database.

ACCOMPLISHMENTS

- First ever new product development program yielding an incremental annual sales increase of \$1.5M from Plus Size products and medical kit packs.

Green Giant Foods, LeSueur, MN

19XX–20XX

Director Sales and Marketing

- Directed all sales and marketing activities for the start-up Green Giant's Steamers consumer brand.
- Hired four grower partners who licensed the brand from Green Giant and marketed it nationally.
- Co-managed Green Giant's sales team calling on the top 100 U.S. wholesalers and retailers.
- Directed an accrual-based marketing budget of \$500K. Executed brand packaging, sales collateral, point-of-sales merchandising aids and coupon programs.

ACCOMPLISHMENTS

- Achieved \$50M retail sales in two years.

EDUCATION

The University of Colorado Colorado Springs

MBA, with emphasis in Marketing and Management

BBA, with double majors in Marketing and Finance

TECHNICAL SKILLS & TRAINING

Microsoft Office, SAS, Adobe Premier, Acrobat Pro, and Photoshop, formal training in HTML

Dale Carnegie Sales Training

COVER LETTER

A cover letter contains an explanation of your interest and additional information about your resume. It is sometimes called an application letter or letter of inquiry, and it may be sent in response to a position announcement or sent to a company for which you would like to work.

Employers often receive hundreds of letters and resumes for each advertised vacancy. Your letter, therefore, needs to be well-written and designed to attract attention in a positive way. It should communicate something personal about yourself along with information specific to the division, organization, or company to which it is being sent. This lets the reader know you have spent some time researching the organization and writing a personal letter. Form letters elicit a negative reaction, if not a toss into the trash can.

To receive a positive response, it is imperative that you research every company to which you apply so you can give knowledgeable and specific reasons for your interest in that company and your ability to meet their needs through your qualifications, experiences, and personal qualities.

Do not repeat your resume. Use the cover letter to interpret and expand the resume, stressing relevant details in a personalized fashion. Communicate your ability to assist and support the organization. State explicitly how your background relates to the specific job; emphasize your strongest and most pertinent characteristics. The cover letter should demonstrate that you know both the company and yourself.

Cover letters should never be duplicated. Each must be individually written and printed, single-spaced on a good-quality bond paper matching the paper used in your resume. The cover letter should be one page in length and addressed to a specific individual in charge of the department or unit in which you want to work or to the human resources department. Different employers handle resumes differently, and you might want to try writing to both.

Use simple, direct language and correct grammar. Triple check the letter to be absolutely sure there are no spelling, typographical, or grammatical errors. Remember, the letter and resume are examples of your written communication skills and organizational abilities.

A sample format for a cover letter follows. Because your letter must communicate your ambition and enthusiasm in a unique and assertive manner, a sample letter has not been included. Use the guidelines to write your own letter applicable to the position and company, and to individualize your background and abilities.

221 Main Street
Colorado Springs, CO
May 17, 20__

Mr. Fred Isenhowe
Vice President of National Sales
Drexel Heritage Furnishings
1515 Industrial Park Drive
Drexel, NC 28619

Dear Mr. Isenhowe:

First Paragraph. In the initial paragraph, state the reason for writing the letter, specify the position or type of work for which you are applying and indicate from which resource (friend, employment service, news media, placement center) you learned of the opening or received his/her/their name.

Second Paragraph. State why you are interested in the position, the company, and its products or services, and, above all, indicate what you can do for the employer. If you are completing a degree or are a recent graduate, explain how your academic background qualifies you for the position. If you have had some practical work experience, point out specific achievements or unique qualifications. Highlight your strengths and achievements and state how they suit you for the position. Provide details and explanations that are not found on your resume. Indicate what you can do for the organization: Do not inquire about what the organization can offer you.

Third Paragraph. Refer the reader to the enclosed resume or employment application that summarizes your qualifications, training, experiences, and the like. Assure the employer that you are the person for the job.

Concluding Paragraph. Initiate the next follow-up whenever possible (for example, "I will call you..." "I will be in your city on a certain date and would like to meet..." "Are you recruiting at a school in my area?"). Exceptions are newspaper or other ads where you cannot identify the person. Indicate your flexibility, repeat a phone number (or add a different number where you can be reached during certain hours, if appropriate), and offer any assistance necessary to help obtain a speedy response.

Sincerely yours,

Jane H. Smith
Enclosure

Career Readiness Competencies & Your Resume

How can your resume reflect the competencies employers are seeking?

Competency & Definition		Give specific examples; quantify where possible
Critical Thinking/ Problem Solving	Practice sound reasoning and analytical skills to make decisions and overcome problems	<i>Club or organization, internship, co-op, part-time or full-time job, assistantship, creative inquiry, research, study abroad, volunteering, special project, etc.</i>
	Articulate thoughts and ideas clearly to a variety of audiences and employ effective public speaking skills	
Oral/Written Communication	Build collaborative relationships with coworkers and be able to work well in a team environment	
Teamwork/ Collaboration	Leverage existing digital technologies ethically and efficiently to complete tasks; demonstrate effective adaptability to new technologies	
Technology	Utilize the strengths of others to achieve common goals; use interpersonal skills to develop and motivate others	
Leadership	Exhibit effective work habits such as punctuality, working productively, personal accountability, integrity, and ethical behavior	
Professionalism	Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities	
Career and Self-		
Equity and Inclusion	Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people; understand individuals' differences	

Adapted from the NACE Career Readiness Competencies

APPENDIX B: ACTION VERBS & PROFICIENCY

Management & Leadership

achieved
administered
allocated
analyzed
appointed
approved
arranged
assembled
assigned
attained
authorized
awarded
chaired
completed
conceived
conducted
considered
consolidated
contracted
controlled
converted
coordinated
correlated
decided
delegated
designated
determined
developed
directed
disapproved
discharged
eliminated
emphasized
encouraged
enforced
engineered
enhanced
established
evaluated
executed
expanded
generated
governed
handled
headed
hired
hosted
implemented

improved
incorporated
increased
initiated
inspected
inspired
instituted
launched
led
maintained
managed
merged
motivated
navigated
organized
outlined
overhauled
oversaw
planned
prepared
presided
prioritized
procured
produced
provided
recommended
reevaluated
regulated
rejected
reorganized
replaced
reported
required
restored
reviewed
scheduled
secured
selected
settled
signed
solved
specified
sponsored
stipulated
streamlined
strengthened
supervised
terminated

Communication

addressed
advertised
arbitrated
arranged
articulated
authored
called
circulated
clarified
coached
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
counseled
debated
defined
demonstrated
described
developed
directed
discussed
drafted
edited
elicited
emphasized
enlisted
explained
expressed
facilitated
formulated
furnished
incorporated
influenced
informed
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened

marketed
mediated
moderated
motivated
negotiated
notified
observed
oriented
outlined
participated
persuaded
presented
promoted
proofread
proposed
publicized
published
purposed
recommended
reconciled
recruited
redirected
referred
reinforced
related
renegotiated
reported
represented
researched
resolved
responded
reunited
showed
solicited
specified
spoke
suggested
summarized
synthesized
translated
transmitted
tutored
wrote

Research

analyzed
clarified
coded
collected
compared

conceived
conducted
contrasted
critiqued
detected
determined
diagnosed
disproved
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inquired
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
remodeled
repaired
reported
researched
reviewed
searched
solved
studied
summarized
surveyed
systematized
tested
wrote

Technical

adapted
analyzed
applied
assembled
budgeted
built
calculated
computed
conserved
constructed

converted	facilitated	reconciled	presented	motivated
correlated	focused	reduced	produced	performed
debugged	guided	reevaluated	proposed	prevented
designed	illustrated	researched	refined	provided
determined	individualized	retrieved	researched	referred
developed	informed	sold	revised	rehabilitated
devised	initiated		revitalized	represented
engineered	instilled	Creative	rewrote	resolved
fabricated	instructed	acted	set up	served
financed	lectured	adapted	shaped	simplified
fortified	mentored	applied	solved	supplied
handled	motivated	authored	studied	supported
inspected	persuaded	began	updated	upheld
installed	planned	built		volunteered
maintained	presented	combined	Helping	
manipulated	set goals	composed	adapted	Clerical or Detail
operated	simulated	conceived	advised	activated
overhauled	stimulated	conceptualized	advocated	altered
printed	taught	condensed	aided	assembled
programmed	tested	constructed	answered	approved
rectified	trade	created	arranged	arranged
regulated	transmitted	customized	assessed	catalogued
remodeled	tutored	designed	assisted	classified
repaired	updated	developed	brought	collected
replaced		directed	cared for	compiled
resolved	Financial	displayed	clarified	described
restored	adjusted	drew	coached	dispatched
solved	administered	entertained	collaborated	edited
specialized	allocated	established	coordinated	estimated
standardized	analyzed	estimated	contributed	executed
studied	appraised	fashioned	cooperated	gathered
trained	assessed	forecasted	counseled	generated
upgraded	audited	formed	dealt	implemented
utilized	balanced	formulated	demonstrated	inspected
	budgeted	founded	diagnosed	listed
Teaching	calculated	generated	directed	maintained
adapted	compared	illustrated	educated	monitored
advised	computed	initiated	encouraged	observed
assessed	conserved	integrated	ensured	operated
clarified	corrected	introduced	expedited	organized
coached	determined	invented	facilitated	overhauled
communicated	developed	investigated	familiarized	prepared
conducted	estimated	launched	furthered	processed
coordinated	forecasted	loaded	guided	proofread
critiqued	managed	modeled	helped	published
defined	marketed	modified	influenced	purchased
demonstrated	measured	molded	inspired	recorded
developed	netted	originated	insured	reduced
educated	planned	perceived	intervened	retrieved
enabled	prepared	performed	led	screened
encouraged	programmed	photographed	maintained	specified
evaluated	projected	piloted	mentored	streamlined
explained	qualified	planned	modified	systematized

tabulated
validated

Organizational

approved
arranged
assembled
catalogued
categorized
charted
classified
coded
collected
compiled
completed
conducted
controlled
corrected
correlated
corresponded
determined
dispatched
distributed
eliminated
engineered
executed
expanded
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
procured
provided
purchased
recorded
registered
reserved
responded

retrieved
reviewed
routed
scheduled
screened
set up
solved
sorted
standardized
submitted
supplied
systematized
tabulated
updated
validated
verified

Levels of Proficiency (adjectives)

accurate (in)
adept (in, at)
advanced (knowledge of)
alert (in)
competent
concise
conversant (in)
detailed (knowledge of)
effective (in)
empathy
exceptional
exemplary
expert (in, at)
extraordinary
fluent (in)
functions (well)
gifted
good (at)
great
high (degree of)
intermediate (knowledge of)
judicious
keen (sense of, understanding of)
knowledge (of)
master (of)

perception (of)
perceptive
practical (experience in)
proficient (in)
relentless (in pursuit of)
rudimentary
sensitive (to)
skilled (at, in)
sophisticated
(understanding of)
strong (sense of, background in)
successful (in, at)
uncommon
understanding (of)
unusual

Clinical

Admitted
Advanced
Advocated
Aided
Assigned
Assessed
Cared
Charted
Charged
Consoled
Counseled
Diagnosed
Distributed
Documented
Educated
Evaluated
Examined
Guided
Helped
Identified
Informed
Qualified
Listened
Monitored
Nursed
Practiced
Prevented
Proceeded

Provided
Referred
Regulated
Repaired
Reset
Resourced
Restricted
Reviewed
Secured
Supported
Sutured
Trained
Volunteered



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