

# Transitional Resumes & Cover Letters

Considering your options for after graduation can be both exciting and nerve-wracking. Hopefully, you see this time as an opportunity to indulge in your curiosity, ask questions, and make new discoveries about yourself and your career options. We are committed to supporting you throughout your search process – from your initial brainstorming to your internship experiences and finally your post-graduation plans.

## MARKETING YOUR EXPERIENCE- A CAREER WITH A NEW DIRECTION

So you are ready to make a career transition or pursue an opportunity in a new industry? Using a critical eye to reframe and reformat your resume with limited or many years of experience may seem like a daunting task. Here are some guidelines for organizing, formatting, and defining your skills, abilities and qualifications.

### RESUME 101

There is no one perfect resume format. Whether you are a young graduate or a seasoned professional, resumes are focused, concise, visually appealing, and must speak to the employer's needs. Every resume will include several standard sections. You can customize section headings based on your background and desired position.

## RESUME TIPS

### *Step 1: Define Your Job Goal*

Now that you have decided to change jobs or even more significantly, change careers, it is essential to start by defining your job goal. This is essential in preparing your first section, career objective or career summary in two to three short and succinct sentences.

Say for an example you have been in nursing for 15 years and now you want a less physically demanding job, how do your healthcare management skills translate to a position in human resources managing healthcare benefits for a company or an insurance provider? Your core knowledge is still very relevant, it is where you begin to transition to more of a business focused job that translates that knowledge to how benefits are managed, processed and billed.

## THE DIFFERENCE BETWEEN A RESUME AND A CV

A curriculum vitae (CV) is very similar to a resume in terms of most key formatting. Some countries refer to the CV the same way we refer to a resume. In the US, a CV is distinct from a resume in the sense that it is used primarily in academic and research circles or in medical careers. CVs are more comprehensive than resumes because they can go beyond one page, and therefore do not need to be as tailored. They typically include academic research, publications, and presentations. For some good examples, look for the CVs of some of your professors to see how they've represented their body of experience. For most undergraduate students, the difference between a resume and CV is negligible.

### **Step 2: Relevance of Your Skills, Achievements, and Qualifications**

Think of your skills, qualifications and credentials that are relevant to the new position or field of interest. Many occupations have core transferrable skills that expose us to managing people, working with a timeline or deadlines, working under pressure, help us manage projects, budgets or strategic objectives of a department, organization or group. Job functions you have performed cross over into many industries and are essential skills that are important to many organizations in the private sector, nonprofit and government agencies. Your competencies can be described in this next section of your resume as bulleted skillsets that are central to your qualifications.

### **Step 3: Your Practical Work Experience (Quantify Your Achievements)**

Functional or chronological work experience is your third section where you will want to talk about the companies or organizations you have worked for, your job titles, and length of service. Your responsibilities, measurable outcomes, and impact will be described in bulleted form that should tie directly to the qualifications of the position(s) to which you are applying. Your duties and outcomes can be phrased to highlight skills that are relevant to positions you are interested in and downplay the skills that are less relevant to new job fields or industries. Be truthful about those skills you have acquired, as it can be tempting to over exaggerate skills and knowledge you may not have in order to get an interview. Remember relevance in describing what experience you do have is essential.

### **Step 4: Your Leadership, Community Service and Activities**

Following your practical work experience your board membership, community service, recognition

for service, including such lifetime honors as an Eagle Scout, help to round out your resume. In addition, your extracurricular activities may be very relevant to someone who is transitioning from the for-profit world to a nonprofit leadership role. This section helps to demonstrate your broad interests, cultural, religious, or community commitment, social and philanthropic engagement and sense of how you contribute to society at-large.

### **Step 5: Professional Certifications**

Many professional occupations may require credentialing that is essential to optimum job performance. For example engineers may pursue a PE, architects an AIA, counselors an LPC, fundraisers a CFRE, human resources a PHR/SPHR and so on. If credentials, certification or continuing education is part of your current professional requirements, they may have merit to demonstrate your ongoing commitment to your long-term educational growth.

## **REFERENCES**

Prepare a list of references on a separate page instead of just writing "References available upon request." That way, you will have them ready to go if an employer asks for them. Copy and paste your name and contact information from your resume onto a second page and list the name, title, address, phone, and e-mail of three to four people. Contact all references before you list them to ensure that they are comfortable acting as a reference for you. Once you have provided the reference list to an employer, contact each reference and provide him/her with the job title, description, company name, and the name of the person who will be in contact.

### Other Honors or Experience

This section may be relevant to a changing career if you have been published, spoken at conferences, led events or held other national honors that represent your continued professional growth. Consider listing these if communication or technical skills will be used in some capacity in your new career field or industry.

### Step 6: Education

Unless your education or new educational pursuits were your most recent “work” experience, generally education will fall near the end of a transitional resume. Many times an associates, bachelors or advanced degree may have been completed several years ago will be less relevant to employers. Mind you education may be a requirement upon being considered for a position but since your education may not be as current as your work and community service, education tends to be near the end of your resume.

### Step 7: Other Qualifications

If you have some unique skills or capabilities that would be more human interest, you might list here your language skills, if you speak more than one language. Other things to list on your resume would be a link for your LinkedIn profile or a qualifying statement that you have security clearance or that you have a green card or US citizenship if that may have been an issue with prior employment.

Remember a successful career transition takes time so don't get impatient. Networking in-person or through online communities (including LinkedIn) can help you find people in the career fields or industries to which you would like to make a successful transition. Stay motivated, build your community of support, and most importantly stay focused on your goal, no matter what.

## CONDENSING YOUR RESUME TO ONE PAGE AND MAKING IT EASY TO READ

Employers spend just seconds reviewing each resume so it's critical to make your information easy to absorb. Most students should aim for a one page resume. If you have more relevant content, two full pages are preferable to an odd half page.

**Margins and typeface:** Margins should be even on all sides, but can go as low as .5 inch. With the exception of your name, which should be bigger, your typeface should be 10-11 point font. It's generally smart to use the same professional typeface throughout.

**Don't use a template:** These lock you into formatting that can be restrictive as your document develops.

**Make each line count:** You might be able to slim down your name and contact information, or only use one address. Rephrase bullets that have one or two words that run to a second line. Condense words and phrases to make them more concise without losing meaning.

**Eliminate old or irrelevant experiences:** This is especially important if they can be trumped by more recent, similar ones.

**Format:** Check for consistency and parallel structure in the way you list key information such as headings, titles, dates, and locations. Also check to make sure your document is visually balanced, meaning you fill the page evenly and leave enough white space.

## TAILORING YOUR RESUME

The position description and/or organizational research will help you identify the employer's needs and the characteristics they desire in an ideal candidate. Make it easy for them to see how you fit the bill with the following strategies:

**Show them where to look:** Devote the most real estate on your document to the experience that will resonate the most with the recipient. You probably don't need 4 bullets to describe your summer experience at Banana Republic, unless you're gunning for a buyer role there.

**Use headings that highlight critical skills:** Within each section, you should list experiences in reverse chronological order. However, as you develop more skills and experience, you can design the section headings and intentionally order them in a way that draws attention to the things that you

most want the employer to notice. (Theater Design Experience, Project Management Experience)

**Use key words:** Some companies use software to cull through applications based on key word recognition. Notice and match the language from the position description and the organization's web site. This might mean slight tweaks to the way you describe your experience (saying "taught" vs. "coached", for example), but shows that you understand their goals and culture. You could also work in key words by adding relevant coursework.

**Be judicious about what you include:** In most cases, as a college student, your resume shouldn't go on for more than one page. You may have to cut out some things to make it easier for the recipient to focus on the most important things. It can be difficult to be objective about this, so seek opinions from others.

## WRITING AN EFFECTIVE BULLET

Your goal is to make it easy for a future employer to see what you're capable of, based on what you've done in the past. Are you good on the phone? Comfortable fielding questions from the public? Reliable with major projects requiring organization? Experienced at analyzing data on Excel? Employers will only know if you tell them.

- **Say what you actually did:** It does no good to use fancy words if your description is unclear or doesn't make sense. When the employer initially reviews your document, you won't be there to provide explanations or insight. Avoid vague phrasing and state your contributions accurately, simply, and clearly.
- **Give numbers and details, in a concise way:** How much money did you raise? How many people did you manage on the committee? Which major companies were on your client list? How, exactly, did you personally contribute to the project? Don't use a lot of words, but paint a defined picture.

Example Bullet

- Managed fundraising team

Example Bullet Revised

- Coached a team of five in fundraising, beat goal of over \$5000 in donations

- **Focus on accomplishments:** When possible, state the results of your efforts rather than just your responsibilities.
- **Describe your experience through the lens of transferrable skills:** Determine which aspects of your previous work most relate to the employer's needs, and describe your qualifications accordingly. For example, customer service skills your gained in retail could be valuable in other client-based work.



## RESUME LAYOUT

Most resumes include several standard sections. You may decide to customize your section headings depending on your background and desired position.

### *Personal Contact Information*

List your name, address, phone number, and e-mail. You may include both a local and permanent address. Your e-mail address should be professional and include your name. Make sure your voice message for the phone number that you list is appropriate for employers.

### *Summary/Objective*

Summary/objective statements are highly recommended for technical resumes. In most cases, employers hiring for technical positions do not require a cover letter, and the statement serves as an introduction to the resume. Students writing non-technical resumes are advised not to include a summary/objective statement. Most employers will require a cover letter that will allow you to introduce yourself.

### *Education*

Begin with the most recent degree you are pursuing or have earned. Include the institution, degree you will earn, your major(s) and minor(s), month and year of completion, and location with city and state. List additional degrees in reverse chronological order. Additional educational experiences may also be listed in this section, including study abroad and other summer or academic programs. Transfer students with solid experience at another university might also list that educational institution. However, if you transferred after a year or less and have been at WashU for longer than the first institution, you may omit it from your resume. Dual degree students should list both institutions. Relevant, advanced, and technical coursework can also be included in this section, as well as study abroad and certificate programs (e.g. Praxis). List only courses that are relevant to the desired job. High school details should be included only in your freshman and sophomore years. By your junior year, your college experiences should replace any from high school.

### *Honors, Awards & Activities*

List honors, awards and/or activities in a separate section or as a heading under the education section.

### *Experience*

This section includes work, internship, co-ops, leadership, research, student group and volunteer experiences. Employers consider experience, paid or unpaid, an integral part of your resume. Highlight your accomplishments and skills related to each specific experience. As your resume becomes more tailored, you may want to break up your experience into categorized sections (e.g., marketing experience, nonprofit experience).

### *Computer/Technical/Language Skills*

Indicate your knowledge of technical, foreign language, research, computer (software, hardware, platforms, programming languages, operating systems, applications) and other specialized skills. Be accurate with regard to describing your knowledge or proficiency level. Use appropriate wording to describe your language ability (fluent, proficient, or familiar). You can quantify your experience as well (e.g., two semesters of college-level French).

Sample 1 - Transitional Resume Sample- HR Management

A transitional resume begins with the applicant's job search summary. The summary clues the employer in understanding the applicant's qualifications in matching to a specific job description.

The next section, in bullet or short sentence form, briefly describes the applicant's core skills.

The third section details the work experience, followed by other technical skills, credentials, certifications or technical honors ending with the section on education. A transitional resume leads with current applied strengths, experience and skill sets that match directly to the active job description itself.

Present tense for activities with which you are still involved; past tense for past activities.

One page, visually clean, no typos or spelling errors.

Conservative font (e.g. Times, Arial). 10-12 point.

## SAMANTHA THOMAS

12345 Street Name Ave. · St. Louis, MO 63130 · (555) 555-5555 · email@wustl.edu

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### SUMMARY OF QUALIFICATIONS

Versatile, passionate human resources professional with history of success leading strategic and operational initiatives within startup and well-established multinational corporations. Focused analyst driven to identify business needs and develop plans to deliver tangible results. Employee advocate who champions staff confidence and designs strategies to attract and retain critical talent in highly competitive markets. Outstanding relationship building, training, and presentation skills. Experienced with cultural diversity and fluent in Spanish.

### CORE COMPETENCIES

Competitive Strategist · Employee Advocate · Change Agent · Organization Development · HR Policy Design · Compensation & Benefits Design · Team Building · Recruitment · Training & Development

### PROFESSIONAL EXPERIENCE

**Premier Products., St. Louis, MO** 2007-Present  
 Regional Human Resources Manager

- Manage HR function for 23 electronic retail stores throughout Pacific Northwest, with 1500 employees, supervising staff of five
- Collaborate with corporate office in design, development, and company-wide implementation of core Human Resources programs
- Successfully implemented HR programs, ensuring consistency and increasing productivity
- Established performance management system for sales and non-sales associations, progressive discipline policy, and recruitment process guidelines
- Developed and implemented a new training program, streamlining training staff by 60%

**Missouri Technologies, St. Louis, MO** 2005-2007  
 Compensation Analyst

- Recruited to direct compensation strategy and execution for more than 3000 employees in 10+ countries within 3 divisions of \$12 billion multinational corporation.
- Spearheaded design and implementation of comprehensive compensation analysis tool that drastically reduced time spent generating employee data needed for assessments
- Mastered complexities of business operations and strategies to assess revenue preservation and provide sound advice on compensation strategies
- Orchestrated companywide off-cycle compensation process, targeting critical talent for bonuses, base salary increases, and other incentives to ensure retention of top employees
- Earned Project Execution Excellence Award

### EDUCATION

**Washington University in St. Louis, MO**  
**Master of Arts:** Human Resources Management, anticipated 2016  
**Bachelor of Science:** Anthropology, 2005  
 Minor: Business Management

### PROFESSIONAL DEVELOPMENT

Professional in Human Resources (PHR), The Society for Human Resource Management (SHRM)

Ask several people to review your resume for flow, grammar, and formatting.

Chronological format: experiences listed within sections in reverse chronological order.

Sample 2 - Transitional Resume Sample- International Affairs

Top, bottom, and side margins may vary between half-inch and one-inch.

Conservative font (e.g. Times, Arial). 10-12 point.

Check for consistency and parallel structure. Make the info on your resume easy to absorb by listing each of your work, volunteer, and internship experiences in the same format.

Think about how your skills are transferable to a new environment as you write descriptions of your past experiences.

**Nicholas Cullen**  
123 Somewhere St., St. Louis, MO 63130 · 314-555-555 · yourname@wustl.edu

**PROFESSIONAL PROFILE**

Culturally sensitive and experienced leader with highly developed communication skills; written, verbal, and presentational. Adept at strategically identifying, developing, and implementing customized solutions to support global business strategies and needs. A passionate communicator and tactful facilitator of partnership development. Excellent in strategic planning with comprehensive knowledge of business engagement, organizational development, team building, and project execution.

**AREAS OF EXPERTISE**

Political & Economic Analysis · International Relations · Partnerships · Management Consulting · Advocacy · Development · Policy · Public Affairs · Leadership · Marketing Strategies · Media Communications · Training

**INTERNATIONAL AFFAIRS EXPERIENCE**

**Office of United Nations Institute for Training and Research, New York, NY** 2013-2014  
**Intern**

- Provided logistical support for country delegate training seminars including, International Law of the Sea, the World Bank, and Cyberspace Terrorism
- Compiled evaluation seminar summaries distributed to the Department Chief in Geneva, Switzerland
- Personally interfaced with high level diplomats and ambassadors from countries including, Nicaragua, France, and Nigeria
- Performed research for Law of the Sea seminar at the Dag Hammarskjold Library

**PROFESSIONAL EXPERIENCE**

**Arthur B. Campbell Youth Home, Los Angeles, CA** 2010-2013  
**Director of Development & Marketing**

- Implemented and oversaw a comprehensive multi-faceted fundraising effort both online and offline
- Significantly expanded online constituent/donor base by 300%
- Integrated a relationship management approach to a donor management software system
- Co-authored and implemented a two-year business plan which resulted in increased organizational cohesion, vision, and direction. Created strategic road map benefiting both short and long term

**Junior Achievement of Southern Florida, Inc., Miami, FL** 2005-2010  
**Public Affairs Director**

- Built relationships across the community to secure sponsors and generated interest and awareness.
- Successfully raised more than \$1 million during tenure. Generated \$176, 000 in just one year and exceeded the goal by 100% through initiating bingo special event operations, which are the organization's largest revenue sources for a third of the annual budget
- Created advertising, media and public relations materials to leverage success

**TECHNICAL & LANGUAGE SKILLS**

Proficient in Spanish, French, and German. MS Office Suite, Photoshop, Lotus Notes, Lexus-Nexus

**EDUCATION**

**Washington University in St. Louis, MO**  
**Bachelor of Arts** in Business Management, 2005  
Minor: International Affairs  
Attended International Business Seminar in Prague, Czech Republic Summer 2004

Limit your resume to one page

Keep locations (MO vs. Missouri) and dates (May -August 2011 vs. Summer 2011) consistent throughout.

## JUMP TO THE ACTION

To craft a powerful resume, begin each description with a strong action verb using active voice, which makes you the actor of your statements instead of a passive bystander. Moreover, using active voice prevents excessive wordiness, helping to keep statements brief, clear, and simple. Avoid empty words like “responsibilities included.”

<u>COMMUNICATION</u>	<u>CREATIVE</u>	<u>FINANCIAL</u>	<u>MANAGERIAL</u>	<u>SERVICE</u>
Aided	Acted	Administered	Achieved	Attended
Advised	Adapted	Analyzed	Administered	Cared
Arranged	Composed	Audited	Contracted	Coached
Clarified	Created	Calculated	Coordinated	Counseled
Collaborated	Designed	Developed	Decided	Demonstrated
Conferred	Developed	Figured	Developed	Empathized
Consulted	Directed	Managed	Directed	Expanded
Contributed	Fashioned	Prepared	Evaluated	Facilitated
Coordinated	Illustrated	Projected	Hired	Generated
Debated	Integrated		Initiated	Installed
Directed	Innovated	<u>INVESTIGATIVE/ RESEARCH</u>	Led	Mentored
Enlisted	Painted	Calculated	Negotiated	Referred
Explained	Planned	Collected	Planned	Repaired
Helped	Shaped	Computed	Produced	Provided
Influenced	Visualized	Diagnosed	Recommended	Purchased
Informed		Examined	Reported	Served
Inspired	<u>DETAIL ORIENTED</u>	Experimented	<u>MANUAL SKILLS</u>	Submitted
Interviewed	Analyzed	Evaluated	Assembled	Transmitted
Mediated	Arranged	Gathered	Built	<u>TECHNICAL</u>
Negotiated	Collated	Identified	Checked	Charted
Participated	Compiled	Interpreted	Constructed	Compiled
Recommended	Documented	Monitored	Drove	Eliminated
Resolved	Enforced	Organized	Drilled	Graphed
Suggested	Prepared	Reviewed	Installed	Installed
Verbalized	Processed	Surveyed	Maintained	Instructed
Wrote	Recorded		Pulled	Minimized
	Systematized		Tested	Upgraded

## COVER LETTER 101

A cover letter is your introduction to a prospective employer. Your letter should demonstrate your ability to think clearly and write persuasively. An effective cover letter makes you stand out as a candidate. In fact, some employers consider it even more important than your resume.

Your cover letter should create a link between the needs of the organization and your skills and experience related to those needs. Demonstrate your motivation, creativity, and knowledge of the organization. Rather than restating what is on your resume, enhance your qualifications by describing HOW your past experience will benefit the employer. A cover letter should always accompany your resume. Occasionally, in engineering fields, a summary statement replaces a cover letter.

### COVER LETTER EXAMPLE: full-time Human Resources position

Address your letter to a specific person. If you do not have a name, call the organization and ask for the name and title of the person who should receive your letter. As a last resort, you may use "Hiring Manager."

Focus on the reader's needs, not yours. Make your qualifications clear and emphasize how you can help the organization.

Research the organization, study the position description, and tailor your letter accordingly.

Sign your name on hardcopy or leave blank if e-mailing.

January 10, 2018

Mr. James Franklin  
Human Resource Recruiting Manager  
XYZ Company  
1502 Price Rd.  
Milwaukee, WI 53105

Your address, the date and the contact's address do not need to be added if you are e-mailing the letter.

RE: Human Resource Compensation Manager-153021

Dear Mr. Franklin:

I am applying to the Human Resource Compensation Manager position at XYZ Company that I found on the HRMA.org website. With nearly 10+ years of experience combined with a Master of Arts, which will be completed at Washington University in St. Louis May, 2018, I bring a wealth of practical, academic, and practice-based experience that fits well with the mission and vision of the XYZ Company, a leading provider of industrial components in the high-tech audio equipment industry.

In my work as the Regional Human Resources Manager at Premier Products, in 2017, I led company-wide programs that both increased benefits coverage for our 23 store staff while saving the company \$1 million dollars in premium expenditures. In addition, I revamped our HR policies and expanded training programs for our store managers and part-time and seasonal staff that improved overall performance and store efficiencies. I personally travelled to half of the store locations during 2017 to collect data regarding store operation (which included my ability to speak with select staff in fluent Spanish), leadership support and presented my findings to senior leadership in order to support 2018 corporate planning goals. My innovation, ability to communicate across all management levels and overall efficiencies were recognized during my 2017 performance review. With my record of compensation restructuring and assessment, I can help to manage your 23+ store employees and management team, creating uniformity in pay scales and incentive based compensation programs that will favorably impact your organization's bottom line.

Mr. Franklin, I look forward to speaking with you and your executive team regarding this great opportunity as Human Resource Compensation Manager at XYZ Company. I can be reached by phone at 555-555-5555 or at email@wustl.edu, and look forward to next steps in the interview process.

Suggest the next course of action (e.g., you will follow up with a phone call).

Sincerely,  
**Samantha Thomas**  
Samantha Thomas

**COVER LETTER EXAMPLE: full-time Business Analyst position**

Have another person read your cover letter for errors and for content. Ask them, "Does this sell me as the best person for the job?"

Write a custom cover letter for each position. Use the same font and print it out on the same paper as your resume so your materials look like a package.

Instead of just repeating yourself, use the cover letter to describe additional details you could not fit onto your resume.

If your past experience doesn't directly relate to the new position, focus on your transferable skills instead.

Keep a cover letter to one page or shorter. A half-page is also acceptable.

March 14, 2018

Mr. James Burkhardt  
 HR Recruiting Director  
 St. Louis Regional Chamber  
 Metropolitan Square #1300  
 St. Louis, MO 63102

Dear Mr. Burkhardt:

I am writing in regards to the recent opening at the St. Louis Regional Chamber for the Business Analyst position I learned about from a friend of mine, Dan Mitchell, who is the Senior Regional Program Director at the St. Louis Regional Chamber. The Business Analyst position, directing the mission of reporting on the economic well-being of the St. Louis region fits well with my professional background and my Bachelor of Arts in Business Management degree from Washington University in St. Louis.

As the Director of Development & Marketing at the Arthur B. Campbell Youth Home in Los Angeles, I was heavily involved in understanding community issues, developing and implementing programs that met the needs of a specific targeted group. As the Director at this organization I was principally responsible for managing the overall strategy of the organization, outcomes measurements, and spearheaded financial development, including grants, capital campaigns, and managed board meetings. Understanding the needs and issues associated with the city of Los Angeles relates directly to the role as Business Analyst for a transforming city like St. Louis.

My additional qualifications includes working briefly for the United Nations as a logistics intern, building relationships with global funding partners like the World Bank and monitoring agencies like Cyber Terrorism. I also have extensive experience working for Junior Achievement of South Florida, where I successfully raised \$1 million dollars during my five plus years as Public Affairs Director. My strong communications, relationship building, and high energy and problem solving skills were instrumental in managing several organizational issues associated when the Executive Director unexpectedly resigned one year after I joined the organization. I stepped in and assumed the interim role as Executive Director until a new person came aboard one-year later. I learned well what it meant to wear multiple hats during a period of my high professional growth and new learning.

Mr. Burkhardt, I look forward to next steps in the interview process. Please contact me at 314-555-5555 or a yourname@wustl.edu to arrange a time to talk by phone or interview at your convenience.

Sincerely,  
*Nicholas Cullen*  
 Nicholas Cullen

## SUBMITTING YOUR APPLICATION MATERIALS

There are several ways to send your cover letter and resume to an employer. Sometimes the position description indicates if the employer prefers or requires a particular method.

### *Hard Copy*

Sending a hard copy of your cover letter and resume involves printing them on quality paper and sending them through the postal service. Print your resume and cover letter on quality 24 lb. white or off-white paper. Do not use regular copy paper. Some boxes of resume paper come with business envelopes. If you choose to use a 9 x 12 envelope, be sure to use correct postage. When possible, feed your envelope through the printer or make a label instead of hand writing the address.

### *E-mail*

It is extremely important to exercise professionalism when corresponding with employers through e-mail. Be sure to use a concise, business-like style and check for spelling, punctuation and grammar. Choose an appropriate subject line. When applying for a job, an example of an appropriate subject is "Tom Lauer, Public Relations Assistant application."

When you send your cover letter and resume via e-mail, we generally recommend that you send it as a .pdf attachment so it will print out as nicely as if you had mailed it. In a professional manner, introduce your attachments with a brief three to four sentence note in the body of the e-mail. Your note must reference the position to which you are applying. Be sure to include your contact information.

### *Online Application Forms*

Some employers require applicants to paste resume information into online application fields. In this case, you may want to remove your resume formatting so that the information is organized and easy to read in electronic form. If an application requires you to list your skills, carefully consider those you wish to include and provide a comprehensive list. Applicants are often sorted by the skills and experiences provided on the application.

Most electronic resumes are sent in Microsoft Word (.doc) or Adobe Acrobat Reader (.pdf). However, some guidelines might ask you to submit your resume as text-based or ASCII format. A text-based resume will eliminate most of the formatting such as bold, italics, bullet points and underlining. Review your text-based resume before you submit it to the employer. Be sure to check spacing and page alignment if you are pasting it from a Microsoft Word document.

Employers in some industries are investing in computer systems that use OCR (Optical Character Recognition) technology to scan and screen resumes. You may want to work with someone at the Career Center if you have questions about preparing a scannable resume. Electronic and scannable resumes are only to be used at the employer's request.

## NEED HELP WITH YOUR RESUME AND COVER LETTER?

Stop by Quick Questions drop-in hours, Monday-Friday, 10 a.m. - 5 p.m. in DUC 110. No appointment needed. A Career Peer can review your application and provide you with edits and suggestions. All students can schedule a one-on-one career advising appointment for help by calling (314) 935-5930 or visiting [CareerCenter.wustl.edu](http://CareerCenter.wustl.edu).