



Resumes & Cover Letters

Resource Packet

Updated 1-23-2020

Writing a Great Bullet Point

WHO – Who did your job help? The company, clients, customers?

WHAT – What happened with the results of the job? If you did research, was that information published? If you had to do a report what was done with that information?

WHEN – When did the task happen? Daily, weekly, monthly? Stating how often you did something is an easy way to show productivity.

WHERE – Where did your duties occur? Did you have to travel for a job? Were you responsible for interacting with people outside of your organization?

WHY & HOW– Why did you do this? How did your job duties help or add to the organization's ability to function.

Action Verbs

MANAGEMENT SKILLS	COMMUNICATION SKILLS	RESEARCH SKILLS	TECHNICAL SKILLS
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed Evaluated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Build Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
TEACHING/HELPING SKILLS	FINANCIAL SKILLS	CREATIVE SKILLS	CLERICAL SKILLS
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened

Chronological

- Best for standard positions, like manager
- Job posting says their ideal candidate is experienced in the field
- Company culture leans toward traditional and operates under the mantra 'if it ain't broke, don't fix it'
- Preferred by hiring managers and recruiters

Hybrid

- If the job requires strong experience, but that isn't one of your strengths, you can add a functional element to your chronological experience
- Emphasize relevant achievements in a "Selected Achievement" section before "Work Experience"

Functional

- Best for uncommon or for entry-level positions
- Job posting emphasizes the need for unique skills
- Company culture leans toward innovation and looking to change its culture
- Great if you're changing careers, entry-level or have a resume gap

Cassie Holmes
1234 XYZ Drive, Benton Harbor, MI
555.123.4567
CHolmes@gmail.com

- Personal Development
- Communications
- Supply Chain
- Negotiations
- Team Coaching
- Problem Resolution & Analysis

Work Experience

Kellogg's: *Contract Recruiter*

- Acquired talent through the recruitment of industries specific engineers, nuclear specialists, graphics support, and various high levels, exempt positions.
- Provided full cycle recruiting including offer negotiations, relocation, and on-boarding. Conducted new hire orientation, benefits overview, and planttours.
- Supervised daily activities of the Human Resources Employment Coordinator, and provided weekly and monthly staffing reports to senior managementteam.

Whirlpool: *Business Development Specialist*

- Generated increase in business within assigned territory, with an emphasis on Human Resources services and talent acquisition.
- Supervised staff, and coordinated the scheduling of all employee assignments.

Manpower: *Staffing/Recruiting Specialist*

- Oversaw the initial reviewing, screening, behavioral interviewing, testing, and hiring of 130+ industrial positions on-site.
- Utilized Microsoft Office applications to efficiently track and record all applicant information, the scheduling of multiple assignments and classroom instruction.
- Monitored new employee progress at day intervals by utilizing a probationary report and interfacing weekly with plant supervisors and managers to resolve issues and obtain status.

Education

Undergraduate Coursework- *DePaul University, College of Commerce, Chicago, IL*

References on Request

Chronological Resume: Outdated

Cassie Holmes

1234 XYZ Drive, Benton Harbor, MI

555.123.4567

CHolmes@gmail.com

Comment [k1]: Name – Font larger & bold
Address – Smaller font

Purchasing Analysis – Business Development – Recruiting

Business professional with proven success in recruiting, human resources, customer service, and call center operations. Highly productive and motivated to work in a team environment, with the ability to work efficiently independently to exceed goals and objectives.

Comment [k2]: Added Qualifications Summary

- Personal Development
- Supply Chain
- Team Coaching
- Communications
- Negotiations
- Problem Resolution & Analysis

Work Experience

Kellogg's: Contract Recruiter

Kalamazoo, MI 2010-2016

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Comment [k3]: Font size changed to match 'Education' header.

Comment [k4]: Add employment location & dates – for all three positions.

Whirlpool: Business Development Specialist

Benton Harbor, MI 2005-2010

- Generated an increase in business within assigned territory by 30%, with an emphasis on Human Resources services and talent acquisition.
- Supervised a staff of five direct reports and coordinated the scheduling of all employee assignments with a department of twenty.

Comment [k5]: Included data.

Comment [k6]: Included data.

Manpower: Staffing/Recruiting Specialist

St. Joseph, MI 2000-2005

- Oversaw the initial reviewing, screening, behavioral interviewing, testing, and hiring of 130+ industrial positions on-site.
- Utilized Microsoft Office applications to efficiently track and record all applicant information, the scheduling of multiple assignments, and classroom instruction.
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Education

DePaul University, College of Commerce, Chicago, IL

Comment [k7]: Font size changed to match 'Work Experience' header.

Comment [k8]: Removed 'coursework'.

Chronological Resume: Updated

Cassie Holmes

1234 XYZ Drive, Benton Harbor, MI
555.123.4567
CHolmes@gmail.com

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Education

DePaul University, College of Commerce, Chicago, IL

Chronological Resume: Updated

MATT TANNER

1234 XYZ DRIVE COLOMA, MI | 555.123.4567 | FOOTBALLDAD@GMAIL.COM

CUSTOMER SERVICE/SALES REPRESENTATIVE

SKILLS SUMMARY

Commercial Sales

Customer Service

Process Improvement

PROFESSIONAL EXPERIENCE

Sales and Customer Service

- Completed sales over the phone and in person to residential and commercial customers
- Consulted customers with enrollments, promotions, and benefit questions
- Explained features, advantages, and disadvantages of products/services and suggested additions and changes to customer accounts
- Acted on sales leads and performed cold calls to establish new customer accounts
- Processed customer orders on lumber, structures, and other building materials
- Trained and developed associates' customer service skills and product knowledge

Safety Specialist

- Investigated cases from consumers with personal injury or property damage due to a home appliance purchase
- Collaborated with outside agencies including as Consumer Product Safety Commission, the Better Business Bureau, State Attorney General's Office, and legal department
- Processed work requests and scheduled projects based on client need including reimbursement, product replacement, service contract, or repurchase incentive
- Mentored and guided staff; ensuring all were well-trained and capable of completing assigned duties
- Trained and developed associates' customer service skills and product knowledge

EDUCATION AND CERTIFICATIONS

Bachelor of Science (Communication/Criminal Justice) | Western Michigan University | Kalamazoo, MI

Associate of Applied Science (Criminal Justice) | Lake Michigan College | Benton Harbor, MI

Firefighting & Rescue Certificate | United States Air Force | Chanute Air Force Base, IL

EMPLOYMENT HISTORY

- **Call Center Representative**
- **Security Guard**
- **Salesman**
- **Security Guard**
- **Manager-Trainee**
- **Customer Service & Safety Specialist**

Functional Resume: Outdated

MATT TANNER

1234 XYZ DRIVE COLOMA, MI 49038 | (555) 314-1215 | MTANNER@YAHOO.COM

Comment [k1]: Professional email.

CUSTOMER SERVICE/SALES REPRESENTATIVE

SKILLS SUMMARY

Commercial & Residential Sales
Customer Service Process Improvement
Call Center
Presentations

Fact Finding
Cold Calls
Resource Allocation
Compliance

Comment [k2]: Updated all 'headers' to be more defined.

Comment [k3]: Added skills.

PROFESSIONAL EXPERIENCE

Sales and Customer Service

- Over 20 years experience in direct customer support call centers and dispatch
- Completed sales over the phone and in person to residential and commercial customers
- Consulted customers with enrollments, promotions, and benefit questions
- Explained features, advantages and disadvantages of products/services, and suggested changes to customer accounts
- Managed sales territory of over 150 accounts in the Southwest Michigan area
- Acted on sales leads and performed cold calls to establish new customer accounts
- Processed customer orders on lumber, structures, and other building materials
- Trained and developed associates' customer service skills and product knowledge

Safety Specialist

- Investigated 15 cases monthly for consumers with personal injury or property damage due to a home appliance purchase
- Collaborated with outside agencies including as Consumer Product Safety Commission, the Better Business Bureau, State Attorney General's Office, and legal department
- Processed work requests and scheduled projects based on client need including reimbursement, product replacement, service contract, or repurchase incentive
- Mentored and guided staff; ensuring all were well-trained and capable of completing assigned duties

Comment [k4]: Updated bullet points to provide more data for outcomes/volume.

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Firefighting & Rescue Certificate | United States Air Force | Chanute Air Force Base, IL

Comment [k5]: Updated to remove, Associate Degree – Bachelor Degree only needed.

EMPLOYMENT HISTORY

Call Center Representative | Four Winds Casino | New Buffalo, MI
Security Guard | Securitas | Kalamazoo, MI
Salesman | Express Employment Professionals (Joy's Johns) | Saint Joseph, MI
Security Guard | Magnum Security | Niles, MI
Manager-Trainee | 84 Lumber | Benton Harbor, MI
Customer Service & Safety Specialist | Whirlpool Corp | Benton Harbor, MI

Comment [k6]: Add employer and location

Functional Resume: Updated

MATT TANNER

5378 LORAINNE LANE COLOMA, MI 49038 | (555) 314-1215 | MTANNER@YAHOO.COM

CUSTOMER SERVICE/SALES REPRESENTATIVE

SKILLS SUMMARY

Commercial & Residential Sales
Customer Service Process Improvement
Call Center
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Fact Finding
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Customer Service & Safety Specialist | Whirlpool Corp | Benton Harbor, MI

Functional Resume: Updated

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • newhire@gmail.com

Objective

Experienced professional seeking a position in project management where I can utilize my experience.

- | | |
|---|--|
| <ul style="list-style-type: none">• Construction Scope Development• Competitive Bidding Process• Budget Development & Cost Control• Purchase Order & Procurement | <ul style="list-style-type: none">• Contract Negotiation & Administration• Continuous Improvement & Best Practices• Production & Scheduling• Professional Recruitment |
|---|--|

Summary of Qualifications

- Strength in the ability to instill vision to achieve company goals and surpass production expectations while maintaining quality, safety and customer service integrity through total quality management.
- Experienced in operational restructuring to address organizational growth, reduce costs, and improve service.
- Oversees facility operations to ensure facility requirements are met within work order system used to dispatch maintenance staff and service providers for repairs, maintenance, and safety.
- Leadership through facility transitions and restructuring that yield increased productivity and employee satisfaction.

Professional Experience

2005-Present | **Senior Project Manager**, Gingko Industries, Chicago, IL

- Oversee Project Management for client projects related to construction, space and occupancy covering 1.2M square feet in multiple locations, building, and geographic areas, with \$2.22M labor services managed in the installation of \$7.72M new workspace furniture.
- Manage sub-contractor services, including contract negotiation and administration, along with management and development of Audio/Visual services program to enhance company portfolio of service offerings to client.

1999-2005 | **Program Manager**, Van Delay Industries, Zeeland, MI

1998-1999 | **Personnel Consultant**, Outfitters Inc., Benton Harbor, MI

1992-1998 | **Plant Manager**, Newman J. Scotts Inc. , Benton Harbor, MI

1986-1992 | **Interim Plant Superintendent/Plant Manager**, The Muffin Tops Co., Benton Harbor, MI

Training and Certifications

- **IFMA-CFM**, March 2003
- **Certified Thermal Processing Systems**, February, 1998
- **Lake Michigan College**, Business Administration

Hybrid Example: Outdated

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • newhire@gmail.com

Facilities Manager–Project Manager–Strategic Planner with a proven track record in leading-edge facilities planning, design, and management. Innovative problem-solver who seeks root cause analysis to determine solutions and alternatives resulting in effective process improvements, increase productivity, and cost savings.

Core Skills

- Construction Scope Development
- Competitive Bidding Process
- Budget Development & Cost Control
- Purchase Order & Procurement
- Contract Negotiation & Administration
- Continuous Improvement & Best Practices
- Production & Scheduling
- Professional Recruitment

Summary of Qualifications

- Strength in the ability to instill vision to achieve company goals and surpass production expectations; while maintaining quality, safety, and customer service integrity through total quality management.
- Proven success in creating and implementing strategic plans, setting and administering budgets, development and accuracy of spreadsheet reconciling hours worked with invoice for cost allocation, and developing improved processes to meet both short and long term objectives.
- Experienced in operations restructuring to address organizational growth, reduce costs, and improve service.
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Comment [k1]: Removed objective and created a strong professional summary

Comment [k2]: Table taken out, so the resume works well with Applicant Tracking Systems

Comment [k3]: Updated data to bold font, to bring attention to those items.

Hybrid Example: Updated

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • newhire@gmail.com

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- **Certified Thermal Processing Systems**, February, 1998
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Hybrid Example: Updated

Cover Letters

C **CUSTOMIZE** your cover letter, never utilize the same cover letter or use a generic one.

O **OFFER** justification of why you are a good fit for the company.

V **VERIFY** the name of the contact you are addressing the letter to.

E **ELABORATE** on quantifiable/quantitative skills that make you a prime candidate.

R **RESEARCH** to incorporate experience or values that align with the company.

John Vernier

13654 Red Arrow Highway

Paw Paw, MI 49079

Mobile: (269) 555-1219

JV@gmail.com

March 03, 2016

Dear Mr. Nash:

I am contacting you in regard to the Employment Service Manager 14 position for Region 2 within Veterans' Employment Services. My professional and life experience, education, and personal drive make me an outstanding candidate for the manager position.

My experience with the State of Michigan as a Disabled Veterans' Outreach Program Specialist, coupled with my time in the United States Army and Army Reserve, gives me the proper background to be a successful manager within your Division. With over 19 years of military experience accompanied by a degree from a top-rated university, I have obtained and honed the skills required to succeed in this position. In my professional career history, I have over 16 years leadership experience with proficiency in personnel management, communication, assessment, training/instruction, mentoring, logistics, and administrative duties. I am disciplined, yet flexible, and have an exceptional ability to multitask. My motivation, dedication, and eagerness to thrive are proven by my upward movement through the ranks of the United States Army and Army Reserve.

I look forward to hearing from you in regards to my resume. At that time we can discuss the position, my qualifications, and how I can be a valuable addition to your management team. I can be reached using the telephone numbers and email listed above. Thank you in advance, and I look forward to speaking with you.

Cordially,

John Vernier

Traditional Cover Letter

Stephen Diego

4545 Home Street
Berkeley, CA 94707
(510) 515-5151

January 23, 2016

Jean Cabrillo
V.P., Operations, South America
International Widget Corporation
222 Union Street
San Francisco, CA 94110

Dear Jean Cabrillo,

This letter is to express my interest in the position as Systems Engineer for International Widget Corporation in South America, announced in the December job listing at the UC Berkeley Placement Center. I am also sending a resume, showing that my expertise exactly matches the requirements listed in the position announcement.

This position particularly caught my eye, as I recently read in the Wall Street Journal that International Widget is considering converting all in-house computers to Windows for DOS. I have a strong software background, and have just returned from a two-year stint in Argentina where I functioned as an independent computer specialist/programmer for a variety of businesses. Among other tasks, I installed and utilized Microsoft products, including Windows for DOS, and I have been developing applications in Microsoft Quick C for Windows. I earned a reputation among my clients for ensuring product satisfaction, and I would be happy to supply a list of client references.

I have always admired the success of International Widget, particularly in South America, where I find the technical developments challenging and rewarding. I would very much enjoy discussing the possibility of our working together. I look forward to hearing from you.

Sincerely,

Stephen Diego

Traditional Cover Letter

JOHN SMITH

499 West Main St | Benton Harbor, MI 49022 | (269) 927-1799
JohnSmith@gmail.com

Highly skilled individual trained to prepare a skilled workforce for our community.

February 23, 2015

Tami Strzyzkowski
Berrien County DHS
401 Eighth Street
Benton Harbor, MI 49022

I would like to express my interest in the Migrant Program Worker position.

Throughout my role as a Talent Development Specialist at Michigan Works, I have gained professional leadership growth and a passion for helping our local workforce community overcome any barriers that affect their employment retention. My qualifications that would complement the new opportunity are as follows:

- Ability to create and maintain high levels of efficiency and productivity.
- Solid knowledge of triage techniques and career preparation.
- Comprehensive background in providing administrative functions.
- Assessing and identifying opportunities for process improvement.

I am committed in bringing continuous value to the operations of this organization. I look forward in discussing more in depth how my strengths align with your needs.

Sincerely,

John Smith

Bulleter Experience Cover Letter

February 22, 20XX

Dr. Michelle Rhodes
Principal, Wolftrap Elementary School
1205 Beulah Road
Vienna, VA 22182

Dear Dr. Rhodes:

I enjoyed our conversation on February 18th at the Family and Child Development seminar on teaching elementary children and appreciated your personal input about balancing the needs of children and the community during difficult economic times. This letter is to follow up about the Fourth Grade Teacher position as discussed at the seminar. I will complete my M.Ed. in Curriculum and Instruction at Virginia Tech in May 2016 and will be available for employment as soon as needed for the 2016-17 school year. My teacher preparation program at Virginia Tech has included a full academic year of student teaching. Last semester I taught second grade and this semester am teaching fourth grade. These valuable experiences have afforded me the opportunity to:

- Develop lesson plans on a wide range of topics and varying levels of academic ability.
- Work with emotionally and physically challenged students in a total inclusion program.
- Observe and participate in effective classroom management approaches.
- Assist with parent-teacher conferences and complete in-service sessions on diversity, math and reading skills, and community relations.

My experience includes work in a private day care facility, Rainbow Riders Childcare Center, and in Virginia Tech's Child Development Laboratory. Both these facilities are NAEYC-accredited and adhere to the highest standard. At both locations, I led small and large group activities, helped with lunches and snacks, and implemented appropriate activities. Both experiences also provided me with extensive exposure to the implementation of developmentally appropriate activities and materials.

I enthusiastically look forward to putting my knowledge and experience into practice in the public school system. I can be reached at (540) 555.7670. Thank you very much for your time and consideration.

Sincerely,

Donna Harrington

Networking Cover Letter

RESOURCES

WWW.MITALENT.ORG

WWW.ONETONLINE.ORG

WWW.GREATRESUMESFAST.COM

WWW.JOBSCAN.CO

WWW.LINKEDIN.COM



