Resume & Cover Letter Writing Guide

Student Resume 2012-2013

school of information
University of Michigan

School of Information Career Development Office

Joanna Kroll, Senior Associate Director

Kelly Kowatch, Assistant Director

Shamille Orr, Coordinator

si.umich.edu/careers

Contents

Ten Resume Writing Tips

1. **Be factual** and don't exaggerate on dates or titles. A background check that discovers inaccurate information could immediately disqualify you from consideration. Remember that you are getting a MSI (Master of Science in Information) not a Master in your specialization.

2. **Use the spell checker feature** on your computer and ask SI Career Development staff and at least one friend to review your resume for typos or grammatical errors.

3. **Be sure to include your current contact information.** This is the most important information on your entire resume – name, email address, phone number, and postal address. Make sure that your email address is professional. If you have an online portfolio, add the url also.

4. **Keep it simple.** White, cream, or light gray paper are acceptable and create a nice contrast with black type. Basic sans serif type-faces such as Arial or Verdana work best. Or, you can always rely on the old standby, Times New Roman. Pick one or two fonts and stick with them. Using too many typefaces on one page can look cluttered and confusing and will detract from your message. Create a balance of white space and black text to ensure that the reader is not distracted by anything but your experiences. Make a copy of your resume to see what it looks like when it's been reproduced.

5. **Be concise.** Don't be long-winded on your resume. Bullets should be brief and to the point. Interviewers often have hundreds of resumes to weed through. Save extensive explanations of your experience for the interview and keep your resume to one or two pages.

6. **Think electronic.** Your resume will often be viewed electronically. Keep it in a format that is compatible with most word-processing and e-mail systems. Even consider plain text. You may be required to paste your resume into an electronic form or e-mail. Complicated formatting or unusual fonts can create electronic gobbledygook.

7. **Tailor your resume.** Maintain one (electronic) copy that lists everything that you have ever done – but never use this resume to apply for a job. Tailor this document to different fields by using different categories or emphasizing different skills and experiences.

8. **Use action-oriented words** (a.k.a. verbs) to lead your bullet points. Make sure that you use a variety of different words and showcase your skills and abilities. Don't start a bullet with, "Responsibilities included…" Also, avoid using passive words such as learned, studied, or assisted and instead utilize strong action words to indicate your ability to apply knowledge and initiate activities. (See page 33 for a list of action words)

9. **Use industry or functional keywords** in your resume. Many organizations use electronic filters to scan resumes for keywords that match the job description. Include these keywords in your work experience, skills section, or even a tailored keyword sec-tion. Using the job description as a guide, replace synonymous words that are on your resume with the vernacular or style that describes the position.

10. **Be comfortable with your resume.** Get other opinions on the format, wording, and structure, but in the end you must be proud of and familiar with its contents. Adapt your resume to be a reflection of yourself while maintaining a professional feel.

Adapted from Microsoft Careers – The Inside Track – Microsoft Resume/Interview Tips http://members.microsoft.com/careers/mslife/insidetrack/resume.mspx
Adapted from Is Your Résumé a Mess? By Kate Lorenz, CareerBuilder.com Editor http://msn.careerbuilder.com/custom/msn/careeradvice/viewarticle.aspx?articleid=577&SiteI
d=cbmsnnl4577&sc_extcmp=JS_577_newsletter&cbRecursionCnt=2&cbsid=87ed8ed386e547569e1b2a4c37cb73d8-241886954-TF-4

Resume Examples

Jayne Ann Doe | jayneann@umich.edu | (734) 555-0123 | *jaynedoe.com*

PROFILE:
HCI Masters student with strong technical background and passion for working with users seeks full-time User Experience Researcher position starting May 2012.

UX METHODS:
- Usability testing
- Remote user testing
- Personas & Scenarios
- Quantitative analysis
- Diary studies
- Survey design
- Contextual inquiry
- Ethnography
- Data mining/analysis
- Paper prototyping
- Wireframing
- Heuristic evaluation
- Website analytics
- Cardsorting

PROGRAMMING:
- Perl
- Python
- PHP/MySQL
- HTML, CSS, Javascript
- Java, C++

SOFTWARE:
- SPSS
- R
- Morae & UserVue
- Axure
- Omnigraffle
- Illustrator & Photoshop
- InDesign

RELEVANT COURSEWORK:
- User Research Methods
- Data Analysis
- Contextual Inquiry
- Statistics
- Information Visualization
- Network Analysis
- Info-Seeking Behavior
- Interaction Design
- Mobile Interaction Design
- Graphic Design
- Online Communities
- Recommender Systems

EDUCATION:

University of Michigan – Ann Arbor, MI   Dec. 12
Master of Science in Information – Human-Computer Interaction and Social Computing
Honors: SI Merit Scholarship, 1st place Social Computing project award

Iowa State University – Ames, IA   Dec. 09
Bachelor of Science in Computer Science and Psychology
Honors: National Merit full-tuition scholarship, Google Anita Borg
   Scholarship finalist, Student Government Member of the Year Award
Study Abroad, University of Wales – Swansea, Spring 2009

WORK EXPERIENCE:

TechSmith Corporation – Okemos, MI – *UX Research Intern*   May-Aug 10 & 11
• Planned and conducted user research for several product teams; methods
  included lab usability testing, remote testing, diary studies, and surveys
• Developed recommendations based on test results, and worked with
  teams to collaboratively reach solutions to larger usability issues
• Launched a self-initiated project to analyze the quantitative usage data
  collected by Snagit and turn it into actionable insights about users
• Facilitated the creation of personas with several cross-functional teams

University of Michigan Library – Ann Arbor, MI – *UX Intern*   Jan-May 10
• Analyzed server logs and Google Analytics, conducted a survey and
  completed a competitive analysis to inform redesign of library website

Wells Fargo – West Des Moines, IA – *UX Intern*   Jun-Aug 09
• Created a style guide and personas, and made purchasing decisions about
  software and equipment for use in a new usability lab

IBM Corporation – Rochester, MN – *Intern*   May-Aug 08
• Designed the interface for a database optimization tool and conducted
  internal, informal usability tests for each design iteration

NIST – Gaithersburg, MD – *NSF REU Program Summer Intern*   May-Aug 06
• Collaborated with government usability scientists on a speech recognition
   project to create transcripts of audio recorded during usability testing

PROJECTS: *(details and more projects at jaynedoe.com)*

TreasureHunter: 1st place project, CHI 2011 Student Design Competition
• Employed an iterative user-centered design process to create an
  online community to support the finding of items in thrift stores in the local
  community; led group in the contextual inquiry and user testing phases.

Remote User Testing of the Global CouchSurfing.com Online Community
• Worked with a remote team to plan the protocol, recruit 15 users from
  15 countries, and conduct the sessions remotely using screen-sharing.
  Results helped to prioritize development and improve the site's messaging.

Quantitative and statistical analysis of CouchSurfing.com social network
• Analyzed data from a 1.5MM-member online community to answer research questions
  about their reputation system. Paper was accepted to IEEE Social-Com 2011 conference
  (acceptance rate: 9%)

PROFESSIONAL ACTIVITIES

• Executive board for SOCHI (Student Org. for Computer-Human Interaction)

Julianna Doe

734.555-5555
juliannad@umich.edu

Education

University of Michigan, Ann Arbor, School of Information   April 2012
Master of Science, Information // Specialization: Archives and Records Management

University of California, Riverside
Bachelor of Arts, History   March 2006
Bachelor of Science, Business Administration // Focus: Business Law   June 2003

Professional Experience

University of Michigan // Ann Arbor, Michigan   August 2010-Present
University Library Associate, Hatcher Graduate Library
- Review English-language vendor bibliographic records for appropriate metadata and MARC coding.
- Create catalog records by identifying, describing and classifying both foreign and domestic monograph and serial materials.
- Serve as division web developer and content manager; develop and create division's internal website.
- Participate in the research and development of an ERMS (Electronic Records Management System).

National Archives and Records Administration // College Park, Maryland   July 2010-Present
Archives Technician/ADP, NWCT-2P Polar Team
- Provided arrangement for the donated papers of Robert E. Peary, Mary W. Peary and Paul A. Siple.
- Identified preservation needs and collaborated with Preservation staff to create appropriate housing.
- Described, at the item level, each collection and entered descriptions into ARC.

University of California, San Diego // San Diego, California   September 2007-August 2009
Database Management Assistant, Geisel Library
- Maintained UCSD Libraries' online catalogs by performing corrections on a variety of record types within local database, Millennium; processed corrections and updates from system and vendor generated reports.
- Coordinated and managed data cleanup projects for online catalogs through metadata analysis.
- Assisted employees with new software/hardware upgrades and troubleshooted system issues within unit.

United States Chamber of Commerce // Washington, D.C.   April 2006-July 2007
Manager, Business Services
- Managed and supervised purchasing functions by implementing and maintaining enterprise-wide system tools; accommodating both internal and external customers.
- Identified barriers and patterns of concern with key vendors and implemented regular correspondence, evaluated contracts, costs and quality of their services to ensure negotiated standards and terms were met.
- Maximized the efficiency of the workflow between the Chamber and Xerox, the Chamber's implant print service, reducing the time to produce jobs and increasing the quality of output.

University of California, Riverside // Riverside, California   February 2004-April 2006
Assistant Manager, Science Library Stacks Unit
- Managed dynamic Stacks unit within an academic library, ensuring the maintenance of its collection by establishing policies and procedures to achieve the goals of the unit and the library.
- Directly supervised six student assistants; including training, scheduling, evaluating and management of their workload.
- Planned, initiated and completed shift of library materials to improve spacing issues, to account for future growth and eliminate outdated materials.

Scripps Institution of Oceanography // La Jolla, California   July 2003-January 2004
Administrative Assistant
- Independently verified integrity of data by researching, validating and reconciling Contract and Grant proposal and award information through the SIO local Contracts and Grants Unix based database, Coeus (a system created by MIT to facilitate sponsored program award acquisition and administration) and archived records.
- Processed information pulled from Coeus to provide reports and feedback regarding data migration.
- Revised existing filing system for archived records.

Technical Skills

Software: MS Office Suite; Eclipse; Adobe Illustrator, Photoshop, InDesign and Dreamweaver.
Languages: xHTML/CSS, Python, Java.

Jihan Doe

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Ann Arbor, MI 48103
(734) 555-5432   jihandoe@umich.edu

Education

University of Michigan School of Information, Ann Arbor, MI
Master of Science in Information with a specialization in Archives and Records Management   *April 2013*

  Relevant coursework: Archival Appraisal, Digital Preservation, Web Archiving
  Evaluation of Systems and Services, Management of Libraries and Nonprofits

Bryn Mawr College, Bryn Mawr, PA
Bachelor of Arts in East Asian Studies, summa cum laude   *2009*

Work Experience

Presbyterian Historical Society, Philadelphia, PA

Archives Assistant   *Jan. 2011–July 2011*

- Created topical resource guides to PHS archival holdings for use of patrons and staff.
- Revised and formatted DACS finding aids for archival collections, following a "minimal processing" model; refoldered and relabeled archival collections to meet current PHS standards.
- Created MARC records for archival collections using OCLC Connexion.
- Conducted research on public service policies and fees at national church archives and special collections libraries as part of a review of PHS's services and fee structures.

PACSCL Consortial Survey Initiative   *Aug. 2008–Dec. 2011*

The Philadelphia Area Consortium of Special Collections Libraries (PACSCL) Consortial Survey Initiative, funded by the Andrew W. Mellon Foundation, assessed unprocessed and underprocessed archival collections at 22 Philadelphia area libraries, archives, and museums. The three-person survey team assessed 2,100 collections (over 19,000 linear feet). (Project website: *www.mysurvey.org*)

Collections Surveyor, based at the **Historical Society of Pennsylvania**, Philadelphia, PA

- Applied qualitative and quantitative measures to rank each collection's physical condition, housing, arrangement, and potential value to researchers.
- Created biographical/historical notes and scope and content summaries.
- Applied controlled vocabulary terms for names, subjects, and genres.
- Assessed existing intellectual access tools.
- Identified related collections held in PACSCL member institutions and other U.S. repositories.
- Contributed to development of a user manual for the FileMaker database of survey records.
- Participated in training sessions on survey methodology for staff of member institutions.

Non-survey project work at the Historical Society of Pennsylvania:

- Arranged and described papers of Katherine Banning Chew; rehoused and described photographic portraits and architectural photographs in the Chew Family Papers collection.
- Created drawer labels for flat file cases at the Historical Society; created volume labels for the 950+ volume Forges and Furnaces collection.

Bryn Mawr College, Canaday Library, Bryn Mawr, PA   *May 2006–Aug. 2008*

Special Collections Assistant and Friends of the Library Intern

- Created metadata in Content DM collection management software for digital images from the Castle Collection of rare books. (*http://specialcollections.bryn.edu/cdm4/castle.php*).
- Performed copy cataloging of natural history, literature, and other rare books in the Castle Collection.
- Selected and researched materials and assisted in writing exhibition text for "Mapping New Worlds" exhibition and developed website to accompany exhibition *(www.canadaylibrary.edu/library/intro. shtml)*.
- Conducted research for special collections exhibitions, Spring 2006 and Spring 2007.
- Created online guides for small personal papers collection and pamphlet collection.

JASPER JOHN DOE

123 South State St., Ann Arbor, MI 48104 • jasper@umich.edu • (734) 555-0000 • jasperdoe.com

Education

University of Michigan School of Information, Ann Arbor, MI
Master of Science in Information, concentration in Content Strategy, expected December 2013

Yale University, New Haven, CT
Bachelor of Arts, History, *cum laude,* May 2006

Experience

American Library Association, Chicago, IL
Content Management Intern, March 2012
- Wrote trainings for managers in social media strategy and for staff in setting up social media accounts.
- Designed the architecture of the training materials in ALA's content management system.

The Documentary Center, The George Washington University, Washington, DC
Associate Producer, March–December 2011
- Performed archival research of original motion picture and audio material for documentaries.
- Designed a catalog system for source material which enabled its quick retrieval during editing.

Harlem Films and *L E*, New York, NY
Writing Assistant, June–August 2010
- Wrote and edited film and television treatments and pilots and consulted on the editing of a feature film for a producer.
- Polished an entrepreneurship-themed children's book for a businesswoman.

Temp Office Work, New York, NY
Administrative Assistant, January 2008–June 2010
- Arranged travel, planned meetings and events, screened calls, and did other office work.

Barack Obama's Campaign for Change ('08 presidential campaign), Anchorage, AK & Las Vegas, NV
Field Organizer, August–November 2008
- Recruited, trained, and organized volunteers.
- Collaborated with volunteers to customize the campaign's social media and database tools.
- Rewrote the call script used by volunteers contacting voters.

Mithoff & Jacks, Austin, TX
Legal Assistant, October 2006–July 2007
- Directed project traffic for a lawsuit involving hundreds of clients.
- Designed the input fields for the case database; designed and maintained large electronic and paper filing systems.

The Purple Crayon, Yale University, New Haven, CT
Member, September 2002–May 2006
- Performed improv comedy on campus several times per semester and on tour twice a year.
- Organized a tour of Texas, taught improv workshops, and developed new performance formats.

Skills

Technical writing, HTML, CSS, Word, Excel, PowerPoint, PhotoShop, Illustrator, OmniGraffle, Axure, usability research.

Portfolio

To view samples of current and recent projects, please visit www.jasperdoe.com/portfolio.

Janhitha Doe

9876 South State St, MI 48109
Phone: (734) 555-1234, **E-mail:** janhitha.doe@umich.edu

EDUCATION

University of Michigan School of Information, Ann Arbor, Michigan
Master of Science in Information, 4/2012
Specializations: Library and Information Science, Archives and Records Management

University of California, Davis, California
Bachelor of Arts in English and Anthropology, Minor in Music, 6/2010

WORK EXPERIENCE

University of Michigan, Bentley Historical Library, Manuscripts Division Ann Arbor, MI
Graduate Assistant, 10/2010-4/2012.
Processed archival collections through appraisal, arrangement and description. Created EAD finding aids and MARC records. Largest collection processed was the David E. Cole papers at 48 boxes.

University of Michigan, Hatcher Graduate Library Ann Arbor, MI
Special Collections Student Assistant, 09/2010-4/2012.
Responsible for book processing, including labeling and making cards. Inscribed, plated, and shelved books and answered the office phone. Created MARC records for incunabula and medieval manuscripts using data from accessions records and the card catalog.

University of Michigan, Scholarly Publishing Office Ann Arbor, MI
Digital Publishing Assistant, 04/2011-08/2011.
Converted digital-born documents to XML for online publication. Designed and updated websites for online journals.

Library of Congress, Prints and Photographs Division Washington, D.C.
Alternative Spring Break Intern, 02/23/2011-02/27/2011.
Indexed photographs from the National Photo Co. Collection. Assigned subject headings and entered data into MARC records using Minaret.

University of California, Davis Shields Library Davis, CA
Library Reserves Assistant, 09/2009-06/2010.
Worked at front desk. Checked out books to patrons and helped answer their questions. Returned books and answered renewal phone. Shelved books.

ACADEMIC PROJECTS

Understanding Archives and Records, Fall 2010
Created a survey report of the Charlie Miller Papers. Assessed preservation and processing needs.

Access Systems for Archives, Winter 2011
Populated an archival management system, Archon, with MARC records, EAD finding aids and digital objects. Reviewed ingest and export abilities, controlled vocabulary capabilities and overall functionality. Created MARC records for archival materials and converted finding aids to EAD format.

SKILLS AND COURSEWORK

Technical Skills: Microsoft Office, XML, HTML, CSS, Photoshop, Filemaker Pro, and Python programming.

Library/Archival Skills: MARC, AACR2, LOC Authority Files, LCSH, LC Classification, EAD, DACS.

Language Skills: Basic French and Russian.

Relevant Courses: Archival Appraisal, Electronic Records, Cataloging, Grant Writing, Access Systems for Archives, Digitization, Physical Preservation, Design of Complex Web Sites.

Jamie c. doe

jamiecdoe@umich.edu | 734.555.4567 | www.jamiedoe.com

EDUCATION

University of Michigan School of Information   Ann Arbor, Michigan
Master of Science in Information, Specialization in Human-Computer Interaction   Expected December 2012

Lansing Community College   Lansing, Michigan
Coursework in Web Design and Development   August 2009- April 2010

University of Michigan School of Art & Design   Ann Arbor, Michigan
Bachelor of Fine Arts, Concentration in Graphic Design, Cum Laude   April 2009
Academy of Art, Architecture, and Design Study Abroad in Prague, Czech Republic   February 2008- June 2008

EXPERIENCE

Yahoo!
User Experience Intern   Sunnyvale, California
• Assisted in interaction design of the new Yahoo! Groups   May 2011 - August 2011

Mercy Corps Action Center To End World Hunger   New York, New York
Web Intern (Alternative Spring Break Program)   March 2011
• Assisted with creation of web templates in Drupal website and petition system

The Whole Brain Group   Ann Arbor, Michigan
Web Developer   December 2010- April 2011
• Programming websites using XHTML, CSS, and PHP to meet needs of clients
• Crafting design and navigation to create an effective user interface for websites
• Integrating Facebook, Twitter, Flickr, and other social meida into design of websites

Vort Port International   Ann Arbor, Michigan
Creative Director, Co-Founder   September 2010- April 2011
• Created all graphic and illustrative materials to establish a cohesive identity
• Incorporated the use of content management system to create a maintainable website

Shore Mortgage   Birmingham, Michigan
Web Design Intern   July 2010- December 2010
• Developed and designed a WordPress blog to promote the company
• Implemented innovative, database-driven coding solutions for company website

University of Michigan Circle K   Ann Arbor, Michigan
Public Relations Chair   September 2008- May 2009
• Launched an innovative campaign bringing membership to an all-time high
• Led and facilitated collaborative projects within the committee

Ross & Associates   Grand Rapids, Michigan
Graphic Design Intern   June 2008- August 2008
• Created and prepared artwork files for various formats of printing
• Completed corporate design work for McDonald's, Celebration Cinemas, and Dash In

COMPUTER SKILLS

Proficient:	• X/HTML	• CSS	• Python	• PHP	• Joomla	• WordPress
	Adobe CS3/4:	• Photoshop	• Illustrator	• InDesign	• Flash	• Dreamweaver
Basic:	• QuarkXPress	• ActionScript	• JavaScript	• SQL	• Visio	• Django

ACTIVITIES

• **Usability Professionals Association (UPA)**   2011 - Present
• **Student Organization for Computer-Human Interaction (SOCHI)**   2011 - Present

Jeremy M. Doe

Objective

Internship position in Project Management and Information Architecture

Education

» University of Michigan School of Information, M.S. in Information, 2012
» University of Michigan, M.A. Journalism
» University of Michigan, B.A. General Studies/Communication

Experience

Jackson Citizen Patriot (for AnnArbor.com)

PROCESS LEAD / CONTENT STRATEGIST / VISUAL SPECIALIST   2010
» Wireframed, designed and edited more than 300 news and feature pages.
» Played key role in 4-week rapid launch of start-up print edition: made InDesign
  templates, wrote scripts for text cleanup, instituted procedures, trained staff.

Ann Arbor/Oakland Business Review ASSOCIATE EDITOR / DESIGNER 2008-09
» Guided reporters and designers producing content for two weekly editions.
» Created Web posting procedures, trained design and Web staff.
» Helped significantly boost publication's online traffic on MLive.com.

The Ann Arbor News ASSISTANT NEWS EDITOR / DESIGN DIRECTOR   2001-08
» Directed 4-person art staff and helped manage 22-person Copy/Design team.
» Guided in-house redesign efforts: refined requirements, prototyped publication,
  developed style guide, and interacted with four customer focus groups.
» Directed 2006 XPress-to-InDesign CMS conversion: created templates, libraries,
  processes and trained 35 front-line users while hitting daily publication schedule.
» Developed live popular culture photo archive with 5,000-plus images.
» Headed companywide Internal Development Task Force.

Logic Solutions INFORMATION ARCHITECT / CONTENT SPECIALIST   2001
» Developed and/or repurposed content, mapped Web sites, performed QC testing.
» Worked on variety of e-media and e-commerce sites.

Detroit Free Press DEPUTY GRAPHICS EDITOR   1999-2000

News-Sentinel, Ft. Wayne, IN ASST. MANAGING EDITOR, DESIGN DIRECTOR 1998-99

» Created automatic process using open-source software to translate all published
  text files from editing system into HTML code for Web site.

Other positions

University of Michigan Psychology Dept. GRADUATE STUDENT INSTRUCTOR   2011
» Teach 60 students in 2 Intro Psych sections: do lesson planning and grading.

Concordia University FACULTY ADVISER FOR STUDENT PUBLICATION 2010
» Moved student news publication *The Vox* online using free technologies.

Friends In Deed VOLUNTEER WEB SITE UPDATE SPECIALIST 2006-PRESENT
» Perform content updates to nonprofit's site using xHTML text editor.

Key honors

» **Ann Arbor News.** Editorial manager of the year, 2003.
» **Society for News Design.** Judge for SND Annual Contest, 24th Edition, 2004.

Contact

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734.555.9876
jeremymdoe@umich.edu

Software skills

InDesign	7 years
Photoshop	15 years
Illustrator	15 years
MS Office Suite	12 years
Acrobat	10 years
Visio	1 year
Blog platforms	4 years
Quark XPress	10 years
OpenOffice	5 years
Mac OS	18 years
Windows OS	20 years

Programming

HTML
CSS
Python
BASIC
Pascal
Fortran

About me

I care about reworking processes until they function well, **especially in situations where flexibility is crucial**. In every position, I've looked for ways to improve or create collaboration and/or enhance flow. There's usually a better way to get the job done, and I relish finding it ... **not change for change's sake**, but because it's better for the client, my colleagues, my employer, **and the bottom line.**

I'm seasoned, having faced **daily professional deadlines for more than a decade.**

I treat colleagues with **respect and openness** and want to be treated that way by others.

Jennifer Doe

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EDUCATION

University of Michigan School of Information, Ann Arbor, Michigan

MSI – Master of Science in Information, anticipated December 2012

    Specializations: Community Informatics, Library and Information Services

    Coursework: Contextual Inquiry and Project Management, Information Resources and Services, Information-Seeking Behavior, Information Use in Communities

    Honors: John Deere Foundation Scholarship

University of Michigan School of Social Work, Ann Arbor, Michigan

MSW – Master of Social Work, anticipated December 2012

    Method/Area: Management of Human Services with Community and Social Systems

    Coursework: Policy and Management in the Nonprofit Sector

    Honors: School of Social Work Dean's Mission Scholarship

Northwestern University, Evanston, Illinois

BSEd – Bachelor of Science in Education and Social Policy, June 2009

    Majors: Social Policy, African American Studies (Emphasis in Urban Affairs)

    Coursework: American Government and Politics, American Urban History, Black Women in America, Community Development, Social Policy and the Human Services, Work and Occupations

    Honors: General Motors/Equal Employment Opportunity Commission Endowed Scholarship

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WORK EXPERIENCE

University of Michigan, National Center for Institutional Diversity, Ann Arbor, Michigan

Graduate Research Assistant – Research and Training, September 2010 – Present

- Assisting the research team with a National Institutes of Health funded project that examines the recruitment and retention of underrepresented minorities in the biomedical and behavioral sciences
- Advising and monitoring the progress of two students participating in the Undergraduate Research Opportunity Program with their research papers (online searching, literature reviews, and evaluation)
- Managed two students with processing over 90 applications for annual postdoctoral fellowship program

University of Michigan, Institute for Social Research, Ann Arbor, Michigan

Information Resources Assistant, May 2009 – August 2010

- Digitized over 70 archived public opinion poll/survey datasets about social, economic, and political conditions in the European Union and the United States for an online database using Excel and Nesstar
- Organized and updated a database of over 2000 confidential pension survey data of national for-profit and non-profit employers in Access and Excel for the federally funded Health and Retirement Study
- Composed and classified over 600 descriptions of journal articles, literature reviews, policy briefs, and executive summaries for the Child Care and Early Education Research Connections online database jointly collaborated with Columbia University and the U.S. Department of Health and Human Services

University of Michigan School of Information, Ann Arbor, Michigan

Project Assistant – Jon Cohen AIDS Research Collection, January 2009 – April 2009

- Digitized a bibliographic library collection of over 5000 journal, magazine, and newspaper articles for the Jon Cohen AIDS Research Collection (web archival database) using Endnote and Google Documents
- Performed web searches in journal and newspaper archives , including Lexis Nexis and Google Scholar

Northwestern University, Department of African American Studies, Evanston, Illinois
Office Assistant, March 2007 – June 2008
- Organized departmental budget records, provided customer service to visitors and vendors, prepared documents (faxing, filing, mass mailing, and photocopying), and answered incoming calls
- Processed over 40 applications for annual departmental post-doctoral fellowship using Filemaker Pro

Northwestern University, Department of Learning Sciences, Evanston, Illinois
Research Aide, January 2006 – June 2008
- Surveyed and updated over 240 bibliographic texts for research grant on middle-school students' motivation in the classroom using Google Scholar and Endnote
- Procured, analyzed, and summarized scholarly journal articles for professors' research project focusing on the effective instruction of computer technology in teacher preparation programs

Office of Congressman John Conyers (D-MI), Washington, District of Columbia
Legislative Intern, June 2007 – August 2007
- Researched information on various public policy issues for legislative assistants using databases such as Thomas and Congressional Research Service
- Composed and distributed correspondence letters to over 400 constituents using Capitol Correspond

COMPUTER SKILLS AND ABILITIES
- Operating Systems: Proficiency in Microsoft Windows and Apple Macintosh computers
- Office Software: Microsoft Office 2008, Adobe Photoshop CS4, Filemaker Pro, NVivo
- Bibliographic Management: RefWorks, EndNote
- Web Design: XHTML, CSS
- Research: IRB Certified for Human Subjects Research in the Social and Behavioral Sciences (expires 2012)

CAMPUS LEADERSHIP POSITIONS AND ACTIVITIES
- Assistant Editor, Michigan Journal of Social Work and Social Welfare, April 2011 – Present
- dScribe, Open.Michigan – Open Educational Resources, February 2011 – Present
- Officer, Community Information Corps, November 2010 – Present
- Information/Social Work Liaison, Social Sector Collaborative, October 2010 – Present
- Research Chair, Multi-ethnic Information Exchange, September 2010 – Present

CONFERENCE PARTICIPATION
- *Presenter*, "Jane Addams and Jane Jacobs: Early Pioneers in Community Engagement," eChicago Spring 2011 Symposium: Seizing the Broadband Moment, Chicago, Illinois, April 2011
- *Student Volunteer*, "Empowering Diverse Communities: Bridging the Social Divide," North American Association of Christians in Social Work (NACSW) 2010 Convention, Indianapolis, Indiana, October 2010

PROFESSIONAL AFFILIATIONS
- Association for Community Organization and Social Administration, 2011 – Present
- Association for Public Policy Analysis and Management, 2011 – Present
- National Association of Social Workers, 2010 – Present
- American Library Association, 2010 – Present
- Special Libraries Association, 2010 – Present

Jared Doe | jareddoe@umich.edu | (734) 555-1234

Profile:

Human Computer Interaction (HCI) Masters student with IT process and project management experience seeking internship in user experience research.

User Experience Methods:

- Usability Testing
- Survey Design
- Quantitative Analysis
- Heuristic Analysis
- Comparative Analysis
- Personas & Scenarios

Process Analysis Methods:

- As-is/To-be Process Mapping
- Framework Development
- Metrics Analysis
- Internal Quality Audits
- CMMi SCAMPI Assessment
- Black Box Testing

Certificates:

- Project Management Professional (PMP)
- Certified Software Quality Analyst
- Certified Software Test Engineer

Programming Language & Models:

- Python
- CMMi
- ITIL
- ISO 9001:2000

Tools:

- Xcelsius
- MS Project
- Sharepoint
- Adobe Illustrator

Other Work Experiences

- Fujitsu, India (August '05-October '05) Project/Offshore Lead
- Influx Web Technologies, India (September '02 – March '03) Tools & Methodologies Specialist
- Swash Convergence Technologies, India (February '01 – July '02) Process Consultant

Education:

University of Michigan School of Information – Ann Arbor, MI   **December '12**
Master of Science in Information
Specialization - Human-Computer Interaction

Sri Sringeri Sharada Institute of Management – Delhi, India   **October '00**
Post Graduate Diploma in Business Management
Specialization – Information Technology

University of Delhi – Delhi, India   **July '97**
Bachelor of Science in Botany

Projects:

Coalition on Temporary Shelter (COTS) – Detroit, MI   **March '11 – April '11**
Spring Intern

- Evaluated the website with respect to functionality, usability and aesthetics
- Analyzed COTS social media presence with respect to Facebook, Twitter and LinkedIn
- Discussed strategies to 'attract' traffic to COTS website, 'convert' strangers to consumers and 'transform' customer to recommend COTS services

Sweetland Center for Writing – University of Michigan   **January '11 – April '11**
Project Member

- Evaluated Sweetland's website to determine how well it meets its goals and user needs
- Collected and analyzed user feedback through interviews and usability testing
- Conducted heuristic analysis to identify usability problems in user surface design
- Carried out comparative analysis between Sweetland's website and websites of Purdue, Stanford, Duke and Michigan State university
- Analyzed the findings and provided recommendations of improvement

Work Experience:

Paradigm Technology Consultants – East Windsor, NJ   **March '03 – September '08**
Assistant Project Manager

- Managed full lifecycle process consulting assignments based on quality models such as CMMi (levels 3, 4 & 5), ITIL, and ISO 9001:2000
- Lead team of process consultants both at onsite and offshore
- Evaluated both product and process quality through system testing and audits
- Recipient of 'Above & beyond' award for exceeding customer satisfaction

Health Alliance Plan of Michigan – Detroit, MI   **October '07 – June '08**
Process Consultant

- Set priorities for process improvement initiatives with SEPG members focused on value-add and increased ROI
- Member of software engineering process group (SEPG) to define, roll-out and train employees on software processes
- Lead process improvement initiatives by collaborating with functional leads

GlaxoSmithKline – Collegeville, Pennsylvania   **January '06 – October '07**
Process Consultant/Team Lead

- Conducted gap assessment on data warehouse & business intelligence processes
- Developed processes to address CMMi level 5 requirements
- Mentored and championed organizational change through consensus building
- Used SAP business objects tool 'Xcelsius' to analyze metrics data

JANET DOE
janet.com
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SUMMARY
A master's student specialized in Human–Computer Interaction with the desire to become a UX designer. Self-taught programmer and pixel-perfect graphic designer experienced in user-centered approach from advertising industry. Multi-talented team player and fast learner.

EDUCATION

University of Michigan School of Information, Ann Arbor, Michigan   **Expected April 2012**
Master of Science in Information, Specialization in Human–Computer Interaction

Key Courses: Information Architecture, Evaluation of Systems and Services, Contextual Inquiry and Project Management, Fundamentals of Human Behavior, Statistics and Data Analysis

Key Projects: **iLrn Language Learning Software (Cengage Learning)**
Evaluated new platform interface by conducting interviews, survey, heuristic evaluation, and usability testing. Delivered personas, reports, and design mockups for recommendation.

Chelsea Center for the Arts, Chelsea, Michigan
Performed contextual inquiry to solve issues with work flow and communication. Used in-depth interviews, work models, and the affinity wall to identify key problems and brainstorm solutions.

Chulalongkorn University, Bangkok, Thailand   **April 2006**
Bachelor of Arts (Communication Arts), Major in Advertising

Key Courses: Brand Communication, Consumer Psychology, Social Psychology, Advertising Research, Advanced Creative Copywriting, Presentation Technique, Visual Communication

WORK EXPERIENCE

Web Designer/Developer, Freelance, Bangkok, Thailand   **July 2007 – April 2010**
Key Clients: **Canon, Volume Magazine, Rasika Property, Dept of Food Engineering KMUTT**
- Built site structure and developed content management back-ends for faster update workflow
- Designed interface and interaction using web standards that degrade gracefully on older browsers
- Created clean graphic design for web interfaces and Flash animations

Graphic Designer, Freelance, Bangkok, Thailand   **July 2007 – April 2010**
Key Clients: **Deloitte, Strategy+Marketing Magazine, Antioch Baptist Church**
- Designed layouts and artworks that reflects brand identity and appeals to audience

Music Composer, Freelance, Bangkok, Thailand   **July 2007 – April 2010**
- Composed and produced songs and music score for films, TV shows, and commercials

Media Planner, Vizeum Thailand, Bangkok, Thailand   **August 2006 – June 2007**
Key Clients: **LG, Cisco Linksys, and Mio GPS PDA Phone**
- Developed a program that pulls research data into a well-formatted document, which saved several hours of work, produced better workflow, and allowed more up-to-date report
- Analyzed trends, competitor spending and media consumption; created media plan that maximized budget efficiency and consumer awareness with the use of non-traditional media
- Coordinated with Vizeum Singapore to communicate unified message across the region

Strategic Planning Trainee, Publicis Thailand, Bangkok, Thailand   **March – May 2005**
- Gathered consumer insights from research and interviews which helped direct brand strategy

SKILLS

Programming: (X)HTML, CSS, PHP, MySQL, Java, JavaScript (AJAX, jQuery), ActionScript (Flash), Python, Pascal
Software: Adobe Acrobat and CS5 (Photoshop, Illutrator, InDesign, Flash); Microsoft Office 2010 and Visio
Language: Fluent in English and Thai

Jackson Doe

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734-555-0000 jacksondoe@umich.edu

Education

University of Michigan School of Information   Ann Arbor, MI
Master of Science in Information   Expected April 2012
- Specialization in Archives and Records Management

Michigan Technological University   Houghton, MI
Bachelor of Science in Social Sciences, Magna cum Laude   May 2010
- Concentration in History and Archaeology

Certificate in Global Technological Leadership (Pavlis Leadership Institute)

Work Experience

University of Michigan History of Art   Ann Arbor, MI
Collections Assistant, Visual Resources Collection   Sep 2010 – Present
- Appraising Asian and South Asian art slide collections
- Identifying and repairing Filemaker Pro errors that cause images to not appear online
- Locating missing digital images among 43 discs, including troubleshooting of file information for approximately 200 images.
- Surveying lantern slide collection to determine source information and identify vendors

Michigan Technological University Youth Programs   Houghton, MI
Student Coordinator (10 hours per week, school year; full-time, summer)   Oct 2007 – July 2010
Promotion from *Office Assistant* (full-time)   Jun – Aug 2007
- Recorded and reviewed student data using Banner database and Oracle Reports
- Provided customer service for parents and students through correspondence and course selection advising
- Maintained online media presence, including Facebook Fan Page updates and events
- Researched and developed outreach activities for eight annual events in collaboration with eight staff members
- Developed resources including Student Coordinator manual, NACElink employment application instructions, and yearly reports for program sponsors

Michigan Technological University Visual & Performing Arts Department   Houghton, MI
Piano Accompanist (5 hours per week)   Jan – April 2010
- Accompanied Musical Theatre Performance students in rehearsals and a final performance

Academic Experience

Preservation Administration   Sep – Dec 2010
Preservation Needs Consultant
- Determined preservation needs at the Plymouth Historical Museum via observation and interview
- Wrote a preservation needs assessment, including prioritized recommendations for action
- Developed a preservation plan and workflow for digitizing archival images

Contextual Inquiry and Project Management   Sep – Dec 2010
Communications Consultant, Client Liaison
- Analyzed inter-departmental communication at General Motors using the contextual inquiry method, including interviews and modeling communication, organization, and workflow
- Developed recommendations for improving communication efficiency and collaboration

Academic Experience (con't)

Pavlis Institute for Global Technological Leadership   Jun – Aug 2009

Global Leadership Practicum, Library Project Member
- Established a jr. high school library on site in Sunyani, Ghana as part of a three person team
- Instructed 318 students and 2 teachers on use and maintenance of the library
- Created a library manual to ensure project sustainability
- Researched potential projects through community interviews and observation as part of an eight person team

Volunteer Experience

University of Michigan School of Information Alternative Spring Break   Jan – Mar 2011

Crowdrise Pilot Team, SI Revue performer, Volunteer
- Volunteer for one week at the Shedd Aquarium Archive, Chicago, IL
- Tested social media fundraising through Crowdrise
- Performed "Archivists Do Gaga" at the SI Revue, a fundraising event

Skills

- Microsoft Office (Word, Excel, PowerPoint, Publisher, Mail Merge)
- Filemaker Pro, Banner Database and Oracle Reports

University Involvement

- Society of American Archivists – University of Michigan Student Chapter   Sep 2010 - present
- Blue Key National Honor Society   Mar 2008-Apr 2010
- Jazz Lab Band, *2010 Outstanding Jazz Musician*   Sep 2006 – Apr 2010
- Superior Wind Symphony, *Clarinet Section Leader*   Sep 2006 – Apr 2010

JAYLEN DOE

1234 South State Street   jaylen.doe@umich.edu
Ann Arbor, MI 48104   (734) 555-9876

EDUCATION

University of Michigan School of Information   Ann Arbor, MI
Master of Science in Information, Library and Information Science Specialization   Expected 4/2012
School of Information/School of Public Health Graduate Certificate, Health Informatics
- **Medical Library Association/National Library of Medicine American Library Association** Spectrum Scholar (2010-11)
- **University of Michigan** Morris and Ida Fine Scholarship (2010-11)
- **Michigan Health Sciences Library Association** Annual Education Conference Member Scholarship (2011)
- **Library and Information Technology Association** Christian Larew Memorial Scholarship (2010)

Harvard University   Cambridge, MA
Bachelor of Arts, Women, Gender, and Sexuality Studies, *Summa Cum Laude*   Awarded 6/2008
- **Phi Beta Kappa** (2007)

PROFESSIONAL EXPERIENCE

Ann Arbor District Library   Ann Arbor, MI
YOUTH AND ADULT: SERVICES AND COLLECTIONS, PUBLIC LIBRARY ASSOCIATE   9/2010 – 8/2011
- Provided reference, readers' advisory, and computer support to patrons of all ages via in-person, email, and phone interactions at the public service desks at the Downtown and four branch locations
- Analyzed and redesigned the library's phone system and services to improve efficiency and user satisfaction
- Performed system-wide, data-driven collection maintenance and development projects
- Created content for public and staff, including blog posts, wiki pages, and print and online book club discussion guides

Hershey Public Library   Hershey, PA
ELECTRONIC RESOURCES DEPARTMENT, LIBRARY ASSISTANT   4/2009 – 8/2010
- Awarded Township of Derry Employee Performance Recognition (2010)
- Enhanced library value and usage through integration of technology into daily library functioning, providing community access to updated resources, tech-trained staff, and tech-related educational programming
- Designed and implemented technology training initiatives, including staff-wide technology training program, two four-month series of biweekly public computer classes, and individualized computer tutoring for patrons
- Maintained continuous, effective operation of hardware and software in library's networked environment
- Marketed library resources and gathered patron feedback via library website and social networking services
- Provided circulation and reference assistance via print and electronic collections and tools
- Participated in planning a week-long showcase of world language materials and language learning software

School District of Philadelphia   Philadelphia, PA
PHILADELPHIA TEACHING FELLOWS, SPECIAL EDUCATION MATHEMATICS TEACHER   7/2008 – 11/2008
- Coursework in special education at Arcadia University, Glenside, PA
- Student teaching in math at Hill-Freedman Middle School, Grade 8
- Taught Algebra I, Algebra II, and Geometry at Kensington High School for Creative and Performing Arts, Grades 9-12

Harvard University Library   Cambridge, MA
GOVERNMENT DOCUMENTS AND MICROFORMS COLLECTION, REFERENCE ASSISTANT   9/2006 – 6/2008
- Reference support for students, faculty, and public using print and electronic collections and tools

PROFESSIONAL SERVICE

University of Michigan Health Informatics Society Ann Arbor, MI
CO-FOUNDER AND PRESIDENT 4/2011 – Present
- Foster a community of common interest, increase awareness, and provide opportunities for professional development

American Library Association Spectrum Scholar Interest Group National
MEMBER 1/2011 – Present
- Improve service at the local level through development of a representative workforce that reflects the communities served by all libraries in the new millennium

COMMUNITY SERVICE

Pennsylvania Immigrant and Refugee Women's Network Harrisburg, PA
BOARD MEMBER/WEBMASTER 8/2008– 7/2010
- Expanded and improved programming, resources, and funding for immigrant and refugee communities through referrals, advocacy, networking, language services, individual and institutional partnerships, cultural competency training, leadership training, and other educational programming for women, youth, seniors, and broader community
- Collaborated with Penn State Hershey Medical Center's Global Health Interest Group to perform *Magnificent Healing*, PAIRWN's second original play, at their 2010 Global Health Night; starred in the play in a supporting role
- Lead organizer for 2010 Young Women's Leadership Training, an educational and mentorship program for immigrant and refugee young women ages 17-35; secured funding from the Hershey Company
- Co-planned 2009 Women's Health Conference, securing grants from American Cancer Society and Open Meadows Foundation, reaching 120 attendees and featuring premiere of *Magnificent Healing*
- Developed and moderated 2009 Annual Board Retreat to assess organization's progress and revitalize strategic plan
- Managed organization's website and participated in two website redesigns
- Networked and marketed PAIRWN during conferences and meetings

INTERN/WEBMASTER 2/2005 – 7/2008
- Initiated Student Intern Program in 2006, resulting in over 15 placements with PAIRWN in the program's first four years
- Co-planned 2005 Women's Health Conference, securing grant from American Cancer Society, reaching 100 attendees

Student Committee for Women, Gender, and Sexuality Studies Cambridge, MA
CO-FOUNDER AND STUDENT REPRESENTATIVE 10/2006 – 6/2008
- Launched committee as a sustainable feedback mechanism between undergraduates and faculty, enabling community-building through student-faculty discussion groups and student participation in hiring talks

International Development and Gender Policy Interest Council Cambridge, MA
CO-PRESIDENT 10/2006 – 10/2007
- Fostered university-wide dialogue on links between gender, economic development, and social change

PUBLICATIONS

- **Doe, J**. (2011). "Dis/locating the Margins: Gloria Anzaldúa and Dynamic Feminist Learning." *Feminist Teacher, 21*(1). Forthcoming.

TECHNOLOGY SKILLS

- **Citation Management Software:** EndNote, Mendeley, RefWorks
- **Integrated Library Systems:** Innovative Interfaces, Polaris, SirsiDynix
- **Microsoft Products:** Windows OS (XP, Vista, 7); Office 2007 & 2010 (Excel, Outlook, PowerPoint, Publisher, Word)
- **Programming:** CSS, Django, Google App Engine, HTML/XHTML, JavaScript/jQuery, Python, XML. Basic skills in all.
- **Screencast Software:** Camtasia
- **Web 2.0 and Collaboration Tools:** blogs, Google products, wikis, social networking services

Julian Doe

123 Center Street; Ann Arbor, MI 48109 | 734-555-1234 | jdoe@umich.edu

Education	**University Of Michigan School Of Information**, Ann Arbor, MI Archives and Records Management, Community Informatics *Master of Science in Information* **Spring Arbor University**, Spring Arbor, MI English-Speech *Bachelor of Arts,* Cum Laude
Curatorial & archival experience	**Arab American National Museum**; Dearborn, Michigan Curator of Collections; January 2011 – present ▪ Responsible for all registrar duties, including maintenance of all collections records for the permanent collections, out-going loans, in-coming loans, environmental monitoring ▪ Initiated a museum archive for both research and institutional materials ▪ Develop collections, archives and preservation policies ▪ Collaborate with all museum departments on exhibits and other initiatives **American University In Cairo**; Egypt The Rare Books and Special Collections Library Intern; May 2010 – July 2010 ▪ Processed the Vice Provost records collection, created an EAD finding aid ▪ Added metadata into the Digital Archive and Research Repository ▪ Established an online presence using a blog, Facebook, Twitter and Flickr **The National Library Of Medicine, History of Medicine Division**; Bethesda, MD Rehousing Plan for Exhibition Media Assets – Volunteer Project; Spring Break 2009 ▪ Sorted assets by type for past exhibitions and rehoused materials in protective sleeves and boxes ▪ Classified boxes and sleeves with exhibition name, section, or other content identification to facilitate in access ▪ Created and updated finding aids and or database records ▪ Observed the collaboration and planning involved in exhibition programs
Relevant experience	**University Of Michigan Herbarium**, Museum Assistant; Ann Arbor MI September 2009 – current ▪ Oversee the details of incoming and outgoing plant specimen loans ▪ Update lichen type specimen catalog records to include initial publication information ▪ Transfer bryophyte specimen to new archival packets, attach annotations and file into collection ▪ Enter metadata for the Michigan Flora Project into museum database **Ann Arbor District Library**, Circulation Desk Assistant; Ann Arbor, MI November 2008 – September 2009 ▪ Demonstrated best practices in circulation procedures and patron relations ▪ Enforced library policies through spoken and written reminders, filed incident reports when necessary ▪ Maintained clear and consistent communication with staff and administration **Peace Corps Bulgaria**; Teaching English as a Foreign Language Volunteer Botevgrad, Bulgaria April 2008 – October 2008 ▪ Studied language and culture through intense three-month immersion training ▪ Spoke an intermediate-low level of Bulgarian, as judged by the Peace Corps' Language Proficiently Exam ▪ Independently taught five sections of English, including preparing original lessons, tests and activities ▪ Collaborated with Bulgarian counterparts to implement supplemental English instruction

Julian Doe

123 Center Street; Ann Arbor, MI 48109 | 734-555-1234 | jdoe@umich.edu

Professional Development	**Society Of American Archivists** ▪ Member since 2009 ▪ Communications Technology Working Group committee member **Ypsilanti Historical Society** ▪ Volunteer since 2011 **University Of Michigan Society Of American Archivists Student Group Leadership Board**; 2010-current ▪ Elected to serve as a representative for the School of Information's Archives & Records Management students ▪ Coordinate a variety of events throughout the school year, organized the annual sale of archives apparel and facilitated other professional development activities **University Of Michigan School Of Information Alternative Spring Break Fundraising Committee**; 2009-2011 ▪ Planned the most successful annual book sale, in addition to a variety of other fundraising events ▪ Promoted the events using a variety of social medias ▪ Attended events and helped to set up and tear down equipment **Digital Publishing and Preservation Using the Text Encoding Initiative Workshop** November 2010 ▪ Attended a full-day hands-on training focused on implementing TEI ▪ Further understanding of XML and various schemas ▪ Demonstrated knowledge by successfully completing example exercises **Change And Continuity: A Conference For Students And Beginning Professionals On Archives, Rare Books, And Special Collections** Indiana University Society of American Archivists student chapter ▪ Presented paper titled "Humanity in Print: The Destruction of Archives as Cultural Genocide" **Grant Opportunities [Collaborative Spaces] Interdisciplinary Research Grant**; Winter 2010 ▪ Developed, submitted and was awarded a project proposal that used digital media to enhance academic activity ▪ Collaborated with students from other academic backgrounds ▪ Implemented a community-wide project to broadcast the voices and experiences of those experiencing homelessness
Skills	**Archival Standards** OAIS EAD METS PREMIS TRAC Dublin Core **Archival Tools** Archivists Toolkit oXygen Library of Congress Authorities AAT Past Perfect Museum Software

Contact Information Section

The contact information section is the most important of all sections on your resume. Without accurate contact information, your resume, no matter how perfectly it fits with a job description, is useless if the employer can't contact you for an interview.

Contact information should include your full name, phone number, email address, and postal address. At the graduate level, you only need to list one address and it should be your local address (often times, undergraduate students will list a local and permanent address.) Your email address should be professional and conservative and should not demonstrate any information about you that could deter the employer from contacting you (race, religion, political views, unique hobbies, etc). You can include both a cellular phone number and a land line. Also, call your voicemail to make sure that the message you have greeting callers is professional and clearly states both your first and last name. If you have developed a personal online portfolio, be sure to include the url in this section. If your resume is more than one page, be sure to also include your name and contact information on the second page.

The format of this section can vary. Be sure to not let this section take up four or five lines of space that could be better used to sell yourself with your skills and experiences.

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(734) 555-5555 jessdoe@umich.edu

James Doe
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1234 South State Street, Apartment #1, Ann Arbor, MI 48104 • (734) 555-6666 • jamesdoe@umich.edu

Jeremy Doe

1234 State Street, Ann Arbor, MI 48104   http://www-personal.umich.edu/~jeremyd
jeremeyd@umich.edu   (734) 555-5555

Jakob P. Doe
1234 South State Street, Ann Arbor, MI 48109 • (734) 555-5555 • jakobdoe@umich.edu

Tip: Once you start sending resumes out, be careful not to answer your cellular phone just anytime, anywhere. Use your voicemail to pick up calls so that you are able to call the contact back at a time that is appropriate for you. This will help you avoid situations where you could get launched into an impromptu interview while on the bus.

Education Section

In the Education section, you will want to highlight formal education programs, continuing education, on-the-job training, and any relevant certificates. However, many other areas of information can also be included in this section. What you include is determined by your level of work experience, the other sections that you choose to include on your resume, and your degree of involvement while in school.

In writing this section, you will want to be consistent in the layout (listing the college first, then the degree, or vice versa). Start with the highest degree you have earned and work backwards.

Include relevant information such as the following:

•   College or university

> i.e. University of Michigan School of Information

•   Location

> i.e. Ann Arbor, Michigan

> For institutions that have locations in their names, still include the location (i.e. Loyola University Chicago, Chicago, Illinois).

•   Degree

> i.e. MSI Master of Science in Information

> This is the only acceptable degree that you can list on your resume. While at SI, you are not receiving a Master in Human-Computer Interaction or a Master in Library Services. Be careful of what you list, as alumni from both SI and other schools are aware of what the degrees are granted from what schools and by listing something more specific that the MSI inaccurately indicates that you have a more specialized degree.

•   Date of degree completion

> i.e. April 2012

> The start date is not relevant; employers only want to know when you are going to be finished so they know when they can hire you.

•   Major field of study

> i.e. Specialization in Social Computing

•   Minors

> Relevant only to your undergraduate or other graduate degrees.

•   Topic of thesis

> Include this information only if you think that the application reviewer will find it relevant to the position which you are applying.

- Relevant coursework

    You can include a list of relevant courses in the education section or develop a stand-alone Education or Academic Section. SI Career Development suggests focusing more on skills learned and applied rather than the names of the courses. Do not include course numbers such as SI 501.

- Study abroad programs

- GPA

    If you include your GPA for one degree, you usually want to include them for all degrees.

    Its best only to include your GPA if its high (3.8 or higher) or requested.

- Honors

    Graduate honors such as scholarships or other awards are acceptable here; as your resume begins to fill up, your undergraduate honors can be removed.

- Extra-curricular activities

    You can include a list of extra-curricular activities in the Education section or develop a stand-alone Involvement or Activities Section

If you have completed certification programs, follow your formal education section with a short description of these programs and include the date completed if they are relevant.

You should be selective in what you include under this section. Ask yourself, "What is the purpose of including this information?" If it's just because you find it interesting and it isn't related to the job you are seeking, it may be prudent to leave it off.

Your Education section will most likely come first on your resume before your work experience, as your tenure at the School of Information is most likely the most relevant experience and credential that you have that will allow you to qualify for entry- and mid-level professional positions. However, if you came to SI with a great amount of *relevant* work experience to the career that you are pursing, you may list your education lower on your resume.

EDUCATION

University of Michigan School of Information, Ann Arbor, Michigan
MSI Master of Science Information, Specialization in Human-Computer Interaction, April 2013

National Sun Yat-Sen University, Kaohsiung, Taiwan
BS Bachelor of Science in Mechanical Engineering, September 1999 to June 2004
- Achievement Award from College of Engineering, 2001-2003

EDUCATION

University of Michigan School of Information   Ann Arbor, Michigan
Master of Science in Information (MSI), Human-Computer Interaction specialization, 2012
- *Information Resources and Services*: Reference Interviewing, Collection Development
- *Digital Librarianship*: Online Collection Development, Reference Skills, Website Design, Focus Group Interviews

Hope College   Holland, Michigan
Bachelor of Science (BS) in Physics, Minor in Mathematics, cum laude, 2010
- *Study Abroad: University of Adelaide, Australia, February - July 2008*

EDUCATION

    University of Michigan School of Information   Ann Arbor, Michigan

    Master of Science in Information, Specialization in Information Analysis and Retrieval   April 2013

- Key Courses: Marketing Management, E-Commerce, Information Economics, Entrepreneurship in the Information Industry, Statistics and Data Analysis, Law & Management of IP Organizations
- Key Projects: Trade Agent Competition/Supply Chain Management, for E-Commerce; Course Winner
  Leon Speaker – Big Picture Marketing Analysis, for Marketing Management
  51indie.com, a media site studying China's market of indie music
- Honors: Full-Tuition Scholarship from School of Information Recipient, 2007-2008

    Johns Hopkins University - Nanjing Center   Nanjing, China

    Certificate (Graduate Level in English) of Political/Economic Studies   June 2011

- Key Courses: Game Theory, Macroeconomics, International Trade, International Relations Theories
- Key Projects: Game Theory Project: The Music Piracy Problem in China

    Nanjing International Studies Institute   Nanjing, China

    Bachelor of Arts in English, Military Information   July 2007

Employment Section

There are two main formats for the Work Experience or Employment section of a resume: reverse chronological and skills-based. The reverse chronological format is the most commonly used format and what you will see exemplified in this guide, but at times you may find a skills-based resume more suited to your immediate needs.

Reverse Chronological Resume

If you are using the Reverse Chronological format, your employment history will be listed with the most recent first. This section will include specific information about your duties, responsibilities, and accomplishments in each work setting. By including information about accomplishments, you are also conveying competency and success.

Be consistent in how you format each experience. Decide if you want to lead with your job title or place of employment and maintain that format throughout the section (this should also match your Education section). Include the location of the organization and the dates of employment. SI Career Development encourages the listing of your place of employment first, as recruiters often look for familiar and reputable organizations as a source of successful candidates. Make sure that your organizations and titles aren't difficult to find nor are secondary to the less important location or dates of employment.

If you have many years of work experience, you may have to decide what to keep on your resume and what to leave off. By creating a Relevant Experience section and an Other Experience Section, you can consolidate all of your most relevant experiences in a stand-alone section that is positioned closer to the top of the resume and move other less-relevant experiences into the Other Experience section. The experiences in the Other Experience section will also be briefer, at times including only the organization, title, location, and date to show that you were employed during these periods. This formatting strategy helps to show that you have a significant amount of relevant experience even if spread out over several years and helps to make your resume more consise.

Skills-Based Resume

If you use a Skills-Based or Functional Resume format, your employment history will take a different format. In a separate section, you will list of all of your skills and experiences collectively with your information regarding the name of the company, job title, dates, and location in a following section. This format is most often used in situations where you are trying to change careers or return to a field in which you have not worked in some time. By creating a stand-alone section that focuses on your collective, relevant job responsibilities and accomplishments, it appears to the reader that have a significant amount of directly related work experience, when

in reality many of your related job functions are secondary responsibilities or things that you have not done recently. Your employment details will come after the listing of your relevant responsibilities and accomplishments and will be in a format that list only title, organization, location, and dates employed in reverse chronological order.

How to Write Your Bullet Points

The style in which you write your work responsibilities can make your resume look more or less attractive to a reviewer. Consider reviewing past job descriptions, performance reviews, and awards or achievements that are related to this position. Also, utilize the position descriptions of the type of job that you are seeking to help shape your bullets. Make sure that your bullets use the same keywords and reflect the areas of responsibility in the same order that they are written in a job description of the position that you seek. A common resume writing mistake is to list your past responsibilities in order from things that you did the most to what you did the least. In fact, you should list your bullets in order of what's most relevant to least relevant in relation to the position that you seek.

Try to quantify your experiences as much as possible. Being able to quantify information can also help to better present your abilities. For example, how many people did you supervise? What size of budget did you manage? How many seminars did you lead? What skills did you develop? What was your greatest accomplishment? You want to paint a clear picture for the reader of the resume in terms of your success and the skills you have developed.

You will increase your effectiveness by using the formula:

Action Verb + Object + Results

Example: Indexed the Hancock Special Collection allowing for increased access of 32 percent over the academic year

Sentences with this structure create a scenario and emphasize what you did, not what you were required to do. Starting a line with a strong action word shows that you are have the potential to be an employee who has initiative and gets things done. Try to use active action words (i.e. developed, lead, increased, applied) over passive active words (learned, studied) as much as possible. Don't ever start a line off with "Responsibilities included…" See Page 33 for a list of action words to get you started.

Descriptions should be a minimum of five words and not longer than one to three lines. If you have a one-word hangover on a second or third line, try to reword the bullet to fit on one line or add to the fill up the next line. If descriptions become long (six or more lines), break them up into paragraphs. Don't forget to include information about team or group involvement, and balance the information to include technical and interpersonal skills. You also want to avoid using acronyms. They may be common in your work area, but you will likely lose the reader if you use them.

This is not the time to be bashful about your past experiences and accomplishments. Employers are reviewing your resumes with the thought in mind that your past performance is indicative of your future performance.

Adapted from the University of Minnesota Office of Human Resources Resume Tutor! http://www1.umn.edu/ohr/careerdev/resources/resume/index.html

EMPLOYMENT EXPERIENCE

Charles F. Kettering Foundation   **Dayton, Ohio**
Information Consultant and Contract Researcher   *September 2010 - Present*
- Analyze the information needs of the foundation's researchers
- Designing an information resources web portal
- Researching in the Gerald R. Ford Library on the topic of 1970s social policy

Research Associate   *September 2007 - August 2010*
- Directed research into the role of community in 1970s social policy
- Coordinated and supervised the work of several research assistants

- Conducted original research with primary and secondary sources for books, articles, and speeches regarding the role of community in a democracy
- Led and designed a Focus Group and Workshop on College Student Engagement
- Edited a variety of speeches and articles

Relevant Experience

Ford Motor Company, Global Information Management   **Dearborn, Michigan**
Practicum in Records Management   **January 2010 – April 2011**
Collaborated with the Records Management Team at Ford to update the annual retention schedule, which is an annual process, for the company. This project is providing experience in researching, developing, and creating retention schedules based on a functional classification model in a global company.

WORK EXPERIENCE

Web Programmer, The Chocolate Factory, LLC, New York City, New York June 2011 to August 2011
- Determined functional architecture and design specifications of company website www.thechocofactoryllc.com
- Developed and maintained web-based application

Webmaster, Taiwanese Association, University of Florida, Gainesville, Florida December 2010 to May 2011
- Maintained and renewed official website

Second Lieutenant, Army of Taiwan, R.O.C.   **July 2008 to February 2010**
- Led the weapon-maintaining team and passed national weapon examination

Professional Experience

DePaul University   **Chicago, Illinois**
Cataloging / Metadata Librarian   June 2011 – Present
- Provide public reference and technical, bibliographic, and metadata management services of Library's cataloging module
- Collaborate with and provide leadership to faculty, staff, and other professionals to apply appropriate metadata schemas for digital repositories/collections at the university

Related Experience

National Archives and Records Administration   **Washington, D.C.**
Archives Volunteer, Alternative Spring Break   February 2011
- Created the first comprehensive subject guide for records related to Michigan for outreach and public use

Tip: The left-most two inch column of your resume should include your organization, position title, and strong, tailored action-oriented words. Recruiters skim these two inches and if they don't immediately see key words and experiences, your resume will be bypassed.

Skills Section

The Skills Section of your resume is an optional section, but it's not one that SI Career Development recommends leaving out. By creating a specific section that highlights what hard and soft skills you possess, even if these traits are highlighted in your work experience section, makes it very easy for the resume reader to quickly identify if you have the qualifications that they are seeking. Ideally, you want to match your skills to the skills specified in a job posting to ensure the reader that you are a qualified match for the position.

For some fields, such as human-computer interaction or other more technical fields, it is important to highlight specific programs, equipment, or procedure in which you have experience. (See the many examples in this guide for ideas of what skills to include on your resume). Many times openings in these fields require specific experience; therefore, creating a targeted section to address this is a good way to share this information with the reader. The section can use bullet points and brief descriptions. Our employers have recommended that a level of proficiency be included in this section so that they know if you are a basic user or expert or somewhere in between.

Other skills that can be included are your foreign language skills and soft skills (i.e. communication, project management, delegation, supervision).

In ordering your resume, if your skills are more closely related to your career objective than other parts of your background, place this section higher on your resume than other less-related sections.

Adapted from the University of Minnesota Office of Human Resources Resume Tutor! http://www1.umn.edu/ohr/careerdev/resources/resume/index.html

COMPUTER SKILLS

- Proficient with Microsoft Word, Excel, Access, PowerPoint, HTML, all major web browsers, Internet Archivist, and OmniPage Pro.

- Experienced with a wide range of search engines and databases including Lexis/Nexis, JSTOR, FirstSearch, Google, America History and Life, Historical Abstracts, Harpweek, Dissertation Abstracts, ERIC, Federal Register, Proquest Databases, Worldcat, New York Times Historical Archives.

TECHNICAL SKILLS

- Usability/Design Methods: User testing, Contextual inquiry, Focus groups, Paper prototyping, Personas and Scenarios, Use case diagramming, Heuristic evaluation, Cognitive walkthroughs, Surveys.

- Programming Languages: PHP, MySQL, HTML, JavaScript, Java

- Operating Systems & Applications: MS Windows 2000/XP, MS office, Dreamweaver, Mac OS X

Skills

Archival	AACR2, DACS, Dublin Core, EAD, LCSH, MARC
Hardware	Mac OSX and Windows operating systems, flatbed scanners
Software	Adobe Creative Suite, CONTENTdm, Microsoft Office Suite, PowerPoint, XML editors
Web Authoring	HTML, CSS, Dreamweaver

PROFICIENT SKILLS

- HCI: Interviewing, Usability Testing, Benchmarking, Survey Creation and Analysis, Prototype Development

- Programming: XML, Java

- Software: MS Office, Dreamweaver, Bobby (Website Accessibility), Jaws (Screen Reader), Illustrator

- Library: Patent and Trademark Searching, Reference Services, Databases such as ProQuest, OCLC FirstSearch, LexisNexis, Engineering Index (Compendex & Inspec), CSA, Avery Index

FAMILIAR SKILLS

- Programming: C++, Fortran

- Software: Photoshop, OmniGraffle, Maple, Origin (Physics simulation software)

SKILLS

- Policy analysis and dissemination

- Quantitative and quantitative research data collection and analysis

- Excellent oral and written communication skills

- Programming: C++, C#, PHP, SQL, Java, and Perl

- Software: MS Office, Dreamweaver, Visio, HTML, XML

- Computer and computer network installation, maintenance support

RELEVANT SKILLS

- **Data Retrieval and Programming** Perl, Python, SQL, Java, C/C++

- **Analysis/Statistical Software and Operating Systems** R, SPSS, MATLAB, Google Analytics, Linux OS

- **Web Programming and Design** HTML, CSS, JavaScript, AJAX, Google App Engine

- **International Work and Languages** Have visited and lived in 30 foreign countries. Speak conversational Turkish and Spanish, and basic Arabic and German.

Extracurricular Activities, Awards, and Other Sections

Beyond work experience, education, and skills, employers also want to see that you do other things. A strong demonstrated background in involvement and leadership shows the resume reader that you are willing to contribute to the greater good, you can manage your time well, and that you can manage projects, teams, and accomplish goals unrelated to work.

If you have been active in community or professional organizations, you may want to create a special section to highlight your responsibilities and achievements. Be selective and mention the activities that are related to the position for which you are applying. Leadership positions, projects or events, and professional presentations are some of the items to include.

If your involvement is in a political or religious organization, be aware that these may be sensitive areas for some people. They may arouse a positive or negative reaction to the reader(s), so think through how important or pertinent these experiences are to your candidacy.

If organizations have titles that are vague, you may want to briefly describe the position so the reader will understand its relevancy to your job search or create a more defined position title (with permission from your former supervisor). You may want to explain some of your accomplishments if they are not easily understood. For example, if you received the "President's Award," you will want to state what it represents, possibly share how selective it is, or why you were selected. The reader needs a context to recognize the value of such an honor.

As you progress through your career at SI, undergraduate awards and scholarships will be the first entries on your resume that you will remove in order to make room for more relevant experiences.

If you highlight presentations, give an idea of the audience, if it was a keynote speech, or how many people attended. Conference attendance is not something that you normally include on a resume unless you volunteered or presented.

All of the information included in this section should be relevant and timely. Be sure not to include activities that you were involved in more than three to five years ago or before you were an undergraduate student.

Adapted from the University of Minnesota Office of Human Resources Resume Tutor! http://www1.umn.edu/ohr/careerdev/resources/resume/index.html

Professional Affiliations
ARMA International and ARMA Detroit, Member
Society of American Archivists (SAA), Member

LEADERSHIP
Member of Varsity College Soccer team, University of Minnesota   September 2008 to June 2011
Executive Officer of Activity, College Soccer Club   September 2008 to June 2011
- Planned and participated in elementary school soccer promoting plan

PROFESSIONAL ASSOCIATIONS & ACTIVITIES
- CHI 2010 Print Publications Co-Chair, 2011
- American Library Association (ALA), 2009 – 2011
- United Way and March of Dimes Campaign Coordinator, 2008 – 2010
- Usability Professionals' Association (UPA), 2008 – 2010

COLLEGIATE ACTIVITIES
- Student Organization of Computer Human Interaction (SOCHI), Member, 2010 – Present
- University of Michigan Synchronized Swimming Team, Routine Captain, 2008 – 20010
- University of Michigan Conversation Partner through Family Housing, Partner, 2009
- Hope College Engineering and Physics Club, Vice President, 2008 – 2009

VOLUNTEER EXPERIENCE
Friends of the Library, Springfield Township, Michigan; Volunteer, 2010-Present
Community Informatics Corp, University of Michigan, Member, 2008-2010
Little Brothers Friends of the Elderly, Former Board Member, 2006-2008

Professional Affiliations
- American Library Association   2010 – Present
- Society of American Archivists   2009 – Present
- UM Student Chapter Vice President May 2009 – April 2010
- Midwest Archives Conference   2008 - Present

GRANTS & AWARDS
- Robert W. Woodruff Library Graduate Fellowship   January 2011 - June 2011
- Woodrow Wilson National Foundation Practicum Grant, to create a web guide for Emory University's Civil War collections
     Granted in May 2010
- Mellon Southern Studies Fellowship, Emory University   2006 - 2007
     Included weekly seminar with other fellows from a variety of fields and intense writing and editing

Relevant Coursework Section

Many resume writers will include their classes or coursework in the education section, but for those that have limited work experience, or are transitioning to a new field, highlighting coursework in its own section is a superior way to further demonstrate experience and knowledge.

The coursework section can be formatted in a variety of ways and there is really no right or wrong way to do so. However, there are a few tips available that will help you to sell your education better. First of all, don't identify coursework or classes by the numbers (i.e. SI 501 or SI 682). Employers have no idea what these numbers are and they are meaningless to them. Additionally, many courses have titles that are not descriptive so sometimes it's better to highlight course concepts or skills learned and applied than to include the actual course title. Lastly, focus only on relevant courses so that other experiences are not distracting to the reader; only very relevant coursework from your undergraduate experience should be included.

Note that employers will always value real-world work experience, where you applied what you are learning in practical situations over coursework. However, many courses at SI provide you with such real-world experience through client-based courses such as SI 501 and it's to your benefit to demonstrate the experience as if it was a real-world experience. (Note that you must indicate that the experience was obtained through coursework.)

Educational Experience

Management of Electronic Records   January 2010 – April 2010
Understanding Archives and Records Management   September 2009 – December 2009
Achieved an understanding of the variety of aspects including management of records, government regulations, ethical and moral concepts, use and reuse of records within organizations that require consideration when working as a records manager.

Seminar on Electronic Records Management   November 2009
Participated in a seminar given by Bruce Miller and ARMA International, illustrated a process from beginning to end of the creation and implementation a successful records management system within an organization.

Ann Arbor IT Zone, Ann Arbor, Michigan   September 2009 – December 2009
Consulted with the IT Zone as part of the class, Contextual Inquiry and Project Management. Studied how the IT Zone used a job posting email system. Working with a group of students, recommendations were based on the findings to improve the use of the job posting email process.

Understanding Networked Computing   September 2009 – December 2009
Studied how networked computers can be used effectively by an organization. Gained the ability to communicate clearly with IT professionals about IT related topics.
Society of American Archivists (SAA) Board Member, School of Information Student Chapter   Current

RELEVANT COURSEWORK

User Interface Design: Interface and Interaction Design, Cognitive Ergonomic
Programming: Engineering Computer Programming
Computer Graphic: Graphic (I, II), Graphical and Image processing
Artificial Intelligence: Expert Systems (Knowledge-Based Systems)
Database System: Database Management Systems

Publications and Research Sections

If you have published articles or books, received patents, performed specialized research, or have made significant presentations or speeches, you may want to create a special section to highlight these achievements.

A large number of people will never write an article or book and therefore this section is rarely used. For those who have been published, including that information in this section is a great way to reinforce the breadth and depth of expertise and knowledge you have in certain topics.

List the relevant publication along with details of where and when published. Graduates from colleges and universities with advance degrees can include their thesis, dissertation, papers and articles etc. in this section. Remember to only include ones that relate to the needs of the position. If you have several relevant publications but you are having difficulty keeping your resume (which is different from a curriculum vitae or C.V. which has a limitless number of pages) to a reasonable length, include a line that states, "Additional publications available upon request."

Formatting these publications can be done in a variety of ways; the only rule to follow is to be consistent. Formatting entries according to academic citation standards such as the American Psychological Association (APA) or Modern Language Association (MLA) is one approach that commonly used.

Adapted from Isabont http://isabont.wordpress.com/2007/03/22/how-to-write-a-resume-publications/

RESEARCH ACTIVITIES

"Interface and Interaction Design" Project   **Fall 2010**
- Applied UI design methods and design an emergency response system interface.

"Cognitive Ergonomic" Project   **Fall 2010**
- Evaluated and improved the usability of the U of M course registration system.

"Expert Systems" Project   **Winter 2010**
- Developing an expert system for a self-service car maintenance company

"Database Management Systems" Project   **Winter 2010**
- Researched and designed a web-based database management system

"The Internet and English Teaching" Project   **September 2009 to January 2010**
- Researched and designed a web-based adaptive learning environment for students in an English class

PUBLICATIONS

Smith, Robert L., West, David S., Tour, Suzanne E., McCune, Phillip M., Fischer, Jeanie E., Heinz, Annette L., Doe, J. E., Roberts, Rebecca M. (2006). Website Redesign and Testing with a Usability Consultant: Lessons Learned. OCLC Systems & Services, Vol. 21, No. 3, pp. 156-166.

Doe, Jonah. "Knowledge Management Specialist" in Shino, Cheryl K., ed. A Day in the Life. Westport, CT: Libraries Unlimited, 2009. (forthcoming)

SELECTED WRITING

Weinsteing, A; Boden, P; Doe, J; Westinsen, K. The National Library Alliance Office for Information Technology Policy Public Library Connectivity Project Findings and Recommendations. New York, NY. Forthcoming Publication October 2009.

Contributor to ALA District Dispatch Blog. September 2009- Present. Available: http://blogs.ala.org/districtdispatch.php

SELECTED PRESENTATIONS

NLA Gets a Second Life. Panelist at NYC Special Library Association Chapter Event. April 2010.

Turning Policy Management Information Into a Research Dataset: working With the Department of Commerce to Study Technology Projects in Local Communities. Poster session at IASSIST 2010. May 2010

Technology Related Incidents: Their Cause and Prevention. Presenter at Northern Michigan Local User Group. May 2010.

Objective, Profile or Summary of Qualifications Section

Many resume writers start their resume with an objective, profile or summary of qualifications. More and more, objectives are becoming a thing of the past and are absolutely never included on a resume when a cover letter supplements the document. If you are going to a conference or event where you may network with people that you would like to give your resume to but you are not aware of who these people are ahead of time, you can include an objective statement on your resume that provides them with information on what sort of position you are seeking and your geographic preference. (However, be sure to follow up with the people that you give your resume to with a tailored version via email or post after the conference.)

The Summary of Qualifications section on your resume is composed of three to four brief statements that say why you're the ideal candidate for the job. This section allows you to state your skills, values and interests to gain the attention of the reader. It is an excellent place to include keywords and requirements that have been stated in a job description. Keep in mind it is sometimes easier to create this section after you have written your resume. This section is usually no longer than three or four sentences. It may be written in paragraph or bullet form.

This is also the section where you are able to make claims, drop names, and do your best to entice the reader to finish reading the resume. Remember, all claims must be substantiated later when you write the body of the resume so be honest while giving yourself full credit.

Profile or summary of qualifications sections are often used by more experienced professionals who have a variety of experiences to summarize. If you have a handful of relevant courses and an internship as your relevant experience, using a summary of qualifications may not be the best option for you.

For assistance in writing this section, ask yourself the following questions:
1.   How much experience do I have in this profession, in this field, or using the required skills?
2.   Imagine my best friend is talking to the hiring person for the job I want. What would my friend say about me that would make the employer want to call me for an interview?
3.   How is success measured in the position mentioned in my objective statement? How do I measure up?
4.   What is it about my personality that makes this job a good fit for me?
5.   What personal commitments or passions do I have that would be valued by the employer?
6.   Do I have any technical, linguistic, or artistic talents that would be useful on the job?

Profile
* More than six years as a librarian, with 15 years experience as an active participant in school-related events and support organizations
* Highly organized and independent; able to effectively coordinate tasks to accomplish projects with timeliness and creativity
* Specialized experience in foreign languages (Spanish, Italian, and French), reference, and serial collections

Summary of Qualifications

Over 20 years of experience with proven management capabilities, extensive knowledge of library materials, operations, policies, and technology to successful direct an integrated school media and computer program.

References Section

What about including a reference section on your resume? SI Career Development staff suggest not providing this information when you apply for a position for a variety of reasons. First and foremost, by providing this information, you are allowing the employer to contact your references and ask them questions about you before you may know they are doing so. You want to be able to prepare your references with information about the position and the best time to do this is after the interview when you've learned as much as you can about the position and what they are seeking. Additionally, its better to use this space on your resume to sell yourself than to use it to list the names and contact information of references.

The only time that you may want to present your references with the application is if one of your references is in any way associated with the organization or position at hand and would be considered to give your application further clout than without it.

When you do present your references, have the format match your resume and cover letter. Everything should be presented on the same type of paper, with consistent margins, fonts, and formatting. You should include name, title, organization, and several forms of contact information. Be sure that any references you provide are aware that you are job searching and are up to speed on when and where you've interviewed and what the position is that you are being considered for.

The standard or minimum number of references for an individual to have is three. However some organizations may request a larger number of references. An individual can ask any number of people to serve as a reference to be prepared. You must always gain an individual's permission to list them as a reference. It is best to ask the individual(s) to serve as a reference in person, by telephone or by email if distance is a factor. The idea is to have references that speak positively about your qualifications and can realistically evaluate your ability to perform a job or succeed in academics.

The best individuals to ask to serve as references are individuals that have directly seen you in specific settings using the skills needed/desired. These individuals are normally current or former employers, teachers, faculty members, coaches or advisers. Typically a personal reference – an individual that has just known you for a long period of time (family member, friend of the family, or priest/minister/pastor /rabbi) – may not be the best choice. If you have questions about which individuals you should ask to serve as a reference, please contact a SI Career Development staff member.

Adapted from University of Wisconsin Green-Bay Career Services http://www.uwgb.edu/Careers/References.htm

Action Words for Resume Writing

Accelerated	Critiqued	Graduated	Participated	Set (up)
Accomplished	Cultivated	Grossed	Performed	Simplified
Achieved	Cut	Guided	Persuaded	Sold
Acquired	Defined	Handled	Pinpointed	Solved
Adapted	Delegated	Hired	Planned	Sorted
Addressed	Demonstrated	Hypothesized	Prepared	Spearheaded
Administered	Designed	Identified	Presented	Staffed
Advised	Detected	Illustrated	Prevented	Standardized
Analyzed	Determined	Implemented	Printed	Steered
Anticipated	Developed	Improved	Produced	Structured
Arranged	Developed	Increased	Programmed	Studied
Assembled	Devised	Influenced	Projected	Suggested
Assessed	Diagnosed	Informed	Promoted	Summarized
Assisted	Directed	Initiated	Proofread	Supervised
Assumed	Discovered	Innovated	Proved	Supplied
Attained	Dispatched	Inspected	Provided	Supported
Audited	Displayed	Installed	Publicized	Surpassed
Balanced	Distributed	Instituted	Published	Surveyed
Billed	Documented	Instructed	Purchased	Taught
Blazed	Doubled	Insured	Received	Tested
Budgeted	Drafted	Interpreted	Recommended	Trained
Built	Earned	Interviewed	Recorded	Transcribed
Calculated	Edited	Introduced	Recruited	Translated
Carried	Effected	Invented	Reduced	Traveled
Centralized	Eliminated	Investigated	Referred	Treated
Changed	Enabled	Issued	Refined	Tripled
Channeled	Energized	Launched	Rehabilitated	Tutored
Classified	Enforced	Lectured	Reinforced	Typed
Coached	Established	Led	Reorganized	Underwrote
Collaborated	Estimated	Maintained	Repaired	Updated
Collected	Evaluated	Managed	Reported	Upgraded
Communicated	Examined	Mastered	Represented	Used
Compiled	Expanded	Mediated	Researched	Utilized
Completed	Expedited	Met (with)	Researched	Won
Composed	Experimented	Minimized	Resolved	Wrote
Computed	Explained	Modeled	Responded	
Conceived	Facilitated	Modernized	Restored	
Condensed	Financed	Monitored	Retrieved	
Conducted	Forecasted	Motivated	Revamped	
Consolidated	Formed	Negotiated	Reviewed	
Constructed	Formulated	Obtained	Revised	
Consulted	Found	Operated	Revitalized	
Contracted	Founded	Optimized	Saved	
Controlled	Functioned	Orchestrated	Scheduled	
Converted	Gained	Ordered	Screened	
Coordinated	Gathered	Organized	Selected	
Counseled	Generated	Originated	Separated	
Created	Graded	Oversaw	Served	

Writing an Effective Cover Letter

Cover letters provide an introduction and create a first impression for employers. They showcase your knowledge about your target industry/organization, and connect the skills and talents outlined in your resume with the job and/or the organization for which you are applying.

Tips for Writing an Effective Cover Letter

Research the organization to which you are applying. An employer wants to see that a candidate has done more than just checked out their web site. Gather information by looking at the organization's web page, reading organization literature, professional journals and talking with individuals from the organization to discover what skills and attributes the employer is seeking in applicants. Then take the opportunity to discuss those attributes in the body of your cover letter.

Use the Job Description as an outline for your cover letter. Look at the responsibilities of the job and the required skills. Write out each specific skill—do you posess the skill? Where and when have you utilized the skill? Use specific examples when illustrating your skills and experience Many students make the mistake of including everything they've ever done in a cover letter. Instead, use the job description to include everything the employer wants to see in the cover letter. Your cover letter should be directly targeted to the job description.

Never rely on a "stock" cover letter for every position you apply for. Tailor each cover letter to the position and/or organization. Think of the employer, the one doing the hiring, as you write your letter. Imagine a somewhat bland, generic letter that reads like it's been used over and over again. Now imagine a cover letter that addresses exactly what it is about your particular job opening that excites the candidate and why the candidate would be a good fit. Market yourself to land that interview!

Although it's not always possible, try to find the name of the individual to whom you plan to direct your letter. Letters addressed to a specific person rather than to a "Dear Sir" or "Dear Madam" demonstrate a higher level of investment and enthusiasm for the position. In the absence of a contact name, use a departmental position title instead.

Cover letters showcase your writing abilities. Therefore, it is imperative that your cover letter be error-free and grammatically sound. Avoid beginning every sentence with an "I" statement and vary the sentence structure.

General Tips for Writing Cover Letters Specific to Employers that Hire MSI Students

Standard cover letters are typically one page. Cover letters being sent to the private or corporate sectors should be the standard one page cover letter. Cover letters being sent to libraries and archives can be over a page. Most cover letters that are two pages tend to reflect significant practical experience. If the extent of your practical experience is from practical engagement internships and courses, and other course projects, a one page cover letter should be sufficient to illustrate your skills and experience.

If you do not have a lot of relevant work experience, use the second and/or third paragraphs to highlight your practical course projects. Use specific examples. If it was a group project, do not just focus on the group's responsibilities and accomplishments; be sure to describe specifically what your role was in the completion of the group project.

Describe your knowledge base that is directly relevant to the position by describing a few of your classes and the learning outcomes of those classes. If relevant, include the names of the faculty members who taught the classes. Also, if your specialization does not directly reflect your knowledge base or career interest, describe the specialization and your skill sets, along with courses that reflect the curriculum. For example, Information Economics Management is not a common specialization that many employers would know or understand. Use your cover letter to describe the specialization, and how it makes you unique and qualified for this position.

Use your SI Skills by doing a significant amount of research on the organization. Including information about the organization that someone else may not know can really impress an employer.

Tip: Being able to share information about an employer that's recent (possibly extracted from a trade publication or the newspaper) in addition to the information that you derive from the organization's website is a great way to make a significant impression on your interviewer.

Please Note: Even if you are not sending a formal cover letter, but rather a more informal email, you should use the same professionalism and writing style with any and all correspondence you have with a potential employer. Proofread everything! Always have one or two people proofread any correspondence you may send.

Sample Cover Letter Template

Address
City, State, Zip

Date Written

Name of Addressee
Title
Organization Name
Address
City, State, Zip

Salutation

Dear (Mr./ Ms./ Dr./Selection Committee or HR Staff):

First Paragraph

The purpose of the first paragraph is to introduce yourself and tell why you are writing (I am writing you regarding the job posting for a position as a _____); OR (I have been referred to you by Professor John Doe at the University of Michigan School of Information). Include a relevant piece of current news or organizational information that will grab the reader's attention. Indicate why you are interested in the organization and the position of interest.

Second Paragraph

Describe your qualifications for the position using specific examples from academic, work, volunteer and/or co-curricular experience. Connect your accomplishments, skills, and knowledge directly to the position, organization, and/or field.

Third Paragraph

Continue building a case for your employment using specific examples. Focus on personal qualities and special skills that enhance your qualifications. Expand on your resume, but don't repeat it (could also be a continuation of paragraph 2).

Final Paragraph

Give a final statement of interest/qualifications. Offer information about your interests and availability, both for employment and for being contacted by the employer. Indicate your plans to contact the employer to discuss opportunities. Thank the employer for his/ her time and consideration.

Sincerely,

Your Name

Cold Cover Letters

Did you know that more than 80 percent of job openings are not advertised? Try using a cold cover letter and get a jump on the competition.

Most positions are never advertised. A cold cover letter is an uninvited inquiry to an employer, recruiter or other hiring manager regarding possible job opportunities. Cold cover letters' potential advantages include creating a job that didn't previously exist, gaining early consideration for a position that hasn't yet been advertised and expanding your network of contacts. By sending a letter to an employer who's not soliciting candidates, your resume will not be buried in a pile of hundreds of others.

Before You Write
• **Know Yourself:** You are contacting a company that hasn't asked to be contacted. So what do you offer? Why should the company take an interest in you? What skills, abilities and credentials would be desirable to the organization?
• **Research the Employer:** Find out as much as you can about your target company, including past performance, goals and competitors so you can knowledgeably write about how you would help the operation.

Components of Your Letter
• **The Salutation:** Since you are writing an unsolicited letter, it's crucial that you address a particular person. Do some research so you can get your resume in the hands of the manager most likely to be interested in hiring you. (SI Career Development staff can share with you resources to identify these people, but start with iTrack first.)
• **The Opener:** There are a number of different techniques you can use to open your letter. Here are two examples:

> The Value Proposition: "If you have identified goal-surpassing revenue and market-share growth among your goals for 2010, my credentials will be of interest. Allow me to introduce myself: A marketing executive with 15 years of experience within Fortune 500 environments…"

> The News Angle: "After reading of your consulting-services expansion in yesterday's Wall Street Journal, I am eager to join your team as an Associate Consultant. You will benefit from my top credentials, including a Master of Science in Information, as well as expertise in Information Technology, and multilingual fluency (Spanish, Portuguese, Italian)…"

• **The Body:** Summarize the key strengths you bring to the table. A great strategy is to include a bulleted list of achievements and qualifications that would benefit the company. Provide an overview of your main selling points and examples of how you have contributed to your current or former employers.
• **The Close:** End your letter with an action statement, promising to follow up to explore the possibility of an interview. This is a much stronger closing than, "I hope to hear from you soon."

Sample Cold Cover Letter

1234 South State Street
Ann Arbor, MI 48109

September 12, 2012

John G. Kotowski, Associate Director-Media Relations
Kansas State University
Office of Intercollegiate Athletics
1234 Bauer Center
Manhattan, KS 58824-1003

Dear Mr. Kotowski:

I recently read a series of articles in the Wichita State Journal about the Kansas State University (KSU) Athletic Department. It was fascinating for a Wildcat fan and undergraduate alumnus such as myself to get such an in-depth look at the work and dedication it takes to run a major collegiate athletic department.

In one of the articles, you mentioned to Athletic Director Rick Holland the need for a Digital Archivist at KSU. I was amazed and excited to see this statement. I recently completed my graduate education at the University of Michigan's School of Information where I studied digital archiving.

I am currently working at Johns Hopkins University on a study to set up a digital repository for their medical institutes. This experience is one that builds on my education. It is giving me grounding in all the disparate parts that go into creating a digital repository that will house many different types of information. I have also worked at Michigan's University Archives on several different digital projects where I was able to develop effective solutions to long-term conversion and storage of word processing documents, spreadsheets, wikis, and email.

Since I started attending Kansas State sporting events regularly 12 years ago, I have found that being a part of the KSU community is one of the most important parts of my life. With this passion for KSU and my professional background in mind, I would be interested in having a discussion with you about the possibility of becoming a part of the athletic department as a Digital Archivist.

If you are interested in speaking with me about digital archiving at KSU, please feel free to email me at student@umich.edu or call me at 734-555-6666. I would also be more than happy to provide you with a copy of my resume if you would like to understand my background my thoroughly. I will follow-up with a telephone call to you on October 8 if I do not hear from you before that time. Thank you for your time.

Sincerely,

Jose Doe

Job and Internship Cover Letter Examples

November 14, 2012

Marissa Smith
Administrative Assistant
Southville District Library
1715 Collier Street
Southville, Michigan 48002-1234

Dear Ms. Smith,

Recently I discovered the opening for the Digital Services Librarian position at the Southville District Library through the library website. I am very interested in the possibilities that it offers, mostly the opportunity not only to serve people, but to integrate technology in the library to help people find the information they need faster, and have what they find be more useful for them.

For three years I worked as an Application Engineer for a technology company. During this experience, I helped customers everyday better understand and use technology systems, both by phone and in person. I also conducted technology training classes for our staff and customers. In addition I also managed/implemented my company's online KnowledgeBase, which allowed our customers to access pertinent technology information 24 hours a day. I thrive on the challenge of finding answers for patrons, as well as using technology to assist in creating an environment for discovery and learning.

This positive and rewarding experience providing reference, instruction, and building online knowledge resources led me to go back to school to be a Librarian. This past April, I completed my first year in the MSI program at the University of Michigan, School of Information and will graduate- in April 2013. My specializations are in Library and Information Services (LIS) and Human-Computer Interaction (HCI). My relevant coursework includes reference, digital libraries, information seeking behavior, knowledge management, web archiving, web coding (html/css/xml), web design (Adobe Photoshop) and user experience (usability). My program accentuates team projects for actual clients - for instance in my Contextual Inquiry class, my team of five students researched and interviewed clients, and recommended concrete and realistic solutions to help improve information workflows.

Currently at the Ford Knowledge Center, I am assisting patrons through personal reference services, conducting a usability study of the library website to better suit their needs, and creating a wiki, a blog and podcasts for the Ford community by using the Microsoft Sharepoint Content Management System. I also have back-end database and html experience through my positions at Ex Libris and the Scholarly Publishing Office. At Ex Libris I setup the MetaLib product to allow patrons to use federated searching to get the information they need faster, as well as customize each university's MetaLib website portal using html and css. At the Scholarly Publishing Office, I published articles online using html and PageMaker Pro as well as completing a usability study of their book order website.

I have unique skills - I am one of the rare students in my program with a technology degree who is also interested in library science and knowledge management. In addition, I also I have communication skills, which apparently seem hard to come by these days. I can do website coding, but also really enjoy helping and engaging with people. I would welcome the opportunity to meet with you to discuss how my skills and background may benefit the Southville District Library. Please feel free to contact me at student@umich.edu or 734-555-1234. I thank you for your time and consideration and look forward to meeting with you soon.

Sincerely,

Julianne Doe
1234 State Street

734.555.1234
Ann Arbor, Michigan 48105
student@umich.edu

May 20, 2012

Internship Coordinator
Henry Holt and Company
175 Fifth Avenue
New York City, New York 10010

Dear Internship Coordinator,

I just finished reading The Adoration of Jenna Fox (by Mary E. Pearson), which Megan Smith, Publicity Manager, shared with me at the ALA Midwinter conference. I was impressed by its poignancy. I was also reminded of why a book is so powerful when Jenna ponders her physical copy of Walden: "…but there is still something different about opening a real book, the scent that emerges, seeing one word at a time and soaking in its shape and nuance" (p. 190). Jenna's sentiment strongly embodies why I want to work with books. Specifically, my interest lies in bringing books into creation, and as a result, I am interested in completing a summer internship with Henry Holt and Company this summer. I particularly want to work with the Books for Young Readers' teen division.

I am a library and information graduate student at the University of Michigan School of Information (UMSI). I was a teacher for several years prior to graduate school. I felt my most rewarding experiences revolved around interactions with middle and high school students. Additionally, I was amazed by the influence that books could have on my students regardless of their age, race, or background. These observations helped me build a vision of where I wanted my future to lead.

As a teacher, I developed my ability to work independently while still functioning within a team setting. I utilized a variety of research skills and search strategies to find and create engaging lessons. Since starting at UMSI, I have completed a project management course where I worked with a group to plan, research, and analyze a problem, and recommend a plan of action to a real client. I also completed a youth media class to polish my ability to read material critically and evaluate its merits for inclusion in a library collection.

I am continually impressed by the quality and breadth of literature available for teens. I want to be a part of the group that is responsible for bringing materials to this unique audience of readers. As part of my internship, I would also be interested in traveling to the ALA Annual Conference to gain a better understanding of how to publicize books in the library market.

Thank you for your time and consideration. I will be in New York City the week of May 27 and would enjoy the opportunity to speak with you. Please contact me by email or phone. I look forward to hearing from you soon.

Sincerely,

Jennifer Doe

1234 South State Street
Apartment 1F
Ann Arbor, MI 48108

November 12, 2012

Mr. Samuel Smith
Recruiting Analyst
Corporate Executive Board
600 New Hampshire Ave. NW
Washington, DC 20047

Dear Mr. Smith,

Please accept this cover letter and resume as an application for the Strategy Consultant position recently listed in the University of Michigan (UM) School of Information's recruiting website, iTrack. I have been encouraged to send you my resume by Mr. Stewart Brown, a former Associate Director of Marketing, and Mr. Kris Maurder, Director of Marketing.

I am a Master of Science of Information student at the University of Michigan School of Information and will graduate in April 2013. I am pursuing a course of study that involves in-depth analysis of the intersection between business research and information technology. One of my major research projects was to analyze and diagram the information flow within a web consulting company. The result of this semester-long team project was to present and justify a set of recommendations that improved the business processes of the company.

In addition to this research I am also a Reference Librarian at the UM Harlan Hatcher Graduate Library. I have a strong commitment to client service and practice this philosophy through the provision of specialized reference service to faculty and students.

I am proficient at searching all major business databases. I have developed this aptitude as an assistant librarian at the Dartmouth Business School library. At Dartmouth, I developed and implemented a database management system that is now used to control over 10,000 cartons of faculty research. In addition, I also conducted research for faculty members, coordinated their remote reference services, and participated in several team projects, including an overhaul of the department website.

Finally, I am skilled at interviewing people, conducting background research, and authoring articles and reports as a result of my experience as an assistant editor at a healthcare publishing and consulting company.

I believe that business decisions benefit from adding value to research through the synthesis and customization of that research in response to client needs. I thrive in an atmosphere that is deadline driven and work well with other dynamic, intelligent people. I also value participating in a research process that can materially benefit on organization. Through my conversations with Executive Board employees, I believe that Corporate Executive Board embodies these beliefs and values. I appreciate this opportunity and thank you for your consideration. Feel free to contact me at jdoe@umich.edu of (734) 555-5555.

Sincerely,

Jason Doe

Eleanor Smith
IBM Silicon Valley Laboratory
555 Bailey Road
San Jose, CA 95141

August 15, 2012

Dear Ms. Smith,

It was a pleasure hearing about your software human factors internship opening through Joanna Kroll, Senior Associate Director of Career Development at the School of Information. I was excited to learn that you are looking for individuals with significant user interface design and human-computer interaction (HCI) experience. Through my demonstrated practical experience in user interface design and graduate level HCI coursework, my abilities prove me to be a good fit for a Human Factors Internship at IBM.

I have always been interested in helping to make technology easy to use for humans. During my first year of graduate school, I worked in a team of graduate students under the supervision of Professors Judy Olson and Gary Olson. With suggestions from the research team, I designed and developed a multi-player online game called 'Figure Factory' (http://www.figurefactory.org). This not only involved programming a multi-player game, but also making it intuitive and engaging through the appropriate use of graphics, color schemes and interactions. The game is now the basis for a proposal to the National Science Foundation for a study on collaboration patterns in distributed groups.

Several HCI courses and group projects have given me a sound foundation in user centered design and evaluation. In 'Contextual Inquiry and Project Management' my group and I performed user centered needs assessments and recommendations for Diamond Bullet Design (diamondbullet.com), a local web design firm. In the course, 'User Interface Design' my team members and I designed an interface for a web browser suitable for children. In 'Evaluation of Systems & Services' I evaluated the usability and formulated recommendations for the U of M Media Union information kiosks with the assistance of my group members.

I have traveled extensively and am multilingual. Within the last 2 years I have been to Australia, Canada, Singapore, Thailand and Malaysia. I believe such unique experience has given me the opportunity to experience different cultures first hand. I look forward to implementing in my design the cultural sensitivity that I have gained through these unique experiences.

Thousands of companies use IBM software solutions. I want to be involved in the thinking that goes into making these solutions easy to use. I am extremely interested in joining your team and would welcome the opportunity to personally discuss my credentials with you. Please contact me at jdoe@umich.edu or (734) 555-5555. If I do not hear from you by September 1, I will contact you later that week.

Thank you for your consideration.

Sincerely,

Jeremy Doe

1234 South State Street
Ann Arbor, MI 48109

October 1, 2012

Susan Smith
Director, Human Resources
Ohio Historical Society, William Henry Smith Memorial Library
450 W. Indiana Street
Columbus, OH 43202

Dear Ms. Smith:

I am writing to apply for the Visual Collections Archivist at the William Henry Smith Memorial Library that was posted on the Archivists LISTSERV and the SAA Job Bulletin. I am currently a graduate student at the School of Information at the University of Michigan and will graduate in April 2013. I have spent the past two years collecting experiences that I believe would be ideal for a visual collections archivist in a historical society's library. As a result, my experience and enthusiasm for managing image collections, both in analog and digital form, make me a strong candidate for this position. The William Henry Smith Memorial Library's status as one of the largest archival repositories of material on the history of Indiana and the Old Northwest makes this the most ideal setting for my experiences and personal interests.

For the past six years, I have taken advantage of the opportunities to arrange and provide item level access for stereo views, lantern slides, 35mm slides, nitrate negatives to safety film, and postcards, developing my knowledge about how to preserve the materials and when to provide surrogate access for a variety of fragile formats. I led the organization of a 150,000 corporate photograph collection and successfully trained volunteers to continue with the preservation and organization of the collection. I have explored how to preserve and repair a lantern slide collection for a digitization project by networking with other archives and conservators about best practices. I learned through my reference experience at the San Diego Historical Society and the Hatcher Graduate Library at the University of Michigan how users search for information and that my excellent customer service skills helped to improve the archive's public image during my tenure as a employee.

My coursework and current position at the Media Union Library have given me experience with metadata collection, EAD finding aids and MARC/AMC cataloging records. I am familiar with the current technology which allows me to successfully communicate between users and non-users of both PC and Mac Platforms. I have trained both employees and my assistants on web development, scanning, and cataloging techniques. My current class project of developing a dynamic online archive registration form for a collection containing electronic documents has allowed me to work between the archives world and human computer interface.

Attached to this letter of application are my resume and a list of references as requested in your position announcement. I will call a week following the mailing of this letter to inquire if it has arrived and to set up a time to further discuss my qualifications and interest. Thank you for considering me for this position. I look forward to speaking with you.

Sincerely,

Janet L. Doe

1234 South State Street
Ann Arbor, MI 48109

March 9, 2012

Ms. Theresa Brown
Ford Foundation
320 East 43rd Street
New York, NY 10017

Ms. Brown:

I am writing in response to the Project Leader position listed on the University of Michigan School of Information's iTrack recruitment system. As a student of architecture, I developed an eye for visual design, a mind for problem solving, and a passion for environmental and urban renewal issues. During the four years working in the architecture industry, I learned to apply these skills to real-world challenges. I was also given the opportunity to develop intranet, extranet, and database solutions to solve knowledge management issues for my employer.

While I have spent most of my professional life in the corporate world, I am passionate about continuing my career in the non-profit sector. As a student living in Newark, New Jersey, I began volunteering at the local Habitat for Humanity (HFH) chapter. I interned there for the summer of 2010. This experience introduced me to the non-profit world and I began to see ways that I could apply my skills to this arena, but I also saw gaps in my experience necessary for success. I continued my commitment to HFH while living in Michigan, volunteering at the Huron Valley chapter in Ypsilanti. In order to complete my skill set, I enrolled in the School of Information at the University of Michigan. This has allowed me to develop the necessary communication, project coordination, and information analysis abilities that would be needed for a position such as the Project Leader. The Project Leader position would allow me to move from volunteer to professional, combining my various technical and design skills with my desire to help in the fight for international peace and social justice. The Ford Foundation is the ideal organization for me because of its precedent of creating great opportunities while utilizing a limited set of resources. This ability speaks to my desire to work for an organization that is most efficient and effective in its service to humanity.

I graduate with my Master of Science in Information with a specialization in Information Policy in April 2012 and I plan on moving back to the Northeast soon after. I would appreciate the opportunity to speak with you about my skills and passion in the near future. I can be reached at 734-555-5555 or joed@umich.edu. Thank you for your consideration.

Sincerely,

Joseph Doe

1234 South State Street
Ann Arbor, MI 48109

June 20, 2012

Marshall Smith
Assistant University Archivist for Technical Services
Princeton University Library
1 Washington Road
Princeton, NJ 08544

Dear Mr. Smith,

I am a first year Master's student at the University of Michigan's School of Information and I am seeking a summer internship in an archival setting. In my studies, I am focusing on both libraries and archives in order to have a broad base of understanding and skills. My career interests range from academic librarianship to historical or literary archives to special collections to museums. However, I am most drawn to archives and records management for the following two reasons: First, there is something thrilling about the important work of being the sole conservator of unique cultural, historical, intellectual, and creative artifacts and, especially, of the content found within them. Second, the questions raised by appraisal and processing of collections, determining what material will be saved and why, stimulate interests I have in large questions of memory and the construction of meaning.

I am seeking an experience this summer in which I will be able to learn and practice specific skills in the archival field and also gain a sense of working full time in an archival setting. I am excited about the diverse learning and experience your fellowship position offers. It will allow me to do the hands-on processing that is the nuts-and-bolts of the work but that also leads to the larger questions and struggles of the profession. This position also offers exposure to administrative functions and to the different avenues of making archival work accessible to users, both of which are important parts of the profession that I look forward to gaining experience in.

In addition to the course work and relevant work experience I am currently engaged in, which is detailed on my resume, I have a varied educational and work background that gives me an advantage in being able to fit into work settings, work well with different people, and make a valuable contribution to the work of an organization. My undergraduate and graduate degrees have exposed me to different content as well as different ways of thinking and of approaching research. My varied work experience includes working as a Child Care Worker in a home for teenage foster boys, cashiering and assistant management in a busy gift shop in Yosemite National Park, and teaching English and other subjects in a remote mission school in the Marshall Islands.

I would welcome the opportunity to work in an institution as important and interesting as the Mudd Library and I look forward to the possibility of contributing to the work you do there. You can contact me at jdoe@umich.edu or (734) 555-5555. Thank you for considering my application.

Sincerely,

Jeffrey Doe

February 05, 2012

Mr. Andrew Marsh
PO Box 99999
Seattle, WA 98100

Mr. Marsh:

I am interested in applying for the **UX Designer** position at Teleworm.com that was recently posted on the University of Michigan School of Information's *iTrack* site (Job ID #999999). I have been delighted by Teleworm.com's customer and user experiences, from purchasing food to downloading books on my BookWorm, and would be thrilled to have the opportunity to work in the creative, innovative, and experience-focused environment that conceived them.

I am in my final semester as a Master's degree candidate at the University of Michigan School of Information, studying Human-Computer Interaction with a focus on user experience and interaction design. My coursework has included numerous, challenging projects, developing tailored solutions that are concrete, innovative, and realistic for an external client. In these projects, I have conducted user research; performed usability evaluations; developed information visualizations; designed, wireframed, and prototyped mobile applications; and am currently designing a collaborative, responsive workspace for a medical research facility. Outside of school, I have directed and conducted UX research for PicoSys and have served as a UX and IA consultant for an administrative department at the University of Michigan.

Before graduate school, I spent three years as an Information Technology Coordinator at TealSignal, a nonprofit organization in New York City. I managed all TealSignal information systems, provided technical support and training to my colleagues, and designed the organization's website architecture and content. In addition to these roles, I served as a project manager directing the development of a mission critical Customer Relationship Management database and application system that is accessed by thousands of users annually. I worked with our developer and all internal departments—eight teams totaling 35 individuals—to ensure that the system met all business needs and functional requirements as well as those of the external users who applied to our programs. I thrive on the challenge of balancing business, user, and technical goals.

I believe that working as a UX Designer at Teleworm.com would be a fantastic opportunity for me to knit together the project management and communication skills I developed from my previous employment with the user experience design and research competencies I have honed through my coursework. You can view my portfolio of design, research, and usability work at **http://michaelswift.me**. I would be delighted to continue this work by joining Teleworm.com to develop and design the best possible features for its products and users.

I would welcome the chance to speak with you to discuss how my skills and background may benefit Teleworm.com. Please feel free to contact me at 917.555.5555 or teleworm@michaelswift.me.

Respectfully,
Michael Swift

Jasmine Doe
1234 Baxter Avenue
Ann Arbor, MI 48103
jasminedoe@umich.edu

September 8, 2012

Dear Search Committee,

As a native Seattleite, I watched the Loggers play when my older sister Susanna Barnes was an assistant coach for the softball team. When I have visited the campus, I have always been impressed with the campus' beautiful brick buildings and commitment to strong liberal arts education. I am excited to apply for the Business, Economics, and Social Sciences Librarian position at the University of Puget Sound because it combines three of my strongest skills as a librarian: business reference, social science data reference and information literacy.

I am graduating from University of Michigan with a Master of Science in Information in April 2012. I am double-specializing in Library and Information Services and Preservation of Information (digital preservation). I see from your job responsibilities that you are cultivating Sound Ideas, an **institutional repository**. During this past summer as part of an IMLS grant I worked at the Florida Digital Archive generating recommendations and participating in the **ambiguous and rapidly changing environment** of software development in one of the largest digital archives in the United States. The UM MSI program also centers on group work consulting for real-world organizations in the community. I honed my **team and leadership skills** by developing a preservation plan for a public library, creating a database for a community center and analyzing a major content publisher's concept process, each with group deliverables. Recently I've also become interested in Drupal technologies and am creating a Drupal website for the Dental Informatics program here at UM.

I have **traditional and virtual business and social science reference experience** from having worked three years in a business library and one year in a data service focused library primarily in social science data. I am in my second year working at the Kresge Business Library for the Ross School of Business, which ranks as one of the top business schools in the nation. There I provide in-depth consultations to students and researchers on data to create business plans and analysis as well as help in completing class projects. I also am a Circulation Supervisor, managing student workers and being the top ranking person there on the weekends and evenings. I began work this year at the SAND (Spatial and Numeric Data) lab, where I am being trained on GIS (Geographic Information Systems) and numeric datasets in order to provide consultations and a direct interface for reference support to researchers. The Clark Library (where SAND is located) is also home to government documents and the map collection, so I have worked with these collections as well when I work reference desk shifts.

I have **experience in teaching with an emphasis on understanding information literacy.** I have recently taught a class for business students on how to use library databases to aid in their off-campus (and often out-of-country) job searches. I also developed and implemented a class for New York Public Library paraprofessionals about how to use library databases for their use at various desks. I have developed learning materials for SAND on a demographics GIS I learned while working business reference (SimplyMap). I have already created a how-to guide and screenshots, which are on the LibGuide for patrons to use.

I have **knowledge of current and emerging information technologies and potential applications and opportunities for the library**. As well as knowledge of screencasting, GIS, digital preservation, and business research technologies, I am also proficient in PHP and Python programming languages, as well as MySQL, CSS, HTML and XML. As President of the American Library Association (ALA) at the University of Michigan, I am planning a conference in Ann Arbor for professionals and student on the future of libraries. I am currently taking a cataloging class on RDA and MARC. I'm also very interested in twitter API and how libraries can use tools like Google Analytics to better serve their patrons.

Coming from an interdisciplinary background myself, I have always enjoyed the broad liberal arts-centered nature of business and social science reference. I am very committed to the liberal arts educational model that encourages information literacy and an insatiable need to find out more. I look forward to meeting with you soon and discussing the position and Collins Memorial Library further.

Sincerely,

Jasmine Doe

Job Description

Organization:	Intuit
Job Title:	RDP Associate – Product Management & Marketing
Location:	Mountain View, CA

Description: In the heart of Silicon Valley, Intuit's Rotational Development Program offers a 2-year comprehensive program that develops RDP Associates into leaders by providing challenging opportunities to develop leadership, functional, and business skills to drive growth and business results. Since we hire the best and the brightest, we entrust our new college hires with important business projects that will make a significant impact. In addition to these challenging projects, RDP Associates learn from both senior leaders and experienced managers who encourage and foster personal and professional growth as well as from other RDP Associates who share the same drive and passion that you do. With RDP, you're not hired to just do a job, you're being developed by the best to lead change and create innovative ideas. With this breadth of experience you will have a strong foundation for long-term success!

During the first year, RDP Associates can expect to explore two core functional areas:

- **Marketing** – Drive revenue and growth by developing and executing strategies for product launches, communications, and customer acquisition while building market and customer insights.
- **Product Management** – Build product offerings by leading teams and collaborating cross-functionally, while developing in depth understanding of our customers' needs, our business, and current technologies.

During the second year, RDP Associates can repeat the above functions or choose to branch out and explore other areas that appeal to their interests and will help further their professional growth. These functions may include:

- **Strategy** – Identify and evaluate opportunities to drive growth by researching, analyzing, and presenting recommendations on complex business problems to accelerate Intuit's growth
- **Design** – Create great customer experiences by influencing product requirements with customer research in usability sessions to translating requirements into positive customer experiences

Qualifications: We are looking for creative problem solvers who have a passion to innovate and lead change. The Rotational Development Program for Product Management & Marketing welcomes all upcoming graduating students from all majors and disciplines who will graduate by the Spring of 2012. We are looking for excellence in the following areas:

- Significant leadership experience and teamwork capabilities, in extracurricular or non-profit organizations.
- Demonstrated success in achieving great accomplishments & high results; Entrepreneurism a plus.
- Strong analytical and problem-solving skills and solid business acumen.
- Ability to communicate with impact in both verbal and written communications.
- Related work experience/internships in technology, marketing, product management, consulting or banking preferred.
- Demonstrated interest and motivation to work with technology or small businesses. Engineering degree a plus.

General Information: Intuit is a leading software provider of business and financial management solutions for small and mid-sized businesses, consumers, financial institutions and accounting professionals. You probably know us by our flagship products, QuickBooks®, Quicken® and TurboTax®, but that's just the start. We recently acquired Mint.com, and we're taking on exciting challenges, such as SaaS and mobile applications. Over 50 million users, seven million small businesses and 1,600 financial institutions depend on Intuit because we innovate at the crossroads of real customer problems and breakthrough technology. Join us and let your ingenious ideas be heard. Your Opportunity at Intuit: Make an Investment in Your Career.

567 Thayer
Ann Arbor, MI 48109

September 8, 2012

Dear Hiring Committee,

> The cover letter below has been tailored to the job description on the previous page. Each highlighted section and corresponding number shows you how to tie your interests and skills to key words and phrases used in the position announcement. An effective tailored cover letter will include 6 to 8 key words or phrases from the job description.

I am writing to apply for the Product Management and Marketing Rotational Development Program recently advertised through the University of Michigan. As a graduate student at the University of Michigan School of Information, I am specializing in Information Analysis and Retrieval. **(1)** Having previously used several of Intuit's products, including TurboTax and Quicken, I am very interested in working for Intuit as it values creating a **(5)** delightful experience for its users. I am well suited for the Rotational Development Program because of my experience and interest in marketing, technology, and understanding and creating a positive user experience.

I recently completed an internship at TechSmith Corporation, a software company, where I worked with web analytics and search engine optimization techniques. **(2)** I was responsible for gathering and analyzing data from Google Analytics and web server logs about website activity and customer behavior. I also developed Key Performance Indicators for the various parts of the website to ensure business goals were met. In this internship, I utilized analytical skills and marketing concepts to understand and analyze user behavior on the website. These skills will prove useful at Intuit as I have experience analyzing the behavior of users seeking technological solutions to their problems.

Additionally, I am **(6)** strongly interested in a career that will combine my interest in marketing and technology. As a graduate student at the School of Information, I have taken classes that focus on understanding how people interact with technology and how the processes can be improved in innovative new ways to ensure user satisfaction. These classes have included material covering website design and development, information architecture, and usability testing. Additionally, I have taken several MBA-level marketing classes at the University of Michigan Ross School of Business. I elected to take these classes in order to learn the foundations of marketing in order to apply them to technological **solutions.** The marketing classes have focused on uncovering insights about the consumer, through both qualitative and quantitative research methods, and in turn utilizing this information to develop recommendations for the future growth of the company. **(7)** I believe my experience with both users and technology and marketing will be extremely useful at Intuit as I can work to uncover customer insights in order to help develop the next line of products to meet the needs of the users.

(3) I also have experience working collaboratively to understand user behavior and offer recommendations for **(8)** improvement. **(4)** This semester, I am working with a group to assess Cadillac's CUE system – an in-development in-car infotainment system. For this project, we are evaluating the current needs of users, completing competitive analysis, and conducting usability tests of the projects. Based upon this information, we will synthesize the results and offer recommendations on how to improve the product in future generations. This experience will prove valuable for the Rotational Development Program, as I have gained practical experience at understanding, analyzing, and improving technology systems in order to provide users with a positive experience.

I am excited for the opportunity to work at Intuit in the rotational program in order to learn about the company from multiple perspectives. **(5)** I am very interested in the opportunity to combine my interests in marketing, technology, product development, and user needs to help Intuit create the next line of great products and solve new challenges. I am excited for the opportunity to work creative and hardworking individuals at Intuit who strive to innovate and improve the experience of customers. Please feel free to contact me at jamesond@umich.edu or 734-555-1234. I look forward to hearing from you.

Sincerely,

Jameson Doe

Job Description

Organization:	Library, University of Delaware
Job Title:	Reference Librarian for Health Sciences, including Nursing
Location:	Newark, NJ

Description: The University of Delaware Library seeks a reference **1** librarian to deliver responsive, innovative information services in the health sciences including nursing. The position reports to the Head, Reference Department, and works in a rapidly changing, technology-rich environment as a team member with thirteen other reference librarians to provide **1** general reference and instructional service to the University community. **2** Reference service is provided at the Morris Library Reference Desk, and via text, chat and email. As liaison to the faculty and students in the College of Health Sciences, develops and delivers information and instructional services supporting curricular and research needs. Responsible for collection development in the health sciences; other areas may be assigned depending on institutional priorities.   Utilizes web-based technologies including the Sakai course management system and other new state-of-the-art technologies to create interactive instructional **3** programs. Provides individualized assistance to students, faculty and staff in the health sciences. Designs web pages and instructional guides. Responsibilities include some weekend and evening hours.

Qualifications: ALA accredited graduate library degree. Experience working with print and electronic resources in the health and/or life sciences. Excellent instructional skills. **4** Excellent computer and internet skills including web design experience; excellent oral and written communication skills and interpersonal skills. **5** Demonstrated ability to work independently and collaboratively. Demonstrated initiative and flexibility in adapting to change. Strong commitment to public service. Ability to develop and to deliver discipline-related instructional sessions for faculty and students. Teaching/instruction experience and reference **6** experience in an academic or health science library highly desirable.

General Information: The University of Delaware Library makes accessible a broad range of electronic resources, including over 42,000 electronic and print journals, over 320 databases, and over 26,000 videos. Library collections which are broadly based and comprehensive include over 2.8 million volumes. The Library has 275 public access workstations, 200 laptop connections, wireless access and a state of the art Student Multimedia Design Center. The Library is a Member of the Association of Research Libraries, Center for Research Libraries, Coalition for Networked Information, Council on Library and Information Resources, Digital Library Federation, OCLC Research Partnership, and SPARC. The Library is an Affiliate member of the National Network of Libraries of Medicine (NN/LM) that promotes health information, education and/or access in the Mid-Atlantic Region which includes Delaware, New Jersey, New York, and Pennsylvania.

The cover letter below has been tailored to the job description on the previous page. Each highlighted section and corresponding number shows you how to tie your interests and skills to key words and phrases used in the position announcement. An effective tailored cover letter will include 6 to 8 key words or phrases from the job description.

University of Delaware Library
181 S. College Ave.
Newark, DE 19717-5267

Dear Sir or Madam:

Thank you for reviewing my application. I am highly interested in the position of Reference Librarian for Health Sciences at the University of Delaware Library. **(1)** My qualifications match your organization's need for an innovative, agile librarian with outstanding skills in reference, instruction, and technology.

With a **(6)** growing range of experiences in health librarianship and health informatics, my work focuses on developing expertise in the fuller range of information services and technologies available in the health sciences. Increased use of health information technology is transforming methods of information gathering, sharing, and analysis in this complex industry. I seek to participate in leading health librarianship ahead of those transformations and demonstrating our continued if not growing centrality to identifying, managing, and manipulating information, the lifeblood of healthcare.

In my work in health and information services, I have:

- **(2)** **Provided chat, text, email, and in-person reference** in academic, health, and public libraries.

- **(3)** **Instructed medical students, researchers, research assistants, library staff, and the public** on a variety of research and technology skills via in-person workshops, a web-based training, one-on-one consultations, and screencasts.

- **Conducted and documented searches** in databases including PubMed, Ovid Medline, Embase, and CINAHL for a systematic review on health sciences librarianship and literature reviews in clinical health informatics. Received training in critical appraisal of scientific literature. I am also familiar with the full range of evidence-based resources in the health sciences.

- **Analyzed eBook, journal, and database packages** and made recommendations for purchase.

- **(5)** **Collaborated to implement a precedent-setting initiative** to share the University of Michigan Health Sciences Library's librarian-created content worldwide as open educational resources (OER). This project included training on copyright, open licensing, and OER development.

- **Forged interdisciplinary connections with peers, managers, faculty, and clients** to evaluate and improve process management, redesign a library service, plan community health conferences, secure funding for a non-profit, present posters, publish a book chapter, and much more!

- **Contributed content to over a dozen websites and** **(4)** **served as webmaster for five websites** using Drupal, Joomla, LibGuides, Google App Engine, Google Sites, Wikispaces, Blogspot, social networking services, HTML/XHTML, CSS, JavaScript, and Python.

I hope to have the opportunity to discuss how I can provide innovative information services in the health sciences at the University of Delaware Library. Thank you for your consideration. Please contact me with any questions at 734-555-6543 or joelle.doe@umich.edu. I hope to hear from you soon.

Sincerely,
Joelle Doe

Job Description

Organization:	TechSmith Corporation
Job Title:	Web Analytics and Search Engine Optimization Intern
Location:	Okemos, MI

Description: As a Web Analytics and SEO intern at TechSmith, you will gain broad exposure to the company's web strategy and be actively involved with reporting of web traffic trends and developing/executing our SEO plan for various national and international websites and stores.

Potential Activities:
- Keyword discovery and research
- Competitor research
- Continually monitor organic search engine rankings
- Create and maintain SEO reports
- Gain an understanding of TechSmith site visitors and their online behavior, assisting with the creation of segments, profiles and critical paths through the site
- Assist with reporting on traffic patterns and sources including search, social media, email and TechSmith products

Qualifications:

Required:
- Requires at least 15 hours per week, preference for full-time in the summer
- Excellent verbal and written communication skills
- Excellent Internet and computer skills
- Has a grasp of both technology and marketing with coursework in topics such as advertising, writing, statistics/math, HCI and telecommunications
- Knowledge of Excel and PowerPoint
- Interest in analytics, customer behavior, and emerging technologies and a desire to always be learning something new
- You must be enrolled in classes full-time in order to be considered for an internship with TechSmith Corporation
- You must be legally authorized to work in the United States without an employer-sponsored petition for a visa, such as an H-1B visa. TechSmith does not intend to file any visa applications in connection with this opening.

Preferred:
- Knowledge of HTML
- Familiarity with an analytics tool, such as Google Analytics.

General Information: TechSmith provides more than 50 countries with screen capture and recording software for individual and professional use. Founded in 1987 by William Hamilton, who remains the company's president today, TechSmith has seven products that do anything from taking screen captures, to screen recording and managing consumer content.

We've stayed on top of the screen capture and recording game since the launch of Snagit over 20 years ago. People everywhere use our products to grab images and record content straight off their computer screens to create dynamic presentations and screencasts. With our products, people communicate more effectively and create interest with engaging visuals and sharp videos that grab attention and keep it. We develop and update our innovative software every day and plan to continue expanding our existing products to support the Mac platform.

123 Washington Street
Ann Arbor, MI 48109

September 2, 2012

Dear Hiring Committee,

The cover letter below has been tailored to the job description on the previous page. Each highlighted section and corresponding number shows you how to tie your interests and skills to key words and phrases used in the position announcement. An effective tailored cover letter will include 6 to 8 key words or phrases from the job description.

I am writing to apply for the Web Analytics and Search Engine Optimization Intern position recently listed on the TechSmith Corporation's website. I am available for full-time work this summer. As a graduate student at the University of Michigan School of Information, I am specializing in Information Analysis and Retrieval. I am well suited for the Intern position because of my experience working with web analytic tools, coursework in information science, and strong interest in a career in web analytics and online marketing.

This past semester, I worked on a project at the University of Michigan Press regarding free access of their books. I helped to collect and analyze usage data about the organization's books that are freely available online. The project will culminate in a report analyzing the effect of granting free access to books and the future implications for the publishing industry. In this position, I have learned Google Analytics and how information can be extracted from websites. As the Intern at TechSmith, I would utilize my experience with Google Analytics to help gain an understanding of the visitors to the TechSmith website and their online behavior. I have the skills to be help create segments of the visitors and report on the traffic patterns within the website.

Additionally, my coursework has prepared me well for the Intern position. As a graduate student at the School of Information, I am particularly interested in understanding how organizations and companies can better understand their customers. I have taken a wide variety of classes including statistics, data analysis, website design, and human interaction in information retrieval. These classes have prepared me to understand how websites are designed, how information and data can be analyzed and understood, and how individuals behave when conducting online searches. I am confident that these skills will prove valuable at TechSmith as the Web Analytics and Search Engine Optimization Intern. My interdisciplinary coursework has prepared me to be able to gather information from various resources, prepare and manipulate data, and synthesize and share the results with others.

I am extremely interested in a career related to web analytics and online marketing. I am eager for the opportunity to gain real world experience in these fields and believe that the Intern position at TechSmith would be an excellent fit. I am a fast learner and would like to expand my knowledge of Search Engine Optimization and web analytics. I believe we can learn a lot about consumers by analyzing and understanding their online behavior, and we can improve decision-making by utilizing this information.

I am excited to work at TechSmith because of the company's reputation as a leader in the screen capture and recording software industry. As the Web Analytics and Search Engine Optimization, I would use my experience with web analytic tools and my analysis, organizational, and technical skills to help TechSmith understand their online consumers and improve the SEO plan. Please feel free to contact me at jdoe@umich.edu or 734-555-6789. I look forward to hearing from you.

Sincerely,

Jamie Doe

Job Description

Organization:	University Library, University of Michigan
Job Title:	Digital Preservation Librarian
Location:	Ann Arbor, MI

Description: The Digital Preservation Librarian will report to the head of the Department of Preservation and Conservation in the library's Collections Division. Working closely with staff in Library IT Core Services, Digital Library Production Services, MPublishing, Deep Blue, Preservation, and other library units as well as partners at other institutions, the Digital Preservation Librarian will:

- **(7)** Research, plan, and implement an ongoing preservation program for University Library collections of value in digital format. Review existing library practices, analyze and respond to needs. **(8)** Advise library staff and digital content managers on all phases of the life cycle of digital content, with the aim of long-term retention and access. Assist in the development of requirements, specifications, and policies related to digital content the library solicits, accepts, purchases, or creates. Advise both library staff and external content creators on strategies and implementation of those specifications. **(6)** Support the development of the preservation program for the HathiTrust shared digital repository. Develop and maintain disaster recovery planning and policy documents.
- **(1)** Stay current on developing technologies, standards, and practice in preservation of digital collections; recommend responses to these developments through **(2)** periodic alerts, summaries, reports, and revisions to policies and procedures. Represent the University Library in forums on digital preservation at the campus, regional, national, or international level.
- **(3)** Prepare proposals for external funding for digital preservation projects. Prepare specifications for vended services that support the digital preservation program; evaluate responses to proposals for such services and make recommendations for selecting vendors; and act on behalf of the library as a technical liaison on preservation issues to vendors providing digital materials and services. Represent the University Library in cooperative projects or programs in digital preservation.
- **(5)** Perform public outreach by creating guides and other informative materials, giving talks, and maintaining the Digital Preservation web site. Orient, train, and supervise interns or other temporary staff during their participation on relevant projects.

Qualifications: Required: ALA-accredited Master's degree in library or information studies, or equivalent advanced degree and experience, plus a minimum of 2 years of progressive experience with digital resources in research collections. **(4)** Demonstrated knowledge of the creation and use of digital objects, including an understanding of issues related to both digitized and born-digital formats, media, and migration is required, along with an aptitude for quickly mastering technical topics. **(4)** Experience creating, reviewing, and editing metadata for digital objects, especially METS and PREMIS. Excellent oral and written communications skills and the ability to work collegially are essential.

General Information: The University Library at the University of Michigan seeks a dynamic and engaged Digital Preservation Librarian to provide leadership and coordinate the library's activities to preserve the library's growing collections.

The University Library has been actively building digital collections since 1997. The library's Digital Library Production Service was a pioneer in developing systems for capture and serving digitized information to the public and now hosts over a million items from the library's Web site. Michigan's partnership with Google to digitize the library's entire print collection and more recently the formation of HathiTrust, are transforming how scholars can search, find, and use information. Other major digital initiatives have been launched by MPublishing and the library's institutional repository, Deep Blue. The digital collections receive support from the Library IT Core Services team, who design and manage the technical infrastructure to support these collections.

(1) **(2)** **(3)** **(4)** **(5)** **(6)**

123 University Drive
Ann Arbor, MI 48109

September 6, 2012

Jane Havens
Head of Library Human Resources
404 Hatcher Graduate Library North
University of Michigan, Ann Arbor, MI 48109-1190

The cover letter below has been tailored to the job description on the previous page. Each highlighted section and corresponding number shows you how to tie your interests and skills to key words and phrases used in the position announcement. An effective tailored cover letter will include 6 to 8 key words or phrases from the job description.

Dear Ms. Havens,

As a current second year Masters student specializing in Preservation of Information at the University of Michigan's School of Information (SI), I am excited to apply for the Digital Preservation Librarian position at the University of Michigan. I believe that my experience and education make me a strong candidate for this position.

The position description calls for someone who has the ability to **stay current on developing technologies, standards, and practice in preservation of digital collections**, and who will be able to translate that information to the rest of the library, and indeed to the academic community at Michigan. These are skills that I have developed as a student at SI, as a University Library Associate (ULA) at the University of Michigan's Art, Architecture and Engineering Library (AAEL), and as a Researcher in the executive search industry prior to my studies at SI. As an SI student studying digital preservation I have had the opportunity to familiarize myself with a variety of publications, organizations, conferences, and other resources relating to the developing standards and technologies in the field. I look forward to a position such as this, which will allow me to continue to follow, and indeed take an active part in, these developments. **As a Researcher in the executive search industry I was responsible for producing industry and company reports** in support of business development efforts, with the goal educating the firm's senior managers and partners. The desire to stay current on the issues in the realm of digital preservation, paired with my previous experience in communicating technical information to a non-technical audience, will allow me to provide useful, relevant, and understandable information to the MLibrary community.

I have taken two separate courses during my studies whose main purpose was to prepare a grant proposal. For the first project, I worked as a member of a team preparing a proposal for the National Science Foundation's Virtual Organizations as Sociotechnical Systems Grant, as administered through the Office of Cyberinfrastructure. For the second, I worked alone in preparing a proposal for the Institute of Museum and Library Services National Leadership Grant. **I was able to learn a great deal about grant applications and fundraising for digital preservation projects, and am confident that I have the skills necessary to prepare proposals for external funding and prepare specifications for vended services.**

I have, through coursework, had the opportunity to work on projects creating and evaluating digital objects, and evaluating and implementing the METS and PREMIS metadata schema. In my role as a ULA at the AAEL I was responsible for an ongoing project digitizing items from the Artists Books Collection for the library's website. I was able to connect this project to another project for a course on digitization for preservation in which we evaluated the quality of both the scanner and camera using the Golden Thread analysis software. This activity impressed upon me the importance of regular evaluation of equipment and process in any preservation activities involving digital objects.

One of the most interesting elements of this job is the opportunity for outreach. In my current role as a member of the Reference staff at the AAEL I have the benefit of regular interaction with library patrons through face-to-face and online interactions. I firmly believe that both the library and the greater academic community would be well-served by an active outreach effort in the area of digital preservation. I believe that a tremendous opportunity exists to help patrons engaged in research learn to manage their data. I think that the key to sustainable digital preservation practices is proactively engaging the community in order to help them manage their data from the start. The best way to do this is to find them on their own terms. One of the ways that this can be done is by attending the conferences that our users and researchers attend, such as HASTAC, which I was able to attend last fall. Another is by seeking out partnerships with research-focused offices within the University. **I am currently engaged in a project conducting usability testing of the website of the Office of Research Cyberinfrastructure at the University of Michigan, and through this project have conducted interviews with several researchers who are engaging in data-intensive high performance computing. While the focus of these interactions was mainly on the functionality of the website, several of the researchers also expressed a desire for ORCI to partner with the library in order to help them to manage their data. I think that partnering with organizations such as ORCI, I would be able to reach out to the academic community to provide information and resources to researchers in the area of digital preservation – a service that they might not seek out from the library.**

(6) I have, for the past year been engaged in research for my Master's thesis in the area of disaster planning for digital repositories. I am also currently working with the Department of Preservation and Conservation and HathiTrust to develop a disaster response and recovery plan for HathiTrust. Prior to these activities, I worked for several months under the direction of the Head of Preservation and Conservation on a project developing and implementing disaster response and recovery plans for the libraries at the Ann Arbor campus of the University of Michigan. While I find the research to be incredibly rewarding, I am most interested in applying that research in a real-world setting. This position would provide the opportunity to both continue and expand upon my current work with HathiTrust.

I have spent a great deal of time working with standards for Digital Preservation throughout the course of my studies, research, and work over the past two years. I am very comfortable with the OAIS reference model, and am very familiar with the ISO standards for Trusted Digital Repositories that are currently under review. **(7)** I would welcome the opportunity to build upon my previous research to develop and implement an ongoing preservation program for University Library collections in digital format. **(8)** I also appreciate the opportunity that exists within MLibrary to provide information and advisory services regarding the management and preservation of digital content. Just as I discussed above regarding community outreach, I view the role of the Digital Preservation Librarian as one of information and advocacy, teaching and promoting policies and practices that support the management of digital objects within the library.

As a non-traditional graduate student, I have several years of experience working in a high-pressure environment, serving multiple clients at once, and balancing projects with competing priorities. I have strong project management skills as a result of the time that I spent in the executive search industry, and have been able to further develop these skills over the past two years as a full time student at the School of Information and a University Library Associate at the AAEL. Similarly, I expect that this role will involve balancing many projects at once, while also maintaining an active profile in the digital preservation community. I believe that my previous experience has prepared me for this type of position, and that this is in fact an environment in which I will thrive.

I believe that my experience and education make me a strong candidate for this position, and I welcome the opportunity to discuss my interest and qualifications with you further.

Sincerely,

Jefferson Doe

Notes:_____

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UMSI Career Development Office
Contact Information

Questions? Interested in discussing your internship or job search strategy?
Contact your UMSI Career Development Staff:

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information

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