# Objectives

I’m going to be making a resume and writing a cover letter in response to a Software Development Engineer internship for Amazon. This will require interns to write real software and partner with a select group of experienced software development engineers, who both help and challenge them as they work on projects that matter to our customers. Interns will be given the opportunity to have direct impact on the evolution of Amazon's technologies and lead mission critical projects early in your career. Their design, code and raw smarts will contribute to solving some of the most complex technical challenges in the areas of distributed systems, data mining, optimization, scalability, and security. The resume will be used to show the skills and experience I have obtained over the years as a computer science under graduate that will be useful to whomever considers hiring me. The accompanying cover letter will explain this lack of job experience, as well as mention how I’m experience with customer service.

# Audience Analysis

The audience who will go over my resume and cover letter is the people working for University Student Housing. They’ll want someone who will represent Tech well, who follows the rules of the residence halls for the good of the students and anyone visiting, who possesses leadership abilities and a mature and friendly attitude, and who can handle themselves properly.

The specific audiences that I will need to address include University Student Housing supervisors and other student assistants (SA). Current and former student assistants have told me that they play a role in hiring other SAs, but the supervisors make final decisions regarding hiring. Both the SAs and supervisors focus on hiring students who can demonstrate an ability to communicate and work well with others. Most of the job responsibilities will require me to work with other students when problems arise, so being able to maintain a level head when working with others, who might be stressed, is a key attribute that they are looking for.

Both audiences also value demonstrated experience over anything else. They assume that any skills that I can demonstrate through a past position can transfer to my work for them. This experience is important because they are taking a gamble on me being able to do the job that they want. My experience can help minimize that gamble, which is why they value it more.

# Rationale

For my resume, I’ll be using six sections – name and contact information, a summary, education, relevant experience, skills and abilities, and my availability schedule, in that order. The first five sections are standard for a resume, and the job ad asks for the applicant to include the times they would be able to man the front desk, since people are needed 24 hours each day. Firstly, I’m going to give my local address and university email as my contact information, because I don’t want to give out my personal cell phone number. Also, it quickly tells them which residence hall I live in, since that would most likely be the hall I would be working in.

Next, I’ll include a quick summary of the most important information to put everything I most want to be seen right up front. In particular, I’m going to detail my practical skills because I don’t have any work experience and not an outstanding amount of volunteer work. I’ll also include my GPA, since it’s well above the required and could help me quickly stand out. If the rest of my resume happens to go over one page, this will be the section I’ll likely start cutting down first.

In my education section, I’ll first list my in-progress bachelor’s degree, my classification, and the fact that I’m a full-time student at Texas Tech. Under that subheading I’ll list my majors, my GPA, that I’m on the dean’s list, and, if there’s room, that I brought in enough transferrable credits to be ahead. Next, I’ll list my high school degree, the date I earned it (to show that I only recently graduated), and where I went. I’m including it to mention my accomplishments from then, particularly that I was on the AB honor roll all four years, acted as VP for the National Art Honor Society, and qualified as a National Merit Scholar. If there’s space I might discuss my AP classes as well.

My experience section will need to be padded out a little bit so it’s not too short because I don’t have much formal experience I can list. I can include the project I headed for NAHS for sure, as well as how I worked in my school’s office and as a teacher’s assistant during senior year, as that will be especially relevant for this job.

For the skills section I’ll have more information. I should refer to the job ad to hit on the skills I have that they’re looking for, and include anything else I think would be useful for the job. I should also make sure to talk about how I have flexible hours since they want people to take night shifts and to come/stay when other students would not normally be at tech, and about how I’m friendly and helpful since student assistants provide customer service to anyone who needs it in the residence halls. I could include some information about how I’ve worked in a largely self-directed environment in my AP art class and that because of this I can manage myself when need be, since there might be times a student assistant is the only one at the desk, such as during the middle of the night or early morning.

Lastly, I’m supposed to include a list of times I’m available each day. This will make the resume longer than one page, but since it’s specifically asked for and it takes up more than a couple lines I’m choosing to include it on a second page instead of sacrificing space for other information on one page. I’ll format in the manner the job ad indicates.

For the cover letter to go along with my resume I’ll take the chance to discuss why I don’t have much job experience – I was heavily involved in NAHS and our main community service project, which I partially led, as well as the multiple advanced classes that took up most of my time. I’ll also make sure to cover what one usually does in cover letters, such as how I learned about the position, why I should be considered for the position, why I’m interested, and when I’m available to further discuss anything the reader should wish to.