

# RE-SU-MÉ WORKBOOK

A JOB SEARCH GUIDE FOR STUDENTS  
OF SAN DIEGO CONTINUING EDUCATION

RESUMÉS

REFERENCES

COVER LETTERS

SALARY HISTORY

APPLICATIONS

P.A.R. STATEMENTS

SAN DIEGO  
CONTINUING  
EDUCATION



A PROJECT OF CAREER SERVICES  
[CDS.SDCE.EDU](http://CDS.SDCE.EDU)

# CONTENTS

Introduction – Resume Trends	3
Labor Market Skills-Scan	4
Skills Sets Documents	5
Reverse Chronological Resume	6
Functional Resume	8
Hybrid Resume	10
Resume Basics	12
P.A.R./S.T.A.R. Skills Statements	13
Objectives and Summaries	15
Action Words	17
Cover Letters	18
Thank You Letters	20
References	22
Salary History	24
Online and Paper Applications	26
Resume Worksheet	27

Prepared by: Douglas Elliot, M.A., Career Counselor  
 Career Services, San Diego Continuing Education  
 4343 Ocean View Boulevard, San Diego, CA 92113  
 delliot@sdccd.edu | <http://cds.sdce.edu>



**SAN DIEGO COMMUNITY COLLEGE DISTRICT**

CITY COLLEGE • MESA COLLEGE • MIRAMAR COLLEGE • CONTINUING EDUCATION

# INTRODUCTION TO RESUMES

A resume is a summary of your skills, accomplishments, work experiences and education. It is used to apply for a new job and helps convince an employer to invite you for a job interview.

Most dictionaries define a resume as...

1. A summing up; summary.
2. A brief written account of personal, educational, and professional qualifications and experience, as that prepared by an applicant for a job.

## **The current trend in resume writing suggests...**

...you need a CORE resume that no one will ever see...a resume with well-written statements that describe your achievements in previous positions. Once you identify a job you want, you customize your CORE resume and it becomes a TARGETED resume for that job, and ONLY that job. You save it with the name of the company, i.e., QualcommResume.doc and only use it again for the exact same job.

## **Hot tip...**

Prior to working on your resume, it's best to have a Skills Set Document to list all of your skills, accomplishments, duties, etc., to bundle into categories for copying and pasting into your resume when relevant to your target job. There is no limit on the number of statements or categories. See Page 4 for more information.

## **A resume is needed because...**

...it is your primary marketing tool when looking for work. Even if an employer does not require or allow you to submit a resume, you need the information you've written to upload to an online application. The "process" of writing a resume also helps you review your skills and abilities and prepares you to talk more clearly about them during a job interview.

## **A resume is usually but not always...**

...one page long and covers the last 5-15 (+/-) years of work experience. Seasoned job seekers with extensive work experience and higher level skills may have a one-and-a-half or two-page resume. It depends on whether the work history is relevant to the job objective.

## **A resume is started by...**

...gathering information about yourself; listing your skills, abilities, and accomplishments; choosing a resume format; and writing the first draft for someone to proofread and help you make improvements. We recommend conducting a self-assessment, or SWOT analysis of yourself (a technique of looking at your internal Strengths and Weaknesses, and external Opportunities, and Threats.)



# SKILLS-SET DOCUMENT

A Skills-Set Document is a data base of every skill you have, placed into categories for copying and pasting onto your resume. It will save you time when you customize your resume by having easy access to all work experiences, skills, accomplishments and every paid or non-paid experience you have, no matter when you acquired them...even if it was many years ago!

After listing every skill you have...bundle them into categories with no limits on the number. Of course, you would only copy and paste those few that are most relevant to the targeted job.

Here's an example of the document....

## Skills Set Document

NOTE: This example compiled from employees with diverse work histories...

### ENGLISH LANGUAGE INSTRUCTION

- Taught classes and presented self-help and information sessions on subjects related to education and personal problems.
- Ensured students met graduation or college entrance requirements.
- Counseled students about their interests and abilities to begin discussing college majors.

### BOOKKEEPING AND ACCOUNTING

- Monitored and recorded company's revenues and expenses into QuickBooks.
- Prepared weekly sales reports for management on Excel spreadsheets.
- Billed over 300 customers monthly using automated invoice and mailing system.
- Managed vendor accounts by making payments in a timely manner.
- Assembled, scanned and copied documents for over 600 tax clients during tax season.

### SALES AND MARKETING

- Made 20-30 cold calls daily and visited client's worksite to develop new accounts.
- Advised potential clients on product options and answered questions to overcome any objections.
- Hosted sales seminars to orient customers on product details and followed-up to generate continued interest.

### CUSTOMER SERVICE

- Counted out cash registers and completed register deposits slips.
- Answered questions and attempted to resolve any issue to the satisfaction of the customer and company policies.

### HEALTHCARE

- Helped patients of skilled nursing facility with feeding, dressing, undressing, and mobility.
- Took vital signs and recorded information into patient management system.
- Provided support by listening, showing concern, and answering.

### SALES AND CUSTOMER SERVICE

- Covered 5-county area selling advertising, coupon sections, flyers and online ads.
- Utilized creative techniques to stimulate sales and exceed goals by 100%.
- Managed sales office operations and staff of 12 to record-setting productivity

# CHRONOLOGICAL RESUME

A chronological resume is organized by time by and listing your most recent job first with statements of your experiences and achievements on that job.

Employers usually look for gaps in your employment, what you did and how long you have worked at one place. This helps them decide if you keep your job and fit in with co-workers.

## **You can use the chronological resume if you...**

- ...have a good work history.
- ...have no time-gaps in the past.
- ...do not have numerous job changes.
- ...look for another job in the same field.
- ...have worked for a company that known in the industry.

## **Advantages:**

- Somewhat preferred by employers.
- Easy to read and track work history.
- Can shows job stability,
- Can show steady growth in areas of responsibility.
- Emphasizes your job titles and where you worked.
- Describes your duties and achievements on each job.

## **Disadvantages:**

- Can emphasize that you changed jobs frequently.
- May provide information in a way that employers can readily determine your age.
- Could show that your lack of experience.
- Can be repetitive if you had the same job at several companies.

# CHRONOLOGICAL RESUME TEMPLATE

## YOUR NAME

Your Street Address, City, State, Zip  
(619) xxx-xxxx / Cell (619) xxx-xxxx  
youremailaddress@email.com

---

**OBJECTIVE:** To obtain a position as (specific job title) with (name of company)

### SUMMARY OF QUALIFICATIONS

- Number of years experience in the field, line of work or recent training statement.
- A quality or characteristic of yours that supports your employment goal.
- Key skills, talents or special knowledge related to your job objective.

### COMPUTER PROFICIENCIES

- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX

### RECENT (topic of skills training) SKILLS TRAINING

**(Name of Training Program), Certificate of Completion, 2014**  
(Name of Institution)

- Key competencies learned during training
- Hands-on activities performed while in training
- Intern or volunteer experiences associated with this training

### RELEVANT EXPERIENCE AND SKILLS

- Job Title, Company Name, City, State** 2006-present
- One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
- Job Title, Company Name, City, State** 2005-2006
- One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
- Job Title, Company Name, City, State** 2004-2005
- One-liner skill statement from this job that's relevant to the new job objective.
  - One-liner skill statement from this job that's relevant to the new job objective.
- Job Title, Company Name, City, State** 2003
- One-liner skill statement from this job that's relevant to the new job objective.

### EDUCATION & ADDITIONAL TRAINING

List university, community college, adult education, high school (one line for each)

# FUNCTIONAL RESUME

A functional resume focuses on the skills and experiences that you gained from your employment, formal education, training or volunteer experiences. It also allows you to highlight your relevant transferable skills.

With a functional resume (sometimes called a combination) you choose what sets of skills you wish to highlight and place your achievements in the appropriate skills set category. You still list the **chronology** of your work history but it is separate from your skills listings and is placed below your skills sets statements.

## **You use the functional resume if you...**

- ...want to emphasize your skills vs. where you worked or for how long.
- ...are reentering the job market after an extended period of time.
- ...have time gaps between jobs.
- ...have numerous job changes.
- ...are looking for a job in different field or industry.
- ...think your age is an issue (too young, too old)
- ...have had several unrelated occupations.
- ...are a mature individual with numerous areas of expertise.
- ...are a new graduate from high school or college.
- ...are a dislocated worker who has retrained into a new career.
- ...have skills and abilities other than those you are currently using and you want to make a change.
- ...have extensive military background and experience.
- ...are self-employed and operate your own business.

## **Advantages:**

- Highlights accomplishments and strengths.
- Allows you to organize and customize your skills presentation.
- Eliminates redundancy of skills used at various jobs.
- Allows flexibility in how you present yourself.
- Can include diverse volunteer experience, interests, and skills that have not been a part of your paid employment.

## **Disadvantages:**

- Somewhat de-emphasizes specific job titles and companies and how long you worked on each job.



# FUNCTIONAL RESUME TEMPLATE

## Your Name

Street Address, City, State Zip  
(xxx) xxx-xxxx | yourname@email.com

**OBJECTIVE:** To obtain a position as (Job Title and Company Name)

### SUMMARY OF QUALIFICATIONS

- Number of years experience in the field or line of work.
- Relevant credentials, training and education.
- One or two qualities or characteristics that support your employment goal.
- Key skills, talents, or special knowledge related to your job objective.

### COMPUTER PROFICIENCIES

- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX

### RECENT TRAINING IN (NAME OF TRAINING PROGRAM TOPIC)

(Name of Training Program) Certificate of Completion, 2014  
(Name of Campus,) San Diego Continuing Education, San Diego CA  
Course Content included: (Names of acquired skills)

- XXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXX

### RELEVANT EXPERIENCE AND SKILLS

#### Name of relevant skill category

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

#### Another relevant skill category

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

#### Another relevant skill category

- Accomplishment/one-liner from this job that's relevant to the new job objective.
- Accomplishment/one-liner from this job that's relevant to the new job objective.

### EMPLOYMENT HISTORY

<b>Job title</b>	Company Name, City, State	Start Date – End Date
<b>Job title</b>	Company Name, City, State	Start Date – End Date
<b>Job title</b>	Company Name, City, State	Start Date – End Date

### ADDITIONAL EDUCATION

Degree(s)	School Name, City, State,	Date
-----------	---------------------------	------

# HYBRID RESUME

A hybrid resume is a great format for a variety of job seekers and uses features of both the chronological and functional formats. You list your work history in reverse chronological order, followed by your skill sets divided or bundled into categories.

## **You use the hybrid resume if you...**

- ...want to emphasize your skills AND where/when you worked.
- ...are looking for a job in different field or industry.
- ...think your age is an issue (too young, too old)
- ...are a mature individual with numerous areas of expertise.
- ...are a dislocated worker who has retrained into a new career.
- ...have skills and abilities other than those you are currently using and you want to make a change.
- ...have extensive military background and experience.
- ...are self-employed and operate your own business.

## **Advantages:**

- Highlights accomplishments and strengths by category for each job.
- Allows you to organize and customize your skills presentation.
- Can help eliminate redundancy of skills used at several jobs.
- Allows flexibility in how you present yourself.

## **Disadvantages:**

- Might not be able to find skill categories for each job that is relevant to new job.
- Still can highlight gaps in employment and short-term jobs.

# HYBRID RESUME TEMPLATE

## YOUR NAME

Your Street Address, City, State, Zip  
 (619) xxx-xxxx / Cell (619) xxx-xxxx  
 youremailaddress@email.com

**OBJECTIVE:** To obtain a position as (Specific Job Title) with (Name of Company)

## SUMMARY OF QUALIFICATIONS

- Number of years experience in the field, line of work or recent training statement.
- A quality or characteristic of yours that supports your employment goal.
- Key skills, talents or special knowledge related to your job objective.
- Multi-lingual abilities.

## COMPUTER PROFICIENCIES

- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX
- XXXXXXXXXXXX

## RECENT CONTINUING EDUCATION AND TRAINING

### (Name of Training Program), Certificate of Completion, 2013

- Key competencies learned during training
- Hands-on activities performed while in training
- Intern or volunteer experiences associated with this training

## RELEVANT EXPERIENCE & ACCOMPLISHMENTS

### Job Title, Company Name, City, State 2006-present

#### Skills Category

- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

#### Skills Category

- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

### Job Title, Company Name, City, State 2005-2006

#### Skills Category

- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

#### Skills Category

- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

### Job Title, Company Name, City, State 2004-2005

#### Skills Category

- An accomplishment that illustrates or documents this skill.
- Another accomplishment that illustrates or documents this skill.

## ADDITIONAL EDUCATION AND TRAINING

List university, community college, adult education, high school (one line for each)

# RESUME STYLE TIPS

To be truly effective, a resume must look good and be persuasive with well-written achievement statements. You must place equal value on both the “look” and the “content” for it to be read. Of course, an online application document relies exclusively on the “content” because you have no influence on the format, or readability of it once submitted.

## Format

The **chronological** resume lists jobs and duties in order, starting with the most recent job you held and working backwards.

The **functional** resume bundles accomplishments under specific areas of skills and abilities followed by the employer history.

## Your First Draft

You will probably make several drafts before getting your resume right. Work your way through the draft stages carefully. It may take a little time, but it is important that you are satisfied with the result.

## Make the Paper Version Look Good

Print on only one side of the paper with a high quality printer, on **ivory-colored linen paper** with a minimum of 20 lb. weight. Use the same paper for your cover letter, reference list, and salary history. Also, use the **same exact letterhead or heading** on all job search documents including thank you letters, reference pages, etc.

Choose **one** font and select an easily readable typeface like **Times or Georgia; or Arial or Tahoma** with **no smaller than 11 pts**. **DO NOT** use *script* fonts, *italics*, **underlining**, borders or pictures. Use **Bold** for job titles and headings.

A resume is difficult to read in full sentences and paragraph form. Use bullet points to help readers scan and quickly see what you've accomplished. Be sure prioritize your skills by placing high value skills at top of your skills set listing.

Use adjectives sparingly and never use the words “Responsible for...” “ Assisted with...” “Duties were...” “Work closely with...” to begin a statement. Start off with strong VERBS that describe your active contribution to your assigned duties. For instance, many people write, “Responsible for managing office staff.” When it would be better to write, “Managed office staff of 4 including receptionist, bookkeeper and clerical assistants.”

## Keep it Free of Errors

Ask someone who doesn't love you to review your resume, i.e., your instructor, counselor, mentor, or colleague. Why? Because you want someone who might be a bit more objective when discovering errors.

# P.A.R. OR S.T.A.R. STATEMENTS

## PROBLEM/SITUATION/TASK – ACTION – RESULT

We recommend you use the S.T.A.R. or P.A.R. method to write resume accomplishment statements and to answer interview questions. What is S.T.A.R. and P.A.R.? S/T stands for situation/task, P for problem, A for action and R for result. Here's an example of a successfully answered question using this technique given by Bill Byham, author of "Landing the Job You Want"...

**Question:** "Tell me about a time when you went out of your way to satisfy a customer."

**Situation/Task/Problem:** I was working in the production department of a large publishing company. We received a letter from a 9-year-old girl who was unhappy because the gold design had worn off the cover of a book we had published. She wanted a refund. My boss gave me the complaint to handle.

**Action:** I immediately requested a refund check from our accounting department. I also called our printer, who investigated and identified one run of books in which the covers had been improperly printed. I obtained a copy of the book with a properly printed cover, and sent the book, the refund check and a personal letter to the girl, thanking her for pointing out the problem and apologizing for the inconvenience.

**Result:** The girl's mother called to thank me for the response. She told me that she was going to recommend our books to all her friends with children.

Here's an example of a resume statement version of the same accomplishment...note that the statement begins with a verb...a list of some of on the following page...

- Resolved unhappy, valued retail book customer by immediately processing a full refund, arranging for a perfect edition to be shipped to her and wrote a personal letter to demonstrate the importance of customer satisfaction resulting in new referrals by the customer.

# P.A.R. OR S.T.A.R. STATEMENTS

Use this worksheet to help draft a resume statement. It may help you develop accomplishments statements versus boring lists of job duties. Be sure to review your HARD and SOFT skills that are TRANSFERABLE into the new position. Use \$'s, #'s and %'s if possible.

**State the Problem, Situation or Task that you were responsible for or involved with...**

---

---

---

**State what Action you took to solve the problem or complete the task...**

---

---

---

**State the Results of your actions...**

---

---

---

---

# OBJECTIVES AND SUMMARIES

## Job Objective

This is an example of an old-school and poorly written objective:

“Seeking a challenging position that can utilize my skills and knowledge in a company that appreciates its’ employees and rewards them for superior performance and that is growing and secure in the marketplace.”

This is a new-school objective:

“A position as Customer Service Representative with Verizon Wireless, Kearny Mesa.”

Can you tell the difference? The new-school version is direct and to the point while the old-school is vague and wordy.

---

## Summary of Qualifications

**(alternate titles include; Profile, Qualifications, Highlights, Career Highlights, etc.)**

The most important thing to remember about summary statements is you do not want to include clichés such as...

- Dependable (who isn't)
- Reliable (see dependable)
- Excellent verbal and written communication skills (everyone seems to have them)
- Best candidate for the job (how do you know that?)

Clichés are OUT...examples of what you have done in the past are IN. If you are 'dependable', write a statement to illustrate that you are, i.e., “Consistently awarded employee-of-the-month for never missing a day of work and being on time every day.”

The summary is a snapshot of you, while the rest of the resume details your accomplishments. There are several types of statements and most should be one line...here are a few examples which highlight different skills and characteristics. It's important that all statements relate to the job objective. Most of the following examples are for jobs that relate to SDCE training programs...

### Regarding your experience...

- Over 10 years experience serving customers of a busy accounting firm.
- Recently completed a six month, hands-on technician training in automotive body and paint while working part-time in an auto body repair shop.
- Completed clinical experiences at two long-term healthcare facilities and passed the state test for Certified Nursing Assistant.

## Summary of Qualifications (continued)

### Regarding your skills...

- Bilingual and bicultural English and Spanish.
- Proficient with Word, Excel and Internet research; some QuickBooks experience.
- Ability to develop and follow existing recipes for full-service Mexican, Italian and Asian cuisines.

### Recent training statements...

- Recently completed a comprehensive culinary arts training program with hands-on experiences in a state-of-the-art training facility.
- Self-taught in MS Office Suite programs and proficient in MS Word and PowerPoint.

### Motivation for entering the field...

- Volunteered at large regional hospital and became motivated to enter the healthcare field providing direct patient care.
- Motivated to enter the growing field of green technology and to work in the electrical repair and installation industry.
- Eager to utilize recent InDesign skills training along with 5 years experience in desktop publishing and pre-press graphics.



# ACTION WORDS

## VERBS TO BEGIN YOUR ACHIEVEMENT STATEMENTS WITH...

<b>A</b>	Confirmed	Enriched	Interpreted	Projected
Abstracted	Consolidated	Established	Interviewed	Promoted
Accepted	Constructed	Evaluated	Introduced	Proved
Achieved	Consulted	Examined	Invented	Provided
Acted	Contributed	Executed	Investigated	Publicized
Adapted	Controlled	Expanded	Issued	<b>R</b>
Addressed	Converted	Expedited	<b>J</b>	Recommended
Administered	Convinced	Experienced	Justified	Reconciled
Advised	Cooperated	Experimented	<b>K</b>	Recruited
Aided	Coordinated	Explained	Keynoted	Reduced
Allocated	Correlated	Extracted	<b>L</b>	Referred
Amended	Corresponded	Extrapolated	Lectured	Reorganized
Analyzed	Counseled	<b>F</b>	Led	Repaired
Approved	Created	Fabricated	Licensed	Reported
Arbitrated	Critiqued	Facilitated	<b>M</b>	Represented
Arranged	Customized	Figured	Maintained	Researched
Assembled	<b>D</b>	Financed	Managed	Retrieved
Assessed	Debated	Followed	Marketed	Reviewed
Assigned	Debugged	through	Mastered	Revitalized
Assisted	Decided	Forecasted	Mediated	<b>S</b>
Attained	Dedicated	Formed	Mentored	Scheduled
Attended	Defined	Formulated	Merged	Served
Authored	Delegated	Founded	Met deadlines	Set goals
<b>B</b>	Delivered	<b>G</b>	Moderated	Shaped
Balanced	Demonstrated	Gathered	Monitored	Simplified
Brainstormed	Designed	Generated	Motivated	Solved
Built	Detailed	Guided	<b>N</b>	Sparked
Budgeted	Determined	<b>H</b>	Negotiated	Specified
Built	Developed	Handled	Nominated	Spoke
<b>C</b>	Devised	Headed	<b>O</b>	Strengthened
Calculated	Diagnosed	Helped	Observed	Submitted
Categorized	Directed	<b>I</b>	Operated	Succeeded
Chaired	Discovered	Identified	Organized	Summarized
Checked	Documented	Illustrated	Originated	Supervised
Clarified	Doubled	Imagined	Overhauled	Surveyed
Classified	Drafted	Implemented	Oversaw	Systemized
Coached	Drove	Improved	<b>P</b>	<b>T</b>
Collaborated	<b>E</b>	Improvised	Participated	Tabulated
Collated	Earned	Increased	Performed	Tailored
Collected	Educated	Influenced	Persuaded	Tested
Communicated	Edited	Informed	Pioneered	Tracked
Compared	Effected	Initiated	Planned	Trained
Compiled	Enabled	Innovated	Prepared	<b>U</b>
Completed	Enforced	Inspected	Prioritized	Upgraded
Composed	Engaged	Inspired	Problem	<b>V</b>
Computed	Engineered	Installed	solved	Validated
Conceived	Enhanced	Instituted	Processed	<b>W</b>
Conducted	Enlisted	Instructed	Produced	Wrote
Configured		Integrated	Programmed	

# COVER LETTER

The cover letter will introduce you to the employer. Good cover letters catch the reader's interest and create an impression of competence. Cover letters are an opportunity to show your focus and energy and should summarize who you are and what you want.

Cover letters should be written in standard business format with the heading identical to the one you created for your resume. All letters should be single spaced, flush left, with each paragraph followed by a blank line. Use professional, formal language. Most cover letters are two or three paragraphs long. A cover letter should fit on one page and contain the following four parts: Salutation/greeting, opening paragraph, body of letter, closing paragraph.

## **SALUTATION / GREETING**

Write your letter to a specific person rather than to a business name or job title. Why? Think about how you respond to a letter addressed with your name, versus one addressed to "To whom it may concern." If you do not know whom to write, call the company and ask who is hiring for the position. Make sure that the name you use is spelled correctly and the title is accurate.

## **OPENING PARAGRAPH**

The first few sentences of your cover letter should tell the reader which job you are applying for and the connection you have to the company. If someone who knows the employer referred you, give the name of that person. If you are responding to an advertisement, refer to the source and date of publication.

## **BODY OF LETTER**

The second paragraph of your cover letter is a brief explanation of your qualifications. Don't repeat your resume; summarize your most relevant qualifications for the job.

## **CLOSING PARAGRAPH**

State your interest in meeting with the employer for an interview. Make it easy for the person to contact you - list one or two phone numbers where they can reach you or leave a message number.

# COVER LETTER EXAMPLE

**Jonathan Workman**

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | jworkman@gmail.com

---

August 24, 2008

Ms. Lupe Valascos, Vice President  
Southeast Savings and Loan Bank  
1635 State Street  
San Diego, CA 92101

Dear Ms. Valascos,

I am very interested in being considered for the position of Clerical Assistant with Southeast Savings and Loan Bank. I have recently completed training in office skills at San Diego Continuing Education and have a personality that fits perfectly with your desire to serve your customers with first-rate service.

Please review the attached resume for skills and abilities that I know match your requirements.

I look forward to discussing the position with you in more detail as I believe my qualifications are a match for your bank. I will attempt to contact you next week, and you are invited to call me at your earliest convenience to schedule an interview: (619) 222-3456.

I look forward to your reply and thank you for your consideration.

Sincerely,

Jonathan Workman

Enclosure

---

# THANK YOU LETTERS

The importance of thank you letters is often overlooked.

Tip: Near the end of an interview, ask the interviewer for his or her contact information and correct spelling of their name, or ask for a business card.

As soon as possible, send a thank you note or follow-up letter to each of your interviewers by fax, mail or email. It may be the deciding factor in your favor, especially when there are other applicants with your qualifications

Email is the quickest way to get your thank you letters in front of interviewers, and is perfectly acceptable these days. But avoid using emoticons (i.e., happy faces), shorthand, acronyms or chat room shortcuts, i.e., *u* for *you* and *TIA* for *thanks in advance*). Follow the same standards as you would for writing a professional business letter.

Interviewers expect you to send thank you letters. It's also an effective interviewing strategy, because it....

- Shows that you are courteous, knowledgeable and professional
- Demonstrates your written communication skills
- Helps you stand out in the minds of the interviewers
- Elevates you above competing candidates who didn't bother to write them
- Gives you an opportunity to reinforce your good points
- Allows you to add something important about you
- Confirms your understanding of topics discussed

# THANK YOU LETTER EXAMPLE

## **Roberto Workman**

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | rworkman@gmail.com

---

January 10, 2001

Ms. Cheryl Johnson, Human Resource Representative  
Surf City Investments  
101 Pacific Coast Highway  
San Diego, CA 92101

Dear Ms. Johnson:

Thank you for taking the time to meet with me today regarding the Accounting Clerk position at Surf City Investments. I was most impressed with the friendliness of staff I met and I am particularly excited about the opportunity.

My qualifications very closely match the requirements you have for the position. In addition, my two years of involvement in my university's credit union have given me experience handling cash transactions and dealing with customers - traits you stressed as being important in your candidates.

If there is any way I can be of further assistance in the decision process, please feel free to give me a call at (619) 307-5099. I look forward to hearing from you again shortly.

Again, I appreciate your consideration.

Sincerely,

Roberto Workman



# REFERENCES

## **Don't Put References On Your Resume**

Create a separate sheet on your personal letterhead that lists your references. Typically, employers request three professional references.

## **Professional References**

When listing professional references, include your reference's name, job title, company, address, phone number, and e-mail address.

## **Personal References**

When listing personal references, include your reference's name, job title if helpful to your image, address, phone number, and email. Ask references if they wish to use their business or personal address. If the personal reference is a co-worker, it can be beneficial to point this out. Do not use family members.

## **Ask Permission to Use References**

Before sending a reference, ask each of your references for permission to use them as a reference. Let them know the types of positions you will be applying for and what skills are needed in those positions. Then ask them to discuss what they believe to be your best talents, qualities or skills when speaking with prospective employers that contact them.

## **Verify What References Will Say About You**

If you ask someone to be a reference, also ask them what they would say about your work habits and your reliability when they speak with a potential employer. If your reference is a former employer, ask the employer if your job performance was good and if he/she would hire you again? Employers often ask this question when checking references.

If you think that any reference may give a so-so recommendation or provide negative feedback about you, remove them from your reference list. Most employers assume that the references you provide will be positive, but that is not always the case. Find out what your references will say about you before using them.

# REFERENCE PAGE TEMPLATE

## YOUR NAME

Street Address, City, State, Zip  
(xxx) xxx-xxxx | yourname@email.com

---

### PERSONAL & PROFESSIONAL REFERENCES

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address

Name, Job Title  
Company Name  
Street Address, City, State, Zip Code  
Telephone Number  
Cell Number  
Email address



# SALARY HISTORY AND SALARY REQUIREMENTS

Many job postings ask you to include your salary history or your salary requirements when applying for the position. First of all, if the ad doesn't mention it, don't offer any salary information. If at all possible, you want the prospective employer to bring up the issue of compensation first.

Employers request salary information for various reasons. If your salary is too high, they can screen you out because they don't want to pay that much or because they think you won't be happy working for less money. If your current salary is lower than the company was planning to pay, they may offer you a lower salary.

If an employer asks you to include your salary history with your resume, you could ignore the request, but, that means you could risk not getting an interview. Employers like candidates who follow directions! An alternative would be to include a salary range rather than a specific amount. If you do include your salary history, be honest. It's easy for potential employers to verify your salary with previous employers.

When salary requirements are requested, you have a little more flexibility. One option is to state that your salary requirements are negotiable based upon the position and the overall total compensation package, including benefits. Another alternative is to include a range, based on the salary research you've done, i.e. my salary requirement is in the \$30,000 - \$40,000 range.

Either way, note that your salary requirements are flexible. That may help keep you in the running for the position and will give you some flexibility when negotiating compensation later on.

When stating a salary range, it's important to make sure that the range is realistic. Do this by carefully researching what the position is worth. Use salary surveys to determine the average salary for the position you are interviewing for, or for a similar position if you can't find information on the exact job title you're looking for.



# SALARY HISTORY PAGE EXAMPLE

## Linda Workman

33 Pacific Avenue, San Diego, CA 92101  
(619) 435-7647 | lworkman@gmail.com

---

### SALARY HISTORY

#### **Administrative Assistant (1993-Present)**

Pacific Coast Heating and Air Conditioning, San Diego, CA

Current annual salary: \$28,000

Beginning annual salary: \$19,000

#### **Substance Abuse & Family Intake Clerk (1991-1993)**

Terra Nova Social Services

Ending annual salary: \$16,000

Beginning annual salary: \$14,000

#### **Marketing Clerk (1988-1990)**

National City Weekly Press

Ending annual salary: \$14,000

Beginning annual salary: \$12,000

# ONLINE AND PAPER JOB APPLICATION TIPS

Keep accurate records available, including documents such as;

- birth certificate
- social security card
- driver's license
- proof of citizenship or residency/visa status
- education transcripts
- training certificates
- military discharge records
- criminal background information
- financial information

Employers find it easier to screen applicants out, so avoid errors, omissions or blank sections. Complete all sections of the online application.

Several sections of the job applications require special consideration:

- Reason for Leaving – use resigned vs. quit. Use separated vs. fired. Choose your words carefully and seek out advice if you are unsure of what to put in this section.
- Salary – put beginning and ending salary.
- Criminal background – Be honest but request an interview to explain your past.

Copy and paste a TEXT ONLY version of your resume because MS Word formatted documents might not transmit in their original form.

If given an option to upload your resume...upload a PDF version of it.

The online application is often taking the place of a resume, so prepare a resume and copy and paste info onto the application. The application "content" must be well-written and able to sell your skills to the employer.

It helps to have all the details of your past employers on a data sheet, so you can also copy and paste company address, telephone, supervisor's name, etc. onto an online applications, instead of typing it from scratch for every application. It will help reduce errors such as typos and spelling mistakes!

# RESUME/APPLICATION WORKSHEET

PERSONAL INFORMATION	
Name:	Phone:
Address:	
City / State / Zip Code	
Email:	Website:
EDUCATION AND TRAINING	
Name of Training Institution:	Dates:
City / State / Zip Code:	
Training Topic:	
Name of College or University:	Dates:
City / State / Zip Code:	
Degree:	Major / Minor:
Name of High School:	Dates:
City / State / Zip Code:	
High School Diploma? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Other schools or training programs:	
SPECIAL SKILLS ( Languages, talent, credentials, licenses	

<b>COMPUTER PROFICIENCIES</b>			
<b>Multi Media</b> <input type="checkbox"/> Strata <input type="checkbox"/> Premiere <input type="checkbox"/> Aldus Persuasion <input type="checkbox"/> Corel Presentation <input type="checkbox"/> Morph <input type="checkbox"/> Director <input type="checkbox"/> Painter <input type="checkbox"/> After Effects  <b>Databases</b> <input type="checkbox"/> Access <input type="checkbox"/> dBase <input type="checkbox"/> FileMaker Pro <input type="checkbox"/> Paradox <input type="checkbox"/> Goldmine	<b>Programming</b> <input type="checkbox"/> UNIX <input type="checkbox"/> C++ <input type="checkbox"/> JAVA <input type="checkbox"/> PERL <input type="checkbox"/> ActiveX  <b>Repair/Set-up</b> <input type="checkbox"/> A+ <input type="checkbox"/> LAN / WAN <input type="checkbox"/> CNE / CNA / MSC  <b>Internet</b> <input type="checkbox"/> Web page design <input type="checkbox"/> HTML/VRML <input type="checkbox"/> Netscape <input type="checkbox"/> MS Internet Explorer <input type="checkbox"/> Flash	<b>Spreadsheets</b> <input type="checkbox"/> Quick Books <input type="checkbox"/> Lotus 1-2-3 <input type="checkbox"/> Excel <input type="checkbox"/> Quattro Pro <input type="checkbox"/> Peachtree <input type="checkbox"/> OO Calc  <b>Operating Systems</b> <input type="checkbox"/> Windows Vista <input type="checkbox"/> Window XP <input type="checkbox"/> MAC <input type="checkbox"/> NT  <b>Word Processing</b> <input type="checkbox"/> MS Office 2007 <input type="checkbox"/> OO Writer	<b>Desktop Publishing/</b> <input type="checkbox"/> InDesign <input type="checkbox"/> MS Publisher <input type="checkbox"/> Power Point <input type="checkbox"/> Quark Express <input type="checkbox"/> Photoshop <input type="checkbox"/> Corel Draw <input type="checkbox"/> OO Presentation  <b>Web Apps</b> <input type="checkbox"/> MySpace <input type="checkbox"/> Facebook <input type="checkbox"/> LinkedIn / Zoominfo <input type="checkbox"/> Email <input type="checkbox"/> Google / maps <input type="checkbox"/> You Tube <input type="checkbox"/> Twitter
<b>WORK EXPERIENCE: List <u>all</u> experience - paid, unpaid, volunteer, military</b>			
Position Title:		Salary:	
Company Name:			
Company Website:			
City / State / Zip			
Dates employed:		From:	To:
Name of Supervisor:			
Duties, responsibilities, key achievements:			
Position Title:			
Company Name:			
Company Website:			
City / State / Zip			
Dates employed:			
Name of Supervisor:			

Duties, responsibilities, key achievements:


### PROFESSIONAL REFERENCES

Avoid using family and relatives. Generally, three to four professional or academic references will be sufficient. Be sure to get permission from all references before using their name! .

Name:	Job Title:
Phone:	Email:
Company Name:	
City/State/Zip	
Name:	Job Title:
Phone:	Email:
Company Name:	
City/State/Zip	
Name:	Job Title:
Phone:	Email:
Company Name:	
City/State/Zip	
Name:	Job Title:
Phone:	Email:
Company Name:	
City/State/Zip	
Name:	Job Title:
Phone:	Email:
Company Name:	
City/State/Zip	