

The background of the slide is a photograph of a large, classical-style building with a portico supported by white columns. The building is partially obscured by trees with green and yellowing leaves, suggesting an autumn setting. The right side of the image is faded into a white background where the text is located.

Career Services Overview

Resumes & Cover Letters

February 2020

How We Can Help You Reach Your Own Success

- Conversations about majors and careers
- Document reviews (resume, cover letters, and personal statements) - Stop by drop-in hours!
- Teacher certification information
- Opportunities to connect with employers (local, New York State, and nationwide) and graduate schools
- Internship assistance
- Student Employment Services
- Volunteer opportunities
- Job search



Importance of Articulating Soft Skills



National Association of Colleges and Employers (NACE)

Career readiness is “attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.”

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Resume Writing

format, content, audience



What is a Resume?

- A resume is a brief document that highlights your experiences and accomplishments.
- It gives potential employers a snapshot of what makes you unique and how your experiences fit the position.
- The purpose of the document is to secure an interview.
- The following slides offer some examples

Blaze R. Dragon

Career Services, B-5 Van Hoesen Hall, Cortland, NY 13045
(607) 753-4715 • career.services@cortland.edu

EDUCATION: (Once you are in college, there is no need to include high school)
State University of New York College at Cortland, Cortland, NY
Bachelor of Arts/Science in _____, Expected Month (or Semester) Year
GPA: XX/4.0

Study Abroad Experience can be included here too!

EXPERIENCE:

Organization Name, City, State

Position Title, Dates

- There can be more than one section! A common option is creating a "Relevant Experience" section and an "Additional Experience" section. Other potential sections can include "Internships", "Projects", "Teaching Experience", or "Volunteer Work". Each section can be a mix of paid and unpaid experience.
- Within each section, you want to have experiences in reverse chronological order; most recent experience first and work backwards.
- Take off high school experiences before sophomore year unless directly related.
- For each of your experiences, include 2-5 bullet points. Highlight accomplishments from each experience and skills used.

Organization Name, City, State

Position Title, Dates

- Start each of your bullet points with a strong action verb; this includes verbs such as "collaborated", "created", "taught", and "implemented" versus passive verbs including "assisted" and "worked". Use past or present tense. For a complete list, visit Career Services.
- Quantify when you can. Use actual numbers including dollars, people worked with, percentages, etc.
- Ensure that you highlight some of your transferrable skills including communication skills, teamwork, and organizational skills. These skills are important to employers too!

EXTRACURRICULAR ACTIVITIES:

Include clubs you are involved with, especially if you have executive board positions.

HONORS/AWARDS/ACHIEVEMENTS:

Include awards/honors related to academics, athletics, community, employers, clubs, etc.

SKILLS:

Include technical skills such as foreign languages, computer programs (i.e. Microsoft Office), trainings, and certifications.

Ramon E. Resume

Cortland, NY

(999) 999-9999

myemail@cortland.edu

EDUCATION

- Bachelor of Arts in English** 05/2018
State University of New York at Cortland, Cortland, NY
- GPA: 3.21, Dean's List
 - Related Coursework: Literature and Culture, Major Authors: Milton, Critical Perspectives of Literature, Critical Writing

PROFESSIONAL EXPERIENCE

- Resident Assistant, SUNY Cortland Department of Residence Life, Cortland, NY** 08/2016 – Present
- Supervise the health and well-being of 30 residents in a hall
 - Create an inclusive environment for a diverse campus population by building rapport and providing support and resources
 - Develop and implement educational programs to promote intellectual and personal growth of residents on topics such as Financial Aid and First Generation Students and Transgender issues
 - Complete managerial and administrative tasks including health and safety checks
 - Enforce student conduct based on University and Residence Life policies
 - Submit incident reports regarding student misconduct within the residence hall
 - Communicate maintenance requests in buildings and work with facilities staff to ensure a safe and sustainable living environment
- Teachers Assistant, Office of Advisement and Transition: COR 101** 08/2016 – Present
- Develop and facilitate presentation that focused on developing critical thinking skills, interpersonal skills, and diversity and inclusion
 - Assist faculty members with classroom instruction, exams, record keeping, and other miscellaneous projects
 - Collaborate with the professor in developing courses and facilitation of in-class activities
 - Maintain weekly office hours to communicate in person with students as needed
 - Receive and promptly respond to student inquiries regarding grades, assignments, attendance, and course material
- Salad Bar Server, Auxiliary Services Corporate, Cortland NY** 08/2017 – 03/2018
- Coordinated and communicated with each food station in order to provide assistance in different areas as needed
 - Supervised dining room to ensure diners are satisfied with food and service, while responding to additional requests
 - Cleaned and sanitized workstations and equipment following all client and regulatory rules and procedures

COMPUTER SKILLS

Proficient using Microsoft Office Suite: Word, Excel, PowerPoint, Adobe Photoshop

ACADEMIC ACHIEVEMENTS

Member, National Society of Leadership and Success 2016 - Present

Caree R. Services

email@cortland.edu · Cortland, NY · (555) 555-5155

Portfolio: myportfolio.wix.com · LinkedIn: [linkedin.com/in/myname](https://www.linkedin.com/in/myname)

Education

Dual Major: Bachelor of Science in Literature and Philosophy, GPA 3.52/4. December 2016
State University of New York at Cortland, Cortland, NY

- Honors Scholar Distinction, University Research Scholar Distinction b.hapeman_27@yahoo.com
- Relevant Coursework: Appalachian Literature, Philosophy of Human Rights, Social and Political Philosophy, The English Language and the Teaching of Writing
- Study Abroad: British Literature and Language, King's College, London, England

Research and Presentations

"The Great Depression's Impact on New York's Elementary and Secondary Education." April 2014
Undergraduate Research

- Researched and analyzed the economic factors related to the 1930's growth and development of public and private education in New York City, New York
- Presented at the New York Undergraduate Research Symposium on May 2014

"Effective Reflection in the Classroom." Presentation November 2013
ACME Conference at Amherst College, Amherst, MA

- Identified and summarized the reflective teaching strategies practiced by four schools recognized as the leaders in reflective curriculum
- Recommended a series of strategies to implement reflection practices into classroom curriculum

Employment Experience

Server, Brix Pub&Grub, Cortland, NY June 2015-present

- Serve food and drinks, ensure dining room cleanliness and manage orders and reservation requests in a fast-paced environment serving up to 75 customers per hour

Cashier, Tops, Cortland, NY May 2013-September 2014

- Assisted hundreds of daily customers by answering questions and processing sales transactions
- Cleaned the store and restocked merchandise ensuring a satisfactory shopping experience

Community Service Experience

Volunteer, Cortland YWCA May 2012-May 2013

- Mentor children ages 5-14 in homework needs and educational activities
- Oversee weekly gymnastics classes for children ages 6-9

Volunteer Teacher, Thompkins Learning Partners, Ithaca, NY February 2011-May 2012

- Taught literacy skills to adult students weekly, helping with reading, math, and developing computer skills

Volunteer Packager, Catholic Charities, Cortland, NY October 2010-May 2011

- Packed and organized meals for delivery to hundreds of local families
- Advertised and co-coordinated registration of 475 people for the annual Blue Jean Ball event, raising over \$4,000 in charitable donations



Formatting

- Your resume should look professional and be error-free.
- Resumes are 1-2 FULL pages.
- Utilize your space!
- Use 10.5-12 size font.
- Make sure you have appropriate margins (generally .5”- 1”).
- Templates have limits – hard to “grow with you” and they are difficult to edit.
- There should be consistency throughout the entire document.
 - E.g. headings, dates, punctuation, bolding.



Heading and Contact Information

- Your name should be bolded and slightly larger than the rest of the font on the document.
- You can use either your home address, school address, or neither.
- Include phone number and email address.
 - Use an appropriate email address!
 - Use your cortland.edu email or one with your name in it.
 - Make sure your voicemail is professional and do not use callback tones.
- You can also include your LinkedIn URL if you choose.

Objectives and Profiles

- Objectives:
 - One sentence statement that briefly shows a **SPECIFIC** employer what you can do for them.
 - Can use the job description for skills and experiences.
 - Example: To obtain a position as a Graduate Assistant with Recreational Sports to utilize experience in leadership, managing a budget, and event planning.
- Profiles:
 - Highlight your relevant skills and experiences in a few quick bullets.
 - Example:
 - Committed to creating a classroom atmosphere that is stimulating and encouraging to students.
 - Superior interpersonal and communication skills to foster meaningful relationships with clients.
 - Aptitude to remain flexible, ensuring that every child's learning styles and abilities are addressed.
 - Demonstrated digital communications abilities.
 - Use short phrases to highlight your strongest skill sets....

Education

- Reverse chronological order - most recent school first.
- After sophomore year of college, do not include information from high school on your resume.
- Include other colleges/ universities **if received a degree**.
- Cortland → State University of New York College at Cortland.
- Spell out degree name: Bachelor of Arts/ Bachelor of Science
- Include GPA over a 3.0; can be overall or major GPA.
- Honors:
 - Honor societies, awards, competitive scholarships.
 - One or two awards can go in this category, i.e. Dean's List.
 - If more than 1 or 2, create honors section.





Education (Cont.)

Formatting Cortland:

State University of New York College at Cortland, Cortland, NY

Bachelor of Science, Psychology, Expected May 2020

Minor in Spanish

GPA: 3.55/4.0

Formatting an Associate's Degree

Westchester Community College, Valhalla, NY

Associate of Arts, Liberal Arts, May 2018

GPA: 3.2/4.0



Experience

- The most important sections! It shows what you have done and highlights your skill sets.
- There should be more than one section, not just "Experience."
- Employment, internships, volunteer work, clinical experiences, research, leadership, extracurricular activities professional affiliations, etc.
- One recommendation: "Relevant Experience" and "Additional Experience" sections.
- Highlight the most relevant experiences for the particular position.
- We use bullet points to talk about accomplishments.



Bullet Point Writing for the Win!

- Start bullet points with a strong action verb rather than a passive one.
 - E.g. attained, collaborated, organized
versus
 - assisted, helped, worked
- Never use I. Your bullet point can be thought of as an imaginary “I”.
- Quantify:
 - Numbers and amounts should be used in describing results; they pop out on the page.
 - E.g. working with a certain number of people, fundraising a certain amount of money
- Resulting in statements...
 - Organized a fundraiser resulting in \$1000 to donate to cancer research.
- Avoid using the phrases “duties include...” and “responsible for....”.

Sample Bullets for Jobs

Auxiliary Services Corporation (ASC), Cortland, NY

Dining Hall Student Employee, May 2018 – April 2020

- Coordinated and communicated with each food station in order to provide assistance in different areas as needed.
- Trained five new staff members in procedures and policies to ensure positive customer dining experience.
- Cleaned and sanitized workstations and equipment following all client and regulatory rules and procedures.

SUNY Cortland Department of Residence Life, Cortland, NY

Resident Assistant, August 2019 - Present

- Supervise the health and well-being of 30 residents in a hall.
- Create an inclusive environment for a diverse campus population by building rapport and providing support and resources.
- Develop and implement educational programs to promote intellectual and personal growth of residents on topics such as Financial Aid and First Generation Students and Transgender issues.
- Complete managerial and administrative tasks including health and safety checks.
- Enforce student conduct based on University and Residence Life policies.
- Submit incident reports regarding student misconduct within the residence hall.
- Communicate maintenance requests in buildings and work with facilities staff to ensure a safe and sustainable living environment.



Additional Sections

Projects:

- Projects show that students can apply information in the classroom to real world scenarios.

Relevant Coursework:

- You can include relevant upper level coursework. This is not a necessary component, but can help enhance the resume, especially if experience does not fit the objective.
- Example- If applying for a job as a coach, include courses such as Sport Psychology and Youth Development Through Recreation.

Skills:

- This includes languages, specialized skills (including certifications), and knowledge of computer programs.
- **DO NOT** include soft skills such as time management, teamwork, good communication skills. These are valuable skills, but should be incorporated under experiences.

Publications:

- If you have done any research that has been published or wrote any other articles, they can be included on the resume as well.

Practice and prepare on your own...

- Think about the question:
What Skills Have I Developed?
 - Think about a job you have had. Write down 3 skills you gained from the position.
 - Are they soft skills and/ or hard skills and how they are important to a future employer?

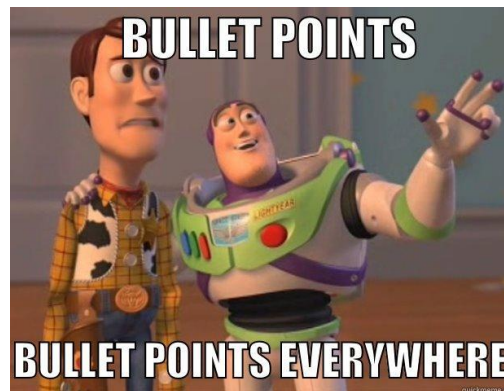


Practice and prepare on your own...

- Writing Bullet Points

Write 3 bullet points based on job skills

- Take those three skills and turn them into bullet points that would be listed on a resume. Remember to start with an action verb or a qualifying adverb.





Cover Letters

format, content, audience



Formatting

- There are many types and styles of letters
- Generally contents will contain-
 - your contact information (or stationery header)
 - Addressee information
 - Salutation
 - Opening paragraph
 - 1-2 body paragraphs
 - Closing paragraph
 - Letter ending and signature

Content

- **Opening:** Concisely state why you are writing and why you are interested in the organization. Include source of advertisement or connection to organization.
- **Body paragraph(s) :** Discuss skills, attributes, and qualifications. Highlight accomplishments. Personalize letter to include information relevant to organization or advertisement. How can you meet organization needs? Include several items. Research organization and job.
- **Closing:** Refer reader to resume or other included application materials for a more detailed description of experience and background. End with enthusiasm and a way to be reached. State future action desired. Be sure to say thank you.



Musts

- Type-written, neat, easy to read, interesting
- Address to an individual (research)
- Check spelling and grammar. Be sure organization of letter makes sense.
- Remember it is about you, but it is more about them... discuss how your skills meet organizational needs and provide specifics.
- Have someone else proofread it!

Cover Letter

Your mailing address

Your phone number

Correct date

Correctly spelled name and title

Organization

Complete address

Dear Person's Name: (Mr./Ms./Dr. _____)

Opening paragraph: The opening paragraph should spark the interest of the employer. State why you are writing and why you are interested in this organization (and refer to any research you have done on the organization to elaborate your interest). State the source of your information (drop a name, mention a personal connection to the organization, location of advertisement, etc.). This paragraph hooks the reader by highlighting specific skills or experiences.

Body paragraph(s): Present skills and achievements that meet the organization's needs. Briefly state your accomplishments, highlighting what you can do for the organization. Discuss skills, personal attributes and unique qualifications. Personalize and target your descriptions to the company, organization, or school district. Two to three skill areas should be sufficient.

Closing paragraph: Refer the reader to your resume for a more detailed description of your experience and background. Note other items that may be included (completed application, writing sample, etc.). This paragraph should also communicate, "Thank you, how you can be reached, and here's what you plan to do next." Briefly reiterate why you are a good match. State that you look forward to discussing your qualifications with them. Also let them know that you will be happy to supply any additional items they may need.

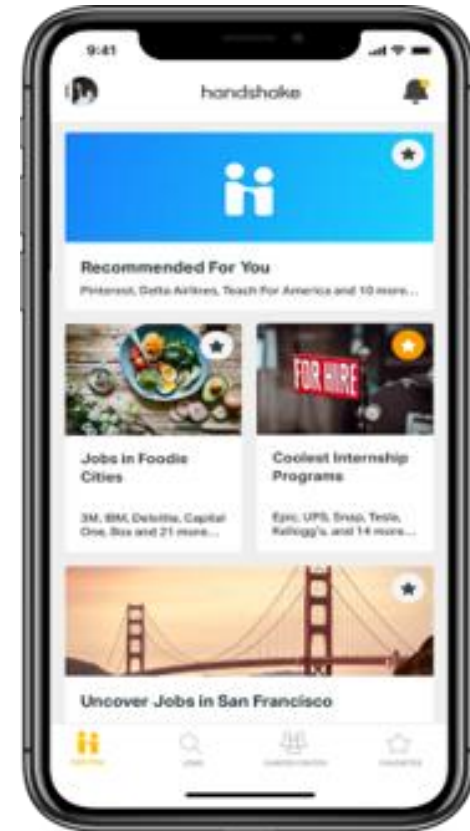
Sincerely,

(Your signature)

Chris Q. Public (Your name typed)

Handshake

- Your job search tool!
- Jobs, internships, networking, volunteer opportunities.
- All students have access. Login with myRedDragon credentials.
It's FREE!
- You can set up appointments.
- cortland.joinhandshake.com



Next Steps

- Contact Career Services! Document review drop-in hours (during fall and spring semesters):
 - Mondays and Thursdays: **1:30 - 3:30 p.m.**
 - Tuesdays: **4:30 - 7 p.m.**
- Scheduling appointments:
 - Handshake!
 - Call 607-753- 4715
 - Stop-in Van Hoesen Hall, Room B-5.

