

Basic Resume & Cover Letter Writing

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Getting Started

- **Use this guide to plan a draft of your resume & cover letter**
 - Follow the sections to learn about what to include on your resume / cover letter and how to present the information
 - **Use the examples in this packet as a guide**
 - Do not copy the examples from the packet onto your resume / cover letter
 - Write your resume / cover letter in your own words
 - **Coming to Career Services for a Resume / Cover Letter Critique?**
 - Bring an electronic copy of your draft completed in an MS Word document (NOT a template)
 - Have the file easily accessible on a flash drive or in your email
-

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Resume Formatting & Writing Tips

- **Do not use a resume template**
 - You won't stand out from the crowd.
 - Templates are impossible to edit.
 - Usually not a good fit for a student's experience & skills.
 - **Single space the entire document**
 - MS Word does not default to single spacing
 - Use the paragraph tool to change it (see page 3)
 - **Use appropriate margin sizes** (see page 3)
 - 1.0"
 - .75"
 - .50"
 - **Use conservative fonts in the appropriate size**
 - Cambria (11pt)
 - Calibri (11pt)
 - Times New Roman (11pt)
 - Garamond (11pt)
 - Arial (10pt)
 - Tahoma (10pt)
 - **Use a consistent format when:**
 - Indenting information
 - Bolding / underlining section headings
 - 1/2017 or January 2017
 - NY or New York
 - Use a dash or the word "to"
 - 8/2015 - 10/2016 or 8/2015 to 10/2016
 - **Use bullets, not paragraphs**
 - Bullets are easy to skim
 - Paragraphs will be skipped over
 - **All experience counts!**
 - Paid Work
 - Internships
 - Volunteering
 - Service-learning
 - Leadership Roles
 - Athletics
 - Student Government
 - Clubs & Organizations
 - **For each position:**
 - Include:**
 - job title
 - start / end dates (month/year, year only or season)
 - name of organization
 - organization's city / state (city / country - if international)
 - Do not include:**
 - street address
 - name of supervisor
 - zip code
 - reason for leaving
 - phone number
-

- **Write your descriptions in your own words:**
 - Do not copy and paste the position description from your organization's website or your hiring paperwork
 - Write a description in your own words of what your position entails and what you have accomplished

 - **Use the correct tense:**
 - Present Tense = positions you currently hold
 - Past Tense = positions you no longer hold

 - **List information in each section in reverse chronological order**
 - Most recently started first, working backwards in time

 - **Do not include personal information such as:**
 - Social Security Number
 - Date of Birth
 - Marital Status / Family Status
 - Photos

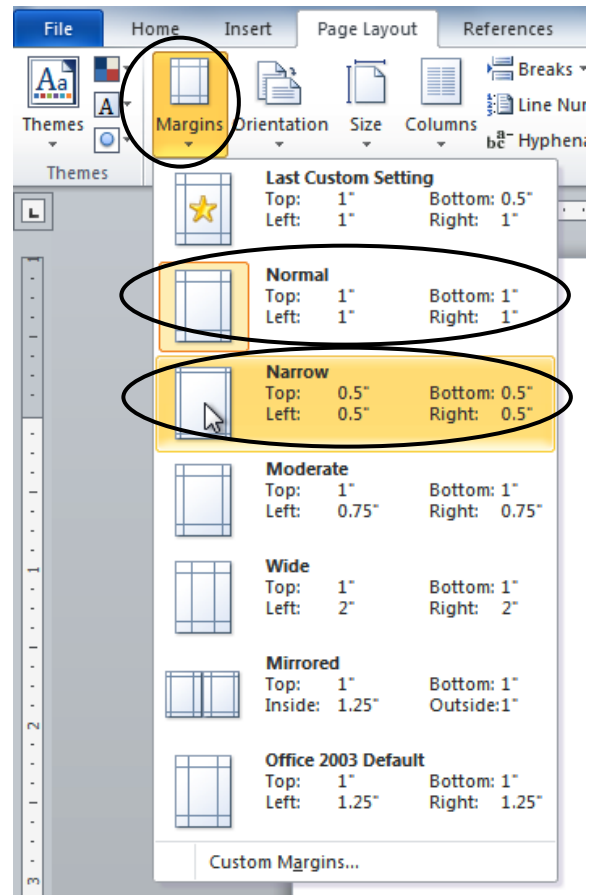
 - **Avoid using too many pages**
 - 1 page is best
 - Have 2 pages? Check these common issues
 - Formatting - spacing, margins, header/footer
 - Font size
 - Irrelevant information

 - **Proofread**
 - Your resume is the first impression you will make on the reader and must be 100% error free!
 - Don't rely on spell check / grammar check, you will not see small mistakes you have made
 - Have your resume reviewed by a career professional before you submit it
-

Basic Formatting Instructions

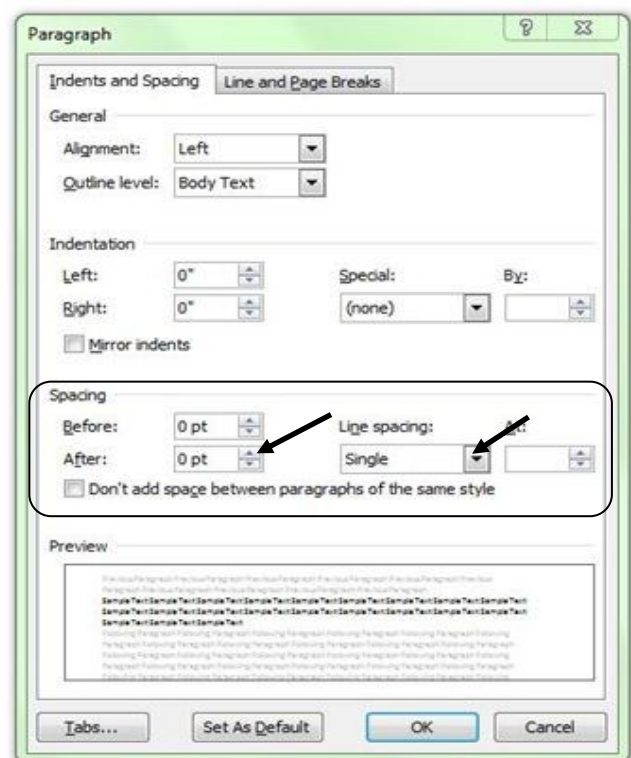
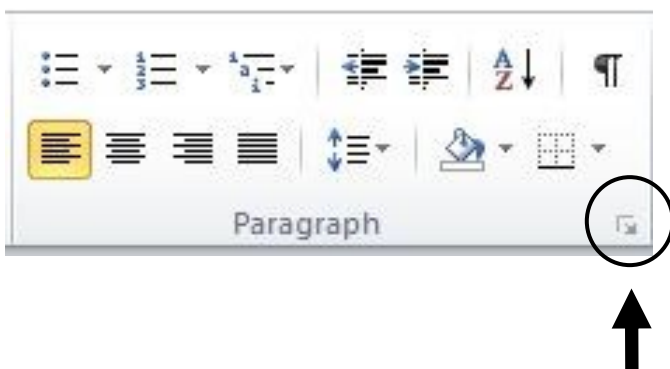
Page Margins

- The **standard margins** in a new MS Word doc are:
“Normal” Top 1” Bottom 1”
 Left 1” Right 1”
- Your margins should be no smaller than:
“Narrow” Top .5” Bottom .5”
 Left .5” Right .5”
- Change your margins by:
 - click the Page Layout tab
 - click the Margins button
 - choose your margin size



Spacing

- Your resume should be single spaced
- If your default line spacing is not single spaced - adjust it using the Paragraph box
- Change:
 - Spacing: Before 0 pt, After 0 pt
 - Line spacing: single



Resume Sections

Standard Sections

- Contact Information
- Education
- Experience
- Computer Skills

Optional Sections

- Honors & Awards
 - Foreign Language Skills
 - Licenses & Certifications
 - Other Skills
 - Professional Affiliations
 - Professional Profile / Summary (*if you have 10+ years experience or are changing careers*)
 - Relevant Coursework
 - Skills & Knowledge
 - Or any section you need to highlight a specific skill or experience that is related to the position you are applying for
-

Basic Resume Outline - One Section “Experience”

- This is a general resume outline, and should be used as a guide to organize your resume.
- You may or may not have information to include in every section listed.
- Feel free to use a different format or include other relevant information on your resume.
- See the following pages for detailed explanations and examples.

Name

Contact Information

Education

Degree, Major

School Name, City, State

Expected Graduation or Graduation Date: Month Year

Honors & Awards (optional section)

- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received

Relevant Coursework (optional section)

- Full name of course
- Full name of course
- Full name of course
- Full name of course

Experience

Title , Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title , Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title , Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Computer / Technical Skills

- Name of Software
- Name of Software
- Name of Software

Other Skills (optional section)

- Foreign Language Spoken
 - Other Relevant Skill
-

Basic Resume Outline - Two Sections “Relevant Experience & Other Experience”

- This is a general resume outline, and should be used as a guide to organize your resume.
- You may or may not have information to include in every section listed.
- Feel free to use a different format or include other relevant information on your resume.
- See the following pages for detailed explanations and examples.

Name

Contact Information

Education

Degree, Major

School Name, City, State

Expected Graduation or Graduation Date: Month Year

Honors & Awards (optional section)

- Name of Award/Honor, Organization Name, Date Received
- Name of Award/Honor, Organization Name, Date Received

Relevant Coursework (optional section)

- Full name of course
- Full name of course
- Full name of course
- Full name of course

Relevant Experience

Title , Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Title , Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments
- Description of what you did in the position - tasks & accomplishments

Other Experience

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments (optional)

Title, Start Date - End Date or Present

Name of Organization, City, State

- Description of what you did in the position - tasks & accomplishments (optional)

Computer Skills

- Name of Software
- Name of Software
- Name of Software

Other Skills (optional section)

- Foreign Language Spoken
 - Other Relevant Skill
-

Contact Information

Contact Information Formats

Name
Email, Phone Number

Name
Mailing Address, City, State Zip
Email, Phone Number

Contact Information Section Tips

- Mailing address is optional
- List a professional email address that you check on a regular basis
- List a phone number where you can receive calls & voicemail messages

Contact Information Examples

Vanessa G. Mitchell
vanessamitchell@gmail.com • 315-539-5493

Steven Jones
15 Smith Lane, Syracuse, NY 13204
315-468-8952 • sjones@yahoo.com

Education

Education Formats

Degree, Major
School Name, City, State
Expected Graduation Date: month/year

School Name, City, State date started - present
Degree, Major

Degree, Major, School Name, City, State Month/year of graduation

Education Section Tips

- List in reverse chronological order - most recent started / received, working backwards in time
 - Listing high school information on your resume is optional:
 - Only include if you graduated less than 3 years ago
 - List the correct degree type (A.A., A.S. or A.A.S.) and the correct major (do not abbreviate)
 - If you have attended more than one college:
 - List information for each college - even if you did not complete a degree
 - Include college courses completed while in high school
 - Only include GPAs of 3.0 or higher
-

Education Examples

Example: High School & College

(Listing High School is Optional)

A.A. Liberal Arts & Sciences: Humanities & Social Science
Onondaga Community College, Syracuse, NY
Expected Graduation Date: May 2018

Regents Diploma
Liverpool High School, Liverpool, NY
June 2015

Example: Two Colleges (Transferred to Onondaga)

Onondaga Community College, Syracuse, NY
A.S., Math & Science
Expected Graduation Date: August 2017

Binghamton University, Binghamton, NY
B.S., Biology
September 2015 to May 2016

Example: Two Colleges (Courses Completed During High School)

Onondaga Community College, Syracuse, NY
Associate in Arts, General Studies
Expected Graduation Date: August 2017

Syracuse University, Syracuse, NY
Completed 12 credits during senior year of high school
August 2015 to May 2016
Courses included: English Composition I & II, General Psychology

Honors & Awards *(optional section)*

Honors & Awards Format

Award Name, Organization Who Gave It, Month / Year Received

Honors & Awards Tips

- List in reverse chronological order - most recently received, working backwards in time
 - Include honors that reflect academic achievements and/or work / internship / volunteer achievements
 - Check the physical award for details - no details? Do not list the award
 - Mix academic & other awards together or list in separate sections
 - Examples of Academic Honors at Onondaga Community College include:
 - Merit Based Scholarships
 - Provost's / President's List
 - Academic Department Student Awards
 - Special Population Program Awards (i.e., EOP, CSTEP, etc.)
 - Phi Theta Kappa National Honor Society
 - National Society of Leadership & Success
 - SUNY Chancellor's Awards
-

Honors & Awards Examples

Academic Achievements:

- National Honor Society of Leadership & Success, Spring 2015 - Present
- Mary M. Smith Memorial Scholarship, Fall 2015
- Most Improved Student Award, EOP Program, Onondaga Community College, Fall 2015

Other Achievements:

- Perfect Attendance 2015, Target Corporation, January 2016
- Intern of the Month, ABC Company, November 2015

Achievements

- **Phi Theta Kappa Honor Society**, Onondaga Community College, Fall 2016 - Present
- **Perfect Attendance Award for 2015**, Target Corporation, January 2016
- **Academic Achievement Award**, Biology Department, Onondaga Community College, December 2015
- **Intern of the Month**, ABC Company, November 2015
- **Mary M. Smith Memorial Scholarship**, Fall 2015
- **President’s List**, Onondaga Community College, Spring 2015

Relevant Coursework *(recommended section)*

Relevant Coursework Formats

Name of Course (in progress)	Name of Course	Name of Course, Name of Course, Name of Course, Name of Course, Name of Course, Name of Course
Name of Course (in progress)	Name of Course	
Name of Course	Name of Course	
Name of Course	Name of Course	

Relevant Coursework Tips

- List 4-6 courses that are related to the position you are applying for
- Include the most relevant coursework you have completed or that you are currently taking
- List the course name, not the course number
- Do not abbreviate the course name - list the official name as it appears in the college catalog/website

Relevant Coursework Examples

<p>Relevant Coursework</p> <ul style="list-style-type: none"> • Public Speaking (in progress) • Interpersonal Communication • General Psychology • American Sign Language I & II 	<p>Relevant Coursework</p> <ul style="list-style-type: none"> • Calculus I & II (II in progress) • General Chemistry I & II (II in progress) • General Biology I & II • Elementary Spanish I & II
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Relevant Skills / Knowledge *(optional section)*

Relevant Skills / Knowledge Formats

Name of Course Description of skills/knowledge gained	Category Name Skill / Knowledge Skill / Knowledge Skill / Knowledge
Name of Course Description of skills/knowledge gained	Category Name Skill / Knowledge Skill / Knowledge Skill / Knowledge
Name of Course Description of skills/knowledge gained	Category Name Skill / Knowledge Skill / Knowledge Skill / Knowledge
Name of Course Description of skills/knowledge gained	Category Name Skill / Knowledge Skill / Knowledge Skill / Knowledge

Relevant Skills / Knowledge Tips

- Use this section as a stand alone, or in combination with the Relevant Coursework Section (see previous page)
- List skills & knowledge that are relevant to the position you are applying for
- Skills & knowledge can come from:
 - College coursework
 - Other training
 - On the job, internships, volunteer / community service, leadership roles, etc.
- List the name of the course and the associated skills / knowledge
OR
List just the skill or knowledge (do not associate it with a course)
- Do not list soft skills (i.e., team player, interpersonal communication, multitasking, organization)

Relevant Skills / Knowledge Examples

Knowledge & Skills

- Basic proficiency in the Spanish language with the ability to communicate in common social situations verbally and in writing
- Understanding of the molecular and cellular basis of life, plant structure, animal and systems biology
- Knowledgeable in basic chemistry concepts including: atomic structure, chemical bonding, stoichiometry, kinetic molecular theory and the states of matter, solutions, ionic reactions, oxidation and reduction, and acid and base theories

Relevant Coursework & Knowledge

American Sign Language I & II

- Basic proficiency in American Sign Language with the ability to communicate in common social situations

Public Speaking

- Understand the basic skills and theories of public speaking including: choosing an appropriate topic, effectively analyzing and adapting to an audience, and the use of proper body language and critical listening skills

General Psychology

- Knowledgeable in basic Psychology concepts including the impact of heredity and environment, perception, conditioning, learning, intelligence, motivation, emotions and personality

Computer / Technical Skills

Computer / Technical Skills Format

Name of software, name of software, name of software, name of software

Category:
Name, Name, Name

Category:
Name, Name, Name, Name

Computer / Technical Skills Tips

- Include this section if you did not include computer / technical skills as part of your relevant skills & knowledge section (see previous page)
- List the computer software you are proficient/skilled in
- Optional - qualify your level of skill (i.e., basic, intermediate, advanced)
- Only list MS Office if you are proficient in all the included programs (ie. Word, PowerPoint, Excel, Access, Outlook, Publisher)
- Include other technical information (ie. operating systems, advanced software / skills, etc.)

Computer / Technical Skills Examples

Computer Skills:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Typing 45 WPM

Computer Skills

- **Office Productivity:** MS Word, Excel, PowerPoint, Publisher
- **Desktop Publishing:** Adobe Photoshop
- **Webpage Design:** Adobe Dreamweaver
- **Operating Systems:** Windows & IOS operating systems

Other Skills *(optional section)*

Other Skills Format

Category:
Name, Name, Name

name of skill, name of skill, name of skill, name of skill

Category:
Name, Name, Name, Name

Other Skills Tips

- Use this section as a stand alone, or in combination with the Computer / Technical Skills section (see above)
- Include “hard skills” such as proficiency in a foreign language, technical skills, etc.
- Avoid listing “soft skills” (i.e., team player, time management, organization, etc.)

Other Skills Examples

Language Skills:

Fluent in English, Arabic and French

Skills:

Language: Fluent in English, Arabic and French

Computer: MS Word, MS Excel, MS PowerPoint, MS Publisher

Technical: Social Media, Platforms, Basic Web Design, Photo Editing

Experience Section Tips

- **All experience counts!**
 - Paid Work
 - Internships
 - Volunteering
 - Service-learning
 - Leadership Roles
 - Athletics
 - Student Government
 - Clubs & Organizations

 - **For each position:**

Include: <ul style="list-style-type: none"> • job title • start / end dates (month/year, year only <u>or</u> season) • name of organization • organization's city / state 	<u>Do not include:</u> <ul style="list-style-type: none"> • street address • name of supervisor • zip code • reason for leaving
--	--

 - **Always include dates of employment for positions you have held**
 - Start / end dates (month/year, year only or season)
 - If you are currently in a position, your end date is "present" or "current"
 - Omitting dates of employment (for any reason) will raise an immediate red flag and may cause you not to be considered for the position

 - **Use a consistent format when:**
 - Indenting information
 - Bolding / underlining section headings
 - 1/2017 or January 2017
 - NY or New York
 - Use a dash or the word "to"
 - 8/2015 - 10/2016 or 8/2015 to 10/2016

 - **List information in each section in reverse chronological order**
 - Most recently started first - work backwards in time

 - **When writing your position descriptions, use bullets, not paragraphs**
 - Bullets are easy to skim
 - Paragraphs will be skipped over

 - **Use the correct tense:**
 - Present Tense = positions you currently hold
 - Past Tense = positions you no longer hold

 - **Write your descriptions in your own words:**
 - Do not copy and paste the position description from your organization's website or your hiring paperwork
 - Write a description in your own words of what your position entails and what you have accomplished

 - **Use as many bullets as necessary to fully describe your tasks & accomplishments**
-

Listing Your Experience - One Section “Experience”

Format

EXPERIENCE

Position Title, Start Date - End Date
Organization Name, City, State

- Detailed Description
- Detailed Description
- Detailed Description

Position Title, Start Date - End Date
Organization Name, City, State

- Detailed Description
- Detailed Description
- Detailed Description

Position Title, Start Date - End Date
Organization Name, City, State

- Detailed Description
- Detailed Description

Tips

- Best when:
 - You have a variety of experiences that do not directly correspond to the position you are applying for
 - There is no need to highlight anything specific
- All experience is listed together:
 - Paid Jobs
 - Internships
 - Volunteer / Community Service
 - Leadership Roles in:
 - On & off campus clubs & organizations
 - Student government
 - Athletics
- Include a detailed description of:
 - Job duties & tasks
 - Skills used to be successful

See page 15 for more information on writing position descriptions

Example

Jessica Mitchell

jmittchell@gmail.com, 315-637-9986

EDUCATION

Associate in Arts, Liberal Arts & Sciences: Humanities & Social Science

Onondaga Community College, Syracuse, New York

Anticipated Completion: May 2017

EXPERIENCE

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY **August 2015 to May 2016**

- Volunteer weekly to assist an ESL student practice English language skills.
- Plan topics and guide the weekly conversations to ensure the meetings are productive.
- Provide student with constructive feedback and tips for improving English language skills.

Guest Services Representative, Worldwide Health and Fitness, Dewitt, NY **January 2015 to Present**

- Independently manage all operations at the Guest Services desk.
- Assist members with questions regarding their accounts, create and upgrade accounts, and independently resolve any customer billing and payment issues.
- Create a welcoming atmosphere by enthusiastically meeting and greeting existing, new and prospective members.
- Contribute to monthly sales goals and quotas by promoting new services and class offerings.
- Manage weekly schedules for 6 personal trainers utilizing Microsoft Outlook.

Technology Assistant, Onondaga Community College, Syracuse, NY **September 2014 to Present**

- Began as a Technology Aide and was promoted to current position after 3 months.
- Oversee the daily performance of computers in the Coulter Computer Lab.
- Answer student user inquiries regarding computer software or hardware operation and resolve problems.

Afterschool & Summer Program Assistant, Syracuse YMCA, Syracuse, NY **October 2012 to August 2014**

- Worked on a team of 12 staff members to provide quality care and programming for children in grades K-6.
- Chosen on multiple occasions to assist the Site Director in developing and planning age appropriate activities.

COMPUTER SKILLS

Microsoft PowerPoint, Microsoft Word, Microsoft Outlook

Listing Your Experience - Two Sections “Relevant Experience & Other Experience”

Format

RELEVANT EXPERIENCE

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description
- Detailed Description

OTHER EXPERIENCE

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description (*optional*)
- Detailed Description (*optional*)

Position Title, Start Date - End Date

Organization Name, City, State

- Detailed Description (*optional*)
- Detailed Description (*optional*)

Tips

- Best when:
 - You have a variety of experiences - some that corresponds to the position you are applying for and others that do not
 - Some of your experience is directly related to the position you are applying for
 - You want to highlight the directly related experience
- Relevant Experience Section:
 - Relevant / related experience only
 - All relevant / related experience is listed together:
 - Paid Jobs
 - Internships
 - Volunteer / Community Service
 - Leadership Roles in:
 - On & off campus clubs & organizations
 - Student government
 - Athletics
 - Include a detailed description of:
 - Job duties & tasks
 - Skills used to be successful
 - Accomplishments
- Other Experience Section:
 - Irrelevant / unrelated experience only
 - Description is optional

See page 15 for more information on writing position descriptions

Example

Jessica Mitchell

jmittell@gmail.com, 315-637-9986

EDUCATION

Associate in Arts, Liberal Arts & Sciences: Humanities & Social Science

Onondaga Community College, Syracuse, New York

Anticipated Completion: May 2017

RELEVANT EXPERIENCE

Guest Services Representative, Worldwide Health and Fitness, Dewitt, NY

January 2015 to Present

- Independently manage all operations at the Guest Services desk.
- Assist members with questions regarding their accounts, create and upgrade accounts, and independently resolve any customer billing and payment issues.
- Create a welcoming atmosphere by enthusiastically meeting and greeting existing, new and prospective members.
- Contribute to monthly sales goals and quotas by promoting new services and class offerings.
- Manage weekly schedules for 6 personal trainers utilizing Microsoft Outlook.

Technology Assistant, Onondaga Community College, Syracuse, NY

September 2014 to Present

- Began as a Technology Aide and was promoted to current position after 3 months.
- Oversee the daily performance of computers in the Coulter Computer Lab.
- Answer student user inquiries regarding computer software or hardware operation and resolve problems.

OTHER EXPERIENCE

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY

August 2015 to May 2016

Afterschool & Summer Program Assistant, Syracuse YMCA, Syracuse, NY

October 2012 to August 2014

COMPUTER SKILLS

Microsoft PowerPoint, Microsoft Word, Microsoft Outlook

Writing Position Descriptions

Position Description Writing Format

Write your position descriptions using this basic formula:

action verb
+
task
+
result (when possible)

Position Description Writing Tips

- Write position descriptions that talk about the:
 - Position duties & tasks
 - The transferrable skills you used to be successful (i.e., teamwork, communication, organization, etc.)
 - What you accomplished in the position:
 - How you made a difference to the company, customers, co-workers, etc.
- Writing about your accomplishments:
 - Accomplishments come in many forms
 - Think outside the box:
 - Did you contribute to keeping customers happy?
 - Were you promoted after only X months in the role?
 - Did you start as a temp / seasonal employee and get hired on?
 - Were you cross trained in different areas / departments / jobs?
 - Were you the “go-to” person for something on your team?
 - Did you train new employees?
 - Were you trusted to handle something important or above your job title / position / paygrade?
 - Were you successful in reaching set goals / quotas?

Position Description Writing Examples

Do Not Say:

- Greeted customers
- Register
- Shelved items
- Customer service

Do Say:

- Greeted all customers at the register with a friendly smile
 - Accurately and quickly processed customer orders
 - Quickly and efficiently returned unwanted items to the correct place on the sales floor
 - Frequently recognized by customers for providing excellent customer service
-

Action Verbs To Use When Writing Position Descriptions

Communication Skills

- Addressed
- Advertised
- Arbitrated
- Arranged
- Articulated
- Authored
- Clarified
- Collaborated
- Communicated
- Composed
- Condensed
- Conferred
- Consulted
- Contacted
- Conveyed
- Convinced
- Corresponded
- Debated
- Defined
- Developed
- Directed
- Discussed
- Drafted
- Edited
- Elicited
- Enlisted
- Explained
- Expressed
- Formulated
- Furnished
- Incorporated
- Influenced
- Interacted
- Interpreted
- Interviewed
- Involved
- Joined
- Judged
- Lectured
- Marketed
- Mediated
- Moderated
- Negotiated
- Observed
- Outlined
- Participated
- Persuaded
- Presented
- Promoted
- Proposed
- Publicized
- Reconciled
- Recruited
- Referred
- Reinforced
- Reported
- Resolved
- Responded

- Solicited
- Specified
- Spoke
- Suggested
- Summarized
- Synthesized
- Translated
- Wrote

Clerical Skills

- Approved
- Arranged
- Catalogued
- Classified
- Collected
- Compiled
- Dispatched
- Executed
- Generated
- Implemented
- Inspected
- Monitored
- Operated
- Organized
- Prepared
- Processed
- Purchased
- Recorded
- Retrieved
- Screened
- Specified
- Systemized
- Tabulated
- Validated

Creative Skills

- Acted
- Adapted
- Began
- Combined
- Composed
- Conceptualized
- Condensed
- Created
- Customized
- Designed
- Developed
- Directed
- Displayed
- Drew
- Entertained
- Established
- Fashioned
- Founded
- Illustrated
- Initiated
- Instituted
- Integrated
- Introduced
- Invented

- Modeled
- Modified
- Originated
- Performed
- Photographed
- Planned
- Revitalized
- Shaped
- Solved

Financial Skills

- Administered
- Adjusted
- Allocated
- Analyzed
- Appraised
- Assessed
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Conserved
- Corrected
- Determined
- Developed
- Estimated
- Forecasted
- Managed
- Marketed
- Measured
- Netted
- Planned
- Prepared
- Programmed
- Projected
- Qualified
- Reconciled
- Reduced
- Researched
- Retrieved

Helping Skills

- Adapted
- Advocated
- Aided
- Answered
- Assessed
- Assisted
- Clarified
- Coached
- Collaborated
- Contributed
- Cooperated
- Counseled
- Demonstrated
- Diagnosed
- Educated
- Encouraged
- Ensured

- Expedited
- Facilitated
- Familiarized
- Furthered
- Guided
- Helped
- Insured
- Intervened
- Motivated
- Prevented
- Provided
- Referred
- Rehabilitated
- Represented
- Resolved
- Simplified
- Supplied
- Supported
- Volunteered

Leadership Skills

- Administered
- Analyzed
- Appointed
- Approved
- Assigned
- Attained
- Authorized
- Considered
- Consolidated
- Contracted
- Controlled
- Chaired
- Converted
- Coordinated
- Decided
- Delegated
- Developed
- Directed
- Eliminated
- Emphasized
- Enforced
- Enhanced
- Established
- Evaluated
- Executed
- Generated
- Handled
- Headed
- Hired
- Hosted
- Improved
- Incorporated
- Increased
- Initiated
- Inspected
- Instituted
- Led
- Managed

- Merged
- Motivated
- Navigated
- Organized
- Originated
- Oversaw
- Overhauled
- Oversaw
- Planned
- Presided
- Prioritized
- Produced
- Recommended
- Replaced
- Restored
- Reviewed
- Scheduled
- Secured
- Selected
- Streamlined
- Strengthened
- Supervised
- Terminated

Organizational Skills

- Approved
- Arranged
- Catalogued
- Categorized
- Charted
- Classified
- Coded
- Collected
- Compiled
- Corrected
- Corresponded
- Distributed
- Executed
- Filed
- Generated
- Incorporated
- Inspected
- Logged
- Maintained
- Monitored
- Obtained
- Operated
- Ordered
- Organized
- Prepared
- Processed
- Provided
- Purchased
- Recorded
- Registered
- Reserved
- Responded
- Reviewed
- Routed

- Scheduled
- Screened
- Submitted
- Supplied
- Standardized
- Systematized
- Updated
- Validated
- Verified

Research Skills

- Analyzed
- Clarified
- Collected
- Compared
- Conducted
- Critiqued
- Detected
- Determined
- Diagnosed
- Evaluated
- Examined
- Experimented
- Explored
- Extracted
- Formulated
- Gathered
- Identified
- Inspected
- Interpreted
- Interviewed
- Invented
- Investigated
- Located
- Measured
- Organized
- Reviewed
- Searched
- Summarized
- Solved
- Surveyed
- Systematized
- Tested

Teaching Skills

- Adapted
- Advised
- Clarified
- Coached
- Communicated
- Conducted
- Coordinated
- Critiqued
- Demystified
- Developed
- Enabled
- Encouraged
- Evaluated
- Explained
- Facilitated

- Focused
- Guided
- Individualized
- Informed
- Instilled
- Instructed
- Motivated
- Persuaded
- Set goals
- Simulated
- Stimulated
- Taught
- Trained
- Transmitted
- Tutored

Technical Skills

- Adapted
- Applied
- Assembled
- Built
- Calculated
- Computed
- Conserved
- Constructed
- Converted
- Debugged
- Designed
- Determined
- Developed
- Devised
- Engineered
- Fabricated
- Fortified
- Installed
- Maintained
- Operated
- Overhauled
- Printed
- Programmed
- Rectified
- Regulated
- Remodeled
- Repaired
- Replaced
- Restored
- Solved
- Specialized
- Standardized
- Studied
- Upgraded
- Utilized

JOHN GARCIA

345 South Salina Street | Syracuse, NY 13210 | 315-689-3222 | jgarcia@gmail.com

Education

Onondaga Community College, Syracuse, NY

A.A., Humanities & Social Science, Liberal Arts & Science

Anticipated Graduation Date: May 2017

Nurse Aide Certification

Syracuse Educational Opportunity Center (EOC), Syracuse, NY

September-October 2014

Experience

Top's Friendly Markets, Syracuse, NY

Deli Clerk, November 2016-Present

- Unload deli products and transfer stock to storage areas
- Slice, cut, weigh, and price stock according to customers' orders
- Provide courteous and friendly customer service in a timely manner

PEACE, Inc., Syracuse, NY

Volunteer, January-April 2015

- Prepared state and federal tax returns for more than 50 low-income families
- Explained tax policies and terms in order to enhance individuals' understanding of filing process

The Meadows, Cicero, NY

Certified Nursing Assistant, November 2014-January 2016

- Provided personal hygienic assistance to residents in a caring manner
- Enhanced residents' experience by quickly addressing concerns and creating comfortable living environment
- Conducted routine medical care, including checking blood pressure, weighing individuals, and accurately documenting data on regular basis

JCPenney, Syracuse, NY

Sales Associate, July 2013-March 2015

- Began as a seasonal employee and was hired on after 2 months
- Created friendly atmosphere by greeting customers upon entering the store
- Arranged and folded clothing in order to maintain organized displays
- Accurately processed cash and credit transactions at the register during peak business hours
- Enhanced sales efforts by explaining promotional offers
- Set up merchandise according to company protocols

Skills

- Microsoft Word, PowerPoint
- Spanish (fluent)

Andrea R. Gallston

andreargallston@gmail.com, 315-321-9876

Education

A.A, General Studies

Onondaga Community College, Syracuse, NY
Expected Graduation Date: May 2017

Regents Diploma
Liverpool High School, Liverpool, NY
June 2014

Honors & Awards

- **President's List**, Onondaga Community College, Spring 2016
- **Member**, Phi Theta Kappa Honor Society, Fall 2016 to Present
- **Recipient**, Mary M. Kelly Memorial Scholarship, Fall 2015
- **Member**, National Honor Society of Leadership & Success, Spring 2015 - Present

Computer Skills

- Microsoft Word, Excel, PowerPoint
- Typing 55 WPM

Experience

Dispatcher, University Police, SUNY ESF, Syracuse, NY, **September 2015 to Present**

- Serve as the first point of contact between the campus community and police department.
- Receive and process calls directly or through an enhanced 911 system.
- Determine the significance of calls and assign the appropriate level of police resources.

Volunteer RC Flight Instructor, Onondaga Model Aircraft Club, Manlius, NY, **June 2013 to Present**

- Certified to teach introductory RC pilot skills by the Academy of Model Aeronautics.
- Instruct student pilots, ages 6-15; approximately 25 per year (summer flight season).
- Perform check out flights for new members to determine the pilot's skills level.
- Teach new adults pilots basic flight skills.

Tutor, The Learning Center, Onondaga Community College, **January 2016 to May 2016**

- Tutored students seeking to improve their understanding of concepts and theories of General Psychology.
- Worked one-on-one and in groups to review course materials, prepare for exams and assist with research.
- Modified tutoring techniques to each student's learning style.

Package Handler, FedEx, Syracuse, NY, **July 2014 to July 2015**

- Moved products and materials by hand or with basic material handling equipment.
- Handled fragile items and hazardous materials in a safe manner according to rules and regulations.
- Placed containers on proper conveyor belts and in chutes to go to the loading dock.
- Worked with a team to process all packages efficiently by the end of each shift.

Childcare Provider, Private Family, Syracuse, NY, **August 2012 to Present**

- Care for two children beginning at ages 6 months and 2 years.
- Provide supervision and discipline, keep children entertained with indoor and outdoor recreational and educational activities.
- Prepare and serve meals, complete light housekeeping and pet care.

Mohammed Antar

146 Olivia Street, East Syracuse, NY 13057
mohammed.antar@yahoo.com, 607-559-1233

Education

Associate of Science, Math & Science
Onondaga Community College, Syracuse, NY

Expected Graduation Date: December 2017

Bachelor of Science, Chemistry (Completed 26 credits)
SUNY Oswego, Oswego, NY

August - December 2015

Relevant Experience

Hotel Syracuse

Valet Manager

East Syracuse, NY

January 2016 - Present

- Promoted to Manager after six months as a Valet
- Supervise eight valet employees and ensure high quality service for all hotel guests
- Manage detailed weekly schedule according to each employee's availability
- Independently manage all customer complaints resulting in a resolution that maintains customer loyalty
- Accurately enter customer charges into the system, generate invoices, distribute to customers, and accept cash and credit payments
- Compile end of shift financial data, complete reports, and make safe drop.
- Provide concierge services for guests, such as giving suggestions for dining, entertainment and directions

Water Street Café

Shift Manager

Oswego, NY

March - December 2015

- Trained six new employees in opening café, handling cash register and accurately taking orders
- Addressed customers' concerns in a professional and timely manner in order to create quality dining experience
- Exceeded sales goals by 15% for three consecutive quarters

Community Service

Blood Drive Volunteer, American Red Cross

January - May 2016

Office Volunteer, Ronald McDonald House Charities of CNY

February 2014 - June 2015

Extracurricular Involvement

- Whole Earth Club, Onondaga Community College 2016 - Present
- Men's Soccer Team, Onondaga Community College 2016, 2015
- Junior Engineering Contest Competitor, Sensis Corporation 2014, 2013

Technical Skills

- Microsoft Word, Excel, PowerPoint
- Adobe Photoshop
- Windows and IOS operating systems
- Fluent in Japanese, Arabic and English

KELLY GREENE

315-458-7895
kgreene2@gmail.com

EDUCATION

**A.A., Humanities & Social Science, Liberal Arts & Science
Minor in Honors**
Onondaga Community College, Syracuse, NY
GPA: 3.75

Expected: May 2017

HONORS & AWARDS

- . **Nominee**, SUNY Chancellor's Award
- . **Member**, Phi Theta Kappa
- . **President's List**

Fall 2016
Spring 2016
Fall 2015, Spring 2016, Fall 2016

LEADERSHIP EXPERIENCE

Onondaga Community College, Syracuse, NY
Peer Connector, Advising Center

Fall 2016 to Present

- . Assisted students with class registration, including adding and dropping courses.
- . Explained class descriptions to individuals when necessary.
- . Answered questions about financial aid and credit requirements.
- . Helped students to use class schedule sheet in order to manage time and avoid class conflicts.

Resident Assistant. Office of Residence Life

Spring 2015 to Spring 2016

- . Served as a role model, executed good judgment and maintained an appropriate standard of behavior.
- . Developed a sense of community and an environment conducive to positive living and learning.
- . Maintained regular contact and developed relationships with each resident to ensure their continuous well being.
- . Actively listened to residents' problems and concerns with an attitude of understanding and support.
- . Provided feedback and supported residents through the problem solving process.
- . Referred residents to other resources, including Resident Hall Directors and other college staff, when necessary
- . Planned, coordinated and facilitated monthly informational and recreational programming community building.
- . Selected programming topics or activities, contacted and scheduled speakers, reserved meeting space/venue, created and distributed advertising, etc.
- . Staffed the RA Office and served as the RA on call on a weekly basis.
- . Conducted resident hall rounds on a daily basis to ensure the building was secure and rules were being followed.
- . Addressed safety violations with residents and ensured that restricted items were removed.
- . Responded to emergencies and safety issues by assessing the situation, contacting the necessary people and documenting the incident.

OTHER EXPERIENCE

American Red Cross, Syracuse, NY
Blood Drive Volunteer

April 2013 to Present

Testing Services, Onondaga Community College, Syracuse, NY
Roaming Proctor (*workstudy*)

August 2015 to May 2016

Target, Fayetteville, NY
Stock Assistant

January 2014 to May 2016

COMPUTER SKILLS

- . **Office Productivity**: MS Word, PowerPoint, Publisher
- . **Desktop Publishing**: Adobe Photoshop
- . **Webpage Design**: Adobe Dreamweaver
- . **Operating Systems**: Windows & IOS operating systems

Cover Letter Writing

Cover Letter Format

Your Address

Date

Company Address

Dear _____,

Introduction paragraph

2-3 body paragraphs

Closing paragraph

Sincerely,
Your Name

Cover Letter Sections

1. Introduction paragraph
2. 2-3 body paragraphs
3. Closing paragraph

Cover Letter Writing Tips

- **Identify the position for which you are applying.**
 - Every cover letter needs to be tailored to the specific job description.
 - Employers can easily see when a candidate writes a generic letter, and the person may not be considered for an interview.
 - Do not use a template.
 - **Highlight/underline the most important skills, experiences, and requirements for the position.**
 - This will provide a framework for showing how you are a good fit for the job.
 - **Highlight/underline your experience, skills, education and accomplishments on your resume.**
 - This will help you to see how your background corresponds to the position.
 - **Connect the position and your background with specific examples.**
 - Focus on two to three requirements that you meet best.
 - Incorporate words from the job posting; this is part of the tailoring process.
 - Examples are important because they provide proof of your qualifications.
 - Being specific helps the reader to understand your background; do not just repeat what your resume says!
 - **Include your contact information (email and phone).**
 - Your resume and cover letter may get separated during the review process.
 - **Keep it to 3/4 to one full page.**
 - Anything more is too long.
 - **Write your letter in Business Format**
 - See Cover Letter Format section (above) for details
-

- **Have someone proofread your letter.**
 - A cover letter is a writing sample.
 - Be sure that grammar and punctuation are correct.
 - A well written cover letter also demonstrates that you are sincerely interested in the position.

Section 1: Introduction Paragraph

In this section, you should write the following:

- **The position** for which you are applying.
- **How you heard about the position**
 - If someone referred you, include the individual's name (if the person gives you permission)
- **Include a bridge sentence** that transitions the introduction to the body paragraph
 - The bridge sentence includes the two to three skills/qualifications of why you are a good fit for the position.
- **Optional:**
 - **Capture the reader's attention** in the first sentence by showing that you researched the company or highlighting some of your experience. However, this is **not** required.

Section 1: Introduction Examples

The parts of the introduction are labeled within each example for clarification:

1 = Position name and company/organization

2 = If you heard about it through a contact

3 = Bridge sentence

4 = Optional sentence to capture reader's attention

Please accept this letter as my application for the position of Customer Service Representative at AT&T¹. My interpersonal skills and administrative experience are a good match for your needs.³

Mary Smith, Accounts Receivable Clerk in your Finance Department² told me of your need to find a Collections Representative.¹ She believes, as I do, that my five years collections and customer service experience make me a perfect fit for this position.³

This letter is an expression of my interest in the Management Trainee position¹ which I saw listed on the Miller & Gilbert Inc. corporate website. I am excited for the opportunity to utilize my customer service background, communication skills and database experience in a managerial capacity.³

As a special events professional, I have organized extremely successful events under tight deadlines⁴, which is why I am a strong fit for the Planning Coordinator position¹ at The Craftsman Inn. I believe my attention to detail, interpersonal skills, and business expertise will allow me to plan weddings at your venue³.

With Byrne Dairy's plans to expand their facilities with a Cultured Plant⁴, I am excited to apply for the Business Development Specialist position¹, where I can contribute to a growing company. At Byrne Dairy, I will utilize my research background and

Section 2: Body Paragraphs

In this section:

- Identify how **you match** the position **requirements** (i.e., What makes you qualified?)
 - Education
 - Experience
 - Skills
 - Accomplishments
- Use **specific examples** to explain **how you used your skills** to:
 - Accomplish a goal
 - Make a difference
 - Achieve success
- Clearly show **how**:
 - You are a good fit for the position
 - You will directly benefit the company / organization

Remember, it is not enough to merely say you have the skills or experience required for the position! You must demonstrate it with specific examples!

Body Paragraph Examples

Student - Demonstrating strong communication and organizational skills

No: I have strong communication and organizational skills.

Yes: I have excellent oral and verbal communication skills, as well as organizational skills, which I successfully utilized as the group leader for a project in my Public Speaking class at Onondaga Community College. As the group leader, I maintained constant contact with members via email and in-person and was responsible for assigning the various aspects of the project and setting deadlines. I coordinated with members to schedule meetings and ensured that the time spent together was productive. During the oral presentation portion of our project, I served as the group spokesperson, giving a PowerPoint presentation that the group developed, and led the Q&A session that followed. Ultimately, my group received an A for the project and was the only group in the class to be awarded a grade higher than a B. At Genesis Marketing, I will use my communication skills to present advertising campaigns to clients.

Customer Service Rep - Demonstrating prior experience and accomplishments

No: I have been successful in my previous positions in customer service.

Yes: As a Telemarketer for the Onondaga Community College Phone-A-Thon, I was responsible for engaging alumni in conversations about the college, answering their questions, informing them of new and exciting developments and encouraging them to donate funds. I was successful in this position and generated donations totaling \$10,000. At United Way, my sales experience will allow me to effectively create awareness and raise funds for the Annual Campaign.

****Refer to Cover Letter examples on pages 26 & 28 for additional ways to emphasize skills, experiences and education.****

Section 3: Closing Paragraph

In this section, write the following:

- Thank the reader for taking the time to review your letter.
- Summarize why you would be a good fit for the position in one sentence.
- Give your contact information (phone and email address).
- *Optional:* State if you will follow-up with the reader.

Follow up Examples

Not following up

I am confident that my organizational skills and customer experience will complement your company's needs. Please contact me at 315-426-5789 or sarahjames@hotmail.com to arrange a personal interview where I can further explain how my skills and experience can benefit CNY Freshwater Institute. Thank you very much for your time, and I look forward to hearing from you.

Following up

With my writing skills and marketing experience, I am a strong candidate for this position. I am very interested in the Pinckney Hugo Group, and I will contact you the week of October 12th to follow-up regarding my application. Please feel free to contact me at 585-123-5555 or mitchhunter@gmail.com. Thank you for your time and consideration.

Advertisement Posted in Indeed.com:

Library Assistant Needed. Work in a team to provide excellent customer service at busy service counters; check items in/out online; update borrower information, renew items, check on overdues; search simple title/author requests; explain circulation policies, answer phones, help with directional information; file and shelf library materials according to Library of Congress or library policy; process Library materials; operate printers, copiers, fax machines, scanners, and other equipment as required; assisting with planning and running library events as well as opening and closing the Library; must be customer-service oriented with strong computer skills, including experience creating promotional materials (i.e., flyers, brochures, posters, etc.)

KELLY GREENE

315-458-7895

kgreene2@gmail.com

EDUCATION**A.A., Liberal Arts & Science, Humanities & Social Science
Minor in Honors****Expected: May 2017**Onondaga Community College, Syracuse, NY
GPA: 3.75**BA, Stage Management****August 2015 to May 2016***Completed 30 credits towards degree before transferring*
Syracuse University, Syracuse, NY**HONORS & AWARDS**

- **Nominee**, SUNY Chancellor's Award
- **Member**, Phi Theta Kappa
- **President's List**

Fall 2016**Spring 2016****Fall 2015, Spring 2016, Fall 2016****RELEVANT EXPERIENCE****Peer Connector**, Advising Center**Spring 2016 to Present**

Onondaga Community College, Syracuse, NY

- Assisted students with class registration, including: adding, dropping and waitlisted courses.
- Explained class descriptions to individuals when necessary.
- Answered questions about financial aid and credit requirements.
- Helped students to use class schedule sheet in order to manage time and avoid class conflicts.

Teller Floater / Customer Service Representative**April 2015 to Present**

Pathfinder Bank, Solvay, NY

- Provide exceptional customer service and accurately process customer transactions at various bank branches.
- Refer customers to additional bank products and services in an effort to assist the branch team in achieving annual goals.
- Utilize critical thinking and problem solving skills to independently address and resolve customer issues.

OTHER EXPERIENCE**Roaming Proctor** (*workstudy*)**August 2015 to May 2016**

Testing Services, Syracuse University, Syracuse, NY

Volunteer Teen Mentor**April 2013 to Present**

Young Life, Syracuse, NY

COMPUTER SKILLS

- **Office Productivity:** MS Word, PowerPoint, Publisher
- **Desktop Publishing:** Adobe Photoshop, Illustrator
- **Webpage Design:** Adobe Dreamweaver
- **Operating Systems:** Windows & IOS operating systems

Kelly Greene
315-458-7895
kgreene2@gmail.com

November 2, 2017

Mr. David Porter
Program Director
Dewitt Community Library
2394 Kinne Road
Dewitt, NY 13212

Dear Mr. Porter,

I am excited to apply for the Library Assistant at the Dewitt Community Library. I am on track to complete my Associate's degree in Liberal Arts this May, and I am ready to utilize my customer service background and strong communication skills.

I have two years of customer service experience, which will allow me to successfully serve the Dewitt Community Library's clients. As a Teller for Pathfinder Bank, I have provided quick problem-solving in order to ensure clients are satisfied. For example, when a customer was upset about overdrawing on her account and the impending fees, I was explained the policies to her. I also encouraged her to open an overdraft account to connect to her checking, which would prevent future overdraft fees. The client then left the bank with a solution to her problem and satisfaction with her experience. As the Library Assistant, I will be able to solve customers' problems in a positive manner and encourage ongoing patronage with the Library branch.

In my role as a Peer Connector at Onondaga Community College Advising Center, I have used my strong communication, active listening skills, and patience to assist students in wading through the sometimes confusing process of class registration. I utilize my knowledge of college policies while working one-on-one with students to ensure that they are choosing the correct course options based on prerequisite requirements, individual placement testing results, financial aid statuses and other possible areas of conflict. I answer questions and provide valuable information in a way that students can understand. As a Library Assistant, I will use my strong communication and active listening skills to ensure explain policies, answer questions, and provide directional information.

While I was enrolled at Syracuse University in the BA in State Management program, I worked as a student stage manager for two large student productions. My main function in this role was to organize and coordinate large groups of information and people. Using Microsoft Office programs, such as Word and Excel, I was able to efficiently compile, organize, distribute and track important information critical to keeping the productions running smoothly. In addition, I am skilled in creating promotional materials and basic website design. As a Library Assistant, I would use these skills to work effectively with technology to serve patrons as well as promote special events and programming.

I am confident that my interpersonal skills and customer service expertise will be a strong fit for the Library Assistant position. Please contact me at 315-458-7895 or kgreene2@gmail.com to further discuss my qualifications. Thank you for your time and consideration in the application process.

Sincerely,
Kelly Greene

Advertisement Posted in Purple Briefcase:

The CLIMB (Collaborative Learning and Integrated Mentoring in the Biosciences) Program at UB has created CLIMB UP for Summer Research, an outstanding summer research experience for undergraduate students to excel in biomedical, STEM, and health science research and explore career opportunities. Now entering its 6th summer, the overall goal is to introduce you to research opportunities, to facilitate understanding of recent advances in the STEM disciplines, and to mentor you towards graduate and professional careers. As a CLIMB UP Fellow, you will be guided through novel and exciting research projects and mentored by faculty, graduate students, and postdoctoral fellows through the summer and beyond. You will spend 10 weeks in the laboratory of your research mentor, whom you will be paired with based on your interests. We will train you in various areas necessary to safely and efficiently perform your research and related activities

Mohammed Antar

mohammed.antar@yahoo.com, 607-559-1233

Education

Associate of Science, Math & Science, Onondaga Community College, Syracuse, NY **Expected December 2017**
 Bachelor of Science, Business Management, Completed 18 Credits, SUNY Oswego, Oswego, NY August - December 2015

Skills & Knowledge Gained from Relevant Coursework*Anatomy and Physiology I, General Biology I & II*

- Fully understand structure and function of the human body including integumentary, skeletal, muscular, respiratory, urinary, cardiovascular, nervous, endocrine, lymphatic, digestive, and reproductive.
- Knowledgeable in the molecular and cellular basis of life as well as animal and systems biology, and an organisms' methods of response and adaptation to the environment and to each other.

General Chemistry I & II, Organic Chemistry:

- Educated in the foundations of chemistry including atomic structure, chemical bonding, stoichiometry, kinetic molecular theory and the states of matter, solutions, ionic reactions, oxidation and reduction, acid and base theories, thermochemistry, molecular geometry, gas laws, and intermolecular forces.
- Understanding of solutions, colligative properties, kinetics, chemical equilibrium, thermodynamics, electrochemistry.
- Knowledgeable in the chemistry of alkanes, alkenes, alkynes and alkyl halides and the mechanisms of reactions and the relationship of structure to reactivity.

Statistics I, Calculus I & II

- Aware of the conditions for having unbiased, true samples when conducting studies.
- Able to think logically through complicated scenarios to find a solution.
- Understand how to read and interpret graphs of a sample.

Experience

Volunteer, ESL Mentoring Program, Onondaga Community College, Syracuse, NY **August 2016 to Present**

- Volunteer weekly to assist an ESL student practice English language skills.
- Plan topics and guide the weekly conversations to ensure the meetings are productive.
- Provide student with constructive feedback and tips for improving English language skills.

Asset Specialist, Bank of America, Camillus, NY **February 2015 to Present**

- Processed international banking transactions via data entry in several specialized computer systems.
- Trained new team members on policy, procedures and operations.
- Continuously improved process efficiency and shared knowledge gained with team.

Guest Services Representative, Worldwide Health and Fitness, Clay, NY **May 2014 to January 2015**

- Independently manage all operations at the Guest Services desk.
- Assist members with questions regarding their accounts, create and upgrade accounts, and independently resolve any customer billing and payment issues.
- Create a welcoming atmosphere by enthusiastically meeting and greeting existing, new and prospective members.
- Contribute to monthly sales goals and quotas by promoting new services and class offerings.
- Manage weekly schedules for 6 personal trainers utilizing Microsoft Outlook.

Technical Skills

- Microsoft Word, Excel, PowerPoint
- Adobe Photoshop
- Windows and IOS operating systems
- Fluent in Japanese, Arabic and English

Mohammed Antar

mohammed.antar@yahoo.com
607-559-1233

February 12, 2017

Mr. Matthew Jones
CLIMB Program Coordinator
University at Buffalo
2313 Erie Path
Buffalo, New York 05876

Dear Mr. Jones:

I am excited to apply to be a part of the CLIMB (Collaborative Learning and Integrated Mentoring in the Biosciences) Program for Summer 2017. My interest in pursuing a career in a STEM related area, and my strong foundation of knowledge in Biology and Chemistry, will make me a strong CLIMB UP Fellow.

I am currently in progress of receiving my Math and Science degree at Onondaga Community College, which includes two semesters of General Biology, General Chemistry, Anatomy & Physiology and one semester of Organic Chemistry. Excelling in these courses has peaked my interest in the natural sciences, scientific research and the associated career possibilities.

I have excellent oral and verbal communication skills, as well as organizational skills, which I successfully utilized as the group leader for a project in my Introduction to Communications class at Onondaga Community College. As the group leader, I maintained constant contact with members via email and in-person and was responsible for assigning the various aspects of the project and setting deadlines. I coordinated with members to schedule meetings and ensured that the time spent together was productive. During the oral presentation portion of our project, I served as the group spokesperson, giving a PowerPoint presentation that the group developed, and led the Q&A session that followed. Ultimately, my group received an A for the project and was the only group in the class to be awarded a grade higher than a B. As a CLIMB UP Fellow, I will use my communication skills to work effectively with my assigned Mentor, asking thoughtful questions so I can learn as much as possible during the 10 week experience.

I also have excellent computer skills including proficiency in MS Word, MS Excel, MS PowerPoint. I have used MS Excel in my work as the Asset Specialist for Bank of America. In this position, I accurately entered banking transaction information into MS Excel for recordkeeping purposes. My versatile computer skills will enable me to efficiently compile research data and organize findings into easily digestible formats, such as graphs and charts.

I believe my background, combined with my motivation and resourcefulness, would make me an excellent candidate for the CLIMB UP Fellow position. I am eager to submerge myself in a state of the art research laboratory environment where I would have the opportunity to work alongside experienced scientists and learn new and exciting techniques in my field of study.

I would very much like to arrange an interview to talk with you personally about the position. If you would like to contact me, please feel free to email me at mohammed.antar@yahoo.com or call me at 607-559-1233. Thank you for your time and consideration.

Sincerely,
Mohammed Antar

Reference List

Reference List Format

Reference List Format

References of _____

Your Contact Information

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Name

Position/Title (if this is how you know them)

Company Name

Phone

Cell phone (if they wished to be reached this way)

E-Mail

Relationship to you (i.e. Former Supervisor, Co-Worker, etc.)

How Long Known

Reference List Tips

- DO NOT list the phrase "References Available Upon Request" on your resume
 - Employers expect that you have a list of references to provide them when asked
 - Your list of reference information belongs on its own sheet of paper, **separate from your resume**
 - Use the **heading from your resume** (name & contact information) on your reference page
 - Plan to have **3-5** people to list as references
-

- **Appropriate references include:**
 - Current / previous supervisors
 - Current / previous co-workers
 - Professors
 - Coaches
 - Advisors
 - Mentors
 - *Avoid using family members or personal friends*

- Your references should **know you well** and be able to speak about your:
 - Work ethic
 - Performance
 - Personality

- Make sure you **ask permission** from a reference before putting his/her name on your reference list

- Ask your references how they wish to be **contacted (email, phone, cell phone)**

- For each reference, **list:**
 - Name
 - Title
 - Company name
 - Email, phone, cell (per their preferences)
 - Relationship to you
 - Years/months known

- So they can brush up before they are contacted by the employer, **give your references information for each position you have interviewed for:**
 - The resume & cover letter used to apply
 - Job posting information

Reference List Example

Jessica Mitchell
jmittell@gmail.com, 315-637-9986

Ellen James
District Manager
ABC Company
315-469-2597
315-548-9632 (cell)
ejames@abccompany.com
Former Supervisor at ABC Company
Known for 5 years

Joseph Donovan
English Professor
Onondaga Community College
315-498-2568
315-425-8792 (cell)
jdonovan@sunyocc.edu
Former Professor & Advisor at
Onondaga Community College
Known for 2 years

Rebecca Redfield
Customer Service Representative
Smith & Company Services
315-698-5978
315-215-1397 (cell)
rebeccaredfield@yahoo.com
Current Co-Worker at Smith Company
Known for 3 years