



Résumé, Cover Letter & References Samples

CHRONOLOGICAL RÉSUMÉ

Nellie Dolphin

2800 University Boulevard North
Jacksonville, FL 32211
904.256.1000
nellie@ju.edu

EDUCATION

Bachelor of Business Administration in Management expected May 2016 (GPA 3.8)
Jacksonville University (AACSB Accredited), Jacksonville, FL

Include projects or similar section to demonstrate applied knowledge.

PROJECTS

• Designed and conducted a market research project, measuring the impact of various leadership styles experienced by employees and analyzed the effect they had on employee turnover rates.

EXPERIENCE

Sales Associate, Rooms-To-Go, Jacksonville, FL 10/12-5/16

- Addressed the needs of hundreds of consumers from a variety of ethnic backgrounds
- Effectively engaged clients to close deals on a variety of products and service plans

Lead Petty Officer, United States Navy, Jacksonville, FL 8/09-8/12

- Lead various teams of 15 to successfully accomplish 2 deployments and 6 training exercises
- Trained and developed over 60 subordinates in sound logistical practices

Logistics Support Specialist, United States Navy, Pearl Harbor, HI 8/06-8/09

- Maintained inventory databases for material stocked in shore warehouses and ship storerooms
- Directed and routed the movement of supplies, equipment, and personnel

CAMPUS INVOLVEMENT

President, Jacksonville University Student Veterans of America 5/15-5/16

- Conducted biweekly meetings and organized information sessions for student veterans
- Created a mentorship program between upper and lowerclassman student veterans



SKILLS-BASED/FUNCTIONAL RÉSUMÉ

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EDUCATION

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Choose skills and areas to highlight based on what's listed in job descriptions.

SKILLS AND ACCOMPLISHMENTS

LEADERSHIP

- Lead various teams of 15 to successfully accomplish 2 deployments and 6 training exercises
- Trained and developed over 60 subordinates in sound logistical practices

CLIENT ENGAGEMENT

- Addressed the needs of hundreds of consumers from a variety of ethnic backgrounds
- Effectively engaged clients to close deals on a variety of products and service plans

LOGISTICS

- Maintained inventory databases for material stocked in shore warehouses and ship storerooms
- Directed and routed the movement of supplies, equipment, and personnel

TEAMWORK SKILLS

- Collaborated with veteran upper classman to create a mentorship program for veteran underclassman
- Worked cooperatively with various organization to conduct information sessions for student veterans

WORK HISTORY

Sales Associate, Rooms To Go , Jacksonville, FL	10/12-5/16
Lead Petty Officer, United States Navy , Jacksonville, FL	8/09-8/12
Logistics Support Specialist, United States Navy , Pearl Harbor, HI	8/06-8/09

This resume focuses on skills, but still lists work history and activities.

CAMPUS INVOLVEMENT

President, Jacksonville University Student Veterans of America 5/15-5/16



HYBRID RÉSUMÉ

Nellie Dolphin

2800 University Boulevard North
Jacksonville, FL 32211
904.256.1000
nellie@ju.edu

Education Jacksonville University (AACSB Accredited), Jacksonville, FL
Bachelor of Business Administration, Expected May 2016
Major: Management (GPA: 3.8)

Skills Summary

- Consistently successful track record in sales and client engagement
- Over three years of experience in leading, training, and developing subordinates
- Six years of experience in logistical operations

Experience

SALES/CLIENT ENGAGEMENT

Sales Associate, Rooms To Go, Jacksonville, FL 10/12-5/16

- Won sales associate of the month 5 times for closing the highest number of sales
- Effectively engaged clients from various ethnic backgrounds to identify products and services to best suit their needs

LEADERSHIP/DEVELOPMENT

Lead Petty Officer, United States Navy, Jacksonville, FL 8/09-8/12

- Lead various teams of 15 to successfully accomplish 2 deployments and 6 training exercises
- Trained and developed over 60 subordinates into successful logistical leaders

LOGISTICS OPERATIONS

Logistics Support Specialist, United States Navy, Jacksonville, FL 8/06-8/09

- Maintained inventory databases for material stocked in shore warehouses and ship storerooms
- Directed and routed the movement of supplies, equipment, and personnel

Other Skills

- Proficient in written and conversational Spanish
- Strong in Microsoft Office Suite, Adobe Acrobat Pro
- Four years of experience living overseas

This hybrid resume combines the strengths of both skills and chronological resumes. It focuses on three skills sets desired in the job posting— sales/client engagement/ leadership and development/ logistics operations – and shows the experiences in which they were used.



REFERENCES

Nellie Dolphin

2800 University Boulevard North
Jacksonville, FL 32211
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nellie@ju.edu

References

Sample Employer

Store Manager
Rooms To Go
2468 Main Street, Suite 203
Jacksonville, FL 32257
904.555.1234
sample.employer@roomstogo.com

Sample Professor, Ph.D.

Assistant Professor/Faculty Advisor for Finance
Jacksonville University
Davis College of Business
2800 University Boulevard North
Jacksonville, FL 32211
904.555.1234
professor@ju.edu

Sample Supervisor

Commanding Officer
Logistics Section
Naval Station Mayport
5463 Main Street
Jacksonville, FL 32224
904.555.1234
s.employer@navy.mil

In almost all cases, you will **NOT** submit references with your resume/cover letter. Instead have them prepared to provide upon request.

To ensure visual consistency, use the same header style and general formatting style as used on your cover letter and resume.

Secure 3-5 relevant references prior to submitting your resume. References should be people who have supervised you in an academic setting, workplace, internship or volunteer experience. Avoid using family members, friends and those whom you are only acquainted with as references – they will not be able to provide objective/unbiased and adequate statements regarding your potential for professional success.



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COVER LETTER

Nellie Dolphin

2800 University Boulevard North
Jacksonville, FL 32211
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Today's Month Date, Year

Mr./Mrs./Ms./Dr. First and Last Name of Employer

Position or Title

Employer Organization's Name

Employer Street Address/P.O. Box

City, State Zip Code

Dear Mr./Mrs./Ms./Dr. First and Last Name of Employer

Always attempt to address your letter to a specific individual, individuals, or department. Avoid impersonal greetings, such as "To whom it may concern".

Tell the reader why you are writing (i.e., regarding the position that interests you; if appropriate, indicate how you learned of the position and/or organization). Make a general statement about being a good candidate for the job.

Explain why you have targeted this particular organization: demonstrate your knowledge of its products, services and operations (this means you must research the potential employer). Stress what you have to offer, not what you want from the employer. Identify those specific parts of your experience (paid or non-paid) that will interest this employer. Students and recent graduates can draw attention to relevant course work, special projects and campus activities. In some cases, you will add detail to items included in your resume. Refer the reader to your enclosed resume for additional information.

Demonstrate your understanding of the duties of the position that you are applying for, and state how your unique qualifications fit the position. Request an interview appointment, or tell the reader that you will contact him/her soon in order to see if you can schedule a mutually convenient appointment. If the employer is some distance away, indicate when you would be available for an interview (for example, if you will be traveling to the employer's location during an academic holiday, indicate the days you will be in that area). Thank the reader for his/her time and consideration.

Sincerely,

Sign Your Name Here



RÉSUMÉ CHECKLIST

DO

- Make your profile relevant and concise
- Word your experiences in terms of accomplishments, not duty descriptions
- Quantify your experiences whenever possible, ex. coordinated **over 100** events vs. coordinated events
- Use action verbs such as “developed” or “utilized” to describe your experiences
- Have others proofread and review your resume
- Remember to discuss paid and unpaid experiences
- List only relevant information, avoid cramming information or listing irrelevant information
- Create a unique and targeted resume for each specific position for which you are applying
- Exercise “conservative creativity” when constructing your resume
- Be neat and consistent

DON'T

- Use resume templates included in word processing software
- Merely provide a job description when stating experiences
- Use long sentences or paragraphs
- Brag or come off as conceited
- Provide personal information, such as a picture, religious affiliations, marital status, etc.

COVER LETTER CHECKLIST

DO

- Write an original, targeted cover letter for each employer and position
- State in the first sentence why you are writing
- Show that your career goals are aligned with both the position and the organization
- Make your points succinctly; every point should support your readiness to contribute
- Proofread for typos and accuracy of contact information. Have another set of eyes review it too
- Run spell check before sending your final copy, but remember that it does not catch everything
- Follow up with employer if you hear nothing after 2-3 weeks. Inquire if any further information is needed and reiterate your interest

DON'T

- Make your introduction long-winded
- Ramble on about your experiences without explaining their relevance
- Fail to include information to demonstrate that you understand the details of the job or what the company does
- Write more than one-page, forcing employers to sift through information
- Explain what the employer can do for you
- Leave out contact information
- Forget to sign your name
- Send the same letter to all employers



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ACTION VERBS/TRANSFERABLE SKILLS LIST

Management

administered
analyzed
assigned
attained
chaired
consolidated
contracted
coordinated
delegated
developed
directed
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication

addressed
arbitrated
arranged
authored
collaborated
convinced
corresponded
developed
directed
drafted
edited
drafted

edited
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
negotiated
persuaded
promoted
publicized
reconciled
recruited
spoke
translated
wrote

Research

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical

assembled

built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
upgraded

Teaching

adapted
advised
clarified
coached
demystified
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
instructed
persuaded
set goals
stimulated
trained

Financial

allocated
appraised

audited
balanced
budgeted
calculated
computed
forecasted
marketed
projected

Creative

acted
conceptualized
created
customized
established
fashioned
founded
illustrated
initiated
instituted
integrated
introduced
invented
originated
revitalized
shaped

Helping

assessed
assisted
clarified
counseled
demonstrated
diagnosed
educated
expedited
familiarized
motivated
referred

rehabilitated
represented

Clerical or Detail Orientation

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
tabulated
validated

Verbs for Accomplishments

achieved
expanded
improved
pioneered
reduced (losses)
resolved (problems)
restored
spearheaded