

The Center for Career + Calling Presents:



PROFESSIONAL
**SURVIVAL GUIDE
FOR RESUMES**

**COVER LETTERS
& REFERENCES**



CENTER FOR CAREER + CALLING

CALL: 626-815-2103

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Professional Survival Guide for Resumes, Cover Letters, & References

Professional Survival Guide for the Job & Internship Search Process

Professional Survival Guide for the International Job Search Process

Professional Survival Guide for Interviewing

Professional Survival Guide for Informational Interviewing

Professional Survival Guide for Applying to Graduate School

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INTRODUCTION



HOW TO USE THIS PACKET

I have never created a resume, where do I start?

The packet is designed to take you through the process of creating a resume from start to finish. If you get stuck, or are confused by something in the packet, feel free to make an appointment with a Career Consultant to go over your resume. A Career Consultant can help you through the process of creating a resume as well.

I created a resume, but I know it could be better, what do I do?

If you have already created a resume, use the packet as a guide to improve your resume. Pay particular attention to Step 2, How to Tailor your Resume, and Step 3, How to write a good bullet point. These are the two sections that usually need the most attention.

I have a great resume, why do I need this packet?

If you already have a great resume, make an appointment to have a Career Consultant look it over. It is always best for multiple people to look over your resume. We also have Cover Letter and Reference Sheet examples at the end.

STEP 1: Brainstorming Your Experience

What have you done?

HEADING:

****REQUIRED SECTION****

- * Always at the TOP of the page
- * Make your name STAND OUT (Bold and larger font, 14-16pt.)
- * Use Professional Email Address (crzychick@aol.com and starwarsfan@hotmail.com are NOT appropriate; use your APU email or your name: david.collins@gmail.com or fbcougar12@apu.edu)

Include the following information:

- ✓ Name
- ✓ Address (Current and/or Permanent)
- ✓ Email Address
- ✓ Direct Phone Number (Usually Cell Phone)

**Be aware of where you are posting your resume. If you are posting your resume on a website or to the public, do not put your full address; instead put just the city and state



Name: _____

Current Address: _____

Permanent Address: _____

Professional Email: _____

Cell Phone: _____

Frederick B. Cougar

Current Address: P.O Box 6000, Azusa, CA 91702

Permanent Address: 67 Memory Lane, Rose Mountain, CA 99282

fbcougar12@apu.edu

cell: 626-555-3434

EDUCATION:

****REQUIRED SECTION****

- * Education is always listed first for current/recent students
- * List degrees in REVERSE chronological order (most current first)
- * Write out your full degree name (do NOT put "B.A." or "M.A." – write out Bachelor of Arts)
- * Do not list your high school diploma (unless you are applying for a job at that high school)
- * Add GPA when appropriate

Include the following information:

- ✓ Degree (Major) with concentration/emphasis
- ✓ Minor (if applicable)
- ✓ College Name
- ✓ City & State of College
- ✓ Month & Year of Graduation (if you have not yet graduated, list the expected month/year)

Degree: _____

Emphasis: _____

Minor: _____

Graduation Month, Year: _____

EDUCATION

Bachelor of Arts, Psychology

Emphasis: Child Life

Communication Studies Minor

Azusa Pacific University, Azusa, CA

Expected: May 2016

STEP 1: Brainstorming Your Experience

What have you done?

EXPERIENCE:

****REQUIRED SECTION****

- * Experience can come in many forms.
- * **Any experience is good experience.**

Include the following information:

- ✓ Position Title
- ✓ Company Name
- ✓ City & State of Company
- ✓ Dates Worked (Month/Year)
- ✓ 3-4 bullet points focused on your accomplishments, not your duties (See Step 2 for more detailed information about writing bullet points) and **tailored** to the position

Categorizing your Experiences:

- Experiences should be categorized, based on the job description, to draw the employer's eye to your most relevant and related experiences
- If you have experiences that are directly related to the position, move those experiences into a RELATED EXPERIENCE section
- Experience that is not directly related, but might have some transferable skills, can be listed under an OTHER WORK EXPERIENCE section

Here are some possible section headings:

- Related Experience
- Other Work Experience
- Research Experience
- Leadership Experience
- Volunteer Experience
- Customer Service Experience
- Sales Experience
- Management Experience
- Counseling Experience
- Ministry Experience
- Community Engagement Experience

Sections can be customized to fit any position.

BRAINSTORM YOUR EXPERIENCES

Paid Jobs:

Internships (Paid or unpaid):

Volunteer Work:

Mission Trips (Domestic & International):

Ministry & Service:

Service Learning:

Student Leadership:

Athletic Teams:

RELATED EXPERIENCE

Counseling Intern

Inward Journeys Counseling Center, Covina, CA

February 2006 - May 2008

- Co-led weekly group meetings for 10 female clients with drug and alcohol addictions on subjects such as developing coping skills and conflict resolution
- Enhanced listening skills while actively facilitating discussions and creating a safe space for clients to voice needs and concerns
- Developed constructive and cooperative working relationships with co-workers and trusting mentoring relationships with client

STEP 1: Brainstorming Your Experience

What have you done?

OBJECTIVE:

****OPTIONAL SECTION****

- Not usually recommended (most employers state that they do not even read the objective)
- If you do decide to include it, be sure that it is specific to each position

RELATED/RELEVANT COURSEWORK:

****OPTIONAL SECTION****

- * Classes/projects/research that relate to the job/internship
- * Use sparingly – Usually if you don't have formal experience in an area
- * Use no more than 3 classes
- * If used, list after your EDUCATION section

Include the following information:

- ✓ Name of Class/Project/Research
- ✓ Term/Year Taken
- ✓ Brief Description of Class/Project
- ✓ If project, the specific role you played

Class Name: _____ Term/Year Taken: _____

Brief Description of Class: _____

Projects/Research: _____

RELATED COURSEWORK

Counseling & Interviewing Skills

Fall 2012

- Studied theories of adult development and counseling methods that occur in the interviewing and counseling process

Charity Project - Small Group Communication

Spring 2011

- Worked closely with 3 team members to promote a local charity to APU students/staff/faculty which resulted in donations totaling \$500
- Developed communication plan utilizing social media, chapel announcements, and wrote an article for the school newspaper to promote charity

PROFESSIONAL AFFILIATIONS (ASSOCIATIONS)/ HONORS & AWARDS/ SPECIAL TRAINING:

****OPTIONAL SECTION****

- * All optional sections
- * Can be done as a bulleted list in their own section or under EDUCATION
- ✓ Include dates, if applicable
- ✓ Write out Acronyms

Professional Affiliations/Associations: _____ Dates: _____

Honor/Award: _____ Dates: _____

Special Training/Certification: _____ Dates: _____

STEP 1: Brainstorming Your Experience

What have you done?

SKILLS:

****OPTIONAL SECTION****

- **Hard Skills Only** – Teachable abilities that are based on facts
- Speaking another language
- Typing Speed
- Proficiency with software applications, social media, etc.
- Bullet list format is acceptable
- Include level of proficiency, if applicable

Language(s): _____ Proficiency Level: _____

Software: _____ Proficiency Level: _____

Software: _____ Proficiency Level: _____

SKILLS

- Conversational French
- Working knowledge of Excel, PowerPoint, and SPSS (statistical analysis software)
- Advanced knowledge of Adobe Photoshop

STUDY ABROAD:

****OPTIONAL SECTION****

- * A valuable experience, especially if you are applying for a position that requires international or multicultural competence
- * Can be placed under the EDUCATION section, in an INTERNATIONAL EXPERIENCE section, or a STUDY ABROAD section

Include the following information:

- ✓ Where you studied
- ✓ How long you were there
- ✓ The courses that you took (if related to the job)
- ✓ Include Internships, Service Learning, Volunteer, or Jobs you held while you were there

City & Country:

Term/Year: _____

Applicable Classes/Projects:

Experience(s):

Study Abroad- Global Learning Term (Azusa Pacific University)

Fall 2008

Mbirizi and Kampala, Uganda

- Embarked on a 4 month, full-immersion, cultural learning program; traveled and lived with local families
- Conducted a qualitative research project about the effects of HIV/AIDS within rural tribes

STEP 2: Tailoring Your Resume

Who will be reading your resume?

Your resume should be DIFFERENT for EVERY position!

Tailoring your resume allows you to mold your experiences to the responsibilities and qualifications the employer is looking for in a candidate.

How do I tailor my resume?

- Use the job description for the position you seek and **highlight** the KEY WORDS, SKILLS, and QUALITIES the employer lists to incorporate into your resume
- If you are writing a general resume to prepare for the job search process, find a job description that is closely related to what you are looking for in a job to help you tailor

The sample job description below is for a position as a Career + Calling Ambassador for the Center for Career + Calling – Note how we pull out the SKILLS:

Spreading the awareness

Advocate

Outreach initiatives

Connecting with faculty

The four skills/qualities listed above are all similar – The employer wants to know that you can communicate their message – Have you done something similar in another position? Can you use the language listed here to substitute words in your resume? Looking for patterns in the job description will help you focus your resume and cover letter.

Sample Bullet: Connected with influential faculty members to speak on a panel about academic integrity to freshmen by reaching out via email and meeting with each person individually

Advancing the professional development

Enthusiasm for professional career development

Professional development is something that is central to Career Services. As an employer we are looking for candidates who believe in what we do. – If something is mentioned more than once, chances are it is important. Make sure you find not just the skills, but the qualities an employer is seeking in a candidate.

Sample Bullet: Advanced the professional development of D-group members by encouraging them to meet with a Career Consultant at least once a semester

Experience Presenting

Provide feedback

Self-motivated

These are other skills that were mentioned, but only once. While they are important, they might not be as important as the skills that were mentioned multiple times.

Sample Bullet: Presented research findings at annual research symposium to 30 faculty, students, and professionals resulting in a positive response to findings and presentation abilities

Azusa Pacific University
Center for Career+ Calling
CAREER+ CALLING AMBASSADOR

Title: Career+ Calling Ambassador

Reports to: Marketing/Outreach Coordinator

Under direct supervision of the Marketing and Outreach Coordinator, a Career+ Calling Ambassador will be responsible for **spreading the awareness** and use of events and services for the Center for Career+ Calling. He or she will be a leader on campus who has a sincere interest in **advancing the professional development** of APU students.

Ambassador Responsibilities:

1. **Provide feedback** regarding Career+ Calling marketing, events, and services
2. Participate in **outreach initiatives** by servicing events, **connecting with faculty**, and making announcements (Kaleo, classrooms, etc.)
3. **Advocate** for Career+ Calling around campus
4. Engage in monthly professional development opportunities as assigned
5. Attend mandatory monthly board meetings
6. Participate in Career+ Calling staff training
7. Other duties as assigned

Qualifications:

1. **Enthusiasm for professional career development**
2. Excellent written and oral communication skills
3. **Experience presenting** to large audiences
4. **Self-motivated** and able to work both independently and under supervision



STEP 3: Writing a Good Bullet Point

What did you accomplish?

What is a bullet point?

- Describes your accomplishments in relation to the job description
- Shows the difference you made in your position
- Describes your skills in an applicable way

What a bullet point is NOT:

- NOT a job description
- NOT a vague list of skills
- NOT a list of duties

LET'S BRAINSTORM!

Briefly describe what you did for the internship, job, or volunteer experience:

List any transferrable skills you acquired during your experience & how you used those skills:

(Interpersonal Skills, Communication Skills, Research and Planning Skills, Organization, Management and Leadership Skills, Etc. *See page 9 of this packet for a list of specific skills*)

As you look at the job description, what are some of the skills/qualities listed?

(Refer to page 7 to help you determine how to pick out skills/qualities)

What did you accomplish during your experience?

(Did you train anyone? Did you teach? Did you create and implement new lessons or programs? Did you do something faster, better or cheaper? Did you identify and/or help solve any problems?. *See page 9 of this packet for more questions*)

STEP 3: Writing a Good Bullet Point

What did you accomplish?

TRANSFERABLE & SOFT SKILLS

Adapted from quintcareers.com

Interpersonal Skills: *the use of interpersonal skills for resolving conflict, relating to and helping people*

- Developing rapport
- Being sensitive
- Listening
- Conveying feelings
- Providing support for others
- Motivating
- Sharing credit
- Counseling/mentoring
- Cooperating
- Delegating with respect
- Representing others
- Perceiving feelings, situations
- Asserting
- Team playing

Communication Skills: *the skillful expression, transmission and interpretation of knowledge and ideas*

- Speaking effectively
- Writing concisely
- Listening attentively
- Expressing ideas
- Facilitating group discussion
- Providing appropriate feedback
- Negotiating
- Perceiving nonverbal messages
- Persuading
- Reporting information
- Describing feelings
- Interviewing
- Editing

Researching and Planning Skills: *the search for specific knowledge and ability to conceptualize future needs and solutions for meeting those needs*

- Creating ideas
- Identifying and solving problems
- Imagining alternatives
- Forecasting
- Attending to detail
- Identifying resources
- Gathering information
- Setting goals
- Defining and analyzing needs

Organization, Management and Leadership Skills: *the ability to supervise, direct and guide individuals and groups in completing tasks and fulfilling goals*

- Initiating new ideas
- Setting and meeting goals/deadlines
- Handling details
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Teaching/coaching
- Counseling
- Promoting change
- Selling ideas or products
- Decision making with others
- Managing conflict
- Planning events
- Budgeting
- Organizing people and tasks
- Enforcing policies

WHAT DID YOU ACCOMPLISH?

- Train another person? What were the results?
- Tutor anyone? Did his/her grades improve?
- Create and implement new lessons, curriculum or programs?
- Do something faster, better or cheaper?
- Increase membership, participation, or sales?
- Save your organization any money, increase efficiency, or eliminate waste?
- Identify and/or help solve any problems?
- Institute any new methods, procedures, services, or products?
- Reorganize or improve an existing system?
- Coordinate any event or project?



STEP 3: Writing a Good Bullet Point

What did you accomplish?

ACTION VERBS

MANAGEMENT SKILLS:

Administered	Analyzed	Assigned	Attained	Chaired
Contracted	Consolidated	Coordinated	Delegated	Developed
Organized	Oversaw	Planned	Prioritized	Produced
Recommended	Reviewed	Scheduled	Strengthened	Supervised

COMMUNICATION SKILLS:

Addressed	Arbitrated	Arranged	Authored	Corresponded
Developed	Directed	Drafted	Edited	Enlisted
Formulated	Influenced	Interpreted	Mediated	Moderated
Motivated	Negotiated	Persuaded	Promoted	Publicized
Reconciled	Recruited	Taught	Translated	Wrote

RESEARCH SKILLS:

Clarified	Collected	Critiqued	Diagnosed	Evaluated
Examined	Extracted	Identified	Inspected	Interpreted
Interviewed	Investigated	Organized	Reviewed	Summarized
Surveyed	Systematized			

TECHNICAL SKILLS:

Assembled	Built	Calculated	Computed	Designed
Devised	Engineered	Fabricated	Overhauled	Programmed
Remodeled	Repaired	Solved	Trained	Upgraded

FINANCIAL SKILLS:

Administered	Allocated	Analyzed	Appraised	Audited
Balanced	Budgeted	Calculated	Computed	Developed
Forecast	Planned	Projected	Researched	

CREATIVE SKILLS:

Acted	Conceptualized	Created	Designed	Developed
Directed	Established	Fashioned	Founded	Illustrated
Instituted	Integrated	Introduced	Invented	Originated
Performed	Planned	Revitalized	Shaped	

HELPING SKILLS:

Assessed	Clarified	Coached	Counseled	Demonstrated
Diagnosed	Educated	Expedited	Facilitated	Familiarized
Guided	Referred	Rehabilitated	Represented	

CLERICAL OR DETAIL SKILLS:

Approved	Arranged	Catalogued	Classified	Collected
Compiled	Dispatched	Executed	Generated	Implemented
Inspected	Monitored	Operated	Organized	Prepared
Processed	Purchased	Recorded	Retrieved	Screened
Specified	Systematized	Tabulated	Validated	

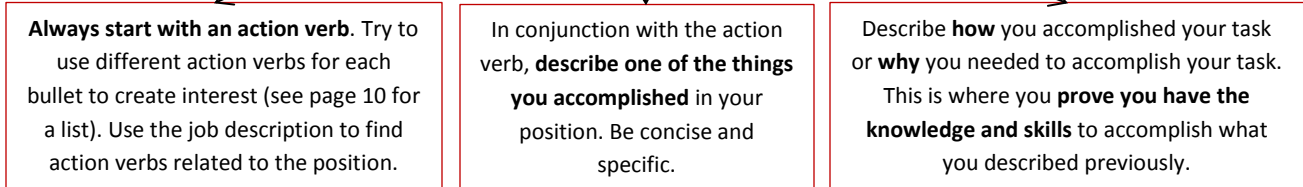
STEP 3: Writing a Good Bullet Point

What did you accomplish?

WRITING YOUR BULLET POINTS

Structure of a bullet point:

Action Verb + What you did + How/why you did it



What to include in a bullet point, if applicable:

- *Quantify* – How many people? How much money?
- *Describe the population* – Kids? Adults? Diverse? Education level? Region? Country? Socio-economic status?
- *Results* – What was the impact? Did you make a difference? Were scores improved? Money saved?
- *Key Words from Job Description* – What is important to the employer? What skills do they want?

Sample:

Taught algebra to three high school students to improve test scores by creating custom math comprehension

Action verb + What you did

Quantity + Population

Why you did it

How you did it

lessons for each student resulting in an increase of 10-15% on each student's tests

How you did it, cont.

Results

Additional Samples:

- Co-led weekly group meetings for 10 female clients with drug and alcohol addictions on subjects such as developing coping skills and conflict resolution
- Presented an event proposal to Student Government focused on awareness of homelessness in our community resulting in a collaborative seminar by faculty and community partners with over 200 students in attendance
- Coached 20 kids, ages 10-12, on the basics of playing soccer by demonstrating techniques and plays, running drills, and inviting other APU soccer players to speak about teamwork
- Trained 5 new servers on how to manage multiple tables during dinner rush by teaching them how to listen to customer needs and prioritize those needs appropriately resulting in a positive and efficient customer experience

Sample Bullet:

Sample Bullet:

STEP 4: Formatting Your Resume

Putting it all together!

NAME should be bold and in a larger font (14-16pt.) than the rest of the page.

FONT SIZE can be as small as 10 pt. and as large as 12 pt.

Use a **CLEAR FONT**. We used Arial for this resume. Other acceptable fonts are Times, Calibri, Cambria, etc.

ALWAYS USE BULLET POINTS; they draw the eye and keep your information organized. Don't write paragraphs of information.

Make sure your **FORMATTING IS CONSISTENT** throughout your resume. Choose a format for your positions and use the same format for ALL your positions. Use **bold** and *italics* to help highlight, but don't overdo it.

HEADINGS should be set apart by bolding, underlining, or a combination.

If you have an experience that you want to list, but don't have room for bullet points, it's okay to list it without bullet points.

Frederick Cougar

Current Address: P.O Box 6000, Azusa, CA 91702
Permanent Address: 67 Memory Lane, Rose Mountain, CA 99282

fcougar12@apu.edu
cell: 626-555-3434

EDUCATION

Bachelor of Arts, Psychology

Emphasis: Child Life

Communication Studies Minor

Azusa Pacific University, Azusa, CA

Expected: May 2015

Study Abroad- Global Learning Term (Azusa Pacific University)

Spring 2014

Mbirizi and Kampala, Uganda

- Embarked on a 4 month, full-immersion, cultural learning program; traveled and lived with local families
- Conducted a qualitative research project about the effects of HIV/AIDS within rural tribes

RELATED COURSEWORK

Counseling & Interviewing Skills

Spring 2013

- Studied theories of adult development and counseling methods that occur in the interviewing and counseling process

Charity Project - Small Group Communication

Fall 2012

- Worked closely with 3 team members to promote a local charity to APU students/staff/faculty which resulted in donations totaling \$500
- Developed communication plan utilizing social media, chapel announcements, and wrote an article for the school newspaper to promote charity

RELATED EXPERIENCE

Counseling Intern

February 2013 - Present

Inward Journeys Counseling Center, Covina, CA

- Co-lead weekly group meetings for 10 female clients with drug and alcohol addictions on subjects such as developing coping skills and conflict resolution
- Enhance listening skills while actively facilitating discussions and creating a safe space for clients to voice needs and concerns
- Develop constructive and cooperative working relationships with co-workers and trusting mentoring relationships with clients

LEADERSHIP EXPERIENCE

Alpha Leader

Fall 2012

Office of Orientation and Transition, Azusa Pacific University, Azusa, CA

- Familiarized a group of 10 first year students with the Azusa Pacific University (APU) campus culture and community by providing support through weekly meetings, and attending Beginnings courses to monitor students' grades, attendance, and acclimation to the campus
- Guided new students and their families to the proper on-campus resources during New Student Orientation weekend by actively listening to their needs
- Facilitated a one hour StrengthsQuest counseling session with my Alpha group to help each member better understand their unique strengths and abilities

OTHER WORK EXPERIENCE

Food Handler/ Server

September 2012 - Present

Hospitality Services, Azusa Pacific University, Azusa, CA

SKILLS

- Conversational French
- Working knowledge of Excel, PowerPoint, and SPSS (statistical analysis software)

If you haven't graduated yet, put "Expected:" In front of your target graduation year.

Make sure the **DATES** are right-justified, it looks cleaner.

Bullet points for **CURRENT** positions should be in **present tense**.

Bullet points for **PAST** positions should be in **past tense**.

MARGINS should be consistent around the page; they can be as small as a ½ inch and as large as 1 inch.

MARGINS should be consistent around the page; they can be as small as a ½ inch and as large as 1 inch.

Keep your resume to **ONE PAGE** if you are a current undergraduate student or recent graduate. If you feel you **HAVE** to have 2 pages, meet with a counselor.

STEP 4: Formatting Your Resume

Putting it all together!

FRESHMAN SAMPLE RESUME

Charlie Morris

1234 Main St, Los Angeles, CA
c.morris2012@gmail.com
Cell: 310-555-2156

Education:

Undeclared
Azusa Pacific University, Azusa, CA

Expected Graduation: May 2016

Work Experience:

Server, Cougar's Den
Azusa Pacific University, Azusa, CA

September 2012 - Present

- Clarify and record meal orders on Point of Sale system for over 250 students and staff, per shift, by listening intently and confirming order choice
- Cheerfully tend to customers while taking and distributing orders by smiling and responding to requests with a positive attitude
- Prioritize meals orders while cooking by determining time submitted and complexity of order to ensure timely delivery of food

Crew Member, Coldstone Creamery
Santa Monica, CA

May 2011 – August 2012

- Guided guests through over 40 ice cream and topping options available by asking questions, clarifying requests, and providing suggestions to create a positive customer experience
- Memorized 7 different songs that were performed as guests provided tips to create a happy and thankful environment
- Trained 2 new crew members on the cash register and credit machine by walking them through the steps, allowing them to observe, and monitoring their progress

Volunteer Experience:

Admissions Ambassador, Office of Undergraduate Admissions
Azusa Pacific University, Azusa, CA

October 2012 – April 2013

- Housed 3 different prospective students for 3 different weekends throughout the year to expose them to living on campus
- Educated prospective students about APU by sharing my experience, showing them around campus, and answering questions

Youth Group Leader, LA Presbyterian Church
Los Angeles, CA

Summer 2012

- Mentor 4 high school freshmen in spiritual and transitional issues by facilitating conversations and providing support
- Organized 3 summer beach events with other staff for over 100 junior high and high school students to outreach to local community and create community within the youth

Soccer Coach, AYSO
Los Angeles, CA

Summer 2011, 2012

- Coached 15 kids, ages 8-10, in the basics of playing soccer by running drills related to basic plays
- Taught kids about teamwork by explaining how players work together and use their individual strengths to complement the team

STEP 4: Formatting Your Resume

Putting it all together!

TRANSFER SAMPLE RESUME

MORGAN JOHNSON

Permanent Address: 789 First Ave. Denver, CO
Current Address: 602 Vine St. Monrovia, CA

Morgan.Johnson303@gmail.com
303-555-8627

EDUCATION

Bachelor of Arts, Communication Studies **Expected May 2012**

Emphasis: Interpersonal & Organizational
Business Administration Minor

Azusa Pacific University, Azusa, CA

Associate of General Studies **January 2008-June 2009**

Community College of Denver, Denver, CO

RELATED EXPERIENCE

Event Assistant **April 2009 – July 2009**

Cool Weddings, Inc.

Denver, CO

- Executed over 25 unique weddings with senior coordinator by working as team, communicating effectively, and paying attention to detail to ensure events ran smoothly
- Strategically scheduled client and vendor meetings for senior coordinator by monitoring progress of wedding preparation to schedule appropriate and timely meetings
- Implemented new event day schedule utilizing Google Spreadsheets which resulted in less confusion for vendors and clients
- Managed individual event budgets for clients, with oversight from senior coordinator, and advised appropriately when items were close to or over budget

LEADERSHIP EXPERIENCE

Service And Leadership Team (SALT) Member, D-Groups Team **August 2011 – May 2012**

Office of Campus Pastors, Azusa Pacific University

Azusa, CA

- Connected with 4 D-Group leaders each semester to check-in, provide new information and updates, and answer questions
- Led D-Group of 6 students through a spiritual bible study about living faithfully by coordinating meeting times and reading schedule, facilitating conversation, and providing support for group

Resident Advisor **August 2010 – May 2011**

University Village, Office of Residential Life, Azusa Pacific University

Azusa, CA

- Planned and executed 2 educational events about good study habits and writing a resume by partnering with campus offices to present information
- Educated and monitored 25 student residents on policies and procedures through conducting building meetings, having individual conversations, and making rounds to ensure compliance
- Mentored students who were struggling with spiritual and emotional issues by listening attentively, being sensitive, and referring to on campus resources when appropriate

INTERNATIONAL EXPERIENCE

Study Abroad, Azusa Pacific University **Spring 2010**

Oxford, England, United Kingdom

- Studied English and Art History while staying with a host family for a semester

Mexico Outreach Mission Trip, Team Barnabas, Azusa Pacific University **Spring 2012**

Mexicali, Mexico

STEP 4: Formatting Your Resume

Putting it all together!

SENIOR SAMPLE RESUME

Jennifer Alvarez

901 E Alosta Ave, Azusa, CA 91702
626-969-3434 jalvarez08@apu.edu

EDUCATION

Bachelor of Arts, Business Administration May 2011

Concentration: Finance and Accounting
Azusa Pacific University, Azusa, CA
GPA: 3.86

Dean's List All Semesters

RELATED FINANCE EXPERIENCE

ALL Management, Los Angeles, CA Oct. 2010-Present

Assistant Financial Analyst

- Utilize the Business Intelligence system to generate complex and timely reports for senior management, providing better insight into the company's business
- Prepare monthly and quarterly portfolio characteristics and performance reports with 3 colleagues in an easy-to-read format and timely manner for upper management
- Update an auction rate securities performance evaluation system and generate weekly performance reports for managing director to monitor progress

US Bancorp/ US Bank, Santa Fe Springs, CA Sept. 2008-Oct. 2010

Personal Banker/Financial Specialist

- Recommended appropriate investment and insurance products based on individual client's needs by listening and asking clarifying questions
- Solicited sales for branch by visiting several small businesses and offering deals on a wide range of products resulting in 5 new accounts

VOLUNTEER & ON-CAMPUS INVOLVEMENT

Member and President, SIFE (Students in Free Enterprise) Sept. 2009- Present

Azusa Pacific University, Azusa, CA

- Managed a team of 5 students to create a strategy for environmental sustainability efforts on campus which resulted in 7 new solar trash compactors
- Received first place in national competition for presentation of environmental sustainability efforts on campus

Volunteer, IRS Vita Program Feb.-April 2009, 2010, 2011

Santa Fe Springs Community Center, Santa Fe Springs, CA

- Answered various tax questions and prepared tax returns for over 50 low-income clients each season

Career Services Ambassador, Office of Career Services Aug. 2009-May 2010

Azusa Pacific University, Azusa, CA

- Present over 20 announcements to groups of 5-100 students about the services and events of the Office of Career Services by engaging the audience about their future

RELATED SKILLS

- Proficient in Microsoft Word, PowerPoint, and Excel
- Working knowledge of basic SQL and Peachtree
- Proficient in written and spoken Spanish

STEP 4: Formatting Your Resume

Putting it all together!

GRADUATE STUDENT SAMPLE RESUME

LESLIE JOHNSON

1234 Memory Lane, Upland, CA 99383

kelly.johnson@gmail.com

cell: 909-555-3434

EDUCATION:

Master of Arts, Pastoral Studies, May 2010

Concentration in Urban Studies

Azusa Pacific University, Azusa, CA

Thesis- *Integrating Cultural Understanding into Evangelism and Missions: A New Perspective for the 21st Century*

Bachelor of Arts, English, May 2007

Minors in Religion and Biblical Studies

Azusa Pacific University, Azusa, CA

MINISTRY RELATED EXPERIENCE:

Small Groups Intern, Our Savior Lutheran Church, January 2010-Present

Glendora, California

- Organize and recruit over 50 new members for new small groups ministry focused on group Bible study and spiritual formation activities
- Deliver topical messages on faith, perseverance, and social justice for youth group and adult groups once per month
- Meet regularly with head pastor and eight local pastors to discuss goals for creating a community food pantry for low-income residents

Youth Leader, Trinity Lutheran Church, February 2008-January 2010

Anaheim, California

- Promoted discussion and reflection during weekly Bible study meetings for 15 high school students
- Developed discipleship relationships through regular communication via phone, email, and one-on-one meetings with 7-12th grade students
- Coordinated quarterly youth-led Sunday services, supervising students in leading liturgy, music, and prayer for congregation

VOLUNTEER EXPERIENCE:

Mission Trip Leader, Focus International, Summer 2007

Children of Promise Mission

Mbirizi, Uganda

- Led group of 10 college students on 4 week immersion trip in Uganda focused on evangelism and cross cultural education
- Co-created week-long Vacation Bible Study for over 60 children
- Created interactive methods of learning and facilitated classroom activities during daily English lessons

Volunteer, Fred Jordan Soup Kitchen, September 2003- May 2007

Los Angeles, CA

- Served dinner meals for up to 200 guests two times per week
- Collaborated with site director to write and edit a quarterly newsletter for churches and individual supporters

PROFESSIONAL ASSOCIATIONS & CONFERENCE PRESENTATIONS:

AAPC – American Association of Pastoral Counselors

NAPM – National Association of Pastoral Musicians

Johnson, L. (2009). *Pastoral Counseling and the Millennial Generation*. Presentation at American Association of Pastoral Counselors, Dallas, TX

WRITING A COVER LETTER

Why write a cover letter?

A resume briefly relates your previous academic training and professional skills. A cover letter:

1. Explains how your training and skills will directly benefit the reader.
2. Explains desire and motivation- why you want the job.
3. Proves your interest in this specific job, as well as your writing skills.

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July 1, 2012

Dr. Jonathan Gonzalez, Associate Pastor
First Lutheran Church
444 Main Street
Los Angeles, CA, 91010

Dear Dr. Gonzalez:

As a graduate of Azusa Pacific University with a Master's of Pastoral Ministry and 3 years of discipleship and church leadership experience, I believe I will demonstrate the skills and commitment needed as **High School Pastor** at First Lutheran Church of Los Angeles. I first learned about this opportunity through Angela Smith, my classmate and your former pastoral intern. Upon learning more about First Lutheran, I am impressed by the church's commitment to serving the community's physical and spiritual needs in tangible ways.

I have experience working with youth as the former Youth Leader at Trinity Lutheran Church in Anaheim, where I set up regular one-on-one meetings with junior high and high students interested in mentoring and discipleship. I was able to recruit five more regular youth group attendees due to these efforts. In addition, as the current Small Groups Intern at Our Savior Lutheran Church, I am helping to establish a community food bank similar to your bimonthly food pantry. I am also working with the church's youth program to get them excited and involved in volunteering at the food bank this fall. Combined with my academic research on evangelism in cross-cultural settings, these experiences have helped me to develop positive communication and interpersonal skills, as well as the ability to cultivate rich mentoring relationships with high school students from diverse backgrounds.

I look forward to hearing from you to talk more about my goals and vision as a new pastor. I am also able to provide references from current and former supervisors as well as students I have mentored. Please feel free to contact me on my cell phone at (909) 969-3434 in the evenings or at kelly.johnson@gmail.com. Thank you in advance for your consideration.

Sincerely,



Leslie Johnson

Use the same header from your resume in case your documents get separated.

Address your cover letter to a specific person.

Opening Paragraph:

Be sure to include a summary of:

1. What you bring to the table – your education & experience.
2. The person who referred you to the position (if applicable).
3. Why you want the job- prove that you have researched the organization.

Middle Paragraph:

Supports the claims in your opening paragraph with detailed evidence.

- Give 1-2 specific examples of your most related experience and skills. (These should build on information included in your resume.)
- Focus on accomplishments you've made.
- Be sure to state skills that are especially pertinent to the employer. For example, if the job description requests someone with cross-cultural communication skills, give an example of how you've demonstrated/earned them.

Your cover letter may be the key to setting you apart from the competition!

Be sure to submit one with your resume even if the employer does not request it.

Closing Paragraph:

Reiterate your interest in meeting the recruiter and obtaining an interview.

- Let them know when you are available and how to be reached.
- Follow up with a phone call 3-5 days after you've submitted your resume and cover letter.

THE REFERENCE SHEET

Jennifer Alvarez

901 E Alostia Ave, Azusa, CA 91702
626-969-3434 jalvarez08@apu.edu

REFERENCES

First & Last Name of Reference (Relationship to you)

Title

Company Name

Address

City, State, Zip Code

Phone Number

Email

Dr. Sandra Martinez (Former Supervisor)

President and CEO

All Management

1234 Main St.

Los Angeles, CA

(310) 999-9998

ceo@xyz.org

Mr. Aaron Randall (Professor)

Assistant Professor, Accounting

Azusa Pacific University

901 E. Alostia Ave

Azusa, CA 91702

(626) 246-2468

arandall@apu.edu

Ms. Marie Morris (Co-Worker)

US Bank

423 West Cooper St.

Santa Fe Springs, CA, 91790

(454) 662-9834

mariem@ralphsclub.com

Dr. Leo Marvin (Mentor)

Chair, Business Department

Azusa Pacific University

901 E. Alostia Ave

Azusa, CA, 91702

(123) 333-3333

leomarvin@apu.edu

- Include 3-5 references
- Avoid using friends as references.
- You may use a co-worker if they can speak to your professional skills.
- Try to choose people who have had authority over you.
- ASK your references BEFORE you list them.
- ASK for preferred contact information.
- Keep your references updated!
- Submit a reference sheet when asked.

RESUME TIPS!

1. **Do not** put “References Available upon Request” at the bottom of your resume; use a separate page for your list of references (see page 18).
2. **Do not** use personal pronouns (“I” “We”) – Your bullet points are statements, not complete sentences, therefore no periods are needed.
3. **Do not** include photos of yourself.
4. **Do not** include a physical description on your resume (unless you are acting).
5. **Do not** include salary history – If you are asked for salary history, provide a list on a separate page.
6. **Do not** use acronyms – no one outside of APU is going to understand all the abbreviations we use, write everything out.
7. **Proofread EVERYTHING!** – Have a Career Consultant and at least one or two other people look at your resume for errors.
8. **FOLLOW DIRECTIONS.**

SENDING YOUR RESUME

By Mail/In-Person:

- Make sure your cover letter, resume, and references (if requested) are on matching professional “resume” paper
- Use neutral colored paper (no bright colors)
- Mail or deliver in a legal sized envelope (8.5”x11”) to avoid folding your documents
- Do NOT staple or paperclip your documents
- By including your heading at the top of each page, employers will know which belong to you in case they are separated

By Email:

- Make sure to use a professional email address when sending emails to employers
- Depending on the employer’s preference, either attach your cover letter and resume in PDF format, MS Word document (send as .doc, not .docx) or send both in the body of an email (It’s best to call and ask what the employer’s preference is)
- *Always* follow up the emailed resume with a hard copy in the mail
- If you are applying for positions via www.EdJoin.org, be sure to follow the employer’s instructions exactly

To print your resume, we suggest you visit **Evoke**, the on-campus print shop. They have a variety of paper options that are appropriate for you to choose.

REFERENCES:

Reference: <http://www.careeronestop.org/ResumeGuide/WhyYouNeedaGreatResume.aspx>
<http://jobsearch.about.com/od/sampleresumes/a/sampleobjective.htm>

Center for Career + Calling General Resume Rubric

CRITERIA	EXCELLENT	AVERAGE	BELOW AVERAGE
Format	<input type="checkbox"/> Kept to one page <input type="checkbox"/> Margins are consistent between ½ in and 1 in <input type="checkbox"/> Font is readable <input type="checkbox"/> bullets are used properly <input type="checkbox"/> font size is between 10pt and 12pt <input type="checkbox"/> Overall look of the resume is pleasing and not crowded	<input type="checkbox"/> Style and format are consistent, but headings or jobs do not stand out <input type="checkbox"/> white space is uneven <input type="checkbox"/> length is less than one page or just over one page	<input type="checkbox"/> Format and style are inconsistent <input type="checkbox"/> font is not appropriate and/or unreadable <input type="checkbox"/> Margins are inconsistent <input type="checkbox"/> bullets are not used <input type="checkbox"/> length is too long (over 2 pages) <input type="checkbox"/> Font size is too small or too large
Grammar Punctuation Spelling	<input type="checkbox"/> Error-free spelling, punctuation, and proper use of grammar <input type="checkbox"/> No acronyms are used <input type="checkbox"/> No personal pronouns are used	<input type="checkbox"/> Some spelling, punctuation, and grammar errors <input type="checkbox"/> Some acronyms are used, but limited	<input type="checkbox"/> Poor use of spelling, punctuation, and grammar that make it hard to understand information <input type="checkbox"/> use of pronouns
Heading	<input type="checkbox"/> Includes name is larger font <input type="checkbox"/> Includes phone number, email address, and address (or at least city & state) <input type="checkbox"/> Professional email is used	<input type="checkbox"/> Name does not stand out <input type="checkbox"/> contact information is inconsistent or hard to read	<input type="checkbox"/> Missing name, email, address, or phone number <input type="checkbox"/> inappropriate email
Education <i>*Study abroad can be included here*</i>	<input type="checkbox"/> Education is listed at the top of the resume <input type="checkbox"/> degrees are in reverse chronological order <input type="checkbox"/> Major/Concentration, college name, college city/state, and graduation month/year are listed for each degree <input type="checkbox"/> High school is not listed <input type="checkbox"/> GPA is included, if relevant	<input type="checkbox"/> Education is not listed in reverse chronological order <input type="checkbox"/> Degrees are abbreviated <input type="checkbox"/> Some detail information may be missing	<input type="checkbox"/> Education is not listed; <input type="checkbox"/> Degree name is not correct <input type="checkbox"/> details are not included (Major/Concentration, college name, college city/state, and graduation month/year are listed for each degree) <input type="checkbox"/> Irrelevant/outdated education is listed (high school) <input type="checkbox"/> If GPA is included, it is not in the proper format
Related Experience <i>*include any relevant experience which can be paid, unpaid, internship, leadership, or volunteer*</i>	<input type="checkbox"/> Experiences are listed in reverse chronological order <input type="checkbox"/> Position title, company name, city/state and dates of employment are listed for each position <input type="checkbox"/> 3-5 bullet points are listed that focus on accomplishments in the position not duties <input type="checkbox"/> bullets start with an action verb in the proper tense <input type="checkbox"/> Bullets are concise, direct, & indicate one's impact/accomplishment <input type="checkbox"/> Results are quantified <input type="checkbox"/> Bullets are listed in order of importance	<input type="checkbox"/> Positions are missing at least one element (i.e. location is missing) <input type="checkbox"/> Action verbs are weak <input type="checkbox"/> Multiple verb tenses are used in one entry <input type="checkbox"/> Bullets are not concise or direct and do not indicate impact	<input type="checkbox"/> Experiences are not in reverse chronological order <input type="checkbox"/> Experience details are missing <input type="checkbox"/> Bullets are written in complete sentences <input type="checkbox"/> Verbs are not used and/or verb tense is incorrect <input type="checkbox"/> Bullets are wordy, vague, and do not indicate accomplishment <input type="checkbox"/> Bullets read like a job description <input type="checkbox"/> Results are not quantified <input type="checkbox"/> Irrelevant information is listed
Additional Sections	<input type="checkbox"/> Includes additional sections that are appropriate to the position (Honors; awards; study abroad; relevant course work; additional skills; professional development; research; publications; professional affiliations; special training; volunteer/community involvement)	<input type="checkbox"/> Additional sections appear to be relevant, but information is not explained appropriately	<input type="checkbox"/> Additional sections are not relevant to the position <input type="checkbox"/> There is missing information
References	<input type="checkbox"/> Included on a separate page <input type="checkbox"/> Include same header as Resume <input type="checkbox"/> Include at least 3 references <input type="checkbox"/> References are appropriate <input type="checkbox"/> Includes all relevant/needed contact information (Title, Company, Address, Phone Number, Email, Relation to student)	<input type="checkbox"/> "References Available Upon Request" is listed at the bottom of the resume <input type="checkbox"/> Header is included, but not consistent with Resume header	<input type="checkbox"/> Included on same page as Resume <input type="checkbox"/> Does not include a header <input type="checkbox"/> Includes too any or irrelevant references <input type="checkbox"/> References contact information is incomplete