

Developing Resumes

And Cover Letters

WEST CHESTER UNIVERSITY
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NOTES ON YOUR RESUME

Your resume is **your** sales tool, and it is without doubt the most important document you will probably ever write. You use it to advertise your accomplishments and to demonstrate your potential to an employer. The key to your resume is presenting yourself favorably as well as truthfully in the clearest, neatest and most concise way possible.

Be sensitive to the fact that the person who reviews your resume probably receives and reviews a multitude of such forms each day. This makes it increasingly important that you put your greatest effort into designing your resume so that it says the most about you in as few words as possible. One page is the ideal, the most important information should be at the top since resumes are read from top to bottom. Highlighting key words or important information may be done by using bold face type, underlining or capitalization, but try not to over use these forms - they can make your resume look cluttered and busy.

Career Development staff members are available to review and to assist you in designing and completing your resume. A final draft should always be read by someone other than yourself who can read for clarity and especially spelling errors. Do not rely completely on "spell check" in the word processing program, as it may not pick up a wrong word.

Remember, the appearance of your resume is a reflection of the quality of your work, and of you!

COMPONENTS OF THE RESUME

Resumes are comprised of different sections, and people will use varied combinations of these components. If you look at other resumes, you may, for example, see an Objective on one resume, but not on another. Education may be listed at the top on one, but at the end of another resume. Many times this is a reflection of personal preference, and each has merit. Ultimately you are the person who must feel confident in the document and how it is put together. Remember, this is your advertising, and must reflect you and your skills!

NAME

Your name, address and phone number should be prominently displayed at the top of your resume. If you have two addresses, list them as "Current" and "Permanent", with current to the left and permanent to the right side. There are many places to put your name and address; the standard is to center each line at the top. Suggestion: If you have an answering machine and list the number on your resume, be sure that your message is professional!

OBJECTIVE

Objectives on a resume should be included only if you can be specific about the position and/or industry in which you are seeking employment. Otherwise, it may be best to state your objective in your cover letter, tailoring it to the particular company, agency or school to which you are writing.

SUMMARY (or PROFILE)

A relatively new section in resumes is the Summary or Profile. Essentially, this is an opening statement which allows you the opportunity to describe yourself in action words and highlight particular skills. This is particularly effective for resumes which will be competing against large numbers of others and which will be scanned for key words. See the section concerning keywords which follows.

EDUCATION

The most recent degree should be listed first. Usually your degree, major and graduation date will be listed on the first line (particularly if the major is related to career choice) and the name, city and state of the university will follow on the second line.

After listing this information you may choose to briefly describe other information related to your education. This might include GPA (generally if it is 3.0 or higher), courses that are specifically relevant to the types of jobs you are seeking (especially if they are outside of or not implied by your major) and whether or not you have financed your education by work or scholarships.

EXPERIENCE

Again, the most recent information should be listed first. Layout is extremely important, as is brevity. It is usually helpful to indicate your job title, then the name, city and state of your employer followed by the dates of employment.

Following this, describe your contribution to the position and the responsibilities you assumed. Attempt to relate such information in specific terms (size of budget, number of people supervised, percent increase in sales, etc.). Be sensitive to the person who may read your resume and who may not be familiar with the jobs you describe.

When appropriate, use results-oriented terminology which includes verbs such as:

achieve	design	implement	maximize	plan
administer	develop	innovate	motivate	revise
coordinate	direct	interpret	negotiate	solve
create	establish	manage	organize	supervise

Sometimes it is useful to end this section with a summary paragraph to cover unrelated positions if space is limited. Such a condensation of work experience may show past flexibility as well as a willingness to perform routine as well as challenging tasks.

This may also be the place to list percentage of self-support through school, if the percentage is impressive and has not been mentioned elsewhere.

ACTIVITIES, HONORS AND AWARDS

This would include university and/or community activities, offices held, scholarships and other related honors. For clarification, it may be necessary to give short descriptions of the nature or purpose of some organizations or awards (i.e. honorary service organization, selected from 700 seniors as top speaker).

PERSONAL

Age and marital status in particular should not be included on your resume. You may list interests and skills to provide topics for conversation during the interview. Photographs on resumes are discouraged for equal employment reasons.

REFERENCES

You may state that "references are available upon request", although that is generally understood and need not be printed on your resume. You should have the names, addresses and phone numbers listed on a separate sheet of paper. You should ask for the consent of anyone you choose to list as a reference before giving their name to a prospective employer. Always provide a copy of your resume for the person serving as a reference, and be sure to thank them for their assistance. Generally, three references are considered sufficient.

SOME KEY WORDS FOR RESUME AND COVER LETTER PREPARATION

actively	delegate	generate	motivate	proficient	significant
accelerate	develop	increase	organize	recommend	simplicity
adapt	demonstrate	influence	originate	reduced	set up
administer	direct	implement	participate	reinforce	solve
analyze	effect	interpret	perform	reorganize	strategy
approve	eliminate	improve	plan	renovate	structure
coordinate	establish	launch	pinpoint	responsible	streamline
conduct	evaluate	lead	program	revamp	successful
complete	expand	learn	propose	revise	supervise
control	expedite	maintain	proven	review	support
create	found	manage	provide	schedule	teach

SELF - DESCRIPTIVE WORDS

active	consistent	efficient	logical	positive	sense of humor
adaptable	constructive	energetic	loyal	practical	sincere
aggressive	creative	enterprising	mature	productive	sophisticated
ambitious	dependable	enthusiastic	methodical	realistic	systematic
analytical	determined	extroverted	objective	reliable	tactful
assertive	diplomatic	fair	optimistic	resourceful	talented
attentive	disciplined	forceful	perceptive	respectful	will travel
broadminded	discrete	imaginative	personable	self-reliant	will relocate
	economical	independent	pleasant	self-starter	

These are only a few of the options available. Brainstorm words which describe you in the most positive and action-oriented way. Have friends, coworkers and people who know you do the same. If you need help, use a dictionary or a thesaurus. A word of caution; if you don't know what the word means, don't use it. Nothing is worse than thinking a word means one thing but having it actually mean something else!

E-Mail Addresses

If you list an e-mail address on your resume, you will want to keep a few things in mind, such as:

- ✓ Check it regularly.
- ✓ Avoid nicknames. Your address of "Pokie@wwnet.com" may be fine for friends, but not for A prospective employer.
- ✓ Be sure it is complete and correct.
- ✓ E-mail is quick, easy and fun, but do not rely exclusively on it. It may not be confidential, and You should always follow up with a "hard copy" via "snail mail".
- ✓ Proofread before sending (including spellcheck AND reading it over!).
- ✓ Send yourself a "blind copy" as verification (Usually "BCC" in the address section).
- ✓ Consider using your "wcupa.edu" (campus) account. A great deal of University business takes place via e-mail, and this will assist us in keeping in touch with you. If you wish to keep your personal account with another service, you can forward your mail from the wcupa.edu account. Ask us how!

SEVEN "MUSTS" FOR A GOOD RESUME

- ❶ Know Your Audience. You must use the vocabulary of your target. Speak that person's language.
- ❷ Know and Include Your Skills and Accomplishments.
- ❸ Use short, concise phrases - without technical jargon or confusion constructions.
- ❹ Use Power Words. Verbs tell a stronger story than nouns.
- ❺ Get a critique from a friend. A different perspective will help in correcting inconsistencies or filling in gaps.
- ❻ Make it Look Professional. Have your resume professionally typed in a clear, clean-cut typeface. Use photo-offset or a high quality copier to obtain multiple copies.
- ❼ Proofread before you duplicate

Adapted from Tom Jackson's
Twenty Eight Days To A Better Job

READING RESUMES BY SCANNING

More and more firms are using optical scanning devices to enter resumes into databases and then to search for the ideal candidate.

SmithKlein, Vanguard and Ford Motor Co. are among large establishments that use artificial intelligence to categorize, for example, the candidates primary work experience. Less sophisticated technology simply searches for key words.

So, how does your resume get past the electronic "gatekeeper"? Keep in mind the following:

- Computers react differently than people. In some companies, an optical scan system receives, evaluates and rejects in writing 80% of the applications received - all without human consideration!

SCANNING - continued

- Searches rely on key words or phrases that indicate specific skills or attributes
- Words referring to computer operating systems are more important than old standards like "implemented" or "streamlined".
- Some of the key words used by a company may be a previous job title, languages spoken or type of degree received.
- Exotic type fonts, underlining and decorative graphics do not scan well.
- Small type size may confuse the scanner; don't go below 12 point type.
- Use standard 8.5 x 11 paper and do not fold. Words in a crease cannot be read easily.
- Use white or light beige paper. Blues or grays minimize the contrast between the letters and the background.
- Avoid double columns. The scanner reads right to left, and stops after a gap.
- Industry specific language or terms are a good idea. A computer search will target key words used in that field.

Remember, once you pass the initial "scan", all rules for good interviewing apply. Recruiters are looking for candidates who have done their homework and who are knowledgeable about the company.

FAX ETIQUETTE

- ☎ Don't send a fax unless an organization or school district has asked you to do so.
- ☎ When faxing a resume, phone to make sure it was received.
- ☎ Always follow a fax with a "hard copy" in the mail.

COMMON EMPLOYER CRITICISMS OF RESUMES

- ☑ Too long, short or condensed
- ☑ Poor layout and physical appearance
- ☑ misspellings, bad grammar and wordiness
- ☑ Poor punctuation
- ☑ Lengthy phrases, sentences and paragraphs
- ☑ Too slick, amateurish and "gimmicky"
- ☑ Too boastful or dishonest
- ☑ Poorly typed or reproduced
- ☑ Irrelevant information
- ☑ Critical categories missing
- ☑ Hard to understand or requires too much interpretation
- ☑ Unexplained time gaps
- ☑ Does not convey accomplishments
- ☑ Text does not support objective
- ☑ Unclear objective
- ☑ Lacks credibility and content
- ☑ Too much jargon

From: High Impact Resumes and Letters by Krannich & Banis

What Do Employers Really Want In A Resume? Some tips from a panel of Human Resource specialists.

Should I bypass the Human Resource Office? The advice to skip HR or Personnel and get your resume to a decision maker, such as the VP of Marketing or Finance has become almost a "mantra". The panel agreed that while they don't like it much, the suggestion is well founded. If a senior manager wants to hire a specific candidate, it will probably happen. But you should also have your resume or application on file with the Personnel Office as well.

Should I send two resumes? With job computers reading resumes, should you send two copies - one a plain "vanilla" for scanning, and one more attractively formatted? The panel said "no". It creates too much paperwork for the HR department. Send only a plain version if you are not sure if a resume will be scanned. You can call a company in advance to see if they scan resumes.

Must a cover letter be attached? Yes. Cover letters are essential. Be sure to sign it and have your name typed below the signature. Do not staple the pages; staples can rip the paper!

Must you reveal salary history? When your salary requirement is requested in a recruitment ad, what happens when you duck the issue? All the panelists agreed that if you appear qualified for the position, they would try to interview you despite the fact that you didn't name your price. One strategy is to list "negotiable" or a broad (\$5000) range for salary. And don't forget benefits!

What is a resume worth? A resume is an absolutely critical tool in evaluating each potential candidate's qualifications. Recruiters search for key words and phrases, they review and evaluate accomplishments and they are critical in assessing the quality of the written document.

Adapted from the report from the national meeting of the Professional Association of Resume Writers Human Resource panel. *St. Petersburg Times*

Listing your Resume On-Line

There are literally hundreds of places to list your resume on the internet....so how do you choose? And how do you do it? Here are a few tips. If you need more assistance, contact Career Development for suggestions!

Getting Started

It is helpful, but not required, to have a resume before you start to look at listing on-line. Some of the listing programs actually will help you develop your first resume by providing a "fill in the blanks" form. Most, however, are easier if you have one already done and on a disk ready to "cut and paste".

Choosing Where To Post Your Resume

To eliminate some confusion, we have linked to a number of sites to our website. We suggest that you consider posting your resume to several locations for the most exposure. For example, *MonsterTrak* is a national site, *CollegeCentral* is a Pennsylvania site, and *JobWeb* is a local site. By listing on all three, you create an overlapping distribution of your resume. Other sites are specific to certain fields, such as *MAEE* which is geared to Education majors and *Campus Career Center* for International interests. You can access these sites and more from our homepage

You can certainly choose your own website on which to post your resume, but keep in mind a few "cautions". How are they going to use your information? Most sites will have a posted policy on disclosing information to other parties and general usage. If you do not see one, ask for it!

Posting Your Resume

If you jumped right to this paragraph, please go back and read the information at the start. Each site will be a little bit different, so you will need to read the directions, and it is often helpful to print out the directions so you can refer to them. Most sites require that you register with them and give a user name and a password. Be sure to choose something you will remember, or even write it down. Many sites will let you go back in and revise your resume after you have entered it.

One of the simplest methods to post your resume is by "cut and paste". To do this, you will need your resume on a word processing programming (such as Word or WordPerfect). Open your word processing program and your Web Browser (internet site). Have both open - you will hop back and forth between them.

PROOFREAD! Be certain that your resume is spelled correctly and that all the information made the trip from your word processor to the web page. You are responsible for any misspellings or typos!

Once you have your resume on line, different sites will allow you to do different functions, some will let you "click" your resume to employers directly from their site. Check each site for specific services that they will provide.

Preformatted or “Template” Resumes

Many of the current word processing packages have preformatted or template resume formats designed directly into the program. These are quick ways to begin a first resume because they prompt you for the standard information and plug it directly into an already designed layout. However, some of the formats have drawbacks or limitations which may not be right for you or the way you intend to use the resume. Listed below are some of the common problems which may occur. If you need a quick way to pull together a resume, consider using the template (sometimes called a “Wizard”) to do your resume; but if you want a document which truly represents the unique qualities you possess, you will need to do it the “old fashioned” way – from scratch!

Name and Address: Some of the templates have the address in small (font size 10 or less) type on the right hand side above the name, or the name at the top center and the address at the very bottom of the resume. The accepted standard is still to have the name (in larger font or bold) above the address, at the top of the page. If a potential employer has to search for your phone number, they are less likely to call. Many formats do not allow for an e-mail address which can be an important method of contact.

Dates: Most of the formats which are preloaded offer only the option of having the dates appear on the left side of the document. Many times, you may wish to draw attention to *what* you did before *when* you did it. Also, for your Education listing, you typically only need to list your date of graduation, not the range of time you spent in college.

For example: 2003 2007 West Chester University, West Chester, PA
B.A. English
Versus
West Chester University, West Chester, PA 2007
B.A. English

Priorities: You may wish to accentuate certain experiences by placing them higher up in your resume. Some templates do not permit you to rearrange categories in different order.

Columns, Lines and Bullets: These features add much to the visual appeal of any document, and some formats automatically insert them into your resume. However if your resume is going to be scanned electronically, faxed or sent via e-mail, these can confuse or jumble the contents. Also, they can be overused and make your resume look “busy”.

Templates can be a good way to get started on your resume, but they may not be the best for you. Composing your resume with a template is similar to buying a new suit “off the rack” – find out if you can “tailor” it to fit you perfectly!

DIVERSIFY YOUR STRATEGY

Tips On Job Hunting (Other than through on-campus recruiting)

OBTAIN lists of suitable prospective employers from such sources as *Job Choices* yellow pages of telephone directories, Chamber of Commerce listings, directories from professional associations and such library references as *Standard & Poors Register*, the various Moody and Dun and Bradstreet directories.

TALK to friends, faculty, associates, family or any personal contact who may know of available openings or about prospective employers.

READ newspapers (including the classified section for want ads), trade publications, business weeklies, journals and books on the subject, such as: R. N. Bolles' *"What Color Is Your Parachute?"*, Robbin's *"The Job Seekers Guide to the Delaware Valley"*, Kennedy and Morrow's *"Electronic Job Search Revolution"* *"Naked at the Interview"* by Nadler or Yate's *"Knock 'em Dead: The Ultimate Job Seeker's Handbook"*.

PREPARE by learning all you can about any employer in whom you have a strong interest. Be able to describe clearly what you would like to do for that organization. Contact the person most likely to be in a position to hire you. If you have selected a city or general locale and will be looking for a job there, subscribe in advance to the local newspapers and obtain lists of prospective employers in the area before you relocate.

SEND your resume with a cover letter to any potential employers and state that you will be contacting them regarding an interview upon your arrival. Exercise care in organizing and constructing your resume; it is one of the most important documents you will ever write. For help, see your career development office

CONTACT the nearest office of the State Employment Service. Even if it handles primarily local listings, it should be able to refer you to employment service offices in other cities and states.

PURSUE all possible avenues (including job fairs), and don't become discouraged by a number of rejections. Follow up all leads in a business-like manner. Don't press the panic button. The job you're seeking may turn up when you least expect it. But you can't wait for it to come to you. You must be aggressive and go after it.

From *JOB SEARCH BAROMETER* By Marilyn A. Hutchison and Sue E. Spooner

A FEW WORDS ABOUT "TEMPS"....One of the fastest growing avenues to find a job are agencies which used to be known as "temps" or temporary services. Today they may still have that name, or they may be known as staffing services. These agencies began by filing clerical positions for companies on a temporary basis, but today they provide a variety of staffing needs; entry level, mid management, technical, sales, etc. Temp positions allow you to gain experience in a field, and to "try out" a company. They also allow the company to evaluate you on a "trial" basis. Not surprisingly, many positions end up going from "Temp to Perm". Don't overlook this potential area which can help you break into your field.

WRITING AN EFFECTIVE COVER LETTER

PURPOSE OF A COVER LETTER

- ☞ To introduce yourself
- ☞ To personalize your resume
- ☞ To arouse an employer's interest and to encourage action or response

CONTENT OF A COVER LETTER

- ☞ Must be typed using business letter format
- ☞ Use opening sentence that states the purpose of the letter - YOUR OBJECTIVE.
- ☞ Mention a name if you have permission, i.e. Professor Smith suggested I contact you. Be sure the individual you are writing to knows the person to whom you refer.
- ☞ Briefly state your educational background or work experience relevant to the job you are seeking. Show the employer that you have an idea of what you can contribute to the job.
- ☞ Use a few short sentences emphasizing your particular interests in the company (or school, or agency, depending on where you are applying). For example:
 - "Your recent decentralization of management would offer immediate opportunities for significant involvement and responsibility."*
 - "I read recently that your company received a new contract...."*
 - "I am aware of your rotational training program that..."*
- ☞ Indicate what excites and interests you about the job (and the field...)
- ☞ Show that you are familiar with future plans or present problems if possible.
- ☞ Close the letter with a reference to the enclosed resume and specifically request a personal interview.

ADDITIONAL GUIDELINES

- ☞ Limit your letter to one page. Make it pertinent and brief.
- ☞ Type each letter individually, tailored to that particular company.
- ☞ If possible, address the letter to a specific person in the organization.

**REMEMBER, AN EMPLOYER WILL USUALLY READ EVERY WORD
OF A GOOD COVER LETTER,
BUT NOT NECESSARILY EVERY WORD OF YOUR RESUME.**

...And Don't Forget to Say "Thank You"!

Thank you letters are an important part of the whole application and interview process. Send a "Thank You" note as soon as possible after an interview or other service has been provided to you by a potential employer. They may take many forms, but the standard still remains a written, mailed card in an envelope. E-mail thank you notes are becoming more accepted, but only if you have been given a direct e-mail address. Two things to always do in your note:

1. Express your appreciation, and 2. Ask for the job!

SAMPLE COVER LETTER FORMAT

106 Lawrence Center
West Chester, PA 19383
February 29, 2007

Ms. Jane Lodge
Director of Personnel Services
Way Gone Enterprises
500 N. Vermont Avenue
Philadelphia, PA 19800

Dear Ms. Lodge:

Opening Paragraph: State the reason for your letter with attention-getting self-confidence. Be creative within the bounds of reason, respect and good taste. Include the type of job or the specific position you are seeking. If possible, mention how you became aware of the position and organization. Tell the person **“Why you are writing”**.

Middle Paragraph(s): Refer to the enclosed resume and any facts within it that you want the employer to notice. It is here that you should identify what skills, background, education or other "tools" you have that they need. Your resume should present facts to support this, but this section should not be a mere restatement of the information in the resume. Add detail to the facts in your resume.

Tell the person **“Why they need YOU”**.

Closing paragraph: This is where you request the interview. Ask that you be contacted to set a mutually convenient time; or better still, suggest that you will contact them soon (e.g. Thursday, next week) to set up an appointment. You may state that you will be contacting them to insure that they have received all the materials they require to consider you as a candidate for the position. Above all, be positive in your attitude; expect an appointment.

Sincerely,

Don't forget to sign your letter!

Ivana Job

Enclosure

**Twardowski Career Development Center
225 Lawrence Center
West Chester, PA 19383
610.436.2501
<http://www.wcupa.edu/cdc>
E-mail: CDC@wcupa.edu**

**You've completed your resume....
Now what?**

- ✓ Drop it off (or E-mail it) to us for a critique**
- ✓ Show it off to friends, family and others**
- ✓ Log on to our website and post it electronically**
- ✓ Bring us a "hard copy" to have on file**
- ✓ Use it at one of our On-Campus recruiting events
or job fairs – Post it on College Central
www.collegecentral.com/wcupa**

Heather Gray
228 Packer Avenue
Upper Darby, PA 19083
(610) 555-1244
E-mail: H_Gray@msn.com

Profile:

Efficient and determined individual with strong communication and writing skills. Proficient in Microsoft Word, Excel, PowerPoint and SPSS

Education:

West Chester University of Pennsylvania, West Chester, PA

- ♦ Bachelor of Arts in Psychology December, 2005
- ♦ Magna Cum Laude **GPA 3.87**
- ♦ Member Pi Gamma Mu, Social Sciences Honor Society

Delaware County Community College, Media, PA

- ♦ Associates' Degree in Liberal Arts May, 2003
- ♦ Dean's List four consecutive semesters

Work Experience:

Research Assistant to Department of Psychology, West Chester University
West Chester, PA September, 2004 - Present

- ♦ Researched Internet sites and journals for faculty and graduate student presentations. Secured publication permissions and also developed PowerPoint presentation materials.

In-Home Child Care Various employers May, 2001 - Present

- ♦ Provided care to children, from infants to 10 years old.
- ♦ Excellent references available from these experiences.

Waitress, Mario's Restaurant Exton, PA May, 2001 – May 2003

- ♦ Customer interaction in a family restaurant environment.
- ♦ Part of the entire service team.
- ♦ Training of new employees.

Publications and Presentations:

Spratt, J, Gray, H. "*Internet Resources for Assessment in Human Resources*" Greater Valley Forge Human Resources Association Journal, Volume 4, pages 27-33. February, 2005

"Preparing for Your Field Experience" Presentation to Psychology Club
PowerPoint Presentation, March, 2005

References: Available Upon Request

Leeann Eisen

Leisen@yahoo.com

Current Address:
618 South Walnut Street
West Chester, PA 19382
(610) 436-5566

Permanent Address:
294 Plain Road
Edmond, NY 07720
(212) 555-3084

Objective: To seek a summer internship related to my field of study

Skills

- Well developed leadership skills
- Experience working individually or in team setting
- Computer literate
- High-quality customer service skills
- Well developed organizational skills

Education

- *West Chester University* West Chester, PA
Currently pursuing B.S. in Communications
GPA: 3.20 Graduation: May 2007
- *American Institute For Foreign Study* Florence, Italy
January-May 2006

Work Experience

- *Summer Intern* *May-August 2004, 2005*
Merrill Lynch Private Client Group. Edmond, NY
Worked with clients on a one to one basis in person and over the phone
Computer Programming for individual brokers
Scheduled client appointments for individual brokers
Circuit operator
Data entering
Worked hands on with the brokers and their clients during appointments
- *Hostess* *September-May 2005*
East Side Mario's Restaurant. Exton, PA
Worked in a group environment
Interacted with customers
Learned to manage the social environment during busy hours

Extracurricular Activities

- Member of the WCUR TV Club
- Member of the WCU Women In Communication Club

References and Co-Curricular Portfolio available upon request

Michelle Filing
328 Wood Circle, Lancaster, PA 17223
707-555-1675 / 717-222-8888
mf074795@wcupa.edu

PROFILE: Energetic, involved individual with exceptional interpersonal skills, excellent communication skills, both written and verbal. Strong leadership abilities and work ethic. Works well in groups and takes initiative.

EDUCATION:

- ◆ West Chester University of Pennsylvania, West Chester, PA
Currently pursuing BSED in English, Anticipated Graduation: May, 2007
GPA 3.9, Dean's List seven consecutive semesters

PROFESSIONAL EXPERIENCE:

- ◆ Presented a paper at Bloomsburg University's "Development of the American Self" Conference April 2005
- ◆ Developed and implemented an after-school program at Peirce Middle School Fall 2005

WORK EXPERIENCE:

- ◆ **Customer Service Representative**, The Jay Group, Ronks, PA May 2003-present
Worked on an independent project for Reebok, placing outbound calls to health and fitness centers
Received inbound calls and placed orders for Aramark Retail Merchandising and Thomsen Multimedia, Inc.
Exceeded expectations by developing more effective methods for filing and recording data in the call center and client services
Utilized product knowledge and communication skills
- ◆ **Office Assistant**, West Chester University, West Chester, PA 2005
Worked in the Office of Service Learning and Volunteer Programs to collaborate with academic and student affairs in coordinating campus-wide service projects
- ◆ **Resident Assistant**, West Chester University, West Chester, PA 2003-2005
Para-professional staff member responsible for 35 residents in a coed facility housing 300. Duties included educational and social program development, peer counseling and policy enforcement.
- ◆ **Sales Associate**, Filling's Ladies Shop, Lancaster, PA 2001-2002
Provided personal attention and shopping consultation to customers
Handled displays, merchandise, inventory, cashier, and closing responsibilities
- ◆ **Waitress, Hostess, Cook**, Petite Palate, Centerville, PA 1999-2000
Working with the owner and manager to serve an upscale tea shop
- ◆ **Dance Teacher**, Cricket's School for the Performing Arts, 1999
Developed lessons to teach ballet and dance movement to 3-5 year old children

ACTIVITIES AND INTERESTS:

- ◆ Honors Student Association, Fall 2002-present
Alumni Historian, Fall 2005-Spring 2006
President, Fall 2004-Spring 2006
Secretary, Fall 2003-Spring 2005
Housing Committee Chair, Fall 2002-Spring 2004

ACTIVITIES (continued):

- Commuter Committee Chair, Fall 2002-Spring 2003
- ◆ Student Representative to the Honors Council, Fall 2003- Spring 2005
- ◆ Phi Sigma Pi, Coed National Honor Fraternity, Spring 2005-present
 - Alumni Historian, Fall 2005
 - Service Chair, Fall 99-Spring 2004
- ◆ Dance Production Workshop, 2003-2006
 - Secretary, 2005-2006
 - Choreographer for the annual dance performance, 2006
- ◆ Disney's Magic Music Days, Spring 2005
 - Selected to dance in Disney World's The Magic Kingdom
 - Received a Master class from Disney's professional dancers
- ◆ Residence Hall Association, Fall 2002-Spring 2005
 - Chair of the Homecoming Parade Committee, Fall 2002 and Fall 2006
 - Spirit Committee Chair, Fall 2002-Spring 2003
- ◆ SSHE Summer Honors Study Abroad Scholar, Summer 2003
 - Selected as one of two WCU students to study the Renaissance and Reformation at California University of PA and throughout Italy, Germany, the Netherlands, and England
- ◆ Ally Training, Fall 2004
 - Sponsored by WCU's Wellness Center to train individuals to be more aware of gay, lesbian, bisexual issues on campus and to be an "ally" to LGBTQA students
- ◆ InterVarsity Christian Fellowship Bible Study, Fall 2002-Spring 2003

HONORS AND ACHIEVEMENTS:

- ◆ Omicron Delta Kappa, National Leadership Honor Society
 - President 2005-2006
- ◆ Sigma Tau Delta, International English Honor Society
 - Vice President 2005-2006
- ◆ Kappa Delta Pi, International Education Honor Society
- ◆ Who's Who Among Students in American Universities and Colleges
 - Scholarship Award Recipient, Mynn White Honors, 2004-06, Swope, 2005-06,
- ◆ WCU Student Affairs Service Key, Fall 2003, Fall 2004, and Fall 2005
- ◆ WCU Outstanding Student Volunteer Award, Fall 2003

COMMUNITY SERVICE AND VOLUNTEER EXPERIENCES:

Participant and leader in a diverse mixture of campus and community projects, which have benefited people of all ages and backgrounds. Some of the projects have included working with the United Way, YMCA, Salvation Army, Cystic Fibrosis Association, NAMES Project AIDS Memorial Quilt, and other national and local agencies. A more complete listing of specific projects is available upon request.

REFERENCES: Available upon request

STEPHEN P. SAUER

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Permanent Address

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(717) 333-1111

Current Address

614 S. High Street Apt 3
West Chester, PA 19380
(610) 708-1109

OBJECTIVE: To bring my education and experience in the fields of communication, journalism and public relations to a company in need of a creative and dedicated full-time employee

EDUCATION: West Chester University, West Chester, PA May, 2006
· B.A. Communication, Overall GPA: 3.44 GPA within Major: 3.52
· Minor in Journalism, GPA: 3.50

PROFESSIONAL EXPERIENCES:

Content Manager

On This Day In Led Zeppelin History, LZHistory.com July 2000 – present

- Author daily newsletter with an average of 450 words per day
- Correspond with 1,900 recipients and a member of the band

Wire Editor *The Quad* March 2005 – October 2005

- Select, edit and compile news stories for four pages of the student newspaper

Freelance Writer *Daily Local News* January 2005 - present

- Contribute articles on demand in a timely manner

OTHER EXPERIENCE:

Undergraduate Assistant

Interpersonal Communication with C. Jack Orr, Ph.D. Spring 2005

- Improvised dialogue on-the-spot to demonstrate Key concepts of effective communication

Organist

Historic St. Mary's Catholic Church August 2001 - present

- Lead weekly cantor and choir rehearsals
- Contract to perform at and plan weddings

LEADERSHIP:

Sigma Phi Epsilon Fraternity, PA Tau Chapter December 2004 – Present

- Held various elected positions

References and Complete Employment listing available upon request

Maria M. Paran

Current: SMR192D208
829 S. Campus Drive
West Chester, PA 19382-2401
Cell 610-366-1912

Permanent: 809 Sherwood Drive
Lays Station, PA 19059
610-201-1364
mmparan@hotmail.com

Summary

Using my leadership qualities and a common sense approach to time management, I am able to effectively motivate and organize all sized groups of people in various musical and educational activities.

Education

- **BS Music Education** May 2006
West Chester University, West Chester, PA
- **Level One Orff Certificate.** 2005
West Chester University, West Chester, PA
- **Parkland High School** 1998
Orefield, PA

Teaching Experience

- **Student Teaching:** Cynwyd, Lower Merion, PA 2006
- **Private piano instructor** 2000-present
- **Woodwind Instructor,** Garnet Valley High School 2000-present
- **Pit Instructor,** Garnet Valley High School 2002-present
 - Wrote music for the 1999 field show
- **Permanent Substitute:** Christ the King Elementary and Middle Schools. Whitehall, PA. 2003
 - K-8 General Music; K,3,8 Graduation;
 - First Communion Mass; Confirmation Mass; Monthly Mass;
 - Various Spring Concerts

Work Experience

- **Director of Liturgical Music:** Newman Center, West Chester, PA. (Fr. Sam Verruni) 2002-present
 - Pick music for weekly masses 2003-present
 - Conduct choir and fill in on piano when needed 2004-present
 - Tripled the size of the original choir
- **Organist:** St. Cecilia's Church, Coatesville, PA 2002
- **Accompanist** for services of the RCC, UCC, and EC denominations 2001-2002
- **Organist:** St. Laurence Church, Catesaqua, PA
- **Accompanist:** Holy Trinity Church, Egypt, PA (Rev. Msgr. Gainer)
- **Freelance Musician,** various locations 2000-present
Provided accompaniment for various functions in private homes and other locations for a wide variety of events.

Maria M. Paran, p.2

Cell 610-366-1912
mmparan@hotmail.com

- Volunteer Experience**
- **Kids Praise Too accompanist:** Trinity Church, Egypt, PA 2004
 - **Music Therapy:** Intergenerational Day Care, West Chester, PA 2002
 - Prepared weekly lessons
 - **Religious Education Teacher**
 - Holy Trinity Church, Egypt, PA 2000-2002
 - St. John The Baptist, Whitehall, PA 1998-2000
 - Teacher's Assistant: Our Lady of Lourdes, Enola, PA 1996-1998

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- Awards, Conferences**
- **National Orff-Schulwerk Conference,** Rochester, NY 2005
 - **Oregon Catholic Press's Music and Liturgy Conference,** Shrine of Our Lady of the Snows, St. Louis, Missouri 2004
 - **Eagle of the Cross Award:** Diocese of Allentown, PA 2003
 - Awarded for outstanding service

- Performance Experience**
- West Chester University ensembles including Concert Band, Symphonic Band, University Choral, Women's Ensemble, Masterworks, and Symphony Orchestra 2002-2005
 - Accompanist for student recitals

- Membership**
- Music Educators National Conference 2004-2005
 - Pennsylvania Music Educators Association
 - American Orff-Schulwerk Association

References Available upon request

Portfolio Available upon request. Complete Application materials available online through www.pareap.net and www.pa-educator.net

MARIA FRONT

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CURRENT ADDRESS

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(610) 431-8417

PERMANENT ADDRESS

17-1 Blueberry Ridge
Towers, PA 19686
(610) 355-8520

EDUCATION

WEST CHESTER UNIVERSITY, West Chester, PA

Major: Business Management

Minor: Russian Language/International Business

GPA 3.4, Anticipated Graduation Date: May 2007

Highlighted Courses: Management Information Systems, Production Operation Systems, Accounting, Finance, Quantitative Business Analysis, International Management, Russian Business Translations, Marketing Management, Business and Professional Speech, Business Policy, Human Resources, and Organizational Theory and Behavior.

EXPERIENCE

e PHASE INC., (Environmental Assessment Consulting), West Chester, PA (May 2006 - Present)

Position: Assistant Manager/Management Internship

- Researched and contacted potential clients, increasing sales by 10%
- Improved and reorganized company's filing and tracking systems
- Generated job proposals for future clients
- Learned in depth the concept of small business operations
- Reviewed work of other employees for accuracy, improved the final product

IMS HEALTH, Plymouth Meeting, PA (Summer 2005)

Position: Data Researcher

- Performed thorough account research in various state databases
- Collaboration of data into IMS database

WEST CHESTER UNIVERSITY DEVELOPMENT OFFICE, West Chester, PA (2002-2004)

Position: Secretarial Assistant

- Trained all new student workers
- Organized bulk mailings and increased efficiency by 30%
- Answered phones and filed documents
- Entered data into a University database

GARDEN STATE TANNING, LEATHER TANNERY, Fleetwood, PA (Summer 2004)

Position: Computer help/Laboratory Assistant

- Trained employees on a variety of computer applications
- Generated charts and reports demonstrating the company's progress
- Data entry

SOVEREIGN BANK, CAR LOAN DEPARTMENT, Reading, PA (Summer 2002)

Position: Customer Service Representative

- Organized and sorted car titles
- Data entry
- Verified financial applications

EXTRACURRICULAR PROGRAMS

CHESTER COUNTY INTERNATIONAL TRADE COMMITTEE, West Chester, PA (2004-Present)

- Performed a research project on Exporting and Importing in Chester County by surveying 1,500 companies
- Volunteer for the "English as a second language" project

RUSSIAN CLUB, West Chester University, PA (2002-2003)

- Secretary

CIRCLE K, (Community Service Organization), West Chester University, PA (2002-2003)

- **Membership Development and Education Chair**

SPECIAL SKILLS

- Native Fluency in Russian
- Proficient in various Word Processing applications and Spreadsheets, including Microsoft Word & Excel

Jane Smith

280 Wickman Drive
West Chester, PA 19382
(610) 738-2200
jsmith@hotmail.com

Objective **To obtain a challenging career opportunity with an organization dedicated to quality, growth, teamwork and mutual success.**

Education

West Chester University of Pennsylvania May, 2007
Bachelor of Science, Health Promotion
GPA 3.15 Major GPA 3.47
Society of Public Health Education Accredited CHES eligible

Course Highlights

Health Marketing	Anatomy and Physiology I & II
Microbiology	Health and the Workplace
Chemistry	Program Planning and Evaluation I & II

Experience

Merck Pharmaceuticals

Health Promotion Coordinator (Internship) January 2007 – present

- Worked with Merck’s physicians and nurses to design health education Programs based on the needs and interests of employees.
- Researched and developed health education materials.
- Marketed materials to increase awareness and utilization of the programs

West Chester University Wellness Center

Volunteer Peer Educator Summer 2006 – December 2006

- Developed a relationship with West Chester University’s students, faculty and staff though weekly meetings and everyday interactions.
- Assisted in marketing and administering health programs to the entire campus.

PureAgain Water Company

Assistant May 2004 – January 2005

- Assisted in supervising activities to promote new product line.
- Supervised quality and control during manufacturing of bottled water.

Computer Skills

Proficient in Microsoft Word, PowerPoint and Excel.

Activities and Honors

Eta Sigma Gamma, National Health Education Honorary
Health Majors Club, Secretary 2005, Member 2004
Team Captain, Wonkaville High School Cross Country

Complete employment listing and references available upon request