

## MAKE YOUR CAREER EPIC!

**Explore** career paths and learn about yourself.

**Prepare** to market yourself in your field.

**Implement** your plan through internships, volunteer work, and other field experiences.

**Career Launch!**

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# RESUME AND COVER LETTER GUIDE

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HEALTH AND WELLNESS  
CAREER COMMUNITY

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# Your Career Community

Are you passionate about healthcare but looking for opportunities outside of medicine? Could you see yourself doing work in public health, policy, advocacy, or education? Does it sound like fun to help a healthcare facility or organization run smoothly? Would you like to help individuals or society learn about maintaining a healthy lifestyle?

By joining this community, you will hear from your career counselor about events, internships, resources, and advice specifically for your career interests. You will have opportunities to talk with your peers, with your career counselor, and learn to connect with employers and alumni from your areas of interest.

To join the **Health and Wellness** Career Community, log in to [Career Maverick](#) and update your communities in your Academic Profile.

## Your Career Counselor



**Joi Sampson**  
Associate Director  
Dobbs Ferry Campus – Main Hall  
(914) 674-7802  
[JSampson4@mercy.edu](mailto:JSampson4@mercy.edu)

### To make an appointment:

Schedule online: <https://appoint.ly/s/jsampson4/30-min>

Schedule by phone: (914) 888-5243

Schedule in person: Dobbs Ferry Campus – Main Hall 223

### To drop in:

Contact your Career Counselor to find out about drop-in hours. They may vary by semester.

# Career Paths

There are so many possibilities in healthcare! Below are some non-clinical options to consider (if you want to explore patient-facing careers, we talk about those in the Clinical Healthcare Career Community!). This list is not comprehensive, and you should always make an appointment to discuss any path you want to pursue. But perhaps this list will inspire some ideas.

Use the titles below to help you start some research using tools like Focus 2 or the site [explorehealthcareers.org](http://explorehealthcareers.org). You can also search job postings for existing openings with those titles to get a realistic view of the responsibilities and requirements of each position. Though these are not clinical positions, some of them may require an additional degree or certification beyond the bachelor's degree.

- Community Health Services
- Corporate Wellness Coach (or Coordinator, etc.)
- Fitness Trainer
- Health Educator
- Health Promoter
- Healthcare Administrator
- Healthcare Support Services
- Patient Advocate
- Patient Navigator
- Performance Coach
- Public Health Analyst (or Advisor, etc.)
- Wellness Coach
- Wellness Trainer

In addition, remember that hospitals, clinics, medical facilities, and health-related nonprofits usually need employees to work in:

- Administrative / Support Staff
- Business Operations
- Communications
- Event Planning
- Finance
- Health and Wellness or Nutrition
- Human Resources
- Information Technology
- Marketing
- Payroll
- Programming
- Research

Sometimes the “healthcare” part of your job is reflected in the type of organization you work for, rather than the work itself!

Once you have a sense of the path you want to pursue, it's time to start preparing to market yourself! This guidebook will take you through two of the most important marketing documents you need: your resume, and your cover letter(s).

In addition to using this guide, be sure to attend [career events and workshops](#) and/or meet with your career counselor to discuss these more in depth!

## Resumes

Your resume is your primary marketing document. It summarizes your experiences and skill sets in a simple, easy-to-read format that employers can quickly browse to assess your qualifications for a position. The main goal of your resume is to land you an interview for a job, internship, or volunteer position. Most of the time, you will submit your resume to an employer for a specific position that you see listed online or hear about from someone you know. Sometimes, you might be asked to share your resume for networking purposes or in case a position opens up later.

A great resume accomplishes the following:

- Summarizes your educational background, including anything in progress (so don't forget to list your Mercy degree!)
- Lists any career-related requirements for your field that you have completed or are currently completing (e.g., certification, field hours, etc.)
- Clearly displays your professional experiences, including organization, location, years, and any promotions
- Gives examples of how and when you demonstrated high level skills (through your accomplishment statements)
- Demonstrates any leadership and teamwork experience you have
- Lists any computer, language, and other concrete skills that are important to your field, or are important to share
- Is formatted cleanly and easy to scan quickly

This section contains helpful tips and formats to help you design and write a resume that showcases your unique combination of experiences. (Note: the resumes discussed in this guidebook are job-focused resumes. At some point, if you apply to a graduate program, you may be asked for a similar document called a Curriculum Vitae, or CV. This is a similar, but slightly different, type of document and we recommend reaching out to your career counselor for assistance in formulating your CV.)

In order to apply to positions listed in Career Maverick, you first need to upload your resume and have it approved by your PACT Mentor. To have your resume approved, it must meet all of the specifications in this guidebook, and follow Mercy Format.

## RESUME DO'S

Use this checklist to make sure your resume is formatted properly:

- Resume is maximum one page (with a few exceptions).
- Resume is proofread for spelling and grammar – one mistake could cost you the job!
- Experiences are listed in reverse chronological order (most recent to least recent) in each section.
- Font size and typeface are consistent (except for name size).
- Font size is between 10pt and 12pt, with name in size 16pt and bold.
- Margins are consistent on all sides, and between 0.5" and 1."
- All dates are aligned far right, and spelled out (including months).
- Bullets are formatted using strong verbs in the correct tense (present tense for current positions, past tense for previous positions).
- All text is written directly in the document – there are no headers or footers, tables, columns, or text boxes (your resume won't make it through an Applicant Tracking System with these).
- Under Education: formal degree is title spelled out (e.g, Bachelor of Science – not B.S.).
- Under Education: graduation date is listed (e.g., Expected May 2020) – not dates of attendance.
- Under Experience, Volunteer, Activities, etc.: dates are included (start and finish) for each listing.
- Under Skills: you have included each program or language and level of proficiency.

## RESUME DON'TS

Use this checklist to make sure you haven't made these common resume mistakes!

- Don't include an Objective. They are technically allowed on your resume, but based on our employer feedback we don't recommend one. Your objective is to land an interview for that position!
- Don't let your resume exceed one page, and don't use tiny font or margins to make it fit.
- Don't use an illegible font (stick with something easy to read - avoid Curlz MT).
- Don't use elaborate or unconventional formatting, designs, colors, or symbols – they make your resume stand out, but in a negative way.
- Don't use full sentences; employers won't read them. The first time they see your resume, they scan it for 5-7 seconds.
- Don't include "I" but still write in the first person, and make sure you use the correct tense.
- Don't include an unprofessional email address. Just use your name (and numbers) if necessary. Your [mercymavericks.edu](mailto:mercymavericks@mercymavericks.edu) email is perfect, but make sure you check it frequently!
- Don't overload your resume with jargon.
- Don't list your hobbies. Hiring managers only care about what you can do for their organization.
- Don't include any unnecessary personal information like height, weight, marital status, religion, photo, or social security number.
- Don't include references, or a line that says "references available upon request." This is understood.

## RESUME SECTIONS

<b>HEADING</b>	This is at the very top of your resume, and includes your name, phone number, email address, location (city and state), and links to any professional sites you want to share, such as your LinkedIn profile.
<b>EDUCATION</b>	You should at least include Mercy College. You can also include any prior institutions that you transferred from. You may include your high school until you are a Sophomore in college. If your GPA is 3.0 or over, you are encouraged (but not required) to list it on your resume to advertise your achievement.
<b>SKILLS</b>	This is usually at the bottom of your resume. List computer skills, languages, and any other hard skills you'd like to advertise (such as laboratory skills). Soft skills, such as teamwork, leadership, and interpersonal skills, should not be listed in this section. Instead, you will demonstrate these through your accomplishment bullets, and you can discuss them in your cover letters and interviews.
<b>EXPERIENCE</b>	Also sometimes listed as Professional Experience or Work Experience. These positions are usually paid, but could also include internships or other unpaid experiences that are directly applicable to your field. List the organization, location (city, state), your title, your dates of work, and a few accomplishment statements as bullet points that describe what kind of work you contributed and what kinds of skills you used. Whenever possible, show measurable results or quantify your work.
<b>VOLUNTEER EXPERIENCE</b>	List any recent or relevant volunteer work you've done. You can format this section exactly like your "Experience" section, or you can simply list each experience on one line, without bullets.
<b>ACTIVITIES</b>	List any clubs, athletic teams, or similar co-curricular activities you've participated in. If these are very relevant to your career path, you can format them exactly like your "Experience" section. Otherwise, simply list each activity on one line to save space.
<b>HONORS AND AWARDS</b>	List any academic awards (such as Dean's List or departmental awards), notable scholarships, or other awards you've received outside of school (e.g., Employee of the Month).
<b>RELEVANT COURSEWORK</b>	You might decide to include relevant coursework if you don't have enough experiences to fill out your resume yet, or if you want to make sure an employer knows about some specific courses you've taken. This section would fall under Education, either as a sub-heading in that section, or with a heading of its own.
<b>LICENSES AND CERTIFICATIONS</b>	If you are pursuing a licensed or certified profession, this section will ultimately be at the top of your resume when you are close to earning that credential. In the meantime, if you hold other certifications (e.g., CPR or First Aid) you can list them in this section.
<b>PROFESSIONAL PROFILE</b>	Also known as a Summary. Used only by experienced professionals to further summarize their relevant skills and implement higher level key words. If included, this would be the first section of your resume, right under your Heading.

## ACTION VERBS

Each bullet on your resume should begin with a strong verb that indicates the skill you used in that accomplishment. Below are some verbs to help you write strong bullet points:

Management	Communication	Clerical	Research	Creative
administer analyze assign attain chair contract consolidate coordinate delegate develop direct evaluate execute improve increase organize oversee plan prioritize produce recommend review schedule strengthen supervise	address arbitrate author correspond develop direct draft edit enlist formulate influence interpret lecture mediate moderate motivate negotiate persuade promote publicize reconcile recruit speak translate write	approve arrange catalogue classify collect compile dispatch execute generate implement inspect monitor operate organize prepare process purchase record retrieve screen systematize tabulate validate	clarify collect critique diagnose evaluate examine extract identify inspect interpret interview investigate organize review summarize survey systematize	act conceptualize create design develop direct establish fashion found illustrate institute integrate introduce invent originate perform plan revitalize shape

Helping	Technical	Teaching	Financial
assess assist clarify coach counsel demonstrate diagnose educate expedite facilitate familiarize guide refer rehabilitate represent	assemble build calculate compute design devise engineer fabricate maintain operate overhaul program remodel repair solve train upgrade	adapt advise clarify coach communicate coordinate develop enable encourage evaluate explain facilitate guide inform initiate instruct persuade set goals stimulate	administer allocate analyze appraise audit balance budget calculate compute develop forecast manage market plan project research

## **SAMPLE BULLETS**

Some positions are very common jobs for people to take, especially early on, as part time jobs or resume builders. If you've held one of those jobs, we've developed some bullet points for you to use – but be sure to edit them if they don't completely describe your own experiences. You can also use these bullets as examples of how to write your own accomplishment statements for these and other positions.

### **Babysitter**

- Oversee and care for children in the nonattendance of parents at employer's home
- Maintain a healthy and safe environment for children
- Organize and participate in activities such as games, crafts, reading and outings
- Prepare daily meals for family members
- Transport children to and from activities
- Supervise homework to ensure it is complete

### **Cashier**

- Handle financial transactions between guests and company
- Advise customers on purchases and provide excellent customer service
- Developed reputation for prompt, efficient service with high level of accuracy
- Maintain thorough knowledge of store merchandise
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Bag, box, and gift-wrap merchandise
- Ensure customers are satisfied with order and transaction

### **Lifeguard**

- Led group swimming lessons for children ages X-X, and provided instruction and support for beginning and intermediate swimmers
- Upheld the pool's safety standards, preventing swimming accidents through vigilant supervision
- Provided first aid care for on-site injuries
- Implemented the latest methods in lifeguarding and water safety techniques

### **Camp Counselor**

- Designed and planned camp activities for children ages 8-12
- Implemented daily schedule, and directed and supervised children in planned activities
- Ensured safety, personal care and discipline of children
- Instructed campers regarding (insert activities here)
- Demonstrated use of camp equipment to campers
- Monitored daily arrival and departure of campers

### **Bookkeeper / Administrative Assistant**

- Processed payroll weekly for employees
- Audit billing process for clients
- Ensure all transactions are recorded properly in QuickBooks
- Managed monthly payroll for 50 employees, at approximately \$9000 per month
- Maintained data on various programs in Excel
- Managed office communications and traffic flow including phones, email, visitors and guests

### **Tutor**

- Instruct students in various mathematics courses
- Teach students about proper study habits and support resources available on campus
- Assist students with organizational skills and time management
- Designed lesson plans to ensure students' academic growth and comprehension

### **Sales Associate**

- Assisted customers in the selection of clothes and accessories
- Managed inventory to optimize space
- Organized displays to showcase current store inventory

### **Restaurant Server**

- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Conduct final check of food items prior to serving customers to ensure quality maintenance
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes and silverware and ensure they are stored appropriately in accordance with state law

## **ACTIVITIES**

### **Club XYZ – President**

- Planned and executed events to increase awareness for club cause
- Created marketing materials to advertise for club events
- Recruited new club members via social media outreach
- Participated in fundraisers for Relay for Life

### **Club XYZ – Secretary**

- Transcribed and distributed bi-weekly meeting minutes
- Monitored and recorded member attendance
- Assisted Club President with creating marketing materials for club events
- Ensured organization of all club materials and files
- Maintained club and member calendar

### **Club XYZ – Member**

- Participated in club meetings and provided ideas for fundraising efforts

## **MERCY FORMAT & RESUME SAMPLES**

Based on our collective experiences hiring, working with employers, and learning from industry professionals, the CPD team has put together a Mercy Format that we believe will help you put your best foot forward when it comes to your resume. We strongly encourage you to use this, and not any of the templates you can find online or in Word. Only resumes in Mercy Format will be approved for use in Career Maverick. If you want to use a different format, consult your Career Counselor first! On the following pages are some samples in Mercy Format to help you create or update your resume. Remember to remove the “sample” banner from the top left corner for your own use.

**First Name Last Name**

Town, NY 10000  
(123) 456-7890  
jmaverick@mercymavericks.edu

**EDUCATION**

**Mercy College**, Dobbs Ferry, NY  
*Bachelor of Science in Health Science* Expected May 2021

**Valley Stream High School**, Valley Stream, NY  
*High School Diploma* May 2017

**HONORS AND AWARDS**

*Member*, National Honor Society 2015 - 2017

**EXPERIENCE**

**Private Family**, Valley Stream, NY  
*Childcare Provider* May 2017 - Present

- Oversee and care for two children ages 5 and 7
- Organize and participate in activities such as games, crafts, reading and outings
- Transport children to and from activities
- Supervise homework to ensure it is complete

**VOLUNTEER EXPERIENCE**

**Town of Hempstead Animal Shelter**, Wantaugh, NY  
*Volunteer* July 2017 - Present

- Collaborate with staff members and volunteers to ensure daily care for animals including bathing, walking, and feeding
- Clean and prepare cages and reception area

**Relay for Life**, Valley Stream High School, Valley Stream, NY  
*Participant* 2014 - 2017

- Raised money, recruited volunteers and helped coordinate annual event at school

**SKILLS**

*Computer*: Microsoft Word, Excel, and PowerPoint  
*Language*: Conversational Spanish

**First Name Last Name**

Yorktown Heights, NY 10598  
(123) 456-7890  
Abcdefg@mercymavericks.edu

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**Education**

**Mercy College, Dobbs Ferry, NY**

*Bachelor of Science in Health Science*

Expected May 2020

- GPA: 3.32

**Experience**

**Peter Pratt's Inn, Yorktown, NY**

*Server*

June 2016 – Present

- Present menu to patrons and answer questions about menu items
- Provide customers with a pleasant dining experience and quality service
- Prepare checks and collect customer payments
- Clean all work areas, equipment, utensils, dishes and silverware and ensure they are stored appropriately in accordance with state law

**Camp Nabby, Mohegan Lake, NY**

*Counselor*

Summer 2015

- Designed and planned camp activities for children ages 8-12
- Implemented daily schedule, and directed and supervised children in planned activities
- Supervised two Counselors in Training

*Counselor in Training*

Summers 2013 – 2014

- Partnered with fellow Counselor in Training to supervise campers ages 8-12, under supervision of Counselor
- Ensured safety, personal care and discipline of children
- Monitored daily arrival and departure of campers

**Leadership & Activities**

**Mercy College, Dobbs Ferry, NY**

*Secretary, Pre-Health Professions Club*

Spring 2017 – Present

- Attend regular club meetings, prepare agendas, and take minutes
- Assist with planning and executing club events on campus

*Member, Women's Soccer Team*

Fall 2016 – Present

- Member of NCAA Division II team
- ECC Championship winners 2017

**Skills**

*Computer:* Microsoft Word, Excel, and PowerPoint

*Language:* Intermediate Spanish; Basic French

**First Name Last Name**

Town, NY 10000

(123) 456-7890

[jmaverick@mercymavericks.edu](mailto:jmaverick@mercymavericks.edu)

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**EDUCATION**

**Mercy College**, Dobbs Ferry, NY  
Bachelor of Science in Health Science

Expected May 2019

- GPA: 3.46

*Relevant Courses: Human Anatomy & Physiology, Microbiology, Medical Ethics, Pathology for Rehabilitation*

**RELATED EXPERIENCE**

**White Plains Hospital**, White Plains, NY

January 2018 – Present

*Volunteer*

- Observe health professionals during their everyday routines
- Assist in sterilizing and resetting exam rooms
- Input data into electronic medical records software to assist with accurate billing and patient tracking
- Escort patients and visitors/guests throughout hospital

**Athlete's Warehouse**, Pleasantville, NY

September 2016 – December 2016

*Strength & Conditioning Intern*

- Administered treatment for athletes under the direction of a Certified Athletic Trainer
- Reported athlete progress to supervisor on a weekly basis
- Collaborated with professionals to determine treatment plans
- Designed core strength, rehabilitation, and conditioning programs
- Performed fitness evaluations and orientations

**ADDITIONAL EXPERIENCE**

**Mercy College**, Dobbs Ferry, NY

Spring 2016 – Present

*Student Worker, Career and Professional Development*

- Assist with all aspects of day to day operation of busy office
- Handle phones and schedule appointments for interdepartmental operation
- Act as receptionist in the absence of administrative assistant
- Assist with and attend Career Fairs and other special events
- Post information to appropriate online sites, these may include job listings etc.
- Assist students to book appointments with appropriate staff; interface with faculty and staff

**ACTIVITIES**

*Member*, Pre-Health Professions Club

Fall 2016 – Present

*Member*, Exercise Science Club

Fall 2016 – Present

*Member*, Divas Have Mercy Step Team

Spring 2016 – Present

**SKILLS**

Computer: Proficient in Microsoft Word, Excel, PowerPoint

**FIRST NAME LAST NAME**

Yonkers, NY 11210 ▪ (123) 456-7890 ▪ xyz@gmail.com

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**EDUCATION**

**Mercy College**, Dobbs Ferry, NY

*Bachelor of Science in Business Administration with Specialization in Marketing*

Expected May 2018

- GPA: 3.67

**EXPERIENCE**

**Mercy College**, Dobbs Ferry, NY

*Resident Assistant, Residential Life*

August 2017 – Present

- Provide a safe living and learning environment for residents
- Coordinate educational and social programs for residents

**Phelps Hospital Northwell Health**, Sleepy Hollow, NY

*Administrative Operations Intern*

June 2017 – August 2017

- Provided administrative and reception support to various departments within cancer institute, including radiation, medical oncology, and the infusion center
- Maintained confidential documents and entered data into EMR system
- Assisted with sterilization and stocking of supplies
- Shadowed nurse navigator

**Open Door Medical Center**, Ossining, NY

*Marketing Intern*

June 2016 – August 2016

- Designed print and digital marketing materials for various community events
- Assisted with migration of website to new platform
- Contributed to planning and implementation of community events, including blood drives

**Mercy College Wellness Center**, Dobbs Ferry, NY

*Student Aide*

February 2015 – May 2015

- Scheduled appointments and maintained calendar
- Managed charts and medical file system for confidential patient information

**VOLUNTEER EXPERIENCE**

**Make a Wish Foundation**, Irvington, NY

*Wish Granting Volunteer*

January 2014 – Present

- Work with wish granting partner to help grant wishes for children with life-threatening medical conditions
- Meet with children and their families to learn about their stories and wishes
- Solicit donations and collect resources to craft unique wish experiences

**LICENSES AND CERTIFICATIONS**

CPR Certification, American Red Cross

2017

First Aid Certification, American Red Cross

2017

**SKILLS**

*Computer:* Microsoft Office (Excel, Word and PowerPoint), Adobe Photoshop and InDesign

*Language:* Fluent Spanish

**First Name Last Name**

Town, NY 10000

(123) 456-7890

[jmaverick@mercymavericks.edu](mailto:jmaverick@mercymavericks.edu)

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**EDUCATION**

**Mercy College**, Dobbs Ferry, NY  
Bachelor of Science in Health Science

Expected May 2019

**Westchester Community College**, Valhalla, NY  
Associate of Science in Health Studies

December 2016

**EXPERIENCE**

**White Plains Hospital**, White Plains, NY  
*Volunteer*

January 2018 – Present

- Observe health professionals during their everyday routines
- Assist in sterilizing and resetting exam rooms
- Input data into electronic medical records software to assist with accurate billing and patient tracking
- Escort patients and visitors/guests throughout hospital

**Athlete's Warehouse**, Pleasantville, NY  
*Strength & Conditioning Intern*

September 2016 – December 2016

- Administered treatment for athletes under the direction of a Certified Athletic Trainer
- Reported athlete progress to supervisor on a weekly basis
- Collaborated with professionals to determine treatment plans
- Designed core strength, rehabilitation, and conditioning programs
- Performed fitness evaluations and orientations

**Westchester Community College**, Valhalla, NY  
*Office Assistant, Registrar's Office*

February 2015 – May 2016

- Greeted students to busy office
- Answered phones and directed calls appropriately
- Performed heavy data entry and managed physical student files, maintaining high level of confidentiality
- Provided basic information about registration deadlines, classroom locations, and office hours to students
- Assisted at registration events, such as Orientation

**ACTIVITIES**

*Member*, Pre-Health Professions Club, Mercy College

Spring 2017 – Present

*Member*, Exercise Science Club, Mercy College

Spring 2017 – Present

*Member*, Medical Professionals Club, Westchester Community College

Fall 2015 – Fall 2016

**SKILLS**

Computer: Proficient in Microsoft Word, Excel, PowerPoint

Language: Fluent Spanish

**PROFILE**

Experienced customer service professional transitioning to healthcare management. Warm and approachable with strong background in client relations and ability to develop rapport with customers and colleagues. Well versed in quality control, policy enforcement, and business operations. Excellent troubleshooting and problem solving skills, especially under pressure. Seeking to apply business acumen and interpersonal skills to a healthcare setting and contribute strengths to directly benefit a community.

**EDUCATION**

**Bachelor of Science in Health Science** | Mercy College | Dobbs Ferry, NY Expected May 2020

- GPA: 3.32

**VOLUNTEER EXPERIENCE**

American Red Cross Metro New York North Chapter | Hawthorne, NY

**Recruitment Volunteer** Jan 2014 – Present

- Recruit volunteers in the New York Metro region: review applications, conduct interviews, make hiring recommendations
- Assist with volunteer intake and training processes

**EXPERIENCE**

HSBC | New Rochelle, NY

**Personal Banker** Aug 2009 – Aug 2016

- Served as first point of contact and fulfilled immediate needs for customers entering the branch
- Resolved service-related issues, providing excellent customer care
- Developed and maintained deep customer relationships
- Sold core financial services products to meet customer needs
- Accepted and processed deposits, payments, and other transactions
- Initiated contact with new and existing customers to offer products and services based on customer need
- Collaborated with colleagues across departments, including sales, customer service, and wealth management to ensure holistic customer experience

Wells Fargo | New Rochelle, NY

**Customer Service Representative** Jan 2003 – Jul 2009

- Provided high quality customer service through personal contact with customers and prospects
- Consistently earned “Excellent” level ratings in customer feedback surveys
- Handled customer issues with bank products or services in person by phone
- Supported and promoted branch identity; assumed accountability for improving customer service
- Worked to meet and exceed existing branch performance standards in areas such as operating control loss, teller service standards, and compliance with established policies and procedures
- Supervised Head Teller and Teller staff in absence of Manager

**Bank Teller** Sep 1997 – Dec 2002

- Greeted customers upon arrival and directed them to appropriate stations
- Processed deposits, withdrawals, and other banking transactions for high volume of customers
- Opened and closed accounts, and performed account maintenance, for members
- Introduced new members to products and services

**SKILLS**

*Computer:* Microsoft Word, Excel, PowerPoint, Outlook, Salesforce, CRM

*Language:* Bilingual English and Spanish



## Cover Letters

When you have the option of speaking with a potential employer in person, at a career fair for example, you have a chance to talk with them about your background, strengths, career goals, and interests with their organization. When you apply online, or through another method that is not face-to-face, you instead need to write a letter that conveys that information. This accompanies your resume, and is known as a cover letter.

Some positions will require a cover letter as part of the application. However, even if a cover letter is not a requirement, we strongly recommend that you write one anyway. Cover letters show that you have carefully considered the position and determined how you would be a strong candidate. They also provide an opportunity for you to demonstrate your writing skills, which are necessary in any profession.

A great cover letter accomplishes the following:

- Identifies the exact position you're applying for
- Summarizes your strengths and experiences that are *relevant to the job description*
- Gives examples of how / when you developed or demonstrated those particular skills
- Explains why you are interested in that particular organization or position (demonstrating a deep understanding of the job description and some additional research of your own)
- Helps the hiring manager understand how this position fits into your short term and long term career plan
- Identifies specific people who are acting as a referral into the position (if that's the case)
- Alleviates any concerns or red flags that you think they might have when reading your resume

### COVER LETTER FORMATTING

Cover letters are written in a business letter format. Use this checklist to make sure your letter is formatted properly:

- Use the same heading (name and contact information), font, and margins as your resume to maintain a consistent look in your documents.
- Align the entire letter flush left – do not indent any lines.
- Write out the date (month, day, year) at the top left.
- Write out the full street address of the company (even though you will likely not be mailing it), including the name and title of a specific person, if the job description lists someone. You may have to research the address if it is not included in the job description.
- Address your letter to the specified contact. If you do not have a contact name, use something like "Dear Hiring Manager" or "Dear Hiring Committee." Do not use "To whom it may concern," as this is outdated and impersonal.
- Write your content, referring to the qualifications in the job description. Do not exceed one page. The standard cover letter is broken into 3 paragraphs, but use whatever paragraph structure makes the most sense for your letter.
- "Sign" your letter with your full name (this may be typed rather than signed in pen).

## COVER LETTER TIPS

- **Write a new letter every time.** This adds time to every application, but it is worth it. If you copy and paste a cover letter, or use *Save As* to use an old letter as a template, it will be obvious to a hiring manager that you did not write the letter to them specifically. Even if you change the pieces that you think are important, it's clear when you try to fit a previous cover letter to a new position. And, in the worst case scenario, you might forget to change all instances of the organization name or position title, and your application will not be considered.
- **Tell your story.** Writing your letter is more than using a template and dropping in your skills, work history, and the name of the company. All of those elements should be included, but they should be presented in a cohesive letter that helps the employer understand where you are in your career path, where you plan to go, and how this position fits into that plan.

**Employer Insight** → When you are applying to an internship or job, employers may have a few things in mind:

- *Will this applicant make the most of the experience?*  
For internships, employers often disrupt their daily operations to teach you, so they want someone who will learn a lot and represent them positively when they eventually move on to something else. In the case of a full time job, employers want someone who will enthusiastically contribute to their position (and maybe beyond), so they want a motivated team player.
  - *Will this applicant contribute meaningfully to my team / projects?*  
Whether you're in an internship or a full time position, employers want to feel confident that the time, energy, and money they invest in training and supporting you will be worthwhile and that you will make a meaningful impact.
  - *Could this applicant eventually work for me full time / will this applicant stick around?*  
A job offer is *never* a guarantee after an internship, but some employers hire interns with the intent to observe and assess them for potential full time opportunities. And, even if that is not their original intention, interns who perform very well are often considered for full time jobs – at graduation, or in the future. In the case of a full time job, a potential employer wants to feel confident that you will stay in this job for a while, and not cause them to go through another hiring process very soon.
- **Don't overshare.** There is a very fine line between *genuine* and *too personal*. You do want to be honest during the hiring process, but you don't have to tell an employer everything. Leave out information about your family, hobbies, health, etc. In addition to being unnecessary, an employer might find it unprofessional of you to share those details. And, there are also certain subjects that you avoid to protect yourself from illegal discrimination.

## MERCY FORMAT & COVER LETTER SAMPLES

On the following pages are some samples in Mercy Format to give you an idea of how to formulate your cover letters. Cover letters do not need to be approved for use in Career Maverick, but you are strongly encouraged to have at least your first letter reviewed by your Career Counselor to make sure you are on the right track!

**First Name Last Name**

Yorktown Heights, NY 10598  
(123) 456-7890  
Abcdefg@mercymavericks.edu

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Date

Contact Name (if available)  
Contact Title (if available)  
Contact Department (if available)  
Company / Organization Name  
Street Address  
City, State, Zip

Dear (Mr. / Ms. / Dr. Last Name) OR (Hiring Manager),

**First paragraph: (Be clear as to which role you are applying for, and grab his/her attention)**

Name the position for which you are applying and tell the employer how you became aware of it. Make an introductory statement about why you would be a good fit for this position, or why it interests you. You may choose to explain why you were attracted to this particular organization / position, briefly explain why you are seeking this kind of a position now, or point out why your academics, skills, and/or experience make you a good candidate. If someone specific referred you to this position, mention that in this paragraph. If the position requires something specific or unusual, such as relocation or strict availability, acknowledge this up front so the employer knows that you read the description thoroughly and meet the requirements.

**Second paragraph: (Keep his/her attention.....)**

Indicate what you can do for the employer based on his/her needs. Don't restate your resume; refer to specific skills and traits outlined in the job description. Give specific examples of experiences you've had, such as, internships, part-time jobs, academic projects, and activities, demonstrate your related skill set. If you have qualifications that are not noted on your resume, this is your opportunity to discuss them.

**Third paragraph: (Close with next steps and thank you)**

If you haven't yet, explain what attracted you to this particular organization / position. Demonstrate some research beyond the job description to show your enthusiastic interest. Then, refer the reader to an included resume or additional requested materials (such as references and portfolio/writing samples). Let the reader know that you would appreciate an opportunity to discuss the position further (this is how you politely ask for an interview) and thank the employer for their consideration.

Sincerely,  
Your Name Typed

**First Name Last Name**

Yorktown Heights, NY 10598  
(123) 456-7890  
Abcdefg@mercymavericks.edu

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January 10, 2018

Phelps Hospital Northwell Health  
701 North Broadway  
Sleepy Hollow, NY 10591

Dear Hiring Manager,

I am writing to apply to the Administrative Operations Intern position that I found posted through my career center at Mercy College. As a student aspiring to work in healthcare administration, I believe that this internship would be the perfect experience to help me explore the possibilities and gain some meaningful career experience.

Currently, I am a Sophomore majoring in Health Science. My work history primarily includes positions such as a summer camp counselor, and a server at a popular local farm-to-table restaurant. Though these are not primarily healthcare related, they do require very similar skills to the ones you need in your Administrative Operations Intern. In my most recent position as a server, I use my phone, computer, and interpersonal skills regularly, working with a wide variety of people from fellow servers, bussing staff, and hosts to local businesses and individual guests. I also have constantly changing priorities, especially during busy holiday seasons, and need to adapt quickly and accurately. In addition to working, I am a full time student, sit on the student board for a club, and participate in Division II Athletics, while maintaining a strong GPA. My ability to prioritize, my attention to detail, and my strong collaboration skills have helped me manage this busy, but rewarding, lifestyle.

As a lifelong athlete, I am dedicated to a healthy lifestyle, and I always knew that healthcare would play a part in my career path. Through my activities and some of the courses I've taken, I am learning that I enjoy the administrative side of projects, which has led me to explore a career in healthcare administration. Working with an incredibly well-respected hospital such as Phelps, and learning the large corporate structure of Northwell Health, would be an incredible experience. The research, data collection, and documentation aspects of the internship appeal to me the most, but I also value the variety of departments and tasks I would be able to see. I am enclosing my resume, and I would appreciate the opportunity to speak with you about how I could contribute to Phelps Northwell Health.

Sincerely,  
First Name Last Name

**First Name Last Name**

Town, NY 10000  
(123) 456-7890

[jmaverick@mercymavericks.edu](mailto:jmaverick@mercymavericks.edu)

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January 10, 2018

Phelps Hospital Northwell Health  
701 North Broadway  
Sleepy Hollow, NY 10591

Dear Hiring Manager,

I am writing to apply to the Administrative Operations Intern position that I found posted through my career center at Mercy College. I believe that my combined experience in healthcare and administrative positions would make me an asset to Phelps Hospital Northwell Health.

Currently, I am a Junior majoring in Health Science. Originally, I was focusing my academics in a more clinical direction. I've always loved the idea of coaching or training, and was working towards a career as a personal trainer or strength and conditioning coach. To work toward that goal, I took an internship at Athlete's Warehouse, where I got to see this career path first-hand. I really enjoyed my experiences there, but I found myself more interested in the business operations of the facility than the client-focused work. At the time, I was also completing administrative responsibilities with the Career and Professional Development team at Mercy, where I still work, and built strong skills in customer service, data entry, and managing confidential records. For the past year, I have combined these two interests through my volunteer work at White Plains Hospital. This experience has taught me the most about applying my administrative skills in a healthcare setting, and I've learned to adapt to a quickly changing atmosphere and interact with patients and medical professionals. This experience has also solidified my new career path in healthcare administration.

For the next step in my career path, I would love a chance to learn from the team at a renowned local hospital with the corporate structure of Northwell Health. In addition to strengthening my skills in research, data collection, and customer service, I am excited about the opportunity to learn more about the various healthcare provider roles that I haven't yet experienced, such as oncology, patient navigation, and social work. I believe this experience would give me well-rounded insight into how to manage a facility that offers a wide variety of services. I am enclosing my resume, and I would appreciate the opportunity to speak with you about how I could contribute to Phelps Northwell Health.

Sincerely,  
First Name Last Name