

Resumes, Cover Letters, and LinkedIn



HOWARD
COMMUNITY
COLLEGE

*Career
Services*

TABLE OF CONTENTS

RESUMES

Resume Guidelines	1
Word Template	2
Chronological Resume Example	3
Technical Resume Example	4
Combination Resume Example	5
Hospitality Resume Example	6
ATS Resumes, Modern Resumes, and Resume Writing Worksheet	7

COVER LETTERS

Cover Letter Format	8
Sample Cover Letter	9

LINKEDIN

LinkedIn Guidelines	10
Using LinkedIn for Your Job Search	11

LINKS TO ADDITIONAL RESOURCES

11

RESUME GUIDELINES

*Sectional headings
centered in all
caps and in bold*

NAME (bolded, all caps)
Address (optional)
Phone Number(s)
Email Address
LinkedIn Address

See [here](#) for best font choices

OBJECTIVE: Specific type of job you are seeking or aspire to (optional). Can be useful when downloading your resume on a job board so the reader will know the type of job you are seeking.

SUMMARY

Summary of your education, experience, and qualifications related to the job you are seeking. Include general transferrable skills or traits (e.g., organizational skills; reliability) with specific skills related to the job can be listed under a skills section. See [How to Write a College Student Resume Summary](#) and [How to Write a Resume Summary Statement](#).

SKILLS

- Key words or technical skills as listed in the job description or that are common to the job you are seeking. See <http://bit.ly/skillslistedbyjob> and/or [O*NET](#) (click on “Find occupations,” type title in search box, and select title to see tabs of required skills and abilities).
- Format as a bulleted list.

EDUCATION

- Title of degree bolded (ex: **Bachelor of Arts, History**), name and city/state of college/university, month and year of completion or expected completion. Courses completed if they are specific to your goal. See samples on pages 3 and 4 for formatting options
- High school diploma is optional but can be helpful if you have high school activities to highlight.

EXPERIENCE

CHRONOLOGICAL FORMAT

- Experience in reverse chronological order.
- **Title**, Name of Employer, City and State, Dates of Employment by month and year or season (e.g., Summer 2018).
- [Action verbs](#) of duties - present tense for current job; past tense for former jobs. See also [O*NET](#).
- Include [accomplishments](#)
- The format preferred by employers.
- See samples, pages 3 & 4.

COMBINATION/FUNCTIONAL FORMAT

- Experience grouped by skill categories, not chronological titles. Employment history in is listed in a separate section.
- Past tense [action verbs](#) action verbs and [accomplishments](#) to describe experience within each category. See also [O*NET](#).
- Helpful when changing careers or re-entering the workforce.
- For sample, see page 5. More info available [here](#).

[Click here for more information on formats](#)

AFFILIATIONS, MEMBERSHIPS OR VOLUNTEER SERVICE (if applicable)

*If resume is 2 pages, use footer
with your name and page x of y*

WORD TEMPLATE

With the guidelines and resources on page 1 in mind, use this Word document as a “template” for formatting and writing your chronological resume.

NAME

City and State

Phone Number

Email Address

Linked Address

OBJECTIVE:

SUMMARY

SKILLS

EXPERIENCE

EDUCATION

AFFILIATIONS/MEMBERSHIPS/VOLUNTEER SERVICE

**CHRONOLOGICAL
RESUME EXAMPLE**

JOHN DOE

Columbia, Maryland

(443) 555-1234

johndoe@yahoo.com

[linkedin.com/in/john-doe00000](https://www.linkedin.com/in/john-doe00000)

OBJECTIVE: Financial Planning Internship

SUMMARY

College student majoring in Business Administration with interests in financial investments and money management. Friendly and approachable with enthusiasm for creating welcoming first impressions on customers in retail settings.

SKILLS

- Numerical aptitude
- Cash handling
- Conversational Spanish
- MS Word and Excel

EDUCATION

Currently pursuing **Associate of Arts degree in Business Administration**, Howard Community College, Columbia, MD. Expected graduation May 2020 with plans to earn Bachelor's degree in Economics.

EXPERIENCE

Cashier, Target, Columbia, Maryland, June 2016 - Present

- Provide professional and friendly customer service to all patrons entering the store.
- Process customers' purchases via cash, checks and credit/debit cards.
- Engage in suggestive selling of Target credit cards.
- Achieved cash award for the highest number of new credit cards opened.

Greeter, Walmart, Catonsville, Maryland, March 2014 - June 2016

- Greeted customers entering the store.
- Directed customers to location of store merchandise.
- Consistently received ratings of 5 out of 5 on surveys for providing exceptional customer service.

HONORS/AFFILIATIONS

- Member, Rouse Honors Scholars Program, Howard Community College, 2018-Present.
- Treasurer, Business Club, Howard Community College, Fall 2018 semester.
- Inductee, National Honor Society, Centennial High School, Junior & Senior years, 2016-2018.

JORDAN JOBSEEKER

Columbia, MD 21042 | 443-555-1212 | jordanjobseeker@gmail.com | www.linkedin.com/jordanjobseeker

SUMMARY

Current Cybersecurity student with work experience in IT and customer service. Excellent communication and interpersonal skills with demonstrated ability to work as part of a team and independently. Proven technical skills in Cybersecurity, Ethical Hacking, Digital Forensics, Network Security, and Quality Assurance.

TECHNICAL SKILLS AND ABILITIES

- **Programming/ Languages:** Java, C, C++, Visual Basic, HTML
- **Databases:** Oracle 8, SQL, MS Access
- **Operating systems:** Windows XP/ 2000
- **Software:** Microsoft Office (MS Word, PowerPoint, Excel, Access)

EDUCATION

Associate of Arts in Cybersecurity, May 2020 GPA: 3.6

Howard Community College, Columbia, MD

- Plan to transfer to University of Maryland for Bachelor of Science in Cybersecurity

Relevant Courses:

- Intro to Network Security Systems
- Intro to Firewalls and Internet Security
- Intro to Intrusion Detection & Prevention
- Intro to Programming with JavaScript
- Intro to Unix and Linux
- Encryption and Secure Communications

Class Projects:

- Developed a payroll software program in C++ and Visual Basic that accurately gathers and calculates hours, rate, and overtime and produces gross pay.
- Used C++ to convert Fahrenheit into Celsius and Celsius into Fahrenheit.
- Designed software that allows a teacher to store student grades in an array and displays the max grade along with the average of the grades.
- Built a relational database in SQL that created tables that allows school administrators to procure student personal information, course schedules, aptitude test scores and teacher table.
- Conducted threat, vulnerability, and risk assessments in Physical and Personnel Security course
- Created and planned a system that allows a company to detect, delay and respond to threats.

EXPERIENCE

IT Intern, Village Park Apartments, Columbia, MD 09/2019 – Present

- Troubleshoot, solve, and repair tenants' connectivity issues.
- Rewire, assemble, and test circuit boards and their components.
- Ensure circuit boards meet state and federal guidelines.

Team Member, Target, Columbia, MD 06/2017 – 08/2019

- Provided efficient and excellent customer service.
- Accurately handled cash and credit card transactions.
- Cross-sold Target credit cards.

HONORS AND ACTIVITIES

Howard Community College:

- Member, Phi Theta Kappa, Alpha Alpha Sigma Chapter 09/2018 - Present
- Vice-President, Student Government Association 02/2018 - Present

ROBIN BYRD

(777) 888-9999

robinbyrd@hotmail.com

[linkedin.com/in/robin-bird0000](https://www.linkedin.com/in/robin-bird0000)

SUMMARY

Human Resources professional with background in business management within varied industries. Recognized for implementing HR policies and benefits that improved organizational outcomes and employee satisfaction.

AREAS OF EXPERTISE

- Online Recruiting
- Benefits Administration
- Compensation
- Staff Development/Training
- HR Policy Development
- Employee Relations

EDUCATION

Bachelor of Arts degree in Business with a concentration in Human Resources
University of Maryland, College Park, MD

May 2000

EXPERIENCE

Human Resources

Managed Human Resources for a business that grew from 50 to 100 employees in five years.

- Developed policies that streamlined the process for getting job vacancies approved for posting, resulting in a reduction in unfilled positions by an average of 25%.
- Negotiated with IT staff to increase visibility of opening on the company's web page and implemented incentive employee referral program. Cut costs for advertising in outside media by 50% in one year.
- Gained approval from senior management for using savings in recruiting costs to increase the benefits budget, thereby improving benefit offerings and increasing staff morale and satisfaction.
- Developed and delivered in-house training and orientation sessions and hired contract trainers.
- Gained reputation for excellence and promoted to HR manager position within 3 years of hire.

Office Administration

Provided sole administrative and clerical assistance to a Human Resources office of a Fortune 500 company.

- Assisted the HR Director with maintaining records of employee relations concerns.
- Revised and improved filing system for confidential personnel files.
- Produced documents on MS Word, developed budget spreadsheets on Excel and designed presentations for executives on PowerPoint.

EMPLOYMENT HISTORY

Human Resources Manager, Association of Bank Executives, Anytown, MD, 2008-Present.

Human Resources Representative, Association of Bank Executives, Anytown, MD, 2005 to 2008.

Office Assistant, Commercial Creditors, Inc., Anytown, Maryland, 2000-2005.

ACTIVITIES

Member, Society of Human Resource Management (SHRM).

Volunteer, Habitat for Humanity, Summers 2005-Present.

**HOSPITALITY RESUME
EXAMPLE**

ROBERT JONES
(443) 555-1212
bjones@somedomain.com

SUMMARY

College graduate with a degree in hospitality management and experience in hotel operations and sales. Active listener and problem solver with a “can-do” attitude for ensuring guest satisfaction. Commended for having a welcoming manner toward all guests and ability to maintain a calm demeanor in stressful situations. Proficiency with MS Office and ability to learn new computer systems.

SKILLS

- Guest services
- Reservation management
- Conflict resolution
- Knowledge of corporate sales
- Conversational Spanish
- Cultural awareness

EDUCATION

Associate of Applied Science, Hotel, Restaurant, and Event Management, Howard Community College, Columbia, MD. Anticipated graduation May 2023. Courses include:

- The Travel and Tourism Industry
- Lodging Management and Operations
- Food/Beverage Management & Service
- Hospitality Purchasing and Cost Control
- Foodservice Safety and Sanitation
- Meetings, Conventions, and Expositions

EXPERIENCE

Hospitality Intern, Marriott Guest Services, Columbia, MD, August 2022-Present

Work under the supervision of hotel manager to gain experience as part of degree requirements.

- Greet, register, and assign rooms to guests.
- Confirm reservations over the phone.
- Review accounts and charges with guests during the check-out process.
- Arrange for room service when requested by guests.
- Attend sales presentations for group events and banquets. Assist with reserving catering and ensuring rooms are prepared and technology is working properly.

Sales Associate, Macy’s, Columbia, MD, June 2019-July 2022

Provide customer service and sales support in the children’s clothing department.

- Processed payments for purchases via cash, credit cards and checks.
- Assisted customers regarding merchandise availability and suggested accessories for customers’ purchases.
- Informed customers about Macy’s credit card toward encouraging them to open an account.
- Consistently met quarterly sales goals of new credit cards.
- Awarded sales employee of the month, January 2022 based on feedback from customers.

Simple, ATS-friendly Resumes:

- <https://www.topresume.com/career-advice/why-a-simple-resume-is-a-successful-resume>
- <https://www.topresume.com/career-advice/ask-amanda-resume-ats-readability>

Modern Resume Samples

- [Canva samples](#)
- [Google Doc Resumes](#)

Resume Writing Worksheet

- <https://www.themuse.com/advice/fill-in-the-blank-resume-worksheet>

COVER LETTERS
See example next page

Center letter vertically on the page

Your Name
Street Address
City, State, Zip Code
Date

Name of person receiving letter
Title
Name of organization
Street address, Suite #
City, State, Zip Code

**If recipient's name cannot
be found, address letter to
Hiring Manager**

Dear Mr. /Ms. (last name):

OPENING PARAGRAPH: State the title of the opening and the source where it was listed. If someone referred you, mention his/her name.

MIDDLE PARAGRAPH(S): Briefly describe how your background is suited to the job requirements and/or the company's needs. Summarize but don't repeat your resume. In this paragraph or a 3rd paragraph indicate why you are interested in the position (e.g., how the position and/or company's product/mission is in line with your career goals). Address any additional issues that were requested in the ad (e.g., salary requirements, availability date). If salary requirement was requested, indicate that it is negotiable and/or that you would be happy to discuss salary after you have had the opportunity to learn more about the position. Otherwise, you can omit any reference to salary.

CLOSING PARAGRAPH: Thank the reader for his/her consideration and give them instructions on how the recipient can contact you.

Sincerely,
Your name

Enclosure(s): if requested

SAMPLE COVER LETTER

Jane Doe
1111 Main Street
Washington, DC 00000
February 1, 2019

Mr. John Jones
Association of Widget Manufacturers (AWM)
1000 Industry Lane
Washington, DC 00000

Dear Mr. Jones:

This letter is in reference to the position of Director of Meetings as advertised on AWM's web page. My background includes a combination of training and experience that is uniquely suited to the position's requirements.

For the past five years I have worked as Associate Director of Meetings for a national trade association. In that capacity, I developed expertise in vendor negotiation and contracting, excellent supervisory skills, and the ability to handle both the day-to-day and strategic planning responsibilities of a meetings office. Also, as a former account executive for two international hotel corporations, I am knowledgeable of the hotel and resort industry in the U.S., including operations of sales offices and the incentives they use to gain repeat business.

I am aware of the critical role that meetings play in the work of associations, and I would enjoy using my skills to provide excellent and cost-effective meeting planning services for AWM. Moreover, I am aware of your company's reputation for integrity in the association industry, and I would be honored to join your staff. The position you have open is the type of challenge I am seeking, and therefore my salary requirements are negotiable.

I look forward to meeting you in person to discuss my qualifications and your needs. You may contact me at (777) 555-1229 or janedoe@somedomain.com to schedule an interview. Thank you for your consideration.

Sincerely,
Jane Doe

Enclosure: Resume

LinkedIn - See also

https://convertkit.s3.amazonaws.com/landing_pages/incentives/000/469/750/original/LinkedIn_Guys_Profile_Checklist.pdf?1652480170 (PDF)

Your Profile:

1. Use a good photo:
 - a. Current.
 - b. Only you! No background distractions or group picture.
 - c. Professional for your industry.
 - d. Friendly (smile).
2. Your Headline (next to your picture):
 - a. Go beyond your job title – use a “keyword” statement that summarizes your functional areas of expertise.
 - b. Can also include commendations from others.
3. Summary – Your introduction/commercial:
 - a. What you do, how you do it, and the value you offer – the “so what” of what you do. Give examples.
 - b. What motivates you?
 - c. Type of environment you work or thrive in (e.g., fast paced; customer focused).
 - d. Highlight important work experiences and list 3-5 accomplishments. Break experiences and accomplishments into blocks or headings and subheadings instead of long paragraphs.
 - e. Make sure your headline and summary use industry-specific key words.
4. Experience – Similar to your resume:
 - a. Experience can be paid jobs, internships or extracurricular activities that demonstrate your qualifications.
 - b. Include accomplishments.
 - c. Link photos or videos if appropriate.
5. Education:
 - a. Start with your highest level of education and work backward.
 - b. Include specialized training or certifications.
6. Your vanity URL – customize the URL instead of using the one assigned by LinkedIn:
 - a. Click on your picture.
 - b. Under settings: edit your profile.
 - c. The URL automatically assigned by LinkedIn appears below your picture. Click edit.
 - d. In the upper right corner of the next screen, click “Customize your public profile URL.” Choose a URL to match your name. Example: www.linkedin.com/in/johndoe.
7. Recommendations – Ask colleagues, clients or customers to write recommendations about you.
8. Build your network/connections:
 - a. Send personalized LinkedIn connection requests to everyone you know - friends, family, neighbors, teachers, colleagues, classmates, and more.
 - b. LinkedIn defines your connections by degrees of separation. 1st degree connections are people who have agreed to connect with you. 2nd degree connections are mutual connections you have with your 1st degree connections but have not connected with you yet.
 - c. Give back to your network by offering ideas/suggestions.
 - d. Join groups/associations for your profession or industry.
9. Regularly update your profile, including your skills, endorsements and projects.

Using LinkedIn for Your Job Search:

1. Put your LinkedIn URL address on your resume after your phone number & e-mail address.
2. Your headline could include the type of job being sought.
3. Use your connections. 70% of jobs are found through networking.
 - a. Send customized messages (not mass emails) to your connections to let them know you are job-hunting.
 - b. Ask your connections for advice, an informational interview, or referrals to anyone they know in your desired field.
4. To generate more connections, use the alumni feature for the school(s) you attended (or any school). Click [here](#) for instructions.
5. Recruiters search LinkedIn for candidates. Use keywords from job descriptions or profiles of people in jobs you want. Use these keywords in your headline, summary, and skills sections.
6. Get Connected to Companies:
 - a. If you have targeted one or two companies to work for, follow the company.
 - b. Use the alumni feature mentioned in #4 to find people from your school who work in companies you are interested in.
 - c. For any company you apply to or are targeting, see if any of your first- or second-degree connections work for that company. If your 1st degree connection has a connection to someone in the company (especially a recruiter or the hiring manager), use the “Get introduced” feature to ask your 1st degree connections to introduce you to 2nd degree connection.

ADDITIONAL RESOURCES

- Resume samples by major: <https://www.internships.com/career-advice/search/resume-examples#internshipresume>. Includes one sample for a student with no experience (#4).
- Cover letters for internships: <https://www.internships.com/career-advice/search/coverletter-examples>.
- Cover Letter Builder: <https://resume-place.com/resources/cover-letter-builder/>.
- Accomplishments Builder: <https://resume-place.com/resources/ccar-accomplishment-builder/>.
- <https://resumegenius.com/blog>.
- <https://zety.com/blog/how-to-write-a-cover-letter>.
- <https://www.themuse.com/advice/how-to-write-a-cover-letter-31-tips-you-need-to-know>.
- <https://www.jobscan.co/learning>.
- <https://www.thebalancecareers.com/resume-writing-guide-2063189>.
- <https://resumegenius.com/how-to-write-a-resume>.
- <https://novoresume.com/career-blog>.
- <https://www.thebalancecareers.com/employment-skills-listed-by-job-2062389>
- <http://online.onetcenter.org> – verbiage for duties under “Find Occupations.”
- Cover Letter guide: <https://resumegenius.com/blog/cover-letter-help/how-to-write-a-cover-letter>.