

CAREER CENTER

Resume and Cover Letter Guide





RESUME BUILDING

Tips and Tricks

Recommended **length** for the resume is one page; two pages is acceptable if the content is all related.

Font type should be professional such as Times New Roman, Calibri, Garamond, etc. Keep font size at 11 or 12.

Page **margins** should be a maximum of 1" all around or a minimum of .7".

Avoid the use of pronouns and complete sentences. Start each descriptive phrase with action verbs.

Use **past tense** when describing past experiences. Use **present tense** for present experiences.

Include **skills and qualifications** relevant to your career goals. Each resume should be tailored to the job for which you are applying. **Generic resumes are not effective.**

Appearance matters. Keep your resume organized, professional and consistent with font type, format, and the overall style.

Make sure the resume and the cover letter are **free of errors**. Proofread and have others proofread too.

Give each of your **references** a copy of your resume and be sure to ask them to serve as a reference before listing them on your reference page.

Upload your resume into the Career Center's online job database, Handshake: westfield.joinhandshake.com.

This will allow you to sign up for on-campus interviews, apply for jobs and safely store your resume in our system.

Frequently Used Category Headings

Activities	Honors	Professional Profile
Additional Experience	Internships	Public Relations Project
Certifications	Language Skills	Related Activities
Collegiate Activities	Licensure	Related Coursework
Community Involvement	Memberships	Related Experience
Computer Skills	Military Service	Research Project
Conferences Attended	Objective	Skills
Education	Presentations	Special Training
Employment	Professional Affiliations	Summary of Qualifications
Experience	Professional Experience	Volunteer Work

Action Verbs

IMPROVE SOMETHING	LED A PROJECT	CREATE SOMETHING	RESEARCHED	MANAGE A TEAM
Modified	Oversaw	Engineered	Calculated	Recruited
Standardized	Executed	Created	Surveyed	Hired
Converted	Produced	Instituted	Investigated	Cultivated
Replaced	Coordinated	Formalized	Evaluated	Shaped
Redesigned	Organized	Formulated	Tracked	Guided
Strengthened	Orchestrated	Founded	Audited	Aligned
Customized	Controlled	Spearheaded	Tested	Regulated
Restructured	Chaired	Devised	Analyzed	Inspired
Refined	Planned	Introduced	Mapped	Directed
Updated	Headed	Formed	Examined	Supervised
Influenced	Programmed	Developed	Assembled	Mentored
Revamped	Operated	Launched	Measured	

LYNN NGUYEN

10 Burnside Street • Medway, MA 02053 • (413) 572-5206 • lynn.nguyen@email.net
www.linkedin.com/in/yourname

EDUCATION

Westfield State University, Westfield, MA May 2023
Bachelor of Science in Finance GPA: 3.6/4.0
Minors: Economics and Math
STUDY ABROAD: Florence University of the Arts, Florence, Italy Spring 2022
**Worked thirty hours per week to finance education*

ACADEMIC ACHIEVEMENTS

Commonwealth Honors Scholar
Dean's List, every semester
President's Award for Excellence in Leadership, December 2021

- Recognized by the University for achievement in academics, community service, and co-curricular involvement

HIGHLIGHTED COURSEWORK

- Money and Banking
- Investments: Security Analysis
- Business Law I
- Advanced Financial Management
- International Business
- Investments: Portfolio Management

INTERNSHIP

Merrill Lynch, Boston, MA May–August 2022
Global Banking & Markets Intern

- Assisted investment bankers with analyzing financial markets
- Helped 25-30 clients achieve their financial and strategic objectives
- Constructed evaluations through Excel spreadsheets and three other financial models
- Performed financial statements and other quantitative and qualitative assessments

ADDITIONAL EMPLOYMENT

Target Stores, Holyoke & Milford, MA September 2017–December 2021
Sales Associate

- Recognized by upper management with Customer Service Award
- Trained five new sales associates on all aspects of position responsibilities

COMMUNITY INVOLVEMENT

The Greater Boston Food Bank, Boston, MA November 2017–Present
Christopher's Haven, Boston, MA Summers 2017–2019

SKILLS

Computer: Zoom, Microsoft Teams, Google Workspace, Microsoft Access, Excel, PowerPoint & Word, Adobe InDesign
Social Media: Twitter, Facebook, Instagram, TikTok, Blogger, LinkedIn, Pinterest

LaKiya Thompson

678 South Main Street, Worcester, MA 01550 | (413) 572-5206 | LaKiya.Thompson@email.net

BILINGUAL CRIMINAL JUSTICE PROFESSIONAL *seeking employment as a Correctional Officer in Suffolk County*

EDUCATION

Westfield State University

Master of Science in Criminal Justice

Bachelor of Science

Dual Major: Criminal Justice & Political Science

Westfield, MA

May 2023

May 2022

PRESENTATIONS

Carey, J., Stona, R., & Thompson, L. *Establishing a connection between aggression and crime.*

Presented at the Center for Undergraduate Research and Creative Activity Conference. Westfield State University, MA, December 2021.

SAFETY AND SECURITY EXPERIENCE

Hampden County Sheriff's Department

Seasonal Correctional Officer

Ludlow, MA

May – August 2022

- Maintained order in the assigned pod of one guard to 77 inmates in medium security facility
- Escorted inmates to medical appointments and programs
- Confronted and disciplined disorderly inmates utilizing conflict resolution skills
- Monitored inmate movements/interactions; Used de-escalation techniques to prevent altercations
- Communicated effectively with officers to ensure safety of inmates/officers

Kohl's Department Store

Loss Prevention Summer Intern

Worcester, MA

Summers 2020 & 2021

- Developed in-depth knowledge of retail operations, distribution and investigative methodologies
- Participated in internal and external shrinkage investigations and surveillance
- Used key reports to detect internal theft and provided proper documentation to supervisor

ADDITIONAL EXPERIENCE

Staples

Cashier

Sturbridge, MA

June 2018 – Present

- Patrol and monitor store to protect inventory levels
- Cross-trained in different positions within the company structure

Westfield State University – Urban Education

Student Worker

Westfield, MA

September 2018-May 2022

CAMPUS ACTIVITIES

Criminal Justice Club

Musical Theater Guild

NCAA Div. III Basketball

- MASCAC All-American Team, 2018

September 2018 – May 2022

September 2018 – December 2019

October 2018 – February 2019

LANGUAGE SKILLS

Fluent in Spanish and English

CERTIFICATIONS

Class A License to Carry, CPR, First Aid, AED

Valid through May 2024

Maria Rosario

5481 South Bend Avenue, Andover, MA 01810
(413) 572-5206 | mrosario1234@westfield.ma.edu
www.linkedin.com/in/yourname

ENTRY-LEVEL HELP-DESK POSITIONS

- Upcoming Westfield State University graduate offering a strong academic background in IT combined with excellent internship experience as a help-desk analyst.
 - Consistently recognized for technical troubleshooting skills used to quickly resolve challenging technical issues and strong interpersonal skills.
 - Demonstrated ability to effectively communicate solutions for complex technical issues to end users over the phone and in person.
 - Experienced in troubleshooting TCP/IP applications in the Windows, Macintosh and Unix environments.
-

EDUCATION

Westfield State University, Westfield, MA
B.S. in Computer Information Systems (expected 5/2022)
GPA: 3.7/4.0
Urban Education Scholar

TECHNICAL EXPERTISE

Certifications: CompTIA A+, HDI Help-Desk Certified, Cisco, Microsoft
Systems: Unix, Windows 2010, Mac OS
Databases: Oracle, DB2, Relational Databases, Access
Languages: Visual Basic, SQL, HTML, PHP, Python, CSS, C++, Java, Virtualization, Perl
Software: MS Project, MS Visio, MS Office

IT EXPERIENCE

Student Help-Desk Technician, September 2018 to Present
Westfield State University, Department of Information Technology, Westfield, MA

- Provide networking/desktop support and perform mainframe and account maintenance tasks.
- Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
- Respond to 30+ technical support calls daily and consistently met high service standards.
- Handle technical troubleshooting including system crashes, slow-downs and data recoveries.

Support Desk Technician Intern, Summers 2020 & 2021
Continuum, West Newton, MA

- Responded to and resolved submitted Help Desk Tickets in the company's ticketing system within an efficient and timely manner.
- Performed telephone system set-up tasks including voice mailbox creation/deletion for new employees.
- Provided AV/media technology support and services for user needs in meetings, presentations and collaboration sessions.
- Assisted in maintaining rotation of backup media and coordination of offsite storage with the company's storage vendor.
- Facilitated system imaging, patching of and software deployment maintaining all facets of company computers.
- Supported the Senior Support Desk Specialist and the Systems Administrator in their roles and project initiatives as it relates to end users.



REFERENCES

Tips and Tricks

Make sure to **ask your reference for permission** before listing them and keep them informed about your job search, especially if you have interviewed for a position. Provide references with a **copy of your resume**.

If you ask a professor to serve as a reference, be sure to **ask for their cell phone number**. Most professors do not check their office voicemail during semester breaks.

Three to five professional references is standard.

Examples

Dr. Samantha A. Riley

Faculty Advisor
Westfield State University
Business Management Department
577 Western Avenue
Westfield, MA 01086
(413) 572-5206
name@email.net

Mr. Robert M. Sanchez

Past Supervisor
Amica Mutual Insurance
Customer Services Manager
50 Amica Way
Lincoln, RI 02865
(413) 572-5206
name@email.net



COVER LETTERS

A Cover Letter...

Serves as your **introduction** to the employer.

Expresses your interest in being considered for the position.

Provides you with the opportunity to **highlight** how **your skills** and qualifications match those necessary to perform the position.

Captures the employer's attention and interest in reading your resume.

An effective cover letter does not repeat or summarize your resume, but **makes the reader want to learn more about you.**

Cover Letter Tip

A great way to organize your thoughts before writing a cover letter is to **make a list of the job requirements** the company is asking for and then **list your skills.**

Cover Letter Template

Your Street Address

City, State Zip Code

Your Phone Number

E-mail (optional)

(Skip 1 line)

Date

(Skip 2 lines)

Contact Person's Name

Title

Company Name

Street Address

City, State Zip Code

(Skip 1 line)

Dear Mr./Ms./Dr. Last Name: (Use Title or Dear Hiring Manager if name is not available)

(Skip 1 line)

Paragraph 1: State why you are writing and identify the position in which you are applying. Include why you are interested in this particular position and working for that specific employer. Demonstrate that you appreciate and understand the organization's mission and goals. If you are writing at the suggestion of someone who knows the addressee, this is a good place to say so.
(Skip 1 line)

Paragraph 2: Utilize the job description to identify the necessary qualifications and main responsibilities for this particular role to incorporate into your letter. What do you know about this particular company and how do your skills and qualifications match the specific needs of the position? Spell out exactly how your experiences, skills, and education fit the position and can benefit the company. Confidently express what you can offer to the company, not what the company will offer you.
(Skip 1 line)

Paragraph 3: Close the letter by thanking the reader for their attention or consideration and stating the next course of action. Indicate that you will follow up (and then do it!). Refer the reader to any documents you have attached (resume, references, writing samples, etc.).
(Skip 1 line)

Sincerely,

(Skip 1 line)

Type Your Name

Cover Letter Example – Applying for an Entry-Level Position

577 Western Avenue
Westfield, MA 01086
(413) 572-5206
cjackson@email.net

April 23, 20XX

Mr. Jonathan Medina
Human Resources Director
Walden Communications
1234 Main Street
Brockton, MA 02356

Dear Mr. Medina:

As a double major in Marketing and Graphic Design with extensive internship experience in the field, I am confident that my knowledge of industry trends, expertise with design programs, and proven successes in social media marketing will be an asset in the Marketing Assistant position with Walden Communications. Your company's commitment to assisting area nonprofits is one that I would love to be a part of as I volunteer regularly with my area food bank.

I have completed several business-related internships in the areas of marketing, sales, and social media through which I have gained a great deal of knowledge about the latest industry trends, proving beneficial in this assistant role. My main career interest lies in the marketing aspect of the industry and particularly in helping your company expand its client base through its social media outlets. My computer skills are noteworthy as a result of designing and maintaining a website for the business club on campus as well, which will help strengthen Walden Communications' online presence.

Furthermore, I have a strong comfort with various social media platforms including TikTok, LinkedIn, Facebook, Twitter, Pinterest, Snapchat Ads, Instagram, and YouTube. As a social media intern with Artioli Dodge, I was solely responsible for launching and managing the company's social media presence on the aforementioned programs and developed the content for the various marketing campaigns used on these sites. Through these skills and past experiences, I am confident that I can make an immediate contribution to your team.

As your job posting instructs, I have arranged to have a copy of my official transcript forwarded to you. I would be very interested in discussing this opportunity with you further. I will call you in a few days to see if we can arrange a mutually convenient time to meet. In the meantime, feel free to contact me with any questions at (413) 572-5206 or email cjackson@email.net.

Sincerely,

Corey M. Jackson

Cover Letter Example - Applying for an Internship

577 Western Avenue
Westfield, MA 01086
(413) 572-5206
Tbellimo1234@westfield.ma.edu

February 12, 20XX

Mr. Charles Beckett
Editorial Director
Springfield Daily Press
322 State Street
Springfield, MA 01030

Dear Mr. Beckett:

Please accept this letter as an indication of my interest in the Springfield Daily Press summer internship. As a student at Westfield State University majoring in English, my career focus and passion align with writing and the media. I am confident that my strong communication and editorial skills will be an asset in writing short articles for the paper and assisting with conducting research.

Through coursework in both communication and literature, I developed skills in written, oral, and multimedia expression - all critical to working in journalism. As the editor for our student newspaper and as a tutor for several English courses, I have also sharpened my editorial skills. The course, "Writing for Mass Media", offered me a firm grounding in the basic techniques of news writing - all of which I hope to apply in this role. In addition, my varied work experiences ranging from program coordination to waiting tables helped me become proficient in dealing with the public and working under pressure. I would be honored to bring these skills, educational experiences and positive energy to your organization.

Attached are my resume and writing samples for your review. If you have any questions or need additional information, please contact me at (413) 572-1234 or by e-mail at tbellimo1234@westfield.ma.edu. I look forward to hearing from you.

Sincerely,

Tonya Bellimo



Contact the Career Center

Lammers Hall Annex

(413) 572-5206

careers@westfield.ma.edu

Hours (Monday - Friday):

8:30 a.m.–5 p.m.

8 a.m.–4 p.m. (summer hours)

westfield.ma.edu/CareerCenter

Westfield
STATE UNIVERSITY