

## Career Services Office

STUDENT CENTER – LOWER LEVEL

508-588-9100 Ext. 1406

MASSASOIT.EDU/CAREERSERVICES

# RÉSUMÉ GUIDELINES

### BRAINSTORMING

- Before you begin spend time brainstorming your job tasks and accomplishments. Ask yourself what have I done in each position & have I gained any additional experience or knowledge through other methods
- List all jobs & employment experiences (Paid, Salaried, Internships, temporary, Seasonal, Part-time, Full-time, etc.)
- Education & Training programs with schools, companies and organizations
- List Computer skills & databases learned and utilized
- Are you fluent with multiple languages, if so list them
- List certifications & licenses
- Volunteer & community service experiences
- Campus activities such as College clubs & athletic participation, etc.
- List relevant courses or trainings
- Don't be conservative when brainstorming, list as much as you can and then begin to format the information by relevancy

### DO NOT INCLUDE

- Objective statement
- Irrelevant details
- Pronouns (a, the, I, me)
- Abbreviations or acronyms unfamiliar to the employer
- Salary expectations
- Date of birth
- Photographs

### FORMATTING

- Keep your resume consistent & easy on the eyes
- One page – focus on relevant transferable skills & experiences. Exceptions occur with candidates who have an abundance of relevant experience & training
- Utilize a 10-12 point font size
- Standard font styles such as Calibri, Time New Roman, Arial & Garamond
- Page margins should be between .5” – 1”
- Bold headings, titles, organizations, names & schools
- Dates, fonts, punctuation & spacing should follow a consistent pattern
- Bullets & indentations for job duties
- Less is more – A resume is a profile targeting your accomplishments, achievements & experiences that are relevant to the position you are applying for
- Save your final draft electronically as a PDF and print on quality resume or parchment paper

### EFFECTIVE RÉSUMÉ CONTENT

#### **Header/Contact Information**

- List your official name
- List your address
- Include your most used phone number & email address (use your Massasoit address when utilizing JobLink)
- When appropriate include your URL from your LinkedIn public profile

#### **Education**

- List the College/University name along with the city & state
- State you are a candidate for an Associate Degree and list your expected graduation year. Also include your declared major/concentration
- Include G.P.A. (if over 3.00 or higher)

#### **Experience**

- List in reverse chronological order (beginning with most recent)
- List the company name as it legally known
- Company/Employer location – city, state
- Position title & dates you worked for the employer (List month & year or years but stay consistent with format)
- Utilize bullet points to describe your daily duties
- Start each bullet with an action verb in the correct tense
- Prioritize bullet points & highlight duties by relevancy to the job posting

#### **Activities**

- Highlight campus activities in which you served in a leadership role or gained valuable experience

#### **Skills & Interests**

- List computer or technical skills; (Microsoft Office Applications & research databases that may be commonly utilized in a particular field)
- List languages and fluency level

#### **License/Certifications**

- List any relevant certifications or licenses held along with year of eligibility

**Set-up an account today!**



- [MASSASOIT.EDU/CAREERSERVICES](http://MASSASOIT.EDU/CAREERSERVICES)
- [JOBLINK](http://JOBLINK)

## SAMPLE STUDENT RÉSUMÉ

asample@massasoit.edu  
508-588-9100  
123 Main Street  
Brockton, MA 02302

### EDUCATION

#### Massasoit Community College

Candidate for Associate in Science in Business Administration  
Cumulative GPA 3.42

Relevant Coursework: Managerial Accounting, Cost Accounting, Marketing,  
Principals of Taxation, Business Law and Managerial Finance

Brockton, MA

Year

### EXPERIENCE

#### Bank of America

Investment Services Intern

- Utilize Bloomberg in order to compute monthly, quarterly and yearly dividend payouts
- Ensure discrepancies were researched and resolved before client reporting
- Generate reports daily for accuracy of cash and share movement

Brockton, MA

Year - Present

#### Walmart

Customer Service Representative

- Ensured cash register ties out at the end of each shift
- Provided direct customer service
- Monitored store inventory weekly

Brockton, MA

Years

#### Office Max

Store Associate

- Resolved cash discrepancies when tying out the cash drawer during each shift
- Provided direct customer service
- Monitored and managed store inventory on a weekly basis

Brockton, MA

Years

### ACTIVITIES

Massasoit Community College Student Trustee, Elected Board Member  
Phi Theta Kappa Honor Society

### SKILLS

**Computer:** Microsoft Excel, Word, PowerPoint, Access, Meditech, Bloomberg

**Language:** Fluent Spanish, Italian & French

### LICENSE & CERTIFICATIONS

CPR & AED Certified

## RÉSUMÉ CHECKLIST

### FORMAT

- ✓ Is my résumé 1 page & no longer than two?
- ✓ Do I have consistent use of underline, bold, italics, spacing, dates, font, etc.?
- ✓ Did I use professional font type, size 10-12?
- ✓ Did I bold my headings?
- ✓ Are my margins between .5" & 1"?

### CONTENT Contact

#### Information

- ✓ Do I have my name listed?
- ✓ Did I bold my name?
- ✓ Did I list my current or permanent address?
- ✓ Did I include a phone number & one email address?

#### Education

- ✓ Did I list the name & location of the College or University?
- ✓ Did I list my degree?
- ✓ Did I list other degrees or relevant higher education?
- ✓ Did I list the month & year of my expected graduation?
- ✓ Did I list my GPA and does it go out 2 decimal places?

#### Experience

- ✓ Did I list the organization name, city, & state?
- ✓ Do I have the title & dates of positions held?
- ✓ Do I have each position listed chronologically?
- ✓ Did I list my duties & experiences for each position?
- ✓ Do I have my experiences listed in the appropriate tense?
- ✓ Did I use action verbs when describing my experiences?

#### Activities & Skills

- ✓ Did I hold and list any academic positions & honors?
- ✓ Did I list my computer skills?
- ✓ Am I fluent with other languages?

#### License & Certifications

- ✓ Do I have or hold a license or certification?

### FINAL THOUGHTS

- ✓ Did I proof read?
- ✓ Did I have the résumé proof read and critiqued?
- ✓ Did I save & print my résumé as a PDF?
- ✓ Have I logged into JOBLINK?

## POSITIVE ACTION VERBS

**Accelerated** Accomplished Achieved **Acquired** *Acted* Adapted Adopted **Addressed** Adjusted *Administered* Advised Advocated **Aided** **Allocated** Analyzed **Applied** Appraised *Arranged* **Ascertained** Assembled *Assigned* Assisted **Assumed** Attained *Audited* Awarded Balanced **Bought** Budgeted Built **Catalogued** *Chaired* Clarified Classified Coached **Collected** Communicated Complied *Computed* **Conducted** Consolidated **Contracted** *Controlled* **Coordinated** Corresponded *Counseled* Created Critiqued **Decided** Decreased **Defined** Delegated **Delivered** Demonstrated Designed Detected *Determined* Developed Devised **Diagnosed** Directed **Discovered** Displayed *Distributed* **Documented** Drafted **Earned** Edited Educated Eliminated Enabled **Encouraged** Enhanced Enforced Engaged **Established** Evaluated *Examined* Executed Expanded **Expedited** Explained **Facilitated** *Fashioned* Filed *Followed* Forecasted **Formulated** Founded **Formed** Gathered Generated *Governed* Guided **Handled** Helped *Hosted* Identified **Illustrated** Imagined Implemented Improved **Improvised** **Increased** Individualized Informed *Initiated* Inspected *Installed* Instructed Interacted Interpreted *Interviewed* Introduced Inventoried Joined Launched Lectured **Led** Lifted *Maintained* Managed Marketed Mediated **Mentored** Monitored *Motivated* **Negotiated** Observed *Operated* **Ordered** Organized *Oversaw* Participated Performed *Persuaded* **Planned** Prepared Presented Presided **Processed** Produced *Programmed* Projected Promoted Proposed Published Purchased **Recommended** Reconciled *Recorded* **Recruited** Reduced *Referred* Reinforced *Reported* Researched **Resolved** Restructured *Reviewed* Scheduled Screened Selected Served **Shipped** Simulated Sold *Solved* Spearheaded **Specialized** Stimulated Streamlined Strengthened Studied Submitted **Summarized** Supervised Supported *Surveyed* Targeted **Taught** Tested Trained Translated **Tutored** *Updated* Utilized Verified Volunteered **Wrote**

**Your Name**

Address City,  
State, Zip  
Phone Number  
Email Address

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**EDUCATION**

**Massasoit Community College**, Brockton, MA

Candidate for Associate of Science Architecture

2xxx

**GPA:** 3.90

**Honors:** Dean's List, Golden Key Recipient

**Relevant Courses:** Methods & Materials of Construction, Graphic Communication, Construction Planning, Site Development, Building Codes & Construction Management, Architectural Detail Drawings, Applied Structural Design, Estimating, Architectural Design & Computer Aided Drafting

**RELEVANT EXPERIENCE**

**Boston Architectural Design**, Boston, MA

2xxx – 2xxx

Architectural Intern

- Collaborated on design projects which included programming client's needs, conceptual design, and design development
- Provided project team coordination for finished plans, specifications, and material selections
- Assisted the Revit Coordinator on multiple projects

**EXPERIENCE**

**ABC Office Inc.**

2xxx – Present

Office Assistant

- Answer phones and direct all visitors and inquiries to the appropriate office personnel
- File and fax documents as needed
- Monitor the yearly office budget
- Process office supply orders as needed

**McDonald's**, Brockton, MA

2xxx – 2xxx

Crew Member

- Assisted all customers with menu questions and ensured they received the appropriate meals
- Ensured the cleanliness of the storefront at all times
- Monitored inventory as needed
- Provided direct customer service daily

**ACTIVITIES**

**Massasoit Architectural Club** – Member

**Phi Theta Kappa Honor Society** – Member

**SKILLS**

Computer: Microsoft Office, Macintosh Operating Systems, AutoCad, Revit, Adobe Photoshop, Adobe Illustrator, Adobe InDesign & Google Sketchup

**Your Name**  
Your Email Address

*Campus Address:*

Street Address  
City, State, Zip  
Phone Number

*Permanent Address:*

Street Address  
City, State, Zip  
Phone Number

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**EDUCATION**

**University of North Carolina**

Candidate for Bachelor of Science in Accounting  
GPA 3.41

Chapel Hill, NC  
**5/2xxx**

**Massasoit Community College**

Associate in Science Business  
GPA 3.37

Brockton, MA  
**5/Year**

**EXPERIENCE**

**Bank of America**

Branch Associate

- Research and reconcile account discrepancies daily
- Provide direct customer service
- Utilize various accounting databases in order to generate reports

Chapel Hill, NC  
**6/Year – Present**

**Massasoit Community College Business Office**

Work Study Student Employee

- Greeted students, faculty and staff as they entered the office
- Answered phones and directed inquiries to the appropriate contact
- Generated reports for the manager and staff as requested
- Filed all necessary documents appropriately

Brockton, MA  
**9/Year – 5/Year**

**Walgreens**

Store Associate

- Monitored the checkout area by processing all purchases and returns
- Ensured the cash draw reconciled appropriately at the end of each shift
- Provided direct customer service daily
- Stocked shelves and monitored inventory as needed

Brockton, MA  
**1/Year – 1/Year**

**ACTIVITIES**

Phi Theta Kappa Honor Society - Member  
Massasoit Business & Investment Club - Member  
Massasoit Softball Team – Member  
Massasoit Student Ambassador

**SKILLS**

**Computer:** Microsoft Excel, Word, PowerPoint & Access

**Languages:** Fluent Spanish, French & Chinese

**Your Name**

■ Address, City, State, Zip

■ Phone Number

■ Email Address

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**EDUCATION**

Massasoit Community College, Brockton, MA

**Candidate for Associates in Science – Criminal Justice**

**Month – 2xxx**

**Honors:** Dean’s List (Year)

**GPA:** 3.85

**RELEVANT COURSES**

Introduction to Criminal Justice

Corrections

Criminal Law

Criminal Procedures

Principals of Sociology

General Psychology

Juvenile Justice

Community Corrections

Corrections Law & Procedure

Management of a Criminal Justice Organization

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**RELEVANT EXPERIENCE**

**Brockton Hospital, Brockton, MA**

**2xxx - Present**

**Security Officer**

- Provides overall security for patients, employees, visitors and the medical centers building and grounds at all times
- Conduct investigations of all accidents, crimes, and incidents occurring within the facility or hospital grounds
- Conduct interviews, compile information, and write reports to be filed within the Hospital Security Office or submitted to outside law enforcement agencies

**Suffolk County Sheriff’s Department, Boston, MA**

**Semester -2xxx**

**Adult Probation Parole Intern**

- Assisted the Adult Probation Parole staff during court proceedings
- Participated and observed the home visit process and procedure
- Assisted during the placed on probation individual interviewing process
- Gathered pertinent and necessary information in order to complete the intake process

**EXPERIENCE**

**Brockton Sports Complex, Brockton, MA**

**2xxx – 2xxx**

**Member Services Representative**

- Answered phones and greeted all visitors as they entered the facility
  - Monitored, organized and sterilized all equipment regularly
  - Assisted customers with the membership process
- 

**ACTIVITIES**

Phi Theta Kappa Honor Society – Member (Year)

Massasoit Student Ambassador

Massasoit Baseball Team- Captain

**SKILLS**

**Computer:** Microsoft Word, Excel, PowerPoint, Access

**Languages:** Fluent Portuguese & French

**LICENSE & CERTIFICATIONS**

CPR/AED Certified

*Your Name*

Address  
City, State, Zip  
Phone Number  
Email Address

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**EDUCATION**

Year

**Massasoit Community College – Canton, MA**  
Certificate in Dental Assisting

**EXTERNSHIP**

**VA Health Care Clinic – Boston, MA**  
**Dr. Gerald Maher, General Dentistry – Weymouth, MA**  
**Dr. Thomas Nevil, Oral Surgery – Norwell, MA**  
**Dr. Stephen Stone, Periodontist – Norwood, MA**

**EXPERIENCE**

2xxx - Present

**Easton Lincoln Nursing – Easton, MA**  
*Nursing Assistant*

- Provide quality care for patients as needed on a daily basis.

2xxx – 2xxx

**Randolph Crossing Nursing – Easton, MA**  
*Nursing Assistant*

- Provided quality care for patients as needed on a daily basis.
- Assisted with updating of patient charts and routine office work.

2xxx – 2xxx

**Powers Pharmaceutical – Brockton, MA**  
*Line Receiver*

- Organized incoming packages for distribution within the facility.

**ACTIVITIES**

2xxx – 2xxx

**Member of the American Dental Assistant Association**

2xxx – 2xxx

**Massasoit Community College Dental Assistant Club - Member**

**SKILLS**

**Computer:** Microsoft Word, Excel, PowerPoint  
**Languages:** Fluent with English & French Creole

**CERTIFICATIONS**

CPR/AED Certified with Health Care Provider Status  
Radiograph Certified

Your Name

Address  
Phone Number  
Email Address

www.linkedin.com/pub/earlychildhoodstudent

**EDUCATION**

**Massasoit Community College**, Brockton, MA

Candidate for Associates in Science in Childcare Education and Administration

Month/Year

- **GPA:** 3.52
- **Honors:** Dean’s List (Years)
- **Relevant Courses:** Behavior Management in Childcare, Development in Early Childhood Education, Intro to Early Childhood Education, Health, Nutrition, and Safety Needs of the Young Child, Administration, Supervision, & Management of Child Care Programs, Child Care Policies & Issues, The Young Child with Special Needs & Infant / Toddler Care

**RELEVANT EXPERIENCE**

Washington Day School, Brockton, MA

Fall 2xxx

**Internship**

- Assisted the Lead Teacher with planning and implementing daily activities and curriculum to help promote positive social, emotional, physical and cognitive development
- Provided a safe and quality environment that appropriately met the social, emotional, physical and cognitive needs of children
- Attended, participated, and contributed to staff meetings, trainings, and department events as scheduled

**EXPERIENCE**

Eddie Bauer, Dedham, MA

2xxx – Present

**Sales Associate**

- Meet and exceeds individual sales and key business driver goals
- Develop and maintain a thorough knowledge of merchandise
- Assist in maintaining the store’s product and visual presentation to company standards and direction
- Provide direct customer service daily

CVS Pharmacy, Brockton, MA

2xxx – 2xxx

**Customer Service Representative**

- Monitored and maintained store inventory regularly
- Provided direct customer service
- Assisted pharmacy staff when needed
- Maintained check-out area by replenishing inventory and supplies

**ACTIVITIES**

Phi Theta Kappa Honor Society – **Member (Year)**

Massasoit Community College Student Senate – **President (Year)**

**SKILLS**

**Computer:** Microsoft Word, Excel & PowerPoint

**Languages:** Fluent French & Chinese

**LICENSE & CERTIFICATIONS**

EEC Certified

Month/Year

CPR/AED Certified

**Your Name** Address,  
City, State, Zip Phone  
Number  
Email Address

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## EDUCATION

**Massasoit Community College**, Brockton, MA

2xxx – Present

Associates of Arts in Liberal Arts

Expected 2xxx

- **Honors:** Dean's List (Year – Year), Phi Theta Kappa Honor Society (Year)
- **GPA:** 3.75
- **Relevant Coursework:** General Psychology, Abnormal Psychology, Adolescent Psychology, Human Growth and Development, Principles of Sociology and Sociology of Deviance

## EXPERIENCE

**BAMSI**, Brockton, MA

2xxx – Present

### Residential Counselor

- Attend to the daily needs of consumers on an individual basis as well as foster increased independence and self-determination
- Assist in the development and implementation of Individual Service Plans (ISPs) including implementation of behavioral objective plans
- Organize, develop and implement group and individual activities which serve to integrate the lives of consumers with members of their community
- Teach socialization skills and activities of daily living including: household maintenance; self-care and hygiene; self-awareness and human development
- Maintain knowledge of ongoing program issues and developments as well as informing supervisor of program issues and concerns

**Boys & Girls of America**, Brockton, MA

2xxx – 2xxx

### Teen & Leadership Coordinator

- Planned 5 sessions of critical workshops serving 15-20 members at a time throughout the school year
- Developed leadership/public service groups for teen and pre-teen members and ways for members to contribute to the club community
- Worked with other club staff and the community to assess needs and create programming that attracts teens to become members
- Assisted with planning, implementing, supervising, and evaluating club activities

**Massasoit Community College**, Brockton, MA

2xxx – 2xxx

### Advisement & Counseling Student Work Study

- Greeted all visitors and students when checking in
- Answered phones and booked appointments
- Assisted staff during student orientation
- Helped organize department brochures and flyers

## ACTIVITIES

Phi Theta Kappa Honor Society – Member

Massasoit Social Action Club – Member

Massasoit Student Ambassador

## SKILLS

**Computer:** Microsoft Word, Excel, PowerPoint, Access

**Languages:** Fluent Spanish & French

## CERTIFICATIONS

CPR/AED Certified



**Your Name**

Email Address

Address

City, State Zip

Phone Number

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**EDUCATION**

**Massasoit Community College**, Brockton, MA

Candidate for Associate in Science – Media Communications

**Month – 2xxx**

**Honors:** Dean's List (Year)

**GPA:** 3.62

**Relevant Courses:** Introduction to Mass Communication, Speech Communication, Television Studio Production, Journalism Basics for the Digital Age, Radio Production Theory & Practice & Digital Video Editing

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**EXPERIENCE**

**Brockton Rox**, Brockton, MA

**2xxx – Present**

Community Relations Coordinator

- Assist with creation of community relations strategies for the Brockton Rox
- Assist in the development of team's community outreach programs and charitable initiatives
- Assist with all Brockton Rox grassroots marketing efforts
- Perform various administrative duties relating to the Brockton Rox Community Relations Department
- Update Community Relations web page content as needed

**Massasoit Community College Student Newspaper**, Brockton, MA

**2xxx - Present**

Web Content Producer

- Produce and write stories for the College electronic newspaper
- Digitize video from news reports, feeds from reporters
- Write and edit text taken from scripts and wires
- Coordinate user generated content on paper's digital platform

**Massasoit Community College**, Brockton, MA

**2xxx – 2xxx**

Media Department Work Study

- Answered phones and directed inquires to the appropriate contact
  - Received and prioritized all media requests as needed
  - Monitored and organized all department files
  - Helped set-up all equipment when requested
- 

**VOLUNTEER**

Massasoit Media Club – Member (Year)

Massasoit Creative Writing Club – Member (Year)

Volunteer –Math Tutor at the Massasoit Academic Resource Center

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**SKILLS**

**Computer:** PC and Macintosh: Microsoft Word, Excel, Quark and Social Media

**Languages:** Fluent French and American Sign Language

**Your Name**

Address | City, State, Zip | Phone Number | Email Address

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**EDUCATION**

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**Massasoit Community College**, Brockton, MA  
Associate of Science in Nursing  
G.P.A 3.57; Dean's list

**5/20XX**

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**CLINICAL EXPERIENCE**

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**Maternity Ward**, Weymouth, MA  
South Shore Hospital

**Fall 2xxx**

- Participated during labor and delivery in multiple cases
- Provided care for newborns and mothers immediately following birth and labor
- Enhanced familiarity with hospital protocol, procedures and medical databases such as Meditech
- Developed postpartum assessment skills
- Provided emotional and physical support for patients in labor

**Psychiatric Unit**, Brockton, MA  
Brockton Veterans Administration

**Fall 2xxx**

- Participated in daily team meetings with social workers, nurses and therapists
- Counseled patients experiencing addiction and compulsive disorders

**Medical & Surgical**, Stoughton, MA  
New England Sinai Hospital

**Spring 2xxx**

- Provided care for patients with type 1 & 2 diabetes, decubitus ulcers, schizophrenia, pancreatitis and post surgeries which included laparoscopic hysterectomy, elbow, knee and hip surgery
- Informed patients of medications and answered patient questions in relation to health concerns
- Discharged patients and explained post-surgical care procedures

**Orthopedic**, Boston, MA  
Massachusetts General Hospital

**Spring 2xxx**

- Assessed and noted patients vital signs routinely during each shift
  - Assisted with bladder scans, EKG's and catheterizations
  - Monitored and helped patients during bathroom visits, walks and various other daily living needs
  - Acquired knowledge and adeptness with various hospital equipment, protocols and databases such as Pyxis
- 

**EXPERIENCE**

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Brockton Nursing Home  
LPN, Brockton, MA

**2xxx - Present**

- Administer medication and treatment
  - Transcribe Doctors orders and prepare nursing summaries
- 

**ACTIVITIES**

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**Massasoit Community College Nurses Club**, Member

**2xxx – Present**

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**SKILLS**

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**Computer:** Proficient with Microsoft Office  
**Medical Procedures:** EKG, Echocardiograms, Tracheotomies  
**Language:** Fluent French, Italian, Japanese & Spanish

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**LICENSE & CERTIFICATIONS**

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Massachusetts RN License, #123456  
Massachusetts LPN License, #12345  
CPR/AED Certified

**July/ 2xxx – July/2xxx**  
**July/2xxx – July/2xxx**

## Your Name

Address  
City, State Zip

Phone Number  
Email Address

## EDUCATION

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**Massasoit Community College**, Brockton, MA

Candidate for Associate of Arts - Liberal Arts Science

May 2xxx

- **Honors:** Dean's List (Year – Year)
- **Cumulative GPA:** 3.68
- **Relevant Coursework:** Biological Principles I, Biological Principals II, Microbiology & Vertebrate Anatomy and Physiology I

## LABORATORY EXPERIENCE

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- **Lab Safety & Management:** General lab safety, properly store and dispose of hazardous and infectious materials, general lab inventory management & general care of household pets

## EXPERIENCE

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Brockton Animal Hospital, Brockton, MA

2xxx - Present

### Veterinary Assistant

- Administer to the needs of hospitalized pets
- Handle and restrain pets for minor procedures such as x-ray, ultrasound, blood and urine sampling, nail trims and vaccines
- Administer oral and topical medications as needed
- Ensure the hospital premises is clean and orderly which includes hospital instruments, equipment and patient housing
- Monitor inventory and restock supplies as needed

American Red Cross, Boston, MA

2xxx – 2xxx

### Lab Assistant

- Prepared products and conducted quality control checks on all equipment
- Prepared blood components including red blood cells, plasma, recovered plasma and platelet concentrates
- Reviewed all necessary paperwork
- Ensured labels were placed accurately including computer verification of labeled products
- Managed and maintained all lab records
- Ensured compliance with state and federal regulations

Massasoit Community College, Brockton, MA

2xxx – 2xxx

### Admissions Work Study

- Answered phones and directed all inquiries to the appropriate college contact
- Filed and maintained documents daily
- Assisted with department events as needed

## ACTIVITIES

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Phi Theta Kappa Honor Society – **Member** (Year)

Massasoit Community College – **Student Trustee** (Year)

Community Service – Habitat for Humanity (Year)

## SKILLS

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**Computer:** Microsoft Word, Excel & PowerPoint

**Languages:** Fluent Spanish & French

## LICENSE & CERTIFICATIONS

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CPR/AED Certified

# COVER LETTER GUIDELINES

Your Name  
Email Address  
Your Street Address  
City, State Zip Code

← Same heading as your *résumé*

Date

Name of Person, Title  
Company/Organization  
Street Address  
City, State, Zip Code

Dear Mr./Ms./Dr.:

**Introduction** State immediately and concisely which position you wish to be considered for and what makes you the best candidate for that position. Mention how you heard about the opening, if appropriate. (Career Services Office, news media, employment service, etc)

**Body** Indicate why you are interested in the position, the company, its product or services; above all, what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have some practical work experience, point out your specific achievements or unique qualifications. Try not to repeat the same information the reader will find in the resume. Remember be brief and to the point!

**Closing Paragraph** In the closing paragraph, thank the reader for his or her time and consideration. indicate your desire for an interview and provide your contact information. If the employer is open to phone calls, state that you will follow up after several days to discuss the possibility of scheduling and interview.

Sincerely, Your

Name Your

Signature

Faxing or Dropping Off in person -Include your Signature

Emailing – Include your E-Signature

Enclosure / Attachment

## COVER LETTER FORMAT

- One page with 3-4 paragraphs
- Font: Arial, Times New Roman or another standard font
- Font size should be between 10 & 12
- Margins should be between .5 – 1"
- Set your letter up in business letter block style

## COVER LETTER TIPS

- ✓ **Make sure your contact information matches your resume:** name, mailing address, email & date should be included. (Include LinkedIn profile if available)
- ✓ Address your cover letter to a specific individual. (Utilize various research tools such as google, LinkedIn, or company website to help determine the name of the person you are addressing your letter to)
- ✓ If you cannot determine who the appropriate contact is then address the contact by title. (Example: Dear Director of Operations)
- ✓ Customize your cover letter for each job application and make sure it is tailored for each employer or position.
- ✓ Make sure you proofread your finished version before you submit your application. Have others proofread your final version as well.
- ✓ Title the document appropriately when saving it to a thumb drive or email account.
- ✓ Save your document as a pdf.

### **Career Services Office**

Student Center – Lower Level

Brockton Campus

Phone 508-588-9100 Ext. 1406

Make an appointment for assistance  
Search & Apply for Jobs with **JobLink**

CAREER SERVICES – SC LOWER LEVEL

508-588-9100 EXT. 1406

MASSASOIT.EDU/CAREERSERVICES  
JOBLINK

**Your Name**

Address  
City, State, Zip

Phone Number  
Email Address

---

Date

Ms. Jan Smith  
Vice President, Human Resources  
American Financial Services  
7 Main Street  
Quincy, MA 02169

Dear Ms. Smith:

The Career Services Office at Massasoit Community College recently informed me of a Customer Service Representative II opening at your firm. I want to inform you that the job description you provided the Career Services Office is in line with my abilities and background.

I have an Associate's Degree in Office Administration and I am currently earning a Bachelor's of Management at Bridgewater State University. I am presently working part time as a Customer Service Representative for New England Inc. in Brockton. In this roll, I have gained exposure to positive customer service, data entry, written and verbal communication along with problem solving skills.

I am enclosing my resume, which points, out my education and work background. Thank you for your time and consideration. I look forward to speaking with you.

Sincerely,

Your Name

Your Signature

Enclosure/Attachment

**Your Name**  
Address  
City, State, Zip  
Phone Number  
Email Address

---

Date

Howard Smith, DMD  
Brockton OB-GYN  
500 Main Street  
Brockton, MA 02302

Dear Dr. Smith:

In response to your ad in the *Patriot Ledger* for the position of Registered Nurse with South Shore OB-GYN, I am pleased to enclose my resume for your review and consideration.

I have over five years of nursing experience. Additionally, I offer excellent interpersonal abilities and strong communication skills. These qualities, combined with my flexibility and dedication, should enable me to make a valuable contribution to your office.

I would appreciate the opportunity to meet with you to discuss your needs and objectives and how I may contribute toward your practice.

Thank you for your time and consideration.

Sincerely,

Your Name

Your Signature

Enclosure / Attachment

# REFERENCE GUIDELINE

**YOUR NAME**  
YOUR ADDRESS  
CITY, STATE, ZIP  
PHONE NUMBER  
EMAIL ADDRESS

KEEP YOUR  
HEADING  
CONSISTENT  
WITH YOUR  
RESUME &  
COVERLETTER



## REFERENCES



Name of Reference  
Job Title Company  
Name  
Company Street Address  
City, State, Zip  
Telephone Number  
E-mail address  
(Business Reference)

Name of Reference  
Job Title Company  
Name  
Company Street Address  
City, State, Zip  
Telephone Number  
E-mail address  
(Business Reference)

Name of Reference  
Relationship Street  
Address City, State,  
Zip  
Telephone Number  
E-mail address  
(Personal Reference)

List 1 Personal Reference



**List 3 references. Be sure those listed are aware you are using them as a reference.**

# **JOBLINK**

**TRY IT TODAY!**

**Career Services** Job Link

Connecting Employers & Students with Employment Opportunities

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Career Services JobLink is a tool for connecting Students & Alumni with Employers for various career and job opportunities. JobLink can help you explore potential career interests and help you build your resume while conducting your job search.

## **Additional Tools**

- Job Search
- Career Exploration
- Résumé Builder, Guidelines & Tips
- Employer Info Session Signup

## **Visit**

- **MASSASOIT.EDU/CAREERSERVICES**
- **JOBLINK**