

# RÉSUMÉ WRITING STRATEGIES



## CAREER CENTERS

BALTIMORE COUNTY DEPARTMENT OF ECONOMIC & WORKFORCE DEVELOPMENT



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# CHRONOLOGICAL RÉSUMÉ SAMPLE

## JANE L. MCCORMICK

• Baltimore, MD • 555-555-5555

adminast@gmail.com •

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**EXECUTIVE ASSISTANT • EVENT COORDINATOR • RECEPTIONIST**

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Detail-oriented and multitasking Administrative Support Professional with extensive experience in a variety of fast paced environments. Unique ability to establish positive rapport with top-level clients and plan seamless corporate events on a budget. Successful track record for working independently as well as with teams. Reputation for maintaining client confidentiality. Qualifications include:

- Office Administration
- Database Management
- Document Design
- Event Planning
- Travel Logistics
- Meeting Preparations
- Client Hospitality
- Vendor Coordination
- Department Reports

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### ACCOMPLISHMENTS

- Redesigned antiquated filing system by transferring documents into electronic database increasing staff access to essential information and reducing errors on monthly reports by 35%.
- Developed concept for company-wide Client Appreciation Event and directed 12-person committee in planning off-site party attended by more than 200 guests. Recognized by management for successful event planning.
- Selected new vendor and saved more than \$5,000 per year on office supplies by participating in buyer rewards program.
- Saved company expenses of temporary agency staff by streamlining database management process into a one-person job using Excel spreadsheets and data entry coding system.

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### EMPLOYMENT HISTORY

**Administrative Assistant**  
**Company Name, Inc.**

2013 — 2019  
Baltimore, MD

- Planned events for multiple business units and coordinated meetings for prospective and existing clients. Scheduled itinerary for the meetings, reserved conference rooms, and coordinated hospitality details.
- Arranged international travel and expense reimbursements for four Senior Executives in marketing department.
- Selected and ordered gifts for all events as well as for clients, prospective clients, and employees celebrating milestones.
- Provided administrative support for six departments including business correspondence, monthly reports, database management, and scheduling.

**Executive Assistant / Event Coordinator**

2010 — 2013

**College Name**

Baltimore, MD

- Planned four seasonal college-wide events, coordinated Red Cross blood drive, and established United Way fundraising program.
- Implemented daily student contact plan and provided administrative support for Associate Dean and Registrar's Office.
- Managed logistics for college and career fairs by ordering all promotional items and coordinating presentation materials.
- Arranged travel logistics for college students interviewing in various departments.

**Corporate Administrative Assistant**

2005 — 2010

**Company Name**

Westminster, MD

- Created corporate gifts division of retail store providing full-service to local and national corporations seeking one source for all promotional giveaways.
- Consulted with Corporate Executives to select appropriate promotional products for client events in order to increase name recognition.
- Maintained complex database and mailing list of customers enabling quick access to information.

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**ADDITIONAL RELEVANT EXPERIENCE**

Administrative Assistant	Company Name	Baltimore, MD
Receptionist	Company Name	Towson, MD
File Clerk	Company Name	Hunt Valley, MD

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**EDUCATION & PROFESSIONAL DEVELOPMENT**

Associate of Arts, Business	Name of School	Arlington, VA
Business Writing Workshop	Name of Organization	Columbia, MD
Event Planning Seminar	Name of Organization	Towson, MD
Handling Difficult Customers	Name of Organization	Germantown, MD

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**COMPUTER SKILLS**

Microsoft Word, Excel, Outlook, Access, PowerPoint

# FUNCTIONAL RÉSUMÉ SAMPLE

## Joshua Dennis

• Baltimore, MD • 555-555-5555 • jdennis@email.com

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Objective:

### Customer Service Representative

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Highly motivated and responsible professional with experience on teams and in leadership roles. Unique ability to identify and resolve customer complaints efficiently and with careful attention to policy and procedure. Excellent judgment in referring customers through proper channels when additional authority is required.

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### Education

**Bachelor of Arts**, Business & Communication

Towson University

2018

Baltimore, MD

- GPA 3.75
  - Business Department Award
  - Young Business Leaders Association, Spokesperson
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### Relevant Experience

#### **Customer Service**

- Responded quickly to customer inquiries with appropriate referral and product recommendations in fast-paced call center.
- Resolved complaints in a calm and efficient manner with a thorough understanding of company procedures and follow-through.
- Recognized as Intern-of-the-Month by the Student Affairs Department for exceptional customer service received from weekly online surveys and positive evaluation feedback.

#### **Business Support Services**

- Earned highest GPA in graduating class and honored with *Business Department Outstanding Achievement Award*.
- Provided administrative and clerical support in law office. Managed multi-line telephone system and processed business correspondence within and between departments.
- Processed administrative forms and maintained database for business department of university as back-up Administrative Assistant. Skilled in Microsoft Word, Excel, Outlook, and Access.

#### **Communication**

- Elected *Spokesperson for Young Business Leaders Association* leading to several opportunities to speak at career fairs and college recruitment events.
- Redesigned marketing brochures and flyers for small company on a tight budget. Consulted on database development system for mass mailing of marketing materials.
- Wrote monthly business column for university newspaper. Excelled in business communication and technical writing courses.

# COMBINATION RÉSUMÉ SAMPLE

## CANDACE M. CHRISTMAS

Tinseltown, MD

410-555-5555 ♦ candychristmas@gmail.com

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### Summary of Qualifications

Highly motivated and goal oriented **Sales Professional** with more than ten years of successful experience exceeding sales goals and building new profitable client bases. Proven effectiveness in training and managing customer service representatives for superb client support and problem resolution. Demonstrated ability to identify and remediate complex deficiencies and resolve time-sensitive projects. Able to write and speak Spanish fluently.

### Areas of Expertise

Consultative Sales  
Product Presentations  
Sales Reporting

Contract Negotiations  
Relationship Building  
Staff Training

Territory Development  
Account Retention  
Problem Resolution

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### Accomplishments

- ♦ Rescued an underperforming territory and generated \$47,000 in sales by analyzing client needs in the region, re-training five customer service representatives, and establishing new marketing strategies.
  - ♦ Increased dollar volume of accounts by 25% within three months by creating a seasonal marketing program rewarding customers for reaching specified purchasing goals.
  - ♦ Turned a troubled account into a major profit generator (\$75,000 per year) by persuading client to consolidate purchases by offering lower price promotions.
  - ♦ Exceeded quarterly sales goal by 35% and recognized as top sales performer in Maryland region in 2008.
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### Professional Experience

#### **Product Sales**

- ♦ Conducted marketplace research, determined sales needs, and presented overall product value and benefits to groups of more than 100 potential customers.
- ♦ Trained customer service representatives on product line specifications in order to handle telephone inquiries and provide quality consumer support services.
- ♦ Determined prices for product promotions based on market analysis and competitor pricing research.
- ♦ Conducted promotional campaigns to increase brand awareness of entire product line.

### **Customer Relations**

- ◆ Developed sales territories by conducting market research, cold calls, and outreach activities to introduce new product lines.
- ◆ Consulted with new and existing clients to determine needs and appropriate product choices.
- ◆ Responded to customer service inquiries and resolved complex consumer problems on a daily basis.
- ◆ Maintained and strengthened business relationships with clients and management by planning and hosting quarterly networking events.

### **Account Management**

- ◆ Managed all aspects of individual accounts including contracts, purchase tracking, and account billing.
- ◆ Disseminated up-to-date territory activity reports to all department managers in order to identify growth regions and re-establish quarterly goals.
- ◆ Generated spreadsheets and graphs to illustrate purchasing trends and progress to clients and key decision makers.
- ◆ Created daily reports of sales, markdowns, returns, and damaged products.

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### **Employment History**

Client Service Manager	ABC Corporation	Towson, MD	2010-2017
Customer Service Representative	XYZ Enterprise	Hunt Valley, MD	2008-2010
Marketing Assistant	LMN, Inc.	Baltimore, MD	2007-2008
Administrative Assistant	DEF Corporation	Westminster, MD	2005-2007

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### **Education & Professional Development**

<b>Bachelor of Arts, Communication</b>	Towson University	Towson, MD
Sandler Sales Training	Sandler Sales Institute	Baltimore, MD
Business Writing	SkillPath Seminars	Hagerstown, MD
Dealing with Difficult Customers	SkillPath Seminars	Hagerstown, MD
The Art of Effective Negotiation	Fred Pryor Seminars	Baltimore, MD

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### **Affiliations**

The National Association of Sales Professionals	Active Member
Maryland Marketing Association – Baltimore Chapter	Active Member

# ELEVATOR PITCH

**An Elevator Pitch is a 30 Second speech that summarizes who you are, what you do and why you would be the right person for the job. Summarize your skills, qualification's and experience as they relate to a particular position, focusing only on the positive.**

## **What does your Elevator Pitch sound like?**

- I recently graduated from college with a degree in communications. I worked on the college newspaper as a reporter, and eventually, as the editor of the arts section. I'm looking for a job that will put my skills as a journalist to work.
- I have a decade's worth of experience in accounting, working primarily with small and midsize firms. If your company is ever in need of an extra set of hands, I'd be thrilled to consult.
- My name is Bob, and after years of working at others, I'm taking the plunge and following my passion by opening my own catering business. If you know anyone who's looking for great food for their event, I hope you'll send them my way!
- I create illustrations for websites and brands. My passion is coming up with creative ways to express a message, and drawing illustrations that people share on social media.
- I'm currently studying education at Goucher College. One of my greatest strengths is my ability to make the conceptual practical and I'm interested in securing an entry-level role at a nonprofit that allows me to teach and develop curriculum. Because nonprofit programs and fellowships were a key part of my development, it's important for me to pay it forward and help student develop to their highest potential.
- I'm currently working as Human Resources Manager at XYZ Company. My supervisors frequently commend me for being able to weigh and consider multiple perspectives and negotiate conflicting perspectives. I'm looking for suggestions/advice on how I can further cultivate my expertise in this field because my ultimate aim is to help organizations develop more ethical and inclusive workplace cultures.
- I'm a communications professional with a knack for persuasive storytelling. Considering my colleagues often complemented me for my thoughtful and engaging presentations, I'm looking for insight as to how I can best position myself for a role in production or videography at a social impact start-up. Because I'm inspired by documentaries, I want to help companies express their missions in compelling and relatable ways in the age of social media.
- On the digital side, I make web designs, WordPress sites, and graphic designs. But I also create pen-and-paper illustrations, comics, and paintings. Because I'm so passionate about the arts, I also do "behind-the-scenes" work, like applying for grants, writing proposals, doing comic readings, and putting on festivals.

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## PROFESSIONAL PROFILE STATEMENT

**Use strong descriptive phrases to describe unique personal qualities and job skills in the Profile / Summary section of the résumé. These are not detailed job duties**

- Successful track record for maximizing resources, production, quality and overall profitability...
- Proficient in all documentation and record maintenance while ensuring accuracy and customer confidentiality...
- Practical knowledge and understanding of international trade markets, business practices and trade regulations...
- Aggressive, enthusiastic marketing professional with proven talent for developing new contracts and generating repeat business...
- Unique ability to communicate complex technical information to co-workers and clients from non-technical backgrounds...
- Excellent time management skills with demonstrated ability to effectively prioritize a broad range of responsibilities in order to consistently meet deadlines...
- Ability to identify and resolve problem areas and develop effective policies and procedures...
- Proven ability to identify inefficient systems and streamline procedures increasing productivity and reducing operational costs...
- Executive-level sales management experience with expert negotiation and profit-maximizing strategies...
- Resourceful problem-solver with combined technical knowledge and business acumen to deliver results...
- Recognized for incorporating innovative management techniques into multicultural and intergenerational workforce...
- Ability to work both independently and in collaborative teams...
- Proven success in exceeding sales quotas within limited time frames...
- Sensitive patient care and team-oriented attitude while ensuring seamless office operations...



- Skilled in creating customer-centric cultures and employee loyalty amidst intensely changing environments...
- Astute listening skills with a talent for assessing customer concerns and providing quick resolution...
- Visionary with proven record for turning around under-performing companies...
- Resourceful strategist recognized for overcoming complex challenges to achieve optimum corporate performance...
- Goal-oriented leader adept at identifying opportunities and executing cutting edge strategies...
- Client-focused professional with proactive approach to motivate and guide teams to peak performance...
- Keen strategist with effectiveness in developing and leveraging relationships that maximize bottom-line results...
- Compassionate peak performer with a successful track record in...
- Flexible in assuming a leadership role, collaborating with colleagues, or supporting a department head or executive...
- Exceptional communication and interpersonal skills with a demonstrated flare for working effectively within internal and external team environments...
- Solid knowledge and thorough understanding in all phases of...
- Highly developed interpersonal skills, having worked with a diversity of professionals, clients, and staff members...
- Passionate motivator with a proven talent for accomplishing long-term goals...
- Self-taught expert in diverse programming languages and software applications...
- C-level executive with significant achievements in community affairs, governing board relations, and public policy...
- Service-oriented professional with multi-faceted skills in engine diagnostics, automotive repair, and customized detailing...
- Reputation for accurate and fair construction project estimates and on-budget results...

## My Professional Profile Statement

**Instructions:** Working independently, take a few moments to combine your marketable skills and develop your **Professional Profile Statement**. Please use the space provided to write your pitch.

[illegible]

## AREAS OF EXPERTISE SECTION

Review company's job description to determine essential and/or preferred qualifications. Include relevant key strengths you developed and utilized while performing your job. Order strengths by level of importance to the employer.

### **Administrative**

Document Design  
Spreadsheet Creation  
Database Management  
Budget Reporting  
Problem Resolution  
Internet Research  
Client Billing  
Accounts Receivable  
Accounts Payable  
Account Collections  
Document Verification  
Event Planning  
Travel Logistics  
Office Coordination  
Inventory Management  
Telephone Inquiries  
Itinerary Planning  
Phone Screening  
Appointment Scheduling  
Record Maintenance  
Client Hospitality

### **Technology**

Software Development  
Project Management  
Project Coordination  
Program Specifications  
Project Implementation  
System Analysis  
User Documentation  
Process Re-engineering  
Quality Assurance  
Client Consultations  
Project Documentation  
Regression Testing  
Problem Diagnosis  
Database Design  
Technical Support  
User Consultation  
Web Base Security  
Program Design

### **Sales/Marketing**

Account Retention  
Client Relations  
Customer Service  
Product Positioning  
Contract Negotiations  
Territory Development  
Sales Projections  
Price Determination  
Client Consultations  
Marketing Strategies  
Sales Presentations  
Cold Calling  
Account Development  
Needs Assessment  
Contract Preparation  
Order Processing  
Team Building  
Geographic Expansion  
Consultative Sales  
Strategic Alliances  
Brochure Design

### **Customer Service**

Data Processing / Entry  
Customer Relations  
Inside Sales  
Complaint Resolution  
Grievance Resolution  
Claims Investigation  
Billing Arrangements  
Account Reconciliation  
Account Verification  
Account Management

### **Accounting**

Budget Analysis  
Tax Preparation  
Cost Management  
Asset Management  
Regulatory Compliance  
Budget Forecasting  
Budget Auditing  
Financial Advising

Credit Counseling  
Statistical Reporting  
Statement Analysis  
Credit Discrepancies  
Debt Consolidation

### **Human Resources**

Benefit Compensation  
Salary Negotiation  
Conflict Resolution  
Staff Development  
Staff Training  
Conflict Mediation  
Policy Compliance  
Performance Monitoring  
Performance Evaluation  
Contract Administration  
EEOC Compliance  
Employee Orientation  
Grievance Resolution  
Payroll Processing  
Application Processing  
Personnel Administration  
Record Verification  
Benefit Negotiation  
Program Administration  
Staff Recruitment  
Benefit Enrollment

### **Management**

Staff Development  
Budget Management  
Organizational Development  
Consensus Building  
Strategic Planning  
Staff Supervision  
Department Coordination  
Office Administration  
Goal Setting  
Program Compliance  
Business Development  
Cost Reduction  
Policy Development

Project Management  
Vendor Negotiations  
Strategic Alliances  
Corporate Communication

### **Health Care**

Patient Observation  
Specimen Collection  
Patient Transportation  
Sanitation Control  
Patient Care  
Nutrition Monitoring  
Treatment Implementation  
Med Distribution  
Patient Consultation  
Patient Assessment  
Family Consultation  
Health Education  
Group Presentations  
Emergency Dispatch  
Patient Support  
Patient Advocacy  
Medical Documentation  
Medical Billing  
Insurance Verification  
Patient Admissions  
Medical Coding  
Claims Processing  
Claims Preparation

### **Education/Training**

Curriculum Development  
Classroom Management  
Public Speaking  
Student Evaluations  
Assignment Development  
Parent Consultations  
Team Coaching  
Client Coaching  
Student Mentoring  
Subject Tutoring  
Motivational Speaking  
Team Teaching  
Department Collaboration  
Staff Coordination  
Materials Management  
Behavior Modification  
Learning Assessment  
Goal Setting  
Learning Strategies  
Interactive Facilitation

Materials Development  
Curriculum Design  
Child Supervision

### **Warehouse**

Warehouse Distribution  
Forklift Operations  
Inventory Stocking  
Invoice Preparation  
Produce Shipping  
Freight Unloading  
Merchandise Tracking  
Order Filling  
Shrink Wrapping  
Pallet Storing  
Merchandise Verification  
Postal Shipping  
Product Packing  
Damage Inspection

### **Construction / Maintenance**

Maintenance Repair  
Drywall Finishing  
Concrete Pouring  
Electrical Repair  
Carpet Installation  
Deck Building & Design  
Residential Landscaping  
Commercial Landscaping  
Commercial Painting  
Cost Estimates  
Home Inspection  
Construction Management  
Roof Repairs  
Safety Inspection

### **Automotive**

Diagnostic Testing  
Engine Repair  
Automotive Detailing  
Collision Repair  
Frame Realignment  
Service Inspection  
Brake Adjustments  
Tire Rotations  
Air Conditioning Repair  
Client Consultations  
Routine Maintenance

### **Human Services**

Client Advocacy  
Grant Writing  
Crisis Intervention  
Case Management  
Family Counseling  
Service Coordination  
Hospice Support  
Addiction Counseling  
Homeless Advocacy  
Program Implementation  
Service Application  
Agency Referrals

### **Other**

OSHA Regulations  
Materials Management  
Quality Control  
Facilities Management  
Product Development  
Janitorial Maintenance  
Kitchen Sanitation  
Menu Preparation  
Make-Up Consultation  
Floral Arrangements  
Stage Design  
Electronic Repair  
Copy Editing  
Product Testing  
Machine Operation  
Product Assembly  
Consultative Advisement  
In-house Servicing  
Investigative Research  
Book Binding  
Typesetting  
Building Security  
Crime Deterrence  
Legal Advocacy  
Product Recommendation  
Operational Analysis  
System Streamlining  
Costume Design  
Children's Entertainment  
Party Planning  
Event Catering

## ACTION VERBS

Begin each job duty with a strong action verb in the past tense for previous jobs or in the present tense for current jobs. Try to vary the verbs for each duty throughout the résumé.

Accompanied	Calculated	Deposited	Expedited
Accomplished	Captured	Designed	Experimented
Accounted for	Catalogued	Determined	Explained
Achieved	Calibrated	Detected	Expressed
Acquired	Chaired	Developed	Extracted
Acted	Changed	Devised	Extrapolated
Adapted	Charted	Diagnosed	
Added	Clarified	Differentiated	Facilitated
Addressed	Classified	Directed	Filed
Adjusted	Closed	Discovered	Financed
Administered	Coached	Dispatched	Forecasted
Admitted	Coded	Displayed	Formulated
Advanced	Collaborated	Dissected	Founded
Advertised	Collated	Disseminated	Framed
Advised	Collected	Distributed	
Advocated	Commissioned	Diversified	Gained
Aided	Communicated	Diverted	Gathered
Allocated	Compared	Documented	Generated
Amended	Compiled	Doubled	Governed
Analyzed	Completed	Drafted	Grouped
Announced	Composed	Drove	Guided
Answered	Computed		
Anticipated	Conceived	Earned	Handled
Applied	Conceptualized	Edited	Headed
Appraised	Conducted	Educated	Highlighted
Appointed	Consolidated	Eliminated	Hired
Approved	Consulted	Empathized	Honored
Arbitrated	Contracted	Employed	Hypothesized
Arranged	Contributed	Enabled	
Assembled	Controlled	Enacted	Identified
Assessed	Converted	Encouraged	Illustrated
Assisted	Convinced	Enforced	Implemented
Assured	Coordinated	Engaged	Improved
Attained	Corrected	Engineered	Improvised
Audited	Counseled	Enhanced	Incorporated
Authored	Created	Enlarged	Increased
Automated	Cultivated	Ensured	Indexed
Awarded		Equated	Influenced
	Debated	Established	Informed
Balanced	Decided	Estimated	Initiated
Broadcasted	Decreased	Evaluated	Innovated
Broadened	Defined	Examined	Inspected
Brokered	Delegated	Exceeded	Inspired
Budgeted	Delivered	Executed	Installed
Built	Demonstrated	Expanded	Instituted

Instructed	Packaged	Replaced	Synthesized
Integrated	Participated	Reported	Systematized
Interpreted	Perfected	Repositioned	
Interviewed	Performed	Represented	Tabulated
Introduced	Persuaded	Researched	Tailored
Invented	Photographed	Reshaped	Targeted
Investigated	Piloted	Resolved	Taught
	Pioneered	Responded	Teamed
Joined	Planned	Restored	Terminated
Judged	Played key role	Restructured	Tested
Justified	Polled	Retained	Testified
	Predicted	Retrieved	Thanked
Kept	Prepared	Reversed	Theorized
	Prescribed	Reviewed	Tracked
Launched	Presented	Revised	Trained
Lectured	Preserved		Transcribed
Led	Presided	Scheduled	Transformed
Leveraged	Prioritized	Screened	Transitioned
Listed	Processed	Secured	Translated
Listened	Procured	Selected	Transmitted
Litigated	Produced	Separated	Transported
Lobbied	Programmed	Served (as)	Treated
Localized	Projected	Serviced	Trimmed
Located	Promoted	Simplified	Tutored
	Proofread	Shaped	Turned around
Maintained	Proposed	Shared	Typed
Managed	Protected	Showed	
Marketed	Provided	Sketched	Unified
Masterminded	Publicized	Sold	United
Maximized	Published	Solicited	Updated
Mediated	Purchased	Solved	Upgraded
Mentored		Sorted	Utilized
Merged	Raised	Spearheaded	
Met	Received	Spoke	Validated
Moderated	Recommended	Sponsored	Verbalized
Modified	Reconciled	Stabilized	Verified
Monitored	Recorded	Staged	Visited
Motivated	Recruited	Stocked	Visualized
	Rectified	Streamlined	Volunteered
Navigated	Redesigned	Strengthened	Voted
Negotiated	Reduced	Structured	
Nominated	Referred	Studied	Weighed
Nurtured	Refined	Submitted	Witnessed
	Regained	Suggested	Wrote
Observed	Regulated	Summarized	
Obtained	Rehabilitated	Supervised	
Operated	Related	Supplied	
Ordered	Rendered	Supported	
Organized	Renegotiated	Surpassed	
Originated	Reorganized	Surveyed	
Oversaw	Repaired	Synergized	

## SELL YOUR C.A.R.

**Competency:** \_\_\_\_\_

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**Action:** \_\_\_\_\_

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**Result:** \_\_\_\_\_

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**KNOWING YOUR D.N.A.**

**D**eliverables: \_\_\_\_\_  
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**A**ccomplishments: \_\_\_\_\_  
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# ACCOMPLISHMENTS

Employers want to see evidence of job seekers' skills and experience and assurance that they will be able to follow-through on their claims. Include specific and quantifiable accomplishments from previous experience in résumés, cover letters, and interviews.

## Accomplishments can come from:

- Something invented, created, or developed
- Profit, savings, or streamlining
- Restructuring, reorganizing, or redesigning
- New business or expansion
- Solving a problem
- Exceeding goals

## Consider the following:

- What was the problem, situation, or task?
- What did you do differently that went above and beyond requirements?
- What was the outcome?
- How was it beneficial? Quantify results whenever possible (\$ % ⌚)

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## Accomplishment Examples

- Initiated a new product planning and development program that garnered \$2.5 million in new product sales during the first year.
- Increased profit by 27% within the first year by streamlining and reorganizing the sales and marketing teams.
- Reduced turnover by 60% in a department of 160 employees by eliminating 35% of the repetitive tasks and down time waiting for raw materials.
- Managed a \$128 million construction project in Alaska, which was completed under budget and two months early.
- Increased occupational training enrollments from 43% to 95% in six months by creating a youth center marketing program.
- Saved company over \$5,000 by salvaging used auto parts rather than ordering new products.
- Prevented key customer from switching business to a competitor by quickly resolving a major billing complaint. Loss-prevention resulted in \$10,000 savings per year.

- Redesigned a clerical process enabling management to access key information 50% faster than previously possible.
- Recommended new styling products for use in hair design consultations resulting in 25% greater customer satisfaction rate and increase in repeat business.
- Spearheaded initiatives that increased school test performance by 50% and resulted in a first place district ranking.
- Authored human resources handbook incorporating numerous separate pamphlets and flyers into one unified code conduct.
- Discovered additional funding streams and won grants to sustain effective, yet under-funded social service program in low-income neighborhood.
- Turned around last place high school baseball team to county champions in two years by instituting new training and team building strategies.
- Selected to represent entire company at national conference based on initiatives implemented in local branch.
- Detected and resolved \$2 million tax reporting error averting potential IRS fines and prosecution.
- Redesigned more than two dozen outdated forms resulting in 100% compliance with EEOC regulations.
- Identified serious safety hazard in swimming pool area of hotel resulting in immediate order of equipment maintenance and prevention of any injuries.

## COVER LETTER TIPS

**Job seekers should include a cover letter e-mailing résumés to employer to serve as an introduction of the candidate. Cover letters provide an excellent opportunity to highlight strengths, address perceived obstacles, and establish interest in the position. It also requests an interview.**

- Address the letter to a specific person and use the person's name in the salutation.
- Open with a strong lead. The opening line has to grab the reader's attention. Avoid cliché openings.
- Tell the employer how you heard about the opening.
- Do not repeat, but highlight résumé information.
- Keep the letter concise. Cover letters are usually only one page.
- Customize each letter incorporating information about the company and key words unique to that position.
- Focus on what you can do for the company, not what you are seeking.
- Make reference to the enclosed résumé.
- Close with a specific and confident request for an interview.
- Use the same quality paper as your résumé and create a letterhead by copying and pasting the header from your résumé so that the documents will match.
- Do not overuse the word "I." Focus attention on the employer's needs.
- Avoid words like "believe," "hope," "feel," "think," "hopefully," and "kind of." Use strong and confident language.
- Consider this letter to be a writing sample and be sure the grammar, spelling, and format are correct.

## COVER LETTER SAMPLE 1

### JEROME HOUSE

Owings Mills, MD • 443-555-5555 • jhouse@gmail.com

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September 1, 2019

Charles W. Morgan  
President and CEO  
Artesia Drilling Equipment Company  
14502 Highway 14 East  
Stafford, TX 77700

Dear Mr. Morgan:

My research shows that Artesia Drilling is on the cutting edge of the industry and would therefore benefit from a progressive and innovative leader to join your team. My attached résumé demonstrates the qualifications you seek in a Vice-President of Manufacturing Operations.

My direct management style focuses on speeding products to market and meeting the bottom line. Your engineering, marketing and R & D professionals will appreciate my unique communication style, which fosters cooperation and a sense of partnership. My positive work philosophy and commitment to teamwork has quantifiable results:

- Saved \$17,000 in annual labor costs through outsourcing
- Implemented new scheduling plan decreasing truck turnaround time by 17%
- Re-designed processing system, which reduced scrap rate by 50%

Please contact me at your earliest convenience so we can discuss how my experience and skills can add value to your team. While I currently live in Maryland, I have many contacts in Texas and would welcome the opportunity to relocate.

Sincerely,

Jerome House

## COVER LETTER SAMPLE 2

**CATHY C. SIMPSON**

Baltimore, MD  
410-555-5555 ♦ ccsimpson@gmail.com

August 1, 2019

Philip Thomas  
Human Resources Manager  
1 Wood Ave.  
Dallas, TX 11111

Dear Mr. Thomas:

With nine years of results-oriented accounting experience, I am confidently responding to your recent advertisement for an Accounting Manager. Allow me to highlight my skills as they relate to your stated requirements.

**Your Requirements**

An accounting degree

Three years' accounting experience

Excellent people skills and demonstrated ability to motivate staff

Strong administrative and analytical skills

Good oral and written communication skills

**My Experience**

Bachelor of Arts in Accounting

Four years as Accounting Manager

Effectively managed a staff of 24 accountants and 12 supervisors

Developed a base reference library for 400 clients utilizing Excel 2016

Wrote and presented annual reports to Board of Directors

Attached is my résumé for your review. I am confident my background provides the management skills you require for this position. Please contact me by phone or e-mail to further discuss my qualifications.

Sincerely,

Cathy C. Simpson

## COVER LETTER SAMPLE 3

**Jane Elizabeth Doe**

Baltimore, MD

410-555-5555 ♦ jedoe@gmail.com

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April 15, 2019

Mr. John Jones  
ABC Company  
11101 McCormick Rd  
Hunt Valley, MD 21031

Dear Mr. Jones:

My experience organizing and maintaining complex filing systems in both academic and business office environments makes me an excellent candidate for the **File Clerk** position that you advertised on the ABC Company website.

I have an A.A. degree in Business Services as well as recent training in Microsoft Word, Excel, and Access. My work experience includes managing student records at the Community College of Baltimore County as well as serving as a file clerk in a dental office. I implemented a complete overhaul of the record-keeping system in the Student Services Office at CCBC which resulted in more efficient information retrieval. I am computer savvy, accurate, and efficient in all aspects of office administration and records management.

Additionally, my positive attitude and willingness to take on additional tasks will benefit your company. I am comfortable working independently as well as within teams. I am especially adept at utilizing available resources to fulfill customer requests in a prompt and courteous way. I have a reputation for being reliable and trustworthy, especially with confidential information.

Please contact me at your earliest convenience so that we can further discuss how my skills and experience can support your office team. Thank you in advance for your consideration.

Sincerely,

Jane Doe  
Enclosure: Résumé