



RESUME & COVER LETTER WRITING GUIDE

This guide offers job seekers best practices to develop and organize the required documents (resume, cover letter and three professional references) required to apply for ASU university staff positions.

GET MORE INFO

ONLINE

cfo.asu.edu/hr-applicant

EMPLOYEE SERVICE CENTER

855-278-5081

CHALLENGES

A completed application is required to be considered for ASU employment. Candidates who do not submit completed applications may be disqualified from interviews. Candidates must read and follow the ***Instructions to Apply*** section of each job announcement so their application includes all the proper information, is properly formatted and received by the application deadline. **NOTE:** Application requirements can differ from job to job.

Hiring teams seek examples of specific work experience in the resume body, which is listed in two sections of the job announcement: ***Minimum Qualifications*** and ***Desired Qualifications***. These sections will differ from job to job, so an applicant should review each section separately and make the necessary changes to the context of their resume so it highlights your relevant experience.

RESUME WRITING TIPS

1. Most successful resumes for ASU positions are formatted in **chronological order**, with most recent experience first. Both employment and volunteer experience are applicable.
2. If you attended training/school, but do not yet have a degree or certification, list how many credits were completed.
3. Dates of employment **MUST** be specified with the **month AND year**.
EXAMPLES: June 2006 – July 2007 OR 6/2006 – 7/2007
4. Each position listed on your resume should specify whether or not the work was full- or part-time hours, especially if employment history appears to overlap.
5. Achievements, awards, use of technical software, knowledge/skills/abilities acquired, etc. should be summarized in three–five bullets underneath each job recorded. Employers often don't have time to read lengthy paragraphs about your duties and responsibilities. Providing concise examples of what you accomplished at each job is the best approach to gain an interview.
6. The cover letter should briefly address your purpose and intent, why you're qualified for the job and the next steps. It should not be longer than one page and should be addressed, "Dear Hiring Department."
7. **CREATE A SEPARATE COVER LETTER AND RESUME**—either Word or .pdf documents—uploaded or copied/pasted electronically, through the ASU employment website: cfo.asu.edu/hr-applicant.
8. Professional references should be prior supervisors, leads or managers who can comment on your work experience and performance. Each reference should include a name, title and contact information. You will be asked to type in this information during the application process.



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EXAMPLE

APPLICATION COVER LETTER

Test Applicant Name
Address
Contact phone
Email: test.applicant@yahoo.com

Aug. 4, 2015

Dear Hiring Department:

Enclosed is my application for the Instruction Specialist position (Job ID# 12345). I feel I am an excellent candidate for this position because of my education and background in student records, tutoring and lab assistance.

I am an extremely organized, diligent worker who truly enjoys working in a college/university environment. It is very rewarding to play a small part in helping people reach their goals and I feel my experiences have prepared me to meet the qualifications for this position.

I have a bachelor's degree in biology and six years in a collegiate environment, at both Arizona State University and Mesa Community College. I excel at providing quality customer service for students while maintaining a stellar, accurate work performance. I also can handle a large quantity of paperwork and am adept at multitasking.

I have much to offer ASU because of my experience working with students directly, both online and over the phone. I am experienced in PeopleSoft, ProSam, Continuity, SIS, DARS, Control-D, Microsoft Windows XP and Office products. My resume further highlights my experience.

Please review my education and experience, and contact me at your convenience to schedule an interview. I am usually available by phone after 3pm daily.

Thank you in advance for your time and consideration. I look forward to hearing from you.

Sincerely,

Test Applicant Name



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EXAMPLE

APPLICATION RESUME

Test Applicant Name

Address

Contact phone number

Email: test.applicant@yahoo.com

EDUCATION

Bachelor in Science Biology Degree, Arizona State University, Tempe
Graduated with honors, Cum Laude (GPA 3.49)

Associate of Arts Degree, Mesa (AZ) Community College

EXPERIENCE

Most Recent Position Title - Company Name, City/State

Month/Year to Month/Year

- Achievement and/or Award
- Skill Acquired
- Knowledge gained
- Accomplishment
- Technical skills and software/applications used

Credentials Evaluator, Sr. - Office of the Registrar, Arizona State University, Tempe

5/2011 – Present

- Accurately evaluates and certifies complex credentials and transcripts; processes credentials based on established readmissions guidelines and policies; ensures authenticity of documents.
- Reviews and verifies transcripts received; researches various academic systems to determine transferability and equivalencies of applicants' credits; checks and converts credits to semester system.
- Effectively responds to inquiries from students, faculty, staff, and the general public in person, by telephone, and by e-mail, regarding application status, academic records & related department procedures, while providing excellent customer service.
- Trains new staff in procedures and computer use (PeopleSoft, Advantage, Rumba web application).
- Assists supervisor in gathering information and in preparation of various reports; performs other administrative functions in assistance of supervisor. Collects service measurements for the annual report.
- Maintains: the section wage budget for student part-time workers (submits timecards, and monitors schedule & hours worked); application fee records (retains fees received in secure location, records fee deposits and deposit fees within other ASU departments).



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Volunteer Tutor – Mesa (AZ) Community College
(Part-time; 20hrs/week)

7/2007–3/2011

- Recognized as Tutor of the Month three times (8/02; 5/04; 1/06)
- Volunteered to consult and tutor students with Math and Science studies
- Acquired multiple teaching methods and strategies, and applied them with students with diverse knowledge and backgrounds
- Trained peers on tutoring methods, office procedures and computer programs
- Proficient with MS Office Applications (Word, Excel, Outlook and PowerPoint), and mastered internal database for monitoring students, activities and progress

Lab Assistant-PIRC Lab – Mesa (AZ) Community College
(Part-time; 20hrs/week)

9/2003 – 6/2007

- Tutored community college students in general psychology subjects, and grade student lab manuals.
- Trained students in operating various educational computer programs (ProSam, Continuity, SIS, DARS, Control-D, Microsoft Windows XP and Office products)
- Demonstrated great organizational skills by keeping the educational resources maintained and restocked, and maintaining the instructor files
- Provided excellent support for faculty and staff with student inquiries

Office Assistant – Sidelines Inc., Scottsdale, AZ

10/2000 – 8/2003

- Effectively and efficiently addressed customers and office correspondence, answered multiline telephone, typed and copied projects using Microsoft Office products, maintained confidential files, assisted the front desk reception and ran errands
- Completed a monthly inventory with successful results
- Quickly learned and mastered new program (Peachtree)
- Promoted from reception to office assistant in one year, and trained a new receptionist

ADDITIONAL SKILLS

- Strong knowledge and application of student learning styles and training methodology
- Received Six Sigma training in 2008
- Proficient with Peachtree, MS Office applications, ProSam, Continuity, SIS, DARS, Control-D, PeopleSoft, Advantage, Rumba web application



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EXAMPLE

APPLICATION REFERENCES

PROFESSIONAL REFERENCES

Tina Apple

Supervisor

Arizona State University

1234 University Drive, Tempe, AZ 123456

480-123-4567

Tina.Apple@asu.edu

Joe Orange

Lead

Mesa Community College

1234 Main St., Mesa, AZ 123456

602-123-4567

Joe.Orange@yahoo.com

Pam Pear

Manager

Sidelines Inc.

1234 W. Washington, Seattle, WA 123456

206-123-4567

Pam.Pear@gmail.com