

RESUMES & COVER LETTERS



Moraine Valley Community
College
Job Resource Center



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RESUME FORMATS

Your resume is a concise summary of your education, experience, skills, and accomplishments. The resume is a marketing tool to invite you to an interview. Successful resumes are *relevant* and tailored to each job or industry that you are applying to. They make it easy for the employer to see why you are the right match: How do you fulfill the employer's **needs** and what are the **benefits** of hiring you?

Identify skills that you used, learned or developed as well as your accomplishments!

General Guidelines

- Tailor resume to each job.
- Market yourself strategically.
- Use action verbs and proper verb tense.
- Proofread!

Where to Start?

1. **Gather** your employment history, including your accomplishments and skills.
2. **Analyze** the job description and highlight the most important qualifications, experiences and skills the employer is seeking.
3. **Select** the right resume format and tailor it to the job you are seeking.

WHICH FORMAT TO USE?

Chronological

Staying on the same career path...

The **CHRONOLOGICAL resume** format focuses on the "EXPERIENCE" section and lists your positions most recent to least recent. This type of resume is generally best used if you are staying in the **same** profession or type of work.

Benefits:

- Allows the employer to see a clear progression in your career
- Suitable for those who have jobs/experience in the same area or industry. See examples on pages 7-8.

Functional

Making a career transition....

The **FUNCTIONAL resume** highlights your transferrable skills and accomplishments.

Benefits:

- Broad skill categories allow the employer to immediately see how you will fit in the job.
- Focuses on skills instead of work history
- Appropriate for those who have some of the skill sets/experience in the area they are seeking employment but have not had the exact position. See examples on pages 9-10.

Combination

Making the connection...

The **COMBINATION resume** includes elements of both the chronological and functional formats to highlight both your experience and your transferrable skills.

The combination allows you to group your experience(s) and position(s) in a chronological pattern under a functional (skills-based) section heading. See section headings on page 11. These **headings** will be determined by the **transferable skills** that are called for in the position description.

Benefits:

- Allows you to place your most relevant experiences first, even if it is not your most recent experience.
- Allows the employer to see how your previous positions connect to the position you are applying to
- *See example on page 12*

DESCRIPTIVE LINES

The best resumes describe jobs and skills accurately and completely while still managing to be concise. Effective use of language is key to conveying your marketable skills to employers. Show your experience in ways they will understand, exactly what you learned, and what you'll bring to the position.

BEFORE: Checked daily logs for errors in accounting
AFTER: Meticulously checked daily logs to verify 100% accuracy of financial transactions

Please note: If you are currently in a position, use present tense. If the function was done in the past, use past tense.

Here are some examples of skills and descriptive lines to get ideas on how to compose effective descriptive lines of your own!

ORGANIZATIONAL SKILLS

- Attained highest productivity level for the month of June 2013
- Accurately maintained cash operations during working shifts
- Operated under time constraints and proficiency requirements
- Successfully handled credit cards, checks, and depository security issues
- Honed time management and planning skills by concurrently maintaining full-time academic status
- Protected the integrity of confidential, privileged information, and large cash transactions
- Successfully met production deadlines on a daily basis
- Handled late accounts assertively and effectively
- Commended for attention to detail and accuracy in all tasks
- Successfully used multi-line telephone

TEAMWORK SKILLS

- Received *Team Player Award*
- Gained a reputation for being a team player
- Entrusted to work and uphold protocol within corporate office among high level executives
- Served as a liaison between team employees and management

PUBLIC RELATIONS & INTERPERSONAL SKILLS

- Developed strong listening and articulation skills while dictating letters for several employers
- Established and maintained good rapport with over 20 colleagues and managers
- Broadened and maintained an extensive network of contacts and clients
- Improved crisis management skills during health emergencies
- Dealt with diverse customers on a constant basis, promoting excellent customer service skills by creating and implementing a 30-page guide
- Constructively handled difficult situations

DESCRIPTIVE LINES

FUNDRAISING & PROJECT DEVELOPMENT/IMPLEMENTATION SKILLS

- Raised over \$10,000 at annual fundraiser, increasing attendance and media coverage from previous year
- Initiated redesign of office management systems resulting in easier access to information
- Entrusted with special projects that afforded the opportunity to work independently
- Coordinated volunteer efforts, doubling the volunteer workforce in the first year
- Successfully exceeded fundraising goal, doubling the profit from the previous year
- Made over \$10,000 in sales over a three-month period and exceeded sales goals
- Streamlined office procedures resulting in greater staff efficiency
- Created and developed quarterly newsletters for 300 active alumni
- Maintained internet site as it grew to over 2,000 pages and images
- Developed layout for and published 12 bound books

LEADERSHIP & SUPERVISORY SKILLS

- Supervised, directed, and trained 25 employees
- Developed skills and performance abilities of the 90 marching band members
- Taught discipline, teamwork, and dedication through a performance-based activity
- Developed strong communication/leadership skills supervising two other prep cooks
- Managed daily operations of upscale bar and restaurant including opening and closing operations, inventory management, new employee training, customer service, and sales
- Supervised lawn care maintenance team; duties included customer satisfaction, planning of daily schedule and sales, maintenance of equipment, landscape construction, and snow plowing and debris removal
- Trained a diverse array of patients to develop and improve their physical and mental abilities through daily living skills workshops

WRITTEN COMMUNICATION SKILLS

- Took several advanced, writing-intensive courses through the university
- Edited 250 articles for *The Glacier*, a student-run newspaper with a daily circulation of more than 20,000

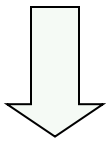
OVERVIEW OF ACCOMPLISHMENTS

(These phrases can go under any job or experience where they are relevant.)

- Earned three promotions in eight months. Continually complimented by management and owner for outstanding work ethic and customer relations.
- Praised for the ability to solve difficult problems independently and efficiently
- Commended for quick-thinking and problem-solving abilities
- Named "Sales Associate of the Month", September 2000

RESUME HINTS

TIP



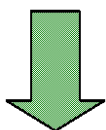
An effective way to outline your accomplishments is to state the **SITUATION**, describe your **ACTION**, and list the **RESULTS**.

Employers can easily see how your skills transformed and improved the work environment.

SITUATION
+ACTION=
RESULTS

“Reorganized the tool department and created attractive merchandise displays, which improved overall sales by 15%.”

TIP



Use strong **ADVERBS** like “**EFFECTIVELY**” and “**SUCCESSFULLY**”

Be sure to emphasize your strengths, accomplishments, skills, knowledge and the **results** of these efforts. Include these by asking yourself the following questions:

What do you uniquely contribute to any project/class/job?

- Commended for creative ideas and ability to follow through
- Gained reputation for exceptional customer relations
- Responsibilities expanded continually
- Consistently earned high performance evaluations at every review

Did you initiate, develop or create anything new, and did it result in an improvement?

- Initiated redesign of office management systems, promoting easier access to information
- Streamlined office procedures yielding greater staff efficiency

Did you include results and quantify when possible?

- Visited eight local schools as invited lecturer to raise awareness about environmental issues.
- Raised over \$10,000 at annual fundraiser, increasing attendance and media coverage from previous years.
- Wrote for *The Glacier*, a daily newspaper with a circulation of over 17,000 readers.

What knowledge or expertise was required to do your task well?

- **Before:** Worked in a medical office.
- **After:** Handled and disseminated sensitive information requiring confidentiality.
- **Before:** Worked in a government agency.
- **After:** Required comprehension of federal policies and guidelines.
- **Before:** Answering phone in a senator’s office.
- **After:** Responded to constituents requiring knowledge of senator’s economic policies.
- **Before:** Volunteered at Youth Crisis Agency.
- **After:** Position requiring excellent rapport-building and interpersonal skills.

ACTION VERB LIST

Technical Skills

Assemble
Build
Calculate
Compute
Design
Devise
Engineer
Fabricate
Maintain
Operate
Overhaul
Program
Remodel
Repair
Solve
Upgrade

Research Skills

Address
Collaborate
Collect
Communicate
Compare
Compose
Conclude
Correspond
Critique
Demonstrate
Diagnose
Document
Evaluate
Examine
Exhibit
Explain
Extract
Identify
Illustrate
Inspect
Interpret
Interview
Investigate
Organize
Perform
Proofread
Read
Relate
Relay
Report
Review
Revise
Summarize
Survey

Teaching Skills

Adapt
Advice
Clarify
Coach
Communicate
Coordinate
Demystify
Develop
Educate
Enable
Encourage
Evaluate
Explain
Facilitate
Guide
Inform
Instruct
Persuade
Set goals
Stimulate
Train

Public Relations

Advertise
Advocate
Attend
Coordinate
Convince
Deal
Dispense
Disseminate
Distribute
Fundraise
Handle
Influence
Lobby
Persuade
Publicize
Publish
Recruit
Seek
Sell
Target

Clerical or Detail Skills

Approve
Arrange
Catalog
Classify
Collect
Compile
Dispatch
Execute
Implement
Inspect
Monitor
Operate
Organize
Prepare
Process
Purchase
Record
Retrieve
Screen
Specify
Systematize
Tabulate
Validate

Creative Skills

Act
Conceptualize
Create
Customize
Design
Develop
Direct
Draw
Establish
Fashion
Illustrate
Initiate
Institute
Integrate
Introduce
Invent
Originate
Perform
Plan
Revitalize
Shape

Management Skills

Accommodate
Adapt
Administer
Analyze
Assign
Attain
Bargain
Chair
Consolidate
Contract
Confer
Confront
Consult
Converse
Coordinate
Delegate
Develop
Direct
Encourage
Evaluate
Execute
Familiarize
Foster
Fulfill
Handle
Implement
Improve
Increase
Inform
Intervene
Listen
Litigate
Mediate
Model
Motivate
Negotiate
Organize
Oversee
Participate
Plan
Prioritize
Produce
Provide
Recommend
Resolve
Review
Schedule
Strengthen
Suggest
Supervise

Communication Skills

Address
Arrange
Author
Clarify
Collaborate
Communicate
Compare
Compose
Correspond
Critique
Demonstrate
Develop
Draft
Dramatize
Edit
Enlist
Entertain
Exhibit
Explain
Express
Formulate
Illustrate
Influence
Interpret
Interview
Investigate
Lecture
Mediate
Moderate
Negotiate
Perform
Persuade
Plan
Present
Promote
Proofread
Publicize
Read
Reconcile
Recruit
Relay
Report
Review
Revise
Speak
Summarize
Survey
Translate
Write

Financial Skills

Administer
Allocate
Analyze
Appraise
Audit
Balance
Budget
Calculate
Compute
Develop
Forecast
Manage
Market
Project
Reconcile
Research

Helping Skills

Acclimate
Answer
Anticipate
Assess
Assist
Assure
Care
Coach
Collaborate
Confer
Consult
Counsel
Converse
Develop
Diagnose
Encourage
Expedite
Foster
Guide
Inform
Interact
Intervene
Listen
Model
Motivate
Participate
Provide
Recommend
Refer
Rehabilitate
Represent
Resolve
Share

JONATHAN DEPP

100 Entry Level Lane, Chronological Park, Illinois 60477
H O M E: 708-555-5555 E M A I L: professional@email.com

QUALIFICATION HIGHLIGHTS

- Ability to learn quickly, resolve conflicts and troubleshoot effectively
- Professional and academic experience in information technology and marketing
- Developed dynamic web pages with e-commerce capability
- Proven record in patiently and effectively training over 1,000 customers

EDUCATION

Associates Degree in Science
Major: Computer Science and Information Systems
Moraine Valley Community College, Palos Hills, Illinois

Instead of an "objective" heading, he wanted to highlight his relevant transferable skills and qualifications to grab the employer's attention.

December 2018

TECHNICAL KNOWLEDGE

SOFTWARE

Microsoft Office
Macromedia Flash
Access, SQL

PC LANGUAGES

HTML
Java/J2EE
C++ Programming

RELEVANT COURSES

Business Marketing
Information Technology I
Advanced Technology

Tables are useful for presenting technical skills and related coursework.

EXPERIENCE

Technology Specialist

Community Technology Center, Olympia Fields, Illinois October 2015- Present

- Assist diverse clients using various computer software programs
- Maintain computer equipment, software, printer, and office machines to ensure quality performance
- Develop and maintain web sites to market special programs to community
- Provide excellent customer service with 90% satisfaction survey ratings
- Perform networking of center's computer systems, thereby increasing staff productivity

Computer Sales Associate

Best Buy, Tinley Park, Illinois August 2014 - October 2015

- Identified customer's needs and requirements and made appropriate suggestions; Added on sales increasing department's profits by 28%
- Operated cash register efficiently, increasing speed of transactions and customer satisfaction on a consistent basis

Volunteer Web Developer

American Cancer Society, Homewood, Illinois Summer 2014

- Developed e-commerce web site increasing fundraising by 40%
- Assisted with administrative duties with superior attention to detail

SHIRLEY I. QUALIFY

5555 Transferability Road, Somewhere, IL 55555
(555) 555-5555 | shirley.qualify@gmail.com

SUMMARY OF QUALIFICATIONS

Over 10 years of administrative transferable experience. Proven clerical, customer service, and communication skills in a variety of settings. Enthusiastic, with a history of producing quality results and satisfied customers. Computer literate and well-versed in MS Office Suite.

PROFESSIONAL EXPERIENCE

Office Manager Salvation Army – Chicago, IL 2016 – Present

- Answer multi-line phones courteously and with professionalism in a high volume and fast-paced environment
- Prepare reports and create time-sensitive documents for supervisor
- Provide customers with desired information in a timely manner
- Maintain accurate financial records on spreadsheets and pay all invoices on time

Receptionist Family Service – Chicago, IL 2014 – 2016

- Welcomed customers and visitors in a friendly and polite manner
- Answered phones and relayed messages accurately
- Emailed over fifty clients per day assuring supervisor’s goals were met
- Effectively resolved challenging situations utilizing strong problem solving skills

Administrative Assistant Girl Scouts of America – Peoria, IL 2007 – 2014

- Organized and implemented diverse group activities successfully
- Demonstrated ability to express ideas in a team environment and influence action
- Established over 1200 business contacts and created a new database
- Developed strong rapport with diverse individuals and groups
- Scheduled appointments for several staff members on a daily basis

EDUCATION

Management Information Systems Associates Degree (A.S) 2012
Moraine Valley Community College, Palos Hills, IL
GPA: 3.75

SKILLS

Quicken, QuickBooks, Microsoft Word, Microsoft PowerPoint, Microsoft Excel

Jamila Depp

1 Skills Lane, Skills Park, Illinois 60477 708-555-5555 professional@email.com

SUMMARY OF QUALIFICATIONS

Team-building skills with talent to lead and innovate. Ability to learn quickly, resolve conflicts and problem-solve effectively. History of improving processes and company operations. Proven record with training customers and staff patiently and effectively.

PROFESSIONAL SKILLS

MARKETING AND SALES

- Demonstrated articulate and persuasive marketing techniques in a fast-paced environment
- Consistently met and exceeded sales goals; increased gross profits for Computer department by 30% in three months
- Commended for outstanding customer relations due to high customer satisfaction
- Created sales opportunities by conducting on-site surveys with customers
- Developed user-friendly web site and marketing material that promoted awareness of companies; increased electronic fundraising by 40%

LEADERSHIP AND MANAGEMENT

- Provided training in software systems for over 100 staff and community members in an effective and approachable manner; voted "Teacher of the Month"
- Managed over 10 computer system networks and provided trouble-shooting guidance for volunteers, customers and staff
- Introduced and taught innovative program for community elders to become familiar with technology entitled "E-Seniors"
- Organized team meetings and staff appreciation events resourcefully

←*Highlighting Transferable Skills and minimizing job descriptions*

INFORMATION TECHNOLOGY

- Demonstrated expertise in Microsoft Access and promoted better operations
- Performed networking and developed advanced web sites, thereby increasing company's productivity and reducing costs

EXPERIENCE

Technology Specialist, Community Technology Center, Olympia Fields, Illinois	2016-Present
Computer Sales Associate (Seasonal), Best Buy, Tinley Park, Illinois	Summer 2015
Web Developer (Volunteer), American Cancer Society, Homewood, Illinois	2014

EDUCATION

Moraine Valley Community College, Palos Hills, Illinois Associates Degree in Applied Science – Computer Science	2017
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←*List where you obtained the above skills here.*

*SAMPLE: Functional Resume. Transferring from **retail to healthcare**. Functional resumes are best used when you have not had the “exact” job that you are seeking, but you have the **relevant transferable** skills required for the position.*

TYRONE LEE

123 Career Changer Avenue, Healthcare Heights, Illinois 60465
Phone: 708-555-5555 E-mail: professional@email.com

EDUCATION:

Bachelor of Arts
Northern Illinois University, DeKalb, IL 2015

Medical Assistant Certificate
Moraine Valley Community College, Palos Hills, IL 2016-Present

HEALTHCARE SKILLS:

- Obtained over 100 patient vital signs (blood pressure, temperature, monitored oxygen).
- Provided instruction to patients on proper medication use and diet.
- Transferred patients and provided support, utilizing excellent listening skills.
- Able to prepare specimens for laboratory testing.
- Retrieved and reviewed patients’ medical records with meticulous detail.
- Established rapport and trust with over 500 diverse patients.

Tyrone pulls from his clinical rotation and volunteer experiences.

CUSTOMER RELATIONS SKILLS:

- Provided customers with helpful explanations in a clear and timely manner.
- Dealt with inquiries and complaints in a polite and efficient manner, promoting positive conflict resolution.
- Demonstrated superior communication skills by promoting merchandise and increasing sales.
- Provided support for team members in a fast paced environment.

The experience section gives a chronological listing of where you got the transferable skills listed above.

EXPERIENCE:

Student, Clinical Rotations, Palos Community Hospital, Palos Hills, IL Spring 2017
Volunteer, General Hospital, Hollywood, IL 2016-2017
Customer Service Representative, Smith & Sons Agency, Chicago, IL 2013-2016
Sales Manager, Forever 22, Chicago, IL 2012-2015

SKILLS:

Microsoft Office (Word, PowerPoint, Excel, Access), QuickBooks, Vital Signs, Medisoft 3.0

ACTIVITIES:

Healthcare Club, Reading Tutor, Meals-on-Wheels Volunteer

SECTION HEADINGS

To make your resume really stand out, consider grouping similar experiences under specific section headings. This way your resume will be more targeted towards your particular skills and will highlight your accomplishments and experience within that area. This is particularly useful for combination style resumes.

Type of Experience or Skills

- Administrative
- Classroom Teaching
- Clinical
- Community Organizing
- Community Service
- Counseling
- Cross-Cultural
- Customer Relations
- Editorial
- Event Planning
- Field Work
- Fundraising
- Graphic Design and Layout
- Health Care
- Human Resources
- International
- Leadership and Communications
- Leadership
- Management
- Marketing
- Market Research
- Performing and Visual Arts
- Program Design/Development
- Project
- Promotion and Publicity
- Public Relations
- Public Speaking
- Research and Development
- Research and Writing
- Training and Development
- Supervision and Training
- Teaching
- Technology
- Writing and Editing

Professional Activities

- Conferences Attended
- Professional Affiliations
- Professional Associations
- Professional Development (workshops, trainings, and conferences you've attended)
- Professional Presentations and Trainings (you've given)
- Publications (completed or in progress)

Technical/Specialized Headings

- Computer
- Languages
- Technical

SAMPLE: Combination Resume. This career-changer wants to highlight her childcare education. Her focus is on management and childcare.

Maya Poppins
Sparrow Lane, Combo Avenue, Child Heights, Illinois 60465
Phone: 708.555.5555 Email: professional@email.com

Maya wanted to highlight her transferable skills.

SUMMARY OF QUALIFICATIONS

- Demonstrated commitment to children and the early childhood field.
- Strong knowledge of stages of emotional, cognitive and social development of children.
- Proven ability to work in partnerships with customers and families.
- Created and illustrated award-winning children's books.
- CPR and First Aid Certified
- Excellent ability to manage multiple tasks and teach others effectively.
- Over seven years of management experience, which increased profits by 80%.

EDUCATION

Associate in Applied Science – Child Care

Anticipated 2018

Moraine Valley Community College, Palos Hills, Illinois

GPA: 3.75/4.00

Course Work: Developmental Psychology, Early Childhood Education, Language Development, Health-Safety-Nutrition, Creative Activities, Business Basics

CHILD CARE EXPERIENCE

Teaching Intern, KinderCare, Palos Hills, Illinois

6/2016- Present

- Work as a member of a cooperative team in order to provide an appropriate educational program for groups of over twenty children.
- Ensure that the policies of the department are implemented in providing appropriate care and educational programs for children.

Childcare Provider, Collins Family, Palos Hills, Illinois

5/2013-5/2016

- Responsible for the coordination of activities for three children on a daily basis.
- Prepared healthy meals and nutritious snacks; encouraged good hygiene practices.
- Attended to the needs of children with dedication and attentiveness.

MANAGEMENT AND CUSTOMER RELATIONS EXPERIENCE

Manager, Children's Place Clothing Store, Orland Park, Illinois

6/2014-Present

Designer/Manager, Unicorn Children's Books, Orland Park, Illinois

6/2008-10/2014

Descriptions are not given here, because relevant skills were discussed above.

Here, she lists where her skills were obtained and provides a description for the relevant experience.

Charles Kohler

1335 Starting Street #212, Anytown, Illinois 60465 (312) 555-1733
ckohler@uiu.edu

Education

Associate in Arts Degree

Moraine Valley Community College, Palos Hills, IL
Area of Emphasis: Advertising and Public Relations
GPA: 3.75

Anticipated May 2018

Relevant Courses

Media Planning	Mass Media and the Consumer
Copy and Layout	Survey Research
Publicity Media and Methods	News Writing and Reporting

The header directly relates to the desired job and the focus is on the skills pulled from the internship.

Media-Related Experience

Communications Intern, *Chicago Gazette*, Chicago, Illinois

2016-Present

Advertising

- Wrote and proofread copy for ads for paper with circulation of 125,000
- Sold and managed over 100 accounts in fast-paced environment
- Utilized advanced features of Quark, PowerPoint, Microsoft Word to create ads

Charles highlights a class project within his Experience section due to limited experiences in marketing.

Public Relations

- Generated ideas, interviewed sources, and wrote cutting-edge stories for monthly newsletter
- Facilitated weekly media events and created organizational system for video clips
- Coordinated special events with average attendance of 700 and average budget of \$30,000

Professional Development

- Newspaper Education Program: Increased awareness of industry by shadowing all departments
- Gained leadership skills by facilitating weekly advertising in-service workshops
- Increased insight into practical applications of advertising and public relations strategies in work environment

Campaign Project, Journalism 101, Moraine Valley Community College, Palos Hills, Illinois

2015-2016

- Developed ad campaigns for local organization, learning advertising strategies and gaining layout skills
- Collaborated with colleagues to research organization, develop campaign, and create printed book

Customer Relations Experience

Customer Service Specialist: Southwest Airlines, Chicago, Illinois

2015-2017

Sales Consultant: Dick's Sports Store, Chicago, Illinois

2015-2016

Barista: Common Ground Café, Orland Park, Illinois

2013-2015

Activities and Organizations

Vice President, MVCC Journalism Club, Palos Hills, Illinois

2016-Present

Advertising Manager, *The Glacier Student News*, Palos Hills, Illinois

2015-2016

PR Volunteer, Bridgeview Masjid, Bridgeview, Illinois

2012-2015

COVER LETTER

Cover Letter Do's

- **DO** send a cover letter with every resume that you send to a prospective employer.
- **DO** complement, not duplicate, the information and word choice listed on your resume.
- **DO** include relevant experiences, skills and abilities to address the employer's needs.
- **DO** address your cover letter to a specific person and his or her title whenever possible.

Cover Letter Contents:

There are typically four sections in a standard cover letter. Make sure you communicate your value and specific skills and abilities to do the job.

Section I—The Opening

- Let the employer know why you are writing and state the position you are interested in.
- Tell them how you learned of the position (personal referral, web site, etc.)
- Provide 2-3 skills that will make you a good candidate for the job.

Section II—The Body

- What experience do you have that makes you qualified for this position?
- Start with most direct and relevant education and experiences to the least direct and relevant.
- Relate your qualifications to the specific job requirements and organization type. Use examples to back up these qualifications.

Section III—The Schmooze

- Why do you want to work in the specific position and/or the organization?
- Research the company or organization. What appeals to you about them?
- Discuss why this specific industry/organization appeals to you.

Section IV—The Closing

- Provide your contact information and state that you would enjoy the opportunity to meet.
- Thank the employer for their time and consideration.
- End the letter with "sincerely" and your name.

S A M P L E

Roberto Simmons
1106 County Line Road
Evanston, IL 50202

December 20, 2016

Kari Richards
Director
Arise & Affiliates
P.O. Box 431
Chicago, IL 63701

Dear Ms. Richards:

I am writing to apply for the **Communications Associate** position at Arise & Affiliates. I recently saw the opening posted to the Arise web site. My background in writing, research, and web design make me highly qualified for the position and I believe I can greatly contribute to your organizational goals.

From my current and previous work experiences, I have honed my skills. Researching and writing a variety of pieces for diverse audiences helped me to effectively target my piece for the reader. As an assistant to the Director at The Memorial Union, I worked with numerous patrons in order to plan diverse programs and events. By overseeing several staff members, I utilized a high level of communication skills and expanded my leadership abilities. Making web sites more accessible to users was a main duty of mine as Program Coordinator at Berkeley. The newly created web site resulted in higher traffic and reduced errors for users. In addition, my familiarity with graphic design software would be an asset in working with the many Arise publications.

As I learned more about your organization, I was very excited to see the amount of press that Arise offers to its constituents. The Arise Magazine itself has a very dynamic layout that emphasizes readability and innovation. Having written a variety of pieces for our college newspaper, I was also very impressed to see that your organization writes about cutting-edge topics for diverse audiences. I feel that my advanced skills in writing, research, and web design would be strong assets to the Communications Associate position.

I would greatly enjoy having an opportunity to speak with you further regarding my qualifications for this position and how I may contribute to your organization. I can be reached at (708) 555-3474 and via email at professional@email.com

Thank you for your time and consideration.

Sincerely,

Roberto Simmons

INTERNSHIP COVER LETTER

Cover Letter Do's

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- **DO** complement, not duplicate, the information and word choice listed on your resume.
- **DO** include relevant experiences, skills and abilities to address the employer's needs.
- **DO** address your cover letter to a specific person and his or her title whenever possible.

Cover Letter Contents:

There are typically four sections in a standard cover letter. Make sure you communicate your value and specific skills and abilities to do the job.

Section I—The Opening

- Let the employer know why you are writing and state the position you are interested in.
- Tell them how you learned of the position (a personal referral, website, etc).
- Provide 2-3 overall skills or abilities that will make you a good candidate for the job.

Section II—The Body

- What experience do you have that makes you qualified for this position?
- Start with most direct and relevant education and experiences to the least direct and relevant.
- Relate your qualifications to the specific job requirements and organization type. Use examples to back up these qualifications.

Section III—The Schmooze

- Why do you want to work in this position and/or organization?
- Research the company or organization. What appeals to you about them?
- Discuss why this specific industry/organization appeals to you.

Section IV—The Closing

- Provide your contact information and state that you would enjoy the opportunity to meet.
- Thank the employer for their time and consideration.
- End the letter with Sincerely and your name.

See accompanying resume

S A M P L E

1234 Star Avenue
Orland Park, IL 60463

June 2, 2017

Pat Brown
Southtown Newspaper
8008 W. Chesapeake Parkway
Palos Hills, IL 60465

Dear Ms. Brown:

I would like to submit my resume for consideration for the graphic design summer internship that was posted with the Moraine Valley Community College Job Resource Center. My previous work experience and my status as a Moraine Valley Community College Digital Art/Design major make me an ideal candidate for your internship.

My experience with the Moraine Valley Community College Newspaper, The Glacier, combined with my courses in desktop publishing, PC graphics, Photoshop, and layout design has convinced me that graphic design area is the career option for me. In the classroom, I was required to create my own logo, business cards, posters promoting certain events, and illustrations. While at The Glacier newspaper, I assisted the graphic designer with the ad and article layouts. I am seeking to complement this on-campus experience with a graphic design internship at a larger company in order to acquire the background necessary for a future in graphic design.

Your newspaper is nationally recognized and award winning. You are ranked among the top 50 in the United States. The care and commitment you put into obtaining a flawless newspaper is quite impressive and I would love to be a part of it.

My dedication and commitment to completing tasks accurately, and in a timely manner would be an asset to the Southtown Newspaper graphic design internship position. I look forward to meeting with you and learning about this opportunity. I can be reached at (708) 555-1234 and via email at sjordan@gmail.com.

Thank you for your time and consideration.

Sincerely,

Samantha Jordan

Enclosed: Resume

SAMANATHA P. JORDAN

1234 Star Avenue, Orland Park, IL 60463

(708) 555-1234

sjordan@student.morainevalley.edu

www.sjdesignportfolio.com

OBJECTIVE

Creative and dedicated student seeking an internship in the graphic design industry to utilize strong design skills, unique work and educational experiences

EDUCATION

Moraine Valley Community College, Palos Hills, IL August 2015-Present
Associate in Applied Science, Digital Art/Design
Certificate in Desktop Publishing and Graphics
Cumulative GPA: 3.50/4.0

Academic Honors

Dean's List Fall 2016

Related Courses: Desktop Publishing Applications, PC Graphics Applications, Digital Illustration, Digital Layout and Design

SKILLS

Computer Software: Microsoft Word, Excel, PowerPoint, and Access
Website Software: Flash, HTML, Adobe Photoshop, and Microsoft FrontPage
Languages: Fluent in written and verbal Spanish

WORK EXPERIENCE

Moraine Valley Community College, Palos Hills, IL January 2016-June 2016
Graphic Design Assistant

- Strategically set the dimensions for over 100 ads and articles
- Created digital imaging for computer-based articles

Palos Hills Library, Palos Hills, IL January 2015-December 2016
Library Assistant

- Assisted patrons in locating various research resources with professionalism
- Systematically organized and shelved books on a daily basis

Milford Country Club, Chicago, IL Summers 2013-2015
Lifeguard

- Designed and edited a 15-page training manual for new lifeguards
- Trained and supervised three lifeguards in accordance with the policies and procedures
- Coordinated work schedules for 20 lifeguards efficiently

ACTIVITIES

Volunteer, American Heart Association 2016-Present
Photo Editor, *The Glacier* (Campus Newspaper) 2015-Present
Vice-President, Kappa Alpha Service Club 2015-2016

REFERENCES

References for Jobs & Internships

Be ready to provide the potential employer with at least **three professional** references (supervisors, co-workers and/or instructors).

Make sure you ask permission from the person you are seeking a reference.

Make sure they can speak **positively** of your work experiences and skills.

Provide the reference with your resume, cover letter and a copy of the job description.

Information needed:

1. Your identifying Information (as it appears on your resume).
2. Name of your reference
3. Reference's job title, address, phone number and email.
4. Your past or present relationship to the person (optional).
5. Keep the font, style and format consistent with your resume and cover letter.

SAMPLE

Joseph Nunez

jnunez@student.morainevalley.edu
222 Ambitious Avenue, Connections Park, Illinois 60477
(708) 974-5737

REFERENCES

Kathleen Reilly

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