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Tips for writing professional job search documents

In most job searches, how you look on paper determines whether you'll be offered an interview. Your résumé, cover letter, references and thank you notes are essential tools to get you to the career you want. This booklet provides useful information and samples of professional documents that can give you an edge when applying for jobs.

Cover letters

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“Do more than is required. What is the difference between someone who achieves their goals consistently and those who spend their lives and careers merely following? The extra mile.”

—Gary Ryan Blair

Cover letters

While many companies and job postings do not require a cover letter in the application process, it is highly recommended that you **always** submit a professional, polished, relevant cover letter with your résumé. Create one now to have at the ready when you find a job posting.

What is a cover letter?

A cover letter introduces you to a prospective employer and directly relates your qualifications to the specific position you're applying for.

A cover letter is the perfect place to:

- Weave together your experiences with the position qualifications
- Make it obvious to the recruiter why you are a highly qualified candidate
- Entice the hiring manager to read your résumé

A cover letter not only offers you the opportunity to link your unique set of talents, experiences and interests, it also serves as your formal introduction to someone who could influence your job search. Additionally, a cover letter sets the stage for the details and experiences captured in your résumé.

Various uses of a cover letter

- To introduce yourself
 - When you are contacting an organization to see if they have any opportunities available
 - When you are emailing your résumé to a contact and need something for the body of the email
- To apply for a specific position
 - When you are applying to a specific job posting and want to highlight your key qualifications that relate to the job by describing your relevant experiences, skills and education
- To network
 - To incorporate your friends, family, colleagues, etc. in your job search process, you may send a business letter or email to introduce yourself, highlight your résumé, and outline your career interests, key skills, experiences and qualifications as they relate to the career path you are seeking

When determining what to write in a cover letter, ask yourself:

Who am I sending my résumé to and why?

What would I like the potential employer to know about me that proves I am the perfect candidate for this opportunity?

Why prepare a cover letter in advance?

- It's practical: If you have a prepared cover letter, when one is requested you are not scrambling last minute to put it together. Although you'll need to customize your prepared letter to address the details of each job posting, having the framework set will give you a great advantage and take the pressure off when it's time to apply.
- It's savvy: A well crafted cover letter, even when not required, serves as an enticing introduction to your résumé. It also gives you an advantage over other candidates who did not take the time to write a polished cover letter.

TIP: It is essential to customize or tailor your cover letter to the specific job posting and organization to which you are sending your cover letter and résumé.

When should I send a cover letter?

You must send a cover letter with a job application whenever one is requested, and we recommend sending one **every time** you apply to a position. If you're sending your résumé digitally, you may use your cover letter as the body of the email.

Cover letter content

- A brief introduction that references the position you are interested in and how you found it, as well as the contact who referred you (if applicable)
- Why you are interested in the company and/or position
- Why you are qualified for the position, or, if you are not using the letter for a specific position, summarize your experiences and accomplishments
 - Be detailed and describe your key experiences and qualities that directly relate to the qualifications listed in the job posting
 - Highlight three to five of your relevant professional accomplishments and directly relate them to the job description and/or company
- Thank the reader for their time and consideration, and include your email and phone number

Essential questions your cover letter should answer

Paragraph one: Introduction

Who are you and why are you writing?

Paragraph two: Highlight your qualifications

How has your education, previous employment, or other experiences prepared you for the position?

Paragraph three: Connect to the company

Why is this company or job a good fit for you?

Paragraph four: Closing statement

How interested are you and where can you be reached for an interview?



Key cover letter tips

- Take the time to thoroughly review the company's website to determine its values and identity, and include your accomplishments, philosophies and skills that align with the company's mission.
- Do not repeat word-for-word what is on your résumé, but cite a noteworthy achievement that entices the reader to want to learn more about you.
- Keep your letter brief — no more than one page — and in a professional format. The longer the letter, the less likely it will be read.
- Type all correspondence, but sign the letter if you are sending a hard copy.
- Proofread, proofread and proofread! Have someone else proofread your letter, and then proofread it again.
- Your cover letter and résumé should be in the same style, font and paper.
- Ensure your email address and voicemail greeting are professional and appropriate.
- If you know the name of the person you sent your cover letter and résumé to, follow up with them directly in one week.

WARNING: Just as a good cover letter can increase interest in your résumé, a poorly written one can lead the hiring manager, recruiter or human resources staff to skip your résumé and discount you as a candidate altogether.

Cover letter template

Your name
Your address
Your city, state and Zip code

Date

Contact person's name
Contact person's title
Company name
Company address
Company city, state and Zip code

If sending your cover letter as the body of an email (with résumé attached), you do not need to include the date or full company address information. However, you should still include your contact information at the bottom of the email below your name.

Dear Mr. / Ms. _____:

TIP: When you do not have a company contact name, include a more generic title that references the company (e.g. Quicken Loans representative) or *To whom it may concern*.

Introduction: Explain why you are writing the letter. State your intention clearly. Include the reason you are contacting the person, or include the title of the position to which you are applying and how you learned about the opening (include the name of the source where you saw the posting). If a networking contact referred you to the organization, mention the person's name and explain your connection. NOTE: You do not need to start with, "My name is..." as your name is included at the bottom of the letter.

Body: Describe your experiences and qualifications. Adapt your cover letter to the specific job and company or organization. Emphasize relevant achievements, skills and experiences. Convey to the prospective employer why you are a solid candidate for the position, demonstrate your understanding of the business, and explain why you will be an asset. Ensure that all experiences and skills you mention are reflected in your résumé.

Closing: The final paragraph should thank the contact for considering you for the position. Be sure to include how and when you may be contacted. Always include your email address and telephone number.

Sincerely,

{Your signature}

Your Name Typed

Sample #1: Job description and appropriate cover letter

Job description:

Audit Staff Accountant
Western Financial Advisors

As an Audit Staff Accountant with Western Financial Advisors, you will work on various assigned segments of engagements, in some instances assuming substantial responsibility (under supervision) for small accounting engagements involving compiled or reviewed financial statements and tax returns.

QUALIFICATIONS:

- Must have a bachelor's degree, MBA in accounting or finance preferred
- Ideal candidates should have at least three years of solid, relevant work experience

REQUIRED SKILLS:

- Possess strong understanding of auditing principles, financial statements, and analytical and problem solving skills
- Demonstrate a solid grasp of business concepts, realistic judgment, and quantitative and critical thinking skills
- Strong interpersonal skills and ability to interact with upper management
- Ability to plan, organize, and prioritize multiple tasks within a defined time period

This excellent opportunity includes a highly professional working environment, as well as a competitive salary based on experience and a performance bonus. This position also includes fringe benefits including paid health care. In addition, as an independent member of the BDO Seidman LLP Alliance, Western Financial Advisors offers additional training programs and work experience.

Cover letter email sample:

SUBJECT: Audit Staff Accountant Position

Dear Western Financial Advisors Representative:

I am attaching my résumé for your consideration for the Audit Staff Accountant position posted on the Wayne State University Mike Ilitch School of Business waynebizcareers.com site. I

In the intro, reference the job posting by title, posting number if provided and where you found it.

recently earned my MBA from Wayne State with a concentration in accounting and finance, and I am very interested in further developing my career in auditing. In addition to my relevant degrees, my background and experience in accounting and corporate finance directly relate to Western Financial Advisors' audit needs.

I have approximately four years of accounting experience working as a collateral auditor with Smith & Adams accounting firm prior to graduate school. In this position I was responsible for following up on outstanding audit issues and preparing audit programs. I am confident that the experience gained working in audit has helped me develop a strong understanding of accounting principles, as well as the strong verbal and written communication skills required for the position.

In the body, begin to outline your qualifications and experiences that directly relate to the position to which you are applying. Ensure you are giving solid examples that demonstrate how you are qualified for the job.

Furthermore, I am currently employed at ABC Corporation where I work in the corporate finance department. Beginning as an intern six months ago, I have been responsible for various projects assigned by upper management. In my short time here I have had the opportunity to provide cost analysis reports for specific projects and presented a planned budget to the budget committee for the upcoming fiscal year. All of my reports were completed and submitted ahead of the projected deadlines. Additionally, I assisted in contract agreements for new office equipment that cost in excess of \$3 million.

My résumé is attached to provide you with specific details on my background and qualifications. I would appreciate the opportunity to interview for the Audit Staff Accountant position as I am certain that a face-to-face meeting would more fully reveal my positive attitude and ability to meet your expectations. Please contact me via email at bizcareers@wayne.edu or via phone at 313-577-4781.

In the closing, provide your contact information, both email and phone.

Thank you for your time and consideration. I look forward to meeting you.

Sincerely,

John Doe

Attachment: Résumé

Sample #2: Cover letter to direct contact

Jane Doe
5201 Cass Avenue
Detroit, MI 48202
313-577-4781
bizcareers@wayne.edu

July 14, 2016

Mr. Mark Anders
Northwest Financial Advisors
2150 Commercial Parkway, Suite 4B
Seattle, WA 98249

Dear Mr. Anders:

Thank you for speaking with me this morning about your current opening for a compliance specialist. As you suggested, I am sending along my résumé to give you additional information prior to our meeting next week. It expands on these qualifications that are essential for success as a compliance specialist:

- Nine years of experience in banking and financial services, including participation in audit procedures and in-depth involvement with the full range of compliance issues
- History of initiative and leadership in identifying and reducing compliance risks
- Strong skills in tracking, monitoring, documenting and reporting
- Ability to manage multiple detailed projects simultaneously

A bulleted format may be used in any type of cover letter. In order to be effective, the bullet points must highlight specifically how you are qualified for the position by directly relating your skills to the job duties.

I look forward to our meeting at 9:30 a.m. on Wednesday and learning more about this exciting opportunity with your company.

The wording in this example is appropriate for when you have a meeting or interview already arranged with a direct contact.

Sincerely,
{Signature}
Jane Doe
Enclosure: Résumé

Sample #3: Introductory cover letter

Ericka Career

1111 West Wayne Drive
City, MI 48000
313-577-4781
bizcareers@wayne.edu

July 14, 2016

Mr. Thomas Elder
Director of Marketing
Sabatino Specialties Inc.
259 Vine Street
Cincinnati, OH 45202

Dear Mr. Elder:

Rachel Koehler (current president of the Cincinnati Chapter of the American Marketing Association) suggested that I contact you about marketing opportunities that you may know of in your role as chairman of the Cincinnati Incubator marketing board.

I am a current business student and am interested in relocating to the Cincinnati area this summer for an internship opportunity. I am eager to find a young technology company that needs a new marketing professional to assist in introducing innovations to various business markets, and Sabatino Specialties Inc. is exactly the type of company that interests me.

My background and interests are a good fit for an emerging high-tech company. Since working toward my Bachelor of Business Administration degree, I have gained experience in market research and interacting with customers or potential clients. As my résumé highlights, I understand how to position and present new marketing concepts to business audiences, such as emphasizing business benefits and addressing target customer needs and concerns.

I will call you early next week to follow up. I appreciate any ideas, referrals or assistance you can offer.

Sincerely,

{Signature}

Ericka Career

Enclosure: Résumé

This cover letter example is effective when you are writing to a new contact and when you have an interest in a company, but there isn't a specific job available.

Note how the writer describes her sincere interest to this specific company and relates her coursework experiences and knowledge with what she is hoping to do in an internship.

Sample #4: General inquiry cover letter

John Smith

12345 West Street Name
City, MI 48202
Home: 313-577-4781
Cell: 313-555-0000
bizcareers@wayne.edu

This letter directly states the person's interests and describes what relevant experiences and skills they have that demonstrate their qualifications for the internship opportunity.

July 23, 2016

Human Resources
XPD Stores
1234 Street
Troy, MI 48084

Dear sir or madam:

I am a current student at the Wayne State University Mike Ilitch School of Business, and I am interested in obtaining a summer internship with XPD Stores. I am a hard-working and energetic people-person who is eager to contribute my education and skills to a successful retail organization like yours.

Throughout my academic experience at Wayne State, I have worked full-time, most recently in a retail environment. Currently at JCPenney, I was promoted to a supervisory position after consistently exceeding my sales goals. I lead a team of sales employees and oversee merchandising for one department; consequently, I have greatly developed my leadership and sales skills. Moreover, as a current student pursuing a management degree, I have gained a strong understanding of business principles, and in one course project I created a merchandising system for a start-up retail facility. This project provided insight into incorporating technology into a retail sales environment, an issue which many retail businesses encounter.

Combined with my sincere interest in the retail industry, my academic and relevant work experiences make me a strong candidate for a summer internship with XPD Stores. Please contact me via email at bizcareers@wayne.edu or via phone at 313-555-0000. Thank you for your consideration and I look forward to hearing from you.

Sincerely,
{Signature}
John Smith
Enclosure: Résumé



Résumés

A résumé is an essential job search tool. It is a polished and professional document that represents you. As the primary interface between you and hundreds of potential employers, your résumé should be enticing, flawless and easily readable in about 20 seconds.

Believe it or not...

The average employer will spend approximately 15 seconds reading your résumé.

Fifty percent of all résumés never get read...EVER.

No one single item gets you selected — the whole package is key.

Even if you are highly qualified, if your résumé is poorly written you'll never get selected.

True or false? The purpose of a résumé is to get a job.

False! The purpose of a résumé is to outline your skills and qualifications as they relate to the position to which you are applying. The goal of a résumé is to obtain an interview.

A common misconception is that a résumé is used to get a job, but the reality is that a résumé only gets you through the first candidate screening so that you may be selected for an interview.

Therefore, your résumé should:

- provide a brief overview of your very best academic and relevant professional achievements, contributions and skills
- give just enough details to entice the reader to want to know more about you, which will prompt them to contact you and invite you for an interview.

REMEMBER: The purpose of a résumé is to highlight your qualifications; the goal of the résumé is to get an interview.

Résumé writing: What to include

◆ A clear and specific objective and/or professional summary

An objective is essentially your goal statement that helps clearly focus your résumé on exactly what you want to do. Your résumé content should relate to your objective. For example, if your objective states that you want a full-time position in marketing, then your résumé content should outline your skills, knowledge and experiences that demonstrate you are qualified for a full-time position in marketing.

Sample objectives:

- To obtain an entry-level position in the field of information systems specializing in systems development
- Seeking a marketing internship for winter semester 2017
- To obtain the Assurance Internship with Ernst & Young

A professional summary is a short description of your professional skills, knowledge and experience that directly relate to the position. A professional summary is best used by those with some professional experience. The most effective professional summaries include short, action statements that quickly identify your relevant key areas of expertise and accomplishments.

Sample professional summaries:

- Performance-driven manager eager to obtain a challenging position in finance. Possess knowledge of financial and economic operations, combined with exceptional skills in planning and managing projects within budget and time constraints. Demonstrated experience in budgeting, cost controlling and providing effective business solutions in a creative and analytical approach while surpassing productivity and performance objectives.
- Energetic sales and financial services professional experienced in managing corporate finance, sales, and business operations. Successfully developed and maintained client relationships resulting in respected business reputation and increased sale.

◆ Education, skills and past employment pertinent to the position to which you are applying

The key words are underlined: Your résumé **must** relate directly to the job description. Effective résumés identify the aspects of your background, skills and experience that relate to what the employer is looking for. Clearly describe what you can offer and how you're qualified for the position.

◆ Focused résumé content and experience descriptions that concisely outline your key contributions, successes, accomplishments and how you "got results"

If you only list your responsibilities, you are not telling employers anything about the scope, quality or effectiveness of your work. It's not enough to just say what you did. Did you do it well? Prove it! How did you contribute? What was the impact of your work? Include qualifiers when possible.

Sample results-based experience descriptions:

- Chosen by manager as most efficient among 12 servers; selected to cater to largest section of dining tables, serving approximately 100 customers per night
- Supervised operation of 80 employees, encouraging cooperation and efficiency; implemented team building projects and sustained 90% employee retention

◆ **Action verbs in first person (e.g., *manage* or *managed*, not *manages*)**

Start each sentence with a descriptive action verb such as *established*, *managed*, *organized*, etc. The verb tense (past or present) should be appropriate for when the experience occurred. Always use the active voice.

Sample action statements:

- Coordinated relationships with other departments, which helped standardize procedures across all operating groups
- Analyzed mortgage financing options, insurance documents and closing statements; recognized as top performer in spotting and correcting errors that would hold up processing of documents

◆ **Locations (city, state) and dates (month and year) in all sections, including education, work experience, activities, honors received, etc.**

Experience descriptions: From bland to effective

Bland	Effective
Worked with businesses to carry out United Way fundraising goals	Partnered with more than 20 area businesses to raise \$15,000 for United Way, exceeding the goal by 23%
Helped accountants with various public accounting projects	Assisted accountants with auditing \$55,000 in account receivables for company's largest client
Developed marketing plans to promote concert series on campus	Developed fully integrated marketing campaign distributed to 10,000 students, resulting in 12% increase in concert attendance

Action verbs

Following is a list of action verbs that may be used to describe your achievements, contributions and responsibilities in your cover letter, résumé or CV. When using these verbs, remember to use the appropriate tense.

Abstract	Award	Cooperate	Enhance	Improve	Modify	Purchase	Sponsor
Accelerate	Balance	Coordinate	Ensure	Incorporate	Monitor	Realign	Standardize
Accept	Budget	Counsel	Establish	Increase	Motivate	Receive	Stimulate
Accomplish	Calculate	Count	Estimate	Influence	Navigate	Recognize	Streamline
Achieve	Capture	Create	Evaluate	Inform	Negotiate	Recommend	Strengthen
Acquire	Centralize	Critique	Examine	Initiate	Obtain	Reconcile	Structure
Address	Clarify	Cultivate	Execute	Innovate	Operate	Record	Study
Adjust	Coach	Customize	Expand	Inspect	Order	Recruit	Suggest
Administer	Collaborate	Debug	Explore	Install	Organize	Reduce	Summarize
Adopt	Collect	Decide	Extend	Instruct	Outline	Refer	Supervise
Advance	Combine	Define	Extract	Integrate	Overhaul	Regulate	Support
Advertise	Command	Delegate	Facilitate	Interact	Oversaw	Reinforce	Survey
Advocate	Communicate	Deliver	File	Interpret	Participate	Report	Sustain
Aid	Compare	Demonstrate	Finalize	Interview	Perform	Represent	Synthesize
Allocate	Compile	Design	Finance	Introduce	Persuade	Research	Tabulate
Alter	Complete	Designate	Form	Invent	Plan	Resolve	Target
Analyze	Compute	Determine	Formulate	Inventory	Predict	Respond	Teach
Apply	Conceive	Develop	Fundraise	Investigate	Prepare	Restore	Test
Appoint	Conclude	Devise	Furnish	Involve	Present	Restructure	Track
Appraise	Condense	Direct	Gain	Join	Prevent	Retrieve	Train
Approve	Conduct	Distribute	Gather	Launch	Print	Review	Transform
Arrange	Conserve	Document	Generate	Lead	Prioritize	Revise	Translate
Assemble	Consolidate	Draft	Govern	Maintain	Process	Revitalize	Undertook
Assess	Construct	Edit	Head	Manage	Procure	Schedule	Update
Assign	Consult	Emphasize	Help	Manufacture	Produce	Secure	Upgrade
Assist	Contribute	Employ	Hire	Market	Program	Select	Use
Attain	Control	Empower	Host	Maximize	Promote	Sell	Utilize
Audit	Convert	Enact	Identify	Measure	Propose	Solve	Validate
Augment	Convey	Enforce	Illustrate	Mentor	Provide	Spearhead	Verify
Authorize	Convince	Engineer	Implement	Merge	Publicize	Specialize	Volunteer

Résumé writing: What *not* to include

- Inaccurate information, embellishments or lies
- A picture/photo or information about marital status, gender, sexual orientation, religion, height, weight or health
- “References available upon request” – employers know you’ll provide references if they request them.
- Hard-to-read or microscopic fonts (never go below 10pt font)
- Complicated formatting and fancy fonts
 - Do not include tables, graphical text boxes, graphical symbols, headers, footers, inconsistent tab layout, etc.
- Paragraphs and long sentences
 - Complete sentences and periods are not necessary in a résumé.
 - Use only clear and concise impact statements.
- Personal pronouns – avoid using “I” or “my” statements
- Excessive use of superlatives
 - Rather than writing you are a "sensational salesperson," add details that demonstrate your skills, such as “recognized as salesperson of the month for six consecutive months.”
- Too general of a document name
 - Imagine being a recruiter and getting several hundred attachments per week all named “résumé.doc.” Use your name as the title of your résumé (e.g., SmithJohn-Résumé.doc).

Important points

- Ensure your résumé is easy to read and conveys information quickly.
 - Short statements and bullet form are easier to read.
- Consider your audience.
 - Spell out abbreviations and ensure all content is understandable to non-technical professionals.
- Experience descriptions should focus on your accomplishments, contributions and results of your efforts as they **relate to the position** you’re seeking, rather than simply listing bland job duty descriptions or listing of responsibilities.
- Be honest.
- Proofread, proofread, proofread!
 - The résumé you send out must be flawless – without mistakes or typos.
 - Don’t trust computer spell checkers; read every word out loud to be sure it is correct.
- Make good use of transferable skills, for example: What did you learn as a cashier at McDonald’s that will help you become a successful accountant?

Formatting your résumé

Keep your résumé to one page. You may go to two pages if you have more than 10 years of relevant work experience. Remember, your résumé is just a highlight of your academic and work experience; there is no need to provide every detail.

Make it easy for the employer to locate pertinent information quickly. Use clear headings, appropriate spacing and bullets. Use fonts that are easy to read and use bullets to emphasize important points. If you are a current college student, structure the résumé with education first, then work experience.

Format options

- Reverse chronological
 - List your most recent information and experiences first.
 - Use a reverse chronological résumé format when you have been consistently employed (even if that means you've worked every summer while going to school full time during the fall and winter).
- Functional
 - Focus on your key competency areas. While a functional résumé still includes dates and descriptions of your experiences, the experience descriptions are categorized into your strength areas, rather than by the position.
 - Use a functional résumé when:
 - you do not have much relevant work experience
 - you have gaps of time between employment
 - you are making a career change
 - you want to emphasize key aspects of your experiences
- Combination
 - Begin with a clear and concise professional summary, then use a functional format to highlight your qualifications that relate to the position you are seeking, and finally present a reverse chronological format of your employment history
 - Use a combination format résumé when:
 - you have steady work experience with demonstrated growth and you are looking to continue your career progression
 - you have steady work experience with demonstrated growth, but you are wanting a career change

How do I know which format to use?

There are thousands of résumé writing resources available to you online, in print and from anyone around you. As you will soon learn, everyone is happy to share an opinion about your résumé and many opinions will vary. It is up to you to create a résumé that is professional, focused, interesting to read, easy to read and representative of you.

Is your résumé format working? Try this!

If the average employer only spends 15 seconds scanning your résumé, what will they notice? How does the résumé actually look?

Take a 30-second scan for yourself:

- Are lines neat? Evenly spaced?
- Do tabs line up?
- How does it appear in print vs. on the computer screen?
- What is the eye drawn to?
- What does and does not stand out?

Now, put the 15 second scan to the test! Have a friend or family member look over your résumé for 15 seconds.

- What did they notice?
- What didn't they see?



Résumé content outline

◆ Contact information

The top of your résumé should include your name, complete address, email address and your telephone number.

- Ensure your voicemail announcement is courteous and professional and your email address is professional and appropriate

◆ Education

Outline your educational experiences in reverse chronological order (most recent first). Include the name of each school, location (city, state), degree, major, GPA and dates attended.

- If you attended several colleges or schools, maintain the same sequence of information for each school. Once you are in college, you **do not** need to include your high school education.
- Include your cumulative, or overall, grade point average (GPA) and/or major GPA.

◆ Experience

Your work history, volunteer experience, and relevant course projects may be listed in reverse chronological order or by key competency areas. Each experience description should include short action statements describing your relevant responsibilities and accomplishments

- If you use the functional format, you will need to include a separate section listing where you obtained the experience (i.e., position title, organization, dates, location).
- Maintain the same order of information for each position. If the sequence is job title, company name, location, dates and description, maintain the same sequence and format for each position.

◆ Skills

Include computer knowledge, business-related skills, certifications and licensures, and languages.

◆ Affiliations, memberships and activities

Include a list of the student organizations and professional associations with which you are involved, with organization title, role or office title (e.g., treasurer, secretary, member) and dates of membership.

- If you hold an officer or committee position or contributed significantly, and your experience is relevant to the position to which you are applying, you may want to include the description in your experience section.

◆ Honors and scholarships

Includes awards, dean's list honors, scholarships, etc. and the dates you received the honor or recognition.

Sample #1: Annotated résumé

Include current contact information. Ensure you have a professional email address and voicemail greeting.

Jane Student

1234 Career Road • Detroit, MI 48202
 Home 313-555-1234 • Cell 313-555-0000
janestudent@wayne.edu

Coursework should only be included when you have taken a unique course that is relevant to the position you are pursuing.

Objective

Seeking a finance internship

Your objective should be clear, specific and concise.

Education

Wayne State University, Detroit, MI Graduation May 2017
Bachelor of Science in Business Administration
 Major: Finance, GPA 3.5

Work History

Highlight important details such as your degree and job titles by bolding or italicizing.

Intern – Financial Representative May 2015 – Present

- ABC Financial Network, Detroit, MI
- Successfully increased new clients by 25% and consistently exceeded sales goals
 - Assess clients’ financial needs and goals to provide effective financial advice
 - Collaborate on projects with senior financial reps and fellow interns
 - Volunteered to organize and input client financial data into computer system

Use action verbs to describe your experiences. Describe achievements, key responsibilities and contributions.

Include 2-5 bulleted statements per position. Include relevant job activities and skills that will transfer to the position you want. Do not include experiences that will not help you get the job for which your objective is crafted.

Junior Varsity Lacrosse Coach August 2014 – Present

- Fictional High School, Detroit, MI
- Manage a team of 16-18 players
 - Devise and teach strategic goals and concepts

Ride coordinator May 2014 – September 2014

- Rides World, Detroit, MI
- Received Outstanding Customer Service Award

If a job occurred in the past, verbs should be in past tense.

Sales representative January 2009 – October 2012

- XYZ Company, Flint, MI
- Met or exceeded sales goals on a regular basis
 - Marketed company’s services and product to customers
 - Selected by supervisor to train new sales assistant

Honors & Activities

Beta Alpha Psi – President January 2015 – Present
 Beta Alpha Psi – Member May 2014 – Present
 Wayne State University Dean’s List Fall and winter semesters 2011–2013

When including honors and extra-curricular activities, include dates of when you were a member or when you received the award.



Sample #2: Reverse chronological format résumé

Wayne State

5201 Cass Avenue • Detroit, MI 48202
313-577-4781 • waynestate@wayne.edu

OBJECTIVE:

To obtain a full-time position or internship in accounting, specializing in tax

EDUCATION:

Wayne State University Mike Ilitch School of Business, Detroit MI

Bachelor of Science in Business Administration

Expected May 2017

Major: Accounting, GPA: 3.6

Worked 30+ hours per week to finance 85% of education

Washtenaw Community College, Ann Arbor MI

Associate Degree in Applied Science, May 2015

EXPERIENCE:

Volunteer Tax Preparer

January 2017 – Present

Accounting Aid Society

Detroit, MI

- Prepare and file IRS form 1040, Michigan-1040, and city tax returns for low income and elderly individuals in the community
- Analyze and clarify previous tax returns and discussed strategies and tax issues to prepare client for future tax seasons

Accounts Payable Clerk

May 2016 – December 2016

Accountemps – Assignment: ABC Company

Southfield, MI

- Processed payments and verified accuracy of payment documents
- Worked with clients to obtain necessary information and made proper payments
- Supervisor provided positive recognition of strong job performance

Parcel Post Machine Operator

August 2015 – April 2016

United Parcel Service (UPS)

Wyandotte, MI

- Created new data tracking system using MS Excel and entered data
- Maintained detailed and accurate records of shipments, pouches, and sacks
- During busy season volunteered to take on additional responsibilities
- Consistently met distribution goals

SKILLS:

- Microsoft Office – Word, Excel, Access, Publisher, and Outlook
- Accounting Information Systems (AIS) – CAPS
- QuickBooks, Tax Wise, Peachtree

Sample #2: Functional format résumé

John Smith

12345 West Street Name
City, MI 48202
Home: 313-577-4781 • Cell: 313-555-0000
bizcareers@wayne.edu

- Objective** To obtain a full-time retail management position that will allow for personal and professional growth
- Education** Wayne State University Mike Ilitch School of Business, Detroit, MI
Bachelor of Arts in Business Administration, December 2016
Major: Management Major GPA: 3.3, Cumulative GPA: 3.0
Worked 25+ hours per week while maintaining a strong GPA
- Honors** Golden Key Award Recipient 2014
Student Senate Member 2014 – Present
- Experience**
- Interpersonal*
Research and market products to customers and respond appropriately to customer concerns
Utilized effective persuasive skills in retail sales; exceed store sales goals 100% or higher for 4 consecutive months
Received positive feedback from management which led to great reviews every month
- Organizational*
Planned and organized store displays of merchandise
Designed and developed merchandise system for university business course research project
Recognized by supervisors as being detail-oriented in the office setting
- Management*
Trained 9 new employees in effective sales techniques
Coordinated and supervised various youth activities
Served as store supervisor in manager's absence
- Work History** JCPenney Company, Troy, MI, 2015 – Present
Sales Clerk/Cashier
- Morgan University, Department of Psychology, Rochester, MI, 2014 – 2015
Secretary/Receptionist
- Church of the Holy Spirit, Roseville, MI, 2013 – 2014
Adult Youth Group Recreation Leader (part-time)

Sample #3: Reverse chronological format résumé, full time

Wayne Logistics

5201 Cass Ave, Detroit MI, 48202
313-577-4781 • bizcareers@wayne.edu

EDUCATION	Wayne State University Mike Ilitch School of Business Bachelor of Science in Business Administration, August 2011 <ul style="list-style-type: none">• Emphasis in Marketing, GPA 3.4/ 4.0• Marketing Committee Leader, New Beat Happening, 2009 - Present• Member, American Marketing Association Wayne State Chapter, 2009-Present	Detroit, MI
	Henry Ford Community College <ul style="list-style-type: none">• Broad liberal arts curriculum with pre-business emphasis, 2007-2008	
EXPERIENCE	ABC COMMUNICATIONS, INC. ADVERTISING & PROMOTIONS Production Intern	Detroit, MI
Summer 2010	<ul style="list-style-type: none">• Assisted in implementing summer-long product sampling event for Coca-Cola's Odwalla brand; developed budgets and timelines, tracked logistics, and coordinated sampling locations. Efforts resulted in product exposure to over 7,600 target consumers• Led a three-member team in examining permit regulations for sampling events; coordinated phone calls to officials and managed permit applications to determine location options• Devised logistics solution for promotional event by analyzing vendor and shipment options, decreasing client's shipment costs by over \$200• Met with multiple promotional merchandise agencies and effectively negotiated costs for branded products to fit within clients' budget	
2009-2010 Part-time	BOB'S BAR Server <ul style="list-style-type: none">• Collaborated with management on methods to increase customer retention by analyzing customer relationships and developing branded merchandise• Consistently maintained highest drink sales among nine servers, accumulating average sales of \$900 per night• Trained all new servers, focusing on product knowledge, maintaining positive guest relations, and promoting higher profit beverages	Ann Arbor, MI
2008-2009 Part-time	BOB EVANS RESTAURANT Salesperson <ul style="list-style-type: none">• Managed 6 new trainees; taught customer service etiquette, promotional sales techniques, menu options, and company policies and procedures• Selected to provide input at a district meeting; persuaded management to implement a new carryout marketing plan; strategy resulted in four new local clients• Excelled in promotional competitions among 16 servers by raising weekly sales average by over \$0.75 per customer, which brought in over \$300 in additional weekly revenue	Flint, MI
ADDITIONAL	<ul style="list-style-type: none">• Conducted market research for nonprofit organization to determine optimal target markets for donations and philanthropic motivations, winter semester 2010• Conversant in Spanish	



Sample #4: Reverse chronological format résumé, internship

Ericka Career • 1111 West Wayne Drive • City, MI 48000 • 734-577-4781 • bizcareers@wayne.edu

Objective: To obtain an internship in accounting; available January 2012

Education

Wayne State University Mike Ilitch School of Business Detroit, MI
Master of Science in Accounting, GPA 3.4 Expected May 2013
Completed 137 credits to date

Relevant Coursework: Graduate level studies include two in-depth courses in Internal Auditing covering corporate governance, risk assessment, internal control, risk management, internal auditing standards, business processes and risk, audit report writing, and emerging issues

Wayne State University Mike Ilitch School of Business Detroit, MI
Bachelor of Science in Business Administration, Accounting, GPA 3.3 Graduated May 2010

Experience

September 2010 – Present President, Beta Alpha Psi
Wayne State University, Detroit, MI

- Through new marketing efforts increased membership by 20%
- Organize meetings, volunteer events, and interact with members of the business community
- Led a fundraising initiative for a local nonprofit that resulted in total donations of \$1,500

August 2010 – Present Associate
Good Product Laboratories LLC, Livonia, MI

- Created and implemented new tracking report for monthly expenses
- Submit monthly sales reports to senior management
- Process monetary transactions with highest rate of accuracy among all associates
- Educate store employees on new products

April 2009 – August 2010 Waitress
Alice's Restaurant, Dearborn, MI

- Tallied daily sales totals and receipts; maintained 100% accuracy

Honors & Activities

Fall, Winter 2010 Dean's list
Winter 2011 Stellar Student Scholarship recipient

Skills

- Technical: MS Office with extensive knowledge in Excel, proficient in QuickBooks
- Language: Fluent in French

Sample #5: Reverse chronological format résumé, full time

Careena Planning

5201 Cass Avenue, Detroit, MI 48202
bizcareers@wayne.edu | 313-577-4781

Summary An enthusiastic sales professional with 3 years of experience in sales and client relations

Accomplishments

- Generated more than \$100,000 by building relationships with senior corporate executives which led to two new corporate training contracts
- Uncovered and collected \$75,000 in unrecognized revenue from training services performed prior to my tenure
- Exceeded department's forecasted revenue by 13% in 2008 and 15% in 2009
- Saved Training Experts approximately \$4,500 annually by automating student completion records through creating an MS Excel macro program
- Reduced communication costs by \$2,500 within 6 months by cutting unnecessary costs and finding cost-effective alternatives

Work Experience

Training Experts Detroit, MI May 2009 – Present

Account Executive, Onsite Computer and Technology Training

- Promote training services to corporations by cold calling regional training representatives
- Organize and network with prospective clients at national trade shows; secured 12 new accounts in 2 months
- Create marketing campaigns and manage direct mail promotions; increased training session attendance 25%
- Negotiate with suppliers to enhance profitability
- Leverage existing relationships and qualify customers for upsell opportunities
- Manage logistics of onsite training for over 15 different corporate locations

Training Experts Detroit, MI September 2008 – December 2008

Business Analyst Intern

- Networked independently with new corporate client and established special sales opportunity; only intern ever to acquire new corporate client
- Utilized QuickBooks to process all accounts receivable, invoicing and billing
- Contacted students to collect payments
- Worked with financial advisors to resolve problems with the student tuition approval process
- Developed a database to capture student data for course forecasting and target market analysis

Education

Wayne State University, Detroit MI May 2009

Bachelor of Science in Business Administration, Major: Marketing, GPA 3.7

Presidential Scholarship Recipient, Full Tuition Scholarship

Computer Skills Web design, Adobe Photoshop, Microsoft Word, PowerPoint, Excel Macros



Sample #6: Reverse chronological format résumé, full time

Andrea Logistics

5201 Cass Avenue, Detroit, MI 48202

313-577-4781

bizcareers@wayne.edu

Objective:

To obtain the Purchasing Analyst position with ABC Company

Education:

Wayne State University, Detroit, MI

Expected May 2011

Bachelor of Science in Business Administration GPA: 3.36

Major: Global Supply Chain Management

Work Experience:

XYZ Building Supply, Redford, MI

June 2010 – Present

Manager Trainee

- Assist in all store operations: purchasing, personnel management, customer relations and planning
- Track sales and deliveries; increased accuracy of cycle counts through correct billing, loading and receiving
- Trained in contracts and price negotiation, distribution, expense control, loss prevention, material handling, sales management, and manufacturing process

Home Builder's Corporation, Allen Park, MI

February 2010 – May 2010

Customer Service Customer Service Associate

- Participated in cycle counts and price audits
- Assisted with inventory shrinkage and loss prevention
- Provided customers with knowledgeable and prompt assistance

Kohl's, Canton, MI

March 2009 – January 2010

Point of Sales

- Trained new staff on company policies and procedures
- Processed monetary and sales transactions
- Monitored and updated stock levels as needed
- Tracked and recorded all special sales and payments

Volunteer Work:

Green Kitchen, Dearborn, MI

January 2010 – Present

- Organized finances and developed the budget for center renovation
- Coordinated and managed team in related work assignments

Sample #7: Reverse chronological format, MBA

Shane Business

740 McKinley, Plymouth, MI 48170

Phone: (248) 755-9285

Email: mail@wayne.edu

Summary

- More than five years of broad-based management experience, including operations, analysis, budgeting, and process improvement
 - Demonstrated track record of managing multiple projects and providing quality, on-time deliverables
-

Professional Experience

Division Team Manager (2009 – Present)

ABC Corporation, Detroit, MI

- Manage team consisting of 17 employees for the Michigan division
- Supervise daily functions in purchasing, estimating, budget adherence, drafting and construction for 11 projects throughout Michigan
- Reduced direct costs 5.2% in 2007 (2.8 million dollars of annual savings over 437 housing starts)

Purchasing Manager (2006 – 2009)

Emeril & Mozart, Ypsilanti, MI

- Developed and implemented marketing campaigns to increase product visibility
- Secured accounts with four international companies
- Established, maintained and improved client relationships with vendors, wholesalers & retailers
- Utilized corporate software to track purchasing trends within major accounts
- Negotiated all contract pricing with vendors and suppliers and resolved vendor payable disputes

Financial Consultant (2004 – 2006)

Morgan Stanley, Troy, MI

- Consulted with high net worth individuals and businesses regarding investment portfolios
- Determined appropriate performance benchmarks and risk tolerance
- Developed ideal portfolio model and determined asset allocation
- Assisted clients with prioritization of goals and objectives

Assistant Project Manager (2002 – 2004)

Intern (2001 – 2002)

ABC Builders, Romeo, MI

- Selected by upper management to oversee \$1.2 million of residential construction
 - Interacted closely with contractors, suppliers, architects, city inspectors and staff personnel
 - Interviewed, evaluated and hired new employees
-

Education

Wayne State University Mike Ilitch School of Business, Detroit, MI

- Master of Business Administration, December 2008
- Bachelor of Arts in Business Administration, May 2002

Certifications/Licenses

- National Association of Securities Dealers (NASD) Series 7 Certification
- Registered Investment Advisor NASD Series 66

Skills & Achievements

- Foreign Languages: German

Sample #8: Combination format résumé, full time

Linda Wayne
5201 Cass Ave
Detroit, MI, 48202
313-577-4781 lindawayne@wayne.edu

OBJECTIVE

To utilize the skills learned through professional experience and college in a financial analyst position

PROFESSIONAL QUALIFICATIONS

- Experience in preparing investment summary reports detailing industry averages, risk analysis, and projected financial performance for prospective investors
- Demonstrated efficiency in managing multiple projects and providing desired results
- Implemented new process to analyze sales statements and financial documents which led to monthly savings of \$15,000

Finance

Developed a detailed financial plan for start up business and calculated net present value
Forecasted future financial margins and growth opportunities for the company
Compiled fundamental studies of futures, options, bond, and differentiated long and short hedge markets
Computed costs to carry relationships for future prices

Management

Supervised a sales staff of 8 and trained all new sales employees
Recognized by supervisors as detailed oriented and hard working in the office setting
Planned and organized efficient use of supplies and budget

EXPERIENCE

XYZ Company, Troy, MI

Sr. Account Executive

2009-Present

Developed presentations and won several accounts that brought in a revenue of \$50,000

Acted as a liaison between client and the company to come up with proper budget allocation and better customer service

Researched product costs & negotiated prices with vendors

Organized and generated sponsorships for numerous social awareness programs that promoted the company

Wayne Incorporated, Detroit, MI

2007-2009

Account Executive

Provided product knowledge expertise to potential clients in Michigan; grew client base by 200% in two years

Successfully received referrals and direct business from upper management

Oversaw entire sales cycle resulting in more closed sales and less client issues

EDUCATION

Wayne State University, Detroit, MI

Master of Business Administration, GPA 3.75

December 2010

Bachelor of Science in Business Administration, Major: Finance, GPA 3.5

Dec 2007

Curriculum vitae

Commonly referred to as a CV, a curriculum vitae is the primary job search document for those who are interested in pursuing a career in academia (such as a university faculty position), scientific research, or a job outside of the United States.

Similar to a résumé, a CV is a summary of your academic and work experience. Both a résumé and CV contain your name, contact information, education, work experience, honors and awards and skills sections, and a CV is written in the same format as a résumé, including section headers, bullets, dates and short phrases that begin with action verbs to describe your experience.

How does a curriculum vitae differ from a résumé?

A CV contains information that is not included in a résumé, such as:

- A research section that includes a summary of your research conducted, such as hypotheses, overview of your method, and findings
- A publications and presentations section that includes a citation of all of your research and academic papers that have appeared in journals and professional publications or that you presented at professional conferences and meetings, cited in the appropriate professional format (e.g., APA, MLA)
- Personal information, such as nationality, gender and date of birth. Keep in mind this **personal information should only be included when job searching outside of the United States**, and you are encouraged to check with the employer to see what information they want.

In addition, the format is slightly different. A CV is often significantly longer than a résumé, with the shortest CV length typically at three pages.

For more information on CVs, visit:

<http://jobsearch.about.com/cs/curriculumvitae/a/curriculumvitae.htm>

References

At some point during your job search, an employer will request references. Your references should be people you know on a professional level either through work or school; never use a relative or a significant other as your reference. Choose references based on their knowledge of you, not on their prestige.

When providing a list of references, it is best to provide a separate page on which your references are organized in a formal manner. The reference page should list the person's name, title, company/employer, employer location, contact information (email and phone), and relationship to you.

Reference page tips

- Use a consistent format.
 - Your reference page should be on the same paper and in the same font and layout as your cover letter and résumé, creating a consistent look to your application package.
- Include three to four references who can speak to your professional skills and abilities.
 - Examples: supervisors, professors, subordinates, vendors, customers, prior employees, people you have worked with on a volunteer basis, etc.
 - Never include family members or significant others, unless specifically requested.
 - Only list references who are articulate and relatively easy to contact.
- Proofread your reference page carefully.
 - Spell the person's name, job title and company correctly. Also make sure their contact information, company and position are up to date.
- Unless requested, do not attach your reference page when you first submit your résumé.
 - There is no need to include "references available upon request" on your résumé. Employers know you'll provide references if they request them.
- Maintain contact with your references.
 - Speak to your references ahead of time if you know they are going to be contacted by a potential employer. Provide your reference with a copy of your résumé and the job description of the position for which you are applying. The more information you provide, the more accurately your reference can speak to your abilities and qualifications as they relate to the employer or position.
 - Once you have secured a position, let your references know and send a thank you.
- Always send a thank you letter and be careful to not overuse references.

Reference page sample

Shane Business

740 McKinley, Plymouth, MI 48170

Phone: (248) 755-9285

Email: mail@wayne.edu

References

Mr. James Thompson
Executive Manager
ABC Corporation
Detroit, MI
Email: JT234@email.com
Phone: (313) 555-1212
Relationship: Current employer

Ms. Julia Rhodes
Emeril & Mozart
Ypsilanti, MI
Email: jrhodes@emerilmozart.com
Phone: (734) 555-1234
Relationship: Former supervisor

Professor Julius Erving
Professor of Finance
Wayne State University Mike Ilitch School of Business
Detroit, MI
Email: email@wayne.edu
Phone: (313) 577-4781
Relationship: Former instructor

Thank you notes

It is proper etiquette to send a thank you note to a potential employer, a recruiter or interviewer, a reference, or to any other professional with whom you would like to express appreciation for their consideration, time, information shared, or a gift (such as a sponsorship, scholarship donation, etc.).

A thank you note should be sent as soon as possible, ideally within 24 hours. In today's business world where people are frequently traveling or working inconsistent hours or at various locations, an email thank you letter is appropriate, but a neatly handwritten thank you letter offers an added personal touch. If sending a handwritten thank you letter, ensure that you use professional stationery (résumé paper is fine) or a professional thank you card.

Even if you are unsure of what to say in a thank you letter, or if you are sending it out a week late, please keep in mind a personalized and sincere thank you letter is always appreciated.

A thank you letter should contain:

- An expression of gratitude for the service, gift or information given
- A specific reference to the action or object that prompted your thank you letter (i.e. the service, gift or information)
- A specific reference to how you will make use of the gift or information, or why you value what was provided or given

Thank you note sample

Jane Student
1234 Career Rd
Detroit, MI 48202

August 6, 2008

Ronald Hooper
United Calding Inc.
1600 Stremple Blvd.
Detroit, MI 48202

Dear Mr. Hooper:

Thank you for taking the time to interview me on June 3, 2010. I was fascinated by United Calding's product line and customer base, and I remain very interested in the Account Manager position. I believe this opportunity is the perfect for me given my background in retail and customer relations. I hope I demonstrated my ability to perform at or above your expectations. Enclosed please find copies of my references per your request.

Best regards,
Jane Student