

One Stop Career Center

Creating a Professional Resume

Please follow these instructions and check box as you complete instructions:

- ❑ Fill out the worksheets provided in this packet as a way of remembering what you have done that should be included on your resume.
- ❑ Open an e-mail account in the Career Lab (LWH 216) if you do not already have one. Include this address on your resume.
- ❑ Type your information in **Microsoft Word**. **PLEASE DO NOT USE A RESUME WIZARD OR RESUME TEMPLATE!**
- ❑ Use a 1" border around your résumé. Go to FILE and click on PAGE SET-UP)
- ❑ Use one font size only. You may bold headings. Do not use lines, underline or italics. (There are examples of resume formats in this packet.)
- ❑ **Save resume to a 3.5 disk ("A" drive) or "flash drive" as your name: Sarah Jones or Tim Johnson**



Diskette or a Flash Drive

- ❑ Call for an appointment with the One Stop Career Center (205-856-8588) or e-mail, as a **Word attachment** to nbeau@jeffstateonline.com, to have your resume reviewed and proofed.

One Stop Career Center
Jefferson State Community College
Jefferson Campus - 216 Lurleen Wallace Hall
2601 Carson Road
Birmingham, AL 35215

Looking for work? Go to <http://is.jeffstateonline.com/jobbs/jobs.asp>

LATEST NEWS FLASH FOR RESUMES!!

- ❑ Gather the information you will need about your work history.
- ❑ AL is the abbreviation for Alabama.
- ❑ Do not use “I” in your resume, they know it is you.
- ❑ No abbreviations except AL for Alabama
- ❑ Type your information in Microsoft Word. Save resume to a 3.5 formatted disk or flash/thumb drive.
- ❑ PLEASE DO NOT USE A RESUME WIZARD OR RESUME TEMPLATE! You will be unable to change or cut and paste at a later date.
- ❑ Use short phrases with active verbs that emphasize your skills and experience that you have for the position you are seeking. Avoid paragraphs.
- ❑ One page is usually sufficient.
- ❑ Use asterisks * or directional > to emphasize points.
- ❑ Use white, ivory or light gray good stock paper.
- ❑ Only include salary requirements if instructed to do so.
- ❑ Resume should include: Name, address, phone number and e-mail. Next: Objective, skills/qualifications, experience, education, and then work history. Jobs and education are listed in reverse chronological order. List years of employment, city and state. For education, state major and degree received or pursuing, city, and state of educational institution. You may include your GPA if it is stellar.
- ❑ NOTE: The objective should reflect the position or the job you are seeking.
- ❑ Your resume should reflect the skills/qualifications and experience you have for that particular job.
- ❑ References are on a separate page with the same heading and paper as the resume. Do not include with resume unless instructed otherwise.
- ❑ Have at least five (5) people proofread your resume before you send it out.



A word about:

YouTube
FaceBook
MySpace
Bebo
Tag
Friendster
MyYearbook
BlackPlanet

Employers are now searching these websites a part of a background check on you for employment. Be sure to edit anything that may prove embarrassing to you.



SKILLS INVENTORY

What is a skill? Keep in mind any of the widest possible variety of attributes that represent your strengths, your key abilities, the characteristics that give you your greatest potency, the ways in which you tend to be the most successful when dealing with problems, tasks, and other life experiences.

Directions:

1. Circle every skill applicable to you.
2. On a piece of blank paper give as many examples of your using that skill as you possibly can.

administering programs
appraising services
arranging social functions
assembling apparatus
auditing financial records
budgeting expenses
calculating for accuracy
checking for accuracy
classifying records
coaching individuals
collecting money
compiling statistics
confronting other people
constructing buildings
coordinating events
corresponding with others
creating new ideas
deciding uses of money
delegating responsibility
designing data systems
dispensing information
displaying artistic ideas
distributing products
dramatizing ideas or
problems
editing publications
enduring long hours
estimating physical spaces
evaluating programs
evaluating programs
exhibiting plans

handling complaints
handling detail work
imagining new solutions
initiating with strangers
inspecting with strangers
interpreting languages
interviewing people
inventing new ideas
investigating problems
listening to others
locating missing information
managing individuals
managing an organization
measuring boundaries
meeting the public
counseling people
monitoring the progress of others
motivating others
negotiating contracts
operating equipment
organizing people & ideas
planning agendas
planning organizational needs
politicking with others
predicting futures
preparing materials
printing by hand
repeating same procedure
researching in library
reviewing programs
running meetings

selling products
serving individuals
setting up demonstrations
sketching charts of diagrams
sketching charts or diagrams
speaking in public
supervising others
teaching classes
tolerating interruptions
updating files
visualizing new formats
working with precision
writing clear reports
writing for publication
meeting goals

EXAMPLE:

Run monthly meetings for 60 staff members
Investigate and troubleshoot problems with computers and printers
Research mortgages and deeds in library stacks
Audit records covering 250 fifty individuals each month
Supervised 6 staff members at a retail clothing store.
Seven years experience retail sales in fast-food environment
Exceeded monthly sales goals of \$4,000.00 by 13%

WHAT ARE YOUR STRENGTHS?

Here is a checklist of personal strengths that make a critical difference in jobs of various types. First, read each word and check the ones that describe you, as you are now. Then, look back over the list and circle the words that are most highly descriptive of you.

- | | | | |
|----------------|---------------|---------------|-----------------|
| *Academic | *Deliberate | *Independent | *Realistic |
| *Accurate | *Democratic | *Industrious | *Reflective |
| *Adventurous | *Dependable | *Ingenious | *Reliable |
| *Affectionate | *Determined | *Intellectual | *Reserved |
| *Aggressive | *Dignified | *Inventive | *Resourceful |
| *Ambitious | *Discreet | *Kind | *Responsible |
| *Artistic | *Easy going | *Logical | *Self-confident |
| *Assertive | *Emotional | *Loyal | *Sensitive |
| *Businesslike | *Energetic | *Mature | *Serious |
| *Charming | *Enterprising | *Methodical | *Sharp-witted |
| *Cheerful | *Enthusiastic | *Meticulous | *Sincere |
| *Competitive | *Flexible | *Organized | *Sociable |
| *Confident | *Friendly | *Outgoing | *Spontaneous |
| *Conscientious | *Generous | *Patient | *Sympathetic |
| *Conservative | *Gentle | *Poised | *Tactful |
| *Considerate | *Good-natured | *Polite | *Tolerant |
| *Cooperative | *Healthy | *Practical | *Trusting |
| *Courageous | *Helpful | *Precise | *Trustworthy |
| *Creative | *Honest | *Progressive | *Understanding |
| *Curious | *Humorous | *Quick | *Verbal |
| *Daring | *Idealistic | *Quiet | *Versatile |

Remember: An employer will want an affectionate child-care worker, but not an affectionate accountant. **KEEP IT BUSINESS FOCUSED!**

CHECK THE FOLLOWING THAT APPLY TO YOU

- | | |
|---|---|
| <input type="checkbox"/> Type (approx. wpm _____) | <input type="checkbox"/> Accounting Skills |
| <input type="checkbox"/> Computer skills | <input type="checkbox"/> AP/AR Skills |
| <input type="checkbox"/> Knowledge of Windows | <input type="checkbox"/> Record Keeping Skills |
| <input type="checkbox"/> Lotus | <input type="checkbox"/> Payroll Skills |
| <input type="checkbox"/> WordPerfect _____ | <input type="checkbox"/> Medical Terminology |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Legal Terminology |
| <input type="checkbox"/> Access | <input type="checkbox"/> Mechanical Drafting |
| <input type="checkbox"/> Microsoft Office _____ | <input type="checkbox"/> Electrical Engineering |
| <input type="checkbox"/> Microsoft Word/Works | <input type="checkbox"/> Mechanical/Electrical Skills |
| <input type="checkbox"/> Corel | <input type="checkbox"/> Bio Med. Equipment |
| <input type="checkbox"/> Power Point | <input type="checkbox"/> Dispatching |
| <input type="checkbox"/> Desk Top Publisher | <input type="checkbox"/> Able to lift _____ pounds |
| <input type="checkbox"/> Quicken | <input type="checkbox"/> Certified Nursing Assistant |
| <input type="checkbox"/> Microsoft Money | <input type="checkbox"/> Cert. Lis. Practical Nurse |
| <input type="checkbox"/> Knowledge of D-base | <input type="checkbox"/> Registered Nurse |
| <input type="checkbox"/> AutoCAD 12/13 | <input type="checkbox"/> CDL License |
| <input type="checkbox"/> AutoCAD 14 | <input type="checkbox"/> Child Care Skills |
| <input type="checkbox"/> Other software skills (list) _____ | <input type="checkbox"/> Teaching Skills |
| <input type="checkbox"/> Shorthand (wpm _____) | <input type="checkbox"/> Good Telephone Skills |
| <input type="checkbox"/> 10-key (keystrokes _____) | <input type="checkbox"/> Sales/Marketing Skills |
| <input type="checkbox"/> Computer programming skills | <input type="checkbox"/> Maintenance Skills |
| <input type="checkbox"/> Computer Repair Skills | <input type="checkbox"/> Cashier Experience |
| <input type="checkbox"/> Cobol | <input type="checkbox"/> Work Without Supervision |
| <input type="checkbox"/> Visual Basic | <input type="checkbox"/> Like To Work Alone |
| <input type="checkbox"/> Pascal | <input type="checkbox"/> Good Time Management Skills |
| <input type="checkbox"/> C++ | <input type="checkbox"/> Law Enforcement Skills |
| <input type="checkbox"/> QBasic | <input type="checkbox"/> Teller/Banking Experience |
| <input type="checkbox"/> JAVA | <input type="checkbox"/> Good Written Skills |
| <input type="checkbox"/> Peachtree | <input type="checkbox"/> Problem Solver |
| <input type="checkbox"/> Foreign Language(s) _____ | <input type="checkbox"/> Other _____ |

Skills, abilities and strengths that employers are looking for in an employee

Consider which you presently have and which you need to work on.

SKILL	HAVE NOW	WANT TO IMPROVE
Analytical and problem solving skills in effective use of available resources.		
Appearance: grooming and attire are appropriate for the work environment		
Communication skills: verbal, written and non-verbal		
Completes assignments with accuracy and thoroughness in meeting accepted standards of performance		
Cooperation and interpersonal skills: able to get along with a diverse group of people		
Dependable: follows through with projects, reports, and assignments		
Effective use of resources		
Enthusiasm: in attitude for change, assignments and goals of the company		
Flexibility and adaptability: able to adjust to changing situations and types of work		
Good time management: showing up on time for work, meetings, and meeting deadlines for reports and projects.		
Good work ethic: takes responsibility for work, exhibits diplomacy and tact in work-related relationships		
Honesty and integrity: in reporting of work product, hours worked, company materials, and interaction with co-workers and customers		
Initiative: do what is required without being told, initiates action within own area of responsibility		
Job knowledge: understands the overall functions of the job		
Leadership skills: take a lead if no one else will		
Mature behavior in dealing with co-workers and supervisor		
Motivation : shows willingness to go the extra mile for achieving company goals		
Patience		
Physical stamina: able to perform job functions		
Positive attitude		
Results oriented		
Seeks ways to improve job performance-		
Sense of humor		
Sincerity		
Teamwork skills: able to work with and get along with others in the workplace in sharing of workload and developing project		
Willing to learn: adjusts to new situations and types of work		
Work without supervision:		

JOB SKILLS



JOB RELATED:

Specific skills related to what you have learned to do for a job:

Microsoft Word	Keyboarding	Type 70 wpm
Spanish	C++	Visual Basic
Quick Books	AutoCAD 3000	AP/AR
Teller	Cashiering	Sales

TRANSFERABLE:

General skills that can be used in all jobs:

- Problem solving
- Organization
- Team building
- Customer service
- Time management

ADAPTIVE:

Personal characteristics that an employer considers valuable:

- Dependability
- Enthusiasm
- Honesty
- Initiative

Action Words

Use action words to describe job responsibilities on your resume.

Clerical Skills:

Approved
Arranged
Catalogued
Classified
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Communication Skills:

Addressed
Arbitrated
Arranged
Authored
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated

Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translate

Creative Skills:

Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Instituted
Integrated
Invented
Originated
Performed
Planned
Shaped

Financial Skills:

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecasted
Managed

Marketed
Planned
Projected
Researched

Helping Skills:

Assessed
Assisted
Coached
Clarified
Counseled
Demonstrated
Diagnosed
Educated
Facilitated
Familiarized
Guided
Referred
Rehabilitated
Represented

Technical Skills:

Assembled
Built
Calculated
Computed
Designed
Trained
Upgraded
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved

Analyze Ads and Job Descriptions to Identify Key Words

Learning how to analyze the key words that employers provide in help wanted ads and job descriptions is a key in creating a powerful resume. For example, read the ad found for an Accounts Receivable Manager below and see how many key words, phrases, or skill descriptions that it includes.

Accounts Receivable Manager Job Ad

Seeking experienced **A/R Manager** to oversee accounts, manage **billing and collections, train** accounting and clerical staff, develop status reports for **management** and prepare **monthly balance sheets**. B.A. Degree or A.A. Degree with minimum of **2 years experience required**.

Even though this ad is small, it contains 12-13 key words or phrases that should be addressed in a resume. One can also use key words from an ad like this to create headings for a resume such as:

Key word skill headings:

- Management of A/R Accounts
- Billing and Collections
- Supervision of Accounting and Administrative Staff
- Balance Sheet and Management Status

Other information that must be included in the resume to grab attention:

- Three years experience
- A.A. Degree in Office Management

Use quantifiers and action verbs to explain what you did on the job:

Before:

Maintained records for accounts receivable and accounts payable.

After:

Managed over 1,000 receivable and payable accounts worth over \$1.2 M, working directly in support of the Chief Financial Officer

Include computer software, languages, and systems, not just “computer skills.”

Before:

Great computer skills

After:

Software: Microsoft Word, PowerPoint, PhotoShop, QuarkXPress, and Adobe Acrobat.
Systems: Apple, IBM, and UNIX
Languages: C++, Cobol, HTML, and Perl

DATE: _____

RESUME WORKSHEET

Use this worksheet to **narrow** your information to enter into your resume.

HIGH SCHOOL ATTENDED _____

CITY/STATE _____ LAST GRADE _____ DID YOU GRADUATE? _____

IF YES, WHEN? MONTH _____ YEAR _____ IF NO, GED? IF YES, WHEN? MONTH _____ YEAR _____

COLLEGE: _____

CITY/STATE: _____

MAJOR: _____ TYPE OF DEGREE _____ DATE GRADUATED _____

OTHER TRAINING/SCHOOLS/COLLEGE _____

MILITARY TRAINING: Yes ___ No ___ If yes, dates enlisted & discharged _____

BRANCH OF SERVICE _____

TRAINING: _____

DO YOU PLAN TO FURTHER YOUR EDUCATION? _____ YES _____ NO IF YES,

WHERE? _____

TYPE OF MAJOR OR COURSE OF STUDY _____

TYPE OF JOB YOU ARE SEEKING _____

DAYS/HOURS AVAILABLE TO WORK _____

LIST SPECIFIC JOB SKILLS: Access, Excel, multi-line phone system, hand splints, give injections, CAD, Java

LIST EXPERIENCE: Example: WEEKLY OR MONTHLY REVENUES GENERATED, INCREASED SALES/PROFIT BY ___%, CREATED AND SUPERVISED PROGRAMS FOR 35 YOUTH, DEVELOPED DATA BASE FOR MANAGING HOURS-WORKED FOR ATHELETIC DEPARTMENT.

PERSONAL STRENGTHS AND ABILITIES: (SEE PAGES 3 AND 4)

VOLUNTEER/COMMUNITY SERVICE/AWARDS:

WORK HISTORY: {Volunteer, internships, camp, summer/camp/ holiday/vacation or paid jobs}: Begin with most recent & work back in time. MAKE COPIES IF YOU NEED MORE SPACE.

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

EMPLOYER _____ CITY/STATE _____

POSITION _____ From ____/____/____ to ____/____/____

DUTIES _____

WORKSHEET SHEET for Resume- Use this worksheet to narrow your information for your resume

NAME _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
HOME PHONE (_____) _____ WORK PHONE (_____) _____
E-mail _____

OBJECTIVE: _____

A specific job for a specific company (see page 9)

SKILLS/ABILITIES: (**WORK RELATED-** what you can best do that applies to the above job)

_____	_____
_____	_____
_____	_____
_____	_____

EXPERIENCE/CAPABILITIES: (**WORK RELATED-**duties and accomplishments you performed or achieved in your previous or current job and things that you can do in the above related job.)

Include amounts, numbers, percentage of increase, how many, how much, be specific

WORK HISTORY: (Will need as many entries as jobs you've had that relate to the above objective)

Month/Yr to **COMPANY, CITY, STATE** _____
Month/yr **TITLE OF JOB** _____
Brief description of duties and responsibilities _____

Month/Yr to **COMPANY, CITY, STATE** _____
Month/yr **TITLE OF JOB** _____
Brief description of duties and responsibilities _____

Month/Yr to **COMPANY, CITY, STATE** _____
Month/yr **TITLE OF JOB** _____
Brief description of duties and responsibilities _____

EDUCATION: SCHOOL/COLLEGE, CITY, STATE _____
MAJOR COURSE OF STUDY, GRADUATION DATE (Month/year) _____

AWARDS/HONORS/LICENSES:

CLUBS _____
ACTIVITIES _____
AWARDS OR HONORS _____
ANY SPECIAL LICENSE OR CERTIFICATION _____

WORK SHEET FOR REFERENCES

(Heading will be the same as your resume)

YOUR NAME _____

YOUR ADDRESS _____

YOUR CITY/STATE/ZIP CODE _____

YOUR AREA CODE/TELEPHONE NUMBERS

HOME (_____) _____ **WORK** (_____) _____

NOTE: You will need a minimum of three. Get their permission to use them as a reference and get DAYTIME telephone numbers.

1. NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

TELEPHONE(S) (_____) _____ (_____) _____

2. NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

TELEPHONE(S) (_____) _____ (_____) _____

3. NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

TELEPHONE(S) (_____) _____ (_____) _____

4. NAME _____

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

TELEPHONE(S) (_____) _____ (_____) _____

Sample Combination Resume (**Recommended**)

Terry A. Example
123 Cherry Lane
Lancaster, PA 11223
(123) 456-7890
tex@aol.com

OBJECTIVE: To obtain a position as a Customer Service Representative with XYZ Co., Inc.

SKILLS:

Customer Service	Data Entry	Type 35 wpm
Order Processing	Sales	Problem Solving
Cash Handling	Microsoft Word	PowerPoint

EXPERIENCE:

- > Performed all aspects of customer service in a face-to-face retail environment which generated weekly sales of \$6500.00, a 13% increase over company goal
- > Sold/up sold products and services in both retail and food establishments.
- > Demonstrated ability to solve problems, promote public relations and accurately complete administrative reports and tasks, including cash handling, customer returns and store credits.
- > Trained seventeen new employees in cashiering, customer service, and administrative tasks.
- > Handled 300+ customers on daily basis.
- > Processed 50-60 incoming sales calls daily

EDUCATION:

May 2004 Jefferson State Community College, Birmingham, AL
Certificate: Call Center/Customer Service Training Program

May 1998 Central Alabama Community College, Titusville, AL
Major: Office Administration

EMPLOYMENT:

- > J.C. Penney Inc., Birmingham, AL, 5/99 - Present
Sales Associate
- > J Alexander's, Hoover, AL, 11/98 – 5/99
Server/Hostess
- > McDonalds Restaurant, Titusville, AL, 1/98 – 11/98
Sales Associate

AWARDS/VOLUNTEER SERVICE:

2001 United Way Telephone Volunteer
2000 YWCA Summer reading Camp Volunteer
12/1999 Employee of the Year, J.C. Penny Inc., Birmingham, AL

Sample Functional Resume (**Favored**)

Terry A. Example
123 Cherry Lane
Lancaster, PA 11223
(123) 456-7890
tex@aol.com

OBJECTIVE: To obtain a position as a Customer Service Representative with XYZ Co., Inc.

RELEVANT SKILLS:

Customer Service	Data Entry	Type 35 wpm
Order Processing	Sales	Problem Solving
Cash Handling	PowerPoint	Microsoft Word

CAPABILITIES:

Customer Service:

Performed all aspects of customer service in a face-to-face retail environment.
Sold/up sold products and services in both retail and food establishments.
Demonstrated ability to solve problems, promote public relations and accurately complete administrative reports and tasks, including cash handling, customer returns and store credits.
Trained seventeen new employees in cashiering, customer service, and administrative tasks.
Handled high volume of customers.

Computers: MSWord, PowerPoint, Outlook Express, Access, Excel, and Internet Explorer

Telephone Sales:

Processed 50-60 incoming sales calls daily and generated \$6500.00 weekly in sales exceeding the company goal by 13%.
Created a database in Access for tracking telephone sales

EDUCATION:

May 2002 Jefferson State Community College, Birmingham, AL
Certificate: Call Center/Customer Service Training Program

May 1998 Central Alabama Community College, Titusville, AL
Major: Office Administration

WORK HISTORY:

J.C. Penney Inc., Birmingham, AL, 5/99 - Present
Sales Associate

J Alexander's, Hoover, AL, 11/98 – 5/99
Server/Hostess

McDonalds Restaurant, Titusville, AL, 1/98 – 11/98
Sales Associate

AWARDS:

2001 United Way Telephone Volunteer
2000 YWCA Summer reading Camp Volunteer
12/1999 Employee of the Year, J.C. Penny Inc., Birmingham, AL

Sample Chronological Resume (**Falling Out of Favor**)

Terry A. Example

123 Cherry Lane
Lancaster, PA 11223
(123) 456-7890
tex@aol.com

OBJECTIVE: To obtain a position as a Customer Service Representative with XYZ Co., Inc.

SKILLS:

Customer Service	Data Entry	Type 35 wpm
Order Processing	Sales	Problem Solving
Cash Handling	Power Point	Microsoft Word

EDUCATION:

May 2002 Jefferson State Community College, Birmingham, AL
Certificate: Call Center/Customer Service Training Program

May 1998 Central Alabama Community College, Titusville, AL
Major: Office Administration

RELATED JOB EXPERIENCE:

May 2000 - Present

Sales Associate, J.C. Penney Inc., Birmingham, AL

- * Greeted 250-300 customers per day and promoted product lines in multiple departments within retail store.
- * Sold average of \$20,000 per month in retail sales.
- * Processed an average of 200 orders per day including customer.

November 1998 - May 1999

Server/Hostess, J Alexander's, Hoover, AL

- * Conducted both opening and closing operations for restaurant.
- * Provided customer service assistance to patron of the restaurant.
- * Trained new employees in cashiering, customer service, and serving procedures.

January 1998 - November 1998

Sales Associate. McDonalds Restaurant, Titusville, AL

- * Greeted customers and provided customer service to patrons of the restaurant..
- * Handled cash transactions and balanced the daily till to the penny.
- * Responded to customer complaints to customer satisfaction.

AWARDS:

2001 United Way Telephone Volunteer
2000 YWCA Summer reading Camp Volunteer
12/1999 Employee of the Year, J.C. Penny Inc., Birmingham, AL

GUIDELINES FOR THE COVER LETTER

The best cover letters are addressed to a particular person by name and are short and to the point.

PARAGRAPH 1. WHO ARE YOU AND WHAT DO YOU WANT

In your initial paragraph, state the reason for the letter, name the specific position or type of work for which you are applying, and indicate from which resource (college career center, new medium, friend, or employment service) you learned of the opening.

PARAGRAPH 2: HOW YOU CAN BENEFIT THE EMPLOYER

Indicate why you are interested in the position, the company, its products or services—above all, what you can do for the employer. If you're a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have some practical work experience, point out your specific achievements or unique appropriate educational background and work experience. That's a plus. Try not to repeat the same information the reader will find in the resume. However, do refer the reader to the enclosed resume or application form, which summarizes your qualification, training, and experience, or whatever medium you may be using to present yourself.

PARAGRAPH 3: THE CALL FOR ACTION

In the closing paragraph, indicate your desire for a personal interview and your flexibility as to time and place. Repeat your phone number in the letter and offer any assistance to help in a speedy response.

Finally don't forget to thank the reader for reviewing your letter and resume.

HAVE a crisp ending like this:

“Thank you for your time.”

Sincerely,

(your name)

Leave space to write your signature.

For your cover letters, use paper that matches your resume. It should be typed with no mistake, erasures, or whiteout.

DO include your telephone number, e-mail and message number in your return address. It makes it easy and convenient for employers to respond immediately.

DO NOT tell the employer something they already know—like this: “In today's highly competitive world, product quality and customer service is extremely important.”

Of course, that is true, but they certainly do not want to hear it from an applicant.



One Stop Career Center



SAMPLE COVER LETTER

May 10, 2004

2602 Carson Road (your address)
Birmingham, AL 35215
(205) 653-1200 (your phone number)
jcarson@aol.com (your e-mail address)

John Smith (the specific person you are mailing the letter to)
A.B.C. Company (company name)
P. O. Box 1200 (company address)
Birmingham, AL 35111

Dear Mr. Smith:

I am responding to the announcement posted at Jefferson State Community College's One Stop Career Center that the A.B.C. Company is expanding their office staff. I am glad to know about your expansion plans.

As a graduate of Jefferson State Community College with a degree in accounting and over two years of working experience, I have gained an understanding in all phases of bookkeeping. In addition to payroll, income tax preparation, accounts payable and receivable, I have computer and other clerical skills.

With my knowledge in these areas, I am sure that I would make a contribution to your expanding organization. I would like to meet with you to discuss my academic and work background. I am available on Tuesdays or Thursdays for an interview. You may contact me by phone after 3:00 p.m. every day or by e-mail at anytime.

Thank you for your time.

Sincerely,

Jean Carson [sign your name]

Jean Carson



One Stop Career Center

Call 205-856-8588 if you have any questions.

