

Resumé & Cover Letter Writing

Introduction to Resumes and Cover Letters



Workshop Guidelines

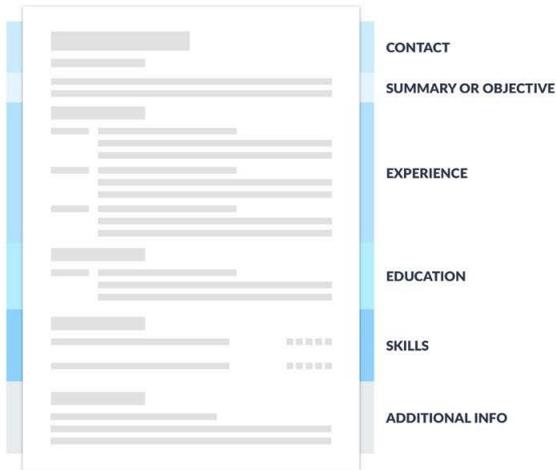
- Please be courteous and respectful to the host and other participants
- This is an interactive session - we welcome you to ask questions at any time (unmute your microphone or send questions via chat)
- The workshop presentation and other materials will be sent to all participants who provided an email address
- Follow up with your nearest Oakland County Michigan Works! service center for additional assistance

FORMAT: The Basics

- Chronological
- Functional
- Combination

THE 3 MAIN RESUME FORMATS

Chronological Resume



IDEAL FOR:

- ✓ Candidates seeking a job similar to their previous positions
- ✓ Students and entry-level candidates
- ✓ Academic resumes

Functional Resume



IDEAL FOR:

- ✓ Creative jobs where a portfolio matters most
- ✓ Military transitioners
- ✓ Candidates who don't want to seem overqualified

Combination Resume



IDEAL FOR:

- ✓ Seasoned professionals targeting a specific position
- ✓ Career-changers
- ✓ People with employment gaps

MIKE JONES

Pontiac, MI 48342
248.123-4567
Mr.jones1234@yahoo.com

CUSTOMER SERVICE REPRESENTATIVE

COMPETENCIES

- Noted for having warm, friendly demeanor
- 4+ years in fast-paced, customer driven settings
- Skilled Material Handler promoted to supervisor
- Strong knowledge of Inventory Reports
- Proficient in Microsoft Office and S.A.P software
- Understand importance of accurate data
- Earned Service Medal from US Marine Corps
- Unusually keen sense of workplace ethics

TECHNICAL SKILLS

Licensed Fork-lift Operator
Basic Warehouseman School
NCO Leadership School



PROFESSIONAL EXPERIENCE

Whatever Co. Pontiac, MI
Self-Employed 07/2017-07/2019

- Provided medical oversight as well as companionship to home-bound patient
- Administered medication, prepared meals and assisted with general adult daily living skills

Whatever Co. Rochester, MI
Assembler 08/2011-08/2012

- Performed quality checks on manufactured automotive seats
- Loaded finished products on conveyor belts and prepared them for shipment

Whatever Co. Troy, MI
Mail Clerk 06/2008-09/2009

- Checked mail, ensuring correct postage and packages / letters were in proper condition for mailing
- Sorted all mail, by hand or by operating electronic mail-sorting and scanning devices

Whatever Co. Camp Lejeune, NC
Warehouse Clerk / Material Handler 01/2001-08/2005

- Supervised and evaluated subordinate warehouse clerks
- Received, inspected, located, stored and rotated supplies and equipment as directed by superior officers
- Maintained personal computer and mainframe support system
- Submitted accurate reports on departmental inventory and team progress
- Returned and disposed of materials and provisions in timely manner according to policy
- Monitored shelf-life items and separated and handled hazardous materials according to classification and Material Safety Data Sheets
- Operated all lifting and loading equipment safely, occasionally using hand and power tools

EDUCATION

High School Diploma Pontiac Northern High School Pontiac, MI

Whatever Degree / Cert. Whatever University / College Camp Lejeune, NC

Mike Jones

 (248) 123-4567

 mike.jones13@gmail.com

 Pontiac, MI

Entry-level Team Member

STRENGTHS

- 2 years of customer service, fast-food and facility cleaning background
- Natural leader; selected as basketball team captain
- Upward Bound participant, Honor Roll student and multiple season championship winner
- Demonstrated strong work ethic and dedication to community through volunteering background
- Dedicated and reliable; enjoy being on-time and maintaining regular schedule
- Competitive; will work hard to exceed company sales goals or quotas
- Multi-talented; excelled in both Chess and Science Club for 4+ years
- Attended general coursework in cosmetology; exp. graduation 06/2021
- Possess proficient understanding of time management and task prioritization

RELEVANT HISTORY

Team Member , Taco Bell Pontiac, MI	12/2018 to Present
Community Outreach Volunteer , PBR Org. Pontiac, MI	05/2017 to Present
Babysitter / Child Care , Self-employed Pontiac, MI	03/2015 to Present

ADDITIONAL EXPERIENCE

- **Current GPA 3.5**
- **National Honor Society Member**



Mike Jones

248.123-4567 ● mr.jones123@yahoo.com ● Pontiac, MI

Manager / Supervisor

Areas of Expertise

Supervision

- 8 years experience in team management / supervision
- Skilled in quickly identifying others' strengths and talents
- Enforced safety and sanitation regulations
- Conferred with management to ensure team meet department expectations / goals
- Collected and reported department sales data on regular basis

Team Management

- Kept team's pace consistent in fast-paced, demanding environment without losing morale of department
- Routinely consulted with team to assess client's needs and create improvement plans
- Strong understanding of organizational behavior and its impact on staff in the workplace
- Assisted facility remain fully staffed and equipped

Employment Summary

Production Worker Whatever Co.	09/2018 – present Auburn Hills, MI
Life Enrichment Aide Whatever Co. Inc.	03/2013 – 10/2018 Waterford, MI
Cashier Whatever Co.	10/2012 – 01/2013 Troy, MI
Esthetician Whatever Co.	09/2012 – 12/2012 Lake Orion, MI
Head Cashier / Supervisor Whatever Co.	04/2003 – 03/2011 Auburn Hills, MI
Employee Service Representative Whatever Co.	06/2000 – 02/2003 Pontiac, MI

Honors/Awards

Bronze, Silver and Gold Badges for Outstanding Customer Service

Professional Profile

Long-term background in leading team to meet and exceed company goals and deadlines. Excellent communicator with unusually strong work ethic.



Education

Bachelor of Science
Water Sciences
University of Phoenix
06/2017



Licensed Esthetician
State of Michigan
Douglas J. Aveda

AVEDA



Parts of a Resumé

- Contact Information
 - Email/Phone/LinkedIn
- Summary
 - What you've done.
- Education
- Work Experience: Tasks
- Honors/Awards
- Training/Abilities/Service
- Skills: Technology
- Skills: Languages

Optional: Relate It

- Activities/Interests
- Education Highlights
- Projects/Research
- Volunteer

Summary: Samples

Experienced Pharmacy Technician in both retail & Long-Term Care. Accurate with compassion for clients. Previous work as a Certified Medical Assistant. Patient-Focused in service.

Experienced Customer Service Specialist with strong problem solving and communications skills within diverse populations. Adaptable, critical thinker, flexible in a fast-paced environment.

Resumé: The Review



Every job gets its own Resume.
Make it Custom.



Check Spelling
and Grammar.



Use Key Words
from your field
and/or industry.



Use simple, direct
language.



Use numbers and
data to showcase
achievements.



Avoid long
sentences and
paragraphs.



Don't use
Pronouns.
(She/He/They)



Use Action Verbs!

The Review: Part 2

- Simple Fonts: Arial, Cambria, Calibri, Times New Roman
- Use, **bold**, *italic*, or underline to separate sections
- Margins: ½ - 1 inch
- Length: 1 Page
- Print: 1 side only, quality paper
- If using graphics and color, be professional

FORMAT: Cover Letter

- Salutation
- Body of the Letter
- Complimentary Close and Signature Line

Parts of a Cover Letter

- Contact Information
 - Email/Phone/LinkedIn
- Employer Contact Information
 - Name/Title/Company/ Address
(City, State, Zip Code)
- Summary
 - What you've done.

John Doe
1261 Any Street, Columbus, Ohio 99928 – (630) 123-4567
jdoe@verizon.net

[Your Name]
[Street Address]
[City, ST ZIP Code]
January 2, 2009

Aaron Yachovitch
County of Madison
Human Resources
625 Court St, Room 101
Columbus, Ohio 99928

Dear Mr. Yachovitch:

In response to your county's advertisement regarding the social work practitioner position, I am enclosing a resume for your review. In May of this year I will have completed my Masters degree in Social Work (MSW). Upon graduation, I would enjoy returning to Madison County to work with your team. I spent many of my childhood years in Madison and I feel connected to the area and the population.

I have extensive knowledge of human development and I have experience working with children and families. I have worked collaboratively with primary caregivers, school professionals, health care professionals, and other counselors to create service plans, increase family communication, and promote safety for children.

My current internship is with Madison County Behavioral Health. This county position has provided a clinical setting to perform individual, family, and group counseling. I am confident my knowledge of family systems, the DSM-IV mental health diagnoses, and my understanding of state and local laws and regulations would make me an excellent addition to your team.

Thank you for your time and consideration.

Sincerely,

John Doe

Enclosure: resume

Salutation

If you do not have a contact name, you can skip the salutation entirely.

Examples:

- Dear Mrs. Smith
- Dear Hiring Manager
- To Whom it May Concern

Do your research: If you do not have the gender of the person you are sending the letter to, use the full name: Dear Sean Smith

Body of the Letter

The body of the letter lets the employer know what position you are applying for, why the employer should select you for an interview and how you will follow-up.

Organize the letter in three paragraphs:

1. **Opening:** Includes why you are writing, the position you are applying for and where you found the job listing.
2. **Skills:** (Often called the Pitch) This section describes what you have to offer the employer. Mention how our qualifications match the job you are applying for. Make a connection between your qualifications and the job requirements crystal clear.
3. **Closing:** Conclude your cover letter by thanking the employer for considering you for the position. Include information on how you will follow-up.

Complimentary Close and Signature Line

Example closing would include:

- Respectfully yours
- Sincerely
- Sincerely yours
- Best

Type Signature Line



Questions

Kierra Dixon, BA, CDF
Career Advisor/Case Manager

1850 N. Perry St.
Pontiac, MI 48340

Main: (248) 276-1777
Direct: (248) 276-1772
Cell: (248) 469-8172

Kierra.Dixon@goodwilldetroit.org

www.facebook.com/MIWorksPontiac/

At Your Service

Monday-Friday, except state holidays

Telephone and Virtual Appointments Only

NOVI

31186 Beck Road
Novi, MI 48377

(248) 926-1820

OAK PARK

22180 Parklawn Street
Oak Park, MI 48237

(248) 691-8437

PONTIAC

1850 N. Perry Street
Pontiac, MI 48340

(248) 276-1777

SOUTHFIELD

21415 Civic Center Drive, Suite 116
Southfield, MI 48076

(248) 796-4580

TROY

550 Stephenson Highway, Suite 400
Troy, MI 48083

(248) 823-5101

WATERFORD

7500 Highland Road
Waterford, MI 48327

(248) 617-3600

A Proud Partner of the American Job Center Network

Equal Opportunity Employer: Program auxiliary aids and services are available upon request to individuals with disabilities | Michigan Relay Center or 711

Funded by: David Coulter, Oakland County Executive, Oakland County Workforce Development Board, Michigan Department of Labor and Economic Opportunity



DAVID COULTER
OAKLAND COUNTY EXECUTIVE