



# Resume and Cover Letter **WORKBOOK**



**GLENDALE  
COMMUNITY COLLEGE**  
A MARICOPA COMMUNITY COLLEGE

**Career Services**

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# IMPORTANCE OF RESUME WRITING

Today's job market continues to be competitive. It is important for the job seeker to know the "why's" and "how's" of getting the job they want. Part of that requirement is putting together an exceptional, first-rate resume to get a foot in the door for an interview, and to create an image in the employer's mind that says "I want to meet you."

The resume serves several purposes:

- It is an essential part of every job search campaign.
- It is a written summary that gives an employer a preliminary impression of you (education, work experiences, special skills and talent).
- It is a demonstration of how you communicate.
- It answers an employer's questions of: what can you do for me and what are you like?
- It is used by employers as a reference source for recalling and /or further evaluating your strengths and abilities, and comparing you to other candidates.
- Serves as an assessment of YOU and by putting it together it gives you an opportunity to see who you are in writing.
- Finally, the purpose is to secure an interview!

## GETTING STARTED.

Resume writing can feel overwhelming at times. If you are not sure where to begin, brainstorming is always a great start. Don't worry about formatting at this point. Just jot down information on paper so that you have information to work with. Things that you should start listing:

- Job History: List all jobs (paid/unpaid), volunteer work and internships. Include Job title, Company, Dates of employments, what you did, accomplished or results.
- Education: Where you went to school, what you studies, certificates
- Honors/Awards/Activities



**TIP:** Don't forget to include work achievements. Some people get so hung up on job duties that they forget to mention accomplishments that they have had at work. If you worked on special projects, received recognition, improved quality of services, talk about it! Employers love to see results!

# RESUME STANDARDS

Do's	Don'ts
Present information that is accurate and positive	Have errors on your resume! Spell check cannot catch everything.
Use actions verbs to convey work experience	Use personal pronouns such as: I, me or my
Make it readable. Use bullets when listing duties or accomplishments. This will make your resume easier to read and scan.	Lie! Do not misrepresent your responsibilities or accomplishments because employers will check with previous employers and they will find out!
Highlight your work and accomplishments rather than just work duties. Instead of "sold televisions," try something like, "Built customer relationships and sold more than 20 televisions per month."	Provide personal information such as marital status, age, weight, social security, etc.
List most recent work history (last 10 years). This could include volunteer experience-especially if it is relevant to the job you want, or if you do not have a lot of paid work experience.	Include salary information, information about why you left your previous job or employers address and contact information.
Have a professional sounding email. First and last name will suffice. No teddybear123@yahoo.com...not professional!	Include high school information-unless it is your highest level of education. If you have an Associates or higher, you do not need to include high school.
Quantify whenever possible. Rather than "Raised money for fundraising event" try something like "Raised over 2,000 dollars for fundraising event"	Use acronyms or abbreviations. Do not assume the reader know the technical terms or meanings.
Try to keep your resume no more than 2 pages.	Include photos, clip art, or fancy fonts
Include only relevant information and target your resume to the company/job	Use paragraphs in your resume
Maintain consistency in formatting through the entire document	Write a vague or generic objective statement. If you use an objective be specific and concise.
Have at least two others review your resume	Include exact dates, You do want to show dates of employment but all you need to include is month/year

## Saving your resume.

Format	Use	How
Electronic Version (.doc)	Attachment to email application or networking email (some companies' firewalls may not accept); upload to some online job applications	Create in Microsoft Word and save as a Word document
Graphic Version (.pdf)	Attachment to email application or networking email (most email systems will accept); upload to some online job applications	Create in Microsoft Word and save as a .pdf
Text only (.txt or .rtf)	Paste into online job application; paste into body of email application	Create in Microsoft Word and save as a text only document with no formatting, replaces bullet points with – or *





# BASIC COMPONENTS OF A RESUME

Now that we got that stuff out of the way, let's take a look at each section and what should be included in these sections. Please remember, this is not a reflection of the only section you can, or should, include in a resume. Just the basic components that most resumes have. Let's do it...

## Header/Contact Information.

Contact information should be clearly presented and updated. Include your name, address, zip code, email address and telephone number. Your name should be in a larger font size, and can be bold, but not so large and bold that it is too distracting (no more than 4 font sizes larger in size than your text is a good rule of thumb).



**TIP:** Email addresses should be professional. If you are looking for work, it is important that you present yourself professionally. Do not use an email that will prove otherwise. Open a new email account (Yahoo, Hotmail, Gmail, etc) with just your name. If you are posting your resume publicly on a website, address information is not required (for your privacy and safety)

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Objective vs. Summary of Skills/Highlights of Qualifications.

Traditionally, resume's started with objectives. In today's job market, especially if you have a cover letter, you will be better off including your objective in your cover letter and utilizing the top of your resume to provide information that will show the employer instantly that you are qualified for the position. No matter which you decide to use, you always want to make sure that you use the space on resume in the best possible way and that you target your resume for the position you are applying to.

### Objective

The placement of objectives in a resume comes right after the Header/Contact Information. If you decide to use an objective, it must be specific and targeted to the position you are applying to.

Objectives such as "To obtain a challenging position with a company where I can utilize my knowledge and experience that will allow me to advance professionally" is too wordy, not specific and only focuses on what you want to get out of the position. Remember, it needs to be targeted to the position and focus on the needs of the employer- not you.

The following is a better example of an objective that can work better in today's job market: "Seeking a position as a Math Tutor at Glendale Community College utilizing my subject expertise to assist and enhance learning for the student."

# Summary of Skills/Highlight of Qualifications

Just like the objective, the placement of the Summary of Skills/Highlights of Qualifications comes right after the Header/Contact Information. This section is intended summarize the skills and experience you have that are applicable to the positions and to let the reader know right off the bat what makes you qualified for the positions. This section is a great way to customize your resume for the specific job you are applying for.

Typically, many job postings list job duties, required skill or desired/minimum qualification. If you see that, you need to make sure to utilize this section to list your related skills. Typically you can have around three to six bullets. For example an actual job posting for an Administrative Assistant list these minimum qualifications: (1) Advanced secretarial or office assistance experience, (2) Knowledge of, and experience using Microsoft Office Suite software, and (3) Experience working with internal and external customers. If you are applying for this job, Your Summary of Qualifications could include:

### Summary of Qualifications:

- Over 5 years' experience as an Administrative Assistant
- College Coursework in, and proficiency in using Microsoft Office Suite software
- Skilled in developing and maintaining positive internal and external customer relationships
- (Include a combination of skills, experience and personal traits)

# Education.

List your education in reverse chronological order (starting with your most recent first) including: name of institution, degree, major, graduation date (month/year) or attendance dates if you are still attending. This is also a good place to list any certificates or minors you have received. If your graduation date is over one month in the future, indicate that the date is "anticipated" or "projected." Do not list your high school unless it is your highest level of education. GPA may be listed only if it is above 3.0.



**TIP:** You may also want to list coursework you have taken or academic projects if they are relevant to the position you are applying for. You can list them under a "Relevant Coursework" or "Academic Projects" section.

Institution: \_\_\_\_\_ Location (City, State): \_\_\_\_\_

Degree or certificate seeking: \_\_\_\_\_

Relevant Coursework: (remember to list only those that apply. Not your entire class schedule. Also, please list the title of the class. Example: Business Communication- not BUS 222)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Example:

Glendale Community College- Glendale, AZ  
Associate in Business; Major: Accounting

January 2017- Present

Relevant Coursework:

- Business Communication
- Accounting Principles I & II



# Academic Projects

(Can also be included to elaborate and highlight skills that you have learned in your academics) Academic projects can be listed on a resume so long as it is relevant to the position or internship. If a project was large, you can follow the format below and create bullet statements to describe the work. If you have had many, you can create one bullet statement for each project addressing the problem/objective, your role, the tasks/actions performed and result for each omitting the course, semester, etc.

Title of Work or Project: \_\_\_\_\_, Course: \_\_\_\_\_, Dates/Semester: \_\_\_\_\_

- Explanation of project \_\_\_\_\_
- Explanation of project \_\_\_\_\_
- Explanation of project \_\_\_\_\_

Example:

Access Database Development Project, Computer Usage and Applications, Fall 2017

- Collaborated as a team to plan, design, and develop donor tracking system to streamline the donation process for non-profit social organization
- Met with organization to understand needs and gather user requirements
- Presented completed database to database clients

# Experience.

When listing your work experience, be sure to include your job title, the name of your employer (company), city and state, followed by dates of employment (month/year). Next, describe your contribution to the company and/or responsibility assumed. Remember not to forget to include work achievements. Some people get so hung up on job duties that they forget to mention accomplishments that they have had at work. If you worked on special projects, received recognition, improved quality of services, talk about it! Employers love to see results! If you do not have much work experience, you can also include volunteer experience or internships. If you do so, title the sections "Experience" instead of "Work Experience."

Title of Position: \_\_\_\_\_ Dates of employment (month/year) \_\_\_\_\_

Name of Company: \_\_\_\_\_ Location (City, State) \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Title of Position: \_\_\_\_\_ Dates of employment (month/year) \_\_\_\_\_

Name of Company: \_\_\_\_\_ Location (City, State) \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# STRUCTURING STATEMENTS AS BULLET POINTS FOR YOUR WORK.

No matter what format you choose, Traditional or Skills based, you are going to have to write bullet statements explaining what you have done, accomplished, or how you have obtained a certain skill. How you will organize it, whether bullets under job title, or bullets under a skills, will depend in the format, but the writing should always remain the same.

Quantify your accomplishments whenever possible and use action verbs (see list) to begin your statements. Ask yourself how many? Who? What? When? How long? Rather than a list of vague responsibilities, be specific and use quantitative figures to back it up. Examples of areas to quantify-Possible Measurements:

Money	Time	Amounts	Situation	Scope or Scale
<ul style="list-style-type: none"> <li>• Made</li> <li>• Saved</li> <li>• \$ Amount</li> <li>• %</li> </ul>	<ul style="list-style-type: none"> <li>• Saved</li> <li>• Efficiencies</li> <li>• Deadlines met or beat</li> </ul>	<ul style="list-style-type: none"> <li>• Sales</li> <li>• Customers</li> <li>• Patients</li> <li>• Students</li> <li>• Calls</li> </ul>	<ul style="list-style-type: none"> <li>• Fast-paced</li> <li>• Difficult Economy</li> </ul>	<ul style="list-style-type: none"> <li>• Showing the dimensions of your impact</li> </ul>



**TIP:** Start each bullet with an action verb. Do not include the personal pronouns “I” or “me” or “my” in this section or any other part of your resume. For example, instead of, “I developed a training manual for all the new employees,” simply say, “Developed a training manual for all new employees”.

Here are some formulas that may be helpful: (Can use in combination to construct several bullets)

1. Action verb+ what you did+ why is that important
2. Action verb+ what you did+ what did you accomplish
3. Action verb+ what you did+ what skill did you use or develop

The before and after examples below show how a bullet can be improved to incorporate these quantifying tips:

<b>Before:</b>
“Achieved an increase by providing excellent customer service”
<b>After:</b>
“Achieved a 25% increase in sales within three months by providing exceptional customer service to new and existing clients within a difficult economy”
<b>Before:</b>
Answered phones and provided customer service”
<b>After:</b>
“Resolved customer complaint issues with patience and documented incidents with accuracy, resulting in 40% decrease in escalated complaints”

# Action Verbs. Just to help get the juices flowing.

## Analytical

analyzed	confirmed	estimated	justified	recommended
ascertained	critiqued	evaluated	measured	researched
assessed	deciphered	examined	negotiated	scrutini
compared	deliberated	forecasted	prescribed	substantiated
computed	determined	formulated	prioritized	synthesized
conceptualized	devised	integrated	projected	validated
concluded	diagnosed	investigated	rated	verified

## Communication

addressed	composed	explained	persuaded	reported
attested	convinced	informed	presented	spoke
authored	corresponded	interpreted	promoted	summarized
clarified	drafted	lectured	publicized	translated
communicated	edited	marketed	queried	wrote

## Initiative

accelerated	coordinated	implemented	launched	revamped
accomplished	created	improved	minimized	revised
achieved	demonstrated	increased	mobilized	spearheaded
acquired	enriched	initiated	modified	stimulated
advanced	established	innovated	multiplied	suggested
boosted	expanded	inspired	overhauled	updated
built	expedited	introduced	pioneered	upgraded

## Leadership

administered	chaired	empowered	guided	monitored
advised	coached	enabled	hired	motivated
allocated	delegated	encouraged	influenced	officiated
allowed	designated	endorsed	instructed	recruited
appointed	directed	enhanced	interviewed	sanctioned
approved	educated	facilitated	judged	supervised
assigned	elicited	fostered	led	trained
authorized	employed	founded	moderated	

## Organization

arranged	centralized	consolidated	oriented	regulated
assembled	charted	correlated	planned	scheduled
budgeted	classified	indexed linked	processed	systematized
calculated	collected	orchestrated	purchased	tabulated
catalogued	compiled	organized	recorded	

## Creativity

brainstormed	designed	envisioned	illustrated	shaped
constructed	engineered	fabricated	produced	visualized





# RESUME FORMATS.

**Traditional.** On a traditional resume, also known as chronological, work experience and employment history are listed under one section. They should appear in reverse chronological order with the most recent experience first. The chronological resume should be a synopsis of your work history and should demonstrate progress with regard to your skill development.

**Basic components:**

- Contact Information/Header
- Education
- Specific Objective and/or Summary of Qualifications
- Employment History

**It is advantageous to use a chronological resume when:**

- People have demonstrated growth in a profession
- You are making a lateral or upward move within your same career field
- People have little to no gaps in their employment history

**It may not be advantageous to use a chronological resume when:**

- You are entering a new career field and have limited relevant experience in that field
- You have an inconsistent job history and/or you have changed jobs frequently
- You have taken a break from the world-of-work or have unwanted gaps in employment history

**Functional (Skills Based).** The functional format emphasizes your skills, abilities, and credentials at the forefront of the resume but does not correlate them to specific employers. In its strictest form, employment history information is left out. The lack of this information makes the format least preferred by employers, but a good way to highlight skills.

**Basic Components:**

- Contact Information/Header
- Specific Objective and/or Summary of Qualifications
- Education
- Summary of Skills Section

**It is advantageous to use a functional resume when:**

- No work/volunteer experience
- Limited work/volunteer experience

**Combination.** The combination resume is simply a way to blend both the styles of the chronological and functional resumes. In essence, it is the best of both worlds! It is a quick synopsis of your professional skills (functional style) followed by your employment history (the chronological format). What is highlighted is not an 'employment history' section, but a 'summary of skills' section. Highlight your skills that relate to the position and show off transferrable skill sets.

**Basic Components:**

- Contact Information/Header
- Specific Objective and/or Summary of Qualifications
- Sections of skill area (usually at least three)
- Employment history with no job description
- Education history

**Advantages**

- If your former jobs are varied with regard to their job descriptions, this format will focus attention on your skills, abilities, credentials, qualifications, and/or accomplishments.
- People entering the workforce with no experience or people returning to work after a long absence.
- This style tailors your skills to match the needs of the employer. Employers also like to see the work history so it will please them by offering both!
- It is a good format for students, career changers, and military personnel transferring into civilian work, someone nearing retirement or perhaps someone who is re-entering the world of work





# What it looks like when it's put together.

## Your Name

6000 W. Olive Rd.  
Glendale, AZ 85302  
623-845-5555  
your.name@yahoo.com

### SUMMARY OF QUALIFICATIONS

- Two years' experience in training, motivating and evaluating 15+ employees
- Accurately monitor budgets of over \$50,000; handle confidential information;
- Experience in work with internal and external customers and vendors to negotiate contracts
- Customer service and sales experience includes ability to work with people from diverse cultural and socioeconomic backgrounds
- Recognized sales leader (Sales of the Month Award) with ability to exceed sales goals

### EDUCATION

Glendale Community College, Glendale, AZ

Expected Graduation: May 2017

Associate in Business

GPA 3.9/4.0; Vice President of Associated Student Government

*Relevant Coursework:*

- Managerial Accounting
- Human Relations in Business
- Public Speaking

### RELEVANT WORK EXPERIENCE

*Executive Assistant*, ABC Corporation, Gilbert, Arizona

April 2013 to Current

- Ensure compliance of local, state and federal regulations and laws governing business operations, procedures and guidelines in a medical facility servicing 5 departments
- Maintain confidentiality and organization of 500+ patient and personnel records
- Successfully train, motivate and evaluate an office staff of 50+ employees via the use of effective presentation, communication, and training abilities
- Monitor Vice President's budgets of up to \$50,000, and work with vendors to locate and order equipment and supplies

*Administrative Assistant*, DEF Company, Chandler, Arizona

May 2010 to April 2013

- Served as first point of customer contact using multi-line phone system to schedule appointments
- Used Microsoft Office products including Word, Excel, PowerPoint as well as customized software for bookkeeping and human resources procedures
- Effectively organized and revamped the customer information system increasing efficiency by 40%
- Received high recognition in communication skill areas from supervisor in yearly reviews
- Collaborated with vendors to track equipment and supplies for manufacturing facility

### OTHER WORK EXPERIENCE

*Customer Service Agent*, GHI Company, Inc., San Diego, California

January 2008 to May 2010

- Worked closely with retail customers, answered questions and quickly resolved issues & complaints
- Successful background in selling products and services (warranties) to customers
- Continuously met product sales quotas by 110%, increasing overall company sales by 20% by 2005

### VOLUNTEER EXPERIENCE

*Fundraising Volunteer*, Make-A-Wish Foundation Phoenix, Arizona

Summer 2015

- Lead team of 5 in fundraising efforts with summer profit equaling \$500
- Assisted with social media efforts to gain event exposure resulting an 30% increase of attendees

# **COMBINATIONAL (SKILLS/FUNCTIONAL). How to set it up.**

## **Your Name**

1234 Your Address (unless posting on public website)

City, AZ 85000(unless posting on public website)

Your phone number

your.email@gmail.com

### **Summary of Qualifications**

- This section is used to highlight your top skills and experience as it relates to the job posting
- Pay attention to the “qualifications” section on the job description to help you determine what to include
- Tell the reader exactly how you meet the qualifications, don’t beat around the bush
- Do not use personal pronouns such as I, me, or my when writing your resume
- Be specific and use numbers and percentages to showcase results of your skills

### **Education**

Name of most recent Institution-City, AZ

Month and year completed or attendance dates

Name of degree pursuing or completed

You can add GPA if it’s worthwhile

Relevant Coursework:

- You can add this area to show knowledge in specific subject areas
- If it pertains or would be helpful for the job, of course
- Include the title of class in this section

### **Summary of Skills**

#### **Skill # 1 You Want to Highlight**

- In a skills based resume, what is highlighted is not an ‘employment history’ section, but a ‘summary of skills’ section
- It de-emphasized employment and places the focus on skills that you have acquired throughout
- In this format, you highlight your skills that relate to the position and that shows off your transferrable skill sets, and write some bullets about it!

#### **Skill #2 You Want to Highlight**

- This format is useful for people that do not have experience- we focus on skills that have been acquired throughout your academic such as: communication, time management or teamwork
- Example: Work collaboratively with peers to accomplish special projects within designated time frames
- This format is also useful for people re-entering the workforce after a long absence, job hoppers, career changers, or if former jobs are varied with regard to their job description

#### **Skill #3 You Want to Highlight**

- Your goal in this format is to highlight at least three skills
- When writing your bullets, your bullets should always start with an action verb, what you did and then it should answer one of the following questions: why you did it, what did it accomplish or why it was important

**Experience** (If you have had employment history, in this format you would include just the basics)

**Job Title**, Name of Company, City, State, Dates of Employment (listed in reverse chronological order)

If you do not have employment history, you can always replace this with “Clubs and Organizations” or “Honors and Awards” or maybe even “Certifications” if you have any.

# What it looks like when it's put together.

## Your Name

6000 W. Olive Rd.  
Glendale, AZ 85302  
623-845-5555  
your.name@yahoo.com

### Summary of Qualifications

- Over 10 years of experience delivering consistently high levels of customer satisfaction
- Variety of experience working in the human resource field including HR issues, training and paperwork
- Possession of excellent writing skills for business correspondence, report writing and grant writing
- Effective in building strong community relations and client relations
- Proficient in Microsoft Office, Word, PowerPoint, Publisher and Constant Contact

### Education

Glendale Community College- Glendale, AZ

August 2017- Present

Pursuing Associate in Business

GPA: 4.0/4.0 Dean's List: 2010, 2011

Relevant Coursework:

- Business Communication
- Advertising and Media
- Public Relations
- Project Management

### Summary of Skills

#### Human Resources

- Hired, trained and supervised staff of up to 50 employees and volunteers
- Conferred with management to develop or implement personnel policies and procedures to ensure work productivity and transparency
- Arranged advertising of posting of job vacancies, and notified eligible workers of position availability to increase personnel

#### Marketing

- Supervised and budgeted events and programs of up to \$75,000 for catering department
- Created and designed visual and written content for company marketing materials and brochures to increase community visibility and customer base
- Designed and facilitated the development of social and educational programs and workshops for schools, campus, senior centers and corporations

#### Organization

- Utilized time management and organizational skills to execute administrative functions of budget preparation, committee development and fundraising
- Organized and revamped the customer information system increasing efficiency by 40%
- Excellent multiple projects management and organizational skills
- Collaborated with vendors to track equipment and supplies for campus facility

### Experience

**Program Director**, ABC Corporation, Phoenix, AZ, 2007-2008

**College Recruiter**, American University, Glendale, AZ, 2006-2007

**Assistant Director, High School Admissions**, Magic School Bus, Phoenix, AZ 2004-2006



# COVER LETTER.

Your cover letter is a written communication introduction to your resume. It is the very first document that employers read, so it is often the first impression that you will make. Because of this, it is very important that you take the time to write and create a well-crafted document. This is your opportunity to illustrate the match between the job description and your highlighted skills/personal characteristics. Show the employer that you are invested. Rather than creating a generic cover letter, show the employer that you are customizing your cover letter to the very same position you are applying to. Letters should be organized as follows:

## **1<sup>st</sup> Paragraph: Your introduction and reason for the letter**

State the position for which you are applying and how you learned of the job (source). If you know someone in the company whom referred you to the job opening, make sure you reference that person's name here. This is where you can really engage your reader with what you know about the company.

## **2<sup>nd</sup> Paragraph: This is your marketing paragraph, it should show sincerity and enthusiasm**

1. Indicate why you are interested in the position and the company.
2. Explain how your academic/experiential background makes you a qualified candidate.
3. Make the link between your skills and the job advertised skills, but don't just repeat what's on your resume.
4. Add a personal characteristic which is suited for the position. Remember that whomever is reading the letter wants to know they are talking to a real person – so show your personality!
5. Share an engaging story with them about how you exceeded expectations at your last job, and how you're going to bring that same enthusiasm with you to their company.
6. Conduct company research. Make sure to check out the company's website for their "About Us" section, read and try to understand what and who they are all about, what their mission is and learn about what they do or what they sell. Do not be afraid to incorporate this information into your cover letter, but also relate it back too ...employers love this!
7. When you're reading through your cover letter, ask yourself, "Would I enjoy reading this?"

## **3<sup>rd</sup> Paragraph: Closing your letter and thanking the hiring manager**

Thank the hiring manager for considering you as a potential candidate for an interview. If you show enthusiasm for the job and company, they will be more likely to take an interest in you.

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## **Emailing Your Cover Letter & Attaching/Linking a Résumé**

If a company representative asks for your résumé, via email, it should be written in memo form. The body of your letter should follow the same three parts as a standard cover letter. It should be concise enough that the reader will not have to scroll down to read the remainder of the letter. Your email should be written using proper business punctuation.

Note: If you can set up an automatic email signature block, then an additional signature block is unnecessary. If you do not have a signature block, or if your email address does not indicate your name, a signature block such as "sincerely" and your name is appropriate at the end of your email message. A phone number should be listed underneath your name.

## **Résumé**

It is best to attach your résumé as a PDF file, text file and/or a MS Word document. You may also include in your email body, a Google Doc résumé link. The Google Doc should be named specifically for the job which you are applying. The Google Doc résumé can be updated anytime with new information about your skills and qualifications. The hiring manager will always have an updated version of your résumé.

# What it looks like when it's put together.

Your Name  
Glendale, AZ 85302  
623.845.3000  
your.email@maricopa.edu

March 8, 2018

Human Resources Manager  
ABC Company  
300 N. Cotton Lane  
Peoria, Arizona 85321

Re: Job ID 44567

Dear Hiring Manager,

When I came across the opportunity for a Supervisor position at ABC Company on Maricopa CareerLink, I immediately envisioned how my leadership style and passion for creating high-performing teams align with your organization's dedication to excellent customer care and community impact. As someone who thrives in collaborative environments and values making a difference, I am eager to contribute to your mission of enhancing customer satisfaction while fostering community connections.

My Associate of Arts degree in Business from Glendale Community College has equipped me with a strong foundation in business communication, management, and strategic decision-making. Beyond academics, my leadership experience—overseeing and motivating a team of 15 employees to achieve and surpass departmental goals—has honed my ability to build efficient, cohesive teams that prioritize customer focus. Under my guidance, teams have consistently exceeded performance metrics and cultivated a culture of collaboration and accountability, qualities I am eager to bring to ABC Company.

I welcome the opportunity to interview with you to discuss how I will provide the same valuable contributes to your organization's goals. Your time and consideration of reviewing my application is greatly appreciated, and I look forward to hearing from you soon.

Sincerely,

Your Name

# THANK YOU LETTER.

**Follow-up, or thank you letters**, show interest and appreciation. They continue a dialogue that your competition may not be doing. Letters should be organized as follows:

**Paragraph 1:**

Thank the reader for the phone call, interview, advice, etc.

**Paragraph 2:**

Summarize your qualifications or highlight a unique qualification for the specific job.

**Paragraph 3:**

Indicate your interest in taking the “next step.”

## What it looks like when it's put together.

123 Main Street  
Glendale, Arizona 85302  
March 8, 2011

Human Resources Manager  
ABC Company  
300 W. Olive Avenue  
Glendale, Arizona 85302

Dear Mr. Sanchez,

Thank you for taking the time out of your busy schedule to interview me for the Supervisor position with ABC Company.

I am very interested in working for (name of company). (In this paragraph, add something about the interview; something he/she told you about the work they do, if you received a tour, something complimentary about what you saw such as; the tour was really great. I especially liked the fact that each supervisor had the responsibility for...) Summarize your qualifications. My experience (list the related skill that you have) would be great in this position because (why?) OR, start this paragraph by counteracting your limited experience in a positive way such as: As a supervisor, I know my ability to lead others will soon become an asset to (name of company).

I appreciate the opportunity to meet with you, and I look forward to hearing from you soon.

Sincerely,

(Sign your name)

Pat Garcia  
(623)555-1212  
bestapplicant1@gmail.com

