

Information & Computer Science

Nick Terzakis – Gabe Larson

Resume and Cover letter

Examples & Analysis

Written Professional
Communication



What Careers Are Available For CS and IS Majors?

- Systems Analysis
- Web Design
- Data Analytics
- Software Developer
- Data Scientist
- Systems Engineer
- Web Developer
- IT Consultant
- Database Administrator
- Network Administrator
- Software quality assurance (QA) tester

And much more!

To the Information Technology student in the process of creating your cover letters and resumes, this information is what we have compiled from creating our own, and from critically examining the cover letters and resumes of other people.

As Computer Science and Information Science majors, we believe we have found some useful information for all students in the IT field.

When creating a resume or a cover letter, it's important to keep in mind that the recruiters have to go through a large number of resumes and cover letters every day. It's crucial then, that both your resume and your cover letter have a unique, professional, and easy-to-understand layout and design, because it's the reader's very first impression of you.

When creating a cover letter, strive to make it stand out, but stick with a letter format. Some suggestions may be to try to include borders, include contact information at the top of the letter, etc. The biggest thing to take away when writing is make sure you get to the point. Don't run on and on as you would in an academic writing assignment. You're trying to keep the reader's attention, and boring them with unnecessary details won't help you win the job. When you're writing your opening, you want to get into brief, but specific information about why you're the right person for the job. Don't mention why this job is right for you, it can come off as rude. When mentioning your experience, keep in mind that work experience is important, but not a necessity. We think that it is more important to show what you took away from all of your experiences, work or otherwise, and how this will be useful when applying for a job. Lastly, if you have valuable skills, using a bullet point format to list these is a very effective way to get that information across.

When designing a resume, make sure all of the important information stands out in some way. This includes, but isn't limited to, your contact information, all of the titles to the sections of your resume, any accomplishments you've had, any technical skills that are relevant to the job you're applying for, etc.. Whether this means making the information bold, or putting the information in italics is up to you, just make sure it's professional. It's also worth mentioning that you shouldn't be afraid to use some color in your resume, but refrain from using particularly neon colors. Instead, try to stick with colors that would best complement a professional work setting. When you're writing about your experience, try and write about how you did your job better than the other employees, rather than just write about what you did. Showing off accomplishments in previous work experiences you've had can be a very persuasive method of convincing the employer to request an interview. With that being said, exclude any information that can't be used in the job you're applying for. For a CS/IS major, be sure to list any specific programming languages, or software specific to the job that you are proficient in, such as Java or MySQL, but don't mention how much experience you have with them. Ideally, you want to try to save that information for the interview. Lastly, in addition to writing about your accomplishments, try to include information about the type of person you are within your work experience. This complements the accomplishments you've written about, while telling the employer about you.

TIMOTHY PATERSON

CCNA, CCEA, MCSE, MCTS

566.555.1234

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SYSTEMS & INFORMATION SECURITY ANALYST

Safeguarding Systems, Tightening Controls, & Increasing Capacity to Meet Business Needs

"All Systems, All The Time" Approach to Corporate Asset Protection

Versatile technical lead and team resource noted for clarifying complex concepts to facilitate collaboration with executives, peers, vendors, and users. **2010 IT Bachelor's graduate** poised for entry into Information Security Master's program, with broad networking, systems administration, compliance, support, troubleshooting, and design/deployment skills.

COMPETENCIES & ACHIEVEMENTS

Infrastructure Planning | Vulnerability Assessments | Security Controls | Virtualization | Enterprise Networks
Data Center Expansion | User Training | Project Management | Business Continuity | Vendor Collaboration | Encryption

- ▶ Prevention of capacity and service issues, including **potential data loss** affecting HIPAA compliance, adding scalable infrastructures with single-weekend Microsoft Dynamics GP system migration and related security updates/patches.
- ▶ **Secure remote access connectivity** for centralized Web terminal operation achieved with perimeter controls (firewall, traffic permissions, wireless logins); shielded site from physical network port vulnerabilities with additional controls.
- ▶ **Systems protections** including investigation of potential breach by parsing access logs to uncover unauthorized logins, plus deployment of security certificates.
- ▶ Vendor evaluation and collaboration as primary IT administrator to large food processing corporation chartered with **systems security and availability** needed to maintain time-critical business operation.
- ▶ Management of infrastructure site expansion, designing wireless connectivity points and controls to prevent external access. Designed full network map and managed implementation.
- ▶ Wide range of IT administration and networking expertise in physical-to-virtual server migrations, ESC/ESXi host deployments, Citrix Metaframe and Access Gateway, Cisco routers/switches, VMWare Server/GSX on Windows, Linux, and VMWare Workstation, plus Active Directory and Exchange migrations, deployments, and troubleshooting.

PROFESSIONAL HISTORY

SYSTEMS ENGINEER

TEKSYSTEMS, Denver & Colorado Springs, Colorado

2009–2010

Leveraged security, systems, and infrastructure background to serve as single-source IT department for outpatient surgical hospital, managing all email, ERP systems, phone and desktop support, database tasks, and VoIP implementation.

Collaborated with end users and CEO/CFO to set foundation for reliability and security, working within budget to formulate and implement strategic technology solutions.

- ▶ **Conserved resources** while supplying long-range imaging solution, turning up **site-to-site VPN (Internet) tunnel** between hospital and imaging center; resolved requirements for direct data transfers among disparate equipment.
 - Expanded connectivity solution to third-party company, designing VPN solution to access billing data.
- ▶ Brought **VMWare infrastructure** current with Best Practices, deploying V2V and P2V conversions.
- ▶ **Controlled IT support costs**, taking on Microsoft Dynamics ERP data migration from Great Plains 9 to 10, despite unfamiliarity with package. Quickly ramped up on database, applications construction, and programming needs.

Nick Terzakis

Elizabeth Bayley

Written Professional Communication

10/12/16

Why This Résumé Is Effective

This résumé is designed very well. When you're beginning to write a résumé, it's important to keep in mind that recruiters get many of them every day, from people who are just like you. Having a unique yet professional design to your résumé can be a great way to separate yourself from the hordes of other applicants while keeping the reader's attention, and that's what this résumé does very well. The writer made the layout flashy enough to grab your attention while simultaneously making the content of the résumé organized, clear and direct. What was also well done about this résumé was how **the writer made the information that you absolutely needed to know bold**. This way, even if the employer didn't feel like reading through the entire résumé, they would still get to know what the writer has done before applying to this new job. Finally, the writer listed achievements that they had while on the job. This is especially important in a technical field because it's a persuasive way to show the employer how valuable the writer is as an employee.

David Bickford

321 Melwood Ave. APT 101 | Pittsburgh, PA 15213 | 607-759-3631 | drbickford1@gmail.com

EDUCATION

University of Pittsburgh | Pittsburgh, PA

Bachelor of Science in Computer Science

Major: Computer Science

Expected Graduation: Spring 2017

Community College of Allegheny County | Pittsburgh, PA

Associates of Science Degree in Computer Information Technology

Graduation: May 2013

RELEVANT COURSEWORK

- Quality Assurance
- Programming Language for Web Applications
- Computer Organization and Assembly
- Algorithm Implementations
- Formal Methods in Computer Science
- Operating Systems
- Systems Analysis and Design
- Database Management Systems
- Software Engineering

SKILLS

Computer: Java, C#, C, XML, HTML, PHP, JavaScript, Assembly, SQL, Linux, Windows

WORK EXPERIENCE

Software Engineering Intern

GrapeCity – Pittsburgh, PA

Summer 2016

- Developed an Android app following Agile SDLC & SOLID principals
- Created a fully functional test suite utilizing JUnit along with mocking dependencies
- Wrote a blog series about my internship here: <http://www.goxuni.com/675809-introducing-fitness-explorer/>

IT Intern

Everpower – Pittsburgh, PA

Summer 2014

- End user support and troubleshooting
- Setup, management, and maintenance of IT related equipment
- Strong customer service and prioritization of tasks assigned

Gabe Larson – Good Resume

Elizabeth Bayley

Written Professional Communication

10/12/16

Why This Resumé Is Effective

The design of this resume is very simple which I think is effective. The writer is direct which makes it easy (for me, at least) to absorb all necessary information quickly. He doesn't list anything unnecessary, and only critical info is shared. The sections on Education, Skills, and Experience were obvious and he doesn't go on and on about each thing. He also added small amounts of color to it, which is usually a good idea to help make your resume stand out.

Entry Level Analyst Resume Example

Diane Pearce
234 Victor Lane
Miami, FL 33437
Phone No: 123 943 8930
Email Id: dianepearce@email.com

Career Objective:

An enthusiast, dedicated, analytical and self motivated individual who is eager to start a work life, and currently looking for a position as an entry level analyst in an organization in which I am able to apply my knowledge and skills to the betterment of the organization.

Professional Skill:

- Skillful in handling with [computer programs](#), mainly Word, Excel, PowerPoint, Access and Outlook
- Great skill in the quality of verbal and written communication skill
- Possess excellent interrelationship skill
- Great problem solving skill
- Exceptional organization and management skill
- Possess great motivational skill
- In depth cognition in analyzing and [business management](#)

Professional Ability:

- Ability to work under high stress level
- Competent in making analytical report of the program
- Possess ability to managing the time and task and so the assignment efficiently before deadline

Working Experience:

Blue Vertical Corp, Miami, FL 24243

Position: [Entry Level Analyst](#)

Duration: June 2010 to January 2011

Duties and Responsibilities:

- Planning and coordinating the metric data
- Reviewing the database of CRM and its system along with some cleaned data
- [Analyzing](#) some data collection, entry, data cleanup and data validation
- Handling the management of asset and budgeting

Background of Education:

XYZ University, Miami, FL 23123

Bachelor of Arts, majoring in Applied Science and [Accounting](#) (2010)

Nick Terzakis – Bad Resume

Elizabeth Bayley

Written Professional Communication

10/12/16

Why This Resumé Is Ineffective

Simply put, the resumé doesn't do enough to persuade the employer to pick you over someone else. If you take a look at the "Working Experience" portion of the resumé, you'll notice that it just mentions the duties of the employee. S/he doesn't list any accomplishments, or anything that separated them from any other employee. Specifically mentioning the accomplishments you had while working shows what kind of an employee you are to other employers, and that can make all the difference between getting hired and being forgotten. It also doesn't give specific examples about how they've applied their unique skills. For example, under the "Professional Ability" section, it mentions "Ability to work under high stress level". For an analyst, that might be a great skill to have, but if there's no specific example to back it up, the reader might just assume that the writer is fluffing up their abilities.

Your Name

1234 Fourth Avenue, Smallville, Minnesota 55988, (600) 555-1234
youname@mail.com, Portfolio: youname.com

QUALIFICATIONS

- Creative and versatile designer who understands its all about branding
- Experienced designing brand identity, brochures, packaging, advertising, signage, posters, and web sites
 - Social media savvy and up-to-date with current web trends
 - Strong interpersonal communication skills
 - Work well independently and in a team setting
- Able to work directly with clients to discuss ideas and present design solutions
- Developed illustration skills with watercolor, colored pencil, and digital media

SOFTWARE

- Photoshop, Illustrator, InDesign, Dreamweaver, HTML, CSS, Flash, Edge, Acrobat, Audacity, Word, Excel and PowerPoint

EDUCATION

Bachelor of Science, Marketing
University of Minnesota, Minneapolis, Minnesota

Associate of Applied Science, Graphic Design
Brown Technical College, Minneapolis, Minnesota

EXPERIENCE

Graphic Designer

The Zeal, Minneapolis, Minnesota. 20xx–20xx

- Designed and produced a monthly college newspaper (20 issues total)
 - Consistently met our monthly design and printing deadlines
- Redesigned the logo and format to update the look and follow industry trends
 - Contributed stories, photos, and original artwork for publication

Receptionist

Maplewood Dental, Minneapolis, Minnesota. 20xx–present

- Assist office manager with payroll, bank deposits, and patient scheduling
 - Responsible for stocking and ordering all dental supplies
 - Facilitate new employee orientation (5 sessions to date)

Retail Sales Associate

Eddie Bauer, Minneapolis, Minnesota. 20xx–20xx

- Dealt directly with customers, assisted with selections, purchases and returns
- Worked independently and performed opening and closing responsibilities
- Responsible for all money, returns, and sales transactions on the weekends
- 20xx Sales Associate of the Year. Increased my annual sales volume 15%
- Organized loss-prevention efforts in the store (we saved \$500 annually)

ACHIEVEMENTS

- Vice President, Graphic Design Club, Brown Technical College. 20xx–20xx
 - First Place Portfolio Review Poster, Brown Technical College. 20xx
 - Third Place Gutenberg Award, Poster Design. 20xx

Gabe Larson – Bad Resume

Elizabeth Bayley

Written Professional Communication

10/12/16

Why This Resumé Is Ineffective

As far as a bad resume, I had difficulty finding one in my field. I found this one for graphics design which is still under the large hat of Information Technology. The layout choice of having all text centered is a poor choice and is not aesthetically appealing. He is very informal about being a “creative and versatile designer who understands it’s all about branding”. And he gives no evidence to back up that claim. He gives a list of his duties performed rather than achievements. It is not easy to see where the different sections begin, and his ordering should be highly reconsidered. Overall, it kind of just looks like a blurb of words and is difficult to navigate.

HILMON C. HEARD

5875 Northcrest Manor
Covington, GA 30012

hcheard@gmail.com

770.666.8988

October 11, 2009

Brian M. Phillips
Director of Human Resources
WCK Enterprises
2607 Valley Ridge Blvd
Atlanta, GA 30305

Dear Mr. Phillips:

I have been waiting for an opportunity like this to write to you. Please take into consideration my application for the position of Network Operations Area Manager. This opportunity is an excellent match for my qualifications. Your organization will benefit from my strong process-improvement orientation, expert problem-solving skills, and my ability to communicate persuasively and openly.

Highlights of my professional career include the following:

- Demonstrated client value-add through all client interactions at all levels.
- Integrated technological, procedural, and organizational changes into business.
- Continually developed and implemented process improvements.
- Exceeded quality, productivity, and capacity targets.
- Focused on proactive, predictive management.

For the past 10 years, I served overseas as a contractor with the military as a Project Manager, and I'm confident my skills will translate well into this position. You will find me to be decisive, articulate, energetic, and confident, the type of person on whom your team will rely.

I would appreciate the opportunity to further discuss my experience and qualifications with you. Please feel free to call me at (404) 777-8998. Thank you for your consideration.

Sincerely,

Hilmon C. Heard

Enclosure: Résumé

Nick Terzakis – Good Cover Letter

Elizabeth Bayley

Written Professional Communication

10/12/2016

Why This Cover Letter Is Effective

What really works in this letter's favor is its design. The border around the cover letter is a small touch, but it really helps the letter pop. Another strength is the resumé-esque header. Rather than give the contact details at the end of the letter, they're put at the top with a flashy, yet professional design. The bullet points and formatting are excellent. In this case, the bullet points are used to highlight this person's accomplishments in a way that's both attention-grabbing, and concise. This style of formatting is great for a technical profession.

Mackenzie Myers

1 Main Street, New Cityland, CA 91010

Cell: (555) 322-7337

example-email@example.com

Dear Mr. Melville,

As a highly skilled IT Systems Manager, I read your posting for a new IT Systems Manager with interest. My experience aligns well with the qualifications you are seeking at Lighthouse Systems, in particular my role as Senior Open Systems Manager with Institutional Solutions, and I am certain I would make a valuable addition to your organization.

With more than 11 years' experience as an IT Systems Manager, I am adept in the maintenance, upgrade, and improvement of open systems. Moreover, while my on-the-job experience has afforded me a well-rounded skill set, including first-rate organization and project management abilities, I excel at:

- Managing and reallocating team workflow for maximum productivity.
- Overseeing numerous update and maintenance projects.
- Designing training for IT staff and end-users.
- Optimizing tools and procedures for managing the environment.

In addition to my experience and personal qualities, I have a solid educational foundation and a passion for open systems management. I am extremely enthusiastic about Lighthouse Systems' focus on optimization and would welcome the opportunity to contribute to your continued success through infrastructure improvements.

Please review my attached resume for additional details regarding my expertise and career achievements. I will follow up to request an appointment to discuss how my experience and background meets your needs.

Thank you for your time and consideration.

Sincerely,

Mackenzie Myers

Gabe Larson – Good Cover Letter

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10/12/16

Why This Cover Letter Is Effective

This cover letter is effective because he doesn't say why the job is good for him, but outlines why he is right for the job which is a very good way to make employers interested. He has bullet points for what he excels at and I think that makes it look nice and they catch attention. Having bullet points emphasizes the skills necessary for the job in question. He is sure to state he will follow up as well.

Entry Level Cover Letter Example for Financial Analyst Position

Johnny Anderson
367, West River Street
Chicago, IL 28638
Telephone: (283) 287-2881
Email ID: j.anderson@gmail.com

May 15th, 2011

Bob Martin
BGT Corporation
1308, Eastover Road
Fort Born, IN 49807

Dear Mr. Martin,

I have seen your advertisement in job.indeed.com about entry level financial analyst position. I am so interested with the position. I intend to apply as Entry Level Financial Analyst Position. I would bring my expertises for working with your company.

I graduated Bachelor Degree of Finance from University of Illinois. I have experienced in analyzing financial data and information for building financial model and making balance in short-term and long-term priorities. I am proficient with advanced technology. I am able to adapt with new work environment quickly. I am self-motivated, hard worker and creative person. I have the ability to manage multiple tasks. I am capable for problem solving and decision making.

I have been working in GF Incorporation for more than three years. I manage and analyze financial data and information; gather data information for preparing reports; compose regular reports includes monthly and annually reports; and evaluate reports and data analysis. I am responsible to make financial and budget planning.

I hope that my skills and experiences match with your job requirements. I would be grateful if I get opportunity to meet you for interview session. If you need more information about me, do not hesitate to contact me at (283) 287-2881. Thank you for your consideration.

Sincerely,

Johnny Anderson

Nick Terzakis – Bad Cover Letter

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10/12/16

Why This Cover Letter Is Ineffective

This isn't a very effective cover letter. One of the biggest problems is that while the writer does mention several traits that would be unique to the company, he never actually specifies where they've been applied, or if they've been applied at all. This next problem has to do with how the writer formatted their job duties and responsibilities. In the third paragraph of the cover letter, the writer starts listing the job duties a paragraph form. This is an ineffective means of formatting the information because it looks sloppy. If the writer wanted to list their duties, the best way is with bullet points. Bullet points are a great way to catch the reader's eye while being clear on duties.

Dear Mr. Jones,

Hope you are having a good day. I want to help make it better by telling you all the reasons I am exactly right for your opening for a sales manager:

- I have always dreamed about working for your company.
- The commuting distance is great.
- The salary is exactly what I've been looking for.
- This is exactly the next step I want in my career.

Please call me at 555-555-5555 so we can explore this further. I look forward to hearing from you soon.

Sincerely,

Debbie Jobhunter

Gabe Larson – Bad Cover Letter

Elizabeth Bayley

Written Professional Communication

10/12/16

Why This Cover Letter Is Ineffective

Bad cover letters were hard to find for my field. But I located one example that is just disgusting. It is meant to be a terrible example so it hits some points of what not to do. First, she doesn't have contact information clearly marked. Her first sentence actually makes me mad, "Hope you are having a good day. I want to help make it better by telling you all the reasons I am exactly right for your opening for a sales manager:" She lists all the reason the job is right for her, as opposed to why she is right for the job. She also insists on being called instead of saying she will follow up with them.

