

# Resume & Cover Letters

Career Services & Credit for Prior Learning – Nichole Wheeler



# Resume Templates

**Claude Sizani**  
**Call Centre Specialist**  
linkedin.com/in/claudesizani – 318-264-4838 – c.sizani@gmail.com

**Summary** Cheerful call center specialist with 7+ years of experience. Seeking to use high-level telesales and customer support skills to deliver sales excellence at Verizon. Awarded Gold-Star status at ABC Call Center for spurring a team of 10 to 25% more sales and 50% more dials over previous year.

**Experience**

**Call Center Agent & Peer Mentor**  
Contact ABC Call Center  
2012—2018

- Quickly promoted to mentor 10-member team while providing exemplary telemarketing outreach. Dialed minimum 5 hours per day.
- Awarded Gold-Star status for consistently setting at least 4 appointments per day.
- Used coaching skills to help improve team performance, with 50% more dials and 25% more sales over previous year.
- Telesales figures higher than any other call center agent in team of 100+ for 90% of months.

**Call Center Representative, Outbound**  
Attainable Health & Wellness, Inc.  
2010—2012

- Maintained 120% of call targets to handle account queues from 50-100 accounts per day.
- Resolved account delinquencies 20% faster than company average while maintaining better-than-average company loyalty scores.

**Education**

**BA in Business Economy**  
Penn State, Philadelphia, PA  
2011

**Skills** Inbound & Outbound Call Handling, Customer Support, Telesales, Complaint Resolution.

**Courses** Working With Tough Customers—ICMI—2017  
Service and Sales—ICMI—2014

## Stephanie R. Lamb

885 Comish Rd Encinitas, CA 92024  
404.384.8087 [stef.lamb.75@gmail.com](mailto:stef.lamb.75@gmail.com)

### PROFESSIONAL SUMMARY

Self motivated professional with a consistent record of top performance in sales, territory, and account management looking for a Medical Device Sales job. Expertise in developing new innovative markets, communication, and marketing. Strong work ethic, results oriented, decisive and assertive, with geographic flexibility. Ability to convert strong customer relationships into better business partnerships and increased market share.

### PROFESSIONAL EXPERIENCE

**Smiths Medical Inc.** June 2014 - Present  
*Account Manager (So. California)*  
Sale of IV Catheters and Infusion Disposables to Southern California Hospitals.

- *Rookie of the PWC class for 2014 sales*
- Responsible for developing and converting hospitals to Smiths products while maintain current customers
- Call points include OR, ER ICU, CCU, Cath Lab, Imaging, Infection Control, Materials Management, Education
- 2.5 million dollar territory account management across large geographic area
- Projected to grow the San Diego territory by 7% (\$150,000) for year 2015

**A Rotech Company** June 2011-March 2014  
*Georgia Medical Resources (A Rotech Company)*  
*Sales Representative (Atlanta, Georgia June 2012-March 2014)*  
Sale of respiratory equipment & services to hospitals, physician offices, sleep labs, home health, and surgeons.

- Exceeded quota every month, and increased sales by 300% (2012), hit bonus every month
- *Placed number 14 in sales points for the year of 2013, (out of 300+ sales reps, top % of company)*
- *Chosen to make the Rotech Website Video for 2013 (https://www.youtube.com/watch?v=PmlxswP72Ac)*
- *Offered sales role in territory of my choice due to top performance (2014)*
- *Number 1 Rep in Region for 2013 (out of 100)*
- Responsible for developing and executing strategies that increase market share and sales.
- Identified and capitalized on growth opportunities through market analysis and sound business acumen.
- Proven ability to quickly cultivate relationships with hospitals/doctors.

**Aloha Respiratory Services (A Rotech Company)**  
*Sales Representative (Oahu, Hawaii June 2011-June 2012)*

- Exceeded quota every month and double sales, hit bonus every month
- *Offered sales role in territory of my choice due to top performance (2012)*
- *Rookie of the Year Sales Winner (2011)*
- Same as above

**The University Of Hawaii and University of Georgia Athletic Association** 2009-June 2011  
*Media Relations Specialist*

- Connected and built relationships with the Western Athletic Conference and Southern Eastern Conference
- Reported, shot, and edited daily stories for the UH and UGA Website
- Learned the importance of culture and geographic location to an organization and its success
- Wrote press releases and bios; Contributed news releases/information
- Assisted in game day operations, including weekly and post game press conferences with all head coaches
- Managed and researched special events and projects
- Coordinated interview requests from members of the media for student athletes and coaches

### EDUCATION

**The University of Georgia Grady College of Journalism and Mass Communications;** Athens, GA  
*Bachelor of Arts in Journalism, Broadcast Journalism Major, May 2010*  
*Magna Cum Laude, President's List, HOPE Scholarship Recipient, Dean's List*

# Find a Resume Format

- Research Resume formats
- Think about what types of skills and experiences you have
- Can your information all fit on one page using the format you chose?
- Does it have good eye appeal?
- Never use a template!
- Use resume examples to help plan out and organize your resume



# Main Parts of a Resume

- Name
- Contact information
- Objective / Summary
- Skills / Qualifications
- Education / Licenses
- Practicums / Clinicals / Co-ops / Fieldwork
- Professional Experiences

# Contact Information

- Your full name
- Bold, 14-16 pt font
- Professional Email address
- Include the hyperlink
- Current phone number
- Professional voice mail that states your name
- LinkedIn link

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**Michael Smith**

978-774-1234 / [msmith@gmail.com](mailto:msmith@gmail.com)



## Objective / Professional Summary

- Statement of interest for specific position
  - Be clear full-time or part-time
  - If 10+ years in the field, then create a professional summary
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Seeking a full-time position in a fast-paced office setting

Healthcare professional with 10+ years' experience working successfully in various positions within UMass healthcare organization, seeks a full-time, day, Registered Nurse position.

## Skills / Qualifications

- What skills / qualifications are important for this job?
- Create action statements
- Are you bi-lingual?
- Use transferable skills
- Don't repeat yourself
- Choose 5-8 solid skills

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- Ability to communicate effectively with diverse populations
  - Knowledgeable in Microsoft office suites and Epic Electronic Health Records Systems
  - Bi-lingual in English and Spanish



## Education & Licenses

- List your degrees in chronological order
- Be sure to list your degree correctly the way it is stated at your school
- Always list your degree first and in Bold
- List the year of graduation
- If you have multiple degrees from the same school list them together
- List your licenses with the license # and name of the organization who gave you the license (you do not receive licenses from colleges)

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**Associate of Science Degree; Business Administration** May 2021  
**Accounting Certificate** Dec 2020  
Quinsigamond Community College, Worcester, MA

**Registered Nurse**, Department of Public Health - #1234567



# Professional Experiences

Inlcuding co-ops, practicums, field work, clinicals, and internships

- Your resume should list 10 years of work experience
- Always list your job title first and bold
- Expereince in the field shows industry experience
- Multiple positions wihtin the same company should be listed together to show longevity
- List dates using month and year
- Always list minimum of 3 duties no more than 8

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## **Shift Supervisor / Crew Member**

April 2018 – Present

Dunkin Donuts, Worcester, MA

- Multi-task effeciently in fast paced envoriement
- Communicate effectively with diverse populations

## **Administrative Co-op**

Sept –Dec 2020

Habitat for Humanity Restore, Worcester, MA

- Answer incoming calls and schedule donation pick-up appointments
- Enter data into spreadsheets and run weekly reports

# Format Guidelines

- Create a resume using a blank WORD document
- Use ½ inch margins
- Your name should be 14-16 pt font and the rest of the resume 11 pt
- Choose a font and be consistent throughout the resume with that font
- The resume should only be 1 page unless you have 10+ yrs of experience in that field
- Keep your information organized
- Should have ample white space to keep nice eye appeal
- Never add graphics to your resume
- Always include a cover letter with any resume



# Cover Letters

- An introduction to your resume
- Gives you a chance to elaborate on your resume and the skills that you noted
- Can focus the cover letter on a specific area that is relevant to the job that you are applying to
- Is only a few paragraphs in length
- If you are emailing your resume, then the cover letter would be the email and the resume is an attachment
- If you are applying online to a website be sure to save the resume and cover letter together as one document when you upload it to the application

# Heading

- Use the same heading as the resume
- Use professional letter writing format
- Address the letter to Human Resources, Hiring Manager or Mr./Ms. (last name)
- Be sure to date the letter



## Body of the Cover Letter

- Your letter should have 3-4 paragraphs
- Introduction paragraph – job you are applying for, degree / licenses that you have
- Body paragraphs – reference skills and qualifications you have, past jobs / internships that are relevant and how you are a good candidate for this position
- Closing paragraph – a sentence or two to close the letter, thank them for their time and state you look forward to an in-person meeting

# Review

- Always review your documents before sending them in
- Spell check for errors
- Reread for grammar
- Save as a PDF before uploading or emailing
- Be organized with your job search



- QCC's electronic job board
- Can search for jobs and QCC sponsored events
- Have your resume critiqued by uploading it to "documents"
- Can allow employers to review your resume
- Can apply for jobs directly
  
- <http://app.joinhandshake.com>

The logo consists of a stylized black icon of two figures shaking hands, followed by the word "Handshake" in a bold, black, sans-serif font.

**Handshake**