
Prepare Yourself for Employment

Important guide with tips and suggestions for preparing resumes, cover letters, interviewing, job search, and much, much more

Helpful Web Sites & Other Information For Your Job Search

Resume and Interviewing Websites & Other Information

www.careerperfect.com
www.careers.msn.com
www.collegegrad.com (undergrad & grad job search assistance)
www.olmis.org (skills sets for resume development)
www.careerweb.com/rescen/car_advice/welcome.html
www.job-interview.net (actual interview questions)
www.myfuture.com
www.jobweb.com
www.dbm.com/jobguide
www.MNWorkForceCenter.org (Improving job search skills)
[JobWorks](#) (Resume template and interactive interview tips)
[Microsoft Word](#) (resume template)
[WordPerfect](#) (resume template)

Job Search - finding a job using the World Wide Web

www.emp.state.or.us (Oregon Employment Department)
www.careerpath.com
www.monster.com (careers, majors, job search, international jobs)
www.careermag.com
www.jobweb.org/catapult (job listings by field)
www.jobfind.com
www.dbm.com/jobguide
www.myfuture.com
www.usajobs.opm.gov
www.officeteam.com
www.excite.com/careers
www.workingwoman.com
www.ajb.dni.us (America's Job Bank for work outside of Oregon)
www.salary.com (salary surveys)
www.careerweb.com/rescen/car_advice/welcome.html
www.content.jobhunt.com
www.acinet.org/acinet (locates employers, wage, outlook)
www.mnworkforcecenter.org/general/career.html (tips & worksheets)
www.interbiznet.com (Top 100 Electronic Recruiters)

Identifying Careers, Employers or Training Requirements

www.olmis.org (career exploration, training, labor market & more)
<http://stats.bls.gov/oco> (Select Occupational Outlook Handbook)
 Request list employer websites (Job Opportunities Websites) by contacting the Career Center
 Career Information System (CIS) (match skills & interests to careers)

You may schedule time to use the above resources by calling the LBCC Career Center at 917-4782. The Career Center is staffed with Career & Employment Specialists who can help you in with your job search.

GOOD LUCK, FROM THE CAREER CENTER STAFF!

Career & Counseling Center
 Takena Hall, Room 101
 Linn-Benton Community College

Adapted from "Resumes & Cover Letters", Career Services, University of Alaska Fairbanks. 1997.

Adaptive Skills and Transferable Skills Checklist

Adaptive Skills

Good attendance
 Honest
 Dependable
 Follow instructions
 Meet deadlines
 Hardworking
 Able to coordinate
 Friendly
 Ambitious
 Good-natured
 Assertive
 Helpful
 Capable
 Humble
 Cheerful
 Imaginative
 Independent
 Complete assignments on time
 Conscientious
 Creative
 Intelligent
 Learn quickly
 Eager
 Loyal
 Efficient
 Energetic
 Enthusiastic
 Expressive
 Motivated
 Flexible
 Open-minded
 Sincere
 Original
 Solve problems
 Physically strong
 Tactful
 Reliable
 Tenacious
 Resourceful
 Responsible
 Trustworthy
 Well-organized

Transferable Skills

Meet deadlines
 Speak in public
 Supervise others
 Accept responsibility
 Solve problems
 Manage people
 Meet the public
 Organize projects
 Written communication
 Assemble items
 Construct or repair
 Operate tools and machinery
 Drive vehicles
 Repair machines
 Use complex equipment
 Analyze data or facts
 Keep financial records
 Budget
 Locate answers or information
 Take inventory
 Pleasant
 Counsel people
 Sociable
 Demonstrate
 Supervise
 Help others
 Interview others
 Listen
 Outgoing
 Logical
 Correspond with others
 Write
 Arrange functions or events
 Team player
 Adaptable
 Multi-tasking
 Type or data entry
 Computer knowledge
 Basic computer programming
 WordPerfect or Microsoft Word
 Spreadsheets
 Record keeping
 Filing

Job Search Checklist

Complete items 1-3 on this checklist before starting your job search
Complete items 4-5 everyday of your job search
Complete items 6-9 when you have interviews

1. IDENTIFY OCCUPATIONS

Make a background and experience list
Review information on jobs
Identify jobs that use your skills and talents

2. IDENTIFY EMPLOYERS

Ask relatives and friends to help you look for job openings
Go to LBCC Student Employment in Takena Hall, Room 101
Contact employers to get company and job information
Utilize other sources to get job leads
Obtain job announcements and descriptions

3. PREPARE MATERIALS

Write resume. Use job announcements to "fit" your skills with job requirements
Write cover letters or letters of application
Assemble a job search kit: pens, writing tablet, maps, clean copies of resumes and applications, background and experience lists, Social Security card, and picture ID.

4. PLAN YOUR TIME

Wake up early to start looking for work
Make a "to do" list of everything you'll do to look for a job
Work hard all day to find a job

5. CONTACT EMPLOYERS

Call employers directly (even if they're not advertising openings). Talk to the person who would supervise you if you were hired.
Go to companies to fill out applications
Use America's Job Bank on the Internet

6. PREPARE FOR INTERVIEWS

Learn about the company you're interviewing with
Review job announcements to determine how your skills will help you do the job
Assemble resumes, application forms, etc. (make sure everything is neat)

7. PREPARE FOR TESTS

Find out if tests will be given at the time of the interview
Brush up on skills required for tests (typing/keyboarding speed, calculator, math)
Relax and be confident

8. GO TO INTERVIEWS

Bathe, use deodorant, avoid cologne/perfume, and dress appropriately
Go alone and arrive early
Be prepared, deliver concise answers and be positive and enthusiastic
Thank the interviewer for his/her time

9. EVALUATE INTERVIEWS

Send a hand written thank you note to the interviewer within 24 hours after interview
Evaluate the interview. Think about how you could improve the interview

10. ACCEPT THE JOB!

Understand job duties and expectations, work hours, salary, benefits, etc.
Be flexible when discussing salary (but don't sell yourself short)

Resume Preparation

The purpose of the resume is to get an interview. They are not meant to serve the same purpose as a job application. You may need to prepare several resumes to target specific jobs. Among other things, resumes show your skills and accomplishments, jobs you have held and the education you have completed.

In this brochure, you will find examples of resumes and cover letters to be used as a guideline in creating your own materials. Be creative, but also professional. After reading this guide, if you still have questions, contact the Career Center at 917-4782 and ask for a Career & Employment Specialist.

Information Needed to Complete a Resume

Name and Contact Information Your name, address, telephone number, and e-mail address (if applicable) should appear prominently at the top of the first page. If you will be moving during the time that the employer is likely to contact you, you will need to list both addresses.

Objective (optional) Employers have mixed reactions to this category. If you have a specific goal, you may want to include it. Don't be so specific, though, that you preclude other acceptable job options. If you don't use an objective, be sure to address it in some form in your cover letter. If your career goal is unrelated to your prior experience, an objective *can* help clarify your interests. Employers don't want to guess. See the Functional resume on page 14).

Education List colleges/universities only, unless you received training in high school that is related to the job you are seeking or the employer requires it. List your degree type, major and minor, name of institution, and the date you graduated (or expect to graduate). Begin with the most recent degree and work backward. List your GPA if it is strong.

Honors, Awards, Extracurricular Activities (optional) Include this section if you have received prestigious awards, honors or taken part in an activity that may be viewed as an asset to the job.

Relevant Experience Full- and part-time jobs, summer jobs, volunteer work, and internships should be listed here. List your most recent experience first. Don't feel obligated to include every job you have held; include jobs directly related to the work you hope to do. Include job titles, names of organizations, locations, employment dates, job responsibilities and accomplishments. List the most relevant duties in a given job description. Indicate what you did over and above the routine duties and list unique contributions you made. Often computer programs such as SKILLS

Example of a Thank You Letter

612 Gallia Street
Albany, OR 97321
(541) 928-7777
fmer@email.com
August 15, 2001

Ms. Robert Jefferson, Manager
City Convention and Visitors Bureau
200 Davies Road
Albany, OR 97321

Dear Ms. Jefferson:

Thank you for meeting with me again on Wednesday to tell me more about the internship program in your department.

After seeing your operation first hand, I am confident that I could make an immediate contribution by organizing your client files and effectively streamlining your computer system. I would also welcome additional responsibilities in the areas of research and marketing.

I would like to say that during both meetings I felt comfortable interacting with you and your staff and believe your office would provide me with an innovative and challenging work environment.

As we discussed, I am available to come on board at the beginning of next month. I will check with you at the end of next week about the status of my candidacy. Thank you again for your time and consideration.

Sincerely,

Mary E. Roberts

Mary E. Roberts

or OLMIS can be a great resource for identifying job skills.

Summary of Highlights, Qualifications and Skills Outlines the relevant training and/or experience that prepare you for the work you hope to do. Please see page 1 for assistance with identifying skills and abilities.

References On a separate page or on the bottom of your resume, list the name, job title, current contact address, telephone number (*preferably, work and home*), and e-mail address (if available) of 3 - 5 professional people who can speak of the skills and abilities you have highlighted in your resume. Normally, an employer is not looking for character references (e.g. friends and family), so use previous employers, co-workers, professors, or others who have worked with you in some capacity. Request permission from your references before you list them. Providing them with a copy of your resume, transcripts, and information about jobs you are seeking will help them provide a better reference for you.

Tips About Resumes

- Be concise, utilizing short sentences and positive action verbs. Avoid using "I" statements or pronouns. A short, crisp writing style is the norm.
- A resume should be one to two pages in length. Those without extensive related experience and/or training should keep it to one.
- An attractive resume commands more attention than a visually unappealing one with stronger credentials. Aim for ease of reading and balance.
- Categories and key phrases stand out through the use of CAPITAL LETTERS, underlining, **bolding**, indentation, and Larger Font Size.
- Effectively order your categories with the most relevant first.
- Choose a type font that is conservative and easy on the eyes: Arial or Times New Roman in 10-14 point.
- Choose a quality bond paper in light colors, such as white, off-white, or ivory
- Use a good printer. Have someone check for typing or grammatical errors.

How to Handle Problems With Work History

Many people experience problems with their work history from time to time. If you are changing careers and entering a new field, you may not have any or very little relevant work experience. In some cases, there may be large gaps in your work history due to child rearing, school, military duty, injury or illness, incarceration or other factors. Another problem may be that your past employment may suggest to the employer that you are overqualified or in some ways not a good match for the position for which you are applying. There are a variety of ways to handle these problems without resorting to omitting the "Work History" section on your resume. Here are some suggestions:

- Use a section called "Relevant (or Related) Work History" and list only those jobs that are related to position for which you are applying. See example on Pages 16.
 - Group your work history into different sections, e.g.. Customer Service Experience, Automotive Mechanic Experience. See example on Page 15.
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- In cases where you may appear overqualified, change your job title(s) for example instead of Supervisor you could list Shift Lead. Wherever possible seek to de-emphasize the work duties or skills that could suggest to the employer you are overqualified.
 - If you have had periods of unemployment, fill in the gaps with volunteer, non-paid or self-employment. You can also include such things as being a full-time student, care provider and include the dates you did these.
 - Omit some of your short-term jobs and group others together so that it appears as though there are no breaks in your work history. See example on page 16.

Age Proofing a Resume

- Omit dates and write out the amount of time, e.g. 5 years, and don't go back any further than 10 to 15 years.
- Include high school diploma or GED information only if it is required for the job but don't include the date it was completed.
- Use a Functional or Combination resume format.
- Determine the skills and experience that are most relevant for the job you are seeking and highlight only these. If experience or training is outdated do not include it on your resume.
- Be cautious of training or experience that may be outdated. Some examples of this are Lotus 123, keypunch, WordStar or short-hand.

Action Verbs

You have heard the old saying: "Action speaks louder than words." Action verbs add power to resumes and impress the employer so it is best to begin statements in your resume with them. Examples of action verbs are included below and on the following pages in the manual. The action verbs are underlined.

Here are some examples on how to use action verbs:

Assisted with the construction of large commercial buildings.
Directed a crew of 20 employees in their activities.
Designed and fabricated steel walkways linking several commercial buildings.
Operated a forklift to load and unload freight.
Compiled necessary data and prepared monthly operating reports.

However, age may be a factor in jobs requiring the sale of alcohol or the operation of some machinery or equipment and there may be instances when there are height and weight requirements for some jobs. An applicant has the right to decline answering illegal questions. The following are some questions that should not be asked by the employer.

- How old are you? (The employer may ask if the applicant is over 18 or 21)
- Are you a citizen of another country? (Employer may ask if the applicant has the legal right to be employed in the United States)
- Were you ever arrested? (Employer may ask about specific convictions as they relate to the job)
- How much do you weigh or how tall are you?
- How much insurance do you have?
- Are you married, divorced, separated or single?
- Do you have children or how many children do you have?

Employers may ask inappropriate or illegal questions because they do not know the law or to see how you handle stress. They may also ask them because of bad past experience. An applicant may respond to an illegal or inappropriate question by asking, "Help me to understand how this relates to the job requirements?"

After the Interview

It is a good idea to keep a job search journal listing the names of the interviewers and a summary detailing what went right or what you can improve on. Once you have heard back from the employer, considering asking for feedback on your interview for future reference. When you are offered a job, be prepared to accept it, reject it, or get answers to additional questions. Know the salary range or employment package (salary and benefits) that is acceptable to you.

The "Thank You" Note

- It is best to send a "thank you" note immediately after the interview and certainly no later than 24 hours. See page 27 for an example.
- A handwritten note is best, however, if you have poor handwriting, then it should be typed.
- Send a separate "thank you" to each person with whom you interviewed.
- The note should be brief, informal but professional.
- Use good quality paper with a matching envelope.
- Indicate how you enjoyed the meeting and express your appreciation for the interviewer's time.
- Briefly re-state the qualifications or skills that you will bring to the position and if possible, include something to remind the recipient who you are.
- Communicate your desire to write or speak with the interviewer(s) again.

- What motivates you?
- How do you best motivate others?
- Do you belong to any civic organizations or clubs? Which ones?
- What volunteer work do you do or have you done in the past?
- What are your hobbies? What do you do in your spare time?
- Do you travel for your present or a past position? Are you willing to travel for this position?
- If your career demanded it, would you be willing to relocate for advancement?
- Do you know about other countries and cultures? If so, which ones?
- What are your salary requirements?

Questions Applicants May Ask

Employers are encouraged by candidates who are prepared with intuitive questions during the interview. Below are examples of questions demonstrating interest and thoughtfulness in a potential position.

- What is the company's recent history? Its current objectives?
- To whom will I report?
- Where is the job located?
- What opportunities are there for advancement?
- Is travel required in this position?
- If hired, would I be filling a newly created position or replacing someone?
- Would you describe a typical work day? What things would I be doing?
- What are the typical challenges faced in this position?
- Which personal qualities do you think are most important to be successful in this position?
- How would I be trained or introduced to the job?
- How is the position important to the company? How would I contribute?
- What are the department's goals for the year?
- How many employees work in the department? In the company?
- Who are the people I'd be working with? What do they do?
- How would I get feedback on my job performance?
- In what major markets does this company compete?
- If you were to offer me this job, where could I expect to be in five years?
- Could you give me a brief tour? I'd enjoy seeing where your people work.
- After our interview today, what else would you like to know about me?
- Can someone in this job be promoted? If so, to what position?
- May I ask why the position became vacant?
- Which duties are most important for this job? Least important?
- Has the company had a layoff in the last three years? If so, how long was the layoff and was everyone recalled?
- What do you consider to be my weaknesses? Strengths?
- How would you describe your management style?

Questions Employers Should Not Ask

Federal legislation makes discrimination on the basis of race, sex, religion, national origins, age, height, weight or disability illegal in personnel decisions.

Action Verbs

Common Verbs

achieved	accelerated
adapted	adjusted
administered	advised
analyzed	applied
approved	assisted
arranged	attained
budgeted	chaired
communicated	coordinated
conceived	conducted
compared	completed
controlled	counseled
created	decided
defined	delegated
developed	demonstrated
designed	directed
distributed	effected
eliminated	examined
expedited	explained
forecasted	generated
guided	increased
influenced	implemented
inspected	instructed
interpreted	improved
invented	investigated
interviewed	launched
led	lectured
liaison	maintained
managed	molded
motivated	negotiated
organized	originated
participated	perceived
performed	persuaded
planned	pinpointed
prepared	presented
produced	programmed
promoted	proposed
proved	provided
proficient	recommended
reconciled	recruited
reinforced	reorganized
reported	researched
revamped	reviewed
revised	scheduled
selected	set-up
solved	stimulated
structured	summarized

Program Specific

Accounting

reconcile	maintain
analyze	verify
examine	determine
compute	enter
summarize	balance
compile	calculate
operate	classify
post	appraise
extend	

Agribusiness

produce	process
distribute	plan
implement	maintain
propagate	diagnose
test	apply
irrigate	measure
design	select
identify	analyze
manage	confer
order	direct
record	

Animal Tech

formulate	prepare
mix	handle
select	judge
determine	utilize
breed	feed
test	evaluate
collect	store
break	train
shoe	market

Collision Repair

paint	supervise
rebuild	refinish
operate	maintain
mask	prime
polish	seal
assemble	align

Collision Repair (cont)

solder	prepare
apply	shrink
restless	form
section	weld
diagnose	overhaul
straighten	replace
bind	test
service	adjust
analyze	lubricate
manage	measure
inspect	repair
remove	replace

Construction

alter	remodel
repair	maintain
erect	lay
draw	construct
assemble	coordinate
inspect	install
select	verify
cover	apply
weld	mount
measure	mark
nail	fabricate

Culinary Arts

receive	delegate
store	cook
serve	cost
price	revise
split	skin
filet	shuck
serve	carve
schedule	evaluate
classify	plan
inventory	clean
measure	broil
bake	season
fry	sauté
roast	

Data Processing

operate	interpret
write	read
monitor	observe
design	program
records	maintains
detailed	performs
organizes	input

Dental Assisting

clean	sterilize
order	apply
remove	schedule
coordinate	dismiss
slate	chart
prepare	assist
arrange	process
mount	administer

Drafting Tech

design	execute
analyze	draw
illustrate	produce
chain	level
estimate	sketch
letter	section
draft	compute
edit	reproduce
adjust	print

Electronic Tech (assembler)

assemble	maintain
analyze	troubleshoot
install	solder
gather	sort
inspect	repair
test	replace
calibrate	measure
cut	bend
thread	pull
splice	weld

- This is an opportunity for you to also learn about the main responsibilities of the position and the goals of the employer. Be prepared with intelligent questions which demonstrate your preparedness. See Page 25
- Thank the interviewer(s) for their time, reaffirm your interest in the position and your qualifications for the job.
- End interview with a firm handshake.

Below are sample questions to expect during an employment interview. As a candidate, you should practice responding to such questions and consider participating in a mock interview. This can be arranged through the Career Center by making an appointment with a Career & Employment Specialist. Utilizing the job description of the position you are seeking, you might be able to obtain enough information about the required skills to develop additional job-specific questions that might be asked (e.g. "Describe your computer programming experience using C++").

Questions Employers May Ask

- What do you know about our company? What interests you about us?
- Tell me about yourself.
- What are your career goals?
- Where do you expect to be in your career within five years? Ten years?
- What are your educational goals?
- What future training do you plan in connection with your career goals?
- What do you know about the position for which you've applied?
- What skills, experience, and training do you have that make you qualified for the job?
- What other positions have you had that qualify you for this position?
- What have you contributed to your past employers that saved the company time, money, or enhanced its image?
- How many promotions did you receive at your last or present company? Your next-to-last position? The one before that?
- How many raises were you given at your last position? Why were you given them?
- What did you learn in your last three positions?
- Do you like your current job? Why?
- What are you particularly good at in your present position? Why?
- What were some shortcomings that you exhibited in your last position?
- Why do you want to change careers?
- What major strength do you have that will make you a great manager?
- Do you have supervisory or administrative experience? Tell me about it.
- Give me examples of how you participated in a team. Your contributions?
- Give me some examples of your communication skills, written and oral.
- Can you meet deadlines? If so, give me an example.
- Give me an example of a decision you have made that benefited your employer.
- If your boss or co-workers were to evaluate you, what would they say?

Interviews

Preparing for the Interview

- Research the organizations in which you are interested. See Helpful Web Sites at the end of the publication.
- Research the position(s) for which you are applying; what are the job duties, wage and benefits. See page Helpful Web Sites.
- Make a list of your strengths and weaknesses.
- Identify your job related skills and abilities and prepare examples of how you use them.
- Teamwork is one area of interest to employers. Be prepared to describe your experience in this area.
- Participate in mock interviews to practice for the real thing (one of the Career Specialists at LBCC's Career Center can help with this).
- Research appropriate attire for the position for which you are applying. Be neat, clean and professional.
- Prepare a list of questions to ask the employer, take a pen/pencil and paper for notes, extra copy of your resume, list of references and, if appropriate, work portfolio or samples of your work.
- The day of the interview bathe, use deodorant, but avoid using cologne or perfume, wear minimal jewelry and professional, appropriate clothing.
- Obtain good directions to the interview site. Arrive a few minutes early.

During the interview

- Greet the interviewer with a firm handshake and a smile. Address interviewer(s) as Mr. or Ms. Do not use first name unless interviewer(s) ask you to.
- Demonstrate your positive attitude, enthusiasm and self-confidence.
- Employers look for a candidate with self-confidence who focuses on the positives without appearing arrogant.
- Listen to the questions and answer them, providing examples to support your ideas and experiences. Be thorough but concise.
- Show how you would contribute. What can you do for the organization?
- Maintain open and friendly body language; make good eye contact. Do not chew gum, smoke or make nervous motions (tapping or biting nails).
- Interviewers will evaluate qualities such as personality, articulateness, alertness, energy level, maturity, motivation, compatibility and preparation.
- Speak positively of former employers and co-workers regardless of why you left your last position.
- Be honest. If you decide during the interview that this isn't the job for you, tell them. Employers would rather you don't waste their time or yours.

Electronic Tech (cont)

sketch	straighten
press	drill
position	rivet
fit	fasten
seal	wire

Engineering Tech

assist	design
construct	layout
draft	prepare
survey	calculate
estimate	inspect
develop	sketch
letter	draw
review	prepare
fabricate	assemble
conduct	record

Graphic Design

copy	fit
proofread	arrange
layout	paste-up
design	letter
photo	typeset
calculate	develop
print	strip
mix	pack
draw	paint
edit	create
format	revise

Heating, Refrigeration, Air-Conditioning

braze	weld
design	develop
size	install
troubleshoot	purchase
operate	repair
analyze	select
oversee	drill
assemble	cut

thread	screw
rivet	pump
measure	clamp
insulate	fabricate
mount	bend

Lab Tech

test	adjust
examine	clean
prepare	add
set-up	control
sample	weigh
operate	verify
measure	classify
review	analyze
transfer	

Law Enforcement

supervise	coordinate
inspect	record
assist	enforce
cruise	report
notify	investigate
search	command
guard	patrol
warn	observe
permit	register
arrest	recognize
identify	communicate
apply	guide
conduct	operate

Nursing

admit	apply
assemble	bathe
chart	collect
dress	feed
label	observe
record	sterilize
prepare	issue
transport	comprehend
maintain	understand

Nursing (cont)

recognize	setup
draw	manage
Inventory	perform

Manufacturing

read	operate
mill	grind
set-up	layout
measure	turn
bore	repair
fit	assemble
mark	screw
position	secure
verify	develop
sketch	program
process	code
draw	cut

Metallurgy / Non-Destructive Testing

extract	purify
examine	test
evaluate	determine
expose	develop
interpret	inspect
perform	prepare
control	adjust
design	apply
evaluate	operate

Secretarial / Administrative Assistant

transcribe	interact
greet	prepare
compose	record
schedule	route
answer	arrange
compile	type
issue	operate

purchase	revise
format	organize
prioritize	apply
communicate	operate

Supervisory Management

administer	allocate
approve	assign
authorize	consult
contracted	decide
delegate	direct
distribute	encourage
enforce	evaluate
facilitate	discharge/fire
hire	implemented
instruct	lead/led
motivate	oversaw
respond	retained
review	scheduled
supervise	trained
select	solve
supervise	taught
train	promote
plan	coordinate
initiate	standardize
prepare	formulate
inspect	verify
manage	

Wastewater Tech

maintain	administer
prepare	purify
clarify	monitor
lubricate	determine
record	filter
apply	comprehend

Welding

layout	fabricate
repair	weld
braze	solder
plan	construct
examine	flame-cut
coordinate	estimate

Example of a Letter of Inquiry

201 Van Buren Street
Corvallis, OR 97330
student@someplace.com
January 23, 2001

Mr. Robert Chamberlain
Director of Human Resources
We-B-Quick Accounting
123 Fourth Avenue
Albany, OR 97321

Dear Mr. Chamberlain:

As an honors graduate in accounting, I am ready to put into practice all that I have learned. I visited your website and was very impressed with the individualized approach to customer service that you provide to your clients. In addition, We-B-Quick Accounting received the Business of the Year Award in 2000!

As the enclosed resume indicates, I recently received an Associate of Applied Science in Accounting Technology from Linn-Benton Community College where I maintained a GPA of 3.7. Through related employment, I gained experience using a variety of computerized accounting programs, maintaining accounts receivable and accounts payable, payroll records, preparing financial statements and reconciling bank statements.

As a leader in the field of accounting and a company that is recognized for its innovative approach to customer account management, I am very interested in learning of employment opportunities with We-B-Quick Accounting. I will call on Tuesday, January 30, to schedule a time to visit with you at your convenience. I know that you are very busy so I will make my visit brief. Thank you for your time.

Sincerely,

Chris Student

Chris Student

Enclosure

Example of a Cover Letter

000 Van Buren Sreet
Corvallis, OR 97330
(541) 754-0000
stellingc@email address
January 23, 2001

Ms. Christine Burke
Director of Personnel
Coca Cola Bottling Company
39 Prescott Road
Los Angeles, CA 75690

Dear Ms. Burke,

As an honors graduate in accounting, I am ready to put into practice all that I have learned. The job announcement you listed with our Career Services office for a Junior Accountant particularly interests me because of the diverse opportunity to work with both corporate and individual clients.

As the enclosed resume indicates, I recently received a Associate of Applied Science in Accounting Technology from Linn-Benton Community College where I maintained a GPA of 3.7. Through related employment, I gained experience using a variety of computerized accounting programs and maintaining accounts receivable, accounts payable, payroll records, preparing financial statements, and reconciling bank statements.

I would welcome the opportunity to further discuss my qualifications and am available for an interview at your convenience. I look forward to hearing from you.

Sincerely,

Chris Stelling

Chris Stelling

Enclosure

Resume Headings

Selection of appropriate headings is an important part of resume preparation. The following list of headings may be of assistance to you in the initial stages of constructing your resume. Study these suggestions, and then select or create headings that will best call attention to your unique background and qualifications. Some of these headings are ideal for use with a Functional or Combination style resumes. See examples on pages 14 through 16.

Objective	Special Talents or Special Skills
Career Objective	Laboratory Skills
Professional Objective	Computer Skills or Technical Skills
Position Desired	
	Volunteer Activities
Education or Academic Training	Related Activities
Course Highlights	Community Involvement
Research	Professional Activities
Continuing Education	Community Service
Special Training	Extracurricular Activities
Licenses or Certification	
Endorsements	Scholarships or Fellowships
	Activities and Distinctions
Areas of Knowledge	Service or Performance Awards
Areas of Expertise	Honors and Awards
Profile	Memberships
Professional Skills	Professional Affiliations
Career Highlights	Committee Work
Summary	Leadership
Experience Highlights	
	Interests
Work Experience	Study Abroad
Professional Background	Travel Abroad
Employment History	Language Competencies
Related Experience	
Career Achievements	Publications
Internships or Practical	Workshops or Conventions
Student Teaching Experience	Seminars or Presentations
Teaching Experience	Conference Leadership
Coaching Experience	Conference Participation
Management or Supervisory	Exhibitions
Experience	
Military Service	Placement File or Credentials
Human Relations	References or Recommendations
Program Development	

Cover Letters

Cover letters or letter of intent or application should always be sent whenever you are mailing or faxing your resume. The cover letter should be placed on top of the resume. Employers can learn a great deal of information about you and your qualifications from your cover letter. No typing or grammatical errors, sincerity, and conciseness are essential. Use paper that matches your resume and create a header displaying your contact information in a format identical to the header on your resume.

How to Address the Letter: Address the letter to a specific person whenever possible using formal titles such as “Ms.” for women and “Mr.” for men. If the ad doesn’t list a contact person, call the company and ask the name and title of the contact person. If this is not possible or if the company has requested no phone calls, then address the letter “To Whom It May Concern,” “Dear Hiring Representative” or “Dear Hiring Committee.” Never address it to “Sirs” or “Gentlemen” because that is assuming the person doing the hiring is male.

Content and Format: Your cover letter should be typed on the same high quality bond paper as your resume and have a businesslike appearance. Use wide margins and make sure there is an equal amount of space above the top line (date) and below the last line (Enclosure). It should be concise and only one page. Don’t disqualify yourself from consideration with statements like “Although I do not have...” Emphasize the skills you do have. A cover letter has three sections: introductory, body, and closing paragraphs.

Introductory Paragraph: Briefly introduces you and your interest in the organization or position. Refer to the position vacancy and how you learned about it. When possible, say something positive about the company. Clearly state what interests you most about the position (not salary or benefits). For letters of inquiry, where there isn’t a job opening, please see the example on page 22.

Body Paragraph(s): In these paragraphs you should relate highlights from your background that create the “notion of fit” with this employer. Consider the needs of the organization. For instance, “As my resume reflects, I have had previous experience in the area of (what)... “ Then highlight the skills and abilities you will bring to the position. Don’t forget to highlight relevant experience gained through volunteer experience such as Cooperative Work Experience. DO highlight or expand on a relevant entries from your resume; but DO NOT simply repeat what is already on your resume.

Closing Paragraph: This paragraph outlines your next action. Politely request an interview at the employer’s convenience if you are applying for a vacant position. If you are preparing a letter of inquiry, state that you would like to discuss employment opportunities or other information with the person and that you will call to make arrangements on a certain date. If you will not be calling to follow-up, then enclose a stamped, self-addressed envelope so the employer can respond in writing to your request.

Resume Styles

Chronological: Highlights your work experience, beginning with your **most recent** job, continue back at least 10 years. This resume is most effective when your work history is directly related to your career objective. It can also be used to show that you have advanced in your present career. For instance, you began work as a dishwasher, then became a lead cook and eventually became an assistant manager. This resume also emphasizes continuity and allows elaboration on duties within each position.

Functional: Highlights the skills and accomplishments rather than the work experience and education. Employers are looking for people with specific skills that match the skills needed to do the job. The functional resume is good one to use if you are changing careers and have no related work (including non-paid or volunteer) or have large gaps in your work history. The work history is not included which could leave the employer wondering what you are trying to hide. Employers prefer resumes that allow them to follow your career path, including dates of employment. For more guidance, see discussion on “How to Handle Problems With Work History” at the end of this section.

Combination: This resume has all the advantages of a Functional and the work history is listed so the employer doesn’t have to wonder where you worked and for how long. Skills and accomplishments are emphasized and the work history is simply a listing of your jobs. To cover up gaps or to emphasize work experience directly related to the job you are applying for, you can separate your work into two categories: Relevant Work Experience and Other Work History. (See page 16) This format minimizes or eliminates unrelated experience and can be quite effective, especially for those anticipating a career change.

Two-page: This format should be used when your relevant experience and education is too extensive to fit on one page. The experience and skills most directly related to the position you are seeking should be first. Begin the second page of the resume with your name, followed with the page number on the line below your name. Employers prefer a one-page resume.

Electronic Resume: Some companies use computers to scan resumes for key words, phrases or other search words such as job title, employer, college, degree or certification. Use nouns that identify skills and words that are used in the job description. For example, key words for an accountant might be “BS in Accounting, accounts payable and CPA”. If your resume doesn’t contain these key words, the computer won’t select your resume. Use Arial or Times New Roman font in 10-14 point size. It is alright to capitalize but avoid boldface, italics, script, underlining, graphics or shading. Use standard (8-1/2” x 11”) white paper, printed on one side. Avoid staples and folds. Your name should be the first item on each page. For more detailed information such as how to create and send a ASCII resume, visit the www.careerperfect.com website. Electronic resumes should always be sent with a cover letter.

Electronic Resume

RALPH GOLDMAN
000 Pacific Highway
Albany, Oregon 97321
(541) 000-0000
rgoldman@nowhere.com

MECHANICAL ENGINEER

EDUCATION

B.S. Mechanical Engineering, San Jose State University, San Jose, California, 1998

Coursework: Measurement and Controls, Finite Element Analysis, Design and Electronic Packaging, Acoustics, Advanced Dynamics of Structures, and Experimental Methods

Designed and constructed a food processing machine following FDA guidelines Integrated stainless steel, plastic, a pneumatic system, and servo motors. Designed and constructed a 750-square foot red wood deck complete with arbor.

A.A.S. in Electronics Engineering Technology, 1995
Linn-Benton Community College, Albany, Oregon

TECHNICAL SKILLS

Computer Skills— IBM and Macintosh: AutoCAD 12, Autosketch, Matrixx, Matlab, and Siler Screen, PageMaker Design, CAD 2D/3D Lisp, Prolog, COBOL, and Pascal

EXPERIENCE

Special Technologies, Inc., Sunny, CA, 1/96-7/96
Manufacturing Engineer/Mechanical Engineer (Intern) — Designed fixtures to accelerate assembly process of biomedical equipment using AutoCad 12. ISO 9000 audit: setup documentation control area for quality control.

REMCO Engineering Lab, Corvallis, OR, 8/95-12/95
Lab Assistant — Assisted staff with computer problems, upgraded hardware, troubleshoot and resolved system failures

CERTIFICATION

Professional Engineer in Training (EIT) License #BE02278793

PROFESSIONAL AFFILIATIONS

American Association for Advancement of Science (AAAS)
American Society of Mechanical Engineers (ASME)

CREDENTIAL FILE

Oregon State University
Department of Career Services, Kerr Administration Building,
Corvallis, Oregon 97330-6380

Which Resume Style Should You Use?

Use a Chronological style if you answer yes to any of these questions:

1. Is the job I am targeting in the same field? *
 2. Do I want to clearly show that my level of responsibility has advanced on my previous jobs?
 3. Do I want to establish a clear picture that I have a strong background in the same type of work? *
 4. Is the targeted job in a conservative field such as law, finance or military?
- * *Important: If all the job descriptions are basically the same, it would be best to use a Combination format.*

Use a Functional style if you answer yes to any of these questions:

1. Have you never worked outside the home?
2. Are you a veteran and want to relate your military training to a civilian job?
3. Are you changing careers and have no related work experience for your target job?
4. Do you have large gaps in your work history that are longer than 6 months?
5. Are you a job hopper? (Have you had several jobs a year?)

Use a Combination style if you answer yes to any of these questions:

1. Are you changing careers and have excellent work history?
2. Do you have some related work experience for your target job?
3. Do you want to show off your relevant skills for the new job?

Use an electronic resume style if any of the following applies to you:

1. You will be sending your resume by email or Internet
2. The company has requested a scannable resume format.
3. You are sending your resume to a large, high-tech corporation.

Note: If you are not sure the company will be scanning the resume, prepare a resume that can be “read” by a computer but also by human eyes.

Use a two-page format:

A two-page resume should be avoided unless you have too much relevant experience, training or qualifications to fit on one page.

Chronological Resume

CHRIS STELLING
000 Van Buren Street
Corvallis, OR 97330
(541) 754-0000
stellingc@email address

EDUCATION: **A.A.S. in Accounting Technology**
Anticipated Graduation: June 2002
Linn-Benton Community College Albany, Oregon
GPA: 3.7

HONORS: Phi Theta Kappa National Honor Society
Dean's List: 1999, 2000, 2001

EXPERIENCE:

Accounting **September 2000 to Present**

Sawyer & Company
Albany, Oregon
(Large company serving the Willamette Valley)

- Prepared 1044's for income tax purposes
- Maintained accounts receivable, accounts payable, and payroll
- Prepared inter-branch transfers for shipping & receiving
- Supervised part-time delivery personnel

Tutor **August 2000 to Present**

LBCC Learning Center
Albany, Oregon

- Provide tutoring services in the areas of algebra, statistics, and accounting

Administrative Assistant **September 1996 to June 2000**

Webster Floors, Inc.
Albany, Oregon

- Utilize computers to enter payroll data and access employee data
- Process/prepare monthly payroll records
- Organize and work with detailed office records
- Prepare agenda items and take minutes at staff meetings

ACTIVITIES: Treasurer, LBCC Accounting Club, 2000
Associated Student Government, Treasurer, 2000

COMPUTERS: **Software:** Microsoft Word for Windows, Time-slips
Graphics: PowerPoint, Harvard Graphics
Database: Access
Hardware: IBM PC's and MacIntosh operating systems
Spreadsheets: Microsoft Excel

REFERENCES: Available upon Request

SUZANNE GOODE

Page 2

TECHNICAL SKILLS:

Computer Proficient in Word, Excel, AutoCAD 12, and Autosketch.

Applications (IBM): Familiar with Matrixx, Matlab, and Siler Screen

Computer Accomplished in Design CAD 2D/3D, Word, Excel, and PageMaker

Computer Programming: Lisp, Prolog, COBOL, Pascal, dBase, R-Base, FoxBase, Paradox, DataEase, Fortran 77, Pascal, and BASIC.

RELEVANT CERTIFICATION:

Professional Engineer in Training (EIT) License #BE02278793

EXTRACURRICULAR ACTIVITIES:

Calculus Tutor, Corvallis High School, Corvallis, OR
Volunteer, Mayoral Campaign, Union City, TX
Volunteer, City Council Election Committee, Union City, TX
Co-Chair, 75th Annual Pi Tau Sigma National Convention, San Jose, CA

PROFESSIONAL AFFILIATIONS:

- American Association for Advancement of Science (AAAS)
- American Society of Mechanical Engineers (ASME)
- Pi Tau Sigma - National M.E. honor society
- Voted Initiate of the Year (1993-94)
- Secretary of the San Jose State Chapter (1994)
- Editor of the Pi Tau Sigma Newsletter (1993)

CREDENTIAL FILE:

Oregon State University
Department of Career Services
Kerr Administration Building, Corvallis, Oregon 97330-6380
phone: (541) 000-0000, fax: (541) 000-0000

Two-Page Resume Format

SUZANNE GOODE
000 Pacific Highway
Albany, OR 97321
(541) 000-0000

MECHANICAL ENGINEER

EDUCATION:

B.S. Mechanical Engineering, 9/96
Oregon State University
Corvallis, OR

Coursework: Measurement and Controls, Finite Element Analysis, Design and Electronic Packaging, Acoustics, Advanced Dynamics of Structures, Experimental Methods, Design of Machine Parts

Projects: Designed and constructed a food processing machine following FDA guidelines. Integrated stainless steel, plastic, a pneumatic system, and servo motors. Designed and constructed a 750-square foot red wood deck complete with arbor.

A.A.S. in Electronics Engineering Technology, 5/91
Linn-Benton Community College
Albany, OR

EXPERIENCE:

Lab Assistant 8/95-12/95, 8/96-present
OSU Engineering Computer Lab, Corvallis, OR

- Provided assistance with students' computer problems, trouble-shoot, maintained hardware, and taught seminars.

Intern - Manufacturing Engineer/Mechanical Engineer 1/95-7/95
Special Technologies, Inc., Sunny, CA

- Designed fixtures to accelerate assembly process of biomedical equipment using AutoCAD 12.
- Used MRP system to track assembly projects and to control inventory.
- Set up Documentation Control area for ISO 9000 audit.
- Inspected all outgoing assemblies to ensure quality.

- CONTINUED -

Functional Resume

JENNIFER R. ALBERT
(541) 457-0000

200 Farmers Loop Road
Lebanon, Oregon 97355

OBJECTIVE : Office support position requiring excellent skills in multi-tasking, database management and interpersonal communication

Summary of Qualifications

- Keyboarding: 45 wpm; ten key by touch
- Familiar with MS Word and Excel
- Word-processing, editing, transcription, database management
- Productive in busy office; efficiently handled a wide variety of tasks
- Excellent problem-solving and self-management skills
- Understand concepts of team building and trained in applying them to work environment

EDUCATION

Office Specialist Certificate, Linn-Benton Community College, Albany, OR, 2000
Overall GPA: 3.86/4.00

PROFESSIONAL SKILLS

General Office Support

- Composed business letters and memos
- Exceptional ability in filing both alphabetic and numeric
- Practical accounting skills: double entry accounting, general ledgers/journals
- Public speaking experience: prepared speeches and presented material in a clear and convincing manner

Telephone & Communication Skills

- Effective telephone techniques, handled multi-line phone system
- Exceptional ability in proofreading and editing
- Excellent grammar and English skills

Technical Skills

- MS Word for Business with advanced word processing skills
- Prepared attractive marketing materials using desktop publishing program
- Solid database and spreadsheet skills
- Effectively managed data for numerous office applications

REFERENCES

Mary Ann Lammers
LBCC Department Chair
6500 SW Pacific Blvd.
Blvd.Albany, OR 97321
97321
(541) 000-0000

Joyce Moreira
LBCC Faculty Advisor
6500 SW Pacific Blvd.
Albany, OR 97321
(541) 000-0000

Rosemary Bennett
LBCC Counselor
6500 SW Pacific
Albany, OR
(541) 000-0000

Important Note: Notice that the Work History section has been omitted on this resume. Normally, references are not included on resumes. However, because the work history has been omitted, you may wish to establish credible character references by including

references on your resume.

Combination Resume

Mary E. Roberts
612 Gallia Street
Albany, OR 97321
(541) 928-7777
meroberts@email address

Highlights

- Strong public relations and professional writing experience in dynamic, fast-paced organization
- Proven ability to manage simultaneous projects, work independently, and meet deadlines
- Demonstrated skills in interpersonal communication and problem-solving

Education

A.S. Journalism and Mass Communications	June 2001
Linn-Benton Community College, Albany	GPA 3.8/4.0

Public Relations Experience

Public Relations Intern	Summer 2000, 2001
Albany Democrat-Herald, Albany	

- Consulted with clients on a daily basis
- Wrote news releases and public service announcements
- Identified and interviewed local, regional, and national media resources
- Managed extensive project of compiling media lists and packets
- Conducted research under strict time constraints

Student Ambassador	September 1999 - May 2001
Student Life and Leadership Linn-Benton Community College, Albany	

- Hosted more than 100 campus tours for new students and their parents
- Participated in high school visits and recruitments
- Planned and implemented activities for students

Writing Experience

Reporter	September 1999 - May 2001
Linn-Benton Community College's Commuter Newspaper, Albany	

- Gathered information on topics of interest using a variety of resources including personal interviews, local publications as well as the Internet
- Wrote articles about community and campus events, personal interest stories and world affairs

Grant Writer	August 1997 - April 1998
Community Partnerships, Albany	

- Secured approval on three community development grants, totaling \$1.5 million
- Researched community needs and assessed the needs of targeted population
- Effective writer and public speaker

Combination Resume, Example 2

Jane C. Doe
2344 Dead End Lane
Somewhere, OR 97000
(541) 111-1111

Objective: Seeking a career as a Collision Repair Technician where my skills and experience in automotive refinishing may be used to benefit my employer

Education & Training

Certificate in Collision Repair Technology - G.P.A 3.89
Linn-Benton Community College, Albany, OR
Anticipated Graduation Date: June 2001

Highlights of Qualifications

Auto Collision Repair Training & Experience

- Prepare surface for repair by using sanders and automotive putty
- Refinishing experience includes wet sanding, buffing and painting
- Glass replacement, color matching and plastic repair
- Bolt-on panel replacement and adjustment; welded panel and corrosion
- Used (You should list special tools) for frame and unibody measurement
- Knowledge of automobile construction
- Tools used: (You should list the tools you used in class and/or CWE)

Estimations & Customer Service

- Experience preparing estimates on repairs
- Review work orders and communicate with customers
- Provide excellent customer service and follow through

Shop & Safety Procedures

- Trained in shop safety procedures
- Safe handling and use of hazardous materials
- Fire suppression and first aide training

Related Work Experience

Restoration	Joe Blow's Auto Repair, Albany, OR (Internship)	9/00 - 6/01
Auto Shop	Somewhere High School Shop, Somewhere, OR	9/86 - 6/87

Other Work History

Cook	Don Corleone Family Pizzeria, Chicago, IL	7/87 - 5/89
Cashier	We-B-Quik, Lebanon, OR	7/89 - 8/90

References Available Upon Request