






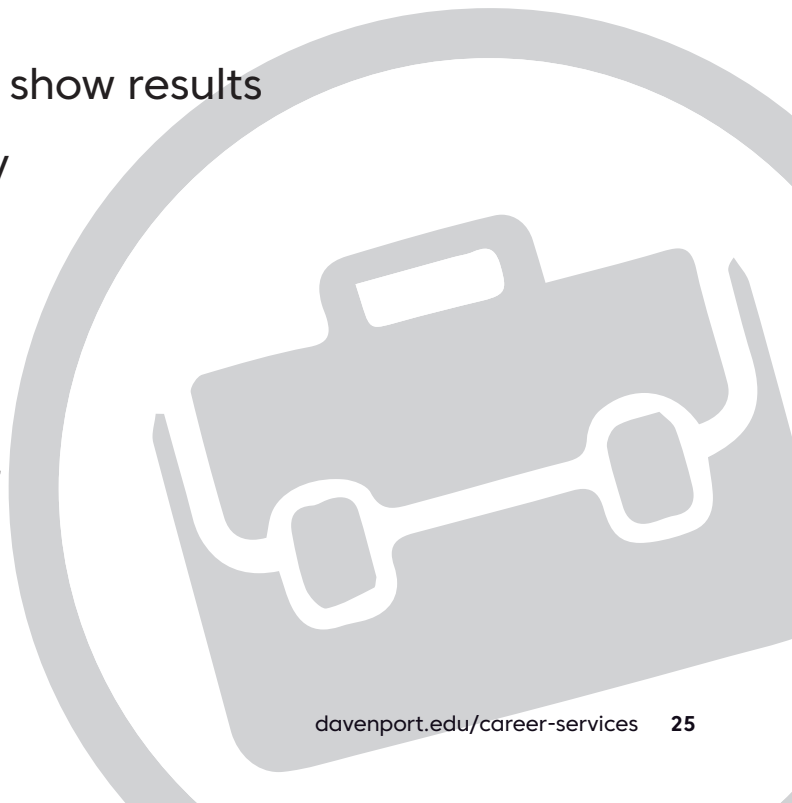




Application documents

- 26  Résumé checklist
- 27  The reverse chronological résumé
- 28  Key action verbs
- 29  Action verb statements that show results
- 30 Résumé specifics by industry
- 32 Curriculum vitae (CV)
- 32 Federal résumé
- 34  The traditional cover letter
- 35 The comparison cover letter
- 36  References
- 37  Thank-you notes





Résumé checklist

Heading

- Make sure your name is large and in an easy-to-read font at the top of the page
- Follow your name with current contact information like phone and email address; home address is optional

Objective (optional)

Best used for part-time positions, internships or career fairs.

- Be brief, clear and concise
- Indicate realistic career plans that are specific to the company and position for which you are applying
- Be sure your résumé supports your stated objective

Education

- Omit extraneous or irrelevant words and high school information
- List degree(s) and majors accurately to match your transcript and in reverse chronological order
- Include school name and location, including city and state
- Provide only the month and year of graduation
- State overall GPA if it is 3.0 or higher
- Use two to five position-relevant course titles, if appropriate, as they appear on your transcript, not by course number

Experience

- Separate experience into “Relevant Experience” and “Additional Experience” sections if applicable
- Utilize a strategic order, such as reverse chronological order, when listing experience
- Include nonpaid roles like internships, activities, volunteer work and projects
- Provide complete information for each entry: organization, location, start and end dates, and position title
- Use action verbs like supervised, oversaw and designed to describe responsibilities and accomplishments
- Provide quantifying information when appropriate, such as “supervised 10 employees”
- Illustrate and focus on skills appropriate to the job for which you are applying

Technical skills or skills (optional)

- List any computer software you are familiar with and any certifications obtained
- Avoid listing transferable skills like “great communication,” “teamwork oriented” and “leadership skills”
- Categorize language proficiency as fluent, conversational or basic; international students, see page 48

Awards, honors, activities and volunteer experience (optional)

- Provide names of professional, community or campus organizations and position(s) held; include dates
- Indicate positions held and recognitions received from organizations
- Exclude high school activities and awards unless you are a first-semester freshman

Appearance, format and proofreading

- AVOID TEMPLATES — find one you like and then create it manually in Word for ease of editing
- Correct any misspellings and grammatical errors
- Use appropriate verb tense throughout
- Avoid personal pronouns, and use bullet points rather than complete sentences
- Use capitalization and punctuation consistently
- Use bold, italics, capitalization and spacing to produce a visually attractive document
- Use a font style and size that are appropriate, consistent and easy to read
- Arrange sections so the most important information is listed first, from top to bottom and left to right
- Ensure the résumé length is appropriate given your experience, with one page preferred and two pages maximum, except for federal résumés and CVs
- Do not include references or the phrase “References available upon request”
- Convert and upload your résumé in PDF format on all application platforms



Meet our AI résumé reviewer, Quinn.

Quinnia is a platform on which students can upload their résumés and get instant feedback. Give it a try: quinnia.io/access.

The reverse chronological résumé

Overall Format: Recruiters typically prefer chronological résumés. The résumé should be easy to read quickly and allow for the recruiters to understand the candidate's goal and determine whether the candidate is qualified. Be strategic about every word, but résumés with 475-600 words produce twice as many interviews as those outside of that range.

- A one-page résumé is recommended
- If using a two-page version, the most relevant information must be on the first page
- Experience is shown in reverse chronological order (most recent experience listed first)
- Bullet points are preferred for easy reading
- Font size in the body of your résumé should be 10-12 point; your name can be larger
- Margins should be 1/2" to 1" — left, right, top and bottom
- Each résumé should be customized to each position applied for
- Each properly crafted résumé should help drive the information shared in an interview

Related Coursework is a good addition for individuals with less experience. When used, the sections only include courses specific to the position applied for.

Summary of Qualifications is an alternative for more experienced individuals. The skills listed should be terms drawn from current and past experience.

Experience is more than just what you are paid for. It can include long-term volunteer work, leadership positions in an organization, internships and special projects. If transferable skills are gained, it is experience.

Use onetonline.org for action verb statement writing.

Technical Skills: List operating systems, software or hardware. Technology majors, see page 30 for an example.

Languages: Specify your level of fluency in a foreign language as fluent, conversational or basic. If applying internationally, English can be included as a language.

Honors can have its own section or be embedded in your education section.

Organizational Involvement: Title or type of involvement and the name of the organization are required. Span of involvement is optional.

Pounce Panther

313 Prairie Point | Lansing, MI 48933
616.698.7111 | PPanther@email.davenport.edu

EDUCATION:
Davenport University, Grand Rapids, MI
 Bachelor of Business Administration in **Management** **GPA: 3.68**
April 2026

Related Coursework: Principles of Project Management, Principles of Risk Management and Insurance, Insurance Company Operations and Regulations

EXPERIENCE:
Consumers Credit Union **Kalamazoo, MI**
Customer Service Representative **March 2024-Present**

- Balance and monitor cash items for 10,000+ accounts
- Monitor risk for account holders, and identify issues of delinquency
- Perform account transactions, account maintenance, customer correspondence, consistent balancing, and completing delegated reports and projects as scheduled
- Solve routine customer problems with professionalism and efficiency

Davenport University **Grand Rapids, MI**
Collegiate Athlete – Volleyball **August 2023-Present**

- Maintain and balance schedule efficiently to ensure academic and team success
- Attend scheduled practices, games and training sessions
- Analyze performance to identify strengths/weaknesses and make improvements
- Compete professionally by executing instructions from coaches
- Collaborate with a team of 22 to accomplish daily, weekly and seasonal goals
- Awarded "Most Coachable" for 2020 season

Buddy's Pizza **Detroit, MI**
Server **May 2021-February 2022**

- Ensured every customer was satisfied with their experience by providing high-level customer service
- Communicated with kitchen staff of 6 to effectively expedite food times to customers
- Managed a section of 15 tables with the potential for 75 guests at a time
- Trained new wait staff on proper technique and Buddy's Pizza protocol

Buddy's Pizza **January 2020-April 2021**
Host

- Greeted and welcomed customers before escorting them to their assigned tables
- Accommodated 50+ reservations per night through proper organization and time management

TECHNICAL SKILLS:
Software: Microsoft Excel, PowerPoint, Access, SAP, Photoshop, InDesign
Certifications: CPR, First-Aid, Project Management, DU Excellence System
Languages: Fluent in French, Conversational in Spanish

HONORS:
 President's List (3 semesters), President's Scholarship for Academic Excellence, Outstanding Service Award

ORGANIZATIONAL INVOLVEMENT:
 Student Association for Project Management, Alpha League, Habitat for Humanity, Panther Prowl Pack Leader



Key action verbs

Use these to help employers understand the qualitative aspect of your experience.

You want to capture three things in your “Experience” section, which should consist of bulleted action verb statements.

- You want to relate the statement to something transferable in the job description.
- You want to describe the tasks/ responsibilities of the experience
- You want to tie in how you directly contributed to the outcome of tasks

| Teamwork | Organization/ administrative | Customer service/ patient relations | Technical/ analytical | Communication | Leadership/ management |
|--------------|---------------------------------|--|--------------------------|---------------|---------------------------|
| Accomplished | Arranged | Accommodated | Analyzed | Addressed | Administered |
| Achieved | Assembled | Advised | Ascertained | Advocated | Advised |
| Acknowledged | Budgeted | Adjusted | Assessed | Arbitrated | Allocated |
| Assisted | Calculated | Aided | Audited | Articulated | Allowed |
| Balanced | Cataloged | Alleviated | Compared | Attested | Appointed |
| Brainstormed | Centralized | Answered | Computed | Authored | Approved |
| Collaborated | Charted | Arranged | Conceptualized | Briefed | Assigned |
| Contributed | Classified | Collaborated | Concluded | Clarified | Authorized |
| Cooperated | Collected | Counseled | Confirmed | Communicated | Chaired |
| Coordinated | Compiled | Customized | Constructed | Composed | Coached |
| Diversified | Correlated | Dedicated | Determined | Contacted | Created |
| Elevated | Indexed | Eased | Devised | Convinced | Delegated |
| Encouraged | Inked | Educated | Diagnosed | Corresponded | Designed |
| Executed | Orchestrated | Fulfilled | Estimated | Demonstrated | Dispatched |
| Facilitated | Organized | Guaranteed | Evaluated | Drafted | Directed |
| Fostered | Oriented | Identified | Examined | Edited | Educated |
| Joined | Planned | Listened | Forecasted | Educated | Elicited |
| Mediated | Processed | Negotiated | Formulated | Explained | Empowered |
| Merged | Procured | Provided | Integrated | Illustrated | Enabled |
| Nominated | Purchased | Recommended | Investigated | Informed | Enhanced |
| Participated | Recorded | Related | Justified | Interpreted | Endorsed |
| Partnered | Regulated | Remedied | Measured | Interviewed | Guided |
| Supplemented | Scheduled | Repaired | Negotiated | Lectured | Hired |
| Teamed | Signed | Restored | Prescribed | Marketed | Influenced |
| United | Systematized | Restored | Prioritized | Persuaded | Instructed |
| | | Satisfied | Projected | Presented | Interviewed |
| | | Sold | Rated | Promoted | Judged |
| | | Strengthened | Recommended | Proposed | Led |
| | | | Researched | Publicized | Monitored |
| | | | Scrutinized | Reported | Motivated |
| | | | Solved | Spoke | Officiated |
| | | | Validated | Summarized | Recruited |
| | | | Verified | Translated | Represented |
| | | | | Transcribed | Solved |
| | | | | Wrote | Spearheaded |
| | | | | | Supervised |
| | | | | | Trained |



Mind your tenses

- Use the past-tense version of a word if you are no longer working in a position when describing past role responsibilities
- Use the present-tense version of a word if you are currently or just recently worked in the position you are describing
- Avoid action verbs with negative connotations or ending in “ing”

Action verb statements that show results (quantitative)

What are action verb statements that show accomplishments?

Accomplishments are things you started, completed, worked on, created, developed or made possible. They are things that happened because YOU were there. They can be a project or something created by you or in collaboration with others. They are always specific, and they are always things you played an active role in, even if others worked with you.

Note that the accomplishment described the job duty using "quantifying and qualifying" words. Accomplishments should be stated with easy-to-understand qualifying action verbs and/or in quantitative number (#, \$, %) statements. These positive results are the benefits your previous employers received for hiring your skills.

Summarize your accomplishments

For each action verb statement, write down the answers to the following questions:

- What was the preexisting problem, duty or situation?
- What work did you do? Be specific. The more detail and data, the better.
- What were the results? Quantify the results (use numbers)!

- How much?
- How many?
- How often?
- With whom?

After answering the questions above, summarize your answers in an action verb statement (bullet) and include it with your experience.

Here is a task, job duty or responsibility like those that appear on a typical résumé:

"Wrote weekly reports on sales and submitted these to the home office."

Now the same task, job duty or responsibility written as a detailed accomplishment:

"Completed 134 summary reports on sales, including weekly volume, percent of increase and new clients seen."



Use oneline.org for action verb statement writing.

A few more examples:

Before: Worked in accounts receivable
After: Reduced accounts receivable from 33% to 1.5% by collaborating with 12 different external vendors and redeveloping the internal invoicing procedures

Before: Supervised the IT department
After: Supervised 8 employees within the IT department, supporting 85 clients and 200+ end users

Before: Experienced working in the human resources field
After: Provided progressively responsible human resources services in a fast-paced manufacturing environment, managing the recruitment and retention of 240+ employees



Tips

- Do not use personal pronouns like I, my, me, we, our, etc.
- Do not talk about the company or the organizations; your résumé should focus on you and your experience

Résumé specifics by industry

Summary of qualifications

Experienced applicants can use this to highlight specific skills related to the desired position.

Accounting

Bold “**Sitting for CPA: [Expected Date]**” in the Education section.

Allied Health Practicums

Include an objective statement such as “To obtain a medical assisting practicum for Winter 2025.”

Nursing

Bold “**Eligible to sit for NCLEX-RN in [Month Year]**” in the “Education” or “Certifications and Licensure” section. Clinical experiences should be strategically placed above non-industry experience.

Legal

Bold “**ABA-approved program**” in the Education section; Westlaw in skills.

Marketing

There is freedom to include more color, design and creativity. Marketing recruiters are looking for candidates who stand out. Designs should be original and of your own making to best showcase your skills. Include links to your social media, and expect them to review it (see pg. 46). Make sure social media is appropriate and profile and privacy settings are updated.

Technology

A Technical Skills section shows recruiters your skill set. List all technical skills near the top of your résumé. Include projects to highlight these skills. Projects are important to include if you have not had an internship or experience in technology yet.

Military experience

Military experience is translated into civilian terms. See page 49.

Summary of qualifications

Professional Summary

- 3+ years of human resource and recruiting experience
- 10+ years of experience in customer service
- 5+ years of Navy service
- SHRM certified since May 2017
- Advanced knowledge in Excel, QuickBooks and ADP
- Bilingual in Spanish and English

Nursing example

Clinical Experience

| | |
|--|-------------|
| Holland Hospital , Leadership, 90 hours | Winter 2025 |
| Covenant Healthcare , Community, 90 hours | Winter 2025 |
| Mary Free Bed , Pediatric Unit, 90 hours | Fall 2024 |
| MyMichigan Health , Postpartum Unit, 90 hours | Fall 2024 |
| Sparrow , Medical Surgical Unit, 140 hours | Winter 2024 |
| U of M Health-West , Neuro Unit, 135 hours | Fall 2023 |
| Pine Rest , Mental Health, 45 hours | Winter 2023 |
| MediLodge , Long-Term Care, 90 hours | Fall 2022 |

- Obtained vital signs and measured and recorded intake and output
- Administered medications to patients and monitored for reactions or side effects
- Monitored, recorded and reported symptoms or changes in patients’ conditions
- Charted effectively with **Epic** software

Marketing example

Education

| | |
|--|-----------|
| Davenport University, Grand Rapids, MI | GPA: 3.68 |
| Bachelor of Business Administration in Marketing | May 2025 |
| Course Certifications: HubSpot’s Inbound Marketing & Inbound Sales, Google Ads Fundamentals & Shopping Advertising Specialization, Google Analytics for Beginners | |

Technical project example

Davenport University – Technical Consulting Class Project Technology Consultant

January 2023-May 2023

- Worked with the client as a technology consultant to redesign its website on Wix
- Implemented features per client’s requirements to give employees a better experience on the website
- Developed features on the website to include an HR suggestion box, employee surveys, Google integration and new-hire announcements
- Met with client regularly to provide updates on timelines, successes, roadblocks or changes in the project process
- Maintained a high level of communication with the client and HR manager to ensure client satisfaction

ELEVATE YOUR CAREER

Join McLaren and become part of
a caring and supportive team

- Daily pay for instant access to your earnings
- Tuition reimbursement, and professional development opportunities
- Comprehensive benefits covering vision, dental, and health

Apply today and start
shaping your future!



Apply Online
careers.mclaren.org



Curriculum vitae (CV)

Latin for “course of life”

- It is often a longer document used to apply for specific types of positions: academic, teaching, research, grants or scholarships
- It is a complete record of your academic and professional achievements, so it does not have length restrictions
- It can include sections such as education, work history, skills, publications, public speaking and presentations, research, laboratory and field skills, awards and grants, teaching experience, licenses and certifications, study abroad, and professional memberships
- Many organizations will provide a format they want used to apply with a CV, so check the website for specific instructions
- An international posting may request a CV; this is usually synonymous with “résumé” but can vary by country



Résumé:

- Short: 1-2 pages but usually just one page
- Specific: Showcases only your most relevant skills and work experience
- Used to apply for nearly any job

CV:

- Long: No page limit, sometimes 20+ pages
- Comprehensive: Presents all of your positions, publications and achievements
- Used to apply for academic and scientific jobs

Federal résumé

- Sample résumé on the next page
- Tailor each federal résumé to EACH job announcement for which you apply
- Federal résumés do not have page limits: Include ALL experience (paid and unpaid), education, activities, special projects, military experience, research, etc.
- Be clear, not vague: Explain your skills as they directly relate to the qualifications
- Paragraph form is acceptable, but bullets are easier to read
- Use reverse chronological order ONLY

Defining your experiences:

- Include exact dates whenever possible — June 1, 20XX
- Describe paid and unpaid experience in the same manner by highlighting the transferable skills gained
- Do not speak in terms of what you were “responsible for”; speak in terms of what you did and what you did well
- Do not worry about being overqualified, as the issue is about having enough experience, not having too much
- Be repetitive to meet qualifications across multiple experiences
- Discuss both paid and unpaid experiences in great detail



For more details on what to include in your federal résumé, visit usajobs.gov/help/faq/application/documents/résumé/what-to-include.

Pounce Panther

6191 Kraft Ave. SE, Grand Rapids, MI 49512
517-698-7111 | ppanther@email.daveport.edu

U.S. Citizen | Federal Employee Status: None | Veteran Status: No | Disability Status: Yes | Clearance: None
Hiring Path: Open to the Public

Desired Position: Procurement Analyst, Library of Congress Legislative Branch

OBJECTIVE

To obtain a full time position in public service with (indicate the federal Agency and sub Agency) as a (Indicate the position, including the announcement number)

POSITION-RELATED COMPETENCIES | SUMMARY OF SKILLS

Industrial Automation Requirements Planning Operations Planning & Production Scheduling
Contract & Product Liability Data Analysis Operations Management Quality Management
Procurement and Global Sourcing Inventory Control & Management Sustainable Supply Chain Management
Intermodal Transportation Distribution Planning Green Sourcing Waste Reduction & Recycling

EXPERIENCE

Amazon 123 Street, Grand Rapids, MI 49518
Procurement Officer, Full-Time, Data Center Services, \$ XX.XX/hour Fall 2023 – Present
Supply Chain Specialist, Part-Time, \$17.00/hour Spring 2021 – Fall 2023

A Procurement Officer is the product category manager for 6 product lines included in the packaging materials category of, tape, boxes, labels, label resources, green source protective fillers and wrapping

- Achieved 32% decrease in landfill waste materials purchased while ensuring all recyclables met safety and quality standards for secure shipping and reduced damaged package complaints by 1.5% within a 3-state region.
- Monitored inventory levels to ensure that proper stock levels are maintained to support packaging and distribution team and received top ratings for cost-over-efficiency standards from management.
- Obtained a strong working knowledge of reverse logistics processes and warehouse distribution.

ArtPrize 345 K Street, Grand Rapids, MI 49508
Event Volunteer Spring 2020, 2021, 2022

- Provided excellent customer service to internal and external customers, including artists requesting assistance submitting materials for jury.
- Ensured over 300 works of art were secured and safeguarded against damage before, during and after exhibits and were constructed and disassembled, and achieved a 100% error-free success rate.
- Assisted artists in preparing and constructing exhibits.

ACCOMPLISHMENTS AND COMMUNITY INVOLVEMENT

ASCM Certified Supply Chain Professional (CPSM) Expected Spring 2024
ASCM Certified in Logistics Transportation and Distribution Summer 2022

EDUCATION

Davenport University, 6191 Kraft Ave SE, Grand Rapids, MI 49512
Bachelor of Business Administration | Supply Chain Management Spring 2024
6 Semester Dean's List Fall 2022 – Spring 202 GPA 3.40

VOLUNTEER AND COMMUNITY INVOLVEMENT

REFERENCES

If an objective is used, it must be specific.

This can be one of two things: (1) It can be a list of position-related skills that you possess to aid in revealing both transferable and position-essential skills as shown here, or (2) It can include full-sentence bullets:

- An introductory professional statement
- A carefully crafted statement with specific examples of relevant experiences
- Acquired skills, meaning a soft or transferable skills statement

This section should contain all of the elements of the skills summary. Experience for each position should be explained as if you are teaching someone for the first time what the role is and what it includes. Hiring managers are not allowed to assume you can or cannot do something. You must tell them what you have done and can do using both quantitative and qualitative values. Do not just list your responsibilities.

NOTE: Always include long-term or full-cycle volunteer activity in your work experience. See the "Volunteer and Community Involvement" section of the résumé.

Create a separate page for this with a minimum of three references.

Your volunteerism, if it is more than one day of community service, but an ongoing activity in a group you are active within should be included in your experience section regardless of whether you were paid. This section is for those short-term or one-time activities you participated in within your community, church or local group.

This can be two sections with bulleted statements about specific recognition, successes or statements about specific projects you've participated in as well as training and certifications you've received.



The traditional cover letter

Every job you apply for should have its own unique cover letter. If a posting has an optional cover letter, consider it MANDATORY!

To start, it is best to understand what a cover letter is for:

- It serves as a writing sample — how good is your written communication?
- It shows your level of interest in the company and position
- You can discuss personality traits and transferable skills that are not apparent from your résumé
- It is designed to create interest in reading your résumé and to get you an interview
- It provides another avenue for you to brand yourself
- Your résumé will establish whether you are qualified; your cover letter is designed to help readers determine whether you are a good fit

International students, see page 48.

Brand your cover letter with the same header as your résumé.

Use the date submitted.

Do your research: Find the correct address and contact, and address the letter to that person; “Dear Hiring Manager” is OK if a contact cannot be found.

Tell them you want what they have to offer! State exact match to the open position.

State why YOU are uniquely qualified. How will you do your job?

Make a direct ask for the interview or the position, and ALWAYS say thank you.

Additional tips:

- Always match your abilities and skills to the job description
- Pull the exact wording and terms used in the job description; for example, if they use the term “clients” to refer to customers, your cover letter (and résumé) should be tailored to that language
- The art is in your storytelling; write in a way that makes them picture you in the role by using concrete examples
- Cover letters can be more than three paragraphs but should never exceed one page

Pounce Panther
313 Prairie Point | Lansing, MI 48933
(616) 698-7111 | ppanther@email.davenport.edu

January 1, 2025
Mr. Randy Davenport
Steelcase Inc.
901 44th St. SE
Grand Rapids, MI 49508

Dear Mr. Davenport,

The opportunity presented by Steelcase for a product marketing specialist greatly interests me. Growing up in the Grand Rapids area, I have always dreamed of working for a large company like Steelcase. I believe that with my innovation and initiative, I could complement your team well.

My studies in marketing at Davenport University were designed to be a springboard for my future. Product and sales research courses have provided me with valuable insight into customer needs and wants. Social media expertise and my B2B sales experience complement my knowledge base as well, preparing me for such a challenging marketing position as the one at Steelcase. The innovation behind Steelcase furniture is certainly the wave of the future, and I want to bring my passion and excitement to your team.

Please refer to my enclosed résumé for further substantiation of my qualifications, education and experience. I would welcome the opportunity to become a part of the Steelcase marketing team. I can be reached at (616) 698-7111 during business hours. Thank you in advance for your consideration.

Sincerely,

(Handwritten signature or blank)
Pounce Panther

If you are emailing your application, the body of your email will be your cover letter, and you must attach all other requested documents. You will not need to have a formal header and address.

The comparison cover letter

Comparison cover letters are slightly different from the traditional style shown on the previous page. Be strategic about which style to use; the easiest choice is not always the best choice. Consider your industry. The comparison style could be beneficial for:

- Extremely large companies at which cover letters are only skimmed because of the number of applicants
- Job roles that have very little written communication (accounting, technology, clinical health)
- Written paragraphs work well when related skills are transferable
- Comparisons work well when there is a skill-for-skill match

Match header on your résumé.

Try to identify the exact person to whom the cover letter should be addressed. This can usually be accomplished by a web search or contacting the HR department and asking for the correct information.

If not, “Dear Recruiter” and “Dear Hiring Manager” are both acceptable.

Express your enthusiasm for the role. Notify them of how you identified the role, especially if it was a personal referral. Introduce yourself.

Match your skills with highlights from the job posting. Make it easy for recruiters to see you are a match!

Use the job description to pull out key language and terminology regarding what they are looking for in a quality candidate.

Then, on the right, use specific examples of how you meet that need. This could include classroom and educational experience, personal experience, vocational background, organizational affiliations, and other various involvements. Be specific and use data to support your qualifications.

Pounce Panther
 313 Prairie Point | Lansing, MI 48933
 (616) 698-7111 | ppanther@email.davenport.edu

January 1, 2025

Dear Hiring Manager:

I am a business professional with seven years of experience working in sales and customer service. I would love to have the opportunity to put my knowledge to use at Textron Fluid & Power as a customer services representative.

I have an excellent work ethic, and I am a loyal employee who always reports early for work and thrives on opportunities that allow me to go above and beyond what is required of me. I am excited to bring the following qualifications and experience to your position:

| Job Requirements | My Qualifications |
|---|---|
| Experience in a customer service or technical environment | Seven years of customer service experience, which includes five years specifically in contributing individual sales to increase company revenue |
| Four-year college degree | Full-time student pursuing a BBA in marketing, expected graduation April 2026 |
| Require Microsoft Word, Excel and Outlook knowledge | Extensive use of Microsoft Suite (Word, Excel Outlook and PowerPoint), with experience in data entry |
| Ability to work with people in a variety of situations and demonstrates good problem-solving skills | Quickly, politely and professionally managed multiple customer service and sales requests in a fast-paced environment |

My experience has included a complete range of services in sales, data entry, purchasing (handling purchase orders) and customer service. I am confident that my background will prove to be an asset to your team, and I really want to meet with you so we can discuss the position and my qualifications in detail. I look forward to hearing from you soon.

Sincerely,

Pounce Panther



References

- Include three to five professional references in a document separate from your résumé
- Use professional references only: those who can speak of you as a professional, including work or volunteer supervisors, professors, coaches, project team members, colleagues and those you have supervised
- Contact your career coach about any concerns you have about using someone as a reference
- Check with each reference; ensure they are EXCITED about being a reference for you
- Make sure your reference contact information is up to date
- Send the job description to all references so they understand topics to cover and highlight about you

Pounce Panther
 313 Prairie Point | Lansing, MI 48933
 (616) 698-7111 | ppanther@email.davenport.edu

REFERENCES

Name (amount of time known)
 Title
 Company
 Address
 City, State ZIP
 Email Address
 Phone

Ms. Alex Anderson (6 years)
 Supervisor
 Superior Management
 1515 W. Fulton
 Grand Rapids, MI 49506
 aanderson@superiormanagement.org
 (616) 887-6238

Mr. Michael Brown (2 years)
 Professor
 Davenport University Maine College of Business
 6191 Kraft Ave. SE
 Grand Rapids, MI 49512
 michael.brown@davenport.edu
 (616) 555-1212



Employers will ask for your references when needed.

- Have your references ready to use to complete the online or paper application form
- Provide your references document when it is requested
- Address lines for references are optional



Headers on all application documents should match your résumé and cover letter.

Thank-you notes

Thank-you notes

- Can be typed or handwritten in a letter or email format
- A proper salutation is “Dear Mr./ Ms./Dr.”; be sure to write down the names of your interviewers or request their business cards
- Thank them for taking the time to meet with you
- Reference the date and time of the interview
- Reiterate your interest in the company
- Mention what you think they are looking for in a candidate and how you meet those needs
- Exude confidence in your ability to succeed in the role
- Include any anecdotal pieces of information that will make them remember something specific from the interview or about you
- Thank them for their consideration, and reiterate next steps and a time when you will follow up if you do not hear anything
- Do not prewrite thank-you notes—wait until you have completed the interview; thank-you notes are a great opportunity to clarify or confirm points made during the interview

Template

Dear [Interviewer]:

[Thank them for their time] + [mention something about your conversation that you found interesting or helpful] + [reiterate your interest in the job and company] + [emphasize what about your experience would make you good at the job].

Best,
[your name]

Email

Dear Ms. Sparrow:

I want to thank you for the opportunity to interview for the Brand Manager position on August 15. I enjoyed meeting you and learning more about your organization. My enthusiasm for the position and my interest in working with you are even stronger as a result of the interview.

You indicated that you are looking for an individual with experience in merchandising. I know that I am capable and knowledgeable and that my training has been excellent. My education and work experience parallel the job requirements. I am certain that I could make a significant contribution to your team and the organization.

I would like to reiterate my strong interest in the position and working with you and your team. You provide the kind of opportunity I seek. Please feel free to call if I can provide you with any additional information.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon.

Sincerely,

Pounce Panther

Handwritten

Dear Ms. Sparrow,

Thank you very much for the opportunity to interview for the medical assisting position. I enjoyed meeting you and learning more about your company. My enthusiasm for the position and my interest in working for Holland Hospital are even stronger as a result of the interview.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon!

*Sincerely,
Pounce Panther*

APPLIED INNOVATION

Our internship and career opportunities offer hands-on, real world experiences, at one of the nation's largest independently owned, technology companies.
Come grow with us!



Join us on *Handshake* or visit our website:
www.appliedinnovation.com



Explore Careers

Come grow with us!

Are you ready to get started on real projects, gain real skills and forge real connections? Contact our Human Resources department to discuss a paid GreenStone internship today.

Contact **Jonna Meyers** at 517-324-0214
Jonna.Meyers@greenstonefcs.com



 GreenStone FCS is an equal opportunity provider and employer.