

Job Application Letters & Curriculum Vitae

Purpose

- To get the recipient to read your CV.
- It should be clear, concise and straight to the point.
- Simply telling the employer that you are worth having a look at.
- The letter should be brief, no more than one page in length.

What Should my Cover Letter Accomplish?

- Your cover letter should introduce the main points of your CV (resume)
- It should also help you to ‘sell’ your qualifications to the prospective employer.

Header

Emma Markley
Human Resources Director
St. Luke's Medical Centre
729 Santa Paulina
Chicago, IL 60612

Dear Ms. Markley,

- Address your letter to a specific person. Ideally to the person who will interview you.
- Look for the person's name in company publications, or phone the organization and ask for the person's name.

Preliminary research

Find out:

- General job information
- Desired qualifications and skills
- Key values and words

Check with:

- Placement office files
- www
- trade journals, magazines and newsletters
- Directories
- Company literature

Introductory Paragraph

Your first paragraph should:

- Get the reader's attention, stimulate interest, and be appropriate for the job you are seeking.
- Make your goal clear to readers.
- Preview the rest of your letter. Highlight the qualifications you will discuss throughout the letter.

Introductory paragraph example

Dear Mr./Ms. Last Name,

I am applying for the job of a HR manager at XYZ.

*You specify that you are looking for someone with strong experience and customer service skills. My skills and experience make me an **ideal** candidate for the position.*

Introductory paragraph example

Dear Ms. Dew,

I am very interested in the position of a Chief Accountant at XYZ, which was advertised in the Daily Nation yesterday.

*My professional experience combined with my diploma in Finance and Accounting makes me an **exceptional** candidate for this position. I have the real potential to become a key member of your organisation.*

Solicited Application Letters

- Letters written in response to an advertised job opening.
- It is appropriate to mention where you learnt of the opening in the first paragraph.

I believe that my knowledge of public relations and my proven communication and leadership skills make me a strong candidate for the position of Media Relations Coordinator that was posted by the Delta Airlines Program.

Unsolicited Application Letters

Written to companies that have not posted a job opening.

It is important to gain the reader's attention and persuade them that you can contribute to the company's goal.

As a member of one of the fastest growing publishing houses in the world, do you have an opening in your acquisition department for a recent college graduate with a major in English and publishing experience?

Detailing Your Experience

- Show (don't tell) employers your qualifications.
- Include specific, credible examples of your qualifications for the position.
- Use numbers, names of equipment you've used, or features of a project that may apply to the job you want.

As a banking representative at Bank One, I provided quality customer service while promoting the sale of products to customers. I also handled upwards of \$20,000 a day and was responsible for balancing the bank's ATM machine.

Goals of the Body Paragraphs

- Highlight your strongest qualifications for the position for which you are applying.
- Demonstrate how these qualifications will benefit the employer.
- Refer employers to your enclosed CV/resume.

Body paragraph sample

The opportunity presented in this listing is very interesting, and I believe that my strong technical experience and education will make me a very competitive candidate for this position. The key strengths that I possess for success in this position include:

- I have successfully designed, developed, and supported live use applications*
- I strive for continued excellence*
- I provide exceptional contributions to customer service for all customers*

With a BS degree in Computer Programming, I have a full understanding of the full life cycle of a software development project. I also have experience in learning and excelling at new technologies as needed.

Please see my CV for additional information on my experience.

Active Language Don'ts

- Don't be vague in your descriptions.
“I worked as an agent at Airline.”
- Don't use weak verbs such as tried, hoped, attempted... ‘I attempted to attract customers.’
- Don't use sexist language: chairman, manpower...

Using Active Language – Do's

- Use concrete words to describe your experience.
- Use present tense to discuss current activities and past tense for previous job duties or accomplishments.
- Be as specific as possible in descriptions; list amounts and figures when you can.

Organizing Your Letter

- In general, cover letters should be no longer than one typed page.
- Organize your body paragraphs to emphasize your strongest and most relevant qualifications. Only include the two or three strongest qualifications from your resume.
- Make it easy for readers to scan your letter by beginning each paragraph with a topic sentence.

Concluding your letter

I would welcome the opportunity to discuss these and other qualifications with you. If you are interested, please contact me at (359) 7757645 any morning before 11:00 a.m. or feel free to live a message.

- Conclude by asking for a personal interview.
- Be flexible regarding a date and time for the interview.
- Be specific about how the interviewer should contact you.
- Include a thank you sentence.

Concluding paragraph

I can be reached anytime via email at john.donaldson@emailexample.com or my mobile phone, 909-555-5555.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Signature (for hard copy letter)

John Donaldson

Mailing Your Letter With Your Resume/CV

- Coordinate the design of your letter with the design of your CV/Resume.
- Be sure to send both to prospective employers; they both reveal different kinds of information about you.

Key Points to Remember

- Appeal to company values, attitudes, goals, projects, etc.
- Elaborate on the information in your resume/CV.
- Provide evidence of your qualifications.
- Proofread carefully for grammatical and spelling errors. The letter should be error-free.

Chronological CV/Resume

- The most traditional method of summarizing employment. **Education and Work experience - arranged chronologically.**
- Weak point – it can't help you hide a recent position you'd rather forget you ever accepted.

<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/examples>
https://europass.cedefop.europa.eu/cvonline/cv.jsp?forward=before&localeStr=en_GB
<http://resume.livecareer.com//builder/load.aspx#>

Points to Remember with Chronological CV/Resume

- You should ideally relate your Work History to your current targeted position.
- You should have a stable Work History with few gaps and nothing to be ashamed about.
- Your Work History should demonstrate a **logical progression toward your current objective.**

Chronological Resume Sample

Sally M. Sampl
1001 Ram Road Fort Collins, CO 80525
(970) 555-1234 sallysample@colostate.edu

Summary of Qualifications

- Three years experience in retail management, with specialty in purchasing and floor display design.
- Utilized strong communication skills in a variety of professional settings.
- Enthusiastic dedication to excellent customer service.

Education

- 2000-2002** **MA Speech Communications**
Colorado State University, Fort Collins, CO
GPA 3.6/4.0
- 1995-1999** **BA Anthropology, December 1999**
Arkansas State University, Jonesboro, AR
GPA 3.5/4.0
Dean's List

Professional Experience

- 2001-2002** **Assistant Office Manager**
Department of Speech Communications, Colorado State University, Fort Collins, CO
Managed departmental supplies budget, oversaw office purchasing and inventory, overhauled department-wide filing system, supervised part-time staff.
- 1999** **Intern**
Sharkey's Community Grocery Corporate Headquarters, Washington, DC
Assisted company publicist with writing press releases, designing weekly advertisements, and managing customer databases. Developed research methods for determining customer preference for shopping hours.
- 1997-1999** **Assistant Night Manager**
Sharkey's Community Grocery, Jonesboro, AR
Purchased, stocked and maintained dairy and ice-cream sections, oversaw point of purchase display construction, scheduled twenty part-time employees.

Skills

Computer Skills: Microsoft Word, Excel, Corel Draw, Paint shop Pro, QuickBooks, Oracle Small Business, basic HTML knowledge.

Special Skills: Thorough knowledge of MMORPG and single-player gaming systems, thorough knowledge of Internet applications.

Functional Resume/CV

- It can help you hide a past position that you'd rather forget.
- Key feature: it highlights your skills and achievements without referring to any particular past position. Favourite with people who have something to hide.

Sample Resumes

Functional Resume

Sarah R. Wright
srw22@cornell.edu

381 Dryden Road, Apt. 5A
Ithaca, NY 14850
(607) 256-4418

480 Northwood Drive
Concord, MA 03148
(617) 921-0486

OBJECTIVE

A marketing position using communication, management, and analytical skills.

EDUCATION

Cornell University, Ithaca, NY
Bachelor of Science, Applied Economics and Management, May 2012
3.26 GPA; Dean's List three semesters
Ho-Nun-De-Kah, College of Agriculture and Life Sciences Honor Society

SUMMARY OF EXPERIENCE

Communication

- Assisted hundreds of Agway customers in the areas of gardening and pet supplies.
- Negotiated publishing company contracts with professionals for *New Student Directory*.
- Interacted with local and regional American Red Cross offices.
- Motivated more than 40 shoppers to donate canned foods.
- Aided customers by providing loan pay-off figures, payments, interest, and credit data.

Management

- Supervised and handled Agway operations during manager's absence.
- Arranged and directed two marketing events for Agway.
- Trained employees in the mortgage processing department.
- Elected *New Student Directory* editor, determined *Directory's* content, layout, and format.
- Selected company to publish *Directory*.
- Directed and organized canned food drive for American Red Cross.
- Organized and motivated over 50 volunteers for service projects.

Analysis

- Prepared, conducted, and analyzed customer service survey for Agway.
- Created managerial accounting budget using Access.
- Organized and analyzed credit reports and verifications of deposits, loans, and employment.
- Conducted research to locate check information.

Initiative

- Remerchandised several department sections to improve consumer sales.
- Reorganized process for receiving feedback on *New Student Directory*.
- Devised method for efficiently recycling paper for mortgage processing department.
- Designed poster that aided in recruiting new sorority members.

EMPLOYMENT

Management Intern, Agway Inc., Concord, MA	Summer 2011
Mortgage Processor, Compass Bank, Bedford, MA	Summer 2010
Loan Servicing Clerk, Compass Bank, Bedford, MA	Summer 2009
Deposit Services Clerk, National Bank of Fairhaven, Acton, MA	Summers 2007, 2009

CAMPUS AND OTHER ACTIVITIES

Alpha Phi Omega: Concessions Chair, Sunshine Co-Chair	Cornell Symphony Orchestra
American Red Cross Canned Food and Blood Drive Chair	Dickson Hall Senate Member

Points to Remember about a Functional Resume/CV

- You should use it if your **Work History is repetitive** and your past positions lack variety.
- You should use it if your **Work History is composed of differing kinds of position** types that do not form a cohesive whole.
- You might want to use it if you are **dramatically changing careers**. This allows you to emphasize your transferable skills.

Points to Remember about a Functional Resume/CV

- You should use this type if your skills have been learned through schooling rather than work experience.
- You should use this type if you are switching career tracks or returning to the workforce after a gap.

Combination Resume (Transition Resume)

Combines the best features of both of the former by allowing applicants to **highlight their skills in one section and their Work History in another.**

Points to remember: It can help you **overcome some of the same difficulties a Functional resume can, while maintaining the comfortable structure of a Chronological Resume.** However, it tends to abstract skills from experience which can call your expertise into question.

NATALIE GARCIA

Temporary Address
119 Eddy St., Apt. 5
Ithaca, NY 14850
(607) 277-2809
npg13@cornell.edu

Permanent Address
120 Wilson Dr.
Warren, PA 17011
(717) 737-3264

EDUCATION/HONORS

Cornell University, Ithaca, NY, Bachelor of Arts in Spanish, May 2012; GPA 3.54

Dean's List all semesters, Alpha Lambda Delta Honorary Society, Student Activities Distinguished Service Award, Bryn Mawr Summer Program in Madrid, 2010

Courses: Communication and Persuasion, Business Management, Public Relations and Advertising

MANAGEMENT/LEADERSHIP

House Manager, Pennsylvania Stage Company, Allentown, PA. Summer 2011

Managed front-of-house activities during performances. Introduced and coordinated effective volunteer program; recruited, trained, and supervised staff of 100 ushers. Restructured and systematized concession services; controlled inventory and bank for concessions. Maintained security.

Teaching Assistant, Cornell University. Fall 2010

Prepared lesson plans and facilitated discussion sections weekly. Provided feedback and recommendations for students and instructor. Refined group process skills.

PROMOTION/PUBLIC RELATIONS

Promotion Chairperson, Cornell University Program Board, Cornell University. 2010-2012

Devised and implemented advertising campaigns for major events. Designed and distributed posters; placed newspaper ads and radio spots. Arranged press conferences.

Ambassador, College of Arts and Sciences, Cornell University. 2010-2012

Acted as liaison between College and prospective students. Conducted information sessions and tours, hosted visiting students, and promoted Cornell at high schools.

Editorial Staff, *Cornell Student Handbook*. 2009-2012

Wrote, edited, and created layout for 100-page guide for new students with circulation of 3,500.

PROGRAM DEVELOPMENT/MARKETING

Activities Co-Coordinator, Senior Class, Cornell University. 2011-2012

Coordinate activities for class of 3,300. Head and delegate responsibilities to ten-person committee. Manage successful marketing campaigns for products and events.

Lecture Programming Chairperson, Cornell University Program Board, Cornell University. 2009-2010

Researched and developed program opportunities. Directed committee of six coordinating major lecture series; forecasted community response. Prepared and presented budget.

Self-Preparation Before Writing

- What is your ideal position?
- What kinds of things do you like doing?
- Think about your favourite job in the past. What was it you liked about it so much?
- Are there gaps in your employment?
- Reasons for leaving each position.

Do's & Don'ts

Do:

- Keep to one or two pages;
- Describe your main functions;
- Emphasize duties most relevant to present application;
- Include any special recognition, accomplishments or projects you were involved with.

Do:

- Describe your former/current employer, including size of company, type of industry, etc.
- Write about yourself in a positive light;
- Strive to be concise and target your information to the employer.

Don't:

- ❑ Try to fit too much on the page.
- ❑ List personal information such as marital status, race, age, etc.
- ❑ Leave suspicious gaps in your Work History.
- ❑ Include salary requirements (leave that until an interview or later).
- ❑ Put a photograph on your CV/Resume.

Don't:

- Use negative expressions or comments about previous employers.
- Include any health information.
- Include references (if not required)
- Include reasons for leaving a previous job (save your reasons for the interview).

The Graduates CV

- Show your strengths and minimize your weaknesses;
- Emphasize on your studies and the relevant experience you have;
- The CV should be formatted in a way so that straight after your personal details and the career statement, your education is listed.

The Graduates CV

- The order in which you list your subjects is very important. Subjects, relevant to the position you are applying for, should be listed first;
- Highlight any special marks or achievements in each subject.
- Papers and projects prepared should also be mentioned.

<http://resume.livecareer.com/builder/load.aspx?nc=686042.3#>

<http://www.youtube.com/watch?v=epcc9X1aS7o>

Preparing for Job Interviews

- Prepare your physical appearance.
- Dress right for job interviews – don't wear anything too flashy, neat and clean are more important than the latest fashion.
- Look professional without overdoing it.
- Work out what you need to take with you – a copy of your CV, originals and copies of your qualification papers, copies of references, samples of your work...

<http://www.kent.ac.uk/careers/interviews/nvc.htm>

Interviewing Methods

- **Aptitude tests:** designed to find your personality traits. Be honest here, you can't hide who you are.
- **IQ/Thinking tests:** Work out your analytical and logical thinking patterns.
- **EQ tests:** designed to find your emotional intelligence and decision-making capability.

Interviewing Methods

- **General Knowledge tests:** include mathematical, grammar, spelling and general knowledge.
- **Panel Job Interviews:** the panel might consists of 2 people or it can be as many as 10. Be confident, don't hesitate too long before you give an answer. Watch your posture and try not to fidget too much. Make eye contact.

Interviewing Methods

One on one job interviews: Easier to handle, more informal. Relate to them as a form of conversation. You should ask questions and exchange information as you would during a normal conversation.

Personality tests

Myers-Briggs test <http://www.humanmetrics.com/cgi-win/jtypes2.asp>

DISC Personality test <https://discpersonalitytesting.com/free-disc-test/>

The Big Five Personality test: <https://www.outofservice.com/bigfive/>

Work Values test: <https://www.123test.com/work-values-test/>

Free IQ test: <https://www.123test.com/iq-test/>

Gardner Multiple intelligences test: VAK (Visual, Auditive, Kinesthetic) test
<https://www.psychologytoday.com/tests/iq/multiple-intelligences-learning-style-test>

VAK (Visual, Auditive, Kinesthetic) test:

http://www2.amk.fi/mater/kauppa_ja_talous/demand_forecasting/vak.php

Handling Job Interview Questions

- Most interviews start with chit-chat type questions (ice-breakers) – elaborate your answers and ensure that you don't provide information giving bad impression.
- Most questions will be graded towards finding a bit more about you: your previous employment or education, hypothetical “what if...” questions.

Handling Job Interview Questions

- Give as much information as you can.
- Tell interviewers why, where, when and how.
- Use samples to prove what you are saying – giving an example of a situation and how you handled it.
- Be prepared for tough questions – don't panic, they are to see how you handle a difficult situation.

<http://www.youtube.com/watch?v=twHURauBm7k>

How to be successful at any job interview

<https://www.youtube.com/watch?v=twHURauBm7k>

Samples of Questions and Some Advice on how to handle them efficiently

- **How would you handle a difficult customer?**

Don't say that you have never had one. Use an example to demonstrate how you do that. Talk about an incident at a previous job, explain the situation, how you handled it and what the outcome was.

- **Why should we choose you?**

Ask yourself why you applied, what makes you perfect for this position, what can the company gain from hiring you, what have you got to offer, how would you handle this job.

- **Tell me about yourself:** Split your answer into two, the professional and the personal level. Give a brief summary of your life – professional and personal with less emphasis on the past and more emphasis on the present and the future.

• **What are your weaknesses?**

Don't say "I don't have any." Say something relevant but not hugely important to the specific position and always add a positive.

Ex.: I haven't had a lot of exposure to on-site maintenance, however I'm looking forward to being more involved in dealing with customers directly and learning their needs.

• What are your strengths?

- Customize your answer to meet the position requirements, remember the things they asked for in the advertisement? Tell them your strengths but also demonstrate them and show how they would apply to this job.
- Remember: Be prepared, maintain eye contact, ensure you have some questions to ask, keep calm and smile!

E-mailing CVs

- Do you send it in the body of an e-mail or as an attachment?
- If sent in the body – create your CV in a plain text format (Window's Word Pad or Notepad.
- If it is a Word document, save it to plain text.
- Align the text to the left.
- Forget bolding or italicizing.
- Choose a basic font - Times Roman, Arial or Courier are common examples.



- Make sure no line exceeds 72 characters.
- E-mail yourself a copy and proof-read it.
- Some disadvantages: opening an attachment can be time consuming for the employer; attachments can be corrupted; sometimes they are created in formats the employer cannot open.

Ever wonder how many employers never got back to you because they couldn't/wouldn't open your CV?

- Include your resume/CV in the body of your e-mail for easy reference but also attach a properly formatted version for later use if the employer wishes to pursue you as a potential employee.
- Create your attachment in a format you know a large number of people will be able to access.
- Word is good for most businesses, HTML files have the advantage of being almost universal as a text or document file.

Serving your CV/Resume off the Web – might contain more information or examples of your work

- You want to show employers you are a web savvy so you take your CV/Resume and turn it into a website – **BIG MISTAKE** to send an e-mail directing an employer to your website and a gross breach of business etiquette.
- It is acceptable to include a link to your online CV as long as you also send a text copy with the e-mail.

Ten Keys to a Dynamite CV/Resume

Position Title and Job Description.

Provide your title, plus a detailed explanation of your daily activities and measurable results. Tell the readers exactly what you've done – job titles are often misleading or their function may vary from one company to another.

Clarity of Dates and Place – document your work history accurately. Don't leave the reader guessing where you worked or for how long. If you've had overlapping jobs, find a way to pull them apart on paper, or eliminate mentioning one, to avoid confusion.

Detail – specify some of the more technical, or involved aspects of your past work or education. Have you performed tasks of any complexity, or significance? If so, don't be shy.

Proportion – give appropriate attention to jobs or educational credentials according to their length, or importance to the reader.

For example, if you wish to be considered for a position at a bank, don't write one paragraph describing your current job as a loan officer, followed by three paragraphs about your high school summer job as a lifeguard.

Relevancy – confine your CV to that which is job-related or clearly demonstrates a pattern of success. Concentrate on the subject matter that addresses the needs of the employer.

Nobody cares that your hobby is fishing, or you weigh 90 kilos, or that you belong to an activist youth group.

Explicitness – leave nothing to the imagination. Don't assume the reader knows that the VUM you attended is in South-East Europe, Bulgaria or that it means International University College, or that an "M.M." is a Master of Music degree...

Length – fill up only a page or two. If you write more than two pages, it sends a signal to the reader that you can't organize your thoughts.

Spelling, Grammar and Punctuation –

create an error-free document that is

representative of an educated person. If unsure about the correctness of your writing (or if English is your second language), consult a professional writer or a copy editor.

At the very least, use a spell-check programme and always proof-read what you've written.

Readability – organize your thoughts in a clear, concise manner. Avoid long-winded sentences.

Overall appearance and Presentation – select the proper visual format, type style, and stationery. Write several drafts, and allow yourself time to proofread for errors. If you have someone whose opinion you trust, listen to what they have to say – even a simple critique is useful.

<http://www.youtube.com/watch?v=YtBD-SnwwiU>

<http://www.youtube.com/watch?v=FWnVNJCOZlg&feature=related>

PAMELA EVANS

145 Tahquitz Canyon · Palm Springs, California 92262 · 760-555-1212 · support@resumeedge.com

PROFILE

- Award-winning, multilingual Business Student with extensive professional and entrepreneurial experience.
- Awarded 2001 Student Leader for exemplary service in student government.
- Received 2001 Service Award for outstanding contributions to campus activities.
- Fluency in English, Spanish, and Portuguese. Technically proficient in MS Word, Excel, and PowerPoint; programming in Visual Basic and HTML; Web design.

EXPERIENCE

TRANSLATOR, Orange County, California

Private Contractor 4/00 – Present

- Team with two secretarial assistants to provide conversation-based translation and mediation services to non-English speaking business owners and employees.

Accomplishment:

- Awarded Hispanic Business Community recognition for assisting immigrants.

TTMXV, LLC, Santa Ana, California

Foreign Currency Trader, Intern 12/01 – 2/02

- Handled \$50,000+ monthly in trades and investment, specializing in Euros, Dollars, and Yen transactions; investigated trends and issued market reports.

Accomplishment:

- Increased profitability by exploiting Euro-to-Dollar exchange rate fluctuations.

CHILDREN'S LEARNING CENTER, Fullerton, California

Founder / Business Manager 6/00 – 8/01

- Established and operated an educational institution with a staff of 20.

Accomplishment:

- Built revenues through direct student recruitment and cooperative local network.

PREMIER LEARNING ACADEMY, Irvine, California

Assistant Business Manager / Spanish Tutor 12/99 – 3/00

- Aided management and coached students for educational preparation institute.

Accomplishment:

- Boosted student enrollment; won Employee of the Month Award.

SEDA Y FIBRAS, S.R.L., Hernandarias, Alto Parana, Paraguay

Assistant Business Translator 2/97 – 12/98

- Conducted English-Spanish-Portuguese translations of business documents and person-to-person conversations for global textile exporter.

EDUCATION & ACTIVITIES

CALIFORNIA COMMUNITY COLLEGE, Irvine, California

Business Administration Major, 2000 – Present

- 4.00 GPA, President's List, Alpha Gamma Sigma, Phi Alpha Mu, Mu Alpha Theta