

# CAREER CENTER

## Resume and Cover Letter Guide





# RESUME BUILDING

## Tips and Tricks

Recommended **length** for the resume is one page; two pages is acceptable if the content is all related.

**Font** type should be professional such as Times New Roman, Calibri, Garamond, etc. Keep font size at 11 or 12.

Page **margins** should be a maximum of 1" all around or a minimum of .7".

**Avoid the use of pronouns** and complete sentences. Start each descriptive phrase with action verbs.

Use **past tense** when describing past experiences. Use **present tense** for present experiences.

Include **skills and qualifications** relevant to your career goals. Each resume should be tailored to the job for which you are applying. **Generic resumes are not effective.**

**Appearance matters.** Keep your resume organized, professional and consistent with font type, format, and the overall style.

Make sure the resume and the cover letter are **free of errors**. Proofread and have others proofread too.

Give each of your **references** a copy of your resume and be sure to ask them to serve as a reference before listing them on your reference page.

Upload your resume into the Career Center's online job database, Handshake: [westfield.joinhandshake.com](https://westfield.joinhandshake.com).

This will allow you to sign up for on-campus interviews, apply for jobs and safely store your resume in our system.

# Frequently Used Category Headings

Activities	Honors	Professional Profile
Additional Experience	Internships	Public Relations Project
Certifications	Language Skills	Related Activities
Collegiate Activities	Licensure	Related Coursework
Community Involvement	Memberships	Related Experience
Computer Skills	Military Service	Research Project
Conferences Attended	Objective	Skills
Education	Presentations	Special Training
Employment	Professional Affiliations	Summary of Qualifications
Experience	Professional Experience	Volunteer Work

# Action Verbs

IMPROVE SOMETHING	LED A PROJECT	CREATE SOMETHING	RESEARCHED	MANAGE A TEAM
Modified	Oversaw	Engineered	Calculated	Recruited
Standardized	Executed	Created	Surveyed	Hired
Converted	Produced	Instituted	Investigated	Cultivated
Replaced	Coordinated	Formalized	Evaluated	Shaped
Redesigned	Organized	Formulated	Tracked	Guided
Strengthened	Orchestrated	Founded	Audited	Aligned
Customized	Controlled	Spearheaded	Tested	Regulated
Restructured	Chaired	Devised	Analyzed	Inspired
Refined	Planned	Introduced	Mapped	Directed
Updated	Headed	Formed	Examined	Supervised
Influenced	Programmed	Developed	Assembled	Mentored
Revamped	Operated	Launched	Measured	

# LYNN NGUYEN

10 Burnside Street • Medway, MA 02053 • (413) 572-5206 • lynn.nguyen@email.net  
www.linkedin.com/in/yourname

## EDUCATION

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<b>Westfield State University</b> , Westfield, MA	May 2023
Bachelor of Science in Finance	GPA: 3.6/4.0
Minors: Economics and Math	
<b>STUDY ABROAD:</b> Florence University of the Arts, Florence, Italy	Spring 2022
<i>*Worked thirty hours per week to finance education</i>	

## ACADEMIC ACHIEVEMENTS

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Commonwealth Honors Scholar  
Dean's List, every semester  
President's Award for Excellence in Leadership, December 2021

- Recognized by the University for achievement in academics, community service, and co-curricular involvement

## HIGHLIGHTED COURSEWORK

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- |                                  |                                     |
|----------------------------------|-------------------------------------|
| • Money and Banking              | • Advanced Financial Management     |
| • Investments: Security Analysis | • International Business            |
| • Business Law I                 | • Investments: Portfolio Management |

## INTERNSHIP

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<b>Merrill Lynch</b> , Boston, MA	May–August 2022
<b><u>Global Banking &amp; Markets Intern</u></b>	
• Assisted investment bankers with analyzing financial markets	
• Helped 25-30 clients achieve their financial and strategic objectives	
• Constructed evaluations through Excel spreadsheets and three other financial models	
• Performed financial statements and other quantitative and qualitative assessments	

## ADDITIONAL EMPLOYMENT

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<b>Target Stores</b> , Holyoke & Milford, MA	September 2017–December 2021
<b><u>Sales Associate</u></b>	
• Recognized by upper management with Customer Service Award	
• Trained five new sales associates on all aspects of position responsibilities	

## COMMUNITY INVOLVEMENT

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<b>The Greater Boston Food Bank</b> , Boston, MA	November 2017–Present
<b>Christopher's Haven</b> , Boston, MA	Summers 2017–2019

## SKILLS

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**Computer:** Zoom, Microsoft Teams, Google Workspace, Microsoft Access, Excel, PowerPoint & Word, Adobe InDesign

**Social Media:** Twitter, Facebook, Instagram, TikTok, Blogger, LinkedIn, Pinterest

# LaKiya Thompson

678 South Main Street, Worcester, MA 01550 | (413) 572-5206 | LaKiya.Thompson@email.net

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## BILINGUAL CRIMINAL JUSTICE PROFESSIONAL

*seeking employment as a Correctional Officer in Suffolk County*

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### EDUCATION

#### Westfield State University

Master of Science in Criminal Justice

Bachelor of Science

Dual Major: Criminal Justice & Political Science

Westfield, MA

May 2023

May 2022

### PRESENTATIONS

Carey, J., Stona, R., & Thompson, L. *Establishing a connection between aggression and crime.*

Presented at the Center for Undergraduate Research and Creative Activity Conference. Westfield State University, MA, December 2021.

### SAFETY AND SECURITY EXPERIENCE

#### Hampden County Sheriff's Department

Seasonal Correctional Officer

Ludlow, MA

May – August 2022

- Maintained order in the assigned pod of one guard to 77 inmates in medium security facility
- Escorted inmates to medical appointments and programs
- Confronted and disciplined disorderly inmates utilizing conflict resolution skills
- Monitored inmate movements/interactions; Used de-escalation techniques to prevent altercations
- Communicated effectively with officers to ensure safety of inmates/officers

#### Kohl's Department Store

Loss Prevention Summer Intern

Worcester, MA

Summers 2020 & 2021

- Developed in-depth knowledge of retail operations, distribution and investigative methodologies
- Participated in internal and external shrinkage investigations and surveillance
- Used key reports to detect internal theft and provided proper documentation to supervisor

### ADDITIONAL EXPERIENCE

#### Staples

Cashier

Sturbridge, MA

June 2018 – Present

- Patrol and monitor store to protect inventory levels
- Cross-trained in different positions within the company structure

#### Westfield State University – Urban Education

Student Worker

Westfield, MA

September 2018-May 2022

### CAMPUS ACTIVITIES

Criminal Justice Club

Musical Theater Guild

NCAA Div. III Basketball

- MASCAC All-American Team, 2018

September 2018 – May 2022

September 2018 – December 2019

October 2018 – February 2019

### LANGUAGE SKILLS

Fluent in Spanish and English

### CERTIFICATIONS

Class A License to Carry, CPR, First Aid, AED

Valid through May 2024

# Maria Rosario

5481 South Bend Avenue, Andover, MA 01810  
(413) 572-5206 | mrosario1234@westfield.ma.edu  
www.linkedin.com/in/yourname

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## ENTRY-LEVEL HELP-DESK POSITIONS

- Upcoming Westfield State University graduate offering a strong academic background in IT combined with excellent internship experience as a help-desk analyst.
  - Consistently recognized for technical troubleshooting skills used to quickly resolve challenging technical issues and strong interpersonal skills.
  - Demonstrated ability to effectively communicate solutions for complex technical issues to end users over the phone and in person.
  - Experienced in troubleshooting TCP/IP applications in the Windows, Macintosh and Unix environments.
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## EDUCATION

Westfield State University, Westfield, MA  
B.S. in Computer Information Systems (expected 5/2022)  
GPA: 3.7/4.0  
Urban Education Scholar

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## TECHNICAL EXPERTISE

Certifications: CompTIA A+, HDI Help-Desk Certified, Cisco, Microsoft  
Systems: Unix, Windows 2010, Mac OS  
Databases: Oracle, DB2, Relational Databases, Access  
Languages: Visual Basic, SQL, HTML, PHP, Python, CSS, C++, Java, Virtualization, Perl  
Software: MS Project, MS Visio, MS Office

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## IT EXPERIENCE

### Student Help-Desk Technician, September 2018 to Present

Westfield State University, Department of Information Technology, Westfield, MA

- Provide networking/desktop support and perform mainframe and account maintenance tasks.
- Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.
- Respond to 30+ technical support calls daily and consistently met high service standards.
- Handle technical troubleshooting including system crashes, slow-downs and data recoveries.

### Support Desk Technician Intern, Summers 2020 & 2021

Continuum, West Newton, MA

- Responded to and resolved submitted Help Desk Tickets in the company's ticketing system within an efficient and timely manner.
- Performed telephone system set-up tasks including voice mailbox creation/deletion for new employees.
- Provided AV/media technology support and services for user needs in meetings, presentations and collaboration sessions.
- Assisted in maintaining rotation of backup media and coordination of offsite storage with the company's storage vendor.
- Facilitated system imaging, patching of and software deployment maintaining all facets of company computers.
- Supported the Senior Support Desk Specialist and the Systems Administrator in their roles and project initiatives as it relates to end users.



# REFERENCES

## Tips and Tricks

Make sure to **ask your reference for permission** before listing them and keep them informed about your job search, especially if you have interviewed for a position. Provide references with a **copy of your resume**.

If you ask a professor to serve as a reference, be sure to **ask for their cell phone number**. Most professors do not check their office voicemail during semester breaks.

**Three to five** professional references is standard.

## Examples

### **Dr. Samantha A. Riley**

Faculty Advisor  
Westfield State University  
Business Management Department  
577 Western Avenue  
Westfield, MA 01086  
(413) 572-5206  
name@email.net

### **Mr. Robert M. Sanchez**

Past Supervisor  
Amica Mutual Insurance  
Customer Services Manager  
50 Amica Way  
Lincoln, RI 02865  
(413) 572-5206  
name@email.net



# COVER LETTERS

## A Cover Letter...

Serves as your **introduction** to the employer.

**Expresses your interest** in being considered for the position.

Provides you with the opportunity to **highlight** how **your skills** and qualifications match those necessary to perform the position.

**Captures the employer's attention** and interest in reading your resume.

**An effective cover letter** does not repeat or summarize your resume, but **makes the reader want to learn more about you.**

## Cover Letter Tip

A great way to organize your thoughts before writing a cover letter is to **make a list of the job requirements** the company is asking for and then **list your skills.**

# Cover Letter Template

Your Street Address

City, State Zip Code

Your Phone Number

E-mail (optional)

(Skip 1 line)

Date

(Skip 2 lines)

Contact Person's Name

Title

Company Name

Street Address

City, State Zip Code

(Skip 1 line)

Dear Mr./Ms./Dr. Last Name: (Use Title or Dear Hiring Manager if name is not available)

(Skip 1 line)

**Paragraph 1:** State why you are writing and identify the position in which you are applying. Include why you are interested in this particular position and working for that specific employer. Demonstrate that you appreciate and understand the organization's mission and goals. If you are writing at the suggestion of someone who knows the addressee, this is a good place to say so.  
(Skip 1 line)

**Paragraph 2:** Utilize the job description to identify the necessary qualifications and main responsibilities for this particular role to incorporate into your letter. What do you know about this particular company and how do your skills and qualifications match the specific needs of the position? Spell out exactly how your experiences, skills, and education fit the position and can benefit the company. Confidently express what you can offer to the company, not what the company will offer you.  
(Skip 1 line)

**Paragraph 3:** Close the letter by thanking the reader for their attention or consideration and stating the next course of action. Indicate that you will follow up (and then do it!). Refer the reader to any documents you have attached (resume, references, writing samples, etc.).  
(Skip 1 line)

Sincerely,  
(Skip 1 line)

Type Your Name

# Cover Letter Example – Applying for an Entry-Level Position

577 Western Avenue  
Westfield, MA 01086  
(413) 572-5206  
cjackson@email.net

April 23, 20XX

Mr. Jonathan Medina  
Human Resources Director  
Walden Communications  
1234 Main Street  
Brockton, MA 02356

Dear Mr. Medina:

As a double major in Marketing and Graphic Design with extensive internship experience in the field, I am confident that my knowledge of industry trends, expertise with design programs, and proven successes in social media marketing will be an asset in the Marketing Assistant position with Walden Communications. Your company's commitment to assisting area nonprofits is one that I would love to be a part of as I volunteer regularly with my area food bank.

I have completed several business-related internships in the areas of marketing, sales, and social media through which I have gained a great deal of knowledge about the latest industry trends, proving beneficial in this assistant role. My main career interest lies in the marketing aspect of the industry and particularly in helping your company expand its client base through its social media outlets. My computer skills are noteworthy as a result of designing and maintaining a website for the business club on campus as well, which will help strengthen Walden Communications' online presence.

Furthermore, I have a strong comfort with various social media platforms including TikTok, LinkedIn, Facebook, Twitter, Pinterest, Snapchat Ads, Instagram, and YouTube. As a social media intern with Artioli Dodge, I was solely responsible for launching and managing the company's social media presence on the aforementioned programs and developed the content for the various marketing campaigns used on these sites. Through these skills and past experiences, I am confident that I can make an immediate contribution to your team.

As your job posting instructs, I have arranged to have a copy of my official transcript forwarded to you. I would be very interested in discussing this opportunity with you further. I will call you in a few days to see if we can arrange a mutually convenient time to meet. In the meantime, feel free to contact me with any questions at (413) 572-5206 or email [cjackson@email.net](mailto:cjackson@email.net).

Sincerely,

Corey M. Jackson

# Cover Letter Example - Applying for an Internship

577 Western Avenue  
Westfield, MA 01086  
(413) 572-5206  
Tbellimo1234@westfield.ma.edu

February 12, 20XX

Mr. Charles Beckett  
Editorial Director  
Springfield Daily Press  
322 State Street  
Springfield, MA 01030

Dear Mr. Beckett:

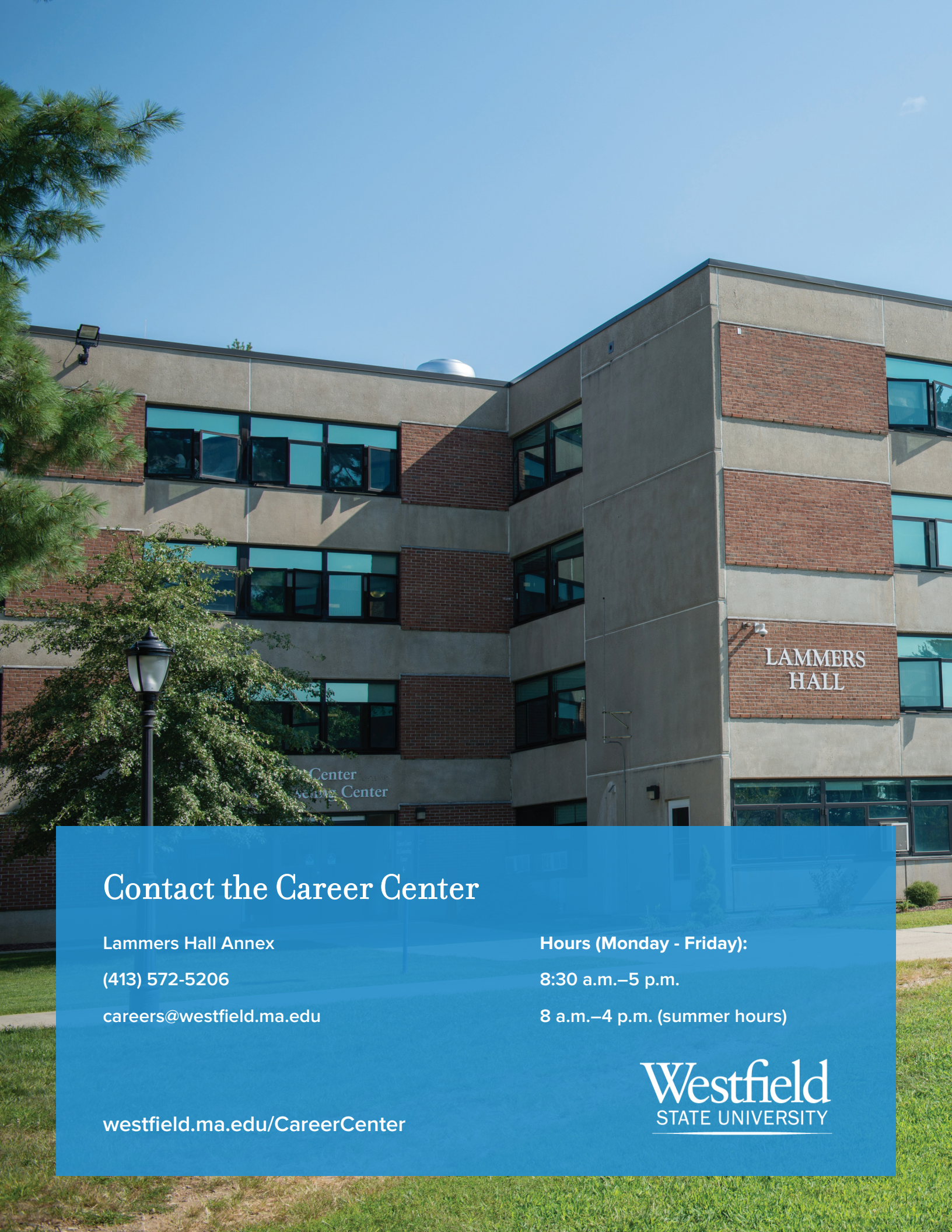
Please accept this letter as an indication of my interest in the Springfield Daily Press summer internship. As a student at Westfield State University majoring in English, my career focus and passion align with writing and the media. I am confident that my strong communication and editorial skills will be an asset in writing short articles for the paper and assisting with conducting research.

Through coursework in both communication and literature, I developed skills in written, oral, and multimedia expression - all critical to working in journalism. As the editor for our student newspaper and as a tutor for several English courses, I have also sharpened my editorial skills. The course, "Writing for Mass Media", offered me a firm grounding in the basic techniques of news writing – all of which I hope to apply in this role. In addition, my varied work experiences ranging from program coordination to waiting tables helped me become proficient in dealing with the public and working under pressure. I would be honored to bring these skills, educational experiences and positive energy to your organization.

Attached are my resume and writing samples for your review. If you have any questions or need additional information, please contact me at (413) 572-1234 or by e-mail at tbellimo1234@westfield.ma.edu. I look forward to hearing from you.

Sincerely,

Tonya Bellimo



## Contact the Career Center

Lammers Hall Annex

(413) 572-5206

[careers@westfield.ma.edu](mailto:careers@westfield.ma.edu)

[westfield.ma.edu/CareerCenter](http://westfield.ma.edu/CareerCenter)

**Hours (Monday - Friday):**

8:30 a.m.–5 p.m.

8 a.m.–4 p.m. (summer hours)

**Westfield**  
STATE UNIVERSITY