



Resumes

&

Cover Letters

Resource Packet

Updated 1-23-2020

Michigan Works! is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request for individuals with disabilities. Michigan Relay Center: 711 Voice and TDD. Michigan Works! is a partner of American Job Centers.



WHO – Who did your job help? The company, clients, customers?

WHAT – What happened with the results of the job? If you did research, was that information published? If you had to do a report what was done with that information?

WHEN – When did the task happen? Daily, weekly, monthly? Stating how often you did something is an easy way to show productivity.

WHERE – Where did your duties occur? Did you have to travel for a job? Were you responsible for interacting with people outside of your organization?

WHY & HOW– Why did you do this? How did your job duties help or add to the organization's ability to function.





| MANAGEMENT SKILLS | COMMUNICATION SKILLS | RESEARCH SKILLS | TECHNICAL SKILLS |
|--------------------------|-------------------------|------------------------|------------------------|
| Administered | Addressed | Analyzed | Adapted |
| Analyzed | Arbitrated | Clarified | Applied |
| Assigned | Arranged | Collected | Assembled |
| Attained | Authored | Compared | Build |
| Chaired | Collaborated | Conducted | Calculated |
| Coordinated | Corresponded | Critiqued | Computed |
| Delegated | Developed | Detected | Constructed |
| Developed | Directed | Determined | Converted |
| Directed | Drafted | | |
| Evaluated | | Diagnosed | Debugged |
| | Edited | Evaluated | Designed |
| Improved | Enlisted | Examined | Determined |
| Increased | Formulated | Experimented | Developed |
| Initiated | Influenced | Explored | Engineered |
| Integrated | Interpreted | Extracted | Fabricated |
| Organized | Lectured | Formulated | Fortified |
| Oversaw | Mediated | Gathered | Installed |
| Planned | Moderated | Inspected | Maintained |
| Prioritized | Negotiated | Interviewed | Operated |
| Produced | Persuaded | Invented | Overhauled |
| Recommended | Promoted | Investigated | Printed |
| Reviewed | Publicized | Located | Programmed |
| Scheduled | Reconciled | Measured | Rectified |
| Supervised | Recruited | Organized | Regulated |
| | | | |
| TEACHING/HELPING | FINANCIAL | CREATIVE | CLERICAL |
| SKILLS | SKILLS | SKILLS | SKILLS |
| Adapted | Administered | Acted | Approved |
| Advised | Adjusted | Conceptualized | Arranged |
| Assessed | Allocated | Created | Catalogued |
| Clarified | Analyzed | Customized | Classified |
| Coached | Appraised | Designed | Collected |
| Communicated | Assessed | Developed | Compiled |
| Coordinated | Audited | Directed | Dispatched |
| Counseled | Balanced | Established | Generated |
| Demonstrated | Budgeted | Fashioned | Implemented |
| Educated | Calculated | Founded Illustrated | Inspected Monitored |
| Explained Facilitated | Computed Conserved | Initiated | Monitored Operated |
| Guided | Corrected | Integrated | Organized |
| Informed | Determined | Introduced | Prepared |
| Instructed | Developed | Invented | Processed |
| Trained | Estimated | Performed | Purchased |
| | Forecasted | Planned | Recorded |
| | Managed | Shaped | Retrieved |
| | | - | Screened |
| | | | |

Chronological

Best for standard
positions, like manager

 Job posting says their ideal candidate is experienced in the field

 Company culture leans toward traditional and operates under the mantra 'if it ain't broke, don't fix it'

 Preferred by hiring managers and recruiters

Hybrid

 If the job requires strong experience, but that isn't one of your strengths, you can add a functional element to your chronological experience

 Emphasize relevant achievements in a "Selected Achievement" section before "Work Experience"

Functional

 Best for uncommon or for entry-level positions

 Job posting emphasizes the need for unique skills

 Company culture leans toward innovation and looking to change its culture

• Great if you're changing careers, entry-level or have a resume gap

Resume Styles

Cassie Holmes 1234 XYZ Drive, Benton Harbor, MI 555.123.4567 CHolmes@gmail.com

- Personal DevelopmentCommunications
- Supply Chain

Negotiations

- Team Coaching
- Problem Resolution & Analysis

Work Experience

Kellogg's: Contract Recruiter

- Acquired talent through the recruitment of industries specific engineers, nuclear specialists, graphics support, and various high levels, exempt positions.
- Provided full cycle recruiting including offer negotiations, relocation, and onboarding. Conducted new hire orientation, benefits overview, and planttours.
- Supervised daily activities of the Human Resources Employment Coordinator, and provided weekly and monthly staffing reports to senior managementteam.

Whirlpool: Business Development Specialist

- Generated increase in business within assigned territory, with an emphasis on Human Resources services and talent acquisition.
- Supervised staff, and coordinated the scheduling of all employee assignments.

Manpower: Staffing/Recruiting Specialist

- Oversaw the initial reviewing, screening, behavioral interviewing, testing, and hiring of 130+ industrial positions on-site.
- Utilized Microsoft Office applications to efficiently track and record all applicant information, the scheduling of multiple assignments and classroom instruction.
- Monitored new employee progress at day intervals by utilizing a probationary report and interfacing weekly with plant supervisors and managers to resolve issues and obtain status.

Education

Undergraduate Coursework- DePaul University, College of Commerce, Chicago, IL

References on Request

Chronological Resume: Outdated

| Cassie Holmes | |
|--|--|
| 1234 XYZ Drive, Benton Harbor, MI | |
| 555.123.4567 | |
| CHolmes@gmail.com | Comment [k1]: Name – Font larger & bold |
| Chonnes@gman.com | Address – Smaller font |
| Purchasing Analysis – Business Development – Recruiting | |
| Business professional with proven success in recruiting, human resources, customer service, and call | |
| center operations. Highly productive and motivated to work in a team environment, with the ability to | |
| work efficiently independently to exceed goals and objectives. | Comment [k2]: Added Qualifications Summary |
| | |
| Personal Development Supply Chain Team Coaching | |
| Communications Negotiations Problem Resolution & Analysis | |
| | |
| Nork Experience | Comment [k3]: Font size changed to match 'Education' header. |
| Cellogg's: Contract Recruiter | |
| Calamazoo, MI 2010-2016 | Comment [k4]: Add employment location & |
| Acquired talent through the recruitment of industries specific engineers, nuclear | dates – for all three positions. |
| specialists, graphics support, and various high level, exempt positions. | |
| Provided full cycle recruiting including offer negotiations, relocation, and on- boarding. Conducted new hire orientation, benefits overview, and plant tours. | |
| Supervised daily activities of the Human Resources Employment Coordinator, and | |
| provided weekly and monthly staffing reports to senior management team. | |
| | |
| Nhirlpool: Business Development Specialist | |
| Benton Harbor, MI 2005-2010 | |
| Generated an increase in business within assigned territory by 30%, with an emphasis | Comment [k5]: Included data. |
| on Human Resources services and talent acquisition. | |
| Supervised a staff of five direct reports and coordinated the scheduling of all employee assignments with a department of twenty. | Comment [k6]: Included data. |
| assignments with a department of twenty. | comment [Ko], menuded data. |
| Nanpower: Staffing/Recruiting Specialist | |
| it. Joseph, MI 2000-2005 | |
| Oversaw the initial reviewing, screening, behavioral interviewing, testing, and hiring of | |
| 130+ industrial positions on-site. Utilized Microsoft Office applications to efficiently track and record all applicant | |
| | |
| | |
| information, the scheduling of multiple assignments, and classroom instruction. | |
| information, the scheduling of multiple assignments, and classroom instruction.Monitored new employee progress at day intervals by utilizing a probationary report | |
| information, the scheduling of multiple assignments, and classroom instruction. | |
| information, the scheduling of multiple assignments, and classroom instruction. Monitored new employee progress at day intervals by utilizing a probationary report and interfacing weekly with plant supervisors and managers to resolve issues and obtain status. | Comment [k7]: Font size changed to match |
| information, the scheduling of multiple assignments, and classroom instruction. Monitored new employee progress at day intervals by utilizing a probationary report and interfacing weekly with plant supervisors and managers to resolve issues and | Comment [k7]: Font size changed to match 'Work Experience' header. |

Cassie Holmes 1234 XYZ Drive, Benton Harbor, MI 555.123.4567 CHolmes@gmail.com

Purchasing Analysis – Business Development – Recruiting

Business professional with proven success in recruiting, human resources, customer service, and call center operations. Highly productive and motivated to work in a team environment, with the ability to work efficiently independently to exceed goals and objectives.

- Personal Development
- Supply Chain
- Team Coaching

- Communications
- Negotiations
- Problem Resolution & Analysis

Work Experience

Kellogg's: Contract Recruiter

Kalamazoo, MI 2010-2016

- Acquired talent through the recruitment of industries specific engineers, nuclear specialists, graphics support, and various high level, exempt positions.
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- Generated an increase in business within assigned territory by 30%, with an emphasis on Human Resources services and talent acquisition.
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Manpower: Staffing/Recruiting Specialist

St. Joseph, MI 2000-2005

- Oversaw the initial reviewing, screening, behavioral interviewing, testing, and hiring of 130+ industrial positions on-site.
- Utilized Microsoft Office applications to efficiently track and record all applicant information, the scheduling of multiple assignments, and classroom instruction.
- Monitored new employee progress at day intervals by utilizing a probationary report and interfacing weekly with plant supervisors and managers to resolve issues and obtain status.

Education

DePaul University, College of Commerce, Chicago, IL

Chronological Resume: Updated

MATT TANNER

1234 XYZ DRIVE COLOMA, MI | 555.123.4567 | FOOTBALLDAD@GMAIL.COM

CUSTOMER SERVICE/SALES REPRESENTATIVE

SKILLS SUMMARY

Commercial Sales Customer Service Process In

Process Improvement

PROFESSIONAL EXPERIENCE

Sales and Customer Service

- Completed sales over the phone and in person to residential and commercial customers
- Consulted customers with enrollments, promotions, and benefitquestions
- Explained features, advantages, and disadvantages of products/services and suggested additions and changes to customer accounts
- Acted on sales leads and performed cold calls to establish new customeraccounts
- Processed customer orders on lumber, structures, and other building materials
- Trained and developed associates' customer service skills and productknowledge

Safety Specialist

- Investigated cases from consumers with personal injury or property damage due to a home appliance purchase
- Collaborated with outside agencies including as Consumer Product Safety Commission, the Better Business Bureau, State Attorney General's Office, and legal department
- Processed work requests and scheduled projects based on client need including reimbursement, product replacement, service contract, or repurchase incentive
- Mentored and guided staff; ensuring all were well-trained and capable of completing assigned duties
- Trained and developed associates' customer service skills and product knowledge

EDUCATION AND CERTIFICATIONS

Bachelorof Science (Communication/Criminal Justice) | Western Michigan University | Kalamazoo, MI Associate of Applied Science (Criminal Justice) | Lake Michigan College | Benton Harbor, MI Firefighting & Rescue Certificate | United States Air Force | Chanute Air Force Base, IL

EMPLOYMENT HISTORY

- > Call Center Representative
- Security Guard
- Salesman
- > Security Guard
- > Manager-Trainee
- Customer Service & Safety Specialist

Functional Resume: Outdated

1234 XYZ DRIVE COLOMA, MI 49038 (555) 314-1215 | MTANNER@YAHOO.COM

Comment [k1]: Professional email.

CUSTOMER SERVICE/SALES REPRESENTATIVE

| SKILLS SUMMARY | | |
|--------------------------------------|---------------------|-----------|
| Commercial & Residential Sales | Fact Finding | Course 2. |
| Customer Service Process Improvement | Cold Calls | |
| Call Center | Resource Allocation | |
| Presentations | Compliance | |
| | | |
| PROFESSIONAL EXPERIENCE | | |

Sales and Customer Service

- Over 20 years experience in direct customer support call centers and dispatch
- Completed sales over the phone and in person to residential and commercial customers
- Consulted customers with enrollments, promotions, and benefit questions
- Explained features, advantages and disadvantages of products/services, and suggested changes to customer accounts
- Managed sales territory of over 150 accounts in the Southwest Michigan area
- Acted on sales leads and performed cold calls to establish new customer accounts
- Processed customer orders on lumber, structures, and other building materials
- Trained and developed associates' customer service skills and product knowledge

Safety Specialist

- Investigated 15 cases monthly for consumers with personal injury or property damage due to a home appliance purchase
- Collaborated with outside agencies including as Consumer Product Safety Commission, the Better Business Bureau, State Attorney General's Office, and legal department
- Processed work requests and scheduled projects based on client need including reimbursement, product replacement, service contract, or repurchase incentive
- Mentored and guided staff; ensuring all were well-trained and capable of completing assigned duties

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Bachelor of Science (Communication/Criminal Justice) | Western Michigan University | Kalamazoo, MI Firefighting & Rescue Certificate | United States Air Force | Chanute Air Force Base, IL

EMPLOYMENT HISTORY

Call Center Representative | Four Winds Casino | New Buffalo, MI Security Guard | Securitas | Kalamazoo, MI Salesman | Express Employment Professionals (Joy's Johns) | Saint Joseph, MI Security Guard | Magnum Security | Niles, MI Manager-Trainee | 84 Lumber | Benton Harbor, MI Customer Service & Safety Specialist | Whirlpool Corp | Benton Harbor, MI

Comment [k6]: Add employer and location

Comment [k4]: Updated bullet points to provide

Comment [k5]: Updated to remove, Associate Degree – Bachelor Degree only needed.

more data for outcomes/volume

Functional Resume: Updated

MATT TANNER

5378 LORAINNE LANE COLOMA, MI 49038 | (555) 314-1215 | MTANNER@YAHOO.COM

CUSTOMER SERVICE/SALES REPRESENTATIVE

SKILLS SUMMARY

Commercial & Residential Sales Customer Service Process Improvement Call Center Presentations Fact Finding Cold Calls Resource Allocation Compliance

PROFESSIONAL EXPERIENCE

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Functional Resume: Updated

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • <u>newhire@gmail.com</u>

Objective

Experienced professional seeking a position in project management where I can utilize my experience.

- Construction Scope Development
- Competitive Bidding Process
- Budget Development & Cost Control
- Purchase Order & Procurement

- Contract Negotiation & Administration
- Continuous Improvement & Best Practices
- Production & Scheduling
- Professional Recruitment

Summary of Qualifications

- Strength in the ability to instill vision to achieve company goals and surpass production expectations while maintaining quality, safety and customer service integrity through total quality management.
- Experienced in operational restructuring to address organizational growth, reduce costs, and improve service.
- Oversees facility operations to ensure facility requirements are met within work order system used to dispatch maintenance staff and service providers for repairs, maintenance, and safety.
- Leadership through facility transitions and restructuring that yield increased productivity and employee satisfaction.

Professional Experience

2005-Present Senior Project Manager, Gingko Industries, Chicago, IL

- Oversee Project Management for client projects related to construction, space and occupancy covering 1.2M square feet in multiple locations, building, and geographic areas, with \$2.22M labor services managed in the installation of \$7.72M new workspace furniture.
- Manage sub-contractor services, including contract negotiation and administration, along with management and development of Audio/Visual services program to enhance company portfolio of service offerings to client.

1999-2005 Program Manager, Van Delay Industries, Zeeland, MI

1998-1999 Personnel Consultant, Outfitters Inc., Benton Harbor, MI

1992-1998 Plant Manager, Newman J. Scotts Inc. , Benton Harbor, MI

1986-1992 Interim Plant Superintendent/Plant Manager, The Muffin Tops Co., Benton Harbor, MI

Training and Certifications

- IFMA-CFM, March 2003
- Certified Thermal Processing Systems, February, 1998
- Lake Michigan College, Business Administration

Hybrid Example: Outdated

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • newhire@gmail.com

Facilities Manager-Project Manager-Strategic Planner with a proven track record in leading-edge facilities planning, design, and management. Innovative problem-solver who seeks root cause analysis to determine solutions and alternatives resulting in effective process improvements, increase productivity, and cost savings.

Core Skills

- **Construction Scope Development**
- Competitive Bidding Process
- Budget Development & Cost Control Purchase Order & Procurement
- Production & Scheduling

Summary of Qualifications

- . Strength in the ability to instill vision to achieve company goals and surpass production expectations; while maintaining quality, safety, and customer service integrity through total quality management.
- Proven success in creating and implementing strategic plans, setting and administering budgets, development and accuracy of spreadsheet reconciling hours worked with invoice for cost allocation, and developing improved processes to meet both short and long term objectives.
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Hybrid Example: Updated

Comment [k1]: Removed objective and created a

Comment [k2]: Table taken out, so the resume works well with Applicant Tracking Systems

strong professional summary

Comment [k3]: Updated data to bold font, to bring attention to those items.

- **Contract Negotiation & Administration** Continuous Improvement & Best Practices
- Professional Recruitment

Kramer A. Smith

1234 Hire Me Drive • St. Joseph, MI 49085 • (H): 555-367-5309 (C): 555-867-5309 • newhire@gmail.com

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•

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Training and Certifications

- IFMA-CFM, March 2003
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- Lake Michigan College, Business Administration

Hybrid Example: Updated

Cover Letters

| С | <u>CUSTOMIZE</u> your cover letter, never utilize the same cover letter or use a generic one. |
|---|--|
| 0 | OFFER justification of why you are a good fit for the company. |
| V | VERIFY the name of the contact you are addressing the letter to. |
| E | ELABORATE on quantifiable/quantitative skills that make you a prime candidate. |
| R | RESEARCH to incorporate experience or values that align with the company. |

John Vernier

13654 Red Arrow Highway Paw Paw, MI 49079 Mobile: (269) 555-1219 JV@gmail.com

March 03, 2016

Dear Mr. Nash:

I am contacting you in regard to the Employment Service Manager 14 position for Region 2 within Veterans' Employment Services. My professional and life experience, education, and personal drive make me an outstanding candidate for the manager position.

My experience with the State of Michigan as a Disabled Veterans' Outreach Program Specialist, coupled with my time in the United States Army and Army Reserve, gives me the proper background to be a successful manager within your Division. With over 19 years of military experience accompanied by a degree from a top-rated university, I have obtained and honed the skills required to succeed in this position. In my professional career history, I have over 16 years leadership experience with proficiency in personnel management, communication, assessment, training/instruction, mentoring, logistics, and administrative duties. I am disciplined, yet flexible, and have an exceptional ability to multitask. My motivation, dedication, and eagerness to thrive are proven by my upward movement through the ranks of the United States Army and Army Reserve.

I look forward to hearing from you in regards to my resume. At that time we can discuss the position, my qualifications, and how I can be a valuable addition to your management team. I can be reached using the telephone numbers and email listed above. Thank you in advance, and I look forward to speaking with you.

Cordially,

John Vernier

Traditional Cover Letter

Stephen Diego

4545 Home Street Berkely, CA 94707 (510) 515-5151

January 23, 2016

Jean Cabrillo V.P., Operations, South America International Widget Corporation 222 Union Street San Francisco, CA 94110

Dear Jean Cabrillo,

This letter is to express my interest in the position as Systems Engineer for International Widget Corporation in South America, announced in the December job listing at the UC Berkeley Placement Center. I am also sending a resume, showing that my expertise exactly matches the requirements listed in the position announcement.

This position particularly caught my eye, as I recently read in the Wall Street Journal that International Widget is considering converting all in-house computers to Windows for DOS. I have a strong software background, and have just returned from a two-year stint in Argentina where I functioned as an independent computer specialist/programmer for a variety of businesses. Among other tasks, I installed and utilized Microsoft products, including Windows for DOS, and I have been developing applications in Microsoft Quick C for Windows. I earned a reputation among my clients for ensuring product satisfaction, and I would be happy to supply a list of client references.

I have always admired the success of International Widget, particularly in South America, where I find the technical developments challenging and rewarding. I would very much enjoy discussing the possibility of our working together. I look forward to hearing from you.

Sincerely,

Stephen Diego

Traditional Cover Letter

JOHN SMITH

499 West Main St | Benton Harbor, MI 49022 | (269) 927-1799 JohnSmith@gmail.com

Highly skilled individual trained to prepare a skilled workforce for our community.

February 23, 2015

Tami Strzyzykowski Berrien County DHS 401 Eighth Street Benton Harbor, MI 49022

I would like to express my interest in the Migrant Program Worker position.

Throughout my role as a Talent Development Specialist at Michigan Works, I have gained professional leadership growth and a passion for helping our local workforce community overcome any barriers that affect their employment retention. My qualifications that would complement the new opportunity are as follows:

- Ability to create and maintain high levels of efficiency and productivity.
- Solid knowledge of triage techniques and career preparation.
- Comprehensive background in providing administrative functions.
- Assessing and identifying opportunities for process improvement.

I am committed in bringing continuous value to the operations of this organization. I look forward in discussing more in depth how my strengths align with your needs.

Sincerely,

John Smith

Bulleted Experience Cover Letter

February 22, 20XX

Dr. Michelle Rhodes Principal, Wolftrap Elementary School 1205 Beulah Road Vienna, VA 22182

Dear Dr. Rhodes:

I enjoyed our conversation on February 18th at the Family and Child Development seminar on teaching elementary children and appreciated your personal input about balancing the needs of children and the community during difficult economic times. This letter is to follow up about the Fourth Grade Teacher position as discussed at the seminar. I will complete my M.Ed. in Curriculum and Instruction at Virginia Tech in May 2016 and will be available for employment as soon as needed for the 2016-17 school year. My teacher preparation program at Virginia Tech has included a full academic year of student teaching. Last semester I taught second grade and this semester am teaching fourth grade. These valuable experiences have afforded me the opportunity to:

- > Develop lesson plans on a wide range of topics and varying levels of academic ability.
- > Work with emotionally and physically challenged students in a total inclusion program.
- > Observe and participate in effective classroom management approaches.
- Assist with parent-teacher conferences and complete in-service sessions on diversity, math and reading skills, and community relations.

My experience includes work in a private day care facility, Rainbow Riders Childcare Center, and in Virginia Tech's Child Development Laboratory. Both these facilities are NAEYC-accredited and adhere to the highest standard. At both locations, I led small and large group activities, helped with lunches and snacks, and implemented appropriate activities. Both experiences also provided me with extensive exposure to the implementation of developmentally appropriate activities and materials.

I enthusiastically look forward to putting my knowledge and experience into practice in the public school system. I can be reached at (540) 555.7670. Thank you very much for your time and consideration.

Sincerely,

Donna Harrington

Networking Cover Letter



RESOURCES

WWW.MITALENT.ORG

WWW.ONETONLINE.ORG

WWW.GREATRESUMESFAST.COM

WWW.JOBSCAN.CO

WWW.LINKEDIN.COM



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