Resume and Cover Letter Workshop



Career and Life Planning Center

Student Services Bldg. 2000, 2nd Floor Fullerton College

(714) 992-7121

careercenter.fullcoll.edu

*Job Description*

Under general supervision, performs a variety of entry-level tasks in the area of City administration; and to perform related duties as required. 1. Assists with programs and projects related to general municipal administration. 2. Prepares government reports and surveys. 3. Assists in the purchasing and the surplus of City equipment. 4. Reviews City policies and procedures; recommends changes as needed. 5. Prepares written reports, grant applications, correspondence, Resolutions and Proclamations. 6. Attends meetings and workshops. 7. Monitors and updates content on the City website. 8. Monitors and analyzes State and Federal legislation. 9. Writes articles for and coordinates the preparation of the City’s newsletter. 10. Performs related duties as required.

*Job Qualifications*

Any combination equivalent to experience and education that could likely provide the desired knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Experience: This is an entry-level position. No previous experience is required; however, computer experience is requisite.

Education: Graduation from high school or equivalent and college course work in public administration or a closely related field at an accredited college or university.

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# Johnny Jobseeker

Fullerton, CA 92832 | (714) 992-7121 | [jjobseeker@fullcoll.edu](mailto:jjobseeker@fullcoll.edu) | <https://www.linkedin.com/in/johnnyjobseeker>

## Summary of Qualifications

Works well under pressure with meticulous attention to detail. Team player who can transition seamlessly to a leadership role. Ability to collaborate with all levels of management and staff.

## Education

### Fullerton College | Fullerton, CA

Associate of Science degree in Administration of Justice | May 2017

### Fullerton High School | Fullerton, CA

High School Diploma Cumulative G.P.A: 3.50

## Experience

### Miller Security Group | Brea, CA | August 2015 - Present

*Security Officer*

* Research Federal and State laws, local ordinances, and judicial compliance orders to maintain up to date knowledge
* Patrol stores as well as parking area to maintain security and safety of customers
* Enforce company’s policies and procedures to safeguard against mishaps
* Collect, preserve, and maintain records as well as reports of incidents for evidential support

### Applebee's Restaurant | Fullerton, CA | May 2015 - August 2015

*Waiter*

* Checked with customers to ensure that they are enjoying their meals and took action to correct any problems to achieve customer satisfaction
* Collected payments from customers accurately and efficiently to ensure a balanced cash register
* Took orders from patrons for food or beverages accurately to guarantee customer satisfaction

## Additional Skills

* Bilingual in English and Spanish
* Proficient in Microsoft Office Suite
* Adobe Photoshop
* Excellent communication skills
* Great organizational skills
* Proficient in QuickBooks

## Activities

**Fullerton High School |** Fullerton, CA

*Basketball Team Captain*

* Worked with team to meet athletic goals
* Met with coaches to ensure the team was knowledgeable of any new details of plays and/or upcoming events

*President of the Art Club*

* Researched upcoming events as well as activities and encouraged members to attend
* Worked with community leaders to arrange volunteer activities for club members

**Fullerton College** | Fullerton, CA

*Student Ambassador*

* Worked with a team of ambassadors to represent the college in a professional manner
* Gave tours of the campus during orientation to assist new students with resources and clubs
* Met one on one with new students to answer questions regarding college resources
* Provided peer counseling to students who needed guidance

# Sally Jobseeker

Fullerton, CA 92832 | (714) 992 – 7121 | [s.jobseeker@fullcoll.edu](mailto:s.jobseeker@fullcoll.edu)

## Summary of Qualifications

Works well under pressure. Polite, respectful, and courteous manners. Responsible, flexible, and efficient. Strong ability to work cooperatively with a wide range of personalities.

## Education

**Fullerton College | Fullerton, CA | August 2015 - Present** *Certificate Expected in May 2017 | Major in Accounting* G.P.A: 3.5

Honor Society Student Ambassador

*Accounting*

## Summary of Experience

* Prepare, examine, and analyze accounting records, financial statements, or other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards
* Report to management regarding the finances of establishment to keep them abreast of any changes
* Establish tables of accounts and assign entries to proper accounts
* Develop, implement, modify, and document recordkeeping and accounting systems, making use of current computer technology
* Maintain and examine the records of government agencies

*Customer Service*

* Confer with customers by telephone or in person to provide information about products or services, took orders, cancelled accounts, or obtain details of complaints
* Check to ensure that appropriate changes aree made to resolve customers' problems
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments as well as actions taken
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills

*Retail Sales*

* Greet customers and ascertain what each customers wants or needs
* Describe merchandise and explain use, operation, and care of merchandise to customers
* Recommend, select, and help locate or obtain merchandise based on customers’ needs and desires
* Compute sales process, total purchases, as well as receive and process cash or credit payments

## Employment

Miller Group | Fullerton, CA | April 2015 - Present Nordstrom | Brea, CA | December 2014 - March 2015

Bank of America | Whittier, CA | June 2012 - December 2013

* Bilingual in English and Spanish
* Adobe Photoshop
* Microsoft Office Suite

## Skills

* Excellent organizational skills
* Interpersonal communication
* Attention to detail

**Maggie Manager**

(714) 992-7121 Fullerton, CA 92832

[m.manager@fullcoll.edu](mailto:m.manager@fullcoll.edu) <https://www.linkedin.com/in/maggiemanager>

## Summary of Qualifications

Works well under pressure. Polite, respectful, and courteous manners. Responsible, flexible, and efficient. Strong ability to work cooperatively with a wide range of personalities.

## Management/ Leadership

### Manager | California Stage Company | San Diego, CA | Summer 2014

* Managed front- of -the house activities during performances to maintain an organized work environment
* Introduced and coordinated effective volunteer programs for community youth
* Recruited, trained, and supervised staff of 100 ushers
* Restructured and systematized concession services to provide more efficient service to customers
* Controlled inventory and funds for concessions to prevent profit loss

### Teaching Assistant | Patterson Elementary School | San Diego, CA | Spring 2014

* Instructed students individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations
* Worked with a team of teachers to establish and enforce rules for behavior and procedures for maintaining order among the students for whom they are responsible
* Met with parents/guardians to discuss their children's progress, to determine priorities for their children, and their resource needs

## Promotion/Public Relations

### Student Ambassador | Fullerton College | Fullerton, CA | Fall 2014 - Spring 2015

* Worked with team of ambassadors to represent the college in a professional manner
* Gave tours of the campus during orientation to assist new students with resources and clubs
* Met one on one with new students to answer questions regarding resources
* Provided peer counseling to students

### Editorial Staff | Fullerton College | Fullerton, CA | Fall 2014 - Spring 2015

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

## Program Development/ Marketing

### Activities Co-coordinator | Honor Society | Fall 2013 - Spring 2014

* Co-coordinated activities for class of 500 including grad night and prom
* Delegated responsibilities to ten-person committee to handle the high volume of tasks
* Managed successful marketing campaigns for events

## Skills

* Bilingual in Spanish and English
* Proficient in Microsoft Word, PowerPoint, and Excel

## Education

### Fullerton College | Fullerton, CA | Fall 2014 - Present

*Major in Communications*

### San Diego High School | San Diego, CA | Fall 2010 - Spring 2014

*High School Diploma*

* Excellent communication skills
* Experienced public speaker

# Johnny Jobseeker

Fullerton, CA 92832 | (714) 992-7121 | [j.jobseeker@fullcoll.edu](mailto:j.jobseeker@fullcoll.edu) | <https://www.linkedin.com/in/johnnyjobseeker>

## Professional References

Rabia Khan-Aslan

Director of Extended Opportunities, Programs, and Services (EOPS) (714) 992-5555

[rkhanaslan@fullcoll.edu](mailto:rkhanaslan@fullcoll.edu)

Amy Chomsky

Fullerton College Counselor (714) 992-5554

[achomsky@me.com](mailto:achomsky@me.com)

Jeremy Scahill

Manager at Goodwill Inc. (714) 992-5556

[jscahill@goodwill.org](mailto:jscahill@goodwill.org)

## Personal References

Janine Zuniga Family Friend (818) 942-5557

[zunigaj@icloud.com](mailto:zunigaj@icloud.com)

German Atafua Colleague at Macy’s (626) 925-5558

[gatafua@me.com](mailto:gatafua@me.com)

**CONTACT INFORMATION**

Your Name

City, ST Zip Code Date

(Mr./Ms. First Name Last Name) Remember to address the cover letter to a specific person. If you do not have a name, call the department of human resources to find out to whom your letter should be addressed. As a last resort, address your letter to the personnel manager, hiring manager, or recruiter representative)

Name Title

Company/Organization Address

City, ST Zip Code

### Salutation

Dear Mr./Ms. Last Name:

### Opening Paragraph

This section should include:

1. Your hook statement that grabs the reader’s attention
2. Your intent in writing the letter
3. The position for which you are applying and how you learned about it
4. Why you are interested in the organization and anything you know about their product or service
5. A brief introduction of yourself, your major, and your anticipated degree
6. A reference to the individual who recommended that you contact the organization or other factors that prompted you to apply

### Body of the Letter

This section should highlight:

1. Your qualifications
2. Aspects of your background that would be of greatest interest to the organization
   1. Research the position and find at least three transitional skills that you can highlight
   2. Focus on skills, activities, accomplishments, and past experience you can contribute to the organizations and its work
   3. Use action verbs that describe relevant skills and expertise you can contribute
3. Tell the reader:
   1. You know what they are looking for in a candidate
   2. You have what they are looking for in a candidate and tell them where you gained these skills, knowledge and abilities
   3. This is how your skills, knowledge, and abilities will benefit the company

### Conclusion Paragraph

Finish the letter by:

1. Stating that you would like to discuss employment opportunities or other information with the individual and that you will call or email to follow up on your letter
   1. This demonstrates your initiative and follow-through and will help you maintain control of your efforts
2. Other points that can be made in the last paragraph
   1. Sharing concern about the employer and their busy schedule
   2. Expression of your willingness to provide additional information
   3. Stating a specific time when you will follow up by phone or e-mail
   4. Letting the employer know if and when you are going to visit their area
   5. Thanking the person receiving your letter for their time and consideration

### Sincerely,

***Your Signature***

### Your Name

Created By: Career and Life Planning Center | (714) 992-7121 | Room 2029

Buzzy Jobseeker

320 East Chapman Ave.

Fullerton, CA 92832

October 31, 2017

Mr. Juan Gonzalez Chief Executive Officer

Broadway Accounting Firm 321 East Chapman Ave.

Fullerton, CA 92832 Dear Mr. Juan Gonzalez:

I am applying for the position of Client Account Coordinator at Broadway Accounting Firm, which was advertised October 15, 2017, on FCCareerConnect at Fullerton College. I have researched your company and I know that you are the leading medical accounting firm with major accounts including Kaiser, St. Jude, and Marian Medical Groups. Additionally, I have found that Broadway Accounting Firm’s mission to keep the client first is very much in line with the way I work and the position fits very well with my education, experience, and career interests as a recent graduate with an Associate of Science degree from Fullerton College Business Division.

According to the advertisement, the position requires excellent communication skills. As such, my studies at Fullerton College have included courses in speech communications and business writing. More specifically, in speech communications, I learned techniques that developed my skills including effective interpersonal verbal communication and delivery skills in the public arena. In addition to verbal communication, I have taken business writing courses where I learned methods of organizing and presenting business data and ideas in written format. Therefore, while working at Broadway Accounting Firm, I will use my excellent verbal communication skills in concert with my writing ability to effectively communicate with all levels of management, staff, and partners to present accounting data and increase client retention rates.

My background and goals match your requirements and I am confident that I can perform the job effectively. I am excited about the idea of working for a nationally recognized accounting firm!

I know that you are very busy with the recent recruitment and I very much appreciate the time you are taking to read my résumé. At your convenience, I would like to discuss further how my experience will greatly benefit Broadway Accounting Firm. I may be reached by email at [buzzy.jobseeker@gmail.com](mailto:buzzy.jobseeker@gmail.com) or by phone at (717) 555-1234.

Sincerely,

*Buzzy Jobseeker*

Buzzy Jobseeker

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