

Resume & Cover Letter Writing

**Nursing
Physical Therapist Assistant
Surgical Technology**

**Career Services
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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:**
 - Clinical Experience
 - 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

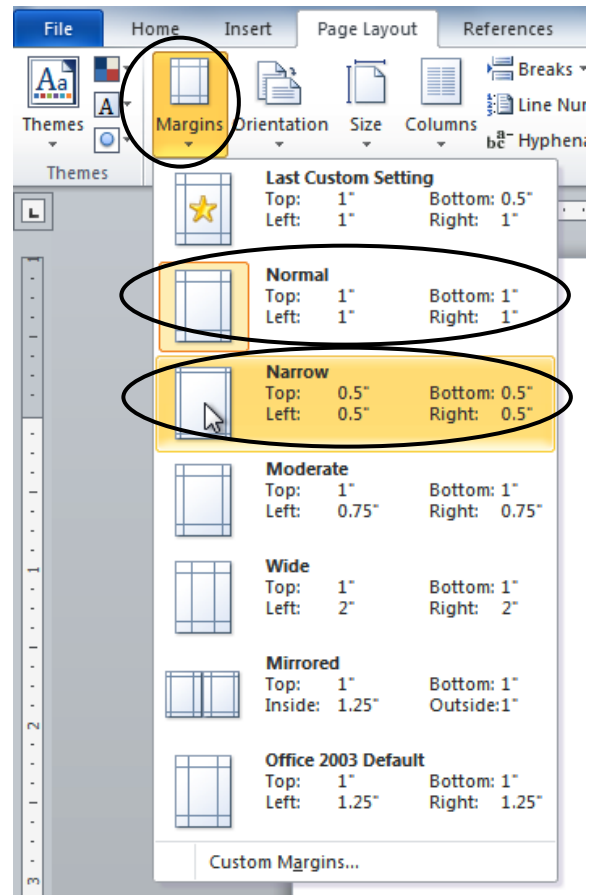
 - **Avoid using too many pages:**
 - 1 page is best
 - Have 2 pages? Check these common issues
 - Formatting - spacing, margins, header/footer
 - Font size
 - Irrelevant information

 - **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

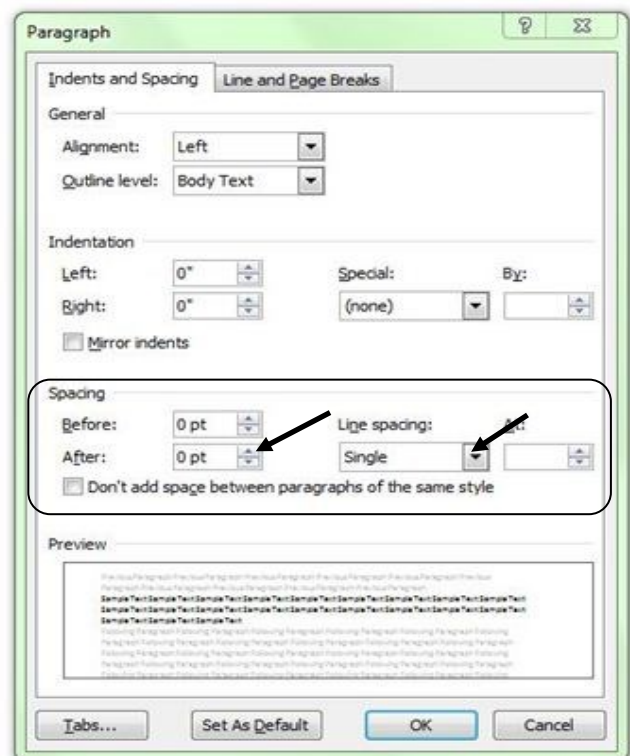
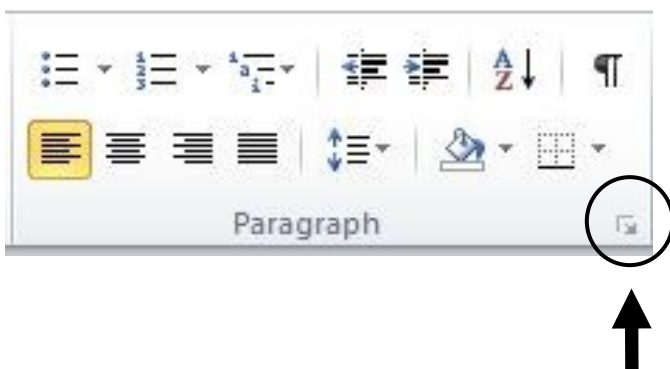
Page Margins

- 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
- Licenses & Certifications
- Professional Affiliations
- Education
- Clinical Experience
- Work / Other Experience
- Computer Skills

Optional Sections:

- Clinical Skills
 - Foreign Language Skills
 - Other Skills
 - Honors & Awards
 - Professional Profile / Summary
 - 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 - "Clinical 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

Licenses & Certifications

Name of license / certification, license/certification number date received
 Name of license / certification, license/certification number date received

Professional Affiliations

- Member, Name of Organization (Acronym) Date Joined - Present

Education

Degree, Major Expected Graduation or Graduation Date: Month Year
 School Name, City, State

Clinical Experience

Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

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Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Other Experience

Title, Name of Organization, City, State Start Date - End Date or Present
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Title, Name of Organization, City, State Start Date - End Date or Present
 • 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
-

Basic Resume Outline - "Clinical Experience, 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

Licenses & Certifications

Name of license / certification, license/certification number date received
 Name of license / certification, license/certification number date received

Professional Affiliations

- Member, Name of Organization (Acronym) Date Joined - Present

Education

Degree, Major Expected Graduation or Graduation Date: Month Year
 School Name, City, State

Clinical Experience

Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Clinical Specialty (unit - if applicable), Facility Semester
 • Description of what you did in the position - tasks & accomplishments (*optional*)

Relevant Experience

Title, Name of Organization, City, State Start Date - End Date or Present
 • Description of what you did in the position - tasks & accomplishments
 • Description of what you did in the position - tasks & accomplishments

Title, Name of Organization, City, State Start Date - End Date or Present
 • Description of what you did in the position - tasks & accomplishments
 • Description of what you did in the position - tasks & accomplishments

Other Experience

Title, Name of Organization, City, State Start Date - End Date or Present
 Title, Name of Organization, City, State Start Date - End Date or Present

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

Licenses & Certifications

License & Certification Formats

Name of License / Certification, license / certification number (if applicable), date received

License & Certification Tips

- Since there is a license / certification required for you to work in your field, you should include your license status
- If you are anticipating earning your license and have your licensing exam scheduled, include this information
- List any other relevant certifications you have acquired

License & Certification Example

New York State Registered Nurse, License #123456-A, 2017

Licensed Physical Therapist Assistant, New York State Education Department, July 2017

**Surgical Technologist, National Board of Surgical Technology and Surgical Assisting (NBSTSA)
BLS for Healthcare Providers (CPR & AED), American Red Cross**

Professional Affiliations

Professional Affiliation Format

. Member, Name of Organization (Acronym), Date Joined - Present

Professional Affiliation Tips

- List each professional organization for which you are an active member

Professional Affiliation Examples

. Member, Association of Surgical Technologists (AST), August 2016 to Present

. Member, American Physical Therapy Association (APTA), October 2015 - Present

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 the correct degree type (A.A.S. or Certificate) 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
- Listing high school information on your resume is optional
 - Only include if you graduated less than 3 years ago
- Only include GPAs of 3.0 or higher

Education Examples

A.A.S. Nursing
Onondaga Community College, Syracuse, NY
Expected Graduation Date: May 2018

Onondaga Community College, Syracuse, NY
A.A.S., Physical Therapist Assistant
Expected Graduation Date: August 2017

Onondaga Community College, Syracuse, NY
Certificate, Surgical Technology
Expected Graduation Date: August 2017

Binghamton University, Binghamton, NY
B.S., Biology
May 2014

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

- Phi Theta Kappa Honor Society, Inducted Fall 2016
- Mary M. Smith Memorial Scholarship, Fall 2015
- National Honor Society of Leadership & Success, Spring 2015 - Present

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
-

Clinical Skills *(optional section)*

Clinical Skills Formats

- Name of Clinical Skill
- Name of Clinical Skill
- Name of Clinical Skill
- Name of Clinical Skill

- Name of Clinical Skill
- Name of Clinical Skill
- Name of Clinical Skill
- Name of Clinical Skill

- Description of clinical skill
- Description of clinical skill
- Description of clinical skill
- Description of clinical skill

Clinical Skills Tips

- List the industry specific skills you have and the procedures you are proficient in
- Please note, some students / grads choose to not include this section, especially if they are already licensed / certified
- See resume samples for other ways to express your clinical abilities

Clinical Skills Examples

Nursing

Clinical Skills

- Team Leader
- Group Management
- Collaborative Case Management
- Patient Advocate
- Nursing Care Plans / Documentation
- Quality and Continuity of Care
- JCAHO Standards / Compliance
- Therapeutic Communication
- Medication Administration – SQ / IM injections, IVPB, IVs, Peripheral IVs, Alaris Infusion Pumps
- Telemetry
- Wound Dressing Changes
- Colostomy / Ostomy / Catheter Care
- Arterial Lines / Mechanical Ventilation, Systems, PICC Lines, Chest Ports
- Kangaroo Pump
- Wound Vacs
- Glucometers
- Hypo / Hyperthermic Heating/ Cooling System (Meditherm)
- Hoyer Lifts
- Head to Toe Assessments
- Vital Signs
- Neuro Checks
- PERL Assessment
- Newborn Assessments / APGAR Score
- Newborn Immunizations
- Post Partum Assessment
- Breastfeeding & SIDS Education
- RH Incompatibility Education

Physical Therapist Assistant

Clinical Skills

- Working collaboratively with PT to administer the prescribed Plan of Care.
- Assisting patients with therapeutic exercises, gait training, transfers, correcting form, providing cues for proper posture and safety guarding.
- Utilizing therapeutic interventions including ultrasound, massage, e-stim, NMES, PROM, gentle mobilization.
- Conducting goniometry and manual muscle testing.

Surgical Technology

Clinical Skills

- Create and maintain a sterile operating field.
- Pre-op set up for surgery, instruments, draping, sterilely gown and glove self and others.
- Anticipating surgeon's moves, passing instruments, assisting with procedure.
- Post-op patient safety, maintaining sterile field, assisting with turnover of the operating room and cleaning of instruments.

Clinical Experience

Clinical Experience Formats

Nursing

<u>Nursing Student Clinicals:</u> Facility Name Specialty (unit) Semester/Year Specialty (unit) Semester/Year Facility Name Specialty (unit) Semester/Year Specialty (unit) Semester/Year Facility Name Specialty (unit) Semester/Year Specialty (unit) Semester/Year		<u>Clinical Experience:</u> <u>Hospital-Based</u> Facility Name, Specialty (unit) Date Facility Name, Specialty (unit) Date Facility Name, Specialty (unit) Date Facility Name, Specialty (unit) Date <u>Community-Based</u> Organization Name, Specialty Date Organization Name, Specialty Date	
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<u>Clinical Experience:</u> Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year Specialty (unit), Facility Name Semester/Year	
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Physical Therapist Assistant

<u>Clinical Experience</u> Facility Name Semester / Year Description of experience (optional)	
Facility Name Semester / Year Description of experience (optional)	

Surgical Technology

<u>Clinical Experience</u> Facility Name, Date Facility Name, Date Facility Name, Date	
--	--

Clinical Experience Tips

- List your clinical experience including:
 - Facility Name
 - City, State (optional if applying to positions in the local area)
 - Dates completed
 - Specialty area (if applicable)
 - Floor / wing / unit (if applicable)

Clinical Experience Examples

Nursing

Student Nurse Clinical Experience

- | | |
|---|-------------|
| • Role Transition / Medical Surgical; Upstate University Hospital | Fall 2017 |
| • Obstetrics Distributive | Fall 2017 |
| • Psychiatric Distributive | Fall 2017 |
| • Orthopedics / Medical Surgical; Upstate University Hospital | Spring 2017 |
| • Medical Surgical; Upstate University Hospital, Community Campus | Spring 2017 |
| • Pediatrics, Upstate Golisano Children's Hospital | Fall 2016 |
| • Geriatrics; St. Joseph's Health Center, Menorah Park | Fall 2016 |
| • Cardiac / Medical Surgical; Upstate University Hospital | Spring 2016 |

Clinical Experience

Upstate University Hospital

Role Transition/Neurology, 9E
Medical/Surgical, Cardiac Overflow, 6B, 6L
Orthopedics, 7A
Oncology, 10E
Neuroscience, 9G

VA Medical Center

Medical/Surgical, 6B, 6E

Crouse Hospital

Obstetrics, Labor & Delivery, 7 & 8
Rehabilitation, 2N

Upstate University Hospital, Community Campus

Medical/Surgical, 4N
Psychiatric Rotation, 5W

Clinical Experience

Hospital-Based

Syracuse VAMC: Role Transition; Medical Surgical/Telemetry (7B)
Upstate University Hospital Campus: Psychiatric (2W)
Crouse Hospital: Obstetrics & Newborn Care (7 and 8)
Upstate University Hospital: Medical Surgical (6B), Neurology (9G)

Community-Based

Huntington Family Center Young Parents Program – Service Learning Experience
Syracuse Community Health Center, Delaware Elementary School Health Center: Pediatric Nursing
AHEPA Apartments, Jewish Community Center: Geriatrics – Service Learning Experience
Hospice at the Finger Lakes: Geriatrics & Palliative Care

Physical Therapist Assistant

Clinical Experience

Two full-time, 6 week clinical rotations will be completed during Summer 2017 at Miller Physical Therapy and Cicero PT.

St Joseph's Hospital, Syracuse, NY

Spring 2017

- Worked in the Orthopedic unit working with inpatient; also worked 1-2 days in Cardiology units

James Square Health & Rehabilitation Center, Syracuse, NY

Fall 2016

- Completed approximately 20 hours in an inpatient facility for skilled Nursing and short term rehabilitation

Surgical Technology

Clinical Experience

Crouse Hospital	May 2015 – June 2015
St. Joseph's Hospital & Health Center	March 2015 – May 2015
Upstate University Hospital	January 2015 – March 2015

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 experience (outside of clinical experience)
 - There is no need to highlight anything specific
- All experience is listed together:
 - Paid Jobs
 - Volunteer / Community Service
 - Leadership Roles
- Include a detailed description of:
 - Job duties & tasks
 - Skills used to be successful
 - Accomplishments

*See page 16 for
more information
on writing position
descriptions*

Experience

Floor and Carpet Tech, Keller Meyer Bergensons Services, Syracuse, NY

June 2014 – Present

- Provided translation services and facilitated communication between employees, managers and supervisors.
- Worked as a crew member and assumed supervisor duties at specific locations as needed.
- Cleaned and maintained the assigned facility or location, scrubbed and burnished floors, removed stains, cleaned carpets.
- Maintained a safe, injury free environment. Completed walkthroughs and checkups when needed.

Student Assistant, Liverpool Central School District, Liverpool, NY

January 2012 – April 2014

- Provided afterschool support for elementary school children, assisted with schoolwork and reading skills.

Tutor, Liverpool, NY

June 2010 – September 2012

- Tutored a foreign language student to gain English language skills
- Assisted a foreign language teacher in tutoring and translating.

Maintenance Helper, Inna Petrillo Real Estate Investor, Syracuse, NY

June 2008 – May 2014

- Completed maintenance in apartment buildings, remodeled units, painted walls, and completed lawn care.

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 (outside of your clinical experience)
 - Some of your experience is directly related to the position you are applying for, others is not
 - You want to highlight the directly related experience (outside of your clinical experience)
- Relevant Experience Section:
 - Relevant / related experience only
 - All relevant / related experience is listed together:
 - Paid Jobs
 - Volunteer / Community Service
 - Leadership Roles
 - 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 16 for more information on writing position descriptions

Healthcare Experience

Home Health Aide

June 2016 to Present

HCR Home Care, Syracuse, NY

- Worked as a part of an interdisciplinary team to support multiple patients per day in their home.
- Provided assistance with personal care needs, including: bathing and hygiene, meal planning and preparation, laundry and housekeeping, companionship, ambulation, medication reminders, range of motion exercises, assistance with activities of daily living, completion of errands as necessary.

Volunteer

Upstate University Hospital, Syracuse, NY

2013 to 2015

- Volunteered 10 hours per week in the Emergency Department.
- Transported patients to and from Imaging Department and other areas of the hospital.
- Cleaned and sanitized equipment and patient rooms.
- Ran errands for patients and hospital staff.

Other Experience

Bartender/Server

• Vernon Downs Racino, Vernon, NY

2013 to Current

• Server/Bartender, Ruby Tuesday, Dewitt, NY

2012 to 2013

• Server/Bartender, Turning Stone Resort and Casino, Oneida, NY

2010 to 2012

Experience Section Tips

- **All experience counts:**

- Paid Work
- 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

- **Do not include:**

- 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**

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

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

- List the computer software you are proficient/skilled in, including Electronic Medical Records (EMRs)
- Optional - qualify your level of skill (i.e., basic, intermediate, advanced)
- Only list MS Office if you are proficient in all the included programs (i.e. Word, PowerPoint, Excel, Access, Outlook, Publisher)
- Include other technical information (i.e. operating systems, advanced software / skills, etc.)

Computer / Technical Skills Examples

Computer Skills:

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

Computer Skills

- **Electronic Medical Records:** EPIC, Soarian
- **Office Productivity:** MS Word, Excel, PowerPoint, Publisher
- **Desktop Publishing:** Adobe Photoshop
- **Webpage Design:** Adobe Dreamweaver
- **Operating Systems:** Windows & IOS

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: EPIC, MS Word, MS Excel, MS PowerPoint, MS Publisher

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

Nursing

Katherine Hughes

KatherineHughes@gmail.com, 315-758-3211

Licenses & Certifications

NY State RN License - Pending results from NCLEX exam to be taken in August 2017
CPR/AED, American Heart Association, April 2015

Education

Onondaga Community College, Syracuse, NY

AAS, Nursing, Expected: May 2017

AA, Humanities, August 2015

Clinical Skills

In addition to demonstrating competencies for standard clinical procedures, had unique experiences in:

- Post mortem care
- Coordinating a community-based geriatric distributive experience for 12 students (Ahepa Apartments)

Clinical Experience

Hospital-Based:

Upstate University Hospital - Downtown Campus

- Role Transition, Neurosciences Step-down ICU (9E)
- Neurosciences (9G)
- Medical Surgical (6B)

Upstate University Hospital - Community Campus

- Medical Surgical (4N)
- Psychiatry (5W)

Crouse Hospital

- Labor and Delivery/Perinatal (7 & 8)

Community-Based:

Pediatric Distributives

- Huntington Family Center (Service Learning)
- Upstate University Pediatrics

Geriatric Distributives

- Ahepa Apartments
- Hospice of The Finger Lakes
- Westcott Community Center, Town of Onondaga Community Center

Professional Experience

Standardized Patient, Upstate Medical University (through CR Fletcher), **January 2015- Present**

- Study a case overview and train to give the specific responses, behaviors and skills necessary for realistic, standardized patient portrayals
- After the encounter, provide the medical student with valuable, objective verbal or written feedback

NYS Licensed Realtor, Various Real Estate Brokerages, **May 2006- December 2014**

- Assessed clients' needs, presenting properties that fit within budget and other requirements
 - Acted as a liaison between all involved parties; fostered communication to ensure a positive outcome
 - Specialized in working with first-time home buyers; supported clients through the stressful life event
 - Voluntarily stopped to pursue Nursing Education full time
-

Nursing

Jessica L. Kline

1234 Seventh Circle, Cicero, NY 13027, (315) 315-1234, jessicakline@yahoo.com

LICENSES & CERTIFICATIONS

New York State Registered Nurse, Pending Results from NCLEX
American Heart Association, BLS for Healthcare Providers

Scheduled for May 2017
December 2016

EDUCATION

A.A.S. Nursing, Onondaga Community College, Syracuse, NY, **GPA: 3.56**

- Volunteered as a mentor to three beginning level nursing students
- Provided guided tours of the Nursing Department to perspective students

March 2017
Spring 2016
Spring 2016

Phlebotomy Certificate, Bryant & Stratton College, Syracuse, NY

- Completed 40-hour phlebotomy internship at Oswego Family Physicians
- Performed 87 successful venipunctures

Spring 2015
May 2015

Certified Nursing Assistant, Elderwood Senior Care, Liverpool, NY

March 2014

TECHNICAL SKILLS

- Soarian, EPIC
- Microsoft Word, Excel, Outlook and PowerPoint

STUDENT CLINICAL EXPERIENCE

Role Transition (5RCC)

Crouse Hospital

Spring 2017

Cardio Pulmonary (8G)

Upstate University Hospital

Fall 2016

Geriatrics

Menorah Park

Fall 2016

Palliative Care

St. Joseph's Hospital

Fall 2016

Maternity (7 & 8)

Crouse Hospital

Spring 2016

Neurology (9G)

Upstate University Hospital

Spring 2016

Medical Surgical/Telemetry (3W)

Upstate University Hospital, Community Campus

Fall 2015

Neurology (9G)

Upstate University Hospital

Fall 2015

OTHER CLINICAL EXPERIENCE

Nursing Assistant, 5RCC, Crouse Hospital, Syracuse, NY

July 2016-Current

- Independently provide and manage basic nursing care for up to 20 patients at a time in the Recovery Care Center
- Obtain pre and post op vital signs, measure intake and output (drains, catheters) and document in Soarian
- Maintain open communication with RNs to share up to date information on patient's status and condition and to address any acute symptoms or concerns
- Maintain safe work environment by adhering to hospital rules and policies

Certified Nursing Assistant, Elderwood Senior Care, Liverpool, NY

May 2014-June 2016

- Provided activities of daily living for up to 8 residents
- Maintained safe environment for residents and visitors
- Reported any changes or abnormal findings in residents to Team Leaders
- Maintained patient stability by recording intake and output, completing daily weights and checking vital signs

OTHER WORK EXPERIENCE

Child Care Provider, Liverpool, NY

June 2013-August 2014

Teacher's Assistant, Little Luke's, Baldwinsville, NY

October 2012-January 2013

Nursing

Diana McDowell, RN

363 Grandview Road, Syracuse, NY 13208, (315) 245-2159, dianamcdowell@gmail.com

LICENSES & CERTIFICATIONS

NYS Registered Nurse License # 145953

06/2015

CPR/AED for Professional Rescuer and Healthcare Provider - Status Active

EDUCATION

Onondaga Community College, Syracuse, NY

Associate in Applied Science, Nursing

03/2016

Associate in Applied Science, Accounting

05/2000

University at Albany, Albany, NY

Bachelor of Science, Business Management

12/2003

CLINICAL & HEALTHCARE EXPERIENCE

Student Nurse

2013 - 2015

Worked under supervision of a Registered Nurse and Clinical Instructor in Medical/Surgical, Neurology, Oncology, Rehabilitation, Orthopedics, and Obstetrics to care for up to five patients at a time during 8 week clinical rotations and demonstrated skills in:

- Performing head to toe assessments for adults / newborns / children (outpatient)
- Monitoring vital signs, glucose levels, I&O's, tube feeding and flushes
- Performing dressing changes, tracheotomy care, straight catheterizations, discontinuing foley catheterizations and IV's
- Providing personal care, turning and positioning, assisting with ambulation, feedings, administering medications
- Completing clinical documentation for patients, providing therapeutic education for patient and families
- Observing radiation treatments, sonograms, CTs, surgical biopsies, C-sections, vaginal births

Upstate University Hospital

- Role Transition/Neurology, 9E
- Medical/Surgical, Cardiac Overflow, 6B, 6L
- Orthopedics, 7A
- Oncology, 10E
- Rehabilitation, 2N
- Neuroscience, 9G

Upstate University Hospital, Community Campus

- Medical/Surgical, 4N
- Psychiatric Rotation, 5W

VA Medical Center

- Medical/Surgical, 6B, 6E

Crouse Hospital

- Obstetrics, Labor & Delivery, 7 & 8

Caretaker

1/1992 - Current

Private Individuals, Syracuse, NY

- Provide medical and nursing care for multiple relatives with failing health and loss of independent status
- General duties include monitoring nutrition and fluid intake, taking and recording vital signs, assisting with medications, recording daily weight, accompanying patient to and from doctors' appointments, tests and treatments, assisting with housework, shopping and meals

OTHER EXPERIENCE

Store Manager

07/2003 - 8/2013

Syracuse University Bookstore, Syracuse, NY

Nursing

MARIAH APPLGATE, RN

(315) 987-6543, mariahapplegate@gmail.com

LICENSES AND CERTIFICATIONS

- **New York State Registered Nurse**, License #123456 **February 2017**
- Home Health Aide Certification, HCR Home Care **June 2016**
- BLS for Healthcare Providers, Onondaga County EMS **January 2016**

EDUCATION

AAS, Nursing

Onondaga Community College, Syracuse, NY

October 2016

STUDENT CLINICAL EXPERIENCE

- **Role Transition (3 Fahey)**, Loretto Health and Rehabilitation Center **Fall 2016**
- **Telemetry (3W)**, Upstate University Hospital, Community Campus **Spring 2016**
- **Neuroscience (9G)**, Upstate University Hospital **Fall 2015**
- **Treatment Unit 8**, Hutchings Psychiatric Hospital **Fall 2015**
- **Labor and Delivery / Postpartum**, Crouse Hospital **Spring 2015**
- **Medical / Surgical (4N)**, Upstate University Hospital, Community Campus **Spring 2015**
- **Telemetry (8G)**, Upstate University Hospital **Fall 2014**
- **Telemetry (7B)**, Veterans Administration Hospital **Fall 2014**
- **Medical / Surgical (4N)**, Upstate University Hospital, Community Campus **Spring 2014**

HEALTHCARE EXPERIENCE

Home Health Aide, HCR Home Care

June 2016 to Present

- Worked as a part of an interdisciplinary team to support multiple patients per day in their home.
- Provided assistance with personal care needs, including: bathing and hygiene, meal planning and preparation, laundry and housekeeping, companionship, ambulation, medication reminders, range of motion exercises, assistance with activities of daily living, completion of errands as necessary.

OTHER EXPERIENCE

Bartender/Server

- Vernon Downs Racino **2013 to Current**
- Server/Bartender, Ruby Tuesday **2012 to 2013**
- Server/Bartender, Turning Stone Resort and Casino **2010 to 2012**

TECHNICAL SKILLS

- **EPIC**
 - MS Word, MS Excel, MS PowerPoint
 - Adobe Photoshop, Illustrator
-

Physical Therapist Assistant

Jocelyn Roberts

123 Rose Way, Oswego, NY 13215
Cell: (315) 123-4567, jroberts123@gmail.com

Licenses & Certifications

Physical Therapist Assistant, License Number: 1234567
New York State Education Department

October 2016

Certified, Cardio-Pulmonary Resuscitation (CPR)
American Heart Association

2015

Professional Affiliations

Member of American Physical Therapy Association (APTA)

2014 to Present

Education

Onondaga Community College, Syracuse, NY
AAS, Physical Therapy Assistant

August 2016

Niagara University, Niagara Falls, NY
Bachelor of Science in Travel and Tourism

2006

Clinical Experience

Completed 604 clinical hours in the following facilities:

- Guidone Physical Therapy (full time - 6 weeks)
- Seneca Hill Manor / St. Luke's (full time - 6 weeks)
- Upstate University Hospital, Community Campus (part time)
- Loretto (part time)

Summer 2016
Summer 2016
Spring 2015
Fall 2014

Physical Therapy Experience

Physical Therapy Assistant

Summer 2016 to Present

Smith Physical Therapy, Phoenix, NY

- Work part time, approximately 20 hours per week alongside a Physical Therapist/Owner of a small outpatient facility focusing on orthopedic and neurological impairments
- Work collaboratively with the PT to administer the prescribed Plan of Care
- Experience utilizing therapeutic interventions such as ultrasound, massage, e-stim, NMES, PROM, gentle mobilization
- Participate in ongoing meetings regarding patient progression with the Plan of Care

Geriatric Activities Instructor

Spring 2015, Fall 2015

Step up to Stop Falls, Onondaga Community College, Syracuse, NY

- Assessed and taught exercise classes to a geriatric population to help prevent and lower the risk of falls
- Utilized therapeutic exercises and stretching, using theraband and guarding techniques
- Made appropriate modifications on the spot when participants found the exercises to be too difficult, fast paced or fatigued too soon
- Corrected form and provided cues for proper posture, as well as guarded for safety
- Conducted timed up and go assessment to track participant progress

Other Experience

Travel Agent

Canalview Travel, Fulton, NY

2007 to 2014

Physical Therapist Assistant

Jacob Johnson
 (315) 332-9512
 jakejohnson@yahoo.com

Education

A.A.S., Physical Therapist Assistant

Onondaga Community College, Syracuse, NY
 Expected: May 2015

A.A.S., Graphic Design

Finger Lakes Community College, Canandaigua, NY
 Graduated: 2008

Professional Affiliations

Member of American Physical Therapy Association (APTA)

August 2015 - Present

Physical Therapy Experience

Two full-time, 6 week clinical experiences will be completed during Summer 2017 at Miller Physical Therapy and Cicero PT.

St Joseph's Hospital, Syracuse, NY

Spring 2017

- Worked in the Orthopedic unit working with inpatient; also worked 1-2 days in Cardiology units
- Responsible for maintaining caseload of patients with minimal instructor supervision
- Implemented the plan of care per the Physical Therapist - Performed gait training, joint class, goniometry and manual muscle testing
- Documented patient notes in the computerized medical record system

Step Up to Stop Falls, Onondaga Community College, Syracuse, NY

Fall 2016, Spring 2016

- Taught and aided an exercise class to help prevent and lower the risk of falls with elderly participants
- Taught therapeutic exercises and stretching for an hour long class, using theraband and guarding techniques
- Corrected form and provided cues for proper posture, as well as guarded for safety

James Square Health & Rehabilitation Center, Syracuse, NY

Fall 2015

- Completed approximately 20 hours in an inpatient facility for skilled Nursing and short term rehabilitation
- Worked with a caseload of 4-5 patients per day with instructor supervision
- Assisted patients with Therapeutic exercises, gait training, and transfers

Employment Experience

- Warehouse Associate, Hobby Lobby Inc., Fayetteville, NY 07/2013 – Present
- Graphic Designer / Parts Department Sales, Driver's Village, Cicero, NY 03/2009 – 6/2013

Community Service

- Outreach Coordinator, Phoenix Baptist Church, Phoenix, NY 09/2009 – 09/2010
- Children Ministry Leader, Bible Baptist Church, Sodus, NY 09/2004 – 03/2009

Surgical Technology

Robert M. Thomas

315-325-8952, robertthomas@yahoo.com

Education

Onondaga Community College, Syracuse, NY

Certificate, Surgical Technology

Expected: July 2017

Accredited by the Commission on Accreditation of Allied Health Education Programs (AAHEP)

Professional Affiliations

Member, Association of Surgical Technologists (AST)

September 2016–Present

Clinical Experience

Completed 435 clinical hours at the following facilities

- Crouse Hospital May 2017–June 2017
- St. Joseph's Hospital & Health Center March 2017–May 2017
- Upstate University Hospital January 2017–March 2017

Clinical Skills

- First Scrub experience in surgical procedures including, but not limited to Vascular, Orthopedics, OBGYN, General, laparoscopic, Genito-Urinary, Neuro, Thoracic, ENT and Plastics
- Create and maintain a sterile operating field
- Pre-op set up for surgery, instruments, draping, sterilely gown and glove self and others
- Anticipating surgeon's moves, passing instruments, assisting with procedure
- Post-op patient safety, maintaining sterile field, assisting with turnover of the operating room and cleaning of instruments

Other Skills

- **Trilingual** - Fluent in English, Ukrainian, Russian
- Proficient in Microsoft Word, PowerPoint, Excel

Community Service

Summer Teen Volunteer, St. Joseph's Hospital, Syracuse, NY

Summer 2010

- Transported patients, folded linen, made deliveries, assembled paperwork packets

Student Assistant, Liverpool Central School District, Liverpool, NY

January 2010–April 2010

- Provided afterschool support for elementary school children, assisted with schoolwork and reading skills

Tutor, Liverpool, NY

June 2009–September 2010

- Tutored a foreign language student to gain English language skills
- Assisted a foreign language teacher in tutoring and translating

Work Experience

Floor and Carpet Tech, Kellermeyer Bergensons Services, Syracuse, NY

June 2009–Present

- Provided translation services and facilitated communication between employees, managers and supervisors
- Worked as a crew member and assumed supervisor duties at specific locations as needed
- Cleaned and maintained the assigned facility or location, scrubbed and burnished floors, removed stains, cleaned carpets
- Maintained a safe, injury free environment, completed walkthroughs and checkups when needed

Maintenance Helper, Inna Petrillo Real Estate Investor, Syracuse, NY

June 2008–September 2014

- Completed maintenance in apartment buildings, remodeled units, painted walls, and completed lawn care

Surgical Technology

KAREN SIMS

315-569-4123, karen.l.sims@hotmail.com

PROFESSIONAL PROFILE

- Organized and quick thinking professional with 4 years experience as a Certified Surgical Technologist
- Experienced in a wide variety of surgical procedures and operations within 8 specialties
- Highly observant of details within the Operating Room environment
- Able to accurately and calmly perform tasks and counts within a team setting, under pressure, in fast-paced environment

PROFESSIONAL EXPERIENCE

Crouse Hospital, Syracuse, NY Labor and Delivery Unit

11/2014- Present
8/2015- Present

- Educated and trained R.N. staff on proper sterile technique and role as a scrub nurse
- Scrubbed up to 6 Cesarean Sections per day while training staff
- Assisted with organization, inventory and ordering of surgical supplies
- Helped with room turnovers and assisted on floor with stock and setup of delivery carts
- Transported patients from recovery to maternity ward and N.I.C.U.

Main Operating Room

11/2014- 8/2015

- Enhanced the quality and efficiency of the department by effectively supporting 14 operating rooms and up to six surgeries daily
- Gathered case specific equipment, supplies and medicines prior to each case
- Set up and maintained sterile environment and counts while assisting surgeon during operation
- Effectively worked with team members of diverse work styles and personalities

Upstate University Hospital, Syracuse, NY Main Operating Room

1/2013- 11/2014

- Assisted surgeon and surgical team while providing and maintaining sterile environment and correct counts
- Worked primarily within Bariatric and General Services

CERTIFICATIONS

- Surgical Technologist, National Board of Surgical Technology and Surgical assisting (NBSTSA)
- BLS for Healthcare Providers (CPR & AED), American Heart Association

PROFESSIONAL AFFILIATIONS

Member, Association of Surgical Technologists (AST)

2011- Present

EDUCATION

Certificate, Surgical Technologist, Onondaga Community College, Syracuse, NY

2012

- Completed 435 clinical hours at three main hospitals in Syracuse
- Maintained and graduated with a 4.0 GPA
- Developed and maintained a strong professional relationship with each hospital and many surgeons throughout clinical training

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.

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.

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 Registered Nurse for Iroquois Nursing Home¹. My genuine desire to care for the elderly and my previous clinical experience are a good match for your needs.³

Jane Roberts, Nurse Manager in the Cardiac Unit² told me of your need to find a Graduate Nurse.¹ She believes, as I do, that the experience I gained during my Role Transition, and level 3 clinical rotations, in the unit makes me a perfect fit for this position.³

This letter is an expression of my interest in the Physical Therapist Assistant position¹ which I saw listed on Syracuse Orthopedic Specialist's website. I am excited for the opportunity to utilize my PTA training and clinical skills, strong communication skills and related experience to make a difference to SOS patients.³

With Upstate University Hospital's plan to expand their outpatient surgery facility, I am excited to apply for the Surgical Technologist position¹. At the Upstate Surgery Center, I will utilize my clinical training and strong attention to detail to be an integral part of the surgical team's success³.

Body Paragraphs

In this section:

- Identify how **you match** the position **requirements** (i.e., What makes you qualified?):
 - Education
 - Clinical Experience
 - Other Relevant Experience (volunteer, service-learning, work, leadership, etc.)
 - Skills
 - Accomplishments
- Clearly show **how**:
 - You are a good fit for the position
 - You will directly benefit the company / organization

Writing Healthcare Body Paragraphs:

- **If you are applying to a facility where you completed a clinical(s):**
 - Include a few sentences that outline how this experience will allow you will have a shorter learning curve and will give you an edge, which will benefit the existing staff.

Example:

I completed ___ clinical rotations/distributives at various hospitals and outpatient facilities in Central New York, ___ of which were at _____. These rotations focused on _____. This experience exposed me to a diverse patient population, allowed me to become proficient in _____ skills, patient education and case management, and exposed me the facility's policies and procedures, and will give me a head start as a new member of the _____ staff.

- **If you have other healthcare experience (paid or unpaid):**
 - Include a few sentences that talk about where you worked, your duties and accomplishments

Example:

In addition to the ___ clinical hours completed as a Student Nurse, I have more than 20 years of experience as a Caretaker, providing medical and nursing care for multiple relatives with failing health and loss of independent status.

- **If you do not have other healthcare experience:**
 - Include a few sentences that talk about your other experience (work, volunteer, etc.).
 - Focus on the skills you used in this/these positions that would be transferrable to working in a team based healthcare environment.
 - Examples of skills to highlight are: team work, initiative, willingness to go above and beyond, interpersonal communication, customer service, educating/teaching, listening, problem solving, multitasking, prioritizing, time management, organization, etc.

Example:

I am a team player and I seek to work above and beyond what is expected. As a Student Nurse, I always made myself available to assist other students or staff members, while maintaining my own caseload of patients. Additionally, in my position as a Sales Associate at Macy's, I consistently made myself available to work additional hours for special projects, staffing shortages, and unexpected problems and issues.

-
- **Research the organization** and if possible, the mission or goals of the facility or department.
 - Find something that resonates with you and write a few sentences to talk about it.

Example:

I would like a long career at _____. The strategic goals for your patients and your team, resonate strongly with me. I am trained in, and passionate about, delivering patient and family centered care that is evidence based and outcome driven, and am interested in working in a team environment that values growth, accountability and opportunity.

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.

Closing Examples

Not following up:

I am confident that my clinical skills and experience will complement your needs. Please contact me at 315-426-5789 or sarahjames@hotmail.com to arrange a personal interview where I can further explain my experience and credentials. Thank you very much for your time, and I look forward to hearing from you.

Following up:

I am very interested in joining Crouse Hospital, 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.

Reference List

Reference List Format

References of _____

Your Contact Information

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

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

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 (including clinical supervisors)
 - Professors / Department Chairs
 - Advisors
 - Mentors
 - Coaches
 - Current / previous co-workers
 - *Avoid using family members or personal friends*
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- Your references should **know you well** and be able to speak about your:
 - Clinical Skills / Abilities
 - 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
 - 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
jmittchell@gmail.com, 315-637-9986

Joseph Donovan
315-498-2568
315-425-8792 (cell)
jdonovan@sunyocc.edu
Clinical Instructor
Onondaga Community College
Known for 2 years

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

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