Cover Letter & Resume Clinic

Cover Letter Heading

Your Contact Information:
First and Last Name
Street Address (Optional)
City, Province, (Postal Code Optional)
Phone Number (416) 222-4444
Email Address (George Brown email address)

Date you send your documents

Employer Contact Information:
Contact Name (if you have it)
Title (if you have it)
Company Name
Full Address
City, Province, Postal Code

Re: Job title and job number

Dear Contact Name,

Example with a contact person

Maryanna (Mary) Smith
1596 Bathurst Street (Optional)
Toronto, ON M5T 2T9 (Postal Code Optional)
(416) 222-4444
maryanna.smith@georgebrown.ca

February 4, 2021

Donna Gatti
Sr. Recruiter
RBC
88 Queens Quay West
Toronto, ON M5J 0B8

Re: UI/UX Designer Req ID: 316663

Dear Donna Gatti,

Ex. without a contact person

Maryanna (Mary) Smith
1596 Bathurst Street (Optional)
Toronto, ON M5T 2T9 (Postal Code, Optional)
(416) 222-4444
maryanna.smith@georgebrown.ca

February 4, 2021

RBC
88 Queens Quay West
Toronto, ON M5J 0B8

Re: UI/UX Designer Req ID: 316663

Dear Hiring Manager,

First Paragraph - Introduction

Introduction

- Use this paragraph to introduce yourself and to get the attention of the employer.

- Be professional and polite in language and tone.

- Mention the position you are applying for, why you are applying for the job, and how you found out about it.

- Show interest in the organization, and explain why you would like to be part of it.

- Include the name and job title of a mutual contact, if you have one.

First Paragraph - Example

Sample:

I am very interested in the Application and Technical Support Specialist position that you have advertised on Indeed. I have an Advanced College Diploma in Computer System Technology with more than seven years of experience which will allow me to significantly contribute to the productivity and quality of your company's IT division

First Paragraph – Example with Referral

Sample:

Ahmed Khan, the Director of Technology suggested I contact you about the Application and Technical Support Specialist position you currently have advertised on Indeed. I have an Advanced College Diploma in Computer System Technology with more than seven years of experience which will allow me to significantly contribute to the productivity and quality of your company's IT division.

Second Paragraph - Body

Body

- The next section of your cover letter should describe what you have to offer the employer.

- Mention specifically how your qualifications match the job you are applying for. Customize, Customize Customize…..

- Remember, you are interpreting your resume, not repeating it.

- Don't use bullets

Second Paragraph - Example

Sample body copy stating skills learned through college program:

As a current student at George Brown College, I've gained excellent hands-on experience with security system troubleshooting, analysis and repair of all network issues, and a vast knowledge of IP infrastructure. The college experience allowed me to learn important skills and to develop the confidence needed to succeed in a competitive environment. I spent most of the time on the maintenance of the network, including installation and configuration of network devices. In addition, I have taken several advanced courses in networking, including CCNA, and Comp TIA Network+
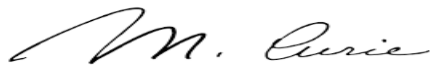
Final Paragraph - Closing

Closing

- Conclude your cover letter by **thanking the employer** for considering you for the position and **restating your interest**.

- Include a **call to action**, I look forward to hearing from you to set up a time for an interview.

- Include information on how you will **follow-up** (if you have a contact name).

- If you don't have a contact name you will have to have them contact you, **let them know they can reach you** at 416... and at your email address. (yes put your phone number and email address in this paragraph)

CENTRE FOR ARTS, DESIGN & INFORMATION TECHNOLOGY

<u>With a signature</u>

Thank you for your time and consideration, I look forward to hearing from you to set up a time for an interview. I am eager for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals. Please feel free to contact me at (416) 222-4444 or at maryanne.currie@georgebrown.ca.

Thank you,

Maryanne (Mary) Currie

Final Paragraph - Example

Without a signature

Thank you for your time and consideration, I look forward to hearing from you to set up a time for an interview. I am eager for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals. Please feel free to contact me at (416) 222-4444 or at maryanne.currie@georgebrown.ca.

Thank you,

Maryanne (Mary) Currie

Resume - Heading

Maryanna (Mary) Smith

1596 Bathurst Street (Optional)

Toronto, ON M5T 2T9 (Postal Code Optional)

(416) 222-4444

maryanna.smith@georgebrown.ca

Or

Maryanna (Mary) Smith

1596 Bathurst Street (Optional)

Toronto, ON M5T 2T9 (Postal Code Optional)

(416) 222-4444

maryanna.smith@georgebrown.ca

Resume – Objective

Objective: Use a clear objective, include position, field and organization in which you wish to work always make the objective specific to each role.

Objective Examples

Example 1 (excellent)

OBJECTIVE:

Detail-oriented and inquisitive Computer Programmer Analyst student seeking to apply analytical skills and knowledge in Python, SQL and data modeling to the Data Science Internship position at the Royal Bank of Canada. Excited to discover new ways to manage big data in a professional team-based environment.

Example 2 (good)

OBJECTIVE:

To obtain the position of Helpdesk Technician in the Halton Health Services team, where I can utilize my skills, education and experience.

Resume – Highlights of Qualifications

Highlights of Qualifications: Should consist of 5-7 bullet points including experience, training, technical and transferable skills and relevant information specific to each job. Lead with the most relevant (as listed on the job posting) tech skills.

Highlights of Qualifications

HIGHLIGHTS OF QUALIFICATIONS:

- 2+ years' experience in providing superior customer service and problem-solving skills.

- Exceptional client and co-worker relationship skills with an ability to build and maintain communications in many forms.

- Experienced in data entry, data management, record keeping and maintenance.

- Aptitude for planning and organization, while remaining agile when priorities shift, to meet deadlines.

- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Packet Tracer, VMware Workstation and Internet Applications. As well as basic knowledge of Microsoft Azure cloud-based computing.

- Experience creating and managing Windows Server 2016 and Windows 7 & 10 operating systems with VMware Workstation

Technical Skills

Technical Skills: This section can help you demonstrate proficiency in areas not otherwise outlined in your academics or experience sections. Focus on skills most relevant to your desired position/career field. Skills might include: Computer skills list programs and languages you are able to use.

Technical Skills Examples

EXAMPLE 1

TECHNICAL SKILLS:

- Agile Development Process
- MS Access
- HTML & CSS
- MS Office

- Market Research
- JIRA | UML | Git
- MS Visio
- MS Project

EXAMPLE 2

TECHNICAL SKILLS:

Languages: Java, HTML and SQL.

Methodologies: Agile and Waterfall SDLC.

Tools: Maven, Cucumber, JIRA, X-ray, Selenium Web Driver, Jenkins, Perfecto, Junit.

Version Control Systems: Git.

Education/Certifications

Education: List all colleges and universities from which you have earned or will earn a degree/diploma. Do not abbreviate. Start with your most recent, reverse chronological order. Add project work from your classes to show current experience.

Certifications: If you have any that are relevant to the role. If the certifications are not relevant you may want to have this section after your professional experience

Education/Certifications Example

EDUCATION:

Information Systems Business Analysis (Post Graduate)   **Sept 2019 – Aug 2020**

George Brown College, Toronto ON

School Project: Completed business cases such as the (i) Implementation of eSignature for the Wealth Management Division of TD Canada Trust and (ii) Improving User Experience with Accessing Date Related Information

- Reviewed business request, applied best practices, tools and techniques for conducting business analysis activities
- Planned business analysis activities to determine the appropriate deliverables for the project
- Created proposed system requirements, constructed logical and physical data models
- Conducted stakeholder analysis, practiced planning and execution of a facilitated workshop
- Collaborated with multiple teams to ensure that communication was maintained, project dependencies were met, and timelines followed

Post Graduate Diploma in Advanced Computing   **Feb 2016 – Jul 2016**

Centre for Development of Advanced Computing, Toronto ON

CERTIFICATIONS:

PMI-PMP®   In-Progress

Scaled Agile (SAFe ® SA)   February 2020

Prince2® (Project Management Certification)   January 2018

Professional Experience

Experience: Includes accomplishments as well as job duties and should be listed in reverse chronological order (most recent first). Include all previous experience (technical and non-technical roles). Refer to the slide (Syntax of a well written bullet posted on BB)

Syntax of a Well-Written Bullet

When including content into your resume, be sure that each point achieves its purpose, and is accomplishment focused. The syntax below will help:

- **Skill/Verb**: what action you took—action verb (e.g., "designed")

- **Task/deliverable**: ways in which you applied skills—using descriptors, adjectives, and nouns (e.g., "client database")

- **Tools/Condition**: how you performed the task—attitude conveyed, hardware/software, or process used (e.g., "MS Access")

- **Result**: what outcome you achieved—quantified wherever possible (e.g., "doubled speed of information retrieval")

Complete statement: Designed client database using MS Access, which resulted in information retrieval time reduced by 50% for Client Support staff

University of Waterloo

Professional Experience

Example: Use 5-7 Bullets

PROFESSIONAL EXPERIENCE:

C++ Programmer   May 2019 to Present

XYZ Tech Solutions, Syracuse, NY

- Improved platform performance, responsiveness and scale systems for client use within agile programming environment.

- Assisted team lead in development of new testing process that reduced time to software rollout by 35%.

- Collaborated on 5 different projects and built 2 from scratch.

- Released over 12 updates to increase performance, quality and security.

- Selected by development director to train new hires in company-specific work procedures as part of the on-boarding committee

Volunteer Experience & Interests

VOLUNTEER EXPERIENCE:

Project Contributor   **Sept 2019 - Nov 2019**
Maker Kids Inc., Toronto, ON

Maker Kids Canada offers specialized programs for Children with interest in Science, Technology, Engineering and Mathematics (STEM).

- Developed Business Case and Project Charter to enable Sponsors to make project decisions resulting in increased sponsorships opportunities by 25%

- Reviewed existing documents and elicited requirements from relevant stakeholders to enable updates and improve stakeholder satisfaction

INTERESTS:

- Studying, researching and learning about new technologies

- Team cycling, playing guitar in a rock band, cooking