



# Resume and Cover Letter Tips

## Resume Tips

### **Goal of a Resume:**

- To highlight your abilities in a clear, concise manner as they relate to the position for which you are applying.
- To be used and perceived as a selling tool outlining your skills and experience and entice an employer to interview you.

### **General Guidelines:**

- Keep your resume to one page.
- Use underlining, bolding, italics and bullets to make things stand out.
- Use paper that is a neutral color.
- Use easy to read typeface (i.e. Tahoma, Arial, Times Roman, Franklin Gothic) that is no smaller than 11pt.
- Include the month and year when you are including dates in your experience section.
- Do not use personal pronouns, such as, I, my, he, she, it.
- Do not put personal statistics (age, weight, marital status, etc.) on your resume.
- Use action and self-descriptive words to describe your work experience (help potential employers picture you doing the job).
- Try to highlight work accomplishments rather than duties and responsibilities.
- Make sure there are no spelling errors or typos. Have someone look at your final copy before you send it to an employer.

### **Traditional Resume Outline—Building Your Resume**

#### **Heading:**

- Include your full name, address, phone number and email address.

#### **Objective/Career Objective (Optional):**

- This is optional, but if you choose to include an objective it needs to be specific.
- Typically only recommended for those who are making a career transition.

#### **Education:**

- Include colleges and universities where you received a degree, or from which you will receive a degree.
- Include your GPA if it is above 3.5 in your major or overall.
- List courses you have completed that are related to the job for which you are applying. Limit this to no more than six courses.

**Experience/Work History:**

- Include full-time, part-time jobs, and internships (include titles and dates).
- You may also include volunteer experience, especially if you had a significant role.
- Information should be organized in chronological order (most recent experience should lead your resume).

***\*\*An exception to chronological order would be if older experience is more relevant. In that case you may want to lead with a section called “Relevant Experience” and include those marketable experiences, and then follow with an “Experience” section. \*\****

**Honors/Activities/Accomplishments:**

- Include involvement in clubs, awards, scholarships, volunteer work, etc.

**Skills:**

- Include language and computer skills.
- Be sure to include your level of expertise as well (i.e. Proficient in, Working knowledge in, Conversational in...).

**References:**

- Do not include names and personal contact information with your resume unless they have been specifically requested.

***\*\*Make sure you have the individual’s permission before you include him/her on your reference list and keep them informed of your job search process. \*\****

**John Smith**  
[John.smith@cgu.edu](mailto:John.smith@cgu.edu)  
(215) 143-4567

**Local Address**

1021 N. Dartmouth Ave  
Claremont, CA 91711

**Permanent Address**

1515 Mockingbird Avenue  
San Francisco, CA 94129

**EDUCATION**

Claremont Graduate University - Claremont, CA

Expected May 2020

*Drucker School of Management*

Master of Business Administration Candidate

Relevant Coursework:

Game Theory & Decision-Making  
Entrepreneurial Finance  
Asset Management Practicum

Financial Accounting  
Corporate Finance  
Drucker Philosophy

University of Amsterdam

August 2014 – December 2014

*Semester – study abroad*

Relevant Coursework:

Research and Analysis  
Global Marketing  
Brand Marketing

Advertising in Europe  
eCommerce Strategies  
Professional Ethics

**RELEVANT EXPERIENCE**

First Inc. – Los Angeles, CA

May 2016 – August 2016

*Marketing Intern*

- Produced public relations material, presentation booklets and creative briefs
- Aided in writing, organizing and distributing press packets and news releases
- Developed new university campus recruiting program and presented marketing plan to client
- Conducted market research on grant-sourcing matrices for 300+ academic institutions, identifying a potential 15% market penetration opportunity

72<sup>nd</sup> and Sunny Ralston, Inc. – Manhattan, NY

May 2015 – July 2015

*Marketing Intern*

- Consulted with sales, media and marketing representatives to obtain information on product or service and discuss styles and length of advertising copy
- Organized and attended monthly marketing committee meetings including preparing agenda and taking minutes
- Wrote concise articles, bulletins, sales, letters, speeches, and other related informative, marketing and promotional material
- Positioned text and art elements from a variety of databases in visually appealing way to design print or web pages, using knowledge of top styles, size and layout patterns
- Initiated set-up of investment advisory accounts (including IRAs and Trusts) for new clients

**SKILLS & INTERESTS**

- Bilingual in English and
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Tableau), QuickBooks, basic HTML
- Proficient in social media platforms (Facebook, Twitter, Foursquare, Pinterest, Instagram)

# Jane Smith

1021 N. Dartmouth Ave., Claremont CA 91711 ▪ [www.linkedin.com/janesmith](http://www.linkedin.com/janesmith) ▪ [drucker@cgu.edu](mailto:drucker@cgu.edu)

## **EDUCATION**

**Claremont Graduate University  
Drucker School of Management**

Master of Arts in Arts Business

Relevant Coursework:

*Leadership Practicum  
Strategy*

**Expected Graduation: May 2020**

*Marketing  
Corporate Finance*

## **RELEVANT EXPERIENCE**

**Dave Thompson Technologies (Los Angeles, CA)**

**Aug. 2018 – Present**

*IT Intern*

- Write press material for Kodak, Intel, Compaq, Dolby, Jasc, and Candle Corp., SONY, and Intel
- Pitch to various media outlets for promotion of stories and events
- Develop reports analyzing media exposure using circulation, readership and advertising value
- Participate and contribute to team brainstorming and planning sessions for future and current clients

**Claremont Graduate University (Claremont, CA)**

**Jan. 2018 – Dec. 2018**

*Library Assistant*

- Performed general administrative duties to support professional staff and assist students with research
- Received award for “Outstanding Student Employee of the Year” due to excellent customer service and research skills
- Designed a presentation, published to the university website, outlining how to most effectively use all of Claremont Colleges’ facilities when undertaking a research project

**Cindy’s Cultural Space (Beijing, China)**

**May 2016 – Aug. 2017**

*Design Intern*

- Helped design and implement programs in which community-based artist travelled to schools to work with children, teaching them about expression through art
- Assisted teaching complimentary English lessons to community members of all ages

## **AFFILIATIONS**

**Alpha Delta Pi**

**Aug. 2011 - Present**

*Member*

- Alumnae Relations Chair, Panhellenic Delegate, Career Chair, Assistant Open Bid Chair, Social and Philanthropy Committees

## **HONORS**

Beta Gamma Sigma

## **SKILLS**

Proficient in Microsoft Office Suite and Mac Platforms, Adobe Photoshop, Avid Media Composer  
Knowledge, Conversational French

## George Tirebiter

150 E. 10th Street, Claremont, CA 91711 ▪ [www.linkedin.com/georgetirebiter/](http://www.linkedin.com/georgetirebiter/) [george@cgu.edu](mailto:george@cgu.edu)

### EDUCATION

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**Claremont Graduate University**  
**Drucker School of Management**  
M.S in Finance

Expected 5/2020

**University of Southern California**  
**Marshall School of Business**  
BS in Accounting

5/2016

### RELEVANT EXPERIENCE

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**ABC Business Associates Inc.**, Los Angeles, CA

8/16-07/18

*Accounting Intern*

- Processed accounts payable and receivable by comparing invoices and examining income tax and successfully reconciled payment discrepancies
- Assisted senior accountants in receiving and verifying documents and recorded data according to the procedures of the company
- Handled the tasks of generating reports based on the study of financial statistics

**First Capital**, Oakland, CA

1/14-7/16

*Treasurer*

- Developed and maintained productive relationships with bankers and analysts
- Drafted financial summaries, corporate filings and managed all filing requirements
- Performed risk assessments and led process optimizations
- Led weekly working group calls to identify and strategize issue resolutions

**DeShaw Communications LLC**, Manhattan, NY

5/11- 8/14

*Financial Billing Analyst*

- Prepared trend analysis report to record and forecast changes in revenue and A/R
- Conducted monthly closing process, including daily audits, monthly billing summaries and updating bad debt and historic aging reports
- Generated customer call details, updated server files and exported records via FTP site

### ADDITIONAL EXPERIENCE

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**Boys Scout of America**, Seattle, WA

5/15- 8/16

*Volunteer Scout Leader*

- Coordinated, mentored and trained several scout troops
- Led weekly meetings and organized yearly summer camps

### LEADERSHIP AND ORGANIZATIONS

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**Drucker Finance Club**

8/18 - Present

*Treasurer*

- Prepare club's budget, present it for approval and ensure club activities adhere to the budget
- File appropriate forms with the Internal Revenue Service

### SKILLS

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Proficient in Microsoft Office Suite and Mac Platforms, Tableau, Quickbooks, Conversational French

## Connie Quest

[Connie.Quest@gmail.com](mailto:Connie.Quest@gmail.com) ▪ (123) 456-7890 ▪ [www.linkedin.com/conniequest](http://www.linkedin.com/conniequest)

3502 Watt Way  
Los Angeles, CA 90007

1515 Mockingbird Lane  
San Francisco, CA 94129

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### EDUCATION:

**Claremont Graduate University**  
Drucker School of Management  
*MS Financial Engineering*

May 2020

- Current Academic Focus: Corporate Finance, Portfolio Management, Strategy and Valuation
- Drucker School Representative for the Graduate Student Council

### University of Florida

August 2013 - May 2017

*Bachelor of Science in Business Administration, Emphasis in Finance*

- Academic Focus on Investment Banking, Financial Modelling, Derivatives
- Florida Bright Futures Academic Scholar (4-year tuition scholarship)

### EXPERIENCE:

#### Delta Capital Partners, Chicago, IL

May 2017-August 2017

*Analyst at Hedge Fund/Private Equity in Distressed Debt*

- Evaluated PIPE transactions using 10-Ks and public deal filings for buy side due diligence using PrivateRaise
- Completed valuations on target distressed hedge funds that previously had AUM between \$1-2b
- Assisted in evaluating potential bank acquisition targets (\$500m-1b) in Chicago area for \$40m investment

#### Chris & Lamont, Orlando, FL

May 2016-August 2016

*Investment Banking Analyst*

- Raised capital for sell side of investment bank in multiple IPOs and bridged financing deals for alternative energy start-up companies
- Worked on 8 deals, including sell-side and buy-side M&A, leveraged buyouts, and debt and equity financings; completed standalone operating models, valuations, merger and client presentations

#### BCD Management, Ketchikan, AK

May 2015 – June 2015

*Treasury Analyst*

- Reached projected budget expectations and exceeded projections by 10-15% in some areas. Surpassed the organization's cost-savings expectations.
- Cultivated relationships with banks, auditors, vendors and key constituents.
- Procured construction loans and new grants in excess of \$1 million.

#### Tribal Core, San Francisco, CA

May 2014-August 2014

*Account Intern*

- Successfully implemented interactive advertising campaigns for Clorox and Visa
- Interfaced directly with, and assisted Clients' needs in both account and marketing departments
- Produced marketing and competitive reviews for executives
- Compiled statistical information, analyzed the collected data, and reported findings in media presentations

### SKILLS:

Proficient in Excel VBA, R, Python, C++, Java

## Action Word List for Resumes

accelerated

accepted

accommodated

accomplished

accounted for	categorized	delegated	expedited
achieved	chaired	delivered	experienced
acquired	challenged	coded	experimented
acted	changed	collaborated	explained
adapted	channeled	designed	expressed
added	checked	described	facilitated
addressed	clarified	detected	financed
adjusted	classified	determined	focused
administered	cleared	developed	followed through
adopted	closed	devised	forecasted
advertised	coached	diagnosed	formed
advised	collated	directed	formulated
affirmed	collected	discovered	found
aided	comforted	discussed	founded
alerted	committed	dispatched	functioned
allocated	communicated	dispensed	gathered
expanded	compared	displayed	generated
amended	competed	distributed	graded
analyzed	compiled	diverted	grouped
answered	composed	doubled	guided
anticipated	computed	drafted	handled
applied	conceived	drew	helpful
appraised	conceptualized	earned	hired
arbitrated	concluded	edited	bought
approved	conducted	educated	illustrated
arranged	confronted	effected	implemented
articulated	conserved	elicited	imposed
ascertained	consolidated	empathized	impressed
assembled	constructed	employed	improved
assessed	consulted	empowered	improvised
assigned	contacted	enabled	increased
assisted	continued	encouraged	influenced
assumed	contributed	endured	informed
assured	controlled	enforced	initiated
attained	convened	enlightened	inquired
attended	conveyed	enlisted	inspected
audited	cooperated	ensured	inspired
authorized	coordinated	entertained	installed
balanced	corrected	established	instilled
bargained	corresponded	estimated	instituted
began	counseled	evaluated	instructed
briefed	created	examined	insured
brought	criticized	exchanged	integrated
budgeted	cut	executed	interacted
built	dealt with	exercised	interpreted
calculated	debated	exhibited	intervened
cared for	decided	demonstrated	interviewed
carried out	decorated	derived	introduced
cataloged	defined	expected	invented

inventoried  
investigated  
involved  
joined  
judged  
justified  
kept  
launched  
learned  
lectured  
led  
listened  
located  
made  
managed  
manipulated  
mapped  
marketed  
mastered  
matched  
measured  
mediated  
merged  
contracted  
met  
memorized  
monitored  
mobilized  
modeled  
modified  
molded  
monitored  
motivated  
negotiated  
nominated for  
observed  
obtained  
operated  
outlined  
ordered

organized  
originated  
oversaw  
participated  
perceived  
performed  
persevered  
prioritized  
processed  
produced  
programmed  
prohibited  
projected  
proposed  
protected  
provided  
publicized  
published  
purchased  
qualified for  
quantified  
questioned  
eliminated  
raised  
rated  
recognized  
recommended  
reconciled  
recorded  
recruited  
reduced  
referred  
regulated  
related  
remembered  
rendered  
reorganized  
repaired  
reported  
represented

reproduced  
researched  
resolved  
responded  
restored  
retrieved  
reviewed  
saved  
scheduled  
screened  
searched  
secured  
selected  
sensitized  
separated  
served  
serviced  
shaped  
shared  
showed  
simplified  
solicited  
solved  
sorted  
sought  
specified  
spoke  
staged  
started  
stimulated  
identified  
streamlined  
strengthened  
stressed  
stretched  
structured  
studied  
succeeded  
suggested  
summarized

supervised  
supplied  
supported  
surveyed  
synthesized  
tabulated  
tackled  
talked  
targeted  
taught  
tested  
traced  
trained  
transferred  
translated  
treated  
trimmed  
tripled  
turned  
tutored  
understood  
uncovered  
updated  
unified  
united  
unraveled  
used  
utilized  
validated  
verified  
volunteered  
waged  
widened  
withdrew  
won  
worked

# Cover Letter Tips

## **General Guidelines:**

- Never send a resume without a cover letter even if one is not requested. Include your name, address and contact information.
- Tailor your letter to the job description. Keep your letter to one page.
- Whenever possible try to get the contact name of the person who will be reviewing the resumes. If this is not possible you may address it to the Hiring Manager.
- Double check letter-especially the spelling of the contact person's name. Your cover letter should explain what value you would bring to the company.

## **Cover Letter Format:**

### **First Paragraph--Introduction**

- Answer the question: "Why are you writing to this person?"
- Specify the position you are applying for and indicate the source (did you hear about it from a friend, through the Drucker Office of Career Strategy, CGU alumni, Drucker professors...).

### **Second & Third Paragraph--Sell Yourself**

- Answer the question: "Why should they hire you for this position?"
- Closely review the job description and describe in detail 2 or 3 points from your resume that are most related.
- Use facts and descriptions of your accomplishments/duties to support your candidacy.
- Tie in specific skills/interests that relate to the position.

### **Fourth Paragraph--Closing**

- Thank the reader for their consideration of your application.
- Include statements such as "I look forward to hearing from you."
- When appropriate indicate that you will follow up and do so.
- You may ask "I'd like to find out where you are in your hiring process."

## Sample Cover Letter

Your Street Address  
City, State ZIP  
Today's Date

Mr./Ms. First and Last Name of Employer  
Title of Employer Company/Organization  
Street Address  
City, State ZIP

Dear Mr./Ms. Last Name of Employer:

Your opening paragraph should state why you are writing. Name the position for which you are applying and the source of the listing. Give information to show your specific interest in his/her company - it is imperative that you "personalize" your letter to each organization. Name any direct referral person(s) in this paragraph.

Your middle paragraph(s) should highlight your qualifications. Refer the reader to your resume in terms of your general qualifications. Give details of your background that will show the reader why she/he should consider you as a candidate. If you have relevant experience or related education, be sure to point it out, but do not reiterate your entire resume. Remember that many employers utilize the cover letter to judge your writing and communication skills.

You could add an additional paragraph to go into more experiences that will highlight your qualifications. Be sure to emphasize your skills, qualifications, abilities and personal traits that relate to the job for which you are applying. Be confident in this letter but not arrogant.

In this last paragraph, you want to ask for action by stating how you will take the next step. You can state that you will contact the employer within a specific time to follow up with this letter or to set up a possible meeting at his/her convenience.

Sincerely,

(Sign your name - black or blue ink)  
Type your name

Enclosure

## Sample Cover Letter

Janet Doe  
1021 N. Dartmouth Ave.  
Claremont, CA 91711  
(909) 607-1234

February 1, 2019

Lucille Craft  
Senior Business Analysis Manager  
Amazon  
1234 Olympia Ave.  
Seattle, WA 93212

Dear Ms. Craft,

I am writing to express my strong interest in the business analyst position at Amazon as seen on your website. I am currently a first year MBA student in the Drucker School of Management at the Claremont Graduate University. Given my 4 years of relevant work experience in business analytics in addition to my MBA classes, I feel I am uniquely qualified for this position.

After four years at the University of Southern California, where I completed my bachelor's in Business Administration and served as president of the National Honor Society for Business students, I leapt into the competitive world of advertising at Omnicom Group in New York, NY. For the past year, I have served a valuable apprenticeship in the business and advertising industry, working as an assistant account executive where I built a sustainable business model on x, y, z.

During my time at Omnicom Group, the company's advertising spending has increased by two million dollars, and I have progressed from having very little client contact to interfacing with the client-side on a regular basis.

Since my introduction to the world of advertising, it has been my goal to work at Amazon. Enclosed is my resume where I hope my accomplishments and experiences demonstrate my ability to contribute to your team. I would very much like to discuss the open position. Thank you for your time spent reading this letter and the enclosed resume. I look forward to hearing from you soon.

Sincerely,

Janet Doe