



Marketing “Me” Inc.

Resumes and Cover Letters

January 7, 2010

MPower, Mature Workforce Networking

By Ann Mossop

“Me” Inc. And Your Future

There are many highly qualified people seeking employment in today's competitive job market. Good enough is no longer good enough – on the job, and throughout your transition to a new employment opportunity. It is equally important that the quality of your job search marketing tools communicate with excellence. It is also imperative that you are able to differentiate yourself as being a "cut above" - an individual who can bring "value-added" strengths to a new, potential employer.

To define a competitive advantage:

- You must demonstrate that you are focused, you know what you want, you know why you want it, you know why you are qualified, and can show you have a track record of achievement indicative of what you can do for a prospective organization.
- You must know the perception you wish to create and where you can position yourself in the marketplace. How do you want to be perceived? Think about this before going into any meeting, interview or discussion, and think about how you are going to achieve this positioning. If you do this, you make your positive perception a reality.

You'll no doubt be anxious to "hit the ground running". We agree. However, before doing so, you must have a solid foundation on which to build an effective action plan. Remember, you seldom get a second chance to make a good first impression. Let's ensure you are thoroughly prepared and focused.

Before you are ready to embark on your journey, here are the stages you must progress through. Once you've done this, you will be ready.

The main stages to building your future:

- Analyze and decide what you want to do.
- Crystallize your vision of you – “Me” Inc.
- Utilize *all* resources available to you.
- Develop a resume to support your positioning.
- Develop your marketing strategy.
- Build your network (the key to tapping into the hidden job market).
- Sharpen your presentation/interviewing skills.
- Acquire processes to stay focused, disciplined & organized.
- Validate job offers (they will come, stay focused on the process).
- Ensure your ongoing success.

In this section, we will provide a **brief overview** of two important components to your job search. They are: Resumes and Cover Letters. You will need to investigate the job search process in much more detail.

TODAY'S OBJECTIVES

By the end of this session, participants will be able to:

- List four resume styles and when most appropriate to use each style.
- Compare and contrast an effective Resume and Cover Letter.

AGENDA

- Introductions & Warm-up
- Overview Resumes & Cover Letters
- Group Exercise
- Summary & Wrap-up

GROUP NORMS

- Participate and contribute your thoughts and ideas.
- Listen actively and attentively when others are speaking. Please do not interrupt.
- Respect other's opinion.
- Limit side conversations while others are speaking.
- Put hand up, nod or make gesture to facilitator to acknowledge the need to speak.
- Be here and in the moment.

**“What appears to be the end of the road
may simply be a bend in the road.”**

-Dr. Robert Schuller

Warm-Up: Individual & Group Exercise:

1. Using the sample format for a 30 Second Sales Pitch, write an effective and concise statement about yourself.
(See the sample format on Page 11 and other examples on Page 12).
 - a. My name is ...
 - b. Specializing in ...
 - c. State: What do you do ...
 - d. State: Why are you the best at what you do ...
 - e. Your call to action: What action do you want the other person to take ...
2. Fill in the blanks and then transfer your statement to the **Putting It All Together** section on Page 12.
3. Move into the groups as assigned. (4-5 persons for each group)
4. Each person take turns presenting their Sales Pitch. After each person delivers their statement, provide feedback on what was positive and how they might improve their statement and presentation in future.
5. Make sure everyone has time to present within the allotted time.
6. If you finish early, each member can go again.

Pitching “Me” Inc.

INDIVIDUAL & GROUP EXERCISE:

Write one comprehensive sentence per prompt.

Step 1:

Name: First, Last Name

My name is: _____

Step 2:

Job Title/Target:

I am a ... _____

Specializing in ... _____

Step 3:

What do you do ... _____

Step 4:

Why you are the best at what you do ... _____

Step 5:

Your call to action ... _____

Pitching “Me” Inc.

Example:

My name is John Smith and I am a Sales Manager specializing in developing new, untapped markets along with developing existing client sales opportunities. I do this by listening to my clients’ needs, motivating my sales team, hiring and training the best sales force candidates, effectively measuring performance and rewarding top achievers. I have a proven track record of exceeding sales objectives and targets by 10% within the first quarter of hiring and beyond. Call me for a meeting and a further consultation on how I can increase your bottom-line results.

Example:

My name is Mary Smith and I am an Executive Assistant specializing in supporting top level managers and executives. I do this by taking care of organizing schedules, prompting reminders, responding to correspondence and emails with appropriate discretion and sensitivity, and working to maintain a smooth running, stress-free, yet detail oriented environment. My previous employers have always complimented me on knowing what needs to done and then taking care of all the details to assist them. Please call me to discuss how I might improve efficiency and add value to your organization.

Putting it all together:

Feedback:

What was positive? What will you do next time?

What is a Resume?

Primary uses of a Resume

A collection of strengths, skills, proficiencies, achievements, responsibilities, career history, training, education, and affiliations focused to support your career objective which is in the truest sense a reflection of the writer; which allows the reader to gain understanding, information, qualifications, profile, and a “perception” of an individual.

You must ensure that the perception as demonstrated by your resume is in fact who and what you really are.

- **A calling card when you can't get a face to face meeting.**
- **Networking document lets you build a progressive network from first level on to multi- level.**
- **Marketing document (allows for direct and indirect marketing).**
- **Working document (keeps interviewer and interviewees focused and on track).**
- **Reference script and referral document for those acting as a positive reference for you.**
- **Recruiters and or employment agencies or other third parties, to keep on master file and or forward on to perspective employers.**
- **Milestone in the process of preparing a job search strategy which can be a real confidence builder.**

E-mailing Your Resume

Emailing your resumes is the current market expectation and approach, unless otherwise stated. Your on-line resume can be developed using one of the basic styles. Prior to sending your resume electronically, you will need to alter the presentation format to be accepted by a database. **Employment Resource Centres (ERCs) and Information Resource Services (IRS') offer workshops and can help you learn how to do this correctly.** *Remember: Use all resources available to you.*

More information and assistance can be found at these sources:

- ✓ **Employment Resource Centres (ERCs) and Information Resource Services (IRS')**
- ✓ College and university student placement or career centres
- ✓ Public libraries
- ✓ The business section of bookstores

“When one door closes another door opens; but we often look so longingly and so regretfully upon the door that closed, that we fail to see the one that has opened for us.”- Helen Keller

Resume Styles

There are four basic styles of resumes, but there are any number of combinations and variations. No one style is best. Try different styles until you find one that clearly points out why you should get an interview.

Chronological Resume:

- Organized in reverse chronological order and emphasizes work history.
- Presents work experience and achievements by employer(s) and position(s), beginning with the most recent and working back in time.
- Emphasizes your accomplishments and achievements.
- Illustrates your job history clearly showing growth and progression.
- Shows consistent work history that relates directly to the next job target without major employment gaps or numerous changes.
- When the name of your employer is prestigious or important in your industry.

Functional Resume: Skill or Accomplishment-Based

- Organized to highlight your relevant transferrable skills.
- Demonstrates capabilities or skills not used recently.
- Work history listed towards the end and organized in reverse chronological order.
- Makes your experience and skills relevant to the employment target.
- Facilitates changes from one industry to another, and career transitions.
- Emphasizes knowledge and education when re-entering job market or changing careers.
- Brings relevance to a varied background, unrelated positions, freelancing or temporary work.
- Skill-based resume is more appropriate for non-managerial positions
- Accomplishment-based is more appropriate for managerial/executive level.

Combination Resume:

- A combination of both chronological and functional resume formats.
- Selects effective aspects of both the functional and chronological styles.
- Includes a section that summarizes experience, skills, qualifications that are most relevant.
- Work experience is outlined using either a chronological or functional approach.
- Emphasizes many years experience in a particular field, or several years experience in a wide variety of areas.

Technical Resume:

- Highlights your educational, training and technical proficiencies.

Brainstorming: Resumes & Cover Letters

GROUP EXERCISE:

- 1. In your groups, review the resume and cover letter samples on pages 24,25, & 26.
 - 2. Brainstorm and record on flipchart paper as many ideas as you can about effective resumes and cover letters. Resumes and cover letters can be effective in different ways.
 - a. What makes a resume and cover letter stand out? What makes a resume or cover letter good or bad?
 - b. What does it look like? What elements convey an effective message?
 - c. What else have you seen, heard, or read about effective resumes and cover letters?
- (20 Minutes)**
- 3. Assign a presenter for your group and share your ideas with the entire group.
 - 4. All groups present their findings. **(20 Minutes)**

Feedback from group presentations:

What factors seem to be common among effective resumes and cover letters?

Do you consider it important to tailor your resume and cover letters for a specific job? Why?

Did You Know?

Most prospective employers scan a resume for less than 1 minute.

Resume Top Ten Tips

1. Be positive.
2. Have no typos or grammatical errors.
3. Use standard-size paper in neutral shades.
4. Keep it brief and uncluttered – 1-2 pages.
5. A good resume is one that is succinct, and tailored to the position.
6. Emphasize your accomplishments. Use P.A.R. formula.
7. Indicate action by using action verbs (past tense, “ed” endings) and continued growth with words such as achieved, developed, created, designed, demonstrated etc.
8. **Use bolding for headings and subtitles.** Avoid highlighting, *italics* and underlining. We scan information and these forms of formatting can be distracting irritants.
9. Copy your resume for your records. Also keep a copy of the job description or the job postings for which you have applied. Remembering 2 or 3 weeks after applying for a position can be a challenge without proper record keeping.
10. Lose the pronouns “I” and “me”.

Did You Know?

Each time you send out your resume you need a cover letter.

Cover Letter Top Ten Tips

1. Address to a specific person. Never “To Whom It May Concern” and “Dear Sir/Madam”.
2. No errors, grammar, spelling. Always have someone proofread.
3. Use business letter format. Block style, left justified.
4. State why you are approaching that organization.
5. Demonstrate excellent written communication skills.
6. Point out most relevant accomplishments, skills, and experience.
7. Make sure it is targeted toward the position you are applying for.
8. 1 page – 3-4 paragraphs – various styles & approaches.
9. Include your contact information and availability.
10. Convey “fit” for the job & ask for the opportunity to meet/interview.

SAMPLE CHRONOLOGICAL OUTLINE (1 Page)

YOUR NAME

Street Address

City, Province and Postal Code

XXX XXX-XXXX

E-mail Address

Job Objective: Position as Whatever

SUMMARY OF QUALIFICATIONS

- Number of years experience in the field or line of work
- Relevant credentials or training or education
- An accomplishment that directly relates to the objective
- A quality *or characteristic *of yours that supports this goal
- Another accomplishment* or another characteristic*

**reflected in the details below of course*

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

Job Title **Company name, City** (and province if needed) **2000-xxxx**

- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective

- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective

Job Title **Company name, City** **2000-xxxx**

- Accomplishment/one-liner, from this job, that's relevant to the new job objective
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Job Title **Company name, City** **2000-xxxx**

- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective

Job Title **Company name, City** **2000-xxxx**

- Accomplishment/one-liner, from this job, that's relevant to the new job objective
- Accomplishment/one-liner, from this job, that's relevant to the new job objective

EDUCATION & TRAINING

Degree or classes or whatever

Credentials, if any SAMPLE CHRONOLOGICAL RESUME (1 Page)

SAMPLE CHRONOLOGICAL RESUME (2 Pages)

YOUR NAME

Your Address

Your City, Your Province, Postal Code

Res: 555-555-5555 Bus: 555-555-5555 email: you@email.com

PROFILE

An organized and resourceful Manager with over 10 years experience in the financial services industry. Extensive knowledge and skills in all Bank products and services. Provides a high quality of service in a fast paced environment. Readily takes on new responsibilities and challenges. Skilled in creating motivated teams by encouraging open communication and a free flow of ideas. Able to prioritize and meet deadlines in a consistent manner.

BUSINESS BACKGROUND

ANY BANK

1981-PRESENT

ASSISTANT MANAGER, CALL CENTRE

2000-PRESENT

- Manage a staff of 15 customer service representatives, focused on providing excellent customer service to branches and clients. Received an award of excellence for providing superior customer service. Over 3600 inquiries were handled daily.
- Built a strong team by coaching staff one-on-one and through group interaction.
- Improved the average speed of answer (ASA) and the telephone service factor (TSF) by 35% by implementing major changes in scheduling work shifts and resource allocation to meet industry standards and customer expectations.
- Negotiate with customers and Branches to provide solutions that minimize the Bank's dollar losses.
- Minimize problems by responding immediately to customer inquiries verbally and in writing.
- Hold monthly and annual performance review sessions with each staff member to set objectives and review accomplishments.
- Act as Chairperson for the Department Social Committee, Coordinate and plan all events for the Department.
- Researched and analyzed over 100 accounts for improper payments over a 6-month period, resulting in a recovery of approximately \$100K.
- Reduced stationary costs by 50% in a one-year period by controlling the ordering and distribution of supplies for the Department.

BUSINESS OFFICER

1997-2000

- Oversaw training and development of a staff of seven. Created an environment, which promoted both individual initiative and teamwork to ensure goals were met with the assistance of the Teller Supervisor.
- Implemented a standards and measurement tracking system that identified performance deficiencies which improved branch sales, numbers and targets.
- Reviewed and located Teller cash shortages with a 97% recovery rate. Provided additional training when appropriate
- Liaised with the Branch Services Centre regarding various branch transactions while maintaining excellent relationships.
- Conducted weekly Staff meetings to introduce new products/business services and kept abreast of staffing issues.
- Contributed to sales growth by establishing good customer relationships and provided individualized customer service to meet specific needs; nominated for Award of Excellence.
- Sold a variety of Bank products such as RSP's, Savings and Chequing Accounts, GICs, and Treasury Bills and advised customers on different investment options according to their needs.

(Continued ...)

ASSISTANT BRANCH MANAGER

1993 -1997

- Supervised, trained and coached up to eight Customer Service Representatives, and a Teller Supervisor. Prepared monthly staffing schedules to ensure sufficient coverage to meet the department's service objectives.
- Conducted bi-weekly staff meetings to ensure staff were kept up-to-date on product knowledge, and shared information regarding past work activities.
- Assisted with the development of action plans for goal attainment. Held monthly and annual performance review sessions with each staff member to set objectives, review accomplishments and provide personalized coaching and training.
- Set mutual goals for sales achievements with each Customer Service Representative.
- Initiated department promotional campaigns, such as "Kids Accounts Week". Arranged free giveaways to participants, and planned fun, reward-based internal competition.
- Performed a variety of functions to ensure the smooth operation of the department's administration.

(Held numerous progressively responsible positions from 1981 - 1993.)

PROFESSIONAL DEVELOPMENT/EDUCATION

- Effective Management
- Coaching and Counselling
- Project Management
- The Art of Negotiating
- Delivering Excellent Customer Service
- Time Management
- Excel
- Motivating Through Influence
- Effective Telephone Techniques Workshop
- Business Writing
- Relationship Selling
- Effective Supervision Workshop
- MS Project
- PowerPoint (Basic & Beyond Basic)
- MS Word
- Effective Business Presentations
- Business Administration Diploma, Your College

INTERESTS

Volunteer - Distress Centre of Toronto

SAMPLE FUNCTIONAL OUTLINE (2 Pages)

YOUR NAME

Street Address

City, Province, and Postal Code

(xxx) xxx-xxxx

your.name@roger.com

Objective: A position as Coordinator of Whatever, focusing on this area and that.

SUMMARY OF QUALIFICATIONS

- Number of years experience in work* at all **relevant** to the objective above.
- Credentials or education or training, relevant to this objective.
- A key accomplishment** that shows you're a "hot candidate" for this job.
- A strength** or characteristic** of yours, that's important to you and relevant to this job.
- Something else the employer should know ... a skill**, a trait**, an accomplishment**.
 ***including unpaid work ** reflected in the details below, of course**

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

ONE MAJOR SKILL (essential to the objective named above)

- An accomplishment/one-liner that illustrates this skill.
- Another accomplishment that illustrates this skill.

ANOTHER MAJOR SKILL (essential to the objective named above)

- An accomplishment/one-liner that illustrates this skill.
 - A sub-statement that elaborates on one step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.
- Another accomplishment that illustrates this skill.
 - A sub-statement that elaborates on one step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.

ANOTHER MAJOR SKILL (essential to the objective named above)

- An accomplishment that illustrates this skill.
- Another accomplishment that illustrates this skill.
 - A sub-statement that elaborates on one step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.
 - A sub-statement that elaborates on another step in the process of the accomplishment above.

SAMPLE FUNCTIONAL OUTLINE (Page 2)

YOUR NAME

XXX.XXX.XXXX

(Continued ...)

A SPECIAL KNOWLEDGE AREA (essential to the objective named above)

- An accomplishment that illustrates or documents this special knowledge
- A list of equipment or processes you are familiar with, consistent with expertise in this area.
- A list of courses or trainings you took, that shows your expertise in this area.

EMPLOYMENT HISTORY

Job Title	COMPANY NAME, City (and Province if needed)	20xx-present
Job Title	COMPANY NAME, City	20xx-xx
Job Title	COMPANY NAME, City	20xx-xx
Job Title	COMPANY NAME, City	20xx-xx

EDUCATION & TRAINING

Degree or classes or whatever
 Credentials, if any

SAMPLE FUNCTIONAL RESUME (1 Page)

JOY HOLLAND

660 Pinebluff Avenue
Oakville, ON A1B 2C3
(905) 888-2557 ~ jholland@rogers.com

Objective: Project Coordinator or Administrative Assistant position, involving personnel services, training, supervision, and/or payroll and bookkeeping.

PROFILE

- Demonstrated skill in supervising an efficient, well-run department.
- Extensive experience in personnel and office administration services.
- Enthusiastic, personable; professional in appearance and manner.
- Reputation for dependability and credibility.
- Take pride in doing a good job and achieving results.

RELEVANT EXPERIENCE

Project Coordinating

- Oversaw start-up of a new unit, Executive Credit Card, at Wells Fargo Bank:
 - Interviewed and hired employees to develop a staff of 10;
 - Set up initial Accounts Receivable ledgers for monthly posting;
 - Conducted credit investigations and developed profiles on new credit card applicants.

Personnel, Payroll & Bookkeeping

- Served as Group Benefits Coordinator at California Rubber and General Electric.
- Processed Accounts Payable and Receivable; reconciled bank accounts.
- Processed payroll: calculated hours, taxes and deductions, and prepared special cheques.

Training/Supervising

- Trained new employees at Wells Fargo Bank in computerized bookkeeping and use of office equipment and word processors.
- Trained employees of California Rubber on use of bookkeeping software.
- Supervised 10 clerical employees in the Accounting unit at Wells Fargo Bank.

EMPLOYMENT HISTORY

Bookkeeper/Admin. Asst.	CALIFORNIA RUBBER MFG. Co.; Oakville	1998-present
Financial Representative	GENERAL ELECTRIC CO., Mississauga	1996-98
Credit Asst./Unit Supv.	CROCKER BANK; WELLS FARGO BANK, Ottawa	1987-95

EDUCATION & TRAINING

Herald Business College, Laney College, College of Alameda

- | | | |
|----------------------|--|--|
| Business Coursework: | <ul style="list-style-type: none"> • Small Business Management • Introduction to Business Law • Principles of Accounting • Business Math | <ul style="list-style-type: none"> • Word Processing • Business English • Payroll Accounting • Income Tax Accounting |
|----------------------|--|--|

SAMPLE FUNCTIONAL RESUME (1 Page)

POLLY KELSA

59912 Yonge Street • Richmond Hill, ON A1B 2C3 • (905) 987-6543 •pkelsea@rogers.com

OBJECTIVE: Accounting position, including financial consultation and training.

SUMMARY

- Four years experience in bookkeeping for small businesses and corporations.
- Enjoy consulting with clients, and helping them get what they want.
- Commitment to professional growth and development in financial services.
- Outstanding talent for assessing clients' needs and developing individualized financial systems.
- Extremely dependable in completing projects accurately and on time.

RELEVANT EXPERIENCE

Bookkeeping & Accounting

- Served as full-charge bookkeeper and financial manager for several businesses, responsible for:
 - ...general ledger ...cash disbursement journal ...cash receipts journal
 - ...payroll and payroll taxes ...accounts payable ...accounts receivable
 - ...bank reconciliation ...budgeting ...financial statements.
- Consulted with CPA's on behalf of businesses, presenting all financial materials to prepare for end-of-year taxes.

Needs Assessment/Advising

- Successfully advised and counselled small business clients on financial strategy, employing effective counselling methods. Combined candid assessment of current status with proposals for improving profitability.

Organization/Administration

- Trained and supervised novice bookkeepers in bookkeeping skills.
- Advised on and implemented start-up procedures for small businesses in the Province of Ontario, involving business license, bank account, fictitious name statement, resale number, provincial and federal employer ID number.
- Served as financial officer on committees and boards of several organizations.
- Established my own financial bookkeeping service.

EMPLOYMENT HISTORY

Owner/Consultant	BUSINESS STRATEGIES, RICHMOND HILL, ON (serving 8 small business clients)	2005-present
Co-Owner/Financial Mgr.	BEAUTY SECRETS, MARKHAM, ON	2003-06
Financial Manager	MIRO CHIROPRACTIC, MARKHAM, ON	2002-05
Bookkeeper	JANET ROGERS, CHIROPRACTOR, MARKHAM, ON	1999-01
Bookkeeper	BARNES TRAVEL AGENCY, RICHMOND HILL, ON	1998-99

EDUCATION & TRAINING

B.A., Communication Arts & Sciences – QUEENS COLLEGE, KINGSTON, ON 1993
 Class in General Accounting – VISTA COLLEGE, TORONTO, ON 2005
 Class in Psychology – UNIVERSITY OF TORONTO, TORONTO, ON 2006

SAMPLE FUNCTIONAL RESUME (2 Pages)

NICHOLAS A. STAVRINIDES

3331 Hermit Way
Santa Rosa, CA 95405
(707) 571-8928 ~ nstav@rogers.com

EDUCATION CONSULTANT

**Specializing in Educational Program Development
in the Arts, Media and Travel**

PROFESSIONAL PROFILE

- 15 years experience promoting the role of art and history in liberal arts curricula through educational program development, teaching, traveling, and research.
- Demonstrated expertise, academic credentials, specialized training, and research skills sought after by companies developing educational media, film and documentary projects.
- Excellent communication and writing skills necessary for articulating and formulating ideas useful to the development of creative educational multimedia, programming and presentation.
- Passion for teaching and commitment to education enriched by overseas studies and years of travel.

PROFESSIONAL EXPERIENCE

Educational Program and Curricula Development

- Five years experience developing, organizing, and conducting educational tour programs to Europe and the Middle East, focusing on the invaluable role of art and history as cultural enrichments to our lives.
- Developed and introduced an Interactive Teaching Program in the study of art, geography and history for middle school students.
- Launched a committee effort to improve English Composition Board standards for undergraduate liberal arts curricula.
- Co-wrote and helped produce a series of art videos for use as educational tools.
- Designed curricula and taught university courses in Classical Mythology, Greek and Roman Art and Archaeology, Ancient Athletics, Latin and Biblical Greek.

Lecturing and Writing

- Delivered lectures to educators, students, professional groups and church organizations on archaeology, art, history and religion.
- Travel guide and lecturer to students and professional groups on over 25 educational tours to Europe and the Middle East.
- Wrote a series of travel commentaries, handouts and walking-tour booklets for travelers exploring Western art and culture.
- Wrote catalogue entries and descriptions for special museum exhibits.
- Wrote career profiles for business professionals, and edited employee manuals.

Fine Arts Media Presentation, Design and Field Research

- Created and delivered multimedia-based lecture series on history and culture, highlighted by presentations incorporating footage and still-photography, drawn from motion picture epics, television documentaries and personal collection of over 8000 travelogue slides.
- Collaborated on the design of educational interactive museum displays.
- Four years archaeological field work and research at ancient sites in Greece and Israel, including analysis, mapping, and restoration of historic monuments; conservation and cataloguing of artefacts.
- Organized and held two private art exhibitions to promote and market internationally recognized Polish and Czech artists.
- Production assistant on live-action short film featured at Houston Film Festival.

EMPLOYMENT HISTORY

International Tour Director	GRAND CIRCLE TRAVEL, Boston, MA	2003-present
Art Consultant	ARTTREK INT'L, San Francisco, CA	1999-present
Art Consultant	CALDWELL SNYDER GALLERY, San Francisco, CA	1999-2002
Financial Officer	DMB SECURITIES, San Rafael, CA	1996-1998
Credit Analyst	WELLS FARGO BANK, San Francisco, CA	1994-1996
Instructor	UNIVERSITY OF MICHIGAN, Ann Arbor, MI	1989-1993

EDUCATION AND TRAINING

Ph.D. candidate, M.A., Classical Art and Archaeology, 1994/1992
UNIVERSITY OF MICHIGAN, Ann Arbor

A.B., Classical Languages, summa cum laude, 1989
UNIVERSITY OF CALIFORNIA, Berkeley

Undergraduate Study and Field Research Program, 1988
AMERICAN SCHOOL OF CLASSICAL STUDIES, Athens, Greece

Certified and Licensed International Tour Guide, 2003
INTERNATIONAL TOUR MANAGEMENT INSTITUTE, San Francisco

Professional Affiliations: AIA, APA (American Philological Association)

Language Skills: Modern Greek, Italian, German, French, Latin, Ancient Greek

Computer Literacy: Experienced in operating Apple IIe, Performa 630CD and IBM PC's.

SAMPLE COMBINATION OUTLINE

YOUR NAME

Your Street Address
xxx.xxx.xxxx

City, Province, and Postal Code
your.name@rogers.com

OBJECTIVE

A position as Whatever, focusing on this area and that.

HIGHLIGHTS

- Number of years experience in work* at all relevant to the objective above.
 - Credentials or education or training, relevant to this objective.
 - A key accomplishment** that shows you're a "hot candidate" for this job.
 - A strength** or characteristic** of yours, that's important to you and relevant to this job.
 - Something else the employer should know ... a skill**, a trait**, an accomplishment**.
- *including unpaid work ** reflected in the details below, of course

RELEVANT EXPERIENCE

COMPANY NAME, City (and Province if needed) 20xx-present

Job Title

A two-line overview of your essential role in this company, including the kind of products or services you dealt with.

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the new job.

COMPANY NAME, City 20xx-xx

Job Title

A two-line overview of your essential role in this company, including the kind of products or services you dealt with.

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the new job.

COMPANY NAME, City 20xx-xx

Job Title

A two-line overview of your essential role in this company, including the kind of products or services you dealt with.

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the new job.

COMPANY NAME, City 20xx-xx

Job Title

A two-line overview of your essential role in this company, including the kind of products or services you dealt with.

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another activity from this job, illustrating a skill needed in the new job.

EDUCATION

University of Somewhere, Some Town, Some Province
Name of Your Degree or Credential (and year when appropriate)

SAMPLE COMBINATION RESUME

Joseph Executive
 1178 Advantageous Road
 Success, ON A1B 2C3
 555-555-1212

PRODUCTION / MARKETING / SALES EXECUTIVE

Results-driven Operating Executive with 15+ years management experience. Combines highly analytical, long range strategic planning capabilities with consistent achievement in productivity/quality improvement, personnel management and team building. Excellent communication skills demonstrated with customers and employees. Represents firms with integrity and intelligence and is diligent in growing companies from a loyalty base. Superior skills in organization effectiveness. Adept in both start-up or established environments.

Who's Who in Finance and Industry: 2004 - 2005
 Who's Who in the East: 2003 - 2004

VICE PRESIDENT - PRODUCTION

2003 - Present

Davis Contractors, Inc. Smart, ON

Responsible for \$12M in annual installations of vinyl siding, windows and cabinet refacing from production through collection: all phases of customer contact, fabricating, installing, producing jobs, vendor negotiations and purchases, scheduling, close out, P & L, payroll and litigation support as a subject matter expert. Additional responsibilities include the recruiting, staffing, training and management of 80 field employees, three production managers, one warranty service manager and five staff employees.

- Grew the business 35-40 percent per year for three years.
- Excelled in Quality Every Day (QED) - Customer Satisfaction and Quality.
- Received medals for national achievement in eight often quarters: goal was to surprise and delight the customer.
- Increased the department's productivity from \$350K to \$1.5M per month through a redefinition of how to do business by developing and implementing process improvements.
- Developed and implemented three Standard Operating Procedures (SOPs) to improve process flows.
- Implemented the cabinet refacing start-up business: demonstrated superior project management abilities in the design and implementation of flow charts, process plans, layout, equipment, and procedures with an adherence to OSHA regulations.
- Increased crew base 200 percent to maximize production.
- Designed and implemented a three tier pay plan for contract piece workers to incent for quality improvements. This also reduced turnover and improved morale.
- Developed workplace activities to promote loyalty, e.g., Barbecue Friday.

Joseph Executive

555-555-1212

page two

RESIDENTIAL FIELD SALES DEVELOPMENT MANAGER**2001 - 2003**

Building Products, Summit, ON

Responsible for Outside Sales and Sales Training – Eastern and Atlantic Provinces with a focus on the ON market with full accountability for personal sales and development of sales staff.

- Developed personal sales to a \$1.6M client base.
- Implemented sales to get customer loyalty and spur business growth.
- Developed a lead generation program for contractors.
- Initiated the firm's first marketing attempts with product promotions tie - ins.
- Conducted market analysis of inventory requirements through anticipation of market trends.
- Developed in-home presentation and marketing sales aids.

Steel Products Ramsey, ON

1991 - 2001

Played key leadership roles which contributed consistent value-added expertise with increasing responsibilities and continuous professional development during this ten year period.

SALES MANAGER / DIVISION SALES MANAGER / SALES PERSON / SALES TRAINEE

Responsible for all aspects of residential siding, windows and roofing at this manufacturing and distribution company. This included recruiting, training and developing all employees. Directed activities of six union drivers, four inside and three outside sales employees. P & L responsibility for total operations. Also responsible for design and implementation of all marketing and promotional programs.

- Grew personal annual sales from \$1.5M to \$3.5M.
- Grew branch sales from \$5M to \$8M.

EDUCATION

State University of New York at Albany
Master of Science in Industrial Arts and Technology Education
 Advance Study in Human Resource Management
Bachelor of Science in Industrial Arts and Technology Education
 Concentration: Manufacturing/Production

PROFESSIONAL AFFILIATIONS

National Association of the Remodeling Industry
 Treasurer and Board of Directors 2001 - 2003
Member of the Year - ON Chapter 2002
 Waldwick Village Homeowners' Association
 Treasurer 2000 - 2001
 Board of Directors 1999 - 2000

SAMPLE COVER LETTER OUTLINE

Name
Your Street Address
City, Province, Postal Code
Telephone Number ~ E-mail

Name of Employer (if name unknown: Human Resources, or Recruiting Manager, or Hiring Manager)
Their Position Title
Company Name
Street Address
City, Province, Postal Code

Subject or Reference (Optional)

Dear (name of contact): (if name unknown: **Attention: Human Resources or Hiring Manager**)
Try to get a name – call and ask who is charge of hiring for XYZ position.

Opening Paragraph: WHY YOU ARE WRITING.

- Tells the employer why you are sending your resume and where you heard about the position.
- (1 to 3 sentences at most.)

As requested in our recent conversation...I am writing to apply for the specific position advertised in... or Mr. Network Contact suggested that I contact you...

Second Paragraph: WHAT YOU HAVE TO OFFER.

- Relate relevant skills/experience/accomplishments to the position at hand. Summarize "why they should hire you"; what you can do for them and skills you would use. (3-4 sentences)

While at Smith & Company, I developed and implemented a new system, which resulted in more efficient retrieval of inventory, and improved customer service...

Third Paragraph: ADDITIONAL INFORMATION. (Optional)

- Provide additional information that is also pertinent to the available position.
- Provide information about the company itself. Try to match your skills and experience with the needs and goals of the company.

Closing Paragraph: FOLLOW UP.

- Thank the employer for considering your resume. Close by asking them to contact you for an interview, OR state that you will contact them at a given time to follow up on your application.

Thank you for taking the time to consider my application. I hope to hear from you soon, and will call you in two weeks time to follow up on this application.

Sincerely,

Your signature or

Your name typed if sending in an email.

SAMPLE COVER LETTER

EDWARD BAYER

March 25, 2008

Hiring Agent Name, Title (Always try to get a name. Call the Company.)

Company Name

Address

Dear Hiring Manager:

As a capable product engineer with extensive experience in the design and development of manufacturing methods for plastics and medical devices, I believe I offer combination of skills that would benefit your company, and I would like to consider the possibility of putting my knowledge and experience to work for you.

I am a hands-on mechanical engineer with experience in extrusion and injection moulding. My expertise lies in transitioning new medical devices from concept to manufacturing while ensuring the manufacturability of products. I am skilled in developing and tooling new manufacturing processes, setting specifications and generating manufacturing documentation, and producing and evaluating prototypes.

In addition to substantial technical skills, what distinguishes me from others is my innovative mindset and ability to take a fresh approach in critically evaluating systems and processes. It is this trademark that has allowed me to successfully release a multitude of new products over my career. It also has enabled me to create several new processes that expanded market opportunities and resulted in additional sales.

With a proven track record of success, I have demonstrated the ability to make contributions that positively impact the bottom line, and I am confident I can do the same for you. I look forward to speaking with you further about your company's goals and how I can help you achieve them. I will call to follow up, or you can reach me at the address and phone number listed below.

Thank you for your consideration.

Sincerely,

Edward Bayer

122 Majors Road ♦ Kitchener, ON A1B 2C3 ♦ (333) 333-3333 ♦ bayer@aol.com

SAMPLE RESUME

FOR CRITQUING GROUP EXERCISE (2 Page)

NAME

Address

City, Province Postal Code

Telephone / Fax / email

EVENT PLANNER

PROFILE:

- **People-oriented events coordinator with community service focus.**
- **Extensive knowledge of volunteer recruitment and development.**
- **Effective public relations, communication and presentation skills.**
- **Strong team building and motivational abilities.**
- **Experienced in assessing educational and support needs.**
- **Developing customized programs and activities.**
- **Readily takes on new responsibilities and challenges.**

PROFESSIONAL BACKGROUND

ABC ASSOCIATION

1999 - 2008

EVENT PLANNER/PROGRAM COORDINATOR/REGIONAL TRAINER

Role: To co-ordinate and plan relevant and cost effective programs on community health issues throughout Ontario in support of initiatives at the regional and federal levels.

- **Developed a user-friendly brochure that provided current information, practical advice and encouragement to teens about asthma; the first health education material distributed throughout Canada by the Association.**
- **Established a community program for people with lung disabilities by providing open information and exercise sessions whose model was incorporated into hospital GOOD programs at 2 local hospitals. Organized and planned 2 successful launch events that generated positive media coverage and created greater public awareness of the new program.**
- **Planned, co-ordinated, promoted and delivered a school program to an average of 6,000 students a year, focusing on kindergarten to OAC.**
- **Contributed to the development and presentation of a 75-page handbook on smoking control legislation, prepared for municipal councillors, while serving as chair and regional representative on the Regional Council on Smoking and Health.**
- **Facilitated a 2-day workshop as a resource provider in health education for 96 participants composed of respiratory therapists, pharmacists and nurses on asthma education. Also presented a summary of asthma activities in Ontario to a 3-day Canadian asthma conference in Vancouver.**
- **Implemented Health Education programs such as Asthma Day Camp which ran throughout the region for 8 weeks a year with approximately 100 children between the ages of 5 and 13.**
- **Evaluated effectiveness of respiratory health issues, such as environment in school portables, smoking in the workplace and cessation of smoking among teens, through a partner process with the community, advocacy groups and individuals ensuring government requirements were met.**

SAMPLE RESUME

Name

Page 2

- Promoted and co-ordinated "A Special Initiative: The World's Longest Poster - Petition for a Smoke Free Planet" in cooperation with the Public Health Department, the Cancer Society and the Regional Council on Smoking and Health. This world's largest poster-petition was displayed across Ontario on World Tobacco Day.
- Initiated many of the design and creative processes to achieve the goals of public awareness and change regarding the smoking issue. Collaborated with councils in the strategic plan to decrease smoking through by-laws, education and public opinion over a 10-year period.
- Worked closely with the Fundraising Committee to raise over \$25,000 annually through corporate sponsorships, private donations and numerous fundraising events and initiatives.
- Recruited, trained and co-ordinated volunteers to assist in the delivery of programs and seminars and fundraising.

DEF COMPANY 1995 - 1999
 CUSTOMER RELATIONS/SALES

Role: To provide exceptional customer service in a sales capacity servicing up to 250 accounts.

- Handled up to 50% of corporate sales accounts in the company's top sales district. Acted as key contact person from the initial call through to the final sale. Provided full customer service satisfaction by proactively managing the client relationship and acting promptly on any product or service concerns.
- Awarded Service Quality Excellence Award on 3 occasions, and President's Silver Achievement Award for outstanding sales results in 1986.

XYZ BOARD OF EDUCATION 1992 - 1995
 RESOURCE TEACHER

EDUCATION

Business Management Courses, McMaster University Teachers College

PROFESSIONAL AFFILIATIONS

Toastmasters, Past President/Past Area Governor Regional Council on Smoking & Health, Past Chair and Regional Representative
Asthma Advisory Committee, Regional Hospital Association Health Education Committee, Ontario Staff Representative

INTERESTS

Charity Marathon Runs, Bridge, Crossword Puzzles, Current Events

SAMPLE COVER LETTER FOR CRITQUING IN GROUP EXERCISE (1 page)

Ashina Hartnett

555 15th Avenue, Mississauga, ON A1B 2C3
(555) 555-5555 ~ ahartnett@rogers.com

March 25, 2008

Mr. Samuel Gleason
James T. Conference Coordinators
555 Salome Boulevard
Toronto, ON A1A 2B2

Dear Mr. Gleason:

Banquet and Conference Coordinator

My work with a highly diverse clientele has been very rewarding, and the experience has reinforced my need to work in an independent capacity that draws together decision-making, problem-solving and superior people skills.

Staff and the general public respond positively to my managerial, leadership and communication style. I would like to continue working in a business or people-related position with public visibility, and have enclosed a resume for your review. Some of the other qualities I offer are:

- ✓ Ability to listen closely and react to what people actually say or mean
- ✓ Diplomacy, discretion and consistent style
- ✓ Positive attitude
- ✓ Flexible nature attuned to changing markets and needs
- ✓ Attention to details and concerns
- ✓ Efficient multitasking and performance under pressure
- ✓ Professional manner, with strict adherence to confidentiality
- ✓ Awareness of the importance of professional networking – willingness to attend Chamber of Commerce and other relevant meetings

I've enjoyed assisting in the sales department of a major hotel the last two years and have been called on to fill in when the Conference Coordinator needed additional help with the multitude of details for an unusually large conference. I have not only done some of the "grunt" work but also conferred with various clients, set up the technical logistics, handled last-minute changes and coordinated with the banquet department. Testimonials from the Conference Coordinator and General Manager will back up my skills and abilities and will verify their opinion that I would be a good fit for a full-time banquet and conference coordinator.

It is difficult to determine from resumes career potential and in which areas a person can make a difference to a company. I am looking forward to meeting with you to discuss your needs, to exchange information, and to address any questions.

Sincerely,
Ashina Hartnett

SAMPLE TECHNICAL RESUME OUTLINE

JOAN SMITH

113 Anywhere Street, Apt. 123
Toronto, ON M5W 1H3

416-456-1234

somebody@something.com

OBJECTIVE

A position as a _____

HIGHLIGHTS OF QUALIFICATIONS

- Number of years experience in the field or line of work
- Relevant credentials or training or education
- Accomplishment that relates to the objective
- A quality or characteristic that supports this goal
- Another accomplishment

TECHNICAL SKILLS

Platforms:

Languages:

Databases:

AS/400 Utilities:

Networks:

Productivity:

Operating Systems:

Software:

Hardware:

EMPLOYMENT EXPERIENCE

POSITION

2004-2007

Company

(State if your company is a subsidiary of an internationally known corporation)

Responsibilities

(List these in order of importance/must relate to your objective/past tense)

Project

(List most recent and relevant)

Environment

POSITION

2xxx-xxxx

Company

Responsibilities

Projects

Environment

Sample Technical Resume Outline (Page 2)

JOAN SMITH
416-456-1234

(Page #)

somebody@something.com

(Continued ...)

EDUCATION

Masters of Computer Science

(only year of graduation)

CERTIFICATIONS

(List in relation to your objective)

PROFESSIONAL DEVELOPMENT

XXXXXXXXXX

ASSOCIATIONS

XXXXXXXXXX

Sample Technical Resume (2 Pages)

Your Address
Your Town, Province
Postal Code

Home Phone 555-555-5555
Day Number: 555-555-5555
email: you@email.com

Your Name, MCP

Profile

A results-oriented, focused Microsoft Certified and Network professional with over 8 years' experience in the Information Technology industry. Key strengths include comprehension, organization, and a clear vision of the future of technology. Committed to creating well-designed, efficient infrastructure topologies through clear communication and understanding of clients' needs and direction.

Summary of Skills

Management	Project leadership, mentoring, technology implementation, customer service and vendor management
Technical	Windows 2000 active directory architecture design and implementation. LAN and WAN design and implementation. Infrastructure design and conversion skills. Tivoli Enterprise Back-up. Compaq Storage Area Network. Microsoft Advanced Server Cluster Systems.
Development and Application Tools	Microsoft SQL, Access, Project, Office, Word, Excel, Outlook, Lotus Notes, Visio, IIS, Quark Xpress, Adobe Photoshop and Illustrator
Operating Systems	MS Windows 3.x, 9.x, NT3.51, NT4.0, 2000, XP, MS-DOS, Macintosh, OS2 (Warp, Merlin)
Networking	Microsoft NT4, W2K, TCP/IP, DNS, DDNS, DHCP, WINS, VPN, Novell IPX/SPX
Hardware	Compaq, IBM, 3Com, Cisco

Career History

Company

Project Lead/Senior System Administrator

1999 - 2004

- Led a five-member team through the hardware discovery, architecture design and deployment process of Windows 2000 throughout 65 offices in North America. The results were a state-of-the-art three-tier Active Directory single domain model, which allowed ease of management and delegation of authority.
- Engineered a complete redesign of head office server infrastructure, implementing a Compaq Storage Area Network Data warehouse with a Microsoft Advanced Server Cluster configuration. The design provided complete 7/24 client data availability with no interruptions for scheduled maintenance.
- Implemented a Tivoli Enterprise Back-Up system with an IBM LTO 3584 Tape Library system that achieved nightly back-up of over 300 giga bytes of data in under 30 minutes.

Sample Technical Resume

- Provided technical support to second level incident management staff and technical guidance to senior management. Attended vendor/supplier meetings with senior management to substantiate, or refute, vendor/supplier claims. Your Name, MCP
- Ensured a high level of security with the institution of Shiva/Intel hardware encryption boxes at all subnet sites. Co-coordinated with the ISP to ensure external clients had seamless, yet highly protected access to internal systems. Auditing team was unable to infiltrate these systems externally.
- Acted as DBA for Microsoft SQL servers and Web master for intranet clients.
- Hired internally to migrate the head office infrastructure (250+ nodes) from Novell to NT4 systems. Accomplished within six months.

Company

Support Analyst

1998 - 1999

- Acted as front line, first level support for approximately 1700 users at the IBM research and development lab facility in Don Mills. Provided incident management for all aspects of the research facility, including LAN/WAN troubleshooting, assistance with main OV/VM systems, AS400, RISC6000, AIX, MS Windows and OS2. Member of an elite support team of 4 individuals, to provide support for the development of facilities throughout North America.
- Provided second level expertise to Windows products (primarily NT) for development staff, who were still unfamiliar at the time with the NT product line.

Company

Systems Consultant

1997 - 1998

- Performed infrastructure re-install by upgrading servers from NTS.51 to NT4.0. Upgraded hardware (RAM and hard drives) on client workstations enabling them to upgrade from Windows 3.1 to Windows 95 with application upgrades to Office 95. After upgrading over 250 servers and desktop systems, retained for 8 months to assist in client support.

Company

Technical Writer/Network Installation Technician

1995 - 1997

- Wrote Technical "How-To" manuals for custom designed accounting software packages.
- Installed LAN's and Computing systems for businesses.

Certification and Professional Development

Microsoft Certification, Windows 2000 Professional, 2002

Pink Elephant, ITIL Certification, 2001

PBSC, Windows NT Administration

PBSC, Windows NT Core Technology

PBSC, QL 7.0 Administration

CDI, Upgrading from NT4.0 to Windows 2000

CDI, Windows 2000 Professional and Server

University of Western Ontario, English studies, 1986 – 1988

COVER LETTER DO'S AND DON'TS

DO:

- Use white bond paper, 8-1/2 by 11 inches with a matching envelope.
- Address your letter to a specific person if possible, using the correct name, title and location of the person who has the authority to hire - pay particular attention to the spelling of the person's name and title. Always verify this information.
- Make sure there are no spelling or grammatical mistakes.
- Date the letter the day it is mailed - undated letters look mass produced.
- Unless a hand written letter has been requested, always type.
- Tell the reader, "What's in it for them" - you MUST answer this question.
- Relate your background to the needs and the interests of the organization and explain the contribution you can make.
- Tell the reader why you are writing, what position you are applying for, what you have to offer and how you will follow through.
- Keep your paragraphs short but concise and informative - you have about 3 seconds to get your reader's attention.
- Make it easy to read and leave lots of white space.
- Be positive, enthusiastic and confident.
- Make your letter sound as if it was designed for one reader.
- Include your telephone number and E-mail address.

DO:

- Proof read aloud.
- Send an original letter that is signed (you would be surprised how many people forget to sign the letter).
- Make sure the right letter is in the right envelope.

DON'T:

- Send a resume without a cover letter.
- Regurgitate your resume -instead emphasize or elaborate on specific points or introduce new information.
- Unless there is a specific request, don't mention salary.
- Make it more than one page.

SAMPLE SENTENCES AND PHRASES

Read these examples of sentences and phrases for the cover letter. Use some that you like, but also use your own words. The best letters reflect **YOU AND YOUR THOUGHTS**.

Opening Paragraph

I am writing in response to your advertisement for a (job title) advertised in the (name of newspaper) of (date).

Today's (name of newspaper) indicates an opening in your (department/location). (Name) of your (x department) has told me that you plan to hire (position) next month.

Can your company use someone with (number) years experience in (type of work) and (type of work)?

Would the (position) you advertised for in (newspaper) be more valuable to your organization if (he/she) also has (certificates/work experience) in (type of skill)?

At the (name) meeting last week, I spoke to (name) of your company. (He/She) informed me that you are opening (new department/business) and may be looking for a (position).

I am interested in a position as a (position title) with (name of company).

Because of my training in (skill area) and (number) years of work experience, I believe I can successfully fill the position you have for a (position title).

I have (number) years of experience in this field and would like to be considered for this position.

Middle One or Two Paragraphs: What You Have To Offer

As a (position) at (company) I constantly used my (type) skills to (benefit).

Example: As a secretary in ABC Company I constantly used my organizational skills to do effective scheduling for my supervisors.

I believe that my training and experience during the last (number) years as a (position) qualify me for a position as (position applied for) with (company name).

I have excellent skills in the area of (skill), (skill) and (skill) which I acquired through the position of (name of position).

(Skill), (skill) and (skill) are some of the areas in which I have developed special skills. Example: Typing, shorthand and scheduling

Trouble-shooting, self-motivation and customer relations.

I believe the experience I gained (experience) and (experience) would be an asset to your company.

Example: Supervising a crew and scheduling workers.

I enjoy the challenge of working with () and have experience working with (). Example: New technology, many kinds of personal computers.

The elderly, nursing home resident

In addition to my training in (education), I have successfully (work experience) as a (position title) with (company).

Example: Automobile mechanics... repaired Japanese cars... Senior Auto Mechanic... ABC Motors.

I am highly motivated and have a good sense of responsibility.

With these skills, I know that I could perform this job very well.

I believe the initiative and enthusiasm I would bring to such a position will be of use to you.

My experience as a (former position) qualifies me for the position of (position applied for).

For the past (number) years I have been employed as a (position) at (company name). Through this position I developed skills in the area of (skill area), (skill area) and (skill area).

Because I appreciate the impact of a/an (quality) (position) can have on a company's image, you can rely on me to represent your company well

Closing Paragraph

I would like to meet with you, at your convenience, to discuss the position of (position applied for), your company and my qualifications.

I am available for an interview at your convenience. Thank you for your consideration.

I would appreciate meeting with you to discuss my qualifications and desire to work for (company name).

I am very interested in a position with your company and hope that there are full-time positions available. You can reach me by telephone at (number) during the day or (number) after 5:00 p.m. to arrange an interview.

If you would like additional information about my background, please let me know and I will send it to you promptly.

I am looking forward to hearing from you.

Thank you for considering me for the position for (position applied for).

Thank you for your attention to my application and I look forward to speaking with you.

ADDITIONAL POWER PHRASES

Consider using adaptations of these key phrases in your letters responding to advertisements.

- I believe that I am particularly well qualified for your position and would like to have the opportunity to meet with you to explore how I may be of value to your organization.
- Your advertisement Reference # 5188 in the March 25th edition of The Toronto Star has piqued my interest. The position has strong appeal to me.
- I am confident that with my abilities I can make an immediate valuable contribution to (name of company).
- I was recently speaking with Mr. _____ from your firm and he strongly recommended that I send you a copy of my resume. Knowing the requirements for the position, he felt that I would be an ideal candidate.
- The opportunity to work with your clients is appealing to me, and I would appreciate an opportunity to discuss the position further. I look forward to hearing from you soon.
- I am accustomed to a fast paced environment where deadlines are the priority and handling multiple jobs simultaneously is the norm. I enjoy a challenge and work hard to attain my goals. Constant negotiations with all levels of management and union employees have strengthened my interpersonal skills. I would like very much to discuss with you how I could contribute to your organization.
- I am seeking an opportunity to excel in a dynamic company and look forward to relocating to _____.
- Recently, I saw an advertisement in the _____ for a position as a Word Processing Trainer. My candidacy for this position is advanced by my experience in three areas: training, support and a technical background.
- I thrive on challenge and feel that my skills and experience are easily transferable.
- I very much enjoy working in a team environment and the rewards associated with group contribution.