



CITRUS COLLEGE
CAREER/TRANSFER CENTER



RESUME & COVER LETTER GUIDE

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Introduction

This resume guide will provide you with information and tips on how you can write and build an effective resume. For assistance with your resume, please schedule an appointment with a career counselor in the Career/Transfer Center, located in the Student Services building, second floor.

RESUME TYPES

CHRONOLOGICAL



The chronological resume is the traditional and most frequently used resume style. It lists your work history in reverse chronological order, meaning your most recent position or occupation is listed first. **This type of resume is most useful for individuals with no breaks in their employment history and for those with continuous advancement or growth in their field.**

FUNCTIONAL



The functional resume presents your experience, skills, and job history in terms of functions you have actually performed rather than as a simple chronological listing of titles or jobs you have held. **The functional resume is especially useful for individuals with limited to no work experience, breaks in employment history, or those who are changing fields.**

COMBINATION



As the name suggests, a combination resume is a blending of chronological and functional styles. It highlights accomplishments and dates. This format allows flexibility to pull out some key skill sets, while keeping a detailed list of employment history. **Combination resumes work well for individuals with a significant amount of job history, in addition to strong abilities and accomplishments.**

Which one will work best for you?



Resume Do's & Don'ts

DO

- Focus on strengths and accomplishments
- Target your qualifications for a specific job (match your experience to the job description)
- Keep resume to one page
- Have a professional email (i.e. shirleyannowl@hotmail.com vs hotmama55@hotmail.com)
- Ensure there are no errors on your resume
- List relevant work history; consider removing irrelevant and outdated work history if it is 10-15 years back
- Keep it uniform and consistent throughout and use a pleasing layout
- Save your resume as a PDF and title it with your name and the year (Ex: ShirleyOwl_Resume_2020)
- Have at least three people read your resume
- Use action verbs when developing bullet points



DON'T

- List everything you have done in previous positions
- Use abbreviations and acronyms (Ex. AA, ADT)
- Use personal pronouns such as "I," "me," "my," "our", "us"
- Use fancy fonts, binders, or elaborate layouts
- Use long lists or monotonous sentences/paragraphs
- Include personal, family, salary, or health information
- Exaggerate your tasks or qualifications
- Use words that the interviewer will have to look up in the dictionary
- Include references on your resume



Resume Sections

SECTION I: HEADING - PERSONAL INFORMATION

The header is an important part of the resume and should consist of:

- First and last name
- Personal contact information
- Email address (no need to include fax number)
- If career related, include URL for blogs, social network profiles, personal websites, or portfolios that speak to your skills and are professional in nature (optional)

Phone Number: the number you provide must lead to a voice mail with an appropriate message. Remember, your resume is an employer's first impression of you, your phone message is their second. Some individuals have created Google Voice numbers that redirect calls to their cell phone and after their job search is over, they delete the Google Voice number.

Home Address: If you choose to list an address, it is acceptable to just list the city and state. Including your street address is optional. Using a P.O. Box instead of a physical address is also permissible.

THINGS TO REMEMBER

- Use a personal email address that is professional and does not contain slang
- Do NOT title it "RESUME" at the top of the page
- Include your full name in a larger, bold font to catch the reader's eye

Example of Heading/Personal Information:

Shirley Ann Owl

Glendora, CA 91741

shirleyannowl@hotmail.com | (626) 888-9898

www.linkedin.com/in/maciej-duszynski/

Now, let's practice! Fill out your personal information below.

Name: _____

Address: _____

City, State, & Zip Code

Contact Information: _____

Cell Phone Number, Email Address

Contact Information: _____

Site URL for Blogs/Social Media (only if career related)

Resume Sections

SECTION 2: JOB OBJECTIVE (OPTIONAL)

A **job objective** or a **professional summary** is usually listed right under your resume heading. Although both of these additions are optional, if well written it can be the reason why your resume gets an invitation for an interview. This section highlights your assets in a short paragraph or a few sentences. Both resume objectives and summary statements aim to sell your value to the potential employer. People often confuse the two and while the two may seem similar, there is a big difference between them in both content and perception.

Since most resumes receive a 10-second review, it is important to hook the reader early. A well written job objective or professional summary will set the tone for the rest of your document. It's like the topic sentence on a research paper. It gives the reader a glimpse of what's to come. Include key words from the job description and strong attributes that relate to the job like "organized and driven, dedicated and experienced, or motivated and accomplished". Mention licenses, certifications, or degrees, especially if you are new to the job market or changing careers. This is also a good place to note your ambition, work ethic, history of success, or any unique skills you possess.

The **job objective** is usually a short one to three sentence statement that's succinct and to the point. The most effective job objective is specific about the position and type of employment desired, including the type of organization you want to work for. It allows you, the job seeker, to draw on your relevant skills to show your willingness and aptitude for the position, in the *absence* of enough *relevant* job experience. It is a statement of your career goals and focuses on what you hope to achieve. Therefore, a job objective is suitable for recent college graduates with no experience or career changers who might have work experience but unrelated to the field they wish to enter.

On the other hand, **a professional summary** describes the value you can bring to the employer based on your past experience and knowledge. The professional summary is explained in more detail in SECTION 3 of this guide.

A **job objective** is appropriate when the following applies:

- You are just starting your career and do not have a clearly defined career path yet
- You are changing careers or transferring from one field to another
- You are re-entering to the workforce after a long absence
- If the company you are applying to does not accept cover letters

Resume Sections

SECTION 2: JOB OBJECTIVE (CONT.)

In summary, if the hiring manager cannot see or understand your focus based on your limited work history or lengthy experience in an unrelated field, a **job objective** is more appropriate. If an employer can guess your career objective by simply reading over your work history, then you're better off with a **professional summary**.

If you end up including a job objective, don't use phrases like, "seeking a challenging position", or "opportunity for growth", or "room for advancement". Most applicants want to work for growing companies or desire advancement, so identifying these goals in your objective does not make you stand out. Instead, make it more employer-focused. Keep it short and concise, making it no more than 50 words. Avoid personal pronouns (I, me, my) or complete sentences.

Examples of Job Objective Statements:

- Human resources internship, with particular interest in recruitment and training
- Marketing internship with interest in customer relationship management and market research; offering database experience with Spanish fluency
- To obtain an accounting internship with an auditing focus. Strengths include: attention to detail developed through cash-handling positions, experience with data entry and spreadsheets, and demonstrated leadership through campus activities
- Highly organized and energetic college graduate looking to build upon my human relations skills acquired with a solid education in Communications Studies; looking for opportunities in the retail
- Highly driven recent business school graduate seeking a full-time position in finance where I can lend my knowledge of market analytics to help your organization improve profitability
- To leverage 5+ years of customer service experience, excellent public speaking skills, and in college recruitment to enter a pharmaceutical representative position; relocating to San Francisco in August and seeking employment with a fast-growing startup
- A position in corporate procurement that can utilize skills in research and negotiating gained from five years of experience in another industry, helping a retailer cut costs and improve its competitive position

RESUME TIP

If you decide NOT to include a job objective on your resume, be sure your cover letter clearly states what position you are applying for and what area of work, emphasis, or specialization you want.

If applicable, let's practice! Write your objective statement below.

Resume Sections

SECTION 3: PROFESSIONAL SUMMARY (OPTIONAL)

Although this section is optional, we *highly recommend* you include a professional summary if you have work history related to the job you are targeting. Employers will likely scan to see whether your profile statement is a good match for the job or not. This means you should showcase your most relevant skills, experiences, and assets upfront, giving them a solid picture of your qualifications early on. You can title this section professional summary, but it can also be called "career statement, personal snapshot, summary of qualifications, etc." Please review "Choose Your Resume Sections" on page 18 of this guide to get more ideas.

If the professional summary is a well written, high-impact statement that is succinct and straightforward and tailored to the position, it might encourage the hiring manager to keep reading. Your professional summary serves as a road-map for the rest of your resume so be sure the rest of your resume supports your summary.

Be sure to carefully review job descriptions for positions you are interested in applying for and take note of the requirements that overlap with your own areas of expertise, distinction, traits, and qualifications. Research what skills are sought after in your chosen field. Then record your most important experiences, talents, and skills related to the job.

Your summary should be employer-focused, showing the hiring manager what they stand to gain, not what you may want from the employer. Your statement should start with a key adjective, use the active voice and include key action words to describe your experience. Your summary should be no more than 50 words and no more than 3-5 sentences in length.

Your professional summary describes items like:

- Certifications and awards
- Soft, technical, and transferable skills
- Years of professional history
- Other languages you speak
- Education relevant to the job
- Other achievements, both academic and work related

You may convey attributes such as:

- Compassionate
- Honest
- Empathetic
- Flexible
- Excellent communication skills
- Strong organizational skills
- Ability to multitask
- Follow complex directions
- Work without supervision
- Punctual and able to manage time
- Willing to do additional work to gain valuable experience

Resume Sections

SECTION 3: PROFESSIONAL SUMMARY (OPTIONAL)

NEW GRADS WITH NO FORMAL WORK EXPERIENCE

Skills can be acquired at school, work, or home, or through internships, leisure, and volunteer activities. Recent college grads, with no formal work experience, can also include a summary on their resume. You might not have formal work experience, but you do have academic accomplishments worth mentioning such as the degree you earned and leadership experience in clubs/organizations or class projects you led. You can even talk about a leadership role in a sport you participated in. If you have an interest or passion in an area, mention it. For example, passionate in architecture or interested in startups and technology. You can also list **hard skills** (proficiency in tools or technologies such as Java Programming, Photoshop, MS Excel, etc.) or **soft skills** (teamwork, adaptability, effective communication, organization, empathy, dependability, etc.) Again, pay close attention to the job description and be sure to mention how you meet the preferred qualifications. For a list of hard and soft skills, visit <https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>.

SKILLS ACQUIRED AS PART OF A TEAM RESEARCH PROJECT

Think broadly about the skills you acquired as a student. By simply completing a research project in a class, you had to learn to use different apps and tools to work together. The skills you learned might include the following: display flexibility, meet challenges, follow through, direct others, proof and edit, translate concepts, organize, display patience, attention to detail, communicate effectively, overcome obstacles, work under pressure, display persistence, time management, leadership.

TRANSFERABLE SKILLS DEVELOPED IN COLLEGE

Many jobs require the completion of a college degree as a minimum qualification. Employers know you obtained a critical skill set by simply obtaining an education. Some of the skills you gain are:

- **Communication Skills:** writing essays, negotiating differences, listening effectively
- **Problem Solving and Critical Thinking:** Analytical thinking, connecting ideas, creating new ways to handle an issue, teaching and coaching others, synthesizing ideas
- **Human Relation Skills:** understanding verbal and non-verbal communication, working with diverse groups, appreciating differences, teaching/coaching others, teamwork, helping others
- **Organizational Skills:** coordinating events, delegating responsibility, evaluating, time management, assessing needs, planning, designing
- **Research Skills:** researching information analyzing data, investigating, recording information

In summary, be creative and include statements that capture the key qualities, keywords, skills, attributes, accomplishments, and experiences that directly relate to the job you want. Let the job description be your guide. Impress the employer with a well written summary. Remember, the entire goal of your resume is to get an invitation to an interview.

Resume Sections

SECTION 4: EDUCATION

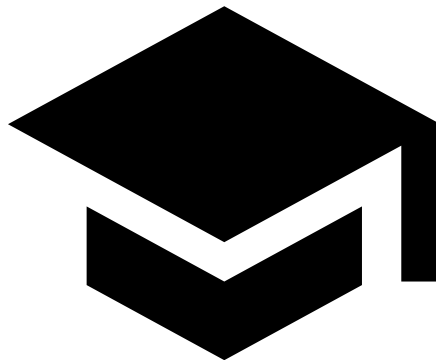
An education section highlights your relevant schooling and academic training. If you have substantial work experience, the education section may be very brief if you are a currently enrolled college student or a recent graduate; however, you may want to build up this section substantially.

It is recommended to list schools from which you have degrees, certificates, or related training, including related coursework if your experience is limited. If you have attended multiple schools, list the place where you are currently earning a degree or certificate. Don't forget to list workshops and seminars you have attended that are relevant to the job too. Once you have attended college, do not list high school information.

TIP: List education near the bottom of your resume unless it is highly relevant to your new position and/or you are a new graduate. **Remember to list your most recent educational experience first.**

Education Section Includes:

- Schools you have attended, such as community college and/or four-year university, professional and/or technical schools in reverse chronological order (most recent on top)
- List name and location of school(s), including city and state
- Date of graduation and name of degree(s); also include minor or concentration
- Relevant coursework (courses that are pertinent to the specific position you are applying for)
- Include your grade point average (GPA) *if it's required for a job/internship*
- Honors/academic achievements
- If you earned your education more than 10 years ago, you might want to consider leaving off the year



Resume Sections

SECTION 4: EDUCATION (CONT.)

EXAMPLE 1:

Associate of Arts in Social and Behavioral Sciences
Certificate in Accounting

May 2020
May 2019

Citrus College, Glendora, CA

Achievements: Dean's List Fall 2017, Fall 2018, Spring 2019

Related Coursework: Intercultural Communication, Intro to Accounting, Principals of Real Estate, Management and Human Resources

EXAMPLE 2:

Biotechnology Certificate

December 2019

Citrus College, Glendora, CA

Relevant Courses: Applied laboratory skills relevant to the biotechnology industry, beginning with introductory coursework in biotechnology, biology, chemistry, and mathematics.

EXAMPLE 3:

Dental Assisting Certificate (CODA Accredited Program)

May 2019

Citrus College, Glendora, CA

Completed Board of Dentistry-approved radiology course

CPR Certification

December 2018

Let's practice! List your education and training below.

Resume Sections

SECTION 5: EXPERIENCE

The experience section of your resume can refer to paid or unpaid positions.

Think about past jobs or positions such as:

- Internships
- Volunteer work
- Service-learning
- Student leadership
- Athletic teams
- Ministry experience

In order to show that you are a good cultural fit for the company, try using key terms that the company uses to describe itself on the company website or in the job description. Focus on the relevant keywords listed in the job description too, especially if it is known industry jargon. For each skill, think of several accomplishments from your past work history that illustrate that skill.

Examples of keywords might include:

- Mention specific computer programs used in the industry
- State skills the employer is looking for, such as "**excellent communication skills**"
- Key words and terms like "**management**" or "**accounts payable**"
- Include words that convey positive attitude in the workplace like team-player, involved with, contributed to, served on, or **volunteered to**

Summarize your contribution to the position, achievements, and/or responsibilities. Always use bullet points; they draw the eye and keep your information organized. Don't write paragraphs of information. Challenge yourself to use the fewest words to express meaning and write in sentence fragments.

Make sure to use **action verbs** to begin your statements. Use the present tense with your action verbs when describing a role you are currently in (and the past tense when describing a past role). This should not be a job description but instead should illustrate your accomplishments, achievements, and results.

DO NOT use "I statements" or put periods at the end of bullets. **DO NOT** include the words "duties" or "accomplishments" in your work experience.

Experiences should be categorized, based on the job description, to draw the employer's eye to your most relevant experiences first. Consider creating two sections, one titled **RELATED WORK EXPERIENCE** and another titled **OTHER EXPERIENCE**.

While employers want to see enough work history to understand the depth of your experience, there is no need to list every job you have ever had, especially if you have more than 15 years of experience, or the job from your distant past have no relevance to what you are looking to do right now.

Resume Sections

SECTION 5: EXPERIENCE (CONT.)

Include only the most relevant positions held. In fact, if you have over 10-15 years of work experience, you can either exclude previous roles (for instance, ones that bear no relation to the job you're aiming to secure) or extend your resume to two pages.

You should always aim for a one-page resume, but if all of your previous roles critically relate to the job for which you are applying, extend your resume to two pages or consider a functional format resume if skills you used were similar in different positions you held.

FORMAT each work experience you decide to list with the following information:

- Position title
- The name of the company, city, and state
- Dates of employment (month and year)
- 3-4 bullet points focused on your accomplishments, not your duties, and tailored to the position
- Quantify whenever possible (\$'s, #'s, and %'s are effective)

To set yourself apart from other candidates, you need to write specific achievements for your position.

Think about:

- Listing an accomplishment you are proud of that shows you have the skill for this position
- Listing the problem you solved and the results
- A time when you positively affected the organization, the bottom line, your boss, your co-workers, your clients
- Any awards, commendations, publications, that you achieved and relate to your job objective
- Any projects of which you are especially proud
- An occasion when someone noticed the work and skills you displayed

All of these things demonstrate the “value” of your work to a previous employer, now continue to the next page to help you brainstorm accomplishments.



Resume Sections

SECTION 5: EXPERIENCE (CONT.)

Have you...

- Made money for the organization?
- Saved money?
- Saved time?
- Streamlined a process?
- Solved a specific problem?
- Attracted new customers?
- Built relationships?

Did you...

- Advance more quickly than your peers?
- Receive increasing responsibility?
- Take on responsibilities for full-time staff?
- Handle confidential information?
- Supervise anyone?
- Suggest new ideas that were adopted?
- Consistently meet or exceed quota?

RESUME TIP

You can list:

- An accomplishment that you are proud of that shows you're good at this profession
- A problem you solved and the results
- A time when you positively affected the organization
- Awards, commendations, publications
- Quantifiable results that point out your skill
- A skill that will benefit the next employer

Constructing Action Statements:

Action Verb + Subject/Task + Specific Results

Operated and balanced + cash register + with 100% accuracy

Implemented + maintenance program + that reduced equipment downtime by 20%

Saved + \$5,000 annually on office supplies + by negotiating with supply companies

Resume Sections

SECTION 5: EXPERIENCE (CONT.)

Sales Associate

June 2016 - Present

The GAP, Claremont, CA

- Operate and balance cash register with 100% accuracy
- Consistently meet sales goals by providing excellent customer service
- Co-develop on-the-job training program to teach new employee sales techniques, cashiering, and store policies, which ultimately reduced training time from 4 weeks to 3 weeks
- Assist with monthly inventory; ensure store meets corporate store design requirements to help boost sales by 10%

Let's practice! List your work experience below with 3-5 bullet points explaining your accomplishments.



Resume Sections

SECTION 6: SKILLS (OPTIONAL)

Only list hard skills, which are teachable abilities that are based on facts, such:

- Speaking other languages
- Typing speed
- Proficiency with hardware or software applications
- Social media, etc.

Examples:

COMPUTER SKILLS (software and hardware programming languages):

- Proficient in Microsoft Office
- Hypertext Markup Language (HTML)
- Dreamweaver
- Skilled in Microsoft and Windows computer systems
- Advanced knowledge of Adobe Photoshop
- Working knowledge of Adobe Illustrator

LANGUAGE (include level of fluency): Fluent in Spanish, both written and oral

TECHNICAL/LABORATORY (techniques, tools, processes if applicable)

- Using a PH meter
- Experience using a spectrophotometer
- Ability to clean/sterilize equipment

Now, let's practice! List your skills below.

Resume Sections

SECTION 7: PROFESSIONAL ASSOCIATIONS / HONORS / SPECIAL TRAINING (OPTIONAL)

You can list these things as a bulleted list in their own section or under EDUCATION. People sometimes gain skills and industry knowledge from extracurricular activities or hobbies.

- Do not be shy to include skills relevant to the job
- Emphasize skills acquired such as leadership, team roles, and work
- Achievements
- You can include clubs, sports, volunteer, and community activities

This area can include any of the following:

- Athletic, academic and/or community awards
- Scholarships received
- Honor societies
- Perfect attendance
- Clubs you have joined
- Events/initiatives you have started or participated in
- Leadership positions
- Any involvement with sports, art, music, or affiliations

REMEMBER
Include hobbies
only if relevant to
the job.

Examples:

Macy's Department Store Top Sales Performer, March 2018

Volunteer at the Cancer Society Annual Fundraiser, 2016 and 2018

Martin Luther King Jr. Award, 2018

Community College, Citrus College, Dean's List, Fall 2018 and Spring 2019

Now, let's practice! List your accomplishments below.

Choose Your Resume Sections

Professional Profile and Summary of Qualifications

Professional Profile	Summary of Qualifications	Career Summary
Profile	Qualifications Summary	Professional Objective
Professional Summary	Objective	Career Objective
Career Profile	Personal Snapshot	

Skills, Expertise, and Proficiencies

Professional Profile	Summary of Qualifications	Career Summary
Profile	Qualifications Summary	Professional Objective
Professional Summary	Objective	Career Objective
Career Profile	Personal Snapshot	

Work and Employment

Work Experience	Military Experience	Experience
Related Employment	Freelance Experience	Internship Experience
Related Experience	Professional Experience	Employment History
Career Experience	[Industry] Experience	Experience Highlights
prior Experience	Career History	Career and Achievements
Professional History	Career Highlights	Professional Achievements
Career Background	Relevant Experience	Signature Achievement

Education and Training

Educational Qualifications	Education and Training	Licenses
Academic Experience	Professional Training	Credentials
Academic Background	Related Coursework	Certifications
Educational Training	Related Projects	Apprenticeships
Formal Education	Professional Development	Education
Relevant Projects	Continuing Education	Internships

Awards and Recognition

Honors and Awards	Achievements	Scholarships
Academic Honors	Accomplishments	Special Recognition
Recognitions	Notable Achievements	

Co-Curricular

Professional Memberships	Community Involvement	Civic Involvement
Professional Associations	Co-Curricular Activities	Community Activities
Associations	Athletic Involvement	Community
Memberships	Co-Curricular Involvement	Reinvestment
Leadership and Service	Volunteer Contributions	Presentations
Publications	Volunteer Affiliations	Conventions
Published Articles	Volunteerism	Conference Presentations
Leadership Experience	Volunteer Experience	

ANITA JOB

Chronological Resume Sample

Chico, CA 91710
(909) 555-5555 | anitajob@gmail.com

PROFESSIONAL PROFILE

- Financial analysis, risk analysis, and working knowledge of balance sheets
- Highly proficient in MS Excel, Word, PowerPoint, Access, and internet tools
- Innovative problem solver with an advanced ability clarifying problems and evaluating alternatives
- Reliable, purposeful, and solutions oriented

EDUCATION

Associate of Arts in Degree in Accounting

Anticipated Graduation June 2020

Citrus College, Glendora, CA

Related Coursework: Computer Keyboarding, Microsoft Office Word-Expert, Office Systems and Procedures, and Administrative Office Management

RELATED EXPERIENCE

Computer Inform Systems Help Desk Azusa Pacific Univ, Azusa, CA Sept 2018 - Present

- Promptly responded to 15-50 telephone calls and email requests per hour from faculty, staff, and students
- Equip users with the information and skills necessary to effectively use campus wide technology
- Assess and forward complex calls to specific information system specialists when needed

Payroll Officer ABC Company, Inc., Los Angeles, CA Summers 2018 & 2019

- Created a certified staff payroll handbook and oversaw its completion to ensure quality payroll procedures
- Collected, inspected, and processed over 60 employees' timesheets daily
- Calculated and recorded hourly rates for private wages and state and federal certified wages
- Updated employee records and generated daily reports using QuickBooksPro accounting software

Administrative Assistant San Dimas Law Firm, San Dimas, CA Summer 2016

- Recorded daily incoming payments to assist accounts receivable
- Reconciled General Ledger with bank statements to ensure accurate records
- Prepared bid reports and checked for accuracy upon submission

OTHER EXPERIENCE

Part-Time Assistant Manager Summer 2017

The Body Shop, Arcadia, CA

- Supervised part-time sales associated to encourage and ensure impressive customer service
- Enthusiastically interacted with customers to meet their shopping needs
- Calculated and recorded daily sales outcomes and submitted concise sales reports

OTHER EXPERIENCE

- Financial Club, Vice President, Community College
- California Society of CPAs

Wiley Wingspan

(626) 444-3939 | wiley.wingspan@email.com | Glendora, CA 91741

SUMMARY OF QUALIFICATIONS

Organized bilingual college student with strong administrative, accounting, and bookkeeping skills. Ability to build strong relationships with colleagues and work with diverse populations. Team player with a comprehensive drive to excel professionally. Demonstrated efficiency to acquire new skills while meeting and exceeding deadlines.

Skills Include:

- Team Player
- Problem Solving
- Fluent in Spanish
- Customer Service
- Troubleshooting
- Organized
- Task Management
- Event Coordination
- Innovative

EDUCATION

Citrus College, Glendora, CA

August 2016 - Present

Major: Business Administration

HONORS AND AWARDS

Citrus College, Glendora, CA: Dean's Honors

Fall & Spring 2016-2017

Community Foundation Scholarship

- Awarded for outstanding academic achievement

PROFESSIONAL ACCOMPLISHMENTS

Inventory

- Oversaw inventory control, ordering, and preparing reports for businesses encompassing more than 30% of profits
- Managed safety regulations according to OSHA regulations
- Practiced confidentiality with all sensitive employee records and financial data

Events Promotions

- Assisted with special events, helped in planning, promoting, and execution of events
- Proven ability to present excellent written work in all company evaluations
- Adept at handling multiple tasks in an organized manner, ensuring 100% accuracy

Building Relationships

- Excellent working relationships with important clients, upholding company image
- Experience interacting with vendors and building vital working relationships
- Developed key relationships with customers and identified important issues to achieve high customer satisfaction levels

JENNIFER M. STUDENT

909-555-1212

Upland, CA 91765

jennifer.student@gmail.com

OFFICE PROFESSIONAL

Dynamic, enthusiastic, and conscientious Office Professional with extensive experience in a variety of office environments and proven ability to work well with others in fast-paced working conditions. Highly motivated people-person with extensive expertise in the travel industry. Learn and adapt quickly and demonstrate excellent verbal and written communication skills.

EXPERTISE INCLUDES

- Administrative Skills
- Effective Coordinator
- Multi line Telephones
- Alpha/Numeric Filing
- Flexibility
- Organizational Skills
- Supervisor
- Customer Service
- Leadership & Motivation
- Project Management
- Team Leader
- Committed

PROFESSIONAL EXPERIENCE***Administrative Support***

- Experienced in a variety of environments with expertise in administrative assistance, organization, and attention to detail
- Well-developed communication skills and experience in handling multi-line telephones along with balancing the demands of coordinating office responsibilities
- Efficient, reliable, and extremely thorough in all professional situations

Customer Service

- Excellent talent for reading the customer, collecting information, and providing appropriate solutions
- Professional appearance with proficiency in greeting customers/clients and creating a comfortable environment
- Strong problem-solving skills as well as extremely performance driven

Leadership and Teamwork

- Experienced in accepting a variety of projects and working them to completion in a team atmosphere or independently
- Not afraid of taking on new tasks and capable of accepting challenges and providing solutions on all projects
- Outstanding active listening and assessment skills with positive results-oriented solutions

CAREER PROGRESSION

Office Assistant | Imperial Tour and Travel | Ontario, California | 2015 - Present

Receptionist | ABC Company | Upland, California | 2012 - 2015

Sales Associate | Novena | Upland, California | 2010 - 2012

EDUCATION

Citrus College, Glendora, CA

Associate of Science Degree in Business Administration

G.P.A. 3.7

Anticipated June 2020

VOLUNTEER EXPERIENCE

Building Assistant: Habitat for Humanity, Rancho Cucamonga, CA

Volunteer: Brulte Senior Center, Rancho Cucamonga, CA

Shirley Ann Owl

(555) 485-4608 • shirleyannowl@hotmail.com

EDUCATION

Citrus College – Glendora, CA

Expected June 2020

Associate of Arts for Transfer in English

WRITING AND EDITORIAL EXPERIENCE

Writing and Editing Intern

Glendora News – Glendora, CA

August 2019 – Present

- Review writing submissions for publication in daily newspaper covering community events and issues
- Prepare layout and copy using Adobe Photoshop and InDesign software programs
- Maintain database and prepared mailings of 2,000+ subscribers in the Glendora area

Freelance Writer

Citrus College Clarion – Glendora, CA

December 2018 – Present

- Report significant news generated from municipal and Board meetings
- Write interesting bi-weekly feature stories about local student and campus program accomplishments
- Interview and communicated with local officials regarding current events
- Photograph images related to stories for publication

CUSTOMER SERVICE EXPERIENCE

Retail Sales Associate

Verizon Wireless – Claremont, CA

Sept 2014 – January 2016

- Served as lead associate for a team of 15 sales associates at store location
- Improved store's sales numbers by commissioning 35% of monthly sales
- Awarded as top sales associate of 2015

HONORS & ACTIVITIES

Vice-President

Latinos Unidos Student Association (LUSA) – Citrus College

August 2019 – Present

- Advocate for student issues on campus through interactive campus events and meetings
- Served on committee that conducted extensive surveys on the current issues facing Latino students on campus

Volunteer

Habitat for Humanity – Glendora High School Chapter

September 2016 – June 2018

- Constructed houses for low income families on dedicated weekends every 3-6 months
- Worked on crew of 12 to complete construction projects under deadline

Dean's List – Citrus College

January 2018 - Present

Shirley Ann Owl

Glendora, CA 91741 - shirleyannowl@hotmail.com - (626) 888-9898

www.linkedin.com/in/shirleyannowl

PROFESSIONAL SUMMARY

Highly skilled at performing due diligence on potential suppliers around the globe, negotiating contracts, controlling corporate risk, and minimizing costs. Corporate procurement professional with 3 years of experience in the high-end retail apparel industry.

EDUCATION

Associate of Arts in Social and Behavioral Sciences

June 2020

Certificate in Accounting

December 2019

Citrus College, Glendora, CA

Achievements: Dean's List Fall 2017, Fall 2018, Spring 2019

Related Coursework: Intercultural Communication, Intro to Accounting, Principals of Real Estate, Management and Human Resources

Workshop: Leadership in the 21st Century, American Association Conference, Anaheim, CA 2017

EXPERTISE INCLUDES

- Administrative Skills
- Alpha/Numeric Filing
- Customer Service
- Effective Coordinator
- Project Management
- Leadership/Motivation
- Multi-line Telephones
- Organizational Skills
- Organizational Skills
- Flexibility
- Committed
- Collaborator

EXPERIENCE

Sales Associate

June 2016 - Present

The GAP, Claremont, CA

- Operate and balance cash register with 100% accuracy
- Consistently meet sales goals by providing excellent customer service
- Co-develop on-the-job training program to teach new employee sales techniques, cashiering, and store policies, which ultimately reduced training time from 4 weeks to 3 weeks
- Assist with monthly inventory to ensure store meets corporate store design requirements to help boost sales by 10%

COMPUTER SKILLS

- Proficient in Microsoft Office
- Hypertext Markup Language (HTML)
- Dreamweaver
- MAC and PC proficient
- Advanced knowledge of Adobe Photoshop

LANGUAGE SKILLS

- Fluent in French and Spanish, written and oral

HONORS & AWARDS

- The GAP Store Top Sales Performer, March 2018
- Volunteer at the Cancer Society Annual Fundraiser, 2017 and 2018
- Martin Luther King, Jr. Award, 2018

Cover Letter Instructions

HEADING AND GREETING

- All letters should be in formal business letter format, matching the layout of your resume:
 - Justify all of your text to the left, with your text single spaced (except for double spacing between paragraphs) and 1 inch margins on all sides of the document
 - Include the following in order: your full name and address; the date in month, date, year format; the recipient's name and address
- When possible, address the letter to a specific employer
- Mention the title of the position you are applying for
- Include the Job Reference Number if applicable

OPENING AND INTRODUCTION (FIRST PARAGRAPH)

- Name the job you are applying to and where you saw or heard the advertisement
- If applicable, include a reference to the person(s) you spoke to about the opening
- Briefly sum up your value to the employer by stating what interests you in the organization and position

BODY (MIDDLE PARAGRAPHS)

- Use this paragraph to sell your qualifications/skills/experiences and convince the employer you are the ideal candidate for the position
- Cite specific examples where the match is between you and the position, focusing on results and accomplishments
- Point out relevant work experience and/or educational training
- Be specific by using the position posting requirements as your guide; be sure to identify key words and industry specific terms
- Group your qualifications according to themes and prove points by using examples
- Express interest in the company by stating how you connect to the company's mission, products or services, ventures, etc.
- Try not to repeat the same information on your resume, elaborate on accomplishments
- Don't draw attention to what you lack in qualifications

CLOSING (FINAL PARAGRAPH)

- Thank the recruiter or employer for their time and consideration
- Mention that you would like to provide more information in an interview
- Include your phone number with the best times to reach you, and your email address
- Refer to your enclosed resume (optional)
- Explain what you want to have happen; ask for a response or mention how you will follow-up



Cover Letter Do's & Don'ts

DO

- Address your cover letter to a named individual
- Provide your contact information
- Follow the format of a standard business letter and use business language
- Keep your letter to one page
- Tailor your letter to the position and speak to the job's requirements
- Show company research and knowledge
- Demonstrate value added
- Be brief and to the point
- Project confidence and enthusiasm and clarify why you should be hired
- Make the most of the opening paragraph
- Minimize "I" statements, monotonous sentence structure, and rambling text
- Use action verbs and key words
- Proofread your letter
- Track all correspondence for follow-up



DON'T

- Send your resume without a cover letter
- Send written material with typos
- Send a photocopy
- Be negative
- Tell employers what they can do for you
- Rehash your resume or include too much detail
- Say anything about your lack of experience
- Use clichés
- Include false or unproven claims about your abilities
- Wait for the employer to follow up with you



Cover Letter

PLAN YOUR PITCH: A CONTENT MAP

Stick to the basics when developing your cover letters, and use your "pitch" to emphasize how you can meet the employer's needs. Your letter should clarify key strengths and abilities suited to the role, and give brief context showing your familiarity with and interest in the opportunity and the organization.

Now, let's practice! Fill out the Employer's Wish List below!

What are the primary skills and qualities sought by the employer? This may include attributes and qualifications not expressly stated in the job description.

Who is the recipient of your application? (Name, title)

What internship/job are you seeking?

How did you learn about the position? (Examples: database posting, referral, news article, company website)

Related Experiences: List your work, internship or volunteer roles, organization membership, or coursework **most similar** to the role you are seeking.

Relevant Supporting Evidence: List the skills and qualifications developed through your experiences that align best with the employer's wish list.

What interests you most about this internship/job? Why would the role's tasks and responsibilities be a good fit for you?

As a potential employee, what interests you most about this organization? What distinguishes this organization from others that do similar work?

Sample Cover Letter

December 14, 2019

Mrs. Candice Summers, Owner

Cowboy Industries
1122 W. Creative Blvd.
Glenkirk, CA 90123

Dear Mrs. Summers,

It is with great interest and enthusiasm that I apply for your lead sales position in the Boots and Hats Division of your company. Having previous sales experience and a proven track record of success in surpassing sales targets, I firmly believe that my personality and work experience all make me the ideal candidate for your position. As a talented and experienced sales assistant currently, I am very familiar with key competencies required to become your lead sales associate. I infuse everything with a positive “can do” attitude. My supervisor, Cindy Menzel, encouraged me to apply for the position. She is sales manager and works directly with your sales associates at Cowboy Industries.

I am a detailed-oriented recent college graduate (3.6 GPA) who earned her Associate of Science in Business Administration from Citrus College. While in college, I managed to accrue 3 years of related work experience. I had the privilege of working for The Gap in a Sales Associate role where I learned valuable professional skills such as customer service executive support, and operations management. In both my professional and academic life, I have been consistently praised for being adaptable and hardworking, which was demonstrated by earning the distinguished employee of the month award two times in a row. Whether working on academic, extracurricular, or professional projects, I apply excellent communication skills, solid interpersonal skills, and strong business acumen. I have also acquired excellent retail and merchandising skills. I believe the hands-on work experience paired with my educational background in business makes me well suited for the job. My high grade point average attests to my strong work ethic. I am charismatic, friendly, dedicated to the highest quality of work. I have enclosed my resume and a copy of my two business certificates for your review.

I am impressed with your company due to the amazing design and quality craftsmanship of your western wear. Your forward thinking marketing practices and business model is what attracts me to your company. I welcome the opportunity to discuss how I can help advance your company's profit margin. Please contact me at 626-914-2323 or via email at SherrlyAnnOwl@hotmail.com to arrange for a convenient time to meet. I will telephone your secretary next week and, if possible, arrange a personal interview.

Sincerely,
Sherrly Ann Owl

Enclosure: Resume
Business Certificates

References

If references are requested, you will need to submit their names and contact information on a separate sheet of paper. **Do not list them on your resume.** References are usually listed on a job application or requested at the end of an interview. Just remember to have them handy when you are applying for a new job.

Your **reference template** should follow the **same look and feel as your resume**, with the **same fonts and colors**. This way, if you submit them together, it looks consistent and professional.

Have at least three people in mind who are willing to endorse your work habits, skills, and your accomplishments. Usually, three references are enough. Do not overwhelm the employer with too many choices.

References should be able to provide a true assessment of your character, work ethic, and personality. Ideally, references should come from former employers, but you can also request one from customers you have served, teachers, former co-workers, friends, family members, etc. Having said this, use your family and friends sparingly, as it could be viewed as unprofessional and can give the impression that you do not have legitimate references. Preferably, list those that can speak highly of you in a job with your longest work history. Your best references will be people who enjoyed working with you and are excited to discuss your talents, so choose wisely and try to cultivate those relationships now, both inside and outside of the classroom.

Be sure to **request permission before you list anyone** on your reference sheet. Help your recommender recall specific examples that highlight why you are the best candidate.

Do not forget to periodically update them on your progress and ask if they can continue being a reference for you. Most importantly, remember to **thank them for their time** whether you obtain the job or not. A thank you note goes a long way, but an email or phone call works just as well! Showing gratitude helps cultivate these important connections.



Shirley Ann Owl

Glendora, CA 91741 - shirleyannowl@hotmail.com - (626) 888-9898
www.linkedin.com/in/shirleyannowl

REFERENCES

NAME OF REFERENCE

Title at their organization
Organization name
Street Address
City, State, and Zip Code
Daytime Phone Number
Email Address

Reference description including **where** you worked together, **when** you worked together, and your working relationship. Feel free to mention any projects you worked on or skills you acquired that this reference might discuss.

DR. KENNETH GABLE

Professor, Social and Behavioral Sciences
Citrus College
1000 Foothill Boulevard
Glendora, CA 91741
(626) 914 - 8444
kgable@citruscollege.edu

Dr. Gable was my professor through numerous courses I completed to earn my Associates of Science in Social Sciences at Citrus College. He nominated me for student of the year and asked me to serve as a tutor for his research methods class.

JENNIFER SMITH

Supervisor, Project Lead
East Los Angeles College
Los Angeles, CA 91754
(323) 265 - 8650

Ms. Smith was my direct manager while I worked as an outreach specialist for Bridge to Geo Sciences from 2016 to 2017. I was selected as Employee of the Month under her leadership.

Action Verbs

Use these strong, descriptive verbs in your resume and cover letter to highlight your accomplishments and the impact that you had in your position. The categories below are only suggestions; use the best verb to describe your accomplishments, even if it is listed in a category that you have not experienced (yet).

CREATIVE

built
changed
composed
conceived
conceptualized
created
customized
designed
developed
devised
established
generated
illustrated
improvised
invented
performed
preserved
redesigned
restored
shaped
transformed

FINANCIAL

adjusted
allocated
appraised
audited
balanced
budgeted
calculated
conserved
doubled
eliminated
exceeded
financed
gained
increased
invested
maximized
minimized
projected
reconciled
reduced
secured

HELPING

advised
aided
assisted
clarified
coached
consoled
consulted
counseled
encouraged
facilitated
inspired
mediated
mentored
referred
served
strengthened
treated

LEADERSHIP/ MANAGEMENT

accelerated
achieved
advanced
approved
assigned
attained
authorized
chaired
controlled
delegated
determined
directed
enforced
ensured
executed
formalized
founded
governed
hired
influenced
initiated
led
managed
motivated

oversaw
presided
prioritized
promoted
rated
recommended
selected
sponsored
streamlined
structured
succeeded
supervised
trained

OFFICE/ GENERAL

adapted
administered
activated
arranged
cataloged
categorized
compiled
completed
contributed
distributed
expanded
identified
implemented
incorporated
inspected
maintained
organized
overhauled
planned
prepared
produced
proofread
provided
recorded
reinforced
scheduled
secured
solved
updated

RESEARCH

analyzed
applied
collected
compared
conducted
consolidated
detected
discovered
documented
examined
exhibited
explored
extracted
integrated
investigated
measured
monitored
researched
reviewed
revised
screened
surveyed
tracked

SALES

added
appealed
convinced
improved
launched
marketed
moderated
negotiated
persuaded
proposed
publicized
recruited
reduced
targeted

TEACHING

assessed
awarded
certified

coached
delivered
educated
empowered
evaluated
explained
facilitated
graded
instructed
lectured
taught
tutored

TECHNICAL

assembled
built
conceived
devised
eliminated
engineered
expedited
fabricated
installed
mastered
modified
prevented
processed
programmed
reconstructed
remodeled
repaired
upgraded

COMMUNICATION

addressed
articulated
authored
clarified
conducted
contacted
convinced
corresponded
critiqued
defined
demonstrated

described
drafted
edited
informed
interacted
interpreted
interviewed
lectured
mediated
moderated
observed
presented
promoted
publicized
published
recruited
reported
simplified
summarized
taught
translated
verified

RETAIL/ CUSTOMER SERVICE

answered
assisted
greeted
listened
interacted
operated
resolved
responded
supported

OTHER ACTION VERBS

acted
added
contracted
displayed
enlisted
familiarized
involved

QUESTIONS?

For more information or to schedule an appointment with a career counselor, visit the Career/Transfer Center at Citrus College in the Student Services (SS) Building, Second Floor, or call (626) 914 - 8639.

Hours of Operation:

Monday and Thursday, 8:00 am to 5:00 pm
Tuesday and Wednesday, 8:00 am to 7:00 pm
Friday 8:00 am to 4:30 pm



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