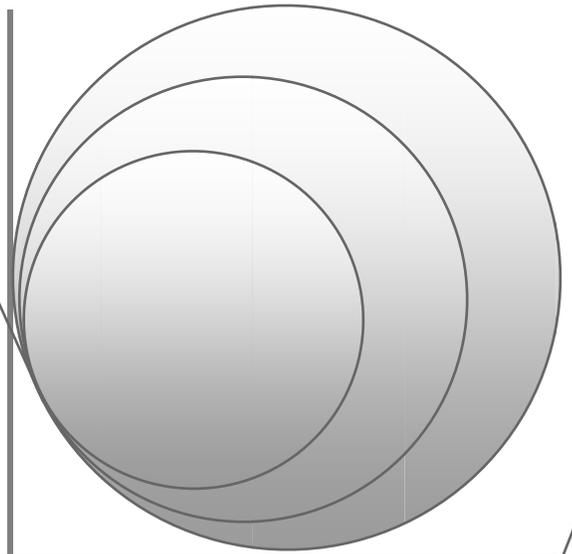


# Social Science

*YOUR GUIDE TO*  
**PROFESSIONAL  
RÉSUMÉS  
&  
LETTER WRITING**



2009-2010



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# Contents

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<b>TABLE OF CONTENTS</b> .....	<b>2</b>
<b>RÉSUMÉ GUIDELINES</b> .....	<b>3</b>
<b>RÉSUMÉ CHECKLIST</b> .....	<b>4</b>
<b>RÉSUMÉ REFERENCE LIST</b> .....	<b>5</b>
<b>ELECTRONIC RÉSUMÉS</b> .....	<b>6</b>
<b>ASCII RÉSUMÉS</b> .....	<b>7</b>
<b>SCANNABLE RÉSUMÉS</b> .....	<b>8</b>
<b>DIGITAL PORTFOLIO</b> .....	<b>9</b>
<b>POWER WORDS FOR RÉSUMÉS</b> .....	<b>11</b>
<b>COMMON RÉSUMÉ MISTAKES</b> .....	<b>12</b>
<b>COVER LETTERS</b> .....	<b>13</b>
<b>COVER LETTER FOR UNADVERTISED POSITIONS</b> .....	<b>15</b>
<b>GENERIC COVER LETTER TO ANY WANT AD</b> .....	<b>16</b>
<b>LETTERS OF RECOMMENDATION</b> .....	<b>17</b>
<b>TIPS FOR WRITING THANK-YOU NOTES</b> .....	<b>18</b>
<b>THANK YOU LETTER</b> .....	<b>19</b>
<b>RÉSUMÉ SAMPLES:</b>	
<b>FAMILY STUDIES</b> .....	<b>20</b>
<b>HUMAN STUDIES</b> .....	<b>23</b>
<b>INTERCULTURAL STUDIES</b> .....	<b>26</b>
<b>POLITICAL SCIENCE</b> .....	<b>29</b>
<b>PSYCHOLOGY</b> .....	<b>33</b>
<b>SOCIAL WORK</b> .....	<b>37</b>
<b>SOCIOLOGY</b> .....	<b>40</b>

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# RÉSUMÉ GUIDELINES

## FOCUS ON YOUR RÉSUMÉ ABCS AND 123s...

- **A = Accomplishments**—What activities show tangible results?
- **B = Benefits**—How will you satisfy the needs of your potential employer?
- **C = Capabilities**—What can you produce or deliver?
  
- **1** = A 1-page résumé is ideal.
- **2** = A 2-page résumé is necessary when your experience is comprehensive.
- **3** = A 3-point G.P.A. or higher should be listed.
  
- Your **résumé should differentiate you from the crowd** by selling the benefits you have to offer.
  
- Your **profile may be stated or bulleted** in your résumé as well as in your cover letter. An objective should be written in résumés for individuals in the medical field, social work or psychology, as well as education.
  
- Your résumé should look like a **published document**, on high quality neutral colored paper.
  
- Do not include your grade point average unless it is **3.0 or above**. If your GPA in your major is higher, list it.
  
- Ask a **career counselor** to critique your résumé and make the appropriate improvements.
  
- Always **send your résumé with a cover letter tailored to the particular job**. It should be sent to the specific person (name & title) in the company responsible for that work area. If possible, call ahead to find out to whom you should direct your letter. (This may be difficult if you are answering an ad in the newspaper or on the internet.)
  
- **Call within 7 working days** to make sure your résumé was received and to schedule an appointment to explore possible opportunities. (State that you will be doing this in your cover letter!)

# RÉSUMÉ CHECKLIST

- Always tailor your Résumé to the job you are seeking!
- Never use a template. If you have, select the text. Go the table menu→Convert→Table to text.
- No more than 2 pages.
- Balance pages (1 full or 2 full) and be consistent with formatting throughout.

## **Name:**

- Bold, 24 pt
- No blank white space at top
- Use same font as headings
- At least 10 pts larger than headings

## **Headings:**

- 2-4 pts larger than body text (14-16 pt)
- Same font as Name

## **Body Text:**

- Use a font with feet. (Garamond, Palatino, Times New Roman)
- 10-12 point

## **Objective/Profile:**

- Profile: who you are
  - Power adjectives to describe you
- Objective: what you want to do
  - Seeking a....
- Example:
  - “Adaptable and approachable customer service professional who enjoys serving the public. A fast learner who listens well and communicates effectively. Seeking a challenging administrative or customer service position in a people focused environment. Patient, respectful, and productive.”

## **Education:**

- Expected graduation date (Month and year)
- List GPA if 3.0 or above

## **Professional Experience/Employment:**

- For dated items, list the most recent first.  
Check for consistency in formatting work experience.
  - Possible format: Job title (*italics*), Company name (**bold**), City, State, Dates of Employment
- Don't list partial years of experience. If less than one year, leave off months. List year only.
- Indent bullet points with job duties 5 spaces.

## **Community Service**

- Doesn't have to be dated.

## **Reference Page**

- 4-6 references (List 4 for part-time and 6 for full-time positions.)
- Copy header from Résumé. Create a heading called “References.” Should match other Résumé headings in font and size.
- List name, job title, organization, phone, email for each reference
- Notify your references and ask permission to use them.
- Include a good selection of faculty members, co-workers, former supervisors, and character references on your list.

# RÉSUMÉ REFERENCE LIST

**References are generally given to the employer upon request.** Include 4-6 references on your reference page. Many times employers are unsuccessful in reaching your references on the first attempt, so they continue to proceed to the next name on the list until they reach someone. It's much better to have more references than not enough.

**Make sure the reference page utilizes the same header format and information used on your résumé and cover letter.** This, too, adds consistency to your application information.

## THEODORE S. DEAN

1231 Industrial Road • Baldwyn, MS 38824 • (662) 365-7121 • theodoredean@aol.com

---

### References

---

**Dr. Robert Mellgrave**

Executive Director @ The Horizon Center  
Tennessee Board of Regents  
615.709.9900

**Dr. Camilla Stanley**

Associate Professor of Education  
Langley University  
751.661.5382

**Ms. Anita Taylor**

Marketing Director  
Davis and Chandler Advertising and Public Relations  
901.661.5345

**Ms. Lisa Baker**

Administrative Assistant, Communications Dept.  
Southwest Community College  
731.661.5382

# ELECTRONIC RÉSUMÉS

There are several types of electronic résumés. Résumés can be sent via email or online form as an ASCII résumé or as a scannable résumé. When you are submitting an electronic résumé, make sure to submit it *exactly* in the format specified in the job listing.

## ▶ **Formats**

- ▶ **Word Processed** – formatted document with software-specific tags; avoid elaborate text or lines if it's going to be scanned (OCR-optical character recognition) or faxed.
- ▶ **.TXT (ASCII)** – anyone can read it with any word processing software package; loss of word processed formatting; plain text only. This is where your writing truly sells you. **So write well!**
- ▶ **HTML** – permanent web page; anyone with access to the internet can visit your site; with plain HTML coding or an HTML editor like FrontPage or Netscape Composer you can create interesting formatting; use color, etc.
- ▶ **.PDF** (portable document format) – keeps your formatting in tact and prints out in your designed format; Adobe PageMaker will allow you to convert your résumé to .pdf and anyone with Adobe Acrobat Reader, which you can download for free, can read your résumé document and print it out with unaltered formatting.

## ▶ **Electronic Résumé Databases**

- ▶ [Monster.com](http://Monster.com)
- ▶ [Jobtrak.com](http://Jobtrak.com)
- ▶ [Collegegrad.com](http://Collegegrad.com)

## ▶ **Multimedia Résumé**

- ▶ Computer gurus, Web designers, Programmers
- ▶ Most corporate executives do not have the time to click through a multimedia résumé, unless, of course, they are in need of technology-specific skills in which the résumé effectively markets those skills.

# ASCII RÉSUMÉS

Many companies and recruiters ask job seekers to submit their résumés as ASCII text documents. ASCII is a clear, simple form of text that is readable by all platforms and programs. ASCII résumés have no formatting, including special characters, tabs, underlining, bolding, fonts, or alignment.

To create an ASCII résumé, all you need to do is type your résumé using your favorite word-processing application, and then save it as a text-only document (sometimes also called Rich Text Format or RTF). This should be an option under your "save" or "save as" command. You can also use a simple text program to compose your résumé.

Since your résumé will appear as ASCII text, it will not recognize special formatting commands specific to your word-processing program. Therefore, you must watch for these common mistakes:

- **Special Characters** - Special characters (such as "smart quotes" or mathematical symbols) do not get accurately transferred in the text save; avoid using special characters.
- **Tabs** - Do not use tabs; use your spacebar instead.
- **Alignment** - The default for ASCII is to make everything left justified (which is the preferred format for scanning résumés and online viewing), so if you want to indent a sentence or center a heading, use the spacebar.
- **Word Wrap** - Do not use the word wrap feature when composing your résumé; instead use hard carriage returns to insert line breaks.
- **Fonts** - Fonts will become whatever a computer uses as its default face and size, so boldface, italics, and various sizes will NOT appear in the ASCII version.
- **Spell Check** - Check your document before you save it as a text file.
- **Proofread** - Make sure to proofread your entire résumé after you paste it in the message field and before you hit the submit button.

# SCANNABLE RÉSUMÉS

More companies are using computers to help them manage the volume of résumés for their job openings by scanning résumés for keywords that indicate skills, education, and knowledge areas the employer is seeking. Companies enter specific keywords they are looking for, and the computers scan the résumés in the database for matches. Therefore, it is important that your scannable résumé be readable by the computer and that you use keywords that are relevant to the position for which you are looking.

In order to satisfy the idiosyncrasies of the scanning process, a new résumé style, utilizing keywords, has developed. Keywords refer to those words or phrases that are used for searches of databases for résumés that match. This match is called a "hit" and occurs when one or more résumés are selected as matching the various criteria (keywords) used in the search.

Keywords tend to be more of the noun or noun phrase type (Total Quality Management, UNIX, Bio-Chemist) as opposed to power action verbs often found in traditional résumés (Developed, Coordinated, Empowered, Organized).

- Use laser printing, with black ink on white or light-colored 8 1/2 x 11 paper. Clear contrast improves recognition.
- Use standard fonts where none of the characters touch each other (Times, Palatino, Helvetica, New Century Schoolbook).
- Underlining, italics, shadows, reversed colors, and fancy scripts may not scan accurately.
- Use boldface and/or all capital letters for section headings and emphasis, as long as letters don't touch each other. At least 1/4" is required between any lines and typeface.
- Columns, centering, and indentations may change when converted to optically scanned text. Do not use a two-column format.
- Stay within 10-14 point font size (do not use 10 point Times).
- Do not condense the spacing between letters.
- Do not use vertical or horizontal lines, boxes, or graphics.
- If you use bullets, include a space after the bullet.
- Use only one side of the page. One to two pages are usually acceptable, if succinct and clear. **Keep vitally important information on page one.**
- Place your name at the top of each page on its own line. On the first page, use standard address format and list each telephone number on its own line.
- Use multiple synonyms for the same skills to be sure your qualifications are picked up.
- Be descriptive in your titles so your experiences are not missed; e.g., Programming Intern, or Legal Office Assistant, as opposed to Intern or Assistant.
- Mail a laser print original or an excellent copy. Paper clip pages together, do not fold or staple.

# DIGITAL PORTFOLIO

## What is a digital portfolio:

A digital/multimedia professional portfolio exhibits an individual's professional skill, growth, and achievement more effectively than an old-fashioned resume. A digital portfolio goes beyond a conventional resume. A portfolio is a visual representation of your finest work. It provides visual evidence of your abilities, achievements, and interests. It demonstrates your uniqueness and sets you apart from others competing in the job market. More importantly, a portfolio tells the story of the road you've traveled and the direction in which you are heading.

## Defining the Portfolio Goals and Context

- Identify the purpose and audience for the portfolio
- Identify the computer equipment and software available
- Select the appropriate portfolio level to begin electronic portfolio development:
- Selection: the development of criteria for choosing items to include in the portfolio Collection: the gathering of items based on the portfolio's purpose, audience, and future use.
- Reflection: statements about the significance of each item and of the collection as a whole.
- Direction: a review of the reflections that looks ahead and sets future goals.
- Connection: the creation of hypertext links and publication, providing the opportunity for feedback.

## What tools do I need?

Purchase a domain name at a site such as [domains.com](http://domains.com) or [godaddy.com](http://godaddy.com), and hosting to go with it. You probably won't need too much space, and you can usually get both for less than \$10 per month. Additionally, you will need a Computer, Scanner, Digital Camera, Multimedia Software Program, Web Authoring Programs.

## Links to include in my digital portfolio:

- *Home*
  - Introduction page for your site listing links and a welcome message.
- *About me/Biography*
  - Personal Statements: mission, values, goals (link)
  - Clearly state your unique purpose: define who you are, what you do & why you do it (your "brand")
  - Guiding principles for your career
  - Management, counseling or teaching philosophy (depending on your focus)
  - Make it original, simple, honest & direct
  - Your mission statement should be one sentence, easy to understand and to memorize. Example: "*My mission is to build relationships and empower others toward reaching their full potential.*"
- *Résumé*
  - Your official résumé in .doc, .pdf. and/or Flash
  - Education & Training - Diplomas/Certificates/Grades/Transcripts/School Projects
  - Experience & Skills Section
  - Achievements & Awards
  - Community Service
  - Professional Affiliations
  - Personal interests and hobbies

# DIGITAL PORTFOLIO

## **Links to include in my digital portfolio (cont'd):**

- *Portfolio*
  - Photographs, art work and writing samples can be all be scanned in and saved. Reading samples could be recorded. Work samples from the previous or current jobs. Another important addition would be links to articles, web sites, and any type of publication that represents your capabilities and proven abilities.
- *Contact me*
  - Your e-mail address, form, and phone number.

## **Hints:**

1. You don't want to give identity thieves or spammers too much personal information. Don't include your physical address.
2. Remember that it is essential to tailor your portfolio to your audience and purpose. Reviewers in business, industry and education will all examine your portfolio differently. Using an identical portfolio will not help you achieve the appropriate results.
3. Search the Web for examples of digital or electronic portfolios.

## **Digital Portfolio Examples:**

- Meg Roberts: <http://www.megmroberts.com/>
- Dana Hasting: <http://www.dafiredesigns.com/resume.html#education>
- Victor Escardo: <http://www.chasque.net/vescardo/bio/index.html>
- Briana Ferreira: <http://igbdesign.com/brianaferreira.html>
- Rachel Robert's: <http://rlroberts.com/resume.html>
- Brett Pohlman: <http://www.brettpohlman.com/>
- Callie Curry: <http://www.calliecurry.com/index.html>
- David Kuo: <http://www.davidkuo.net/>

## **Internet Resources:**

- <http://midsolutions.org/portfolios/Planning.htm>
- <http://www.twu.ca/life/career/careerdev/portfolio.html>
- <http://electronicportfolios.com/portfolios/howto/index.html>
- <http://edweb.sdsu.edu/courses/edtec596r/students/Abrenica/Abrenica.html>
- [http://www.educationworld.com/a\\_tech/tech/tech111.shtml](http://www.educationworld.com/a_tech/tech/tech111.shtml)
- <http://electronicportfolios.org/portfolios/iste2k.html>
- <http://www.helenbarrett.com/portfolios/howto/PPTportfolios.pdf>
- <http://digitalportfolioguide.blogspot.com/2007/04/resume.html>

# POWER WORDS FOR RÉSUMÉS

Accelerated	Delegated	Harmonized	Operated	Reviewed
Achieved	Demonstrated	Headed	Originated	Scheduled
Acted as liaison	Designed	Improved	Organized	Set up
Adapted	Detailed	Implemented	Participated	Selected
Administered	Developed	Increased	Perfected	Shaped
Advised	Directed	Initiated	Performed	Simplified
Analyzed	Discovered	Innovated	Pinpointed	Sparked
Arranged	Distributed	Installed	Pioneered	Sold
Assembled	Doubled	Integrated	Planned	Solved
Assessed	Employed	Interpreted	Prepared	Standardized
Assisted	Equipped	Interviewed	Produced	Structured
Budgeted	Established	Invented	Profited	Succeeded
Built	Evaluated	Invested	Programmed	Supervised
Chaired	Executed	Investigated	Promoted	Supported
Clarified	Expanded	Justified	Proposed	Synthesized
Communicated	Expedited	Keynoted	Proved	Systematized
Completed	Experienced	Launched	Provided	Taught
Conceived	Experimented	Lectured	Recommended	Tailored
Conducted	Explored	Led	Recorded	Trained
Conferred	Facilitated	Maintained	Reduced	Transformed
Constructed	Formed	Managed	Reinforced	Unified
Consulted	Formulated	Mastered	Related	Verified
Controlled	Founded	Mediated	Reorganized	Widened
Converted	Generated	Motivated	Researched	Won
Coordinated	Guided	Negotiated	Revamped	Worked
Created	Halved	Observed	Revised	Wrote

# COMMON RÉSUMÉ MISTAKES

Make sure you are careful not to:

- ❖ misspell any words.
- ❖ have any typographical errors.
- ❖ use sloppy grammar or diction.
- ❖ confuse your chronology. Always list most recent accomplishments first
- ❖ list your current or previous salaries.
- ❖ include personal data (age, marital status)
- ❖ note religious or political affiliations.
- ❖ make it difficult to get a quick summary.
- ❖ list names of references on the résumé; instead use a separate sheet.
- ❖ be too wordy or lengthy in your description. *One paragraph about each job should be ample.*
- ❖ bury your most significant accomplishments in a less than prominent position.
- ❖ put company names, dates, and title in the body of the descriptive paragraphs. *Set them off visually so the reader can almost instantly grasp your whole history.*

# COVER LETTERS

**A cover letter is your opportunity to sell yourself to the employer.** Use the cover letter to introduce yourself, expand upon your résumé, and highlight your skills and accomplishments. This is also where you may demonstrate your knowledge of the company and how your experience relates to the position. **Remember to sign your cover letter!**

**Cover letters should follow the same guidelines as résumés; they should be clean, clear, and concise.** Don't forget to proofread your cover letters for errors and have somebody else look at them before you send them out!

**For consistency, the formatting and information in the cover letter header should be identical to your résumé header information.** This will create a consistent look for your application information.

---

August 2, 20\_\_

Ms. Cheryl Johnson, Vice President  
State Street Investment Bank  
211 State Street  
Spring City, MA 54321

Dear Ms. Johnson:

The *loan officer position* described in the recent *Daily Record* advertisement immediately caught my attention. My proven track record working for a financial institution makes me an ideal candidate for the job, and I have enclosed my résumé for your consideration. I am confident you will find that my qualifications more than meet your requirements.

For example, you specify that you are looking for someone with customer service skills and experience loaning money. While working for my university's credit union, I reviewed loan applications, interviewed applicants, and determined credit worthiness. I am a skilled team player with exemplary customer service skills.

I will call you next week to confirm your receipt of my résumé and answer any preliminary questions. I look forward to talking with you.

Sincerely,

Linda Smith

Enclosure

11 Beacon Hill Drive  
Jackson, TN 38305  
August 19, 20\_\_

Melissa Herranz  
Northwestern Mutual Financial  
1 North Dale Mabry Highway #1100  
Tampa, FL 33609

Dear Ms. Herranz:

Are you looking for an intern who is devoted, organized, professional, and honest? Well, look no further. I am Dean Smith, an undergraduate student at Union University in Jackson, Tennessee. My major is business management with a minor in journalism, and because I possess the above qualities, I would like to apply for an internship for summer 2004 with your company.

I will be a conscientious, hard-working intern for Northwestern Mutual, and Northwestern Mutual will provide an excellent, real-world learning environment that has taken over a century to create. I know that my enthusiasm and energetic attitude will help Northwestern Mutual reach new heights of success.

As my enclosed Résumé shows I am dedicated and ambitious. I have completed 82 credit hours in two calendar years and remained on the Dean's List through each semester. By summer 2004 I hope to have a total of 129 hours and lack only one more semester before graduating in December 2004.

You may be wondering why I have contacted the Tampa branch of Northwestern Mutual. I was born in St. Petersburg and lived there until I was almost eleven. I know the Bay Area well from living there and my frequent visits to see family. It is one of my favorite places, and I think the Tampa branch of Northwestern Mutual combines a superb location and expertise in the financial industry to create a mutually beneficial assignment.

Ms. Herranz, I will contact you by Friday, September 19, 20\_\_ to confirm your receipt of my application materials. I am available for a telephone interview almost anytime when not in class and can be reached at 731-661-0131. My email address is *davidbauck@hotmail.com*.

Thank you for your consideration, and I look forward to hearing from you.

Sincerely,

Dean Smith

Enclosure

# COVER LETTER FOR UNADVERTISED POSITIONS

Follow the same cover letter guidelines when you are applying for unadvertised positions. You must send your résumé to a specific person in the department in which you wish to work.

---

March 2, 20\_\_

Mr. Thomas K. Allison  
MTK Incorporated  
33015 Paramount Blvd.  
Downey, CA 90241

Dear Mr. Allison:

I am searching for a young, aggressive company that has the desire to become a national and international leader in its field. I have followed your company for the last three years and invested in it as a result of your vision, stability, and commitment to excellence.

Now that the financial community has recognized your potential, as evidenced by the \$18 share price, you have reached a stage where experience and expertise is a necessity. Because I believe my experience can be of great value as you continue to grow, I would like to become a part of your winning team.

Mr. Allison, I have been responsible for the accounting, finance, and leasing areas. In addition, I have had substantial involvement in the tax, employee benefits, and corporate secretarial functions. If given the opportunity, I am confident that I will be an asset to your company. May I have an interview with you at your earliest convenience? You may contact me at above phone number, address, or e-mail.\*

I will call you next week to confirm your receipt of my résumé and answer any additional questions you may have.

Sincerely,

Norman L. Steele

\*This information will be provided in the cover letter header information. Remember, for consistency, the formatting and information in the cover letter header should be identical to your résumé header information.

# GENERIC COVER LETTER TO ANY WANT AD

Sometimes you do not have the time or inclination to write a lengthy, detailed, customized letter in response to a want ad. When you are in a rush, you may opt to use a generic, one-size-fits-all cover letter.

The letter below is a good example. Simply substitute job title, newspaper, years of experience, and other basics for those in this letter. This is not a tactic to use on a want ad for the job of your dreams, but it will work in a pinch.

---

Union Student  
412 Post Avenue  
Westbury, NY 11590

February 15, 20\_\_

Stanley R. Lockie  
Copy Supervisor  
Ogilvy & Mather  
450 Park Avenue  
New York, NY 10022-2605

Dear Mr. Lockie:

I am very interested in the Production Artist position advertised in the *New York Times* on Wednesday, February 12, 20\_\_. With more than eleven years of experience in a variety of graphics production positions, I feel that I would be an excellent candidate.

My résumé is enclosed summarizing where my skills and abilities have been developed. I would welcome the opportunity to discuss my background with you further. May I have an interview with you at your earliest convenience? Please contact me at 731.996.2703 to schedule an interview. I look forward to hearing from you.

Sincerely,

Union Student

Enclosure

# LETTERS OF RECOMMENDATION

As you progress through your job search, you will undoubtedly need letters of recommendation. Employers will request them, and you will need them as you establish a placement file.

The Family Educational Rights and Privacy Act of 1974 (FERPA) gives you the choice of an open placement file, or a closed one. With an open file, you can review the letters of recommendation; with a closed file, you cannot.

## *Requesting Letters*

- Ask in person. Be sure that your request for a letter is not perceived as a demand, and be prepared to take “no” for an answer.
- Ask if your reference will write a favorable letter. If the answer is no, you might want to ask another person.
- Ask if your reference will be able to write a detailed letter. If the person does not know you well enough to be specific, the letter will do you little good.

## *Your Responsibilities*

- Allow ample time (at least two weeks) for your reference to write the letter, and be sure to provide any relevant forms and instructions. Remember, that professors, supervising teachers, and employers are asked to write many letters, especially during the spring term.
- Put any materials you give your reference in a large envelope labeled with your name, address, and phone number so they can be kept together easily.
- Highlight any important or unusual instructions. Include the person, school, and mailing and email addresses to whom the letter should be sent, and indicate the deadline.
- Give your reference a copy of your résumé and a statement of your goals. Also include information about your activities, especially leadership positions and awards.
- Provide stamped, correctly addressed envelopes for each letter.

## *Following Up*

- Check with your references a few days before the deadline to make sure the letter has been completed and mailed.
- Write thank you notes to your references to let them know that you appreciate their time and effort.

# TIPS FOR WRITING THANK-YOU NOTES

**Paper and Envelope:** Use a good quality note paper and matching envelope. This can be the same paper, which you used for your résumé.

**Typed vs. Handwritten:** Handwritten notes are preferable unless your handwriting is illegible or sloppy. If so, type them.

**Salutation:** Unless you already know the person you are thanking, don't use their first name. Write "Dear Mrs. Pam Smith" or "Dear Mrs. Smith" rather than "Dear Pam". Include the date.

**The Note Itself:** Keep it short and friendly. This is not the place to write "The reason you should hire me is..." Remember, the note is a thank-you for what **they** did, not a hard-sell pitch for what you want. As appropriate, be specific about when you will next contact them. If you plan to meet with them soon, still send a note saying you look forward to the meeting and thank you for the appointment.

**Your Signature:** Use your first and last name. Avoid initials and make your signature legible.

**When to Send It:** Write and send your note no later than 24 hours after you make your contact. Ideally, you should write it immediately after the contact while the details are still fresh in your mind. Always send a note after an interview, even if things did not go well. It can't hurt.

# THANK YOU LETTER

Your thank you letter is the last thing that an employer will see from you before making the final decision about a position, so it is important that you make a positive impact. Remind the employer why you are the ideal candidate for the position, what you can contribute to the company, and why you are interested in the job. Do not forget to thank the employer for his/her time. *Handwriting your letter is acceptable and preferred.* Just remember to use quality paper – no hearts and flowers!

**Do not forget to proofread your thank you letters; they should be free of spelling and grammar errors, typos, and incorrect information.**

---

March 2, 20\_\_

\*Ms. Cheryl Johnson  
Vice President  
State Street Investment Bank  
211 State Street  
Spring City, MA 54321

Dear Ms. Johnson:

Thank you for taking the time to meet with me today regarding the *loan officer position* at State Street Investment Bank. I am particularly excited about the opportunity. As we discussed, my qualifications very closely match the requirements for the position. In addition, my two years of involvement in my university's credit union have given me experience loaning and handling money as well as dealing with customers – traits you stressed as being important in your ideal candidate.

If I can be of further assistance in the decision process, please give me a call at 555-1234. I look forward to hearing from you. Again, I appreciate your time and consideration.

Sincerely,

Linda Smith

\*Use this only if you type your letter. Do not use the recipient's address if you hand write your thank you note.

RÉSUMÉ SAMPLES

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# FAMILY STUDIES

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# Lindsay C. Ledger

UU 5555; 1050 Union University Drive; Jackson, TN. 38305

731-555-5893; lclcdg@hotmail.com

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TEAM ENCOURAGER AND LISTENER WITH A DESIRE TO SERVE AND COMMUNICATE WITH OTHERS.  
ORGANIZED, HARDWORKING, ENJOYS OPPORTUNITIES AND EXPECTATIONS FROM MANAGEMENT,  
STRONG DESIRE TO PERFORM IN A TRUSTWORTHY WORK ENVIRONMENT WITH RESPONSIBILITY

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## EDUCATION

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Bachelor of Science (B.S.) Family Studies Major, Music Minor, May 2005

**Scholarships: Leadership Award**

*Academic Award*

Newbern Church Endowed Scholarship

Activities: University Singers

Choral Union

Piano

Klemata

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## PROFESSIONAL EXPERIENCE

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Susie's Sweets; Newbern, TN; Summer 2002-Present

**WEDDING RECEPTION ASSISTANT**

- Assembly and upkeep of food displays
- Contributed to pleasant environment for guests
- Worked closely with supervisor and team members

Union University; Jackson, TN; Spring 2002

**SECRETARIAL AIDE**

- Communication with customers over 3 line phone system
- Reception of messages for workers
- Intercom system attendant

Self Employed; Dyersburg, TN; Fall 1999-Spring 2000

**PRIVATE PIANO INSTRUCTOR**

- Worked closely with a young adult student
  - Taught basic piano techniques
  - Weekly evaluation of student's progress
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## COMPUTER EXPERIENCE

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Installation of programs; Microsoft Office; Mac Word;  
easily learn any type of program operation; Internet/Email

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## ACTIVITIES & COMMUNITY SERVICE

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Vacation Bible School for K-6th; Acteen Activators; Acteen Mission Trips; Nursing Home  
Weekly Visitation; Hand bell Choir; Youth Chorus; Children's Chorus Assistant Leader;  
Wedding Piano Performances

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# Lindsay C. Ledger

UU 5555; 1050 Union University Drive; Jackson, TN. 38305

731-555-5893; lclcdg@hotmail.com

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## REFERENCES

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**Mrs. Susie Dennison**

Owner

Susie's Sweets

520 Locust Grove Road

Newbern, TN. 38059

(731) 555-3717

**Mrs. Betty Jones**

Piano Instructor

825 Sampson Avenue

Dyersburg, TN. 38024

(731) 555-7498

**Dr. David Dennis**

Professor of Piano

Union University

1050 Union University Drive

Jackson, TN. 38305

(731) 555-5000

**Mrs. Kaye Ross**

842 Scenic Hills Drive

Newbern, TN. 38059

(731) 555-3756

RÉSUMÉ SAMPLES

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# HUMAN STUDIES

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# Dawn Joy Starch

**School Address:** UU 5555, 1050 Union University Drive • Jackson, TN 38305 • 731.555.4864

**Permanent Address:** 707 Gideon Street • Athens, TN 37303 • 423.555.3848

**Email:** djstarch@hotmail.com

Enthusiastic, personable, creative individual who enjoys working in a team environment. People oriented and committed to building relationships with others through effective communication skills and leadership. Dependable, detail oriented, and task oriented. Hard worker who follows through on tasks with efficiency.

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## EDUCATION

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**Bachelor of Arts in Christian Studies**, May 2005, UNION UNIVERSITY, Jackson, TN

**G.P.A.:** 3.1

**Minor:** Human Studies

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## PROFESSIONAL EXPERIENCE

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**Customer Service, Gold's Gym, Jackson, TN, 2003-Present**

General office duties, assist customers, clean/fold towels, direct customer concerns to upper level management, promote membership to prospective clients.

**Union University Testing Services, Jackson, TN, 2001-Present**

Administer standardized tests (ACT, CLEP, PRAXIS), prepare workstations for test examinees, proposed improvements in organizing student registration, distribute testing manuals to proctors, maintains confidentiality.

**Recreation Facilitator and Team Building Leader, Crossings at the Creek: Jonathan Creek, Camp and Conference Center, Hardin, KY, Summers of 2003-2004**

Developed and taught Bible Study curriculum, assisted Bible Study teachers, lead and supervised recreation activities (belaying, water sports, arts and crafts), established relationships with campers, promoted camp to prospective staff members and campers through various speaking engagements, marketing materials, planned weekly fellowships and recreational activities, counseled students.

**Volunteer Project Coordinator, Day of Remembrance Community Service, Union University, Jackson, TN, 2003**

Assembled a team of six students, contacted the Mission's Convalescent Home Resident Director, organized work project, assigned students service duties.

**Office Assistant, McMinn County Court House Property Assessor's Office, Athens, TN, January 2002-2003**

General office duties, researched property assessments for customers, recorded and updated assessments, organized property records, assisted office staff.

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## HONORS/ACTIVITIES/COMMUNITY SERVICE

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- Servant Leadership Award
- Alumni Leadership
- Life Group Leader
- Disciple Now/Revival Team Leader
- Global Opportunities-Illinois
- Christian Studies Student Council
- Discipleship Leader, Jackson First Baptist Church

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## TECHNOLOGY SKILLS

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Microsoft Office (Word, Excel, Access, PowerPoint) • Internet/Email • Digital Photography

# Dawn Joy Starch

**School Address:** UU 5555, 1050 Union University Drive • Jackson, TN 38305 • 731.555.4864

**Permanent Address:** 707 Gideon Street • Athens, TN 37303 • 423.555.3848

**Email:** djstarch@hotmail.com

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## REFERENCES

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**Todd Brady, Minister to the University**

Union University  
1050 Union University Drive  
Jackson, TN 38305  
[faculty@uu.edu](mailto:faculty@uu.edu)  
731.555.5161

**Dr. George Guthrie, Department Chair and Professor of Christian Studies**

Union University  
1050 Union University Drive  
Jackson, TN 38305  
[faculty@uu.edu](mailto:faculty@uu.edu)  
731.555.5264

**Brad Lauer, Associate Director**

Jonathan Creek Camp and Conference Center  
3043 Beal Road  
Hardin, KY 42048  
[bradlauer@jonathancreek.org](mailto:bradlauer@jonathancreek.org)  
270.555.8355

**Cindy Shirley, Director of Testing Services**

Union University  
1050 Union University Drive  
Jackson, TN 38305  
[faculty@uu.edu](mailto:faculty@uu.edu)  
731.555.5487

**Steve Roten, General Manger**

Gold's Gym  
106 Carriage House Drive  
Jackson, TN 38305  
731.555.8888

RÉSUMÉ SAMPLES

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# INTERCULTURAL STUDIES

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# Robert C. Hoyt

**School Address:** UU Box 5555 ▪ 1050 Union University Dr. ▪ Jackson, TN 38305  
**Permanent Address:** 4855 Ridge Oak ▪ Jackson, TN 38305 ▪ **Cell:** 818-555-0442  
**Email:** rchoyt@yahoo.com

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SEEKS CHALLENGES, FAST-LEARNER, AND ENJOYS HANDS-ON WORK AND HEAVY LIFTING. ORGANIZED AND METICULOUS YET EASY-GOING. DESIRE TO WORK WITH PEOPLE OF ANY CULTURE OR NATIONALITY AND WOULD LOVE TO PUT SPANISH SKILLS TO PRACTICE.

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## EDUCATION

BACHELOR OF ARTS, **UNION UNIVERSITY, JACKSON, TN** EXPECTED GRADUATION: **MAY 2008**  
MAJOR: **INTERNATIONAL AND INTERCULTURAL STUDIES (G.P.A. 3.8)**

## WORK EXPERIENCE

**Paradies Shops, Cashier, Memphis, TN, 2005-2006**

Greeting customers, using cash register, unloading and stocking shelves, cleaning facilities

**OWNER'S CLUB SKI VILLAGE CHALET, POOL ATTENDANT & MAINTENANCE, GATLINBURG, TN, SUMMER 2005, 2006**  
Maintenance and sanitation of pool, signing in guests, lawn care, putting chemicals in pools, cleaning facilities, painting

**ARAMARK FOOD INDUSTRIES, CATERER, CASHIER, AND SERVER, JACKSON, TN, 2004-2006**

Serving students and customers, teamwork, using cash register, preparing food, sanitation

**WAL-MART, CASHIER, SOFTLINES DEPARTMENT, CRESTON, IA, 2002-2004**

Assisting with customer needs, working well with other associates, helping in Electronics, Jewelry, and in Layaway, price labeling, creating modules of clothing and tickets, facing clothing; scanning and bagging items

**Wyndike Country Club, SnackBar Attendant, Memphis, TN, Summer 2001**

Taking care of customers, working well with associates, ordering food, using the cash register, restocking machines, and room sterilization

## RELEVANT COURSEWORK

- Intercultural Exp. (Study Abroad in Spain: Jan. 2007)
- Spanish Composition and Grammar
- Spanish Conversation and Grammar
- Politics of Developing Nations
- Democratization and Human Rights
- Social and Economic Justice
- Social Diversity and Inequality
- Intercultural Communication

## ATHLETICS

- Tennis 2000-2001 (J-V), 2001-2004 (Varsity)
- Basketball 2001-2002, 2003-2004 (J-V Captain)
- Kickboxing 2002-2003

## HONORS/AWARDS

- Student Government, 2003-2004 (Fundraising Committee Chair)
- National Honor Roll, 2001-2004
- Who's Who Among AHSS Award, 2001-2004
- Local Youth Leader, 2002-2004
- FCCLA District Officer, 2002-2003
- English Merit Award, 2002-2003
- Academic Scholar Award, 2002-2003
- Presidential Award in Academic Excellence, 2000

# Stefany Beal

Union University #5555 • Jackson, TN 38305-3697 • (731) 555-5634 • student@uu.edu

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## PROFILE

Personable, hardworking college graduate who enjoys working in a team environment. Committed to building and maintaining relationships with others. Self motivated, but easy going and willing to learn. Well traveled, with strong interest in international relations. Desire to work with people of other cultures and nationalities. Honest, reliable, dedicated.

## EDUCATION

**B.A.** *Bachelor of Arts in Intercultural Studies*, May 2005

Union University, Jackson, TN

**Minor:** French (Language and Culture)      **Cumulative GPA:** 3.8

### *Study Abroad Experience*

University of Laval, Quebec City, Quebec, Canada

Fall semester 2003

**French Language and Cultural Studies** (Advanced level)

## LANGUAGES

**English** – Native Tongue

**French** – Fluent (spoken, read, some written)

**Portuguese** (Brazil) – Relatively Fluent (spoken, read)

**Spanish** – Familiarity (largely understood, some spoken, read)

## WORK EXPERIENCE

**Resident Assistant** • Union University Women's Residences, Jackson, TN • 2002 - present

Responsibilities including supervision and management of 40+ dorm residents; crisis intervention and leadership; planning for new student orientation and various social events; administrative and office duties.

**Departmental Assistant** • Union University Language Department, Jackson, TN • 2002 - present

Responsibilities including grading tests, paperwork, photocopying, substitute teaching for department dean, running language lab audio and visual equipment.

**Lab Assistant** • Department of Education and Human Studies Union University, Jackson, TN • 2002 - present

Responsibilities including receptionist, aid to faculty and students, filing, photocopying, Microsoft Word and Excel, organizing supplies and running laboratory equipment

**Children's Teacher, Cross-Cultural Living Orientation Program** • Missionary Learning Center, Richmond, VA • Summers 2002, 2003 • Responsibilities including childcare plus planning and implementing cross-cultural experiences, discussions, games, artwork, fieldtrips.

## HONORS & ACTIVITIES

**Phi Delta Sigma**, Language Honors Society 2004 - present

**Mu Kappa**, treasurer, fall 2004 – present

**Women's Auxiliary Scholarship** fall 2004 and spring 2005

**President's List** spring 2003, fall 2004

**Dean's List** fall 2001, spring 2002, fall 2002, spring 2004

**Intramurals**, Women's Volleyball Captain, Lower Division, spring 2003

**Test de Francais International**, score: 800/990 (Advanced Working Proficiency)

## VOLUNTEER ACTIVITIES

**English as a Second Language tutor**, Young Men's Hebrew Association Montreal (YMHA), QC, summer 2004

Responsibilities including welcoming and befriending students, presenting some lessons, answering grammar questions, facilitating English discussions among students

**Good Shepard Mission**, Montreal, Quebec, 2000 - summer 2001

Responsibilities including preparing food for homeless, cleaning up, washing dishes, talking to and encouraging those in need, sorting and distributing donated clothing

**Voice recordings** (in English for ESL learners), CCAA, Rio de Janeiro, Brazil, 1994

RÉSUMÉ SAMPLES

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# POLITICAL SCIENCE

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# De'RIQUE LINCOLN

**Address:** 1105 CR 255 Glen, MS 38846 (U.S.A.) · (01) 555-643-8169

**E-mail:** student@uu.edu

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## OBJECTIVE

Highly motivated and qualified individual seeking employment in fields related to international relations and struggles involving high-profile political/social issues. Willing to travel, work outside of an English-speaking environment; highly flexible and able to work with a team of diverse individuals. Extensive experience abroad, with willingness to use international knowledge within the workplace.

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## EDUCATION

### **Union University, Jackson, Tennessee**

*Bachelor of Arts, Political Science, May 2007*      **Minor:** French

### **Université Stendhal, Centre Universitaire d'Études Françaises**

*Intensive French Studies, Summer 2005*

**Cumulative GPA:** 3.9      **Major GPA:** 3.8      **Minor GPA:** 4.0

### **Member, Alpha Chi National College Honor Society**

Provides admission to *top 10 percent* of an institution's juniors and seniors

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## PROFESSIONAL EXPERIENCE

### **Resident Assistant, Union University, Jackson, Tennessee, May 2004-Present**

Para-professional position with expectations of fostering educational achievement and personal growth among students within residence complexes. Responsible for interpreting and implementing the university's policies while fostering a sense of community among residents. Average of 25-40 students under the care of each Resident Assistant.

### **Bank Teller, BancorpSouth Bank, Corinth, Mississippi, May 2004-Jan. 2005**

Handled customer transactions and inquiries regarding accounts and bank policies. Worked alongside coworkers as an equal, gaining knowledge of inner workings of financial institutions, perfecting customer service techniques, and becoming accustomed to work in the business world.

### **Seasonal Employment, Winter 2003 and 2005**

#### **Kimberly Clark Corporation**

Global health and hygiene company, worldwide operations and sales. Served as laborer on production line, worked night and day shifts without supervision.

#### **Starbucks Coffee**

Worldwide coffee-store chain, producer of fine coffees and pastries. Served as barista, which required making drinks, serving pastries, and working at the checkout counter—a position involving constant personal interaction.

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## SKILLS/VOLUNTEERISM

### **Computer Skills**

Knowledge of Microsoft Office (Specifically Word, PowerPoint, and Excel)

Typing Ability: 60 words per minute

### **Volunteerism**

Member of Freshman Council, August 2003-May 2004

Student government position; worked to enhance unity among first-year students. Event planning and addressing of relevant issues occurred weekly.

# SHELBY BIRDSONG

*School Address:* UU 5555 · 1050 UNION UNIVERSITY DR. · JACKSON, TN 38305 · 731.555.4727

*Home Address:* 5510 W. HWY 42 · LAGRANGE, KY 40031 · 502.555.0100

BIRDSONGS@BELLSOUTH.NET

## OBJECTIVE / PROFILE

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A logical, driven, compassionate self-starter seeking a challenging internship in political science. A good listener with strong motivational skills. A faith-oriented conservative marked by diligent preparation and wholehearted, selfless service. Kind, results-oriented, and proactive.

## EDUCATION

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*UNION UNIVERSITY, Jackson, Tennessee*

**BACHELOR OF ARTS IN POLITICAL SCIENCE, EXPECTED GRADUATION MAY 2009**

MINOR: PUBLIC RELATIONS                      GPA: 3.357

## PROFESSIONAL PREPARATION

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*CAMPAIGN VOLUNTEER, CAMPAIGN TO RE-ELECT STEVE SPARROW, LAGRANGE, KY, 2006*

Worked on the campaign of incumbent Sheriff Steve Sparrow in the Oldham County election. Created timelines for the campaign. Wrote press releases and debate remarks. Worked hand in hand with the campaign manager on fundraisers, mailers, and other essential work.

*YOUTH LOBBYIST, KENTUCKY KIDS DAY, FRANKFORT, KY, 2005*

Worked as a lobbyist at the Kentucky Capital, advocating for funding for children's health issues, such as Cystic Fibrosis, child health insurance, and screenings for newborns.

*CAMPAIGN VOLUNTEER, CAMPAIGN TO RE-ELECT ANNE NORTHUP, LOUISVILLE, KY, 2004*

Worked on Congresswoman Northup's re-election campaign for the 3<sup>rd</sup> district of Kentucky. Assisted in the campaign office, making phone calls, adding records to computer databases, organizing fundraisers, sending mailers, posting yard signs, and registering voters. Learned the keys to a successful grassroots campaign.

## OTHER WORK EXPERIENCE

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*INDEPENDENT CONSULTANT, ARBONNE INTERNATIONAL, JACKSON, TN, 2006-PRESENT*

Utilize network marketing techniques. Honed customer service, communication, and time management skills. Gained valuable sales experience.

*NANNY, JEAN BIRD AND LISA WELLS, LOUISVILLE/GOSHEN, KY, 2004-PRESENT*

Learned how to work with children and how to help them learn. Watching a one-year old everyday teaches patience and watching a two-year old sharpens communication skills.

*SECRETARY, OLDHAM COUNTY BOARD OF EDUCATION, GOSHEN, KY, 2003-2004*

Answered phones, registered students for class, made copies, organized mailrooms, and took prospective students on a tour of the school. Learned how to deal professionally with people and how to work in an office environment.

## LEADERSHIP EXPERIENCE

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FRESHMAN COUNCIL REPRESENTATIVE (SGA)

FRESHMAN CLASS TREASURER

DAY OF REMEMBRANCE COMMUNITY SERVICE TEAM LEADER

ALL-STAR KENTUCKY CHEER ATHLETICS CHEERLEADER AND COACH

## HONORS / ACTIVITIES

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COLLEGE REPUBLICANS

NATIONAL HONOR SOCIETY

ROTARY STUDENT OF THE MONTH

## COMPUTER SKILLS

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Windows 97/98/2000/XP	Microsoft Word	Microsoft PowerPoint
Microsoft Excel	Microsoft Publisher	Internet/ Email

## RERERENCES

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AVAILABLE UPON REQUEST.

RÉSUMÉ SAMPLES

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# PSYCHOLOGY

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# Chanel S. Psychology

Permanent Address: 12 Christmas Drive • Jackson, TN 38305

Cell: 731-333-8888 • Work: 731-666-5555

E-MAIL: chanelpsychology@gmail.com

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## PROFESSIONAL PROFILE

Organized, personable individual who possesses a thirst for knowledge and new challenges. Goal-oriented and disciplined worker with an ethical worldview. Visionary scholar with the ability to bring a fresh and congenial work environment that is conducive to productivity.

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## EDUCATION

**Bachelor of Science in Psychology**  
Union University, Jackson, TN

*May 2008*  
Major GPA: 3.5

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## PROFESSIONAL EXPERIENCE

**Assistant Dean of Students / Career Services Department, Union University, Jackson TN**

**Administrative Support to the Assistant Dean of Students, 2008 - Present**

Assist in preparation and performance of functions of the department including: serving as receptionist by greeting and directing visitors, answering and routing incoming calls, and providing accurate information as needed, student assistance, workshop preparation, MBTI personality testing, internship posting, on-campus recruiting, event planning; Assisting clients with use of Resource Center materials and technology; Train, schedule, and supervise student workers; Organizing, planning, and production of Career Services special events and workshops; Writing, editing, and layout of employment postings, fliers, and other promotional pieces and supervise production; Web site maintenance, Internet research, E-mail, PowerPoint presentations, and other computer reporting and data collection via MS Access, MS Excel, and Online Résumé Database; Maintain appointment calendars and schedules for assistant dean and directors; Organize and pay office charges/invoices in a timely manner; Generate reports/statistics for Career Services and Minority Student Support; Assist with monitoring departmental budget and prepare budget summaries/reports.

**R-Zone, Toys R Us, Jackson TN**

**Electronics Sales Associate, 2004 – Present**

Developed excellent customer services skills, merchandising, stocking, cashiering; Provide training for new hires; Earned award for organization/cleanliness of area (electronics) and consistent promotions over a 5-year span (Sales floor associate – Cashier – Customer Service Desk Operator – Electronics Associate),

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## INTERNSHIP

**Leslie Tosh / Victims Advocate / Juvenile Court Services, Jackson, Tennessee, 2007**

**Intern/Practicum**

Observed procedures for victim assistance, observed and participated in House Visits for At-Risk minors, attended court sessions, organized records and surveys, and received training in community service project organization.

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## EVENT PLANNING

**Union University, Jackson, TN****Teacher Expo, 2009**

Assisted with organization of event for over 25 recruiters and 23 Schools, registered over 100 students, organized catering/refreshments; provided excellent customer service

**Black History Month, 2009**

Developed event planning checklist to efficiently execute program; Wrote invitation and confirmation letters to keynote speakers and presenters; Secured menu, technology, and resource handouts; Responsible for logistics and follow-up.

**the Job Market 2009**

Partnered with 4 consortium schools (Union University, Lane College, Lambuth University, Bethel College, and Freed-Hardeman University) to provide employment opportunities for students; assisted in recruitment of employers and advertisement of event to Union University students and alumni; event hosted over 25 companies and accommodated over 50 Union students; conducted interviews and assisted with selection of 23 Rising Stars.

**June 15 Registration, 2009**

Welcomed over 525 new students; created and organized departmental advertisement for booth; staffed booth and discussed with students the different aspects of Career Services; executed checklist by assisting in setup of games, activities, tables, chairs, and refreshments.

**Career "U"niversity, 2008**

Assisted in event preparation for over 100 participants (employers, presenters, students, faculty and staff)

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## COMMUNITY SERVICE

**Girl Scouts Heart of the South Council, 2008 – Present**

Regular volunteer for Community Service Activities; assist Girl Scout Leaders with event construction and details; serve as chaperon for, over 20 girls ages 11-17, offsite activities.

**RIFA Soup Kitchen, 2009**

Prepared and served meals to the Jackson community (over 50 participants).

**Mission Convalescence Nursing Home, 2009**

Union University Day of Remembrance: Assisted with clean-up requirements, visiting, and games with Residential patrons; built positive relationships with elderly patients and with staff.

**Jackson Madison County Humane Society, 2008**

Union University Day of Remembrance: Assisted with clean-up, feeding, and caring of animals; administered medication to animals and organized facilities.

**Public Agency Training Council, National Criminal Justice, 2007**

Received sixteen hours of training in rape and sex crimes investigation administered by Tom Tittle.

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## COMPUTER/TECHNICAL SKILLS

- Microsoft Office: PowerPoint, Publisher, Access, Excel, and Word •
- Internet • Datatel • Email: GroupWise •

# MARILYN MARIE MOUNTAGE

2485 Dusty Road ♦ Henderson, TN 38340 ♦ (731) 555-4094

E-mail: [mmmtag@hotmail.com](mailto:mmmtag@hotmail.com)

## EDUCATION

**Bachelor of Arts in English and Psychology**, Union University, Jackson, TN, May 2002

**Emphasis:** Creative Writing      **Minor:** Interdisciplinary Studies (Honors)

**GPA:** 3.70

## PROFESSIONAL WORK EXPERIENCE

**Staff Writer**, *Chester County Independent*, 2002-Present

- ◆ Specializing in feature and education reporting
- ◆ Experienced in layout design and mass media photography focusing on a variety of subjects and settings
- ◆ Publicity chairman for Relay For Life 2003, utilizing local paper as outlet for publicizing non-profit fund raising events
- ◆ Tennessee Education Association "School Bell Award" winner in 2002. Designed scrapbook to display articles.

**English Tutor**, Union University Learning Center, 1999-2002

- ◆ Proofreading papers for grammar and content
- ◆ Offering suggestions for improvement
- ◆ Focusing frequently on needs of international students

**Receptionist/Clerk**, Golden Butterfly Home Health, 1999-2001

- ◆ Organizing and maintaining filing systems
- ◆ Preparing copies for and organizing medical charts
- ◆ Receptionist duties
- ◆ Designing forms using Microsoft Word and Excel

**Writer**, "CCHS Chatter," *Chester County Independent*, 1995-1998

- ◆ Writing a weekly news column about the events at Chester County High School
- ◆ Published in the local paper

## OTHER WORK EXPERIENCE

**Student Worker**, Union University English Department, January 2002-May 2002

- ◆ Assisting faculty members with grading, classroom monitoring, and research
- ◆ Clerical assistance (ie. Data processing, copying, filing, and ordering materials)

## HONORS AND ACTIVITIES

Creative Writing Workshop assistant ♦ Academic Excellence award (Psychology, highest GPA) ♦ Honors Student of the Year award ♦ Union University President's List ♦ Who's Who Among Students in American Universities & Colleges ♦ International Study Abroad – France & Great Britain (Philosophy & English) ♦ Sigma Tau Delta (President) ♦ Honor Students Association (Historian/Secretary) ♦ Psi Chi (Senator) ♦ Psychology Club ♦ Yearbook, *Lest We Forget* (Section Editor) ♦ International Justice Mission ♦ Global Opportunities Mission Trip (Erd, Hungary) ♦ Kappa Delta Sorority (Scrapbook/Historian & Scholarship chairperson)

## PRESENTATIONS

- ◆ *A Search For Truth: The Influence of Epistemology in English Romantic Poetry* – Honors Thesis & Presentation (2002)
- ◆ *Deconstructing Jordan: Refuting the Hemingway Stereotype in For Whom the Bell Tolls* – Sigma Tau Delta Conference in Boise, Idaho (2002), Senior Seminar Presentation of same title (2001)
- ◆ *Religion and Romanticism: Forming a New Religion* – Research paper & Presentation (2000)
- ◆ *Kabbalah, Mysticism, and the Works of William Blake* – Research paper & Presentation (1999)

## COMPUTER SKILLS

- ◆ Windows 95/98; Mac; Microsoft Word, Excel, PowerPoint; Quark; Internet/E-mail; Efficient Typist

RÉSUMÉ SAMPLES

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# SOCIAL WORK

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# Emily J. Washburn

UU 5555 • 1050 Union University Drive • Jackson, TN 38305 • 731-555-2344 • student@uu.edu

## Objective

Energetic, hard-working, people-focused individual seeking to serve and advocate for vulnerable individuals, families, and communities. Dedicated to empowering others while connecting them with needed resources and by raising awareness. Excellent communication and proven leadership skills. Self-motivated, optimistic, responsible, and trustworthy.

## Education

**Union University, Jackson, TN**

*BSW, Bachelor of Social Work, May 2008*

GPA: 3.74

## Relevant Coursework

- Beginning Spanish I, II, & Conversation and Grammar
- Child, Growth, and Development
- Community Social Service Experience
- Foundations for Social Work Practice
- Human Behavior in the Social Environment I, II
- Populations at Risk
- Psychopathology
- Research and Statistical Methods in Social Services
- Social & Economic Justice
- Social Policy
- Social Work Practice with Individuals, Families, Organizations, Communities, & Groups

## Related Field Experience

**Alexandria Place, Jackson, TN (Fall 2006)**

*Volunteer*

- Assembled the social history of a resident of Alexandria Place Assisted Living and presented it at a Christmas banquet held by Union University for the residents.

**Youth Villages, Jackson, TN (Fall 2006)**

*Intern*

- Shadowed a social worker during home visits and participated in Supervision and Consultation meetings.

**CANstruction (Fall 2006, Fall 2007)**

*Team Captain/Student Coordinator*

- A national food drive in which organizations compete by building structures out of cans of food.

**Social Work Awareness Day, Union University (March 2007)**

*Student Coordinator*

- Oversaw other students and raised money and items for the silent auction.

**Area Relief Ministries, Jackson, TN (Spring 2008)**

*Intern*

- Served the homeless community of Jackson through the *Room in the Inn* program and developed a psychosocial analysis and needs assessment interview for the program.
- Served low-income clients through emergency utility assistance assessments.
- Assisted in the development of future programs for the low income and homeless community of Jackson.
- Case management (served up to 50 clients)

**Research Presentations/Conferences**

Union University Scholarship Symposium, Presenter

- *“Susie Flynn for President: Demanding Health Insurance for ALL Children in America.”* (Spring 2007)

Research Project (SW 421), determining the cause of unsuccessful independent living for foster care alumni in North America (Fall 2006)

**Leadership Experience**

- Student Government Association Officer, Union University, (2006-2008)  
Senior Class Secretary (2007-2008), Junior Class Secretary (2006-2007)
- Alpha Psi Omega, Union University, Active Member (2005- 2008)
- Alpha Psi Omega, Union University, Historian (2006- 2008)
- Social Work Reaches Out, Union University, President (2007)
- New Student Orientation, Union University, (Fall 2006, Fall 2007)

**Other Experience**

- Nephrology Associates, Chattanooga, TN (June 2005)  
*Office Assistant*
- Chamberlain Family (June-August 2005)  
*Childcare Provider*

**Volunteer/Community Service**

- Orange Grove Center, Chattanooga, TN
- Hurricane Katrina relief trip, Mobile, AL
- Widow’s Harvest, Chattanooga, TN
- Mwanza, Tanzania
- Orphanage Casa Para Ninos Aleluya, Guatemala
- Temuco, Chile
- Union University Theatre, Jackson, TN
- Room in the Inn, homeless ministry, Jackson, TN

**Technology Skills**

Windows XP • Microsoft Office (Word, Excel, PowerPoint) • Internet & Email

**Awards**

Alumni Leadership Scholarship (2004-2008)

Academic Scholarship (2004-2008)

Union Tennessee Baptist Churches Scholarship (2004-2008)

Best Supporting Actress, Union University (2005-2006, 2006-2007)

Barnabas Leadership Award Finalist, Union University (Spring 2007)

*Finalists nominated from student body based on student leadership and community service*

RÉSUMÉ SAMPLES

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# SOCIOLOGY

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# WILLOW AVERY WOODS

1450 Reid Hollow Lane Apt 6 · Jackson TN 38305 · (731) 555-0371 willowoods@yahoo.com

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## Sales and Customer service

Self motivated team player with strong organizational skills and hands-on experience in Business to Business sales, Healthcare sales and customer service. Enjoys working with people as a whole with the express purpose of providing quality service to improve business, while utilizing talents and skills to advance company profits. Personable, creative, dependable and success driven. Goal oriented with a strong sense of commitment.

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## Education

**B.A., Bachelor of Arts Degree in Sociology with a Minor in Management, December 2002**  
UNION UNIVERSITY, Jackson, TN GPA: 3.2

## Professional Experience

### **Intrepid USA Healthcare Services, Jackson TN 2004-present**

- Home Health and private duty staffing agency-*Account Executive*
- Establish strong working relationships with area physicians, medical facilities.
- Educate referral sources and community on how our services can be utilized.
- Prepare and execute weekly call plans making 8-10 presentations a day.
- Travel to all key accounts within our coverage area to generate referrals.
- Develop new informational programs to market to referral sources.

### **AHA SPECIALTIES, JACKSON TN, 2004**

- Advertising Specialty Company - *Customer Service Rep. & Outside Sales Representative*
- Built a customer base by cold calling on other businesses.
- Sold promotional products, wearable items, and business forms.
- Placed orders to vendors and managed customer accounts.

### **JACKSON MASSAGE & DAY SPA, JACKSON TN, 2003-2004**

- Full Service Salon and Day Spa - *Assistant Manager*
- Managed the daily functions of the facility.
- Scheduled all appointments for the facility.
- Assistant buyer for the retail products sold within the facility.

### **PHYSICAL THERAPY OF JACKSON, JACKSON TN, 2002-2003**

- Outpatient Physical Therapy Clinic - *Office Manager*
- Managed the activities, patient information, and appointments within the clinic.
- Assisted in the marketing of the clinic to local medical community.

### **City Hall, Jackson TN, 2002**

- City Government - *Intern for the Director of Sports and Event Marketing*
- Duties were to assist in marketing a series of entertainment events for the city.
- Sold advertising to area businesses, created a program booklet to be used for the events.
- Managed the catering for the events and provided the entertainers with the requirements in their contracts.

### **Stirling Designs, Jackson TN, 2001-2002**

- Interior Design Company - *Sales Assistant*
- Assisted customers in selection of wallpaper, window treatments and fabrics.
- Maintained store inventory by updating price lists & removing discontinued items.
- Placed orders to various home design companies; assisted in financial transactions such as making bank deposits; managed telephone transactions and opened and closed the store.

## Computer Skills

- Word Perfect; Word; Power Point; Excel; Access; Internet & E-mail

## Other Experience

- **Jackson Massage and Day Spa, Receptionist**, Jackson TN, 2002
- **Chili's Bar and Grill, Server**, Jackson TN, 2000