

Current Resume and Cover Letter Writing Trends

What is a Resume? It is a printed summary of your employment qualifications. It should include your skills, education, employment history and any other information which would give an employer a favorable impression of you. The writing of your professional resume should be well-planned and carefully considered.

Capture the reader's attention by following these tips:

- ✓ Consider completing an internship to show relevant field experience
- ✓ Create an easy to read, concise, interesting to read and visually appealing that is error free
- ✓ Target the content of your resume to the position you are applying for (use job postings as a guide to match your skills); have different versions if needed
- ✓ Promote your academic and work experience accomplishments throughout the resume; to do this highlight what you are proud of that show tasks above and beyond the job description in a few statements; use numbers and adjectives to define and describe outcomes
- ✓ Understand that the first review of your resume is very quick, the most important information should be in the beginning; Format your resume to be 1 or 2 pages; Using a resume template may be helpful
- ✓ Consider using the "Skill Based Resume" format if you have had similar roles with different employers or there are gaps of time in your work experience
- ✓ Avoid providing personal information and photo or identifying religious or political membership

Cover Letters

A personalized letter should accompany each resume and application that you submit for consideration. This letter serves to highlight the information in a way that relates it directly to the needs of the specific employer.

Tips to make your letter stand out:

- ✓ Address it to the person making the hiring decision; if unknown use Hiring Manager
- ✓ Mention the job title and company name in the first paragraph
- ✓ Show that you are interested and able to contribute to a possible solution or need of the employer.
- ✓ If salary expectations are asked for, include a relevant salary range based on your research of the field, check out salary.com for information

Cover Letter Power Phrases

Consider using adaptations of these key phrases in your cover letters:

"I believe that I am particularly well qualified for your position because..."

"I have highlighted some of my achievements which relate to your requirements..."

Sample Cover Letter

JOHN DOE

901 S. Media Line Road, Media, PA | 610-359-5000 | jdoe@mail.dccc.edu

November 18, 2018

Ms. Smith
Recruitment Manager
Comcast Business
1000 Market Street
Philadelphia, PA 19082

Dear Ms. Smith:

I was excited to see the sales manager position that is currently listed on the Comcast website. I am certain that I could achieve the established sales goals while providing quality service that will promote repeat business and referrals. Throughout my educational and work experience, I have developed strong communication, leadership and supervisory skills. I am interested in working for this Fortune 50 Company and demonstrating my entrepreneurial spirit.

As you can see from my resume, I recently completed my Associate Degree in Business Management from Delaware County Community College. For the past three years, I have been working for Radio Shack in their retail store. I earned a promotion to become an Assistant Manager because of my ability to work with customers and demonstrating initiative to exceed sales goals by 20%. Additionally, I have been responsible for hiring and training new staff, managing schedules for a staff of five and monitoring staff interactions with customers to ensure that they are following company policies.

I am confident that I can offer you the skills you are seeking and would welcome the opportunity to speak with you to learn more about this position. I can be reached by phone at 555-555-5500 (cell) to set up an interview. Thank you for your consideration. I look forward to learning more about this opportunity!

Sincerely,

James Stewart

JANE DOE

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WORK STUDY POSITION

SKILLS

- Hard working and desire to learn
- Customer service
- Effective verbal and written communication
- Detail orientated
- Excellent problem solving and analysis
- Strong organizational and time management
- Microsoft Word, Excel, Access

EDUCATION

AUGUST 2018- PRESENT

PURSUIING ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: BUSINESS ADMINISTRATION

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

RELATED COURSEWORK: Introduction to Business, Introduction to Computers, Business Communication

EXPERIENCE

JUNE 2018-AUGUST 2018

SUMMER CAMP COUNSELOR, ROCKY RUN YMCA, MEDIA, PA

Led leisure activities with a group of 12 middle school children; Created games for campers to participate in, Chaperoned camp field trips, Ensured safety of campers daily

ACTIVITIES

DELAWARE COUNTY COMMUNITY COLLEGE, MEDIA, PA

Participating member of the Business Society, Latin Flavor Club and Student Government Association

HIGH SCHOOL

Participated in Swim and Softball teams

VOLUNTEER AT DUNWOODY VILLAGE

Visit with residents and assist with recreational activities

JOHN DOE

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BUSINESS INTERNSHIP

SKILLS

- Leadership in fast paced food service industry
- Strong communication and organizational skills
- Training new employees on company procedures
- Excellent analytical and problem-solving
- Team player; committed to supporting organizational success
- Customer service
- Proficient in Microsoft Office 2016

EDUCATION

AUGUST 2018-PRESENT

PURSUIING ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: BUSINESS ADMINISTRATION

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

RELATED COURSEWORK: Managerial Accounting, Micro and Macro Economics, Principles of Marketing, Principles of Management, Legal Environment of Business

EXPERIENCE

NOVEMBER 2018 – PRESENT

SALES ASSOCIATE, WAWA, WEST CHESTER, PA

Recognized by management for providing quality customer service; Operated cash register and managed financial processes accurately; Experienced with SAP device; Actively supported all areas of operations; Responded to customer's needs and resolved issues effectively

JANUARY 2017-NOVEMBER 2018

CUSTOMER SERVICE, DCCC WORK STUDY PROGRAM, MEDIA, PA

Greeted 200 students in a friendly manner each day; Contributed to college success by creating a positive first impression and customer service; Answered questions accurately and provided campus directions; Maintained visitor and service logs

ACTIVITIES

2017- PRESENT MEMBER OF BUSINESS SOCIETY, DELAWARE COUNTY COMMUNITY COLLEGE

Help to organize field trips to local businesses; Contributes to the production of Business Society newsletter; Promote activities to gain new members

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BUSINESS MANAGEMENT & MARKETING

SKILLS

- Leading and managing a team of 10 employees
- Strong communication and organizational skills
- Training new employees on company procedures
- Managing social media platforms
- Team player; committed to supporting organizational success
- Customer service
- Proficient in Microsoft Office 2016

EDUCATION

MAY, 2020

ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE, MEDIA, PA

MAJOR: BUSINESS ADMINISTRATION

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

EXPERIENCE

NOVEMBER 2017 – PRESENT

SHIFT MANAGER/SALES ASSOCIATE, WAWA, WEST CHESTER, PA

Earned promotion to Shift Manager after a year of service; Recognized by management for providing quality customer service; Supervising employees and completing performance evaluations; Completing staff scheduling to maintain effective operations; Operation of cash register and managing financial processes accurately; Experience with SAP device; Actively supported all areas of operations; Respond to customer's needs and resolve issues effectively

MAY 2017- AUGUST 2017

INTERNSHIP, ACME, BROOMALL, PA

Worked closely with the marketing manager on overall marketing strategies, execution of the marketing plan, and analyze the effectiveness of all marketing efforts, Assisted in creating online and email marketing strategies; managed pay-per-click advertising campaigns, Assisted in managing social media accounts & profiles; create engaging text, image, and video content for LinkedIn, YouTube, and other social media blogs/pages, Ensured consistency of company brand throughout various mediums, including company apparel, vehicle graphics, equipment, and promotional items, Assisted with event coordination and planning

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IT TECHNICIAN

SKILLS & CERTIFICATIONS

- Technically inclined individual
- CompTIA and Microsoft Certified
- Installing and configuring Linux and MS Windows Network operating systems
- Analyze, test, and propose solutions for problems relating to network hubs, network protocols, servers, workstations and printers

EDUCATION

MAY, 2020

ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE, MEDIA, PA

MAJOR: [Network Engineering](#)

G.P.A.: 3.5; Phi Theta Kappa Member; President's List for academic achievement

Coursework: PC Repair and Maintenance, Network Communications, Microsoft Windows 7, Managing Microsoft Windows Server 2008, Active Directory, CISCO Network Support, Network Operating Systems Concepts, Network Systems Administration, Network Design & Implementation, Network Security Concepts

EXPERIENCE

NOVEMBER 2018 – PRESENT

NETWORK TECHNICIAN, COMCAST, PHILADELPHIA, PA

Maintain fiber coax infrastructure, Configure network devices, Troubleshoot forward and return signal problems, Ensure compliance under FCC guidelines, Repair fiber optic cable, Manage school and local government video equipment, Research new technology and present results

MAY 2017- AUGUST 2017

INTERN, UHS, PLYMOUTH MEETING, PA

Researched and resolved Customer Support Center Tickets under the guidance of senior team members, Gathered all necessary information via on-line request form, telephone calls, e-mail or in person, Escalated and communicated the problem to the appropriate IT staff, Documented the impact of the problem, Assigned a priority level and resolution target time, Supported the implementations of applications and assisted by working in the facility Command Center or UHS Corporate to help process issues.

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YOUTH COUNSELOR

SKILLS

- Dedicated to helping others
- Personable and compassionate individual
- Demonstrates exceptional listening and communication
- Able to work with diverse individuals
- Maintains composure during stressful situations
- Practices leadership and is able to motivate others

EDUCATION

AUGUST 2018- PRESENT

PURSUING ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: **Psychology**

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

Coursework: Lifespan of Human Development, Counseling Skills, Experience in Diversity, Abnormal Psychology, Research Methods

EXPERIENCE

NOVEMBER 2018 – PRESENT

SOCIAL SERVICE ASSISTANT (DCCC WORK STUDY PROGRAM)

COMMUNITY ACTION AGENCY OF DELAWARE COUNTY, MEDIA, PA

Provide initial client intake and assessment to include an on-going documentation of financial and program eligibility for clients; Develop individual service plans and self-sufficiency goals for each client; Instruct clients in basic life skills; Monitor and support client progress; Document ongoing work with each client; Participate in required staff meetings

ACTIVITIES

2018- PRESENT MEMBER OF PSYCHOLOGY AND SOCIAL WORK CLUBS
DELAWARE COUNTY COMMUNITY COLLEGE

Help to organize donation drive to collect food and clothing items for individuals in the community

JANE DOE

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MEDICAL CODING AND BILLING

SKILLS & CERTIFICATIONS

- Completing detail oriented tasks accurately
- Effective verbal and written communication
- Proficient in data entry and Microsoft Office
- Certified Coding Associate, AHIMA
- ICD-10-CM, CPT-4 and Medical Terminology
- Medical Insurance
- HIPPA Compliance
- Medical Reimbursement Specialist, AMBA

EDUCATION

MAY, 2020

ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: **Medical Coding and Billing**

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

Coursework: Body Structure and Function I & II, Applied Microbiology, Pathophysiology and Pharmacology, Ethical/Legal Aspects of Healthcare Management, Introduction and Advanced CPT Coding, Introduction to ICD-10-CM Coding, Revenue Cycle Management and Reimbursement Methodologies

EXPERIENCE

NOVEMBER 2017 – PRESENT

ACCOUNTS RECEIVABLE SPECIALIST, MAIN LINE HEALTH, WYNNEWOOD, PA

Review and resolve over 50 insurance denials in Epic a day; Received the "Takes Care Award" for going above and beyond in my assigned work; Reached yearly goals of receiving up to \$200,000.00 in payments from denied claims; Keeping employees informed of new techniques and procedures on how to handle certain tasks by providing easy to follow direction sheets; Follow-up with third party payers within specified time frames to ensure timely and proper reimbursement

PROFESSIONAL MEMBERSHIPS

AHIMA, APRIL 2018 | AMBA, MARCH 2018

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PATIENT CARE TECHNICIAN/CNA

SKILLS & CERTIFICATIONS

- Certified Nursing Assistant, Red Cross, 2018
- Demonstrates respect and compassion
- Dedicated to providing high quality patient care
- Problem solving
- Communication and documentation
- Focus on following safety procedures
- Effective team member

EDUCATION

AUGUST 2018- PRESENT

PURSUIING ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: Health Studies-Pre-Nursing

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

EXPERIENCE

NOVEMBER 2018 – PRESENT

HOME HEALTH AIDE, BAYADA, HAVERFORD, PA

Provide individualized care to clientele with various care levels and medical conditions; Take and document vitals, Provide medication and oxygen administration, Participate in transfers and repositioning; Communicate with collaborative team

SEPTEMBER 2017-NOVEMBER 2018

STUDENT SUCCESS AMBASSADOR, DCCC WORK STUDY PROGRAM

Mentored first year students including meeting with mentees on a weekly basis, Submitted bi-weekly reports from these meetings, Met with program supervisor to discuss the mentee progress and notified supervisor of any major issues that their mentee(s) may be having.

Met with other Student Success Ambassadors bi-weekly to share accomplishments, exchange ideas, and collaborate on activities planned for mentees.

ACTIVITIES

2018- PRESENT MEMBER OF PSYCHOLOGY AND NURSES CLUB, DCCC

JANE DOE

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CERTIFIED MEDICAL ASSISTANT

SKILLS AND CERTIFICATIONS

- Certified Medical Assistant, AMA, 2018
- Sound knowledge of clinical and medical administrative support duties
- Personable and professional interactions with patients and medical team
- Completing patient history
- Measuring vital signs and performing venipuncture and EKG
- Documenting results accurately
- Prioritizing, multi-tasking and managing time
- Knowledge of Electronic Medical Records
- Proficient in Microsoft Office 2016

EDUCATION

MAY 2020

ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: Medical Assistant

G.P.A.: 3.5

Phi Theta Kappa Member; President's List for academic achievement

EXTERNSHIP:

May 2020-June 2020

Dr. Zibelman, Taylor Primary Care, Ridley Park, PA

Interact with patients and check them into the room, Interview patients, Listen to concerns and ensure their comfort; Answer phone in a courteous manner and schedule appointments, Bill patients and collect co-pays, Measure vital signs and record accurately, Perform phlebotomy and EKG, Administer vaccines

EXPERIENCE

NOVEMBER 2018 – PRESENT

MEDICAL RECORDS CLERK, FAIR ACRES GERIATRIC CENTER, LIMA, PA

Maintained 500 resident medical records accurately through alphabetization and updating; Managed confidentiality of records and followed protocols

ACTIVITIES

DELAWARE COUNTY COMMUNITY COLLEGE

Participate in Psychology Club, Nurses Club and Multicultural Club

JANE DOE, RN

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SKILLS

- Excellent active listening skills with aptitude to interact effectively with patients, family members, and medical team
- Apply critical reasoning skills to improve the quality of patient care
- Ability to decisively handle trauma situations
- Manage time and administrative duties
- Proficient in Microsoft Office, 2016

EDUCATION

MAY, 2020

ASSOCIATE DEGREE, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: Nursing

G.P.A.: 3.5; Phi Theta Kappa Member; President's List for academic achievement

- Gained hands-on experience and knowledge in nursing procedures during a two year internship that included; Recording and documenting vital signs and assessments of all body systems, monitoring and maintaining fluid balance and blood glucose levels, assessing IV sites and administering medications via the following routes: PO, IV, IVP, IM and topical
- Completed clinical rotations in Medical Surgical Units, ICU &CCU; Orthopedics; OB/GYN; Psychiatric & Detoxification Units; Community Nursing; Pediatrics and Long Term Care in various local sites

EXPERIENCE

NOVEMBER 2018 – PRESENT

CERTIFIED MEDICAL ASSISTANT, PENN MEDICINE, WEST CHESTER, PA

Greet patients in a friendly manner, Review patient history and concerns and communicate results with physician, Measure vital signs and document in EMR accurately, Manage time effectively

ACTIVITIES

2018- PRESENT MEMBER OF NURSES CLUB, DELAWARE COUNTY COMMUNITY COLLEGE

Participate in wellness events to promote health and well-being; Measure student's blood pressure and communicate results during screenings

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HVAC TECHNICIAN

QUALIFICATIONS

- EPA Universal License
- Understanding the functions of residential and light commercial HVAC&R components and systems
- Trouble-shooting and maintenance of heating, systems, air conditioning, electronics and refrigeration
- Able to read blueprints
- Diagnose and repair problems with oil, gas and high efficiency furnaces
- Follows safety principles and practices
- Focus on customer service and satisfaction

EDUCATION

MAY, 2020

CERTIFICATE OF COMPETENCY, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: HVAC

G.P.A.: 3.5; Phi Theta Kappa Member; President's List for academic achievement

Coursework: Introduction and Advanced HVAC & R Electrical Fabrication, Introduction and Advanced Refrigeration and Air Conditioning, Practical Problems in Mathematics for HVAC&R Technicians, Refrigerant Certification, Basic Piping for Contractors, Oil Gas Burner Service, Heat Pump Systems, Blueprint Reading for HVAC

EXPERIENCE

NOVEMBER 2018 – PRESENT

REPAIR AND TOOL TECHNICIAN, THE HOME DEPOT, BROOMALL, PA

Earned promotion from Cashier role; Responsible for the evaluation and repair of small engines, outdoor power equipment and handheld electrical devices, Makes equipment recommendations to customers and ensures that units are maintained, Writing customer contracts and invoices for equipment rental and tool repairs and demonstrating proper use

NOVEMBER 2017 – NOVEMBER 2018

CASHIER, THE HOME DEPOT, BROOMALL, PA

ACTIVITIES

DELAWARE COUNTY COMMUNITY COLLEGE

Participate in soccer and baseball teams

JOHN DOE

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ELECTRO-MECHANICAL TECHNICIAN

SKILLS

- Technical and mathematical aptitude
- Critical thinking
- Designing and trouble-shooting digital and analog circuits
- Experience with soldering circuits
- Using multimeter and oscilloscope to diagnose issues
- Analyze and build circuits from schematics

EDUCATION

MAY, 2020

CERTIFICATE OF COMPETENCY, DELAWARE COUNTY COMMUNITY COLLEGE

MAJOR: [Electro-Mechanical Technology](#)

G.P.A.: 3.5; Phi Theta Kappa Member; President's List for academic achievement

Coursework: Introduction to PLC, Industrial Drawings Interpretation, Technical Mathematics I, DC Analysis, Technical Mathematics, AC Analysis, Electronics I, Electro Mechanical Systems

EXPERIENCE

NOVEMBER 2018 – PRESENT

MODIFIER/SOLDERER, CTDI, WEST CHESTER, PA

Perform surface mount soldering skills, Replace components on set top circuit boards, Work at a fast pace and utilize attention to detail to complete duties successfully, Perform tasks according to quality procedures

NOVEMBER 2017 – NOVEMBER 2018

SERVICE REPRESENTATIVE, PEP BOYS, HAVERTOWN, PA

Helped customers with selection of auto parts, Explained work detail, Managed financial transactions, Scheduled appointments, Stocked shelves

ACTIVITIES

DELAWARE COUNTY COMMUNITY COLLEGE

Participate in soccer and baseball teams

“SKILL BASED RESUME”

JOHN DOE

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SKILLS & ABILITIES

BOOKKEEPING

- Responsible for all accounts receivable and payable functions as Auditor for hotel operation
- Prepared daily, monthly and yearly balance sheets for auditing purposes
- Managed daily cash control, prepared bank and credit card deposits
- Collected payments for customer billing and posted to general ledger

ADMINISTRATIVE

- Created documents, spreadsheets, presentations and maintained database
- Made travel arrangements and coordinated schedules
- Ordered office supplies

CUSTOMER SERVICE

- Handled customer inquiries and complaints in a professional manner
- Adept at handling confrontational situations and resolving them appropriately

MANAGEMENT

- Scheduled, trained and supervised staff arriving for daily shift
- Oversaw all hotel operations and guest relations as management staff

EXPERIENCE

BOOKEEPER | HOLIDAY INN | JUNE 2018- PRESENT

FRONT DESK MANAGER | RADISSON HOTEL | JUNE 2015-MAY 2017

ADMINISTRATIVE ASSISTANT | PENN STATE UNIVERSITY | JUNE 2014-MAY 2015

TRAVEL AGENT | APPLE VACATIONS | MAY 2012-APRIL 2014

EDUCATION

PURSUING ASSOCIATE DEGREE | DELAWARE COUNTY COMMUNITY COLLEGE

- Major: Business Administration

ACTIVITIES

2018- PRESENT MEMBER OF BUSINESS SOCIETY, DELAWARE COUNTY COMMUNITY COLLEGE

Help to organize field trips to local businesses; Contributes to the production of Business Society newsletter; Promote activities to gain new members

“EXTENSIVE EXPERIENCE”

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JOHN DOE

ACCOMPLISHMENTS

Received numerous awards from the CEO and CIO for improving customer and technical performance, excellent customer and technical services.

Saved company over \$20K annually by creating a customized knowledge base to alleviate time searching for common resolutions to frequently asked questions and issues.

SKILLS & ABILITIES

- Customer Service Satisfaction
- Insight and Initiative to Improve Systems and Functions
- Problem Resolution

PROFESSIONAL EXPERIENCE

HELP DESK TEAM LEAD, MAIN LINE HEALTH

2010 – PRESENT

Supervise daily operations of help desk to maintain high customer satisfaction standards; Collect and analyze data and developed resolutions that resulted in happier end users

HELP DESK ANALYST II, TD BANK

2008-2010

Trained team members using the Help Desk Monthly Application Checklist to ensure timely task completion; Monitored and increased team morale; Ensured effective problem resolution and excellent customer satisfaction

EDUCATION

WEST CHESTER UNIVERSITY, WEST CHESTER, PA

BACHELOR OF SCIENCE, COMPUTER SCIENCE

DELAWARE COUNTY COMMUNITY COLLEGE, MEDIA, PA

ASSOCIATE DEGREE, INFORMATION TECHNOLOGY, HELP DESK