**Extension School *Resumes and Cover Letters***

**RESUMES and**

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**COVER LETTERS**

***An Extension School Resource***



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7/21

Office of Career Services Harvard University Faculty of Arts & Sciences

Cambridge, MA 02138 ocsrecep@fas.harvard.edu www.ocs.fas.harvard.edu RESUMES AND COVER LETTERS Create a Strong Resume

A **resume is a brief, informative summary of your abilities, education, and experi- ence.** It should highlight your strongest assets and skills relevant to the job for which you are **NEED HELP?**

applying, and differentiate you from other can-

didates seeking similar positions. Although it **•** alone will not get you a job or internship, a good

resume is an important element toward obtain- **•** ing an interview.

Tailor your resume to the type of position you are seeking. This does not mean that all of your experience must relate directly, but your resume should reflect the kind of skills the **•** employer would value.

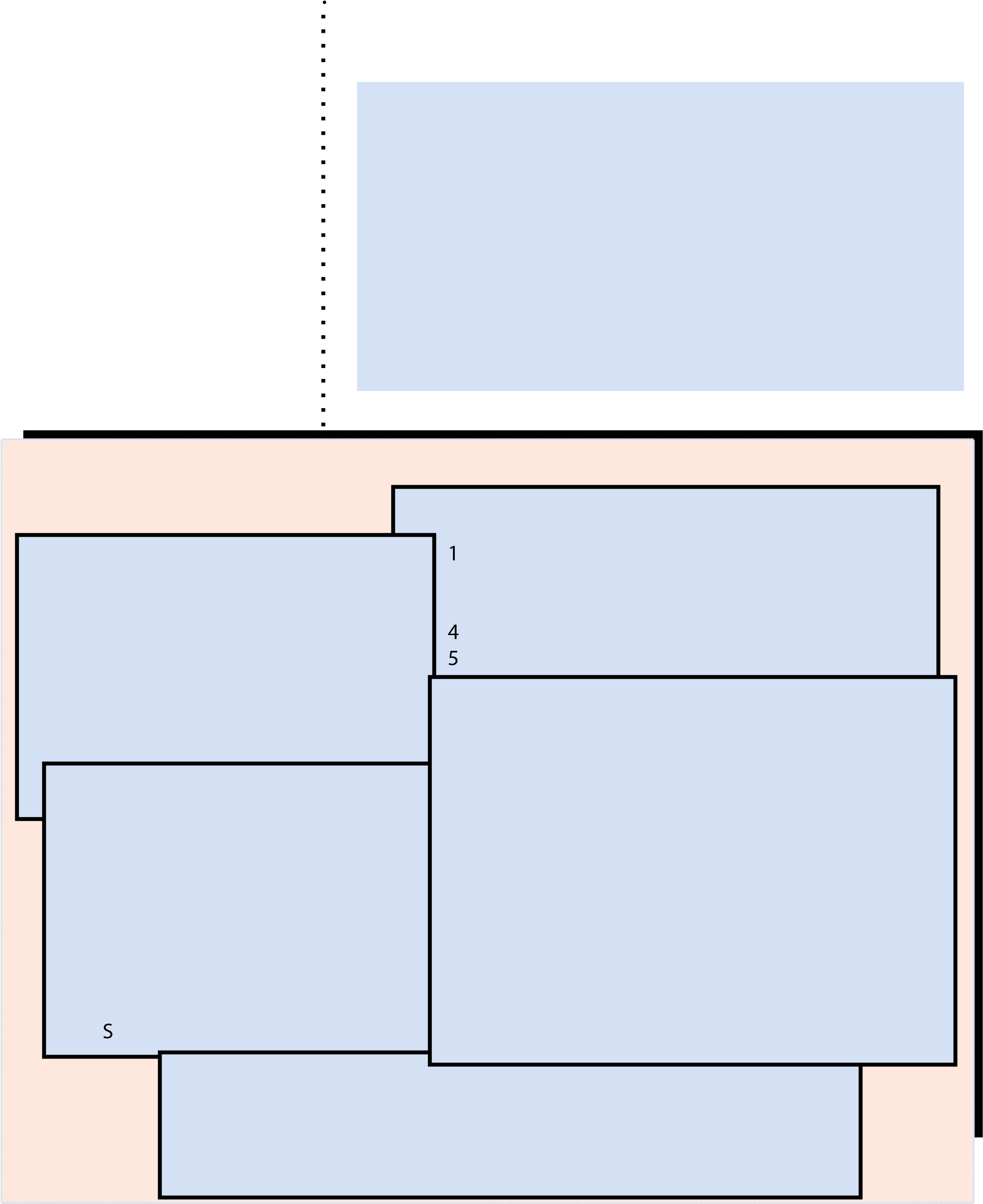
# RESUME TIPS

**RESUME LANGUAGE SHOULD BE:**

* Specific rather than general
* Active rather than passive
* Written to express not impress
* Articulate rather than “flowery”
* Fact-based (quantify and qualify)
* Written for people who scan quickly

**DON’T:**

* Use personal pronouns (such as I)
* Abbreviate
* Use a narrative style
* Number or letter categories
* Use slang or colloquialisms
* Include a picture
* Include age or sex
* List references
* ar each e h a da e

**CARC/OCS Resume and Cover Letter Webinar.** Learn the nuts and bolts of getting started. See the CARC or OCS websites for dates. **HES Call-ins.** First Monday of the month or second Monday, if the first is a holiday, Sep-May, 1:00-3:45pm (10 minutes). **Phone** (617-496-8946) or **Skype** (amandacpeters. at.ocs) during call-in hours only. Available to currently registered Extension School students and alumni only.

**Career Advising Appointments.** Matriculated degree students and alumni only. Please set up a 30-minute appointment via Crimson Careers; offered year-round.

**TOP 5 RESUME MISTAKES:**

. Spelling and grammar errors

2. Missing email and phone information

. Using passive language instead of “action” words

. Not well organized, concise, or easy to skim

. Not tailored to the position or industry

**DO:**

* Be consistent in format and content
* Make it easy to read and follow, balancing white space
* Use consistent spacing, bold, and capitalization for emphasis
* List headings (such as Experience) in order of importance
* Within headings, list information in reverse chron- ological order (most recent first)
* Avoid information gaps such as a missing summer
* Be sure that your formatting translated properly if converted to a .pdf

**PLAN TO WORK INTERNATIONALLY?**

Resume guidelines can vary from country to country.

RESUMES AND COVER LETTERS Action Verbs for your Resume

**LEADERSHIP**

Accomplished Achieved Administered Analyzed Assigned Attained Chaired Consolidated

Contracted Coordinated Delegated Developed Directed Earned Evaluated Executed Handled Headed Impacted Improved Increased Led Mastered Orchestrated Organized Oversaw Planned Predicted Prioritized Produced Proved Recommended Regulated Reorganized Reviewed Scheduled Spearheaded Strengthened Supervised Surpassed

**COMMUNICATION**

Addressed Arbitrated Arranged Authored Collaborated Convinced Corresponded Delivered

Developed Directed Documented Drafted Edited Energized Enlisted Formulated

Influenced Interpreted Lectured Liaised Mediated Moderated Negotiated Persuaded

Presented Promoted Publicized Reconciled Recruited Reported Rewrote Spoke Suggested Synthesized Translated Verbalized Wrote

**RESEARCH**

Clarified Collected Concluded Conducted Constructed Critiqued Derived Determined

Diagnosed Discovered Evaluated Examined Extracted Formed Identified Inspected

Interpreted Interviewed Investigated Modeled Organized Resolved Reviewed Summarized Surveyed Systematized Tested

**TECHNICAL**

Assembled Built Calculated Computed Designed Devised Engineered Fabricated

Installed Maintained Operated Optimized Overhauled Programmed Remodeled Repaired Solved Standardized Streamlined Upgraded

**TEACHING**

Adapted Advised Clarified Coached Communicated Coordinated Demystified Developed Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Persuaded Set Goals Stimulated Studied Taught Trained

**QUANTITATIVE**

Administered Allocated Analyzed Appraised Audited Balanced Budgeted Calculated Computed Developed Forecasted Managed Marketed Maximized Minimized Planned Projected Researched

**CREATIVE**

Acted Composed Conceived Conceptualized Created Customized Designed Developed

Directed Established Fashioned Founded Illustrated Initiated Instituted Integrated

Introduced Invented Originated Performed Planned Published Redesigned Revised Revitalized Shaped Visualized

**HELPING**

Assessed Assisted Clarified Coached Counseled Demonstrated Diagnosed Educated

Enhanced Expedited Facilitated Familiarized Guided Motivated Participated Proposed Provided Referred Rehabilitated Represented Served Supported

**ORGANIZATIONAL**

Approved Accelerated Added Arranged Broadened Cataloged Centralized Changed Classified Collected Compiled Completed Controlled Defined Dispatched Executed

Expanded Gained Gathered Generated Implemented Inspected Launched Monitored Operated Organized Prepared Processed Purchased Recorded Reduced Reinforced Retrieved Screened Selected Simplified Sold Specified Steered Structured

Systematized Tabulated Unified Updated Utilized Validated Verified

## RESUMES AND COVER LETTERS

WriteYour cover letter an Effective is a writing sample and a part of the screening Coverprocess. By Letterputting your best foot forward, you can increase your

chances of being interviewed. A good way to create a response-producing cover letter is to highlight your skills or experiences that are most applicable to the job or industry and to tailor the letter to the specific organization you are applying to.

**Some general rules about letters:**

* Address your letters to a specific person if you can.
* Tailor your letters to specific situations or organizations by doing research before writing your letters.
* Keep letters concise and factual, **no more than a single page.** Avoid flowery language.
* Give examples that support your skills and qualifications.
* Put yourself in the reader’s shoes. What can you write that will convince the reader that you are ready and able to do the job?
* Don’t overuse the pronoun “I”.
* Remember that this is a marketing tool. Use lots of action words.
* Have an OCS adviser provide feedback, when possible.

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| Use complete title and address.  Address to a particular person if possible and remember to use a colon.  Make the ad- dressee want to read your resume. Be brief, but specific.  Ask for a meeting and remember to follow up.  Y | Date of Letter  Contact Name  Contact Title  Company Name  Street Address City, State, Zip Code  **Dear** :  **Opening paragraph:** Clearly state why you are writing, name the position or type of work you’re exploring and, where applicable, how you heard about the person or organization. Mention the key skills or expertise that qualify you for this role.  **Middle paragraph(s):** Provide supporting examples to demonstrate that you have the key skills and expertise needed in the role, which you have mentioned in the first paragraph; but do not reiterate your entire resume. Explain why you are interested in this employer and your reasons for desiring this type of work. Be sure to do this in a confident manner and remember that the reader will view your letter as an example of your writing skills.  **Closing paragraph:** Reiterate your interest in the position, and your enthusiasm for using your skills to contribute to the work of the organization. Thank the reader for their consideration of your application, and end by providing your email and phone number for any questions or to arrange an interview.  Sincerely,  our name typed |  |
|  | |

* If converting to a .pdf, check that your formatting translated correctly.
* Reference skills or experiences from the job description and draw connections to your credentials.
* Make sure your resume and cover letter are prepared with the same font type and size.

## Sample Resume

**Jin Wang**

ĞŵĂŝů@gmail.com • (ϱϱϱ) 555-ϱϱϱϱ

### Education

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| --- | --- |
| **Harvard University, Extension School**  Master of Liberal Arts, Information Management Systems  GPA 4.0   * Class Marshall Award * Dean’s List Academic Achievement Award * Data Science Project: Financial Market Analysis Using Machine Learning * Capstone Project: Enterprise Data Lake   **University of Malaya**  Bachelor of Computer Science  **Technical Skills** | May 2018  June 2009 |
| • Machine Learning • Python/Scikit-learn • Spark | • Data Visualization |
| • Quantitative Analysis • Cloud Computing • Hadoop | • Java/C# |
| • Unix Scripting • Oracle/SQL Server • PLSQL/T-SQL | • Data Warehouse/ETL |
| • RDBMS Tuning • Network Protocals • Agile & DevOps  **Professional Experience** | • Web Development |

**Rande Corporate & Investment Banking** Detroit, MI

*Associate – Information Technology* September 2013 – Present

* Lead a team of 6 people to manage, operate, and support low latency post-trade brokerage platform
* Improved the performance of straight-through processing by tuning database applications
* Reduced number of major incidents by 23% through problem management
* Automate manual back-office processing through scripting and automation engine
* Actively participate and contribute to the internal data science project initiatives

**Olson Financial** Singapore

*Associate – Information Technology*February 2011-September 2013

* Built a new application support team of 5 people focusing on post-trading straightthrough processing and data warehouse extract-transform-load processing
* Designed and implemented global application monitoring platform.
* Eliminated 80% of manual checks for trading support, and decreased SLA breaches for client reporting by 15%

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## ample Resume (page 2)

**PS Engineering Information Ltd.** Singapore

*Software Developer – Technology Office*July 2010 – January 2011

* Built Command & Control System for Singapore Civil Defence Force using C# .NET WCF Services
* Integrated proprietary software components with commercial off-the-shell software product

**Well** Beijing, China

*Software Developer* June 2009 – June 2010

* Built supply chain management system using Java Spring/Hibernate Framework and Service Oriented Architecture
* Improved the performance of real-time business activity monitoring report and reduce the report response time by more than 50%

**Silver Technologies Ltd.** Singapore

*Software Developer* May 2008 – May 2009

* Developed web-based Point of Sale (POS) application using C# .NET for a multinational fashion retailor
* Researched and implemented RFID authentication software module

### Certifications

* 4-course graduate-level certificate in Data Science, Harvard University January 2018
* ITIL Foundation V3 January 2015
* Project Management Professional (PMP)® March 2013
* Certified Salesforce Developer October 2012

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ample Resume **Nadia Smythe**

@g.harvard.edu | ͷͷͷ-555-ͷͷͷͷ

linkedin.com/in//

#### EDUCATION

**HARVARD UNIVERSITY EXTENSION SCHOOL**  2014 - 2016

Master of Liberal Arts, Management x Recipient of Dean´s List Academic Achievement Award x Selected for the Venture Incubation Program at Harvard Innovation Lab and winner of Stretch Award 2016

**UNIVERSIDAD NACIONAL AUTONOMA DE MEXICO**  2001- 2006

Bachelor of Business Administration in Marketing x Graduated from Honors Program, Rank 1

x College Student of the year 2006 awarded by Expansion Time Warner Magazine x Recipient of L’Oréal Excellence Award 2006

#### PROFESSIONAL EXPERIENCE

**AGENDA28** September 2012- Present

CO-FOUNDER/ DESIGN STRATEGY DIRECTOR

x Founded design studio specialized in social impact that develops integral design strategies to increase effectiveness of social initiatives and empowers young designers from underserved communities in Mexico

x Led 20 design projects for nonprofits and social enterprises in the U.S., Mexico, India, Zambia, Australia, Switzerland x Won Most Innovative Idea at Educational Innovation and Social Entrepreneurship Conference at Harvard - May 2015

**ENTERPRISSE DE MEXICO** November 2008 – January 2014

MARKETING & SALES DIRECTOR x Led the Marketing and Sales teams achieving a company growth of 163% in 5 years x Reinforced the brand by redesigning the corporate identity and executing online marketing campaigns x Improved the customer service by implementing a new Sales Methodology, a CRM and a Loyalty Program x Developed a new Corporate Strategic Planning methodology and coordinated all related activities x Expanded operations to 9 new countries in Latin America

**OPTICIANE MEXICO**  January 2008 – October 2008

PR & MEDIA EXECUTIVE x Managed the PR activities for 16 eyewear brands

x Planned events for Tiffany, Chanel, and Ralph Lauren winning best congress planner 2008 (Convenciones Mag.) x Coordinated media campaigns for RayBan, Vogue and Prada x Accomplished $1,300,000 USD in Clipping (free advertisement)

**CLAIROLE MEXICO** March 2006 – December 2007

PREFERENCE BRAND MANAGER

x Performed the marketing activities including forecasts, new products launch, advertisement and promotions x Led the Casting Crème Gloss and Color Rays market research

x Achieved 15% in annual growth vs 0.5% budgeted

TRAINEE: Managed the Mexico City’s point of sales team

INTERNSHIP: Supported Paris’ hair color brands with sales forecasts, design of promotions and PR events

#### VOLUNTEER EXPERIENCE

x **INCUBATEC**- Mexico City (January 2005 – May 2006): Coordinator of entrepreneurs program x **ARTE NAJEL**- Chiapas, Mexico (July 2005 – March 2006): Marketing advisor for fair trade project x **POLE**- Nairobi, Kenya (August 2012): Assistance to Mercy Community School to develop business plan

**Jesse Jayant**

5-555-/ \RX@post.harvard.edu

##### Summary

Results-oriented finance professional with over 10 years of experience in publicly traded and privately held enterprises. Proven track record in complex and capital-intensive global industries, delivering value and innovation in Finance, Strategy, and Corporate Planning.

##### Core Competencies

x Financial Analysis x Budgeting x Strategic Planning x Month-End Close x Forecasting x Business Planning x Reporting x Capital Planning x M&A x Financial Modeling x Valuation x Project Planning

##### Experience USA Airlines, Chicago, IL

***Sr. Financial Analyst, Information Technology Financial Planning*  2011 - 2018** x Developed and monitored a $1B annual Information Technology (IT) budget for 2012 & 2013. x Tracked spending against budget and project progress to ensure effectiveness of financial controls and accuracy. x Prepared and presented monthly, quarterly, and annual spending reports to CIO. x Implemented new technology (SharePoint Portal) and processes to facilitate monthly reporting that decreased reporting cycle by over 40%.

x Constructed a comprehensive monthly forecasting model to reduce forecast cycle time from 2 weeks to under 4 days.

x As a member of USA’s Chapter 11 Restructuring Team, conducted sensitivity analysis to re-negotiate 30 IT vendor contracts that resulted in 15% savings.

##### Dream Properties, Bangalore, India

***Sr. Financial Analyst, Finance & Strategic Planning*  2010 - 2011**x Analyzed and recommended to the CFO and CEO viable business investments in Real Estate projects and lease commitments ($5M-$25M).

x Identified redundancy in processes and personnel that allowed $3M of annual expenses to become a source of revenue.

x Led a team of 7 professionals to identify revenue potential and optimization as key drivers of future portfolio strategy.

##### USA Airlines, Chicago, IL

***Sr. Financial Analyst, Human Resources Finance*  2009 - 2010**

x Divisional controller, leading financial reporting and analysis, accounting, budgeting, P&L optimization for $200M HR division including Compensation, Vendor Management, Retirement.

x Led effort to right-size USA’s unionized workforce. Reduced total headcount by approximately 800 FTEs, resulting in annualized savings of $60M.

x Modeled and presented the financial structure of USA’s variable compensation & bonus plans to executive management.

***Sr. Financial Analyst, Operations Business Planning* 2008 - 2009**x Directed the implementation of a $50M technology project at over 10 major US Airports (including Dallas/Fort Worth, Chicago, New York, Miami, Los Angeles) that scaled to support over 15,000 employees, increased productivity by 12%, and reduced lost baggage expenses by 8%.

x Built the Checked Baggage Fees Model and projected revenue stream ($12M) by forecasting the change in passengers’ baggage check-in behavior.

x Developed an optimization model to define refurbishment strategy for over 300 ground service equipment that led to $2M savings.

x Designed USA’s Rent Pricing Model to determine lease commitments for all US airports.

##### USA Owl Airlines, Chicago, IL

***Financial Analyst, Financial Analysis & Capital Planning* 2006 - 2007** x As a member the Finance Integration Team, collaborated with Merrill Lynch to develop a spinoff report to provide guidance and enable departments estimate post spin-off revenue and cost synergies.

x Assessed departmental needs and partnered with internal customers on the composition of USA’s capital plan for 2008 ($500M).

x Served as a liaison between Corporate Planning and Capital Planning; analyzed and acquired funding of $120M for large capital projects in 1 year.

x Identified and implemented cost-saving initiatives of $250K through ground service equipment optimization at 60 US airports.

##### Alpro Laboratories, Detroit, MI 2006 - 2006

***Financial Analyst, Finance & Business Planning*** x Re-designed the revenue forecast model to reduce budget preparation time by 30% in 4 months. x Analyzed and recommended the CFO to adjust product production based on competing companies’ market share for multiple product lines.

##### Morgan Firm, Wood, MI 2005 - 2005

***Intern*** x Assisted portfolio managers in analyzing stocks and mutual funds for prospective and existing clients. x Participated in client financial planning discussions and quarterly portfolio review.

##### Education Harvard University, Extension School, Cambridge, MA May 2017

*Master of Liberal Arts - Management* x Dean’s List, GPA 3.89

*Professional Graduate Certificate – Organizational Behavior* **May 2017**

##### Kalamazoo College, Kalamazoo, MI December 2005

*Bachelor of Business Administration - Finance* x Summa Cum Laude, Dean’s List, GPA 3.92

**Additional Information** x **Cultural Experiences:** Visited over 30 countries in 4 continents and lived in 3 countries

x **Social Impact:** Susan G. Komen Walk Fundraising – Member (2012-2013), Mother Teresa Missionaries of Charity -

Committee Member (2010-2011), Big Brother Big Sister – Member (2008) x **Personal Interests:** Avid reader, traveller, bicyclist

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*Senior Application Consultant II - Synplicite Product Sales*

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*Senior Field Application Engineer - Synplicite Product Sales*

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*The world's leading provider of Telecom software and systems*

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## ample Resume (page 2)

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*Leading telecomm solution & system supplier, based in UAE*

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*Largest & most innovative paging service provider in India*

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Sanjay Gopal [2]

## Sample

**John Reynolds**

'XQVWHU St. z &DPEULGJH MA 02118

\RX@post.harvard.edu z .555.

### Education

**HARVARD UNIVERSITY Extension School,** Master of Liberal ArtsBiotechnology (0D\ 20)

x Relevant coursework: Business Analysis and Valuation, Entrepreneurial Leadership, Biostatistics, Clinical

Trials and Regulatory Issues, Project Management x Thesis: Assessing Acquisition Potential in the Medical Technology Market

x Faculty Aide Program: received a $500 stipend for research investigating medical technology

**UNIVERSITY OF FLORIDA,** Bachelor of Science in Neurobiological Sciences (May 200) x Florida Bright Futures Award recipient: Full academic scholarship (-200)

x Interdisciplinary Studies scholar with a concentration in Behavioral Neuroscience (Senior Thesis on abnormal repetitive behaviors in mice)

x Graduated from Honors Program

### Professional Experience

**BRIGHAM AND WOMEN’S HOSPITAL** - Boston, MA (December 200 - 0D\)

Senior Research Assistant

x Create and maintain computer databases for statistical analyses

x Prepare presentations, manuscripts, abstracts, and book chapters for publication

x Perform technical duties for clinical studies in the field of sleep medicine and cardiovascular health x Redesigned and updated the Medical Chronobiology Program Web site

**HARVARD UNIVERSITY** - Cambridge, MA (January 20 – May 20; January 20 – May 20)

Teaching Fellow for the course, BIOS E-210, “The Physiology of Sleep” x Prepared syllabus and created course materials

x Designed course Web site, led discussion sections, maintained correspondence with graduate students x Organized guest lectures featuring several prominent researchers in the field of sleep medicine

**WGBH EDUCATIONAL FOUNDATION** - Boston, MA (August 20 – January 20)

Project Consultant for the HMS Sleep and Health Education Web site

x Conducted literature reviews and produced original multimedia content based on current research x Reviewed site content to determine scientific accuracy

**HARVARD MEDICAL SCHOOL** - Boston, MA (March 20 – January 20) Assistant Editor for the HMS Sleep and Health Education Web site x Developed and revised scope and architecture of the site

### Publications

**Sleep Research Society:** Lee, S. & Smith, W. (Co-developers: Lee, S. & **Reynolds, J.**) (20). Fundamentals of the circadian system. In C. Amlaner, & O. Buxton, (Eds.), *656%DVLFVRI6OHHS\*XLGH*

**Abstract:** Neil, L., Jones, R., Lopez, A., **Reynolds**, **J**. (20) Lack of Endogenous Circadian Rhythm of

Platelet Aggregability. *6/((3&RQIHUHQFH*

### Community Service

**Big Brothers Big Sisters of Massachusetts Bay**:Serve in both the school-based and FRPPXQLW\ based mentoring program in Dorchester, MA

## Resume

**Sarah Lopes Jones**

***'XQVWHU6W&DPEULGJH0$\RX#SRVWKDUYDUGHGX***

### Summary

x Accomplished Certified Project Management Professional with extensive experience managing project teams in all phases of the Software Development Life Cycle, as well as in infrastructure implementations.

x Proven track record of initiating and delivering successful projects to improve systems and

performance in large complex development and production environments.

### Experience

**IBM,**Cambridge, MA, 200 -

***6HQLRU7HFKQLFDO6HUYLFHV3URIHVVLRQDO***200 -

IBM Software Group (SWG) HQ division, which manages services to 7 brands/divisions, including: Lotus, Rational, Tivoli, Cognos, and WebSphere, with a total client base of 35,000.

x Simultaneously led 3 cross-matrix teams of 5-15 members each, in projects to research, develop, and deliver yearly software development capital forecast plans. Total budget for all 7 divisions $100M.

x Saved an estimated $2M yearly by increasing productivity of 600 employees. Organized the development and implementation of a worldwide database application, including requirements gathering, development, UA testing, rollout, and training. Directed 4 major version upgrades. Considered “best in breed” application by IBM managers.

x Developed and managed a $30M yearly IT spending budget split between 35 groups/divisions

located in 10 different European countries.

x Saved $8M/yearly by initiating and managing a project to transition all US datacenters to standardized servers. Prepared and maintained 25 cutting-edge configurations available by a single part number and delivered fully assembled.

x Managed relationships with Sun Microsystems and Hewlett Packard, to provide ongoing discounts

on a variety of servers needed for SWG development.

x Insured compliance for Sarbanes Oxley audits by establishing and maintaining an out-of-cycle

capital approval process. Authorized over $50M in requests yearly.

x Created the first standardized high-end ThinkPad to meet the needs of the Software Group

developer community. Within 6 months this standard was adopted by all of IBM.

x Saved an estimate of $2M/yearly by reducing capital expenditure through cross-lab sharing and

reuse. Member of *The Asset Reutilization Council*, and founder of *The Asset Sharing Database*.

***$GYDQFHG6\VWHPV0DQDJHPHQW,QWHJUDWLRQ3URIHVVLRQDO***200 - 200 x Managed deployment projects specializing in security and systems management software throughout the Cambridge data center (200+ servers).

x Specified, ordered, loaded, and installed Windows data center servers as lead MS Certified Systems Engineer on internal project teams.

x Published white papers, processes, procedures, and work instructions for IBM on OS and software standards.

## Sample Resume (page 2)

**Sarah Lopes Jones *SDJH***

**MJ Research (currently Bio-Rad Laboratories),** Waltham, MA

***NHWZRUN$GPLQLVWUDWRUDQG+HOS'HVN0DQDJHU***- 200 x Managed infrastructure projects, including: setup of multi-site DSL; DHCP and NAT conversion; SMS rollout; firewall installation; email migration; web server launch; database design; license server implementation; sales database rollout; VPN integration across WAN; Intranet design and installation in DMZ. x Supervised helpdesk and staff. Prioritized help desk issues. Handled problem escalation. x Directed selection, installation, administration, maintenance, upgrades, and backups for critical Windows servers on a cross-platform LAN/WAN with 200 nodes, and 50 remote users.

x Specified, ordered, installed, and distributed Macintosh systems to new hires. Trained employees

on usage, company computer policy, and procedure.

x Held internal training classes in computer use, software applications, Internet, and project management.

### Technical Skills

**Hardware:** IBM System x, BladeCenter, Intellistation, ThinkPad, PowerBook, AMD, Dell, Cisco, TotalStorage, NAS, tape backup.

**Networking**: switches/hubs, cabling, DSL/VPN, TCP/IP, remote access, DMZ/firewall.

**Software**: Windows Operating Systems, Mac OS X, VMware, security and virus protection, system mgmt software, middleware, BrioQuery, ACT!, Filemaker Pro, Eudora Pro, *Apple*: iLife, iWork. *Microsoft*: Office, FrontPage, Project, SMS, Outlook, Visio. *Lotus*: Notes, Symphony, Sametime, SmartSuite, *Adobe*: Photoshop, Illustrator, PageMaker, Acrobat.

### Education

**Harvard University Extension School, Cambridge, MA**

Master of Liberal ArtsManagement, 0D\ 201

**Emerson College, Boston MA**

Bachelor of Science in Marketing Communications: Advertising and Public Relations, May

**PMI Institute:** PMP Certified

**IBM:** Leadership Excellence Program: 148 class hours developing leadership skills

**Microsoft:** Windows 2000 Certified Systems Engineer

## Resume

**Georgina Santiago**

'XQVWHU6WCambridge, MA 0213/-555-/\RX@post.harvard.edu

**EDUCATION**

|  |  |
| --- | --- |
| **Harvard University Extension School** | Cambridge,0$ |
| Bachelor of Liberal Arts, Field of Study Economics  Cum Laude, Dean’s List, GPA 3.62  Worked up to 40+ hours a week to defray cost of tuition  **EXPERIENCE** | 0D\ |
| **Hangtime Wholesale Wine Company** | Boston, MA |
| **Sales Representative** | 20-present |

Opened and maintain 40 accounts in the greater Boston area. Conduct in-store tastings and staff trainings to generate greater revenue. Create and distribute promotional materials.

**Christie’s Auction House** New York, NY

**Intern, Fine and Rare Wine Department** 20

Performed pre-and post-sale statistical analysis. Researched and executed mass mailing in order to generate new consignments. Researched potential domestic clients for annual Hospice de Beaune Auction. Generated contracts for consignors. Served as front-line contact for both existing clients and potential consignors, handling incoming and outgoing correspondence. Compiled and entered tasting notes for auction catalogue.

**Montagna Bar and Restaurant** Aspen, CO

**Back-Server, Cocktail Server, Food-Runner** 20

Active participant in wine program, including weekly blind-tastings. Created suitable beverage pairing for patrons.

**Shay’s Pub and Wine Bar** Cambridge, MA

**Server, Bartender, Floor Manager** 200-20

Coordinated and promoted weekly specials to generate optimal revenue. Participated in development, expansion and improvement of wine program. Recruited and trained all floor staff. Increased overall restaurant sales by 75%.

**The Second Glass**  Boston, MA

**Staff Writer** 20- 0

Launched premier issue of print and online wine magazine. Increased public visibility through participation in wine related events. Provided up to three articles per print issue and once weekly for online issue. Conducted research and interviews for articles.

**Certifications:** Court of Master Sommeliers: Introductory Course

WSET Level 3 Advanced Certificate in Wine and Spirits (Pass with Merit)

Paris Chamber of Commerce and Industry Diploma in Business French Member, Boston Sommelier Society

**Volunteer:** Domaine Carrett Bully, France 20: Vineyard and Cellar Management Ovid Vineyards, St Helena, California 20: Office and Events Support

## Sample Cover Letter

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Cover Letter

October

Susan Carey

Senior Manager Wholesale Wine USA 23 Green St. Boston, MA 02116

Dear 6XVDQCarey:

I am writing to apply for your position in wine wholesale as advertised on Crimson Careers. This exciting opportunity appears to be a wonderful fit with my professional experience, personal interests, and career goals.

I am returning to Boston to complete my final year at Harvard University Extension School, where I am majoring in French and economics. Having spent the year working and traveling, I am eager to incorporate myself once again into the local wine community, to which I can bring experience in a number of sectors of the industry.

Through eight years in the restaurant field, I have acquired a deep love of and appreciation for wine and cuisine. I have been known to wax rhapsodic over specials; nothing made me happier than discussing a bottle with a table. This enthusiasm allowed me to introduce a list of reserve selections to Shay’s Pub and Wine Bar. The result was an appreciable increase in sales for the restaurant and repeat attendance by customers. My position at Aspen's award-winning Montagna allowed me to expand upon my knowledge of wine, locally inspired cuisine, and the highest standards of service. Our weekly blind-tastings fueled my desire to further myself in this field, and I am in the process of acquiring certification through both the Court of Master Sommeliers and the Wine Spirit and Education Trust.

Most recently, I have returned from France where I was lucky enough to work on an organic vineyard in Beaujolais. I adored working with the young, dynamic, vigneron who ran the estate, the largest of its kind in the region. A position at your wholesale wine company would allow me to draw upon this experience and to facilitate the success of such producers. Additionally, it would enable me to replicate the most enjoyable components of my experience overall: working with my colleagues in the local restaurant industry, as well as with distinctive, iconoclastic winemakers.

I am readily available via email or phone in order to arrange an interview, and have attached my resume below per your request. Please do not hesitate to contact me if you have any questions. I appreciate your consideration and look forward to hearing from you.

Sincerely,

Georgina Santiago