

Guide to Resume Writing



**Career Services
Student Life Center
Room 230
478-471-2714**

RESUME PREPARATION

I. Purpose of a Resume

Resumes are a summary of one's personal, educational, and work experience qualifications and are used by candidates who are applying for work, graduate school, or scholarships or fellowships; they are not meant to serve the same purpose as a job application. This handbook will focus on job search tools, primarily resumes and cover letters.

Resumes should be designed to sell your skills, abilities, and knowledge to an employer. Companies typically receive hundreds of resumes, so they give only a quick glance (perhaps 10 seconds) over each. To ensure that your resume gets you an interview, honestly adapt it to the employer's needs by using your skills and abilities to show how you can solve their problems.

Resumes are marketing tools which display the facts that individuals wish to present to a prospective employer, so when developing your resume, tailor it to the job for which you are applying by targeting your skills, qualifications, and accomplishments to the job qualifications or requirements. For instance, emphasize the skills you have that are similar to the skills that are required to do the work, use specific examples of how you utilized your skills to accomplish tasks or objectives (this shows that you are results oriented), and when describing your work experiences, mention duties and responsibilities that indicate use of these skills.

Remember, there is no one right way. The style and information will vary depending on your experiences and your particular situation.

II. Categories of a Resume

- 1. Identification:** Name, Address, Telephone Number, and Email Address (at the top of the page). Avoid abbreviations and nicknames (be professional). Use the same name that you used on your employment application. If you do not have a telephone, give a telephone number where you can receive messages.
- 2. Objective:** This statement should include only one objective or goal and should be clear and concise. It should be consistent with your accomplishments and demonstrated skills, as documented on your resume. When you are applying for different occupations where the same objective would not be suitable, consider designing a resume geared towards each occupation. An alternative to writing a career objective or designing several resumes is to relay this information through the cover letter (see page 18). Remember that a job objective is defined specifically for the opening you wish to fill. A career objective is a long-range plan that may or may not relate directly to the job for which you are applying.

3. Education: Begin with your present or most recent school then continue backwards omitting high school information. The exception to this is if some experiences during high school show high honors or genuinely reinforce the career objective then it should be included. You should list the names of schools, dates attended or graduation date, degree(s), diploma(s), or certificate(s) earned, and major/minor subjects. Also included in this section are honors, awards, Dean's List, grade point average and related coursework. **Beware!!!** If this section looks cluttered, it may be wise to only include the most important information or create separate categories such as "Honors/Awards" or "Related Coursework."

If you are a recent graduate, briefly describe activities, accomplishments, awards, honors, and athletics that indicate a well-rounded personality, demonstrate a social awareness, and are related to your employment objective. If you have been out of school for a while, give less educational detail, but present your education clearly and concisely.

4. Experience: Cooperative Education, Internships, Work, Volunteer Work, Summer Jobs, Special Projects, or Military Experience can be included in this section or can be separate sections. If you have experiences that are related to your objective you may want to list them under "Related Experiences." Beginning with your present or most recent work, list position titles, names of organization, locations (city, state), dates (beginning and ending month and year), and duties and accomplishments. Make sure to use quantifiable data, measurable descriptions, and list any transferable skills that are applicable to the position for which you are applying. Be skills specific. Don't list vague qualities like "good work ethic," but describe actual achievements like "reduced company deficit by 50 percent." Use specific figures.

5. Additional Categories: The previous categories are considered to be the traditional or standard foundation of a resume. There are many other possibilities but be sure to include facts that are relevant to your employment objective and can be proven:

- | | |
|---------------------------------------|--|
| Honors/Awards | Equipment you operate |
| Scholarships | Hobbies or Interests that relate to the job |
| Occupational Licenses of Certificates | Workshops/Seminars |
| Qualifications | Recitals/Art Shows |
| Accomplishments | Special Skills (e.g. Foreign Language, Typing, Computer and Software |
| Extra Curricular Actives | (Athletic or civic) |

6. References: Most employees prefer a statement such as "References Provided Upon Request," rather than including them on the resume. The best references are employers who show your skills and interests or customers who

have received your service. On a separate page list: Names, Addresses, Telephone Numbers, and Email Addressed (optional) of three to five references and be prepared to reveal them at the interview.

Tips for an Effective and Attractive Resume

Resumes are a brief snapshot of your skills and abilities. The person who reviews your resume often has to review from tens to hundreds of resumes. Because of this, you need to make your resume both effective and attractive. This is part of your first impression to employers.

The suggestions below can help you make your resume the best statement about you and your potential as an employee. Write your resume based on these tips and once you are finished, read the tips again to see if you need to make any more changes.

Do:

1. **Be brief, clear, and concise:** Easily readable, non-confusing, and well organized. Use an attractive typeface that is easy to read and is no smaller than 10-point font. Present headings in an order that focuses on your needs and objectives (e.g. Education, Work History, Skills).
2. **Be generally one page in length:** Remember this is a snapshot, not a biography.
3. **Be consistent:** with headings, captions, indentions, **fonts**, formats, and the use of CAPITALS and underlining.
4. **Be positive.**
5. **Be honest.**
6. **Be careful:** Double-check for grammatical, typographical, spelling, or punctual errors. Replace action verbs with important nouns if the employer will electronically scan the resume.
7. **Be neat:** Have white space showing. Use adequate margins, single-space within sections, double-space after each section, be sure the type is clean and dark, and strive for an uncluttered appearance. If the information is too densely written, readers may miss your key points.
8. **Keep it in a computer file,** if possible. This will allow you to change the resume for the individual companies and positions you wish to pursue. This will help your resume be neat and easily printed, either by typeset or laser printer.

Do Not:

1. Repeat details that are common to several areas.
2. Use the pronoun "I" or "me."
3. Use statements like, "duties include" or "responsible for."
4. State salary requirements.
5. Offer negative information.
6. Use personal information such as age, height, weight, marital status, religion, citizenship, or any hobbies or activities that are not directly related to the job. These have no bearing on your ability to do the work.
7. Mention volunteer work for special interest or political groups, unless you are applying for a job with an organization that fully supports the work of those groups.
8. Include any attachments. These are for your portfolio and should be shown during a face-to-face interview.

Critique

Proofread your resume carefully using the Resume Checklist (located in the Career Center). Correct spelling and grammar is **VERY** important. Have the resume checked by more than one person before you send it out.

For your final draft, you may want to have a Career Counselor/Specialist review it with you. If you design it yourself, use a word processor; resume writer, or computer graphics program.

Reproduction

Choose a high-quality, 8 ½ x 11-inch white or ivory paper. Use between 20- and 24- pound 100 percent cotton fiber paper and a good duplicating process. Commercial copy services usually produce good copies at low cost, and have quality paper at a per sheet price. The Career Center will print three (3) copies of your resume.

If you are using a computer or word processor, print on a laser printer. Laser print is almost as good as photo typesetting. Do not use a dot-matrix printer. Do not use colored or textured paper.

Verbs to Use

Here is a sample of action verbs that will be useful to you. Go through the list and see which ones you can use to make your resume more active and action oriented. Make sure you do not overuse one or two verbs.

accelerated	discovered	instituted	proposed
achieved	displayed	instructed	proved
adapted	doubled	integrated	published
administered	edited	introduced	reconciled
advanced to	eliminated	invented	reduced
analyzed	employed	investigated	regulated
applied	enacted	keynoted	reinforced
approved	engineered	lectured	reorganized
arranged	enlarged	led	reported
assembled	established	licensed	researched
assisted	estimated	located	reshaped
attained	evaluated	maintained	resolved
bought	examined	managed	revamped
budgeted	executed	manufactured	reviewed
built	exhibited	marketed	revised
chaired	expanded	maximized	saved
commanded	facilitated	moderated	secured
completed	financed	motivated	served
composed	forecast	negotiated	simplified
conceived	formed	obtained	sold
conducted	founded	operated	sorted
contracted	governed	originated	stimulated
controlled	guided	perceived	strengthened
converted	helped	perfected	structured
coordinated	hired	performed	succeeded
correlated	illustrated	persuaded	supervised
created	implemented	pioneered	supported
decided	improved	placed	systematized
designed	influenced	procured	tutored
developed	inspected	progressed	verified
directed	installed	prompted	wrote

Nouns to Use

Here is a sample list of nouns that will be useful to you. Go through the list and see which ones you can use to make your resume more powerful.

approaches	handbook	program
art	help	project
assignment	human resources	recommendation
attachment	ideas	records
capabilities	individuals	relations
catalog	information	reports
change	innovation	requirements
charts	input	research
communications	investigations	resolutions
competition	machines	resources
conclusions	materials	response
controls	methods	self-starter
cost	operations	service
criteria	output	solutions
data	performance	sources
designs	plan	specifications
duties	policies	standards
events	precision	statistics
facts	presentations	strategy
findings	principle	structure
fixtures	priorities	survey
framework	problem	system
goals	process	technique
groups	procedures	treatment
growth	product	variables

Adverbs and Adjectives to Use

These words describe how you do things. Go through the list to see which ones you can use in your resume that accurately reflect you and the way you do things.

accurate
acuity
adept
artful
astute
aware
broad
calm
challenging
competent
concerned
contagious
creative
dedicated
dependable
diplomatic
discrete
diverse

driving
dynamic
easily
effectively
exceptional
expert
experienced
extensively
firm
foresight
greatly
highly
high-level
honest
humanizing
imaginative
improved

innovative
instrumental
leading
lifelong
mastery
natural
new
objective
open-minded
original
outgoing
outstanding
penetrating
perceptive
pioneering
quick
readily

reliable
repeatedly
respected
responsible
sensitive
significant
sophisticated
strongly
successful
tactful
talented
trained
uncommon
unique
unusual
versatile
vigorous

Four Resume Formats

CHRONOLOGICAL RESUME FORMAT

A chronological resume highlights your work experience. It starts with the most recent position, and then describes the next job, and so on, until all the important jobs are listed. This style is the most used of all resumes.

Consider This Format If You:

- Have work experience but have been laid off
- Are changing jobs
- * Consider developing a functional resume if you have major gaps in employment or have had many job changes.

Tips for This Resume

Use the following tips to enhance your resume.

- Include the most details about your most recent employment.
- Highlight skills and accomplishments in the experience section. Don't just describe duties. Show the reader that your contribution to the company or business is important.
- Measure or quantify results when possible. Use concrete examples, such as numbers, percentages, amounts, and descriptive statements.
- For earlier jobs, use short phrases that include action verbs in past tense, such as achieved, directed, or sold. Describe your current job with present tense verbs, such as analyzing, solving, or explaining. Be consistent throughout your resume.
- Education information can go either at the bottom or top of a chronological resume. Usually, if it is within the past five years, it should be at the top. In this sample resume, the most recent work record is close to the employment objective, so it is listed before education.
- You may want to underline or highlight your former employers and schools.

Sample Chronological Resume

MEG. A. HERTZ

Current Address

12 Macon Place
Macon, GA 31026

Permanent Address

34 Gates Court
Atlanta, GA31000

E-mail Address & URL

mhertz222@student.maconstate.edu
<http://www.meghertz.com>

OBJECTIVE A position in software development.

EDUCATION **B.S. in Information Technology** **December 2004**
Macon State College
Cumulative GPA 3.63

WORK EXPERIENCE **Freelance Computer Consultant** **September 2002-present**
Create World Wide Web home pages and customized computer systems for clients in the Macon and Atlanta areas.

Java Intern **June-August 2003**
Gateway Computer Inc., Macon, Georgia
Fixed bugs and improved the Abstract Windows Toolkit (AWT) and implemented Java for the MacOSx and Classic MacOS. Issues included drag and drop, window positioning and layering.

Lab Attendant **August 2002-May 2003**
Center for Academic Computing, Macon State College
Maintained computer hardware and assisted users on Windows XP and various software packages.

Office Assistant **Summers 1998 and 1999**
Patel, Dewey & Matthews Associates, Macon, Georgia
Maintained customer data base, prepared correspondence, and answered phones at startup Internet consulting firm.

COMPUTER SKILLS**Languages**

C, C++, Java Script, UNIX Shell, FORTRAN, HTML

Operating Systems

UNIX (Linux, Ultrix, SunOS), Windows, Macintosh

Software

MS Visual C++, Visual Basic, Showcase, MS Word, MS Access, MS Excel, MS Internet Explorer, Netscape, Adobe Photoshop, Adobe Acrobat

Hardware

HP-UX, Sun Spare, PC, Macintosh, SGI-Octane, SGI-02, SGI-ONYX, SGI Crimson

FUNCTIONAL OR SKILLS RESUME FORMAT

A functional or skills resume highlights skills and potential, rather than where and when you used them (worked experience and education).

Consider This Format If You:

- Lack “real world” experience (college grads)
- Are changing careers
- Have good skills but limited work experience
- Have gaps in your work experience

Tips of This Resume

Use the following tips to enhance your resume.

- This resume describes accomplishments, capabilities, and skills. It does not provide great detail on work history.
- Use four or five separate paragraphs, each one emphasizing a particular area of skill or responsibility. Use short phrases not complete sentences.
- Highlight your skills and potential by using action or skill words, such as managed, sold, coordinated, improved, or planned. Provide measurable or quantifiable results when possible.
- The statements must all be directly related to the employment objective. This may require some research or study about the occupation.
- Accomplishment statements answer the question “What have I done?” Capability statements answer the question, “What can I do?”
- Place the section that is most related to the employment objective at the top of the list. It may contain more information.
- Place your education right after the employment objective if it was within the past five years and is related to your employment objective. If your education is not related to your employment objective, place it at the end.
- You can omit the brief listing of your work experience if you have no relevant work experience, or if there are gaps in your work history. Be prepared to give more information about your employment experience at the interview.

Sample Functional or Skills Resume

MARTHA A. SHOEMAKER

5555 East Main Circle Elmira, GA 55555 (478) 111-0000

OBJECTIVE

Clerical/Office Support position

EDUCATION/TRAINING

B.S. – Business and Information Technology – Macon State College, Macon Georgia, 5/2005

A.S. – Secretarial Science – Elmira Technical College, Elmira, New York, 5/2000

SUMMARY OF QUALIFICATIONS

Outstanding math skills; enjoy working with figures.

Knowledge of clerical details, record and file maintenance.

Strong background in all aspects of customer service and support.

SKILLS AND ABILITIES

- Bookkeeping:*
 - Responsible for all accounts receivable and payable functions as auditor for hotel operation.
 - Prepared daily, monthly, and yearly balance sheets for auditing purposes.
 - Oversaw daily cash control, prepared bank and credit card deposits.
 - Collected payments for customer billing and posted to general ledger.

- Clerical:*
 - Posted all room, tax, vale, long-distance and restaurant charges to house guests' individual accounts.
 - Prepared comprehensive housekeeping report for Head Housekeeper.
 - Utilized computer to schedule reservations around the work for guests.

- Customer Service:*
 - Handled customer inquiries and complaints in a professional manner. Adept at handling confrontational situations, resolving them appropriately.
 - Communicated with guests and customers via switchboard operation.

- Management:*
 - Scheduled, trained and supervised staff arriving for daily shift.
 - Supervised and oversaw security of building, including physical plant.
 - Oversaw all hotel operations and guest relations as management staff.

EXPERIENCE

Clerk/Bookkeeper	Elmira	Conference Center	Elmira, New York
Desk Clerk		Happy Town Hotel	Elmira, New York
Secretary/Production Clerk		Elmira Manufacturing Company	Elmira, New York
Job Cost Clerk		Binghamton Mailing (Mail Order Dept.)	Binghamton, New York

ACTIVITIES/INTERESTS

Volunteer: Travel & Tourism (Information Center), Anywhere County Chamber of Commerce; Anywhere Soup Kitchen, Anywhere, New York

Past Instructor of Quilting Program, James Human Resource Center, James, New York

Past Girl Scout Leader

REFERENCES AVAILABLE UPON REQUEST

COMBINATION RESUME FORMAT

A combination resume incorporates the best elements of the functional and chronological resume. It highlights relevant skills and accomplishments to the current job search by Function, while Work Experience is presented in the standard, reverse chronological formation. This format can draw attention away from gaps in employment while at the same time allowing the writer to emphasize special skills and experiences. One of the advantages of the combination resume is the flexibility to structure the document so that it works best for you, but the downside is that it takes longer to read.

Consider This Format If You Fall Into Any One Of The Following Categories:

- Each position you have held involved a different job description.
- **Student, new graduate and entry-level job seeker (or you have held internships or volunteer positions that directly relate to field of interest):** This allows job seekers to emphasize their skills rather than their short-lived employment history.
- **Worker with a steady, consistent employment history:** The addition of a qualifications summary pinpoints the top credentials for the job objective so employers readily see it's a good match.
- **Career Changer:** Unless you're making a radial career change, in which case a functional resume probably makes more sense.
- **Applicant reentering the job market:** This format takes a little bit of emphasis off the fact that you have not been working for a while.
- **Older worker:** Workers with extensive employment history need to sell their strongest credentials; inclusion of a summary section provides that focus.

Tips for This Resume

Use the following tips to enhance your resume.

- The main strategy is to lead with a Career Summary (also commonly called a Qualifications Summary or Skills Summary) that emphasizes your strongest credentials. It can be quite brief, or up to six sentences and can also appear in the form of bulleted statements. Each individual situation is different. By stating your key qualifications at the beginning of your resume, you will entice hiring managers to read the rest of your resume. You can incorporate your job objective, key skills, and areas of expertise, accomplishment highlights and related training into the summary section. Follow with a reverse chronological employment history; this keeps your resume in the chronological format most employers prefer.

- Be clear and concise when writing your Employment History or Experience section. Avoid adding unnecessary information about jobs and task unrelated to your career goal.
- Other sections on a combination resume depend on your specific experience, but can include Education, Training, Affiliations, Languages and Additional/Miscellaneous information.

Sample Combination Resume

Patience Helper

12080 Heimlich Ave.

Macon, GA 31201

478-555-9876

Phelp777@student.maconstate.edu

Education

Associate in Science in Nursing (RN)

Macon State College, Macon, GA December 2004 (GPA: 3.7)

Related Courses

Human Anatomy & Physiology I & II

Care of Patients with M/S Problems I & II

Care of Mental Health Patients

Critical Care

Introduction to Nursing

Maternal Child Health Nursing

Nursing Seminar

Geriatrics

Psychology

Development Psychology

Sociology

Ethics and Moral Problems

Related Experience

Hospital Volunteer

The Children's Hospital, Macon, GA, March 1996-August 1998

Helped with activities in children's ward

Volunteer First Aid Instructor

Houston County Girl Scout Council, 1989-1995

Taught girls in 20 Junior and Cadette troops skills necessary for first-aid certification.

Work History

Part-time Receptionist

Cribb Realty, Warner Robins, GA

Sept. 1995 - present

Part-time Sales Clerk

Belk Matthews Department Store, Warner Robins, GA

Nov. 1990 - Dec. 1995

Secretary

Eddie Wiggins Chevrolet, Warner Robins, GA

June 1979 - Aug. 1982

Activities

PTA Vice President

Packwood Elementary School, Warner Robins, GA, 1994-1995

Den Mother

Cub Scout pack 104, Warner Robins, GA 1992-1993

Girls Scout Troop Leader

Junior Troop 57, Warner Robins, GA 1991-1993

Brownie Troop 222, Warner Robins, GA 1989-1991

AIR FORCE RESUME FORMAT

NAME:

First MI Last (Provide your name and SSN at the top of each page – Do not place in document header)

Social Security Number: **(No Spaces or Dashes)**

Candidate source: (External **OR** Internal)

Mailing Address:

Home Phone Number:

Work Phone Number (Commercial):

Work Phone Number (DSN):

E-mail Address: (Do not underline e-mail address)

Address the types of Knowledge, Skills and Abilities (KSAs) for positions you are interested in within the content of the experience block. Do not use separate page

EXPERIENCE:

Enter the following information beginning with your most recent employment

Start and End Dates (month and four-digit year)

Hours per Week (If less than 40 hours)

Position Title, Pay Plan, Series, and Grade (if Federal civilian position, otherwise, show military rank after position title, if appropriate)

Organization name (agency or company) and complete mailing address

Supervisor's name and phone number

(LEAVE BLANK LINE)

Provide a brief description of your work experience

Limit each summary to one block of experience per occupation **(Do not combine your entire work history into one single paragraph)**

If your experience describes a Federal civilian position in the same series but at different grade levels, include month and year promoted to each grade

Indicate if temporary promotion or detail

Describe your experience with specific action verbs and nouns rather than vague descriptions

Include all major tasks

Use proper punctuation between separate tasks **(Do not use run-on sentences or clauses, which are separated by semi-colons)**

Any systems you worked with or on and specific software programs you used

Any regulations, directives, technical orders, instructions etc., you have worked with, implemented, researched or developed

Any special tools and equipment used

Types of aircraft and/or specialized machinery you worked with

Any special programs you may have managed

If applicable, number of employees supervised and whether position was as 1st or

2nd level supervisor

If applicable, any acquisition duties (Indicate percentage of time spent on acquisition duties)

FORMAL EDUCATION:

List highest degree earned (i.e., High School, Associates, Bachelors, Master, etc.), number of total semester or quarter hours earned (if business college, technical or vocational school, provide classroom hours instead of semester or quarter hours), type of credit hours (specify semester, quarter of classroom hours), school type (specify high school, business college, technical, vocational, or college/university), name and address of academic institution, major field of study and credit hours (to qualify as a recordable major, there must be at least 20 semester hours or 30 quarter hours), minor field of study and credit hours (to qualify as a

recordable minor, there must be at least 12 semester hours or 18 quarter hours), academic level year (i.e., freshman, sophomore, junior, senior), year degree awarded, grade point average (GPA).

If your highest level of education is high school, list either the highest grade you completed, the year you graduated or the date you were awarded your GED.

EDUCATIONAL COURSE WORK:

List the appropriate academic field (e.g., biology, mechanical engineering, economics, sociology, etc.) and all courses you have taken (including those failed) which appear to satisfy the qualification requirements of positions for which you are applying. List graduate and undergraduate courses separately. To ensure your training occurrence corresponds to the course(s) you actually attended, upon employment with the Air Force, you may be asked to provide transcripts. The Staffing Specialist will ask for transcripts if they need verification, otherwise information is taken from resume.

SPECIALIZED TRAINING:

List any training courses you have completed and consider valuable and relevant to your career goals. List the course title as it appears on the certificate of completion or other official document. List the starting date, ending date, and the total hours (semester or quarter) or total Continuing Education Units (CEU's). It is your responsibility to keep originals or copies of certificates of course completions for all training attended - - you may be required to provide proof of course completions.

LICENSES/CERTIFICATES:

List professional licenses or certificates, and date certificate issued (year/month/day). Include the state, if applicable.

Some essential certificates to list are:

1. Fire Fighters and Emergency Service certification or pre-certification for all position levels for which you are applying
2. All Acquisition Professional Development Program (APDP) certification levels obtained
3. Contracting-related certification level required for your current Department of Defense (DoD) position

AWARDS:

List any honors, awards and special accomplishments achieved and dates received.

OTHER INFORMATION:

List other relevant information [professional memberships in professional/honor societies, professional publications, language proficiencies (non-English) in which you have near-native fluency, leadership activities, public speaking, typing, or stenography proficiencies].

NOTE: External Applicant Resumes will expire 1 year after last submission/update.

CAUTION: DO NOT INCLUDE CLASSIFIED INFORMATION IN YOUR RESUME

SAMPLE AIR FORCE RESUME

Res M. Samples
222118888
988 EAST DRAKE AVE
SAN ANTONIO, TEXAS 78204
Home Phone: (210) 225-0000
Work Phone: (215) 444-0909
Work Phone: DSN 665-3366
E-mail: RS1085@Zianet.net

- Social Security Number (SSN) –must be included—failure to provide SSN will in resume not being processed and loss of job consideration
- Use font size 11 to 12: Times New Roman (12 point) or Palatino (12 point) for best results, but standard typefaces such as Arial, Helvetica, Futura, Optima Universe, New Century Schoolbook and Courier are acceptable.

EXPERIENCE

April 2000 to Pres
40 Hours

Airframe and Power Plant Mechanic

Boeing Aircraft Company, 200 Duncan Street, Kelly USA, San Antonio, TX 78204
Hal Brennon, (210) 444-0909

- Start and End Dates (Month and Year), Hours Worked Per Week
- Position Title. If Federal employee – Pay Plan, Series, Grade (Federal positions)
- Account for Different Grade Levels and Include Month and Year Held
- Knowledge, Skills, and Abilities (KSA's must be addressed in your work experience

Determines nature and extent of repairs required from review of discrepancy reports, such as major aircraft systems airframe, landing gear, engines, gear boxes, pumps, hydraulic systems, fuel and oils systems. Performs maintenance and functional checks on KC-10 and Boeing 737s aircraft systems such as flight controls, landing gears, gear boxes, and engine components. Launch and recover aircraft. Performs ground operational checks using ground support equipment and/or by starting and operating engines through all prescribed power ranges. Diagnoses and corrects malfunctions in system utilizing test equipment. Conducts operational checks to determine airworthiness of aircraft components. Maintain maintenance records in accordance with applicable regulations. I utilize specialize tools such as scales, templates, fixtures and test stands to ensure components serviceability. Implements and follows safety standards and practices to ensure maintenance activities are in compliance with Air Force regulations and policies.

January 1979 to 2000

40 Hours

Aircraft Maintenance Superintendent

Senior Master Sergeant (SMSgt) E8

Dept. of Air Force, 919th Special Operations Wing, 100 Eagle St, Eglin AFB, FL 76502

Jim Smith, (210) 565-6731, DSN 665-3333

Supervised aircraft maintenance operations of various aircraft such as F-15, F-16, and C-130. Performed Pre-flight, Thru-flight and Basic post flight, home station, and other hourly inspections. Conducted functional maintenance system checks on hydraulics, engines, flight controls, landing gear, auxiliary and various movable actuating components. Performed maintenance activities on structural elements such as fuselage and empennage, mechanical systems including control surface actuating mechanisms and arresting gear, jet engine and hydraulic, electrical systems. Used Air Force regulations, Technical Orders and other applicable aircraft regulations during maintenance

FORMAL EDUCATION:

BS, 1990, Aviation Management, Embry-Riddle Aeronautical University, Daytona Beach Florida, 32114-3900 AA, 1987, Aircraft Maintenance Technology, Community College of the Air Force, Maxwell AFB, AL 36112-6613

SPECIALIZED TRAINING:

Advance Aircraft Maintenance Technician School, Jan 1999 – Mar 1999, 480 Hrs,

LICENSES/CERTIFICATES:

Federal Aviation Administration Airframe/Power Plant License (A&P)

AWARDS:

Dept. of Air Force, Meritorious Service Medal, Feb 1992, 1996, and 2000; Dept. of Air Force, Commendation Medal

COVER LETTER PREPARATION

Purpose of a Cover Letter

Always write a cover letter when sending your resume to a prospective employer. Cover letters are important, perhaps more important than resumes. While resumes summarize your qualifications, cover letters should sell you to employers. You want the letter to convince the employer to take action on your resume and invite you for an interview. Be specific about your qualifications, list a few results that occurred because of your skills, and explain how you will contribute to the organization. Actual experiences are more important to employers than vague phrases.

Many job seekers mail copies of their resumes to prospective employers, even when no openings have been announced. Mailing unsolicited resumes can sometimes be productive when the cover letter is tailored to each prospective employer. Make sure that you enclose all the materials, such as your resume and writing samples, to which you refer in your letter.

Tips for a Cover Letter

- Address your letter to a specific person by name. If you do not know the name of the hiring official reviewing your resume, call the employer to find out. In some cases, the hiring official reviewing your resume, call the employer to find out. In some cases, the hiring official's name will be listed in the advertisement or job posting. It may be the personnel manager. The head of the department in which the opening occurs sometimes reviews resumes. In small businesses, it may be the owner. It is a good idea to send two copies to the firm, one to the hiring official and one to the personnel manager, if they are different people.

You can usually find out the hiring official's name and title by asking the secretary or receptionist who answers the phone. Explain that you would like to send a letter to the person in charge of reviewing applications. Be sure to get the correct spelling of the person's and the company's name and address.

When a formal title is desired, use "Ms." For women and "Mr." for men. If you cannot tell from the name whether the person is a man or woman, call the employer's personnel office and ask whoever answers.

- The most important point to remember about your cover letter is that you should write an original one for each position for which you are applying. Do not try to write a form letter that could be used for many different employers.
- Like your resumes, the cover letter should be brief and to the point. Don't use jargon or be too technical. Its purpose is to tell the employer why you are interested in the job, what qualifies you for the job, and to request an interview. Remember to show what you can do for the business, not what it can do for you.
- Use action words instead of passive ones.
- Pay close attention to grammar and spelling.

- “Try to limit the use of the personal pronoun “I”.
- Show a genuine interest in the job and the company.
- Give your letter a businesslike appearance.
- Print or type it on the same high-quality bond paper as your resume.
- Use wide margins and center the letter on the page so there is as much blank space above the top line (the date) as there is below the bottom line (the telephone number). The format used for the sample cover letter outline is widely accepted in the business world. In the sample letter, the text is aligned at the left and a blank line separates the paragraphs.
- Make sure that your envelope is typed matching the professional look of your resume.

SAMPLE COVER LETTER FORMAT

Your Present Address
City, State, Zip Code
Phone Number
Email

Date of Writing

Employer Name
Title
Organization
Street Address
City, State, Sip Code

Dear Blank:

1st paragraph – Tell why you are writing; name the position, field, or general career area about which you are asking. Tell how you heard of the opening or organization. Refer to any previous contact you may have had with the employer.

2nd Paragraph- Mention one or two of your qualifications you think would be of greatest interest to the organization, slanting your remarks to their point of view (You can elaborate on the rest of your accomplishments if you're granted an interview). Tell why you are particularly interested in the employer, location, or type of work. If you have had related experience or specialized training, be sure to point it out. Refer the reader to the enclosed application form or resume for additional information concerning your background and interests.

3rd Paragraph – Close by making a request for an opportunity to visit the employer. Indicate that you will follow up with a phone call about the possibility of a meeting. If, instead of wanting an interview, your request is for further information concerning openings, it would be polite to enclose a self-addressed, stamped envelope. Make sure your closing is not vague, but makes a specific action from the reader likely. Thank the employer for his/her consideration of your application materials.

Sincerely,

(Your Handwritten Signature)

Type Your Name

SAMPLE COVER LETTER

123 Job Hunting Lane
Big Time, GA 10101
(478) 567-8910
tschwartz@search.net

April 26, 2002

Ms. Janet Dolan
Program Director
First National Bank
1230 Tom Hill Blvd.
Macon, GA 31210

Dear Ms. Dolan:

I am interested in applying for the position of Program Assistant that was advertised in the Macon Telegraph on April 22, 2002. I will graduate from Macon State College in June, 2002 with a B.S. in Business and Information Technology and wish to work within the banking industry.

My course work includes work in accounting, finance, and e-commerce. During college, I participated in a class project that required me to develop a home banking web site for an on-line banking system. Additionally, I have interned in the loan office of another local bank and am enthusiastic about the banking industry. My enclosed resume outlines other relevant experiences and studies.

After you have reviewed my resume, I would like an opportunity to talk with you in detail about the position. Please call me at (478) 123-3456 if you need any additional information or if you would like to set up an interview time. I look forward to hearing from you.

Sincerely,

Thelma Schwartz

Thelma Schwartz

Enclosure

SAMPLE THANK YOU LETTER

184 Dogwood Lane
Macon, GA 31210
August 11, 2005

Mr. Ralph Holler
Director of Personnel
Dow Chemical U.S.A.
P.O. Box 1713-C
Atlanta, GA 31200

Dear Mr. Holler:

Thank you for talking with me yesterday about the vacancy in your Financial Department. You gave me a very good picture of what would be expected of the person who fills this position.

I am very interested in the position you have available and feel that my performance on the summer internship with Arthur Anderson and Company and my B.S. Degree in Accounting with a 3.8 GPA demonstrate my ability to discharge quite satisfactorily the duties of the position.

The completed application form that you requested is enclosed and a transcript of my college credits is being sent from the Registrar's Office of Macon State College.

I hope you will consider my application favorable. Please let me know if I may provide you with any additional information.

Sincerely yours,

Thomas Agnew

Enclosure

SAMPLE LETTER OF INQUIRY

Your Present Address
City, State, Zip Code
Area Code/Telephone Number
Date

Mr. Frank Radford
Title
Company of School
Street Address
City, State, Sip Code

Dear Mr. Radford:

1st paragraph – Say that you are writing to inquire about the possibility of employment and indicate that type of employment you are seeking. Briefly introduce yourself. Tell why you are interested in this company or school.

2nd paragraph – Mention two or three qualifications that you think would be of greatest interest to the employer. If you have had related experience or specialized training, be sure to point it out.

3rd paragraph – Mention that you are enclosing a brief resume concerning your background and interest. Indicate that your recommendations are available upon request.

4th paragraph – Close by marking a specific request for an interview or for his suggestion as to how you may proceed in order to be considered should there be an available position. Make sure your closing is not vague but calls for a specific response from the employer. 3 keys – restate your interest in the position; make statement that you are available to interview at their convenience that you are looking forward to hearing from them in the near future.

Sincerely,

(Your Handwritten Signature)

Type your name

Enclosure

Sample Employer Evaluation

Career Center Counseling and Career Center
Macon State College

Candidate's Name: _____

At the end of each interview, please critique the candidate you just interviewed by completing this form. This information will assist us in working with the candidate.

Candidates are encouraged to meet with a counsel or receive feed-back on their performance in the interviews. PLEASE DO NOT SIGN THIS FORM. The names of the employers completing the evaluation are not identified.

Please complete this form and leave it with the secretary prior to your leaving our office. Please use check marks and/or make constructive comments that will assist us.

Characteristics	Outstanding	Above Average	Acceptable	Limited Potential	Not Acceptable
A. Appearance					
Grooming					
Posture					
Dress					
Manners					
Neatness					
B. Preparation For Interview					
Knowledge of:					
Employer					
Position					
Self					
Qualifications					
Asked Good? 's					
C. Verbal Communication					
Delivery					
Presentation of Ideas					
Grammar					
Vocabulary					
D. Direction					
Well-defined Goals					
Confident					
Realistic					
Practical					
E. Maturity					
Responsible					
Leader					
Judgment					
Decisive					
F. Attitude					
Genuine					
Honest					
Wholesome					
Sincere					
G. Personality					
Enthusiastic					
Extroverted					
Assertive					
Motivated					
H. Qualifications					
Grades Major					
Campus Leadership					
Work Experience					
I. Over-all Evaluation					
Long Range Potential					
Ability					
Qualifications					
Position Match					

Candid Comments will be helpful. You will not be identified.
