

GUIDE TO WRITING RESUMES AND COVER LETTERS

WHAT IS A RESUME AND HOW IS IT USED?

A resume is a marketing tool. You use it to sell yourself to an organization. It shows off achievements, attributes, strengths and culmination of expertise. It never contains negative information or weaknesses. The primary purpose of the resume is to obtain an interview.

RESUME CONTENT

WHAT TO INCLUDE:

- **Name, Address, Phone Number(s), E-mail**
- **Objective:** While an objective is considered optional if you know your specific objective and the qualifications for that objective, you can state it. For example, "To work as a Medical Technologist." If you are unsure of your objective, you may state your interest in the job that you are applying for in your cover letter.
- **Education:** Degree, Name of institution, City and State, Major(s), Date of Graduation, Certifications.
- **Clinical Experience:** Name of hospital/facility, Responsibilities, Dates.
- **Experience:** Job Titles, Company Name, City and State, Responsibilities and Achievements, Employment Dates-may include volunteer experiences, field experiences, clinicals and summer employment.
- **Activities:** Professional, Educational or Organizational involvement and leadership responsibilities assumed.
- **Computer Skills:** List the software and/or hardware with which you are familiar.

WHAT NOT TO INCLUDE:

- **Reference List:** This should be on a separate sheet.
 - **Salary expectations:** This will be discussed in a later interview or in a job offer setting.
 - **Irrelevant personal information:** age, marital status, religion, national origin, social security number, or health status.
 - **Photograph**
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OPTIONAL CATEGORIES

- Job Objective
 - Languages
 - Publications & Patents
 - Relevant Course Work
 - Honors & Awards
 - Travel
 - Military Experience
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APPEARANCE

- Attractive and easy to read: Use capital letters, bullets, underlining, highlighting, appropriate margins and spacing. If a computer resume is being created underlining should be omitted as it interferes with scanning.
 - Concise: Typically one page for the new or recent college graduate.
 - Free of spelling, grammatical, and typographical errors.
 - Computer produced, word-processed or typed on a carbon ribbon quality typewriter.
 - Print on neutral color paper.
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Sample resumes are to be used as guides. Sample resumes, including a Computer Friendly resume, for different majors/fields are available for your review in the Bank of America Career Resource Center.

Key Words

The words that you use to describe your experience, activities and other categories should convey skills that you have developed and what you have to offer an employer. To do this you need to use strong action verbs and self-descriptive words. This will help to get the potential employers attention. One thing to beware of when using these words is that you do not want to sound boastful or arrogant. In addition to using action verbs make sure that you use concise phrases, instead of complete sentences, and quantify as often as possible.

Action Verbs

active	eliminated	motivated	responsible
accelerated	established	organize	revise
adapted	evaluate	originate	review
administer	expand	participated	schedule
analyze	expedite	perform	simplicity
approve	facilitated	plan	set up
auditted	founded	pinpointed	solve
coordinate	generate	program	strategy
conceived	identified	proposed	structure
conduct	increased	proved	streamline
completed	influence	provide	supervise
control	implemented	proficient	support
created	interpret	recommend	teach
delegate	improve	recruited	translated
develop	launched	reduced	traveled
direct	lead	remodeled	
	maintain	reorganized	

Self-Descriptive Words

active	diplomatic	loyal	resourceful
ambitious	efficient	objective	self-reliant
creative	enterprising	personable	tactful
dependable	forceful	productive	will travel

Self-Assessment Questions

To help you to summarize your experience, consider the following questions:

- What skills have you developed as a result of the experience?
- What were your job responsibilities? How did they change or otherwise develop over the course of the experience?
- Did you supervise any people?
- Were you involved in any planning responsibilities?
- Did you produce any written document and/or written report?
- Can you quantify the results of your work? (e.g., number of patients seen, evaluations done)

Feel free to stop into the Bank of America Career Services Center at 401 Academy Street for more information, attend a Resume Writing Workshop, or request a Resume Critique.

Eileen C. Smith

Current Address

1010 Bluehen Lane
Newark, DE 19716
(302) 555-1121
ecsmith@gmail.com

Permanent Address

52 Richardson Ct.
Dover, DE 19898
(302) 555-2424

Objective

To become member of a laboratory health care team as a Medical Technologist.

Education

Bachelor of Science in Medical Technology, University of Delaware, Newark, DE (May 2011)

Minor: Biology

Overall GPA: 3.2 Major GPA: 3.4

Relevant Courses: Clinical Chemistry, Human Anatomy, Immunology, Phlebotomy, Microbiology, Parasitology.

ASCP/NCA registry exams July 2011. Member, ASCLS, May 2010.

Clinical Experience (January-April 2010)

John's Hopkins Hospital, Baltimore, MD

Clinical microbiology experience. Highlights include bacteriology, mycology, and parasitology

Union Memorial Hospital, Elkton, MD

Clinical hematology experience. Highlights include phlebotomy (75 sticks), urinalysis, and various manual and automated hematology procedures.

Computer and Technical Experience

Knowledge of Word Perfect, MS Access, MS Excel, MS Outlook, MS Word, and Internet. Laboratory experience in microbiology, mycology, urinalysis, serology, clinical chemistry, hematology, and blood banking.

Related Experience

Unit Clerk/WICU, Medical Center of Delaware, Newark, DE (May 2009-present)

Unit clerk for Wilmington Hospital Intensive care unit. Entered doctors' orders into computer. Organized patients' charts. Received laboratory results. Answered telephones. Responsible for keeping patients' charts current for physicians and nursing staff.

Admissions Representative/Clerk V, Center of Delaware, Newark, DE (October 2007- May 2009)

Maintained patient accounts on a database. Contacted patients to record demographic and insurance coverage information. Processed patient files. Admitted patients coming in for surgery and outpatient services at the hospital.

Other Experience

Sales Clerk, The Children's Place, Newark, DE (2007-2008)

Operated a sales register for a children's retail store. Other responsibilities included store maintenance, stock and cleaning the store.

Crew Trainer, McDonald's Family Restaurant, Wilmington, DE (2006-2007)

Assisted in opening the store on weekends. Drive-thru clerk and ran cash register. Responsible for helping to train new employees and hosting children's birthday parties.

Activities

American Society for Clinical Laboratory Science (2009)

Delaware Society of Medical Technology (2008)

Friends of Nucleus (2008)

Dean's Roundtable (2007)

Volunteer at Sojourner's Place (Homeless Shelter), Wilmington, DE (2006)

Shannon K. Busch

52 Richardson Ct.
Dover, DE 19898
(302) 555-2424
ecsmith@gmail.com

Education

Bachelor of Science in Medical Technology, University of Delaware, Newark, DE May 2011
Minor: Biology
Overall GPA: 3.2/4.0 Major GPA: 3.4/4.0

Relevant Courses: Clinical Chemistry, Human Anatomy, Immunology, Phlebotomy, Microbiology, Parasitology.

Clinical Experience

Jan-April 2011

John's Hopkins Hospital, Baltimore, MD

- Clinical microbiology experience.
- Highlights include bacteriology, mycology, and parasitology

Union Memorial Hospital, Elkton, MD

- Clinical hematology experience.
- Highlights include phlebotomy (75 sticks), urinalysis, and various manual and automated hematology procedures.

Skills

Knowledge of Word Perfect, MS Access, MS Excel, MS Outlook, MS Word, and Internet. Laboratory experience in microbiology, mycology, clinical chemistry, hematology, and blood banking.

Experience

Medical Center of Delaware, Newark, DE May 2010-present

Unit Clerk/ Wilmington Hospital Intensive Care Unit

- Entered doctors' orders into computer.
- Received laboratory results.
- Responsible for organizing patients' charts and keeping them current for physicians and nursing staff.

Center of Delaware, Newark, DE Oct 2008-May 2010

Admissions Representative/Clerk V

- Maintained patient accounts on a database.
- Contacted patients to record demographic and insurance coverage information.
- Processed patient files and admitted patients coming in for surgery and outpatient services at the hospital.

Other Experience

The Children's Place, Newark, DE 2008-2009

Sales Clerk

- Operated a sales register for a children's retail store.
- Other responsibilities included store maintenance, stock and cleaning the store.

McDonald's Family Restaurant, Wilmington, DE 2007-2008

Crew Trainer

- Assisted in opening the store on weekends.
- Drive-thru clerk and ran cash register.
- Responsible for helping to train new employees and hosting children's birthday parties.

Activities

American Society for Clinical Laboratory Science 2010
Delaware Society of Medical Technology 2009
Friends of Nucleus 2008
Dean's Roundtable 2008
Volunteer at Sojourner's Place (Homeless Shelter), Wilmington, DE 2007

SAMPLE COVER LETTER

Include your address and phone number.

52 Richardson Ct.
Dover, DE 19898
(302) 555-2424

Include the date.

April 20, 2011

Include the name, title, and address of the person to whom you are writing.

Ms. Carol Manager
Recruiter
Pennsylvania Hospital
120 South 8th Street
Philadelphia, PA 19103

Dear Ms. Manager:

Paragraph 1
Tell your contact what you want and how you know about his/her organization.

While researching the Pennsylvania healthcare marketplace, I learned of your facility and would like to be considered for a position as a Medical Technologist. My resume is enclosed.

Paragraph 2
Give a concise overview of your work history and the skills you have that will help you

In May 2011, I will complete my Bachelor of Science in Medical Technology Degree at the University of Delaware. The program at the University of Delaware is intensive and gave me hands-on experience through clinical experiences. In my rotations, I worked in several areas including mycology, phlebotomy, and parasitology. This spring, my clinicals included a six week rotation in clinical microbiology at John's Hopkins Hospital, Baltimore, MD, followed by a four week rotation in clinical hematology at Union Memorial Hospital, Elkton, MD.

Paragraph 3
State your confidence in your abilities and give information on how you can be contacted.

I am confident my skills and experience would prove beneficial to your organization and I would welcome an opportunity to discuss my qualifications with you in person. I can be reached after 5:00 p.m. at (302) 555-2424, or by way of email at ecsmith@gmail.com.

CLOSE - Express appreciation

Thank you for your attention and consideration.

Space down 4 lines and beneath your signature, type your name.

Sincerely,

Eileen C. Smith

Alert your reader to the fact that another document – your resume – accompanies your letter.

Enclosure