

# THE SH RIVER CENTER

## GETTING STARTED WITH A RESUME

---

**STEP ONE** Gather and create a list of all Work/Volunteer Experiences, Relevant Coursework, Projects, and Organizations in which you spend your time.

---

**STEP TWO** Identify important skills, achievements, and interests that you want to highlight on your resume.

---

**STEP THREE** Develop descriptive phrases for your experiences. Qualify and quantify what you accomplished on a daily basis. If you completed relevant coursework and projects, consider developing statements for those as well. Start these phrases with strong action verbs.

---

**STEP FOUR** Put your resume into an organized format. Review the formats on the following pages to get ideas for organizing your information.

---

**STEP FIVE** Upload your resume to UMBCworks for review.

---

- DO**
- Focus on results and accomplishments
  - Keep a consistent format
  - Tailor your resume for specific positions
  - Create strong, action oriented statements about your work
  - Qualify and quantify your experiences whenever possible
  - Highlight specific accomplishments rather than expand on every detail
  - Expand on professional, volunteer, research, and classroom experience to show transferable skills
  - Proofread your work

- DON'T**
- Use templates and tables included in software
  - Include routine, general office duties (making copies/answering the phones)
  - Utilize long objective statements that are generic in nature
  - Submit references on the same page as your resume

---

### JOB DUTIES EXERCISE:

How do you spend your day? What are the 3 most important tasks you accomplish each day? Each week? Take time to reflect and articulate how you spend your time with a specific organization or job. These tasks should be turned into strong, action oriented statements that make your resume come alive.

The resume template on the next two pages is a combination of different headings you can use to create a ONE (ideal) to two page resume. Pick and choose your sections to best highlight your experience. Font sizes should be no smaller than 10.5 points and consistent throughout the document.

On page #8, there is a list of categories and common action words that can help you articulate your experience.

# RESUME TEMPLATE

NAME

Address, City, State, Zip, Email, Phone

Objective Statement or Summary Sections are optional especially if space does not permit. Do not include both an objective statement and a summary.

## OBJECTIVE

Concise unique statement highlighting your relevant skills and/or education history and career goals in which you hope to apply or obtain in the position.

## SUMMARY

- 2-5 Bullet points highlighting your greatest strengths and skills as emphasized on your resume

## EDUCATION

University of Maryland, Baltimore County, Baltimore, MD

Bachelor of (Science/Arts), Major

Minor and/or Certifications

GPA if above a 3.00

*Expected Graduation Date*

Date formats should be consistent and focus on month and year.

Community College, City, State

Associate of (Science/Arts) (If earned), Major

GPA if above a 3.00

*Graduation Date OR Dates Attended*

## CERTIFICATIONS/LICENSES

Title of Certification/License

Indicate where the presentation or the publication was presented and what type i.e., Research Poster, Paper, Oral Presentation.

*Date Received*

## RESEARCH, PUBLICATIONS AND PRESENTATIONS

Title of Presentation, Place/Organization Presented (Type)

*Date*

## RELEVANT PROJECTS

Title of Project

*Semester Year*

- 1-2 bullet points about your role, actions, and results of project

Title of Upper Level Class (without Course number)

*Semester Year*

- This coursework depicts experience with \_\_\_\_\_ and \_\_\_\_\_

- Learned to \_\_\_\_\_

## ACADEMIC COURSEWORK

- Bulleted list of all applicable 200+ Coursework from Major and Minor relevant to the position applying to
- Technical Writing
- Calculus
- Fundamentals of Engineering

If you are a first year student, you may include work and activities from high school. Once you enter your second year, only college activities and work should be included.

## SKILLS

Languages

Fluent Spanish, Conversational Japanese

Laboratory

Isothermal Titration Calorimetry (ITC), Cell Fractionation, Chromatography

Computer

JAVA, HTML, Python, SQL Server, MS Visio/SharePoint

Quantitative/Analytical

Data analysis, Polymath, Minitab, MATLAB

Group all skill types together or apart. (As seen on Page #7)

## RESUME TEMPLATE (CONT.)

### TECHNICAL SKILLS

*Programming* JAVA, C++, C, HTML  
*Operating Systems* Windows Server 2008 R2/2008/2003, Windows 7/Vista/XP  
*Software* MS Office 2010 Suite + MS Visio/Project/SharePoint, Exchange, Group Policy

Technology, Design, and Language skills can also be broken up specifically.

### DESIGN SKILLS

*Advanced* MS Office Suite, Adobe Illustrator, Adobe Photoshop  
*Proficient* iMovie, Adobe InDesign, Dreamweaver  
*Novice* Adobe Flash

Jobs/Internships related to Career – can title experience. (Leadership/Technical/Scientific/Management)

### LANGUAGES

Spanish (*conversational*), Russian (*basic*), French (*fluent*)

This information can be spread out over two lines to improve readability.

### PROFESSIONAL EXPERIENCE

*Position Title, Company/Organization, City, State*

*Start Date-End Date*

- 2-5 action statements describing your work Highlight achievements, contributions, and tangible work accomplished. Use present tense for positions you currently hold and past tense for positions you have completed.

*Position Title, Company/Organization, City, State*

*Start Date-End Date*

- 2-5 action statements describing your work Highlight achievements, contributions, and tangible work accomplished. Use present tense for positions you currently hold and past tense for positions you have completed.

All additional experience that is not related to the desired job description.

### ADDITIONAL EXPERIENCE

*Position Title, Company/Organization, City, State*

*Start Date-End Date*

- 2-3 action statements describing your work Highlight achievements, contributions, and tangible work accomplished. Use present tense for positions you currently hold and past tense for positions you have completed.

### HONORS AND AWARDS

*Organization, Award*  
*Organization, Award*

Substantial and/or Relevant experience can be listed under Professional or Additional Experience.

*Date Received*  
*Date Received*

### ACTIVITIES AND LEADERSHIP

*Role, Organization/Club*

*Start Date-End Date*

- 1-3 achievement orientated tasks about your work with the organization

### SERVICE EXPERIENCE/COMMUNITY ENGAGEMENT

*Organization, Role*  
*Organization, Role*

*Date/s Involved*  
*Date/s Involved*

# THE SH RIVER CENTER

## ACTION VERB LIST TO HIGHLIGHT SKILLS AND ACCOMPLISHMENTS ON YOUR RESUME

### MANAGEMENT

administered  
analyzed  
assigned  
attained  
chaired  
consolidated  
contracted  
coordinated  
delegated  
developed  
directed  
evaluated  
executed  
improved  
increased  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

### COMMUNICATION

addressed  
arbitrated  
arranged  
authored  
collaborated  
convinced  
corresponded  
developed  
directed  
drafted  
edited  
enlisted  
formulated  
influenced  
interpreted  
lectured  
mediated  
moderated  
negotiated  
persuaded  
promoted  
publicized

reconciled  
recruited  
spoke  
translated  
wrote

### RESEARCH

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

### TECHNICAL

assembled  
built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled  
repaired  
solved  
upgraded

### TEACHING

adapted  
advised  
clarified  
coached  
communicated  
coordinated

demystified  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
instructed  
persuaded  
set goals  
stimulated  
trained

### FINANCIAL

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
forecasted  
managed  
marketed  
planned  
projected  
researched

### CREATIVE

acted  
conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
initiated  
instituted  
integrated  
introduced  
invented

### CREATIVE

acted  
conceptualized  
created  
customized  
designed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
initiated  
instituted  
integrated  
introduced  
invented

### HELPING

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
motivated  
referred  
rehabilitated  
represented

### CLERICAL OR DETAIL ORIENTED

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
executed  
generated  
implemented  
inspected  
monitored

operated  
organized  
prepared  
processed  
purchased  
recorded  
retrieved  
screened  
specified  
systematized  
tabulated  
validated

### MORE VERBS FOR ACCOMPLISHMENTS

achieved  
expanded  
improved  
pioneered  
reduced (losses)  
resolved (problems)  
restored  
spearheaded  
transformed

# TECHNICAL RESUME SAMPLE

## Tech Savvy

Address, Baltimore, MD, 20794 \* Phone \* student@umbc.edu

### EDUCATION

University of Maryland Baltimore County, Baltimore, MD

Bachelor of Science in Information Systems, GPA: 3.33

December 2014

Howard Community College, Columbia, MD

Associate of Arts in Information Technology - Network Security, GPA: 3.44

December 2011

### TECHNICAL SKILLS

<b>Virtual/Cloud</b>	VMware, vSphere and Workstation
<b>Hardware</b>	Virtual Servers, Switch, VPN (IPsec), Firewall, IDS
<b>Operating Systems</b>	Windows Server 2008 R2/2008/2003, Windows 7/Vista/XP, BackTrack Linux
<b>Programming</b>	Java, HTML, SQL
<b>Networking</b>	Configure/Implement Firewalls, VPNs, Switches, IDSs; conduct Network Penetration Testing
<b>Software</b>	Microsoft Office, Eclipse, JGrasp, Metasploit, Putty, Encase, Nessus Scanner

### WORK EXPERIENCE

**PAPA JOHN'S, INC., Delivery Driver, Columbia, MD**

August 2011 – Present

- Create a welcoming environment when delivering pizza (customer service)
- Manage cash daily and ensure that pizzas are delivered in a timely manner

**PIZZA HUT, INC., Pizza Line Cook, Columbia, MD**

February 2009 - April 2012

- Assembled 140-200 orders of pizza daily
- Placed customer orders and oversaw the cash register

### PROJECTS

*Hardening the Network Infrastructure – Semester Project*

Fall 2012

- Collaborated with a group to test a set of IP addresses and discover a network.
- After discovering the IPs of hardware or virtual servers on the network, performed penetration testing of the network by conducting different kinds of attacks to discover certain vulnerabilities.

*Intro to Encryption & VPN Technology – Semester Project*

Spring 2012

- Given a virtual lab environment configured different kinds of firewall (hardware/software) on the network.

*Computer Forensics I – Semester Project*

Spring 2012

- Given a set up crime scene, conducted the investigation as the first response computer forensic analyst following all the correct procedures and requirements according to the law.

*Management – Semester Project*

Fall 2011

- As a project group leader conducted an interview with a company manager to learn about the strategies of a successful manager, presented the information to the rest of the group after which the summary of the interview was given to the peers and professor.

### SPECIAL HONORS

Dean's List (3.5 or higher GPA out of 4.0)

Fall 2009

Distinguished Students (4.0 GPA out of 4.0)

Spring 2011, Fall 2011

### ADDITIONAL SKILLS

*Languages fluently spoken:* English, Russian, and Ukrainian.

### ACADEMIC COURSEWORK

Introduction to Computer Systems	Intro to Network Security Systems	Computer Forensics I
Intro to Encryption & VPN Technology	Intro to Intrusion Detection Systems	Computer Sys Op. DOS
Hardening the Network Infrastructure	Intro to Java Applications	Statistics
Intro to Firewalls and Internet Security	Microeconomics	Management

# RESEARCH/SCIENTIFIC RESUME SAMPLE

## Suzy Science

Campus Address  
ERK 205\_B, 1000 Hilltop Circle  
Baltimore, MD 21250

[student@umbc.edu](mailto:student@umbc.edu)  
Cell: 999-999-9999

Permanent Address  
555 St. Paul St., Apt C  
Baltimore, MD 21218

---

**Objective:** To obtain a position in a research laboratory that would benefit from my lab experience and academic experience in the natural sciences

### Education:

University of Maryland, Baltimore County (UMBC)  
Bachelor of Science in Biology  
Cumulative GPA: 3.36      Major GPA: 3.56

Expected May 2014

### Skills:

- Laboratory Skills: PCR, RNA Extraction, Reversed Transcription, Pipetting Techniques
- Computer: Microsoft Office (Word, PowerPoint)
- Language: Proficient in Nepali and Hindi

### Relevant Experience:

Intern, Molecular Neuropsychiatry Branch,  
National Institute on Drug Abuse (NIDA)

Summer 20011, 2012  
Baltimore, MD

- Researched the effects of methamphetamine dosage on expression of different genes in rat cortices, nucleus accumbens and striata
- Performed PCR, RNA Isolation, Reversed Transcription and statistical data analysis
- Participated in weekly lab meetings, took tests every two weeks based on lab readings, and participated in final poster presentation day

### Additional Experience:

Cashier and Sandwich Artist, Full-Time Worker  
Subway  
Part-time Worker  
Whole Foods Market

Summer 2011  
Baltimore, MD  
2008-2010  
Baltimore, MD

- Demonstrated extraordinary customer service and ability to work as a pro-active self-starter
- Trained new employees

### Volunteer/Community Service:

- Health Leads, Baltimore Medical System, St. Agnes Hospital
- Volunteer, Dept. of Delirium and Prevention, St. Agnes Hospital
- Coordinator, Community Service Events of UMBC Shriver Center

Sept 2012 – Present  
Nov 2010 – Present  
Sept 2010 – Aug 2012

### Clubs/Organizations:

- Community Action Board (CAB) Representative for Erickson Hall, UMBC
- UMBC Pre-medical Society
- Living Learning Council, Shriver Living Learning Community (SLLC)

Sept 2010 – Present  
Sept 2010 – Present  
Sept 2011 – May 2012

### Training:

Safe Techniques Advance Research Science (STARS) "Learn By Doing" Lab Training at NIH Summer 2009

# DESIGN RESUME SAMPLE

**ZaraBara**

GRAPHICS . ILLUSTRATION . DESIGN  
hootnani1@umbc.edu 443.567.567

## EDUCATION

- University of Maryland, Baltimore County (UMBC)  
Bachelor of Arts: Graphic Design, Minor - Art History  
Expected Date of Graduation: 2010, GPA: 4.0
- Long Reach High School  
Technology Magnet Program: Visual Communications Cluster

## SKILLS

- Creates artwork in InDesign, Photoshop, Illustrator, iMovie, QuarkXPress
- Works well in teams and on individual projects
- Reads, writes and speaks Farsi fluently

## DESIGN EXPERIENCE

- Graphic Artist:** NexCen Brands, Baltimore, MD (7/07-10/07)
  - Created advertisements for Maggie Moos and Marble Slab Creamery
  - Designed banners, window clings, calendar layouts, birthday games, catering brochures, vehicle magnets, magazine layouts, and franchisee requests
  - Regularly updated Maggie Moos and Marble Slab website
- Graphic Artist Intern:** Illume Communications, Baltimore, MD (9/05-4/06)
  - Aided in major company projects: designed postcards for EXPRESSIONS 2006 (Baltimore School of the Arts), aided in taping commercial for Kennedy Krieger, created flash animation for BOOST (Baltimore's Out of School Time Initiative)
  - Aided in updating Illume Communications website
- Guess Campaign Designer:** Applications and Research Laboratory, Ellicott City, MD (9/07-5/06)
  - Developed themes for a Guess Inc. mock advertisement campaign
  - Applied campaign concepts to take photographs of models for Guess advertisements
  - Used photographs to create magazine layouts and website page designs
  - Presented campaign at community presentation
- Designer for Persian Student Association:** UMBC, Baltimore, MD (10/06-Present)
  - Creates printed and digital media for all of PSA's events
  - Regulates advertisement committee
- Arts Instructor:** Curtis Bay Elementary, Baltimore, MD (2/07-6/07)
  - Aided children in developing visual/performing arts skills while teaching them teamwork and boosting their self-esteem

## ADDITIONAL EXPERIENCE

- Linehan Scholarship Program: attended salons, artistic events or art discussions weekly (2006-2007)
- Persian Student Association: Dance team, Soccer team, Secretary (2007)
- Student Government Association: President, Vice President, Community Service Coordinator, Howard County Board of Education Representative (2002-2006)

## AWARDS

Linehan Full Scholarship, Visual Communications Award, Advanced Placement Scholars Award, National Merit Program Nominee, Discovery Channel Art Education

References and portfolio available upon request



# BUSINESS RESUME SAMPLE

**Barry Business**  
**517 Avenue, Baltimore, MD 21228**  
**Student@umbc.edu • Phone**

## OBJECTIVE

To obtain an internship position where I can utilize the skills I have been taught from a diverse education in order to better a dynamic organization

## EDUCATION:

University of Maryland, Baltimore County (UMBC) *Baltimore, MD*  
Bachelor of Science, Financial Economics GPA: 3.52 *Expected May 2015*

*Relevant Coursework:* Accounting I & II, Calculus, Financial Economics I & II, Marketing, Business Management, Financial Planning

## WORK EXPERIENCE:

Financial Consultant Intern *Spring 2010 – Present*  
*CitiGroup Smith Barney* *Annapolis, MD*

- Procure leads through making business 401k calls, networking, and other marketing techniques
- Coordinate C.E. (Continuing Education) seminars for CPAs and implement client dinner seminars
- Provide administrative support that include making copies, mail, filing, and submitting materials for approval to Smith Barney's compliance office

*Independent Business Owner* *Fall 2011 – Spring 2012*  
*BMC Business Group* *Catonsville, MD*

- Maintain and operate a website where customers are referred from other sites in order to buy certain goods such as electronics and basic necessities and consumables

*Sportswear Sales Associate* *Summer 2010 – Fall 2011*  
*Macy's* *Columbia, MD*

- Assisted customers of a busy department store with their menswear needs
- Communicated the benefits of the Macy's Star Rewards credit program

*Operations and Sales Assistant* *Summer 2008 – Spring 2009*  
*Best Buy* *Baltimore, MD*

- Acted as a cashier, ringing up guest purchases
- Sold items such as magazines and consumer protection plans to guests in line
- Rotated through Home Theater and Computer departments as required

## COMMUNITY ACTIVITIES:

*Youth for Christ, Household Leader* *Summer 2009 – Present*

- Coordinate events and meetings for the local chapter of a national Christian organization

## EXTRACURRICULAR ACTIVITIES:

*UMBC Filipino American Student Association* *Fall 2010 – Present*  
*UMBC Billiards Club* *Fall 2010 – Present*  
*UMBC Tae Kwon Do Club* *Fall 2010 – Present*



# ENGINEERING RESUME SAMPLE

## ELLA ENGINEER

5 Main St., Aberdeen, MD 21015

410-765-8471

eeng1@umbc.edu

<b>EDUCATION:</b>	University of Maryland, Baltimore County Bachelor of Sciences in Mechanical Engineering Expected Graduation Date: Spring 2014 GPA 3.65/4.0	Baltimore, Maryland
	Harford Community College Associates of Science: Engineering GPA 4.0/4.0	Bel Air, Maryland Graduated 2011
<b>SKILLS:</b>	SolidWorks, AutoCAD, Pro E, Microsoft Office	
<b>RELEVANT COURSEWORK:</b>	<ul style="list-style-type: none"><li>• Intro to Engineering Design w/CAD</li><li>• Mechanics of Materials</li><li>• Dynamics</li></ul>	<ul style="list-style-type: none"><li>• Statics</li><li>• Thermodynamics</li><li>• Solidworks</li></ul>
<b>DESIGN PROJECTS:</b>	<p>Push Pull Toy, Drumming Octopus (Intro to Engineering Design w/CAD)</p> <ul style="list-style-type: none"><li>• Prototyped a Push Pull Toy in a team of four. Design specifications included 3 moving parts, under \$200, fit within a 5in by 5in by 5in box, and be targeted toward 1 to 5 year olds</li><li>• Designed an elephant that featured a musical instrument and dancing feet</li><li>• Built the prototype with a 3D printer</li></ul> <p>Automated Tennis Ball Launcher (Intro to Engineering Design)</p> <ul style="list-style-type: none"><li>• Led a team of four in the design and construction of a device that sought to maximize the distance, accuracy and rate of fire for the automatic launching of tennis balls</li></ul>	
<b>EXPERIENCE:</b>	<u>Engineering Technician</u> US Army Test and Evaluation Command	Aberdeen Proving Ground, MD June 2012 – Present
	<ul style="list-style-type: none"><li>• Evaluate safety of systems under test or for training</li><li>• Develop safety documents to ensure military personnel are safe using equipment</li><li>• Assess safety of various electrical equipment integrated on six different vehicle platforms</li></ul>	
	<u>Computer Technician</u> Northeast Regional-CHRA Developmental Test Command	Aberdeen Proving Ground, MD January 2011 – June 2012 August 2009 – December 2010
	<ul style="list-style-type: none"><li>• Troubleshoot computer equipment, including desktops, laptops, and printers</li><li>• Provided support to CHRA personnel</li></ul>	
<b>HONORS &amp; AWARDS:</b>	Academic Achievement Award President's List (HCC)	September 2011 – Present Fall 2009 – Spring 2011
<b>EXTRACURRICULAR:</b>	American Society of Mechanical Engineers at UMBC UMBC Cleftomaniacs A Capella Group Volunteer Referee, FIRST Lego League Championship	Fall 2011 – Present Spring 2012 – Present Winter 2012

# POLICY RESUME SAMPLE

## Polly Public Service

8714 Address, Baltimore, MD 20879

Mobile: 999-999-9999

E-mail: student@umbc.edu

<b>OBJECTIVE:</b>	To obtain an internship which will allow me to gain clinical research experience in the field of youth development.	
<b>EDUCATION:</b>	University of Maryland, Baltimore County (UMBC) Sondheim Public Affairs Scholar Junior Standing – Health Administration and Policy major, Spanish minor Expected date of graduation: May 2014 GPA: 4.0	<i>Baltimore, MD</i>
<b>Relevant courses:</b>	Survey of the U.S. Health Care System, Global Issues in Health and Disease, Advanced Spanish I & II, Intermediate Exposition, Introduction to Computer-Based Systems, Intermediate Business Applications	
<b>EXPERIENCE:</b>		
Jul 2011-Current	<u>Summer Nutrition Education Intern</u> <i>EFNEP (Expanded Food and Nutrition Education Program)</i> <i>University of Maryland Extension</i> <ul style="list-style-type: none"><li>Teach nutrition through cooking demonstrations and physical activities to children ages 6-13 at eight summer feeding and camp programs in Montgomery County</li><li>Plan and prepare nutrition lessons using the <i>Let's Cook!</i> curriculum, MyPlate, and USDA core nutrition messages</li><li>Collect and analyze evaluation (pre/post-test) data for each program participant</li></ul>	<i>Derwood, MD</i>
Jun 2011- Current	<u>Program Coordinator</u> <i>Health Leads at Baltimore Medical Systems Clinic</i> <ul style="list-style-type: none"><li>Participate in recruitment, interviewing, selection, and training of UMBC volunteers</li><li>Provide volunteers with performance feedback on an ongoing basis</li><li>Coordinate all schedules, including the volunteer shift schedule and reflection session schedule</li></ul>	<i>Baltimore, MD</i>
Jun 2011- Current	<u>Assistant Director</u> <i>Department of Health and Wellness</i> <i>UMBC Student Government Association</i> <ul style="list-style-type: none"><li>Planned, implement, and facilitate member recruitment and weekly department meetings</li><li>Coordinated special events which promote a healthy lifestyle for students, staff and faculty</li></ul>	<i>Baltimore, MD</i>
Sep 2010-May 2011	<u>Volunteer</u> <i>Health Leads at Baltimore Medical Systems Clinic</i> <ul style="list-style-type: none"><li>Referred low-income individuals and families to public benefits and community resources such as food stamps and medical assistance</li><li>Followed-up with clients weekly to track application progress and suggest new resources as necessary</li></ul>	<i>Baltimore, MD</i>
Sep 2010 – Jun 2011	<u>Head of Campus Relations Committee</u> <i>Department of Health and Wellness</i> <i>UMBC Student Government Association</i> <ul style="list-style-type: none"><li>Coordinated special events which promote a healthy lifestyle for students, staff and faculty</li><li>Met with faculty and staff to gather information regarding their vision for a healthy campus</li></ul>	<i>Baltimore, MD</i>
Sep 2007– May 2010	<u>Bar and Bat Mitzvah Tutor</u> <i>Temple Beth Ami</i> <ul style="list-style-type: none"><li>Guided students through the process of learning their Torah and Haftarah portions</li></ul>	<i>Rockville, MD</i>
<b>HONORS:</b>	President's List (Fall 2010, Spring 2011), Dean's List (Fall 2010, Spring 2011)	
<b>EXTRACURRICULAR ACTIVITIES:</b>	House Manager, UMBC Musical Theatre Club, Spring 2011 UMBC Student Government Association, Fall 2010- Current Health Leads at Baltimore Medical Systems Clinic, Fall 2010-Current	

# THE SH RIVER CENTER

## GETTING STARTED WITH A COVER LETTER

---

**STEP ONE** Create short answers to the following questions:

- Why are you contacting the person?
  - How did you hear about the position?
  - What skills/attributes make you stand out as a strong fit for this position?
  - Is there relevant background information that is not on your resume that needs to be highlighted?
- 

**STEP TWO** Format your Cover letter using the following paragraph guide. Remember every Cover Letter you write should be adapted depending on your answers in Step 1.

---

**STEP THREE** Research the correct Hiring manager's contact information and create correct letter format. If a specific name is not available use "*To whom it may concern*" or "*Dear Hiring Manager.*"

---

**STEP FOUR** Proofread your final cover letter with a trusted friend and/or advisor.

---

- DO**
- Follow correct business format for letters
  - Explain in the beginning why you are writing
  - Articulate what you can bring to the organization
  - Make your points succinct
  - Close with a direct follow through action
  - Proofread all documents that go to employers
  - Send your documents as PDF files

- DON'T**
- Overuse "I"
  - Constantly say what the employer can give you
  - Use formal, fluffy language
  - Send the same generic cover letter to every business
  - Send a blank email with your application materials



## COVER LETTER GUIDE

NAME

Address, City, State, Zip, Email, Phone

---

Contact/Hiring Manager Name  
Title, Department  
Organization  
Company City, State, Zip

Month, Day, Year

Dear Mr./Ms. Contact:

**First Paragraph:** Tell why you are writing: name the position, field or general career area in which you are interested. Tell how you heard about the position or organization (mutual contact, UMBCworks, LinkedIn, etc) Explain why you are interested in the position.

**Second (possibly Third) Paragraph:** Mention one or two qualifications that will be your greatest contribution to the employer in the position. Elaborate on your interest in the organization, position, location, or industry. Clarify any discrepancies or unclear information on your resume. Refer the employer to any linked or attached materials (resume, web links, portfolio, references, etc.)

**Last Paragraph:** Make a request for an opportunity to speak with the employer. Indicate how you plan to follow-up within a certain time frame: electronically, email, phone, etc. (Make sure you respect the employers given deadlines.) Thank the employer for his/her consideration of your materials.

Sincerely,

*Your Handwritten Signature*

Your typed name

# THE SHRIVER CENTER

## Resources in this Guide Adapted from:

Cal Berkeley Resume and Cover Letter Guide

<https://career.berkeley.edu/Guide/ResumeLetterWriting.pdf>

Michigan State University Career Center 12 Essential Competencies for Success

<http://careernetwork.msu.edu/wp-content/uploads/2013/01/Competencies.pdf>

FSU Career Center

[http://www.career.fsu.edu/pubs/2012-13\\_Career\\_Guide\\_.pdf](http://www.career.fsu.edu/pubs/2012-13_Career_Guide_.pdf)

Big Interview

<http://biginterview.com/>

Vault – Career Library

<http://www.vault.com/wps/portal/usa>

Damn Good Resume Book

<http://books.google.com/books?id=3rm6xK1xWZIC&printsec=frontcover#v=onepage&q&f=false>

Internqube

<http://www.internqube.com/>

UMBC Undergraduate Research

[http://www.umbc.edu/undergrad\\_ed/research/PersonalStatement.htm](http://www.umbc.edu/undergrad_ed/research/PersonalStatement.htm)



Follow us on Twitter

<https://twitter.com/UMBCShriverCtr>



Like us on Facebook

<https://www.facebook.com/TheShriverCenter>



Connect with us on LinkedIn

[http://www.linkedin.com/groups?home=&gid=4709101&trk=anet\\_ug\\_hm](http://www.linkedin.com/groups?home=&gid=4709101&trk=anet_ug_hm)

