

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!

RESUME AND COVER LETTER GUIDE



HUMAN SERVICES, GOVERNMENT,
LAW AND EDUCATION
CAREER COMMUNITY



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Your Career Community

Are you interested in learning about careers in public and social service, mental health, teaching, government, law, or community development? Would you like to serve your community as a policy maker, advocate, and/or educator? Could you see yourself working for the good of society? Then the Human Services, Government, Law, and Education career community is for you!

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

You can change or join additional career communities at any time by following these simple steps: go to www.career.mercy.edu, click 'Log In' (top right of screen), select 'Preferences', 'Select your academic and career preferences', and select additional Career Communities.



Your Career Coach



Jailene Carrasco
Career Coach
Westchester Campus
Main Hall 247A
(914) 888-5243
jcarrasco2@mercy.edu

To make an appointment:

Schedule online: mercy.joinhandshake.com
(Log in, Click Career Center (left sidebar), Click Appointments)

Schedule by phone:
Jailene Carrasco: (914) 888-5243
Schedule in person: Westchester Campus – Main Hall 247A

To drop in:

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



Career Paths

There are many possibilities in human services, government, law, and education. Below are job titles and career areas you may want to consider. Remember this is not a comprehensive list! If you are unsure of what career you want to pursue, please make an appointment today and we can discuss your interests. You can also research any of these jobs on our website at career.mercy.edu/channels/human-government-law.

- Community Mental Health Services
- Family & Marriage Counseling
- Mental Health Counseling
- Substance Abuse Counseling
- Academia & Education
- Human Resources
- Social Work
- Urban Planning
- Higher Education Administration
- School Counseling
- Criminal Justice
- Social Justice
- Psychologist
- Paralegals and Legal Assistants
- Lawyers
- Judges and Hearing Officers
- Probation and Parole Officers
- Correctional Officers
- Police Officers and Firefighters
- Public Policy
- Forensics
- Foreign Services
- Military
- Research & Development
- Political Offices and Campaigns
- Emergency Management
- Corporate & Homeland Security

Sometimes, you may find work in a department in a different type of organization. Remember that government agencies and nonprofits all need employees!

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).



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 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 highlights 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 coach for assistance in formulating your CV.)

In order to apply to positions listed in Handshake, you first need to upload your resume, and have it approved by your PACT Mentor or Career Coach. 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 mercy.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

HEADING	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.
EDUCATION	You should at least include Mercy University. 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.
SKILLS	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.
EXPERIENCE	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.
VOLUNTEER EXPERIENCE	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.
ACTIVITIES	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.
HONORS/AWARDS	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).
RELEVANT COURSEWORK	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.
LICENSES AND CERTIFICATIONS	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.
PROFESSIONAL PROFILE	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 Handshake. If you want to use a different format, consult your Career Coach 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@mercy.edu

EDUCATION

Mercy University, Westchester, NY
Bachelor of Science in Criminal Justice

Expected May 2027

Valley Stream High School, Valley Stream, NY
High School Diploma

June 2019

HONORS AND AWARDS

Member, National Honor Society

May 2017 - June 2019

EXPERIENCE

Private Family, Valley Stream, NY

Childcare Provider

May 2018 - 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, Wantagh, NY

Volunteer

July 2018 - 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

Participant

October 2015 - June 2018

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

SKILLS

Computer: Proficient in Microsoft Word, Excel, and PowerPoint

Language: Conversational Spanish

First Name Last Name

Yorktown Heights, NY 10598

(123) 456-7890

Abcdefg@mercy.edu

Education

Mercy University, Westchester, NY

Bachelor of Science in Behavioral Science

Expected May 2027

- GPA: 3.32

Experience

Peter Pratt's Inn, Yorktown, NY

Server

June 2019 – 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

June 2018 – August 2018

- 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

June 2017– June 2018

- 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 University, Dobbs Ferry, NY

Secretary, Creative Writing Club

Spring 2019– 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 2018 – Present

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

Skills

Computer: Proficient in Microsoft Word, Excel, and PowerPoint

Language: Intermediate Spanish; Basic French

First Name Last Name

Town, NY 10000

(123) 456-7890

jmaverick@mercy.edu

EDUCATION

Mercy University, Westchester, NY

Bachelor of Science, International Relations and Diplomacy

Expected May 2027

- GPA: 3.64

Relevant Courses: *International Security: Risks, Crisis and Conflict, International Business*

RELATED EXPERIENCE

United Nations (Volunteer Guide), New York, NY

January 2019 – Present

Intern

- Attend training sessions and assist the Director of Volunteers with administrative tasks
- Assist new volunteers to learn important locations and names of staff and administrators
- Input data into electronic record keeping software to assist with accurate visitor and member counts
- Escort and guide visitors to meetings and events as instructed by the director

International Association of Business Communicators, New York, NY

September 2018– December 2018

Intern

- Worked with the Associate Director to maintain a client data base; perform administrative tasks
- Composed brief updates for Communicators Newsletter weekly
- Collaborated with professionals on planning upcoming events to determine treatment plans
- Assisted in the design of marketing plans for major events; interacted with clients and the public

ADDITIONAL EXPERIENCE

Mercy University, Westchester, NY

Spring 2018 – Present

Student Worker, Career and Professional Development, Manhattan Campus

- Assist with all aspects of day to day operation of busy office
- Handle calls 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
- Assist students to book appointments with appropriate staff; interface with faculty and staff

ACTIVITIES

Member, Pre-Law Professions Club

Fall 2018 – Present

Member, Literacy Volunteer

Fall 2019 – Present

Member, Divas Have Mercy Step Team

Spring 2018 – Present

SKILLS

Computer: Proficient in Microsoft Word, Excel, PowerPoint,

Language: Proficient in Spanish, Japanese and Arabic

FIRST NAME LAST NAME

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

EDUCATION

Mercy University, Westchester, NY

Bachelor of Science in Behavioral Science

Expected May 2027

- GPA: 3.67

EXPERIENCE

Mercy University, Westchester, NY

Resident Assistant, Residential Life

August 2017 – Present

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

Bronx Community Solutions, Bronx, NY

Intake Specialist/ Program Assistant Intern

June 2019 – August 2019

- Ensured classroom order was maintained and protocol were followed
- Maintained confidential documents and entered case records into the information system
- Assisted with scheduling clients to community service sites
- Generated letters to be send to clients to motivate them to complete their mandates

Volunteer New York, Tarrytown, NY

Marketing Intern

June 2017 – August 2017

- Designed print and digital marketing materials for various community events
- Assisted with migration of website to new platform
- Contributed to e News (circulation 15000+)

Mercy University Wellness Center, Westchester, NY

Student Aide

February 2016 – May 2016

- 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 2015 – 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

SKILLS

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

Language: Fluent in Spanish

First Name Last Name

Town, NY 10000

(123) 456-7890

jmaverick@mercy.edu

EDUCATION

Mercy University, Westchester, NY

Expected May 2027

Bachelor of Science in Criminal Justice, specialization: Forensics

Westchester Community College, Valhalla, NY

Associate of Science in Human Services

December 2022

EXPERIENCE

Westchester Community College, Valhalla, NY

July 2016-June 2017

Educational Case Manager (Women Helping Women)

- Assisted in screening for program eligibility, coordinated the registration and intake process
- Developed and implemented workshops for participants and volunteers
- Utilized diverse instructional strategies to facilitate job readiness sessions with participants
- Worked with Outreach Specialist to execute outreach and recruitment activities
- Provided a “safe space” environment conducive for empowerment and leadership building
- Documented interactions and progress of participants weekly

St Christopher’s Inc., , NY

January 2018 – Present

Volunteer Intern

- Interviewed clients to gather information regarding backgrounds, needs and progress
- Met with youth in groups to discuss violence prevention and delinquent behavioral consequences
- Ensured participants were in compliance with rules and regulations
- Motivated youth to become involved and engaged in recreational programs
- Offered Life Skills and strategies to clients and their families

New York Police Department, New York, NY

September 2016 – December 2016

Community Athletic Program Volunteer

- Worked with community policing units, leaders and youth to open dialogue with the community
- Reported progress to program directors and program leaders
- Collaborated with professionals and youth to deter neighborhood violence and offer recreational programs
- Assisted in implementing community Take Back the Night Event within precinct’s district

ACTIVITIES

Member, Pre-Law Professions Club, Mercy University

Spring 2017 – Present

Member, Exercise Science Club, Mercy University

Spring 2017 – Present

SKILLS:

Computer: Proficient in Microsoft Word, Excel, PowerPoint; Language: Fluent Spanish

First Name Last Name

Town, NY 10000 • (987) 654-3210 • jmaverick@mercy.edu

EDUCATION / CERTIFICATION

Mercy University, Westchester, NY | GPA 3.7 | Credits Earned: 102

Bachelor of Science in Corporate and Homeland Security Management

Expected May 2027

Relevant Coursework: Arabic, Terrorism, Investigative Tech & Reporting, Criminology, Organizational Behavior, Legal Aspect and Security Management, Advanced Risk Managed, and Personal/Physical Property Security

Emergency Management FEMA Courses

April 2019 – February 2020

Introduction to Incident Command System / Emergency Planning / Leadership and Influence / Basic Workplace Security Awareness / Active Shooter: What You Can Do / Introduction to Hazard Mitigation

WORK AND VOLUNTEER EXPERIENCE

New York Police Department, Intelligence & Counterterrorism, NYPD Shield – Brooklyn, NY

Summer College Intern | Hours per week: 40

June 2019 – September 2019

- Researched open source media for breaking news relevant to terrorist and critical incidents
- Observed and participated in training sessions and seminars provided to public and private sector partners
- Wrote summaries of security guidelines on topics including hospital security, active shooters, and protective designs
- Observed and learned about security and access control systems used to provide security to special events in NYC and facilities

New York Police Department, Citywide Traffic Task Force (CTTF) – New York, NY

Volunteer Police Officer | Hours per month: 8

September 2018 – August 2019

- Patrolled designated areas of New York City that need special attention and extra patrol to maintain order and preserve peace
- Participated in special detail such as marathons, parades, UNGA week to do pedestrian traffic and increase police presence
- Responded and reported any emergency situations and security incidents
- Resolved conflicts calmly and efficiently

New York Police Department, Housing Bureau's Police Service Area 6 – New York, NY

Volunteer Police Officer | Hours per Week: 8

March 2017 – August 2018

- Patrolled local communities with senior police officers to ensure residents feel safe
- Engaged with residents to help prevent crime and build trust in the Police Department
- Ensured the safety and successful running of community Family Nights

EXTRACURRICULAR ACTIVITIES AND AWARDS

Mercy University United Nations, Dobbs Ferry, NY

Member

September 2017 – Present

SKILLS

Computer: Microsoft Office (Word, Excel, Outlook, and PowerPoint) and Google Documents

Language: Intermediate in Spanish

First Name Last Name

Town, NY 10000

(123) 456-7890

jmaverick@mercy.edu

EDUCATION

Mercy University, Westchester, NY

Master of Science in Mental Health Counseling

Expected May 2027

State University of New York at Purchase, Purchase, NY

Bachelor of Science in Psychology

May 2021

CERTIFICATIONS

Credentialed Alcoholism and Substance Abuse Counselor Certification

July 2019

EXPERIENCE

Westchester Alliance, White Plains, NY

TIPS Social Support Associate

January 2019 – Present

- Collaborate with Tips team members to engage in direct practice with seniors
- Complete intake and benefits checkup assessments
- Assist with department events

Hastings Youth Council, Dobbs Ferry, NY

After School Assistant

September 2018 – December 2018

- Assisted students with homework
- Taught students to effectively solve problems, organize, and plan assignments
- Collaborated with professionals to run programs
- Developed effective de-escalation techniques

State University of New York at Purchase, Purchase, NY

Office Assistant, Registrar's Office

February 2017 – May 2018

- 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

SKILLS

Computer: Proficient in Microsoft Word, Excel, PowerPoint

Language: Fluent Spanish

PROFESSIONAL AFFILIATIONS

Member of the American Mental Health Counselors Association

Member since June 2018

FIRST NAME LAST NAME

City, State | (123) 456-7890 | Abcdefg@mercy.edu

PROFILE

Experienced customer service professional transitioning to social work. 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 counseling setting and contribute strengths to directly benefit a community.

EDUCATION

Bachelor of Social Work | Mercy University | Westchester, NY

Expected May 2027

- 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 2017

- Served as first point of contact and fulfilled immediate needs for customers entering the branch
- Resolved service-related issues, providing excellent customer care
- 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

SKILLS

Computer: Proficient in 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.

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 Handshake, but you are strongly encouraged to have at least your first letter reviewed by your Career Coach to make sure you are on the right track!

First Name Last Name

Yorktown Heights, NY 10598

(123) 456-7890

Abcdefg@mercy.edu

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 resumé, 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 resumé 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@mercy.edu

January 20, 2020

Phelps Hospital Northwell Health

701 North Broadway

Sleepy Hollow, NY 10591

Dear Hiring Manager,

I am writing to apply to the Cancer Support Program Intern position that I found posted through my career center at Mercy University. As a student aspiring to work in a counseling role, 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 Behavioral 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 counseling related, they do require very similar skills to the ones you need in your Cancer Support 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 being part of a team, and I always knew that working with people 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 work with and supporting individuals going through difficult times which has led me to explore a career in Behavioral Science. Working with an incredibly well-respected hospital such as Phelps, and learning about what counseling entails, would be an incredible experience. The research, event planning, 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@mercy.edu

January 10, 2018

Office of World Food Bank Organization
405 East 42nd Street
New York, NY 10001

Dear Internship Coordinator:

I am writing in application for the Assistant to the Director of Communications Intern position that I found posted through my career center at Mercy University. I believe that my combined experiences in business, various administrative positions and my passion for the world of International Relations would make me an asset to the World Health Organization.

As you will see from the attached resume, I am a senior majoring in International Relations and Diplomacy and taking courses in Business, Nutrition, and Public Health Policy. During my time in college, I have had the privilege of travelling with my parents, medical care volunteers, to Africa over summer vacations. During these visits, I learned first-hand the personal and societal impact that poor diet and nutrition have on individuals, families their children, cultures, and to local economies. It was during this time that my aspiration to eliminating world hunger became my mission.

Recently, I had the opportunity of spending time abroad in a third world country while accompanying a college group. I learned to speak Spanish and French and I gained skills necessary in forging partnerships with local leadership for consensus on project management and delivery. My background also includes strong management and technology skills. Presently, I volunteer with a local food bank and in the office of US Senator Smith, combining interests and experiences that enable adapting to rapidly changing circumstances, politics and legislation that could impact public health resources in my state and locality.

The Assistant to the Director of Communications internship will allow me to move forward toward the achievement of my goals. Serving in this capacity, I will learn from among the best in the field of International Relations, strengthening skills in research, data collection, and consensus building on a world stage. I am very excited to meet with you in person to discuss the internship and why you will never meet a more enthusiastic and dedicated intern. I want to offer my educational experiences and insights and skills to your world-class organization one that is dedicated to world-wide health and wellness.

Sincerely,

First and Last Name

First Name Last Name
Town, NY 10000
(123) 456-7890
jmaverick@mercy.edu

References

Name
Title
Company/Address
Phone
Email

Name
Title
Company/Address
Phone
Email

Name
Title
Company/Address
Phone
Email



Vitale Career Hubs in
Westchester
Bronx
Manhattan



CPD@mercy.edu



914.674.7203



Handshake
<https://mercy.joinhandshake.com/>