

RESUME WRITING GUIDE

COVER LETTER &

TEMPLATES

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RESUME OVERVIEW

NAME
STREET ADDRESS
CITY, STATE, ZIP
(AREA CODE) PHONE NUMBER
E-MAIL (*Optional*)
HOMEPAGE (*Optional*)

OBJECTIVE - Optional, but highly recommended.

Include type of position or occupational field you wish to enter, skills, experience, and background you have to offer, and any special interests or areas of focus.

EDUCATION - Required*

Educational Institutions - Required

List institution name, post secondary degree(s) received and dates earned or expected (Place in reverse chronological order). Include major, minor, area of concentration, specialization, or certifications. List city and state when looking outside of state where employers may be unfamiliar with the location of your college. Don't include institutions you attended, but didn't receive a degree from, GPAs under 3.0, and years enrolled.

Educational Highlights - Optional

Relevant courses and skills/knowledge learned, special projects, G.P.A. if over 3.0, honors, awards, scholarships, thesis, research projects, percent of college expenses earned, extracurricular activities. **(This category may be a separate section or divided into subsections depending on the information presented.)**

EXPERIENCE - Required*

Paid and unpaid experiences, internships, co-ops, volunteer activities, fieldwork, student teaching, etc. List position title, employer or setting, city, state, and dates. (Place in reverse chronological order.) Emphasize responsibilities, accomplishments, and skills. Think: How? Why? Results?

OTHER PERTINENT DATA - Optional - **Title this category(s) according to type of information presented.**

Professional/student associations and positions held, athletic participation, extracurricular activities, special skills (computer, languages, etc.), certifications, licensures, publications, military or community service experience, interests, etc.

REFERENCES - Statement recommended to provide closure to the resume, but not needed if space is an issue.

Indicate that references are available on request. If you have a portfolio, indicate that it is also available.

* You are likely to need the following additional information for an application form:

1. Name, location, and dates of attendance for each institution you attended.
2. Complete street address, zip code, phone number, name of supervisor, and salary history for each employment and professionally related experience.
3. Name, business title, business address and phone number for each reference. You should also be able to provide your relationship with each reference and the length of that relationship.

OBJECTIVE STATEMENTS

Purpose

- Describes the job you want and qualifications you have. Similar to the back of a book, it motivates the reader to keep reading.
- Needs to be clear, concise, exciting and readable within 30 seconds.

Traps to Avoid

It is tempting to write vague, open-ended objective statements to “not miss any chances”. Doing so will more likely result in your appearing undirected and unclear about the type of job you want and/or what you have to offer. Avoid these vague, meaningless phrases.

- challenging position
- a progressive company
- opportunity for advancement/growth
- fast growing organization
- entry level/full-time
- dealing with people

Writing Formula

Step 1: Begin your objective statement with the position title, occupational field, area of interest, or type of organization you want to apply for.

Step 2: Follow this with 1-3 (possibly more) qualifications you offer of interest to the employer. Examples include:

- Prior experience
- Areas of expertise
- Interests/values
- Skills/skill sets you want to use
- Educational background
- Personal traits
- Areas of knowledge

Examples

Management Trainee position. Can contribute well-developed speaking and writing skills, knowledge of marketing techniques, and understanding of consumer behavior.

Securities Agent offering the ability to expand client base, solve complex problems, and motivate individuals.

Advising position utilizing student service experience and a proven ability and commitment to apply excellent communication and interpersonal skills.

Assistant Product Manager position using business education, marketing experience and well developed communication skills and detail orientation.

Accounting position where strong organizational skills, attention to detail, and producing timely results are rewarded.

Staff nursing position utilizing previous health care and clinical experiences.

Mechanical engineering design co-op using vast mathematical, analytical and technical skills with interest in using CAD.

EXPANDED OR BULLETED OBJECTIVE STATEMENTS

If your objective statement goes over three lines, we would recommend using 3-5 bulleted points. Other options include summary or highlights sections.

OBJECTIVE Information resources position using proven abilities to successfully:

- Manage conversion projects of manual to computerized information systems
- Use various database software and solve software interface problems
- Build teams and communicate with people varying in technical knowledge
- Apply effective and creative website development and maintenance strategies

OBJECTIVE Architecture position with a firm specializing in educational facilities. Offer:

- Design and drafting experience from prior architecture internship.
- Ability to combine creativity with appropriate attention to detail.
- Capability to work independently and within a team.
- AutoCad 2000, Form Z, PageMaker, and 3D Studio experience.
- Completion of three educational facility designs.

OBJECTIVE Conference and Program Planning position using prior conference planning and project management experience.

Relevant achievements:

- ♦Coordinated four semi-annual student organization conferences increasing attendance by 30%-40% from prior years.
- ♦Developed media marketing packages for print, radio and campus cable.
- ♦Integrated use of e-mail and organization web-sites for registration and publicity.
- ♦Supervised teams of two to fourteen people to achieve specific goals.
- ♦Designed and produced program brochures.

OBJECTIVE Management position focusing on customer service and staff development.

SUMMARY

- Proven work ethic and high level of responsibility
- Ability to work independently, within a team, and supervise others
- Experience effectively handling and coordinating multiple tasks
- Ability to make quick and accurate decisions
- Well-developed organizational skills

MARKETING YOUR EDUCATION

(PROJECTS AND COLLABORATIONS)

This page and the next provide examples of expanding your education when it:

- demonstrates your most powerful area of qualifications
- contains skills/experiences that need to be explained to the reader
- highlights important skills that are not adequately demonstrated within the resume

This may result in your education section being longer than other parts of your resume. This is acceptable if your education is your main sales point.

One way to demonstrate how your education relates to a position and is relevant to an employer is to focus on projects that most closely simulate work similar to what you will do in the position you are applying for. These are especially interesting to employers when they represent actual collaborations between a class and a real employer.

COMPUTER RELATED PROJECTS

Created Visual Basic interface in semester-long team project. Collaborated with users to determine needs through several on-site visits. Interfaced existing database with existing esoteric on-site scheduling program. Programmed several modules independently and tested I/O results. Program interface is currently being used on-site with a zero error rate over six weeks.

Completed projects using C++ object-oriented programs and implementing class, structure, inheritance, overloading, and templates advanced Input and Output techniques. Frequently led group projects.

ACCOUNTING PROJECTS

Analyzed financial statements of a local small business. Computed ratios and compared to industry benchmarks. Prepared program to audit risks. Used substantive testing and Microsoft Access and Excel regularly.

Reviewed transactions and financial statements for the Village of Oconomowoc Lake. Adjusted and closed books. Redesigned budget lines for new and ongoing business needs. Prepared new financial statements. Worked within a team.

MARKETING PROJECTS

Analyzed case study and developed marketing mix of recommendations which included product, price, promotion, and distribution. Conducted class presentation using PowerPoint software.

Designed, implemented, coded, and analyzed a marketing research survey.

MARKETING YOUR EDUCATION

(COURSE HIGHLIGHTS & DESCRIPTIONS)

Another way to demonstrate how your education relates to a position and is relevant to an employer is to focus on most relevant courses or most relevant aspects of courses.

OBJECTIVE Psychology related position using previous mental health experience, dedication, and ability to help people with problem solving and goal setting.

EDUCATION University of Wisconsin –Milwaukee Major GPA: 3.5/4.0
Bachelor of Arts in Psychology, May 2002 Minor: Sociology

Learned various aspects of human development, behavior and theoretical application.

- Overview of Counseling Skills** – Studied widely used theories. Practiced eye contact, open-ended questions, summarizing, reflecting feelings and providing encouragement.
 - Psychopathology** – Gained knowledge of various mental and psychological disabilities such as schizophrenia, depression, and bi-polar disorder.
 - Applied Behavior Analysis** – Studied and practiced various forms of behavioral treatment methods such as behavioral modeling and use of reinforcement schedules.
-

OBJECTIVE Corporate training position using prior training experience and diversity focused education.

EDUCATION University of Wisconsin –Milwaukee GPA: 3.6/4.0
Bachelor of Arts in Communication, May 2002
Certificates: Ethnic Studies, Gay and Lesbian Studies, Peace Studies, Mediation

- Multicultural/Diversity Communication Coursework** – Studied and presented on issues such as ethnocentrism, racism, and homophobia. Gained awareness of verbal and nonverbal communications specific to various cultures and subcultures. Participated in and conducted several sensitivity/awareness raising activities.
 - Mediation/Peace Certification Coursework** – Gained knowledge of and practiced various mediation and peace keeping techniques. Utilized mediation process in critiquing and participating in role-plays of potentially hostile disputes.
-

OBJECTIVE Staff Writer/Reporter position using well developed research abilities and oral and written communication skills.

EDUCATION BA in History, May 2002 University of Wisconsin –Milwaukee
Researched various topics using print media, internet, and personal interviews. Analyzed materials and information to produce reports for classes and oral presentations.

OBJECTIVE Computer Trainer position offering previous teaching/training experience and strong communication and interpersonal skills.

EDUCATION University of Wisconsin –Milwaukee, May 2002
Bachelor of Arts in Psychology, Major GPA 3.92/4.00

Strengthened existing communication and problem solving skills through data analysis of projects and oral and written presentations of findings. Deepened insight into human behavior, development, and perceptions that apply to learning and teaching.

MARKETING YOUR EXPERIENCES

Purpose

Your experience section(s) describes to an employer skills and responsibilities you have from various settings. Experiences may include paid, unpaid, volunteer, community, family business, and significant educational activities such as co-ops, internships, research projects, business collaboration projects, and extracurriculars.

Writing Format

Step 1: Use reverse chronological order in each experience section. Begin each full experience description with employer, city and state, your title, and dates - typically on two lines and arranged identically for all experiences within a section.

Step 2: Describe your skills, accomplishments, and responsibilities. Expand on parts of your experience most relevant to the employer.

Rules for writing your experience descriptions:

- Write in a telegraphic style (short phrases). Complete sentences are not needed.
- Begin each statement with an action verb.
- Write objectively - no I's, me's, my's, etc.
- State present position in present tense and past positions in past tense.
- Use **bold type**, underlining, and CAPITALIZATIONS to highlight information.
- **Don't include** street address, zip codes, phone numbers, names of supervisors or reasons for leaving prior positions. You will only need this information for applications.

Developing Experience Descriptions

Before describing your experiences, it is important to identify the knowledge, skills, and abilities developed in those experiences that relate to your career objective.

Use the following questions to help analyze your experiences:

- What skills did you develop/use? (Oral/written communication, organizational, problem solving, creativity, computer, etc)
- What were your responsibilities? Did they change and/or otherwise increase over time? Were you promoted?
- Did you work with co-workers? Demonstrate teamwork/teambuilding?
- Did you train, supervise or assume leadership roles?
- Did you solve problems? Make decisions or recommendations?
- Did you gather and/or analyze information?
- How well were you able to meet deadlines and handle pressure?
- Did you utilize and/or develop technical/computer skills?
- Did you produce documents and/or reports?
- Can you quantify the results of your work? (number of customers served, percentage increase in sales, number of employees supervised, etc.)

Experience Description Action Verbs

accomplished	decreased	instructed	programmed	simplified
achieved	delegated	interpreted	promoted	solved
adapted	demonstrated	lectured	proved	streamlined
administered	designed	led	provided	strengthened
analyzed	determined	maintained	qualified	structured
approved	developed	managed	received	supervised
arranged	directed	motivated	recommended	taught
assisted	eliminated	negotiated	reduced	tested
balanced	established	observed	reorganized	trained
calculated	evaluated	operated	reported	translated
conducted	facilitated	organized	restructured	tutored
communicated	formulated	originated	revamped	uncovered
compiled	generated	participated	reviewed	updated
completed	handled	performed	revised	upgraded
constructed	identified	planned	saved	utilized
controlled	implemented	prepared	scheduled	verified
created	improved	presented	selected	won
coordinated	increased	produced	set up	wrote

Examples

Advertising Manager

September 2000-June 2001

The University Post

Oshkosh, Wisconsin

Controlled advertising for biweekly college newspaper with circulation of 20,000. Increased advertising space revenue by 20%. Generated 20 additional advertisers increasing base by 25%. Trained new sales force. Streamlined new billing system.

The Sleeping Inn, Milwaukee, Wisconsin Summers 1999-2001

Desk Clerk - Managed registration desk. Reserved rooms on computerized system. Solved reservation and service problems. Directed room service and housekeeping functions. Substantially reduced check-in and check-out time by revamping procedure. Supervised assistant desk clerk.

Waitress

August 1999-June 2001

Alice's Coffee Shop

Milwaukee, Wisconsin

Harry's Sports Bar

Milwaukee, Wisconsin

Provided quality customer service in fast paced team environment. Trained new staff. Utilized organizational and problem solving skills to prioritize multiple responsibilities. Received numerous compliments on service from employer and customers.

Demonstrates similar positions with one full description

Intern Research Assistant

June 2001-present

City Gas and Electric

Racine, Wisconsin

- Prepare reports for regulatory commissions, management, and stockholders.
- Perform data entry using various word processing and spreadsheet software.
- Improved methods and formats of statistical information.

Le Grand Marketing

Kenosha, WI

March 2001 - present

(Food Service Brokerage with over 100 clients and \$1 million in annual sales)

Administrative Supervisor - Promoted from Assistant June 2001. Supervise staff including hiring, training, and scheduling. Serve as liaison between over 100 clients and 40 distributors. Solve ordering problems to provide quality service. Order office supplies for staff of 25.

Administrative Assistant - Answered client inquiries over the phone and in person. Created more efficient filing system. Developed and maintained company literature library. Performed data entry. Utilized well-developed organizational and multi-tasking skills in various administrative areas.

Demonstrates multiple positions for one employer

Creating Experience Headings

Divide your experiences into most powerful to least powerful sections to:

- help your reader find what is most relevant
- move older, but more relevant experiences earlier in the resume

Use headings such as Relevant and Other Experience, or more powerful headings using skill words from your career field or transferable skill words. Examples on pages 17-24.

Condensing Experience Examples

A one-page resume quickly gets overcrowded if you attempt to include more than 3-7 experiences. If you're having difficulty fitting all your experiences, consider using a condensing technique focusing on relevant skills. There are two places you can use this technique:

- as the last experience section-see examples below
- as a summary or closure to an experience section-see examples on pages 17, 21, & 24

OTHER EXPERIENCE

Held various positions in food service and maintenance between 1997-2001.
Utilized communication abilities through customer service and time management skills through prioritization of projects to meet deadlines.

ADDITIONAL EXPERIENCE

Held part time and temporary positions from 1999-2001 in word processing, administration, customer service, and independent business management using organizational, self-motivating, and communication skills.

COMMUNICATION EXPERIENCE

Held customer service and sales positions from 1995-2000 working an average 70 hours/week.

- Promoted by management to train new employees
- Applied strong communication and problem solving skills to promote effective resolution to enhance customer service satisfaction
- Recognized for sales volume, flexibility, teamwork and positive attitude
- Handled difficult situations in a professional manner
- Managed numerous tasks simultaneously in a fast paced environment

Closing the Resume – Reference Statements

There are many ways to write and highlight the reference statement on a resume. In addition to “references available”, it might also include other pieces of information that don't fit within the body of the resume. Examples follow.

References Available

(Centered at the end of the resume)

Computer Literate • Willing to Travel • References Available

References Available • Familiar with Spanish

References Available • U.S. Resident

(For international students)

RESUME CRITIQUE

Always seek out constructive feedback on your resume before submitting it to employers. Word process a rough draft and see a CDC counselor for a professional critique (during Express Lane or scheduled appointments). Get multiple critiques focusing on people who know about the career field, grammar, writing resumes, and how to market content. Use these criteria for evaluation.

Appearance

- Create good spacing with margins one inch wide on top, bottom, and sides of the resume.
- Use **bold type**, underlining, and CAPITALIZATIONS to highlight information.
- Use non-decorative fonts such as Times and Helvetica and a font size of 10-12 points.
- The resume should be neat. Never make handwritten corrections.
- Produce on a computer using a laser printer. Then have professionally copied on white or off-white resume paper.

Length

- Resumes (not curriculum vitas) should typically be confined to one page. However, in some fields it is okay to have two pages, but never more than two pages. Put name and page number on second page. Check with a CDC counselor if you are unsure of the appropriate length.
- Paragraphs should be no longer than ten to twelve lines or five to seven bullets.

Content

- Use only current resumes. Make sure all contact information is current.
- Tell the employer what you can do! Highlight content and transferable skills.
- Quantify and address why your work was important. Show results and achievements.
- If a career objective is used, it should be specific and give focus to the resume.
- Do not list personal information or references on the resume.

Writing Style

- Check for grammar, spelling, and typing errors.
- Write in a telegraphic style (concise phrases). Complete sentences are not necessary.
- Write objectively - no I's, me's, my's, etc.
- State present position in present tense and past positions in past tense.
- Use action verbs and keywords.
- Avoid abbreviations when possible.

Organization

- Place most important material with greatest amount of detail at the beginning of each job description and resume section.
- Use a format that is uncluttered, organized and readable.

Bottom Line

- Does the resume tell the employer why you qualify for the job?

Get your resume critiqued by a CDC counselor in Express Lane!

TECHNOLOGY AND RESUMES

Developing a Computer Scannable Resume

Companies are now using computers to scan resumes, which are read with a different focus. It is best to develop both an "electronic resume" for computer scanners and a traditional paper copy resume to use in face-to-face situations. If you're unsure if your resume will be scanned, call the appropriate contact person and ask or send both types and address the enclosures in the cover letter. Here are some suggestions to help you create a computer-friendly resume.

Focus on Nouns / Keywords

Computers scan resumes for "keywords" they've been programmed to find depending on the position. The more keywords found in your resume, the stronger it's weighted. When applying for an advertised position, the keywords are the "wants" in the want-ads. While computers do not search for action verbs, still include them for the human reader.

Use Industry Jargon and Acronyms

When using industry acronyms, spell them out completely the first time. Example: Polyacrylamide gel electrophoresis (PAGE). To learn what people typically work with or do in the type of position you are applying for and to identify keywords that are hot in your industry research, make use of:

- Job descriptions specific to the position or for similar positions
- WebPages for companies or organizations that hire people in your field
- Informational interviews with professionals
- Company/organization literature

Example Keywords

Fundraising	Microsoft word	Customer service	Mediation
Benefits and compensation	QuarkXpress	EEO regulations	Phlebotomy
Volunteer management	Adobe Photoshop	Sales support	Chromosome
Curriculum planning	C++	Network administration	AODA

Layout / Format

- Use a traditional resume format. Don't use multiple columns or "newspaper" format.
- Use popular, non-decorative fonts including Times, Helvetica, Univers, Courier.
- Avoid italics, boldface, script, underlined passages, and graphics. Capitalized words are okay.
- Do not compress spaces between letters. Letters cannot touch each other.
- Avoid bullets, horizontal and vertical lines, parentheses/brackets, hyphens/dashes, and symbols.
- Your name should be the first readable item on each page and on its own line.
- Use standard address format below your name. List each phone number on its own line.
- Do not staple or fold. If you must fold, do not fold on a line of text.

Emailing Resumes & Cover Letters

When using email to send a resume and cover letter, either insert both into the email text or attach both. Regardless of method, include your name and the position in the subject line and send a test version to a friend to check the formatting. Spell check everything. If using attachments, label them with your name.

Using Resume Databases

You can post your resume to databases on on-line job search sites, on employer specific websites, and with public/private placement services (such as the CDC). You may want to use these databases cautiously, taking into consideration reputability and type of information requested. Your data/resume may be requested by "filling-in-the-blanks" or by uploading your entire resume.

REFERENCES

ANNE SMITH

1621 North South Street Milwaukee, Wisconsin 00000
(414) 332-0000 annsmith@abc.edu

REFERENCES

Mr. Benson T. Burns	Professor L. Z. Beacher
Customer Service Manager	Dean of Educational Studies
ABC Manufacturing	Room 911, Enderis Hall
555 Lincoln Street	Milwaukee, Wisconsin 00000
Sunnyville, Wisconsin 00000	(414) 229-0000
(414) 222-0000	beacher@xyz.edu
btburns@burns.com	Preferred method of contact
Previous Employer	Academic Professor

Dr. Steven Habrausch
Director of Social Services
Memorial Hospital
125 East West Avenue
Somewhere, Wisconsin 00000
(414) 252-5555
Best time to contact
Mon & Fri 8:00 a.m. - 12:00 p.m.
Supervisor

Pointers

- 3-5 references are standard, 3 is the average
- Reference sheet should be on same paper & in same font as resume
- List address, phone number, email, and other contact preferences. Don't assume!
- Include best contact times/methods if the reference is hard to reach
- Optional: references' relationship to you

Developing & Maintaining Your References

Contacting References

Don't assume people will act as references for you. Merely asking someone to be "a reference" might result in a reluctant "yes" and later in a weaker reference. Instead, approach a potential reference with a tactful request such as: "Do you feel you know my work well enough to act as a positive reference for me?" If they say "no", ask: "Is there any information or way I could demonstrate my skills that would help?"

Preparing Your References

Once a reference has agreed to speak or write for you, ask to meet in person to provide information about yourself to help him/her to address a potential employer's questions. Bring/include:

- a resume, portfolio, licenses
- specifics on how long you've known them and in what capacities
- a list of achievements you've demonstrated while working with them
- Examples of relevant job skills/knowledge (it matters that you were on time, not that you poured coffee)
- Personal qualities that make you a good employee
- Individual/team capabilities, oral & written communication, languages, computer skills, etc. used

Maintaining Positive Contact

Stay in touch during the job search and thank your references. Don't forget to thank your references when you receive a job to help them know their work paid off. Don't lose contact with your references. View reference cultivation as a career-long process. Prevent stress in rebuilding references. Send a note occasionally and share information about new skills and knowledge you've gained. Throughout your career be aware of who might make a good reference. Keep track of and demonstrate your achievements and always be prepared to provide information about your abilities to others.

COVER LETTERS & E-MAILS

Cover Letter Outline

Your Street Address
City, State, Zip Code
Date
<2-4 or more lines>
Employer's Name, Title
Company/Organization
Street Address
City, State, Zip Code
<2 lines>

Pointers

- On same paper & in same font as resume
- No longer than one-page
- Typically 3-5 paragraphs
- Give each paragraph a focus/theme

Dear _____: ⇐

- Addressed to a specific person if possible. Call for a name. Use Mr. or Ms.
- If unable to get a name, use a title - Dear Personnel Director, Dear Production Manager

INTRODUCTION AND MAIN BODY include:

- Why you are writing - Position you are applying for or inquiring about
- Source of referral, if any (Ask permission to use the person's name)
- Why you are interested in that position and/or the organization
- Your qualifications and accomplishments pertinent to the position and/or the organization's needs
- Concrete examples of your skills and experiences
- What you can do for the organization
- What you know about the company/organization/field

<2 lines between paragraphs>

CLOSING includes:

- Statement of appreciation
- Date you will follow-up with additional information (which could include meeting times)
- Phone number/email and best contact methods

Sincerely,
<4 lines>

Your Name (Signature directly above it)
<2 lines>

Enclosure

Emails and Cover Letters

Example email when attaching your cover letter, rather than including it in the email body.

To:	<input type="text" value="hrdirector@company.biz"/>	CC:	<input type="text" value="deptmanager@company.biz"/>
Subject:	<input type="text" value="Cover letter and resume for xyz position"/>		
Message:	<div>Dear Director of Human Resources: I am interested in applying for the xyz position and have attached my cover letter and resume in MS Word for your consideration. Please email me if you have difficulties opening these documents. Sincerely, Chris Jobhunter</div>		

1212 Park Street #2
Milwaukee, WI 00000
June 11, 2001

Cover letter responding to an advertised position.

Pat Thomas
Human Resource Director
ABC Corporation
7709 West Broadway
Milwaukee, Wisconsin 00000

Dear Mr. Thomas:

I am writing to apply for the Assistant Product Manager position which was advertised in the June 10th edition of the *Milwaukee Post*. My previous experience with marketing and product promotion and my familiarity with media advertising will allow me to contribute to the current growth of ABC Corporation.

As an assistant manager for an appliance store, I gained experience in the areas of marketing development, implementation and evaluation. I was responsible for analyzing and evaluating marketing trends for future product promotions and assisted the store manager with the development and implementation of a direct mail promotion for the store's annual "Summer Blowout Sale". The event resulted in over \$100,000 in storewide sales. The position required strong computer, problem-solving, analytical and organizational skills. Augmenting my professional experience, I have recently completed my Bachelor of Business Administration degree in marketing.

I am aware that ABC Corporation is new to the athletic apparel industry and has seen rapid growth in the Midwest. To continue this growth, communications to customers via various media will be important. I have two years experience working with the local media for advertisement of store promotions. Class projects developing and using e-commerce technology and other media packages to reach customer markets were a part of my academic program.

I would appreciate the opportunity to speak with you to discuss the Assistant Product Manager position and my future with ABC Corporation. I am available for an interview and can be reached at (414) 555-3737. Thank you and I look forward to hearing from you soon.

Sincerely,

John Doe

Enclosure

May 3, 2001

209 West Lancart Street
Milwaukee, WI 53020

Cover letter inquiring about position openings.
--

Ms. Carolyn Bereta
Vice President - Human Resources
XYZ Department Store
555 River View Road
Milwaukee, WI 53891

Dear Ms. Bereta:

I am writing to inquire if the XYZ Department Store is currently in need of a person with management and customer service experience. I have been a customer of XYZ Department Store for many years and highly regard their products and quality customer service. I am excited about becoming a part of the XYZ team.

In addition to my personal interest in your company, I have over four years of retail and customer service experience which I believe would contribute to sales and customer service goals. In this last year I have held the position of assistant manager for ABC Clothing. As assistant manager, I occasionally supervised a staff of fifteen employees, which included training, scheduling, leading parts of monthly staff meetings and ensuring a reputation of excellent customer service.

I feel that the combination of my professional experience, Bachelor of Arts in communication, and skills demonstrated in my student leadership positions will allow me to make a valuable contribution to your company. I am eager to bring my skills and enthusiastic interest in retail to XYZ Department Store.

I look forward to hearing from you so that we may further discuss my qualifications and the position. You may reach me at (414) 555-6868 or myemail@imagine.com. Thank you for your time and consideration.

Sincerely,

Maggie E. May

Enclosure

One page is customary for recent grads & those w/ less than 5-10 yrs of experience.
Hard time fitting your resume on one page? See a CDC counselor for formatting ideas.

Traditional chronological resume with each section listed in reverse chronological order.

BOBBIE SMITH
321 Hickory Lane
Milwaukee, Wisconsin 00000
(414) 555-5555

OBJECTIVE: Public relations internship

EDUCATION: Bachelor of Arts in Journalism and Mass Communication
Emphasis: **Advertising/Public Relations**
University of Wisconsin-Milwaukee Junior Standing
Major GPA: 4.00 Overall GPA: 3.48 (A=4.00)

Related Courses

Advertising, Copywriting, & Design
Principles of Public Relations
Advertising and Public Relations Campaigns
Introduction to Business

Basic use of course titles to demonstrate education.

EXPERIENCE: **Boston Store** Glendale, Wisconsin
Sales Associate 2000 - Present
Provide customer service by promptly assisting customers with inquiries and totaling of purchases. Strengthen problem solving skills in handling of customer complaints. Maintain on-floor inventory and merchandise displays. Train new employees. Work within a team to achieve highest selling department.

United Parcel Service Oak Creek, Wisconsin
Loader 1998-2000
Worked within fast paced environment with strong emphasis on efficiency and detail in meeting deadlines. Unloaded parcels with a team of four others at the rate of 1200 per hour. Loaded service trucks with 100% accuracy.

Journal/Sentinel Milwaukee, Wisconsin
Driver 1997-1998
Delivered newspapers to wholesale and retail dealers. Recorded deliveries and collected payments.

ACTIVITIES: Public Relations Student Society of America
UWM Sailing Club

REFERENCES: Available upon request

Chronological resume with use of Related and Other headings to highlight experiences for the reader.

NAM VAN NGUYEN

123 Daisy Road Milwaukee, WI 55555
(414) 555-1111 nam00@csd.edu

OBJECTIVE

Laboratory Supervisor position in biological or chemical research environment. Offer demonstrated laboratory and research skills and supervisory experience.

EDUCATION

University of Wisconsin-Milwaukee

Bachelor of Science

GPA: 3.5/4.0 (overall)

Majors: Biology and Chemistry

December 2000

Laboratory Skills: Extensive training in laboratory techniques, instrumentation, quality control, and testing methods. Worked with immunologic techniques, reagents specimen, and tissue culture work-ups and identifications.

HONORS/ MEMBERSHIPS

Recipient of ABC Scholarship
Dean's List, 2 semesters

Golden Key National Honor Society
UWM Biology Club

RELATED EXPERIENCE

Lab Assistant

2000-Present

Biochem R&D Specialists

Milwaukee, WI

Performed mutagenesis and RNA protection assays to determine minimum basal promoter for Antithrombin III gene. Demonstrated proficiency in radioactive labeling, cell cultures, and plasmid manipulation and extractions. Assisted with training of new laboratory technicians. Provided reports to management on basic procedural outcomes.

A more powerful heading would be Laboratory Experience.

OTHER EXPERIENCE

Paid for 100% of educational expenses through:

Plant Care Assistant

1998-2000

Green Thumbs R Us

Milwaukee, WI

Potted and transplanted plants. Helped customers identify plant diseases and parasites. Recommended treatments. Pruned, shaped, and prepared plants for sale. Regularly watered and applied protective chemicals to plants.

Assistant Manager

1996-1998

Fast Freddy's

Milwaukee, WI

Supervised and trained part-time staff. Provided customer service. Worked within fast paced, team oriented environment. Balanced cash drawer accurately.

Example of condensed experiences as a section summary.

Assisted with all management aspects of family owned hotel and held other odd jobs starting at the age of twelve. Used customer service, project scheduling, time management, and prioritization skills.

References Available • U.S. Resident

MARTY NOBODY

333 North Oakland Avenue • Milwaukee, Wisconsin 00000
(414) 555-1111 • nobody@csd.edu

OBJECTIVE

Customer service or sales position with a German-US import and export business. Offer previous customer service experience and fluency in German and English.

EDUCATION

University of Wisconsin - Milwaukee
Bachelor of Arts, December 2001

Financed 100% of education
Cumulative GPA 3.3 (A=4.0)

- Major: German – Studied German culture, history, customs, and international business concepts.
- Minor: Business – Learned basic accounting, finance, marketing, business computer applications, and business management concepts.
- Twelve credits: Communication – Studied intercultural communication.

*Use of statements to describe
knowledge gained from areas
of study.*

BUSINESS EXPERIENCE

Nobody's Cleaner, Milwaukee, Wisconsin.

September 1999 to present

Assistant Manager. Receive and process orders on a computerized system. Provide quality customer service. Train new employees and assist in supervision. Run all business operations during prolonged owner absences. Suggested, then helped with implementation of campaign that increased sales 15%.

CULTURAL EXPERIENCE

- Studied and learned about European people and cultures through studies at Justus-Liebig Universittes, Giessen Hessen, Germany, and three additional 4-6 week tours of Germany.
- Facilitator for Cultural Orientation Group. Promoted discussion between American and diverse foreign exchange students.
- Participant in International Friendship Program. Provided support and friendship to a foreign exchange student to help with cultural adjustment.

*Demonstrates
various
experiences in
one section.*

OTHER EXPERIENCE

United Parcel Service, Oak Creek , Wisconsin.

Academic years 1994 to 1998

Loader. Received awards for quality and quantity performance while loading packages with a team of five others. Increased responsibilities to team leadership.

James River Corporation, Green Bay, Wisconsin.

Summers 1994 to 1998

Fourth Hand. Performed maintenance within a team and independently.

References Available • Computer Literate

Chronological resume with
use of career specific skill
experience headings.

MARIA GARCIA

456 Computer Road Milwaukee, Wisconsin 00000 (414) 555-9999
maria@stu.uwm.edu www.~maria.milw.edu

OBJECTIVE Information Resources position working with web development, information format conversion, and research.

EDUCATION University of Wisconsin-Milwaukee
Bachelor of Science Cumulative GPA: 3.1/4.0
Major: **Information Resources** Major GPA: 3.5/4.0
Junior Standing

Research project: Completed a comparative study of the following internet research tools: search engines, meta search engines, meta crawlers, internet directory sites, indexed browsers, catalogs, and searchable databases for academic, personal, and commercial research.

*Demonstrates
related education
project.*

COMPUTER SKILLS **Web Tools:** Able to develop websites and multimedia presentations using: HTML 4, JavaScript, Adobe PhotoShop, PaintShop Pro, and multimedia packages,
Software: Able to perform research, convert information formats, and develop reports using: Microsoft Office 2000, various browsers, Microsoft Internet Platform, MS Commerce Server, Lotus Notes, numerous helper applications and plug-ins.

WEB & DATA CONVERSION EXPERIENCE University of Wisconsin-Milwaukee, Milwaukee, Wisconsin
Web Site Developer/Manager - Biology Department July 2000 - Present
•Developed website in HTML and JavaScript.
•Surveyed faculty, advisors and students to insure user-friendly access.
•Review, maintain and update site on a weekly basis.
•Produce and analyze site traffic reports for supervising faculty.
•Achieved 300 hits per week during initial three months.

Conversion Assistant – Chemistry Department May 1999 - May 2000
•Assisted with conversion of hard copy information to Access database.
•Provided instruction and assistance to new system users.
•Entered and monitored data for conversion accuracy.

CUSTOMER SERVICE EXPERIENCE XYZ Office Supply, Milwaukee, Wisconsin
Sales Associate/Cashier August 1998 - May 1999
•Promptly assisted customers with inquiries and processing of purchases.
•Strengthened problem-solving skills in handling customer complaints.
•Communicated customer concerns and requests to management.

ACTIVITIES **Secretary**, Spanish Club, 2000 – 2001; Member, 1999 - Present
Member, Sigma Delta Pi National Collegiate Hispanic Honor Society, 2000-Present
Volunteer, Habitat for Humanity, 1999 - Present

References Available • Bilingual Spanish/English

*Use of reference closure to
highlight additional skills.*

Chris T. Engineer

1222 North Newhall Milwaukee, WI 53221
(414) 555-7898 ctengr@ccsdel.stu.edu

Objective: Mechanical engineering co-op or internship with exposure to design and other aspects of engineering process. Offer aptitudes in mathematics, sciences and computers, and a willingness to work hard and contribute to team goals.

Education: University Wisconsin - Milwaukee
B.S. in Mechanical Engineering, Sophomore Standing
Major GPA: 3.53/4.00 Cumulative GPA: 3.00/4.00

Engineering Design Course Highlights:

Team leader for control system design project which included estimates of costs, use of heat transfer, development of recommendations for materials use, and testing and evaluation of finished product. Design evaluations were completed in writing and presented orally to classmates. Used Pspice and Matlab.

*Demonstrates
related education
project.*

Computer Skills: Complete project documentations using Auto CAD 2000, ProE/ProMechanica, Word, Excel and Access. Familiar with Pspice, Matlab, Fortran and CadKey. Learn new languages, operating systems and technical and general software quickly.

Related Experience: **Hands-on Engines Manufacturer**, Milwaukee, Wisconsin 9/99 - present
Machine Operator Promoted to Operator in May 1999. Set up machines for shift. Ran and operated punch press and helped with maintenance. Produced parts efficiently within narrow tolerance for error margins. Trained to operate several machines. Prior position included assisting with set up and transportation of completed piecework to next work site.

Munroe Construction Company, Munroe, Wisconsin Summers 97-99
Construction Crew Member Assisted construction team in all aspects of residential and farming construction projects. Aided in design and building of various structures. Repaired and maintained power tools, light machinery and transportation vehicles.

Science/Mathematics Tutoring Experience: Private Tutor: Tutor UWM students in math course work including calculus, trigonometry and advanced applied mathematics courses. 9/99-present
Volunteer Tutor: Tutored high school students in math and science. Assisted with personal problems and in finding resources as students needed. Acted as role model and peer in program at community agency for teens. 1998 High School Senior Year

Activities: Member, American Society of Mechanical Engineers (ASME)
Participate in various informal sports leagues and activities.

References Available

JEMAL H. JACKSON

1221 West Easter Drive Brookfield, Wisconsin 00000
(414) 555-5555 jjackson@xxx.edu

Chronological health care
resume highlighting most
relevant clinicals.

OBJECTIVE Rehabilitation Nurse position using clinical rehabilitation experience, familiarity with spinal cord injury, and sincere commitment to patient empowerment and independence.

EDUCATION Bachelor of Science in Nursing, May 2001
University of Wisconsin-Milwaukee

LICENSE Will sit for Wisconsin Registered Nursing Licensing Board Exam, May 2001

**REHABILITATION
EXPERIENCE** **Milwaukee Regional Medical Center**, Milwaukee, Wisconsin
Student Nurse - Spinal Cord Unit January 2001 - present

- Assist with medical treatments for critical to discharged patients.
- Provide treatment and evaluation of patients' physical, mental and emotional functioning including range of motion, strength, and flexibility.
- Work with ventilators, EEGs, EKGs, and other equipment.
- Facilitate chronic pain management group.
- Administer medication and note reactions.
- Provide patient education regarding bodily function, skin care, and ADL.
- Develop strong rapport with patients and family.

St. Agnes Rehabilitation Center, Milwaukee, Wisconsin
Student Nurse – Rehabilitation Services January 2001– May 2001

- Provided direct patient care and maintained nursing logs.
- Worked with patients to prevent UTI infections and decubiti ulcers.
- Monitored lab data, blood work, urinalysis reports and other critical data.
- Provided preventative care information to patients and families.

Fieldwork – Geriatric Unit

- Observed rehabilitative nursing procedures in long-term residential facility.
- Learned various techniques to maintain ROM and other physical functions.
- Assisted nursing staff with daily rounds when necessary.

*Summary of clinical
responsibilities helps
avoid redundancy and
listing of every site.*

Additional responsibilities in the above and other clinicals included:

- Monitoring and documenting daily progress of patients
- Recommending follow-up care and home care therapy after discharge.
- Interviewed and conducted initial screening of patients under supervision.
- Participating in team planning meeting

**DISABILITY
WORKSHOPS**

- National Rehabilitation Therapist Conference, New York, NY, August 2000
- Treating Mental Disorders Workshop, Milwaukee County Complex, June 1999
- Psychological Impact of Spinal Cord Injury, Jude Hospital, Madison, WI, May 1998

AFFILIATIONS

- American Nurses Association, 2000-present
- National Black Nurses Association, 1999-present
- Wisconsin Nurses Association, 1999-present

Self-financed 80% of educational/living expenses through various part-time jobs

References Available

*Closure statement used to
include additional information.*

Resume with professional experience and credits completed toward masters degree.
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monica@stu.uwm.edu

MONICA ROBINSON
 456 Frontage Road
 Milwaukee, Wisconsin 55522
 (414) 555-4444

www.~monica.milw.edu

OBJECTIVE: Professional position using prior experience in electronic commerce and web site design and development. Offer skills in marketing goal assessment and ability to apply outcomes to effective web design strategies.

**WEB DESIGN/
E-COMMERCE
EXPERIENCE:**

Internet Marketing Administrator Big Company USA, Inc., Milwaukee, Wisconsin •Direct graphics designers and contract programmers in design and development of websites including www.bigcompany.biz and www.commercial.bigcompany.biz. •Develop HTML and Active Server pages for preceding sites using JavaScript and Dynamic HTML. •Produce, analyze and distribute site traffic reports to multiple departments including Advertising, Investor Relations and Public Relations. •Supervise and coordinate all online vendor fairs in conjunction with outside advertising firm and internal advertising department. •Provide technical expertise to improve online presence for departments including Human Resources, Tech Services, Training and Direct Sales. •Attracted average of 10,000 hits per month during first year of implementation. •Generated \$100,000 increase in sales over a six-month period.	January 2001 - Present www.bigcompany.biz
Web Site Developer Swimscorp, Inc., Lexington, Virginia •Developed website in HTML and JavaScript. •Reorganized existing content. •Achieved average of 3600 hits per day during initial three months.	March 2000–December 2000 www.henna.biz
Web Site Developer Aurora Natural Gas, LLC, Lexington, Virginia •Created, organized and maintained 60+ pages in HTML and JavaScript.	September 1999-March 2000 www.aurora-gas.biz

**COMPUTER
SKILLS:**

Languages: HTML 4, JavaScript, Dynamic HTML.
Hardware: Apple Macintosh PowerMacs, PCs and Compatibles.
Software: Macintosh OS 7.0+, Windows 95NT, Adobe PhotoShop, WebTrends, Microsoft Internet Platform, MS Commerce/SQL/Index Servers, Paint Shop Pro, MS FrontPage, HomeSite, Lotus Notes, Netscape Browsers, MS Office applications, numerous helper applications and plug-ins.

EDUCATION:

Master of Science in Computer Science University of Wisconsin-Milwaukee	15 credits completed GPA: 3.75/4.0
Bachelor of Science in Management Information Systems Washington and Lee University, Lexington, Virginia	May 2000 GPA: 3.18/4.0

Member of Association of Information Technology Professionals
References Available

TRACY JONES
#1 Make Believe Road
Make Believe, Wisconsin 53212
(414) 555-5555

Two pages are more common in social work, counseling, education, health, and academia and for people w/ 10+ yrs of experience. Unsure if you should have a one or two page resume? See a CDC counselor.

SUMMARY

- Three years experience with individual counseling
- Two years prior experience counseling families and couples
- Excellent case management and referral skills
- Experience working with diverse populations including multicultural, LGBT, and people with disabilities
- Extensive interest and experience with AODA issues

EDUCATION

University of Wisconsin–Milwaukee Milwaukee, Wisconsin
M.S. in Educational Psychology, May 2001
Emphasis: **Community Counseling**
B.S. in Social Work, May 1999

COUNSELING EXPERIENCE

New Hope Social Services, Make Believe, WI May 2001-Present
Counselor - Maintain progress notes and treatment plans for caseload of individuals, couples, and families. Counsel clients including singles, couples, single parents, blended families, teenagers, children, sex-offenders, incest victims, and alcohol and other drug abusers. Co-facilitate educational support group exploring sexual orientation and gender identity issues. Work as team member with county social service department, schools, other counselors, and courts. Participate in agency staff meetings.

Highland Counseling Center, Make Believe, WI August 2000-May 2001
Counselor/Practicum - Counseled individuals, couples, and families of diverse cultural and socio-economic backgrounds. Facilitated various support groups including issues of self-esteem, divorce, AODA, and sexual assault. Maintained progress notes and treatment plans for weekly caseload of ten clients. Worked with four clients with disabilities including mental health and sensory impairments. Provided appropriate community referrals.

Another Hope Agency, Make Believe, WI August 1998-May 1999
Counselor/Field Work - Served as student-in-training with supervision of primary counselor in AODA hospital. Completed 300 hours training with caseload of six to eight patients. Initiated contact with patients and recorded introduction notes. Led group sessions one day per week and co-led group for four days per week. Wrote progress notes and summaries, drafted and dictated treatment plans. Established contact with treatment team to evaluate patients' progress.

TRACY JONES
Page 2

Second page includes name and page 2.
Second page experiences are less directly
related, but their content is focused on
aspects relevant to the employer.

**RELATED
EXPERIENCE**

Rainbow Alliance, Milwaukee, WI May 2000-May 2001
Vice President - Co-authored proposal for LGBT Resource Center. Organized
student to community support group. Worked with wide range of LGBT
community to develop resources including students, faculty, and off-campus
organizations.

The Learning Center, Milwaukee, WI March 1997-October 1999
ESL Tutor - Provided tutoring to three Laotian teenagers ranging from 11 to 16
years of age. Assisted with homework and developed weekly lesson plans to
strengthen English speaking skills. Provided support in the understanding of
cultural differences.

State Social Services, Milwaukee, WI January 1996-May 1999
Big Sister - Served as a mentor and role model to a twelve-year-old girl.
Provided support in a variety of personal areas including family issues, self-
esteem, alcohol and drug awareness, and sex education. Assisted with
homework and planned recreational and educational activities.

*Example of condensed
experiences as a section
summary.*

Held additional community service and tutoring positions working with a
diversity of social issues and people. Worked with small and large organizations
with grassroots and neighborhood philosophies. 1994-2000

MEMBERSHIPS

- National Association of Social Workers
- Alcohol and Drug Problems Association
- National Council on Alcoholism
- American Association of Counseling and Development

**SEMINARS/
WORKSHOPS**

- AODA and Domestic Violence
University of Wisconsin-Milwaukee, April 2001
- Alcohol and the Family
Milwaukee Family Services, October 1999
- Conflict Resolution
UW-Milwaukee Extension, June 1999
- Non-Violent Personal Safety
Milwaukee Police Department, May 1999

REFERENCES

Available Upon Request

If you are unsure whether to use a chronological or functional resume style, see a CDC counselor.

Functional resume with experiences categorized by skill headings. Creates less emphasis on places, titles, & dates.

Benjamin Redbird

333 South Bailey Place, Kenosha, Wisconsin 00000
(414) 555-0000 redbird@student.edu

OBJECTIVE

Medical equipment sales position with Denver Hospital Suppliers Inc. using:

- Medical terminology and medical equipment familiarity
- Prior sales, motivation, and leadership experience
- Ability to organize multiple tasks and reach multiple goals within deadlines
- Commitment to providing quality equipment for patient comfort and care

EDUCATION

University of Wisconsin–Milwaukee

Bachelor of Arts, December 2001 Cumulative GPA: 3.4/4.0

Majors: Chemistry (Biochemistry Option) and Psychology

Certified Emergency Medical Technician-Basic

MEDICAL EQUIPMENT/TERMINOLOGY

- Completed several studies using terms from physiology, pathology, and other medical areas.
- Assisted various persons in use of medical equipment for rehabilitation and ambulation.
- Familiar with a range of emergency, diagnostic, and therapeutic medical equipment.
- Designed adaptive equipment from available raw materials for relative with a disability.

SALES / CLIENT SERVICE SKILLS

- Provided excellent service to customers of different backgrounds in various settings.
- Participated successfully in promotional sales events.
- Developed creative and effective customized services for various accounts.
- Actively sought new customer base using multiple marketing techniques.
- Provided formal and informal education and instruction regarding services, information, and equipment to various types of learners.

ORGANIZATIONAL/RELATIONSHIP BUILDING SKILLS

- Maintained regular customer phone contact to ensure timely contract completion.
- Initiated and moderate list-serv to provide support and resources for pre-med students.
- Sustained competitive GPA while handling multiple responsibilities including school, community service and independent business operation.
- Developed and maintained strong relationships with existing customers and community members by providing individualized attention with follow-up communication.

EMPLOYMENT/EXPERIENCE HISTORY

Owner/Laborer	Green Grass Lawn Service, Kenosha Wisconsin	2000-present
Nurses Aide	St. John's Hospital, Milwaukee, Wisconsin	1998-2000
Server	Ribs R Us, Kenosha, Wisconsin	1996-1998
President	UWM Pre-Med Student Organization	1999-present
Volunteer Tutor	A neighborhood community center, Milwaukee, Wisconsin	1999-2001
Volunteer	Big Brothers of America, Kenosha, Wisconsin	1996-1999

*Layout idea
for
separating
paid and
unpaid
experiences*

*Reference closure
statement used to
highlight pertinent info.*

References Available ▪ Relocating to Denver January 15, 2002

Journey Slade
slade@fakesite.bix

Current Address
169 North Breezeway Place
Shorewood, Wisconsin 00000
Home: 414-555-1223

Layout idea if moving and
needing to list two addresses.

Starting October 15th 2001
9642 West Cambridge Street
Wittman, Kentucky 55555
Cell: 234-555-6546

OBJECTIVE Multimedia Education Curriculum Design Assistant position using:

- Several years prior experience in various educational environments
- Aptitude and skills in adapting education materials to different learning styles and media
- Ability to work with streaming server software and applications and web design tools
- Experience and successful history of working with multicultural, and otherwise diverse populations
- Background in working with people with disabilities including learning and sensory impairments

MULTIMEDIA EXPERIENCE

- Worked with video architecture, editing, directing and content development
- Performed as interview specialist and narrating personality in studio and for offsite shoots
- Developed multimedia presentations for an educational web-site using PowerPoint and Real Producer
- Developed information based web pages with collections of links for instructional purposes

MATERIALS/PROGRAM DEVELOPMENT EXPERIENCE

- Independently and collaboratively developed or updated numerous educational written pieces including one page handouts, multiple page workshop packages and training manuals
- Developed several programs to serve individual students, and small and large groups
- Developed program evaluations, procedural practices and tracking methods
- Adapted written materials to internet and video medias as budgets and priorities allowed
- Developed an internship program including intern supervision, videos and annually edited training manual

TEACHING/COACHING RELATED EXPERIENCE

- Adapted activities for people with various disabilities in schools and community based agencies
- Tutored several persons with learning disabilities and two students with visual impairments
- Explained technical information to students with different levels of technical competence
- Coached several sports and activities for ages two through sixty

COMPUTER KNOWLEDGE

Proficient in: Real Producer, Windows Media, Quick time, Adobe PageMaker, Quark Express, PhotoShop, PaintShop Pro, multiple word processing applications and browsers, HTML, and Cascading Style Sheets.
Familiar with: Excel, Access and other database applications.

EDUCATION

MS, May 1989. Vocational Rehabilitation Counseling.
BS, December 1986. Major: Psychology. Minors: Coaching and Computer Science,
University of Wisconsin–Milwaukee, Milwaukee, Wisconsin

PARTIAL EXPERIENCE HISTORY

Counselor	1989-present	Community Counseling Center, Milwaukee, Wisconsin
Counseling Intern	Fall 1988	Learning Access Center, Milwaukee, Wisconsin
Coach	1981-1989	Held eight positions in community agencies, public schools, summer recreation programs, and social group work camp.
Tutor	1979-1987	Held several formal and informal academic tutoring roles in high school reading center and independently in college.

References Available

Use of summary statements to list
multiple sites with the same position title.