Technical Resume & Cover Letter Writing

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Agenda

Resumes
Purpose
Format
Components

Cover Letters
Purpose
Format
Components

References

Teamwork

LEADERSHIP

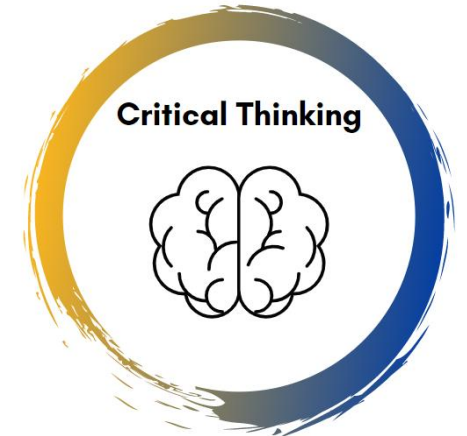Equity & Inclusion

Technology

Professionalism

Critical Thinking

NACE CAREER READINESS COMPETENCIES

Communication

*Obtaining **requisite competencies** that broadly prepare college graduates for a **successful transition** into the workplace.*

Career & Self-Development

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What You'll Learn Today

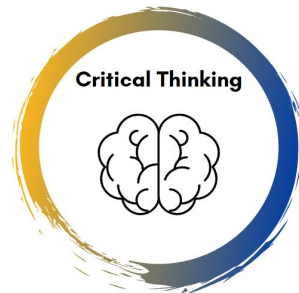## At the end of this workshop, you will be able to...

Describe the purpose of resumes and cover letters

Identify the different structures of resumes and cover letters

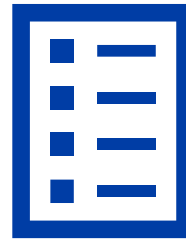List and explain the components of resumes and cover letters

Critical Thinking

Communication

Career & Self-Development

Resumes

Why are resumes important?

Resumes are…

Your introduction
Create a strong first impression

A highlight of your experience
Establish your qualifications

A living document
Update on a regular basis to reflect new skills

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Formatting your resume

Formatting your resume

Chronological

- Presents education and experience in reverse chronological order
- Most commonly used format
- Easy to read quickly
- Most effective if most of your experience and education is related to the opportunity

Functional

- Presents experience based on skills and abilities rather than by position
- Allows for emphasis on transferable skills
- Most effective for career changers, graduate students, and postdoctoral scholars

Many resumes are mixed format to highlight work history and transferable skills

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Job Landis

1234 Street Name · Riverside, CA 92521· 555-555-5555 · First.Lastname@ucr.edu

OBJECTIVE
To obtain a position as a Laboratory Research Assistant.

EDUCATION
B.S. Biological Sciences, University of California, Riverside   June 2019
Relevant coursework: Molecular and Cellular Biology (Lab), Pathology, Neurobiology, Neuropharmacology

LABORATORY SKILLS

SDS-PAGE	PCR/Cloning	ELISA
Electrophoresis	Spectrophotometry	Computer Data Analysis
Amino acid analysis	DNA/Extraction/Quantification	GC-MS

RELATED EXPERIENCE
Research Assistant, Department of Molecular Biology, UC Riverside   January 2017 – June 2018
Investigated the effects on body weight and bone growth of replacement injections of thyroid hormone and drugs that inhibit thyroid hormone production
- Collaborated with a team of four students to prepare bone growth media for 8 sets of experiments
- Performed IM injections of varied concentrations in chickens to observe the effect on hormone production
- Ran 80 blood samples through gas chromatograph to check T1 levels and monitor changes in rate of thyroid hormone synthesis
- Analyzed chromatography results and communicated them with graduate supervisor on a weekly basis

Cope Health Scholars, Pomona Valley Hospital Medical Center, Pomona, CA   May 2016 – June 2017
- Worked closely with staff performing tasks such as escorting patients, preparing charts, stocking rooms with supplies, running errands, answering phones, and light clerical tasks
- Provided patient care by taking vital signs, weighing patients, answering call lights and providing psychosocial support for patients
- Assisted with accurate billing and patient records by inputting patient information into electronic medical records software

LEADERSHIP EXPERIENCE
Peer Mentor, Health Professions Advising Center, UC Riverside   February 2017 – Present
- Share information and provide guidance to students on health professions programs
- Conduct 10-minute drop-ins to discuss service, leadership, and research opportunities
- Connect with students through shared professional interests in health careers

Team Lead, Best Burgers, Riverside, CA   June 2016 – Present
- Place orders and perform cashiering duties in high-volume fast food establishment
- Suggested new method of packaging orders which reduced customer wait time by approximately 50%
- Promoted to Team Lead after 60 days

CAMPUS INVOLVEMENT/COMMUNITY SERVICE
Referee, Intramural Basketball   2016 – Present
Volunteer, Habitat for Humanity   June 2015 – Present
Volunteer, Mary S. Roberts Pet Adoption Center   May 2017

ADDITIONAL SKILLS
Computer: SPSS, Word, Excel, PowerPoint, Access
Language: Bilingual in English and Spanish (written, verbal, and reading)

SCOT HIGHLANDER

1234 Street Name • Riverside, CA 92521 •first.lastname@gmail.com• 555-555-5555

OBJECTIVE
Seeking Mechanical Engineer I position with Northrop Grumman

EDUCATION
Bachelor of Science in Mechanical Engineering   June 2014
University of California, Riverside, Riverside, CA

TECHNICAL SKILLS
Software: ViewLogic, SolidWorks, ABAQUS, MatLab/Simulink, AutoCAD, PSpice
Programming: JAVA, C/C++
Operating Systems: Windows XP/NT, Unix (BSD, Solaris, Linux)

RELEVANT EXPERIENCE
Parker Aerospace, Irvine, CA   April 2013 – Present
Mechanical Engineering Co-op
- Perform research and development on Parker's fuel inerting system
- Design physical test housings to analyze various system parameters
- Modify and reprogram various Matlab files and graphical user interfaces utilizing Pro-E
- Reduce data in efforts to determine useful correlations between system parameters for specified tests

Senior Design Project, UC Riverside, Riverside, CA   January 2012 – June 2013
Three-Wheeled Vehicle Design Team Project
- Collaborated with five engineers to design and prove the concept of a fully automated three wheeled vehicle
- Designed and strategically configured the necessary mechanical and electrical components to test the model

Mechanics of Materials course, UC Riverside   September – December 2012
Centrifugally Stiffened Solar Sail, NASA
- Designed full scale concept of a self-deploying solar sail with three team members
- Constructed and modeled prototype deployment device for testing aboard the International Space Station

WORK EXPERIENCE
Housing Department, UC Riverside, Riverside, CA   September 2010 – June 2012
Resident Advisor
- Facilitated the personal growth of 550 residents, encouraged and enforced the compliance of community standards, and addressed various security issues in crisis situations
- Served as the Leadership Advisor to the students and participated in training on inclusive diversity practices
- Recruited and interviewed future resident advisors as part of a selection committee

CAMPUS LEADERSHIP
College of Engineering Ambassador   January 2012 – Present
- Provide tours to prospective students, organized recruitment events and arranged on-campus interviews
- Represent the College of Engineering in a public relations role while greeting industry representatives

PROFESSIONAL AFFILIATIONS AND INVOLVEMENT
UC Riverside
American Society of Mechanical Engineers (ASME)
Tau Beta Pi, National Engineering Honor Society
Pi Tau Sigma, Mechanical Engineering Honor Society
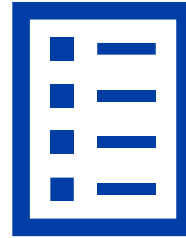**National Society of Collegiate Scholars (NSCS)**

Formatting your resume
Getting past Applicant Tracking Systems (ATS)

Keywords
Review the job description to identify skills and responsibilities. Include them throughout your resume.

Simplified format
Columns, tables, graphics are not typically understood by an ATS – limit their usage

File type
.doc files can be warped when opened by hiring manager .pdf retains formatting, but scanned .pdf files are read as images and unreadable

Components of your resume

Components of your resume

Contact information and objective

Scotty Highlander
900 University Place, Riverside, CA 92507
(951) 827 – 5555
shighlander@ucr.edu
Linkedin.com/scottyhighlander

Physical address, LinkedIn, and GitHub are optional

Always include name, phone number, and e-mail

OR

Scotty Highlander
900 University Place, Riverside, CA 92507 | (951) 827 – 5555 | shighlander@ucr.edu |
Linkedin.com/scottyhighlander

Objective
To obtain the Software Engineering Internship with ABC Company.

Optional; be specific or use it to explain a shift or "related field"

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Components of Your Resume

Education

University of California, Riverside   June 2022
Bachelor of Science, Chemical Engineering
GPA 3.5

--OR--

University of California, Riverside   June 2022
Bachelor of Science, Biochemistry
Relevant Coursework: Plant Biochemistry and Pharmacology of Metabolites

--OR--

University of California, Riverside   June 2022
Bachelor of Science, Electrical Engineering, GPA 3.73
Relevant Coursework: Digital Signal Processing, Foundations of Robotics

Riverside City College   June 2020
Associate of Science, Engineering

Always include school, degree you are seeking, graduation date

Optional items include GPA and relevant coursework

Include associate's degree(s) if earned

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Components of Your Resume

Skills

Transferable

- Communication (written and verbal)
- Problem solving
- Project management
- Facilitation, mediation, referral
- Interpersonal skills
- Assisting, representing, teaching
- Organization
- Time management
- Goal setting and implementation

Technical

- Programming languages
- Software development
- Network technology
- Handheld inventory machines
- Technical devices
- Laboratory instruments
- Construction machinery
- Research techniques and tools
- Data science

Components of Your Resume

Sample technical skills

- **Programming Languages:** C/C++, COBOL, SQL, PL/SQL, PLSQI Developer, TOAD (Quest), Oracle SQL Developer, Java, Basic
- **Web Technologies:** JSP, XML, HTML
- **Web and Application Server:** WebLogic, JBoss
- **Databases:** Oracle, 9I, 10g, 11g & SQL
- **Operating Systems:** Windows, XP, 7, UNIX (Sun Solaris), LINUX
- **Framework:** ITIL V3, HPSD, ServiceNow, Alarmpoint
- **Scripting Languages:** Python, PHP, Ruby, JavaScript, HTML
- **Network:** Design /Analysis of LANs/WANs, Routers, Switches, Firewalls, Protocol
- **Communications:** Digital and Analog , Fixed and Mobile Wireless, Satellite, Antenna Design, Telemetry
- **Microelectronics:** VHDL, FPGA, Microelectronic Manufacturing and Testing (MCM, SOC), Electronic Packaging, VLSI
- **Specialized Software:** arcGIS, Tableau, Oscilloscope, SCIEX OS

List most relevant skills at the top

Be prepared to speak about the skills you list in an interview

If it isn't relevant or you don't know it very well, don't include it

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Components of Your Resume

Experience

- Paid or unpaid internships
- Formal or informal faculty research
- Class projects, labs, extensive assignments
- Externships or summer programs
- Service in student organizations
- Volunteer experiences
- Presentations or public speaking
- Work experience that developed transferable skills

Components of Your Resume

Sample experience

Senior Design Project, UC Riverside   September 2020 – Present
Web Application Team Project

- **Collaborating with a team** of 4 interns over Slack to delegate tasks, track progress, and ensure project completion.
- **Developing a web application** with **Java** to streamline tutor scheduling for Academic Success Center.
- Developing **JavaScript code** and marking comments to maintain proper **coding hygiene**.
- Creating a PowerPoint of the staff training manual for a **presentation** and **web application demo** **to 5 managers**.

Start each statement with an action verb

Include accomplishments and numerical data when appropriate

Incorporate how you used technical and transferable skills into your statements

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Your resume in action

Sample job description

<u>Data Science Leadership Development Program (Entry-Level Position with a Science Services Company):</u>
The DSLDP prepares participants for roles of increasing responsibility through a combination of rotational assignments, structured learning, formalized feedback, and mentoring. Program participants will have the opportunity to interact with senior Data Science and IT leaders and participate in various key Data Science initiatives. Program participants will have 2 one-year rotation assignments during the two-year program. As part of the rotational program, candidates may rotate through locations including but not limited to: Massachusetts, Pennsylvania, California, etc. Geographic flexibility is required both during and upon completion of the program.

<u>Qualifications:</u>
- Students completing a Bachelor's degree; preferred majors: Mathematics, Data Science, Computer Science, Computational and Data Science & Engineering
- GPA of 3.2 or greater
- Strong desire and motivation to develop a career as a future leader in Data Science
- Related work or internship experience strongly desired
- Ability to manage, plan, and prioritize projects
- Experience in data collection & analysis
- Demonstrated leadership aptitude, learning agility, and adaptability
- Understanding of existing & emerging technologies

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Your resume in action

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Your resume in action

Contact information, objective, and education

Scotty Highlander

900 University Place, Riverside, CA 92507 | (951) 827 – 5555 | shighlander@ucr.edu |
Linkedin.com/scottyhighlander

Objective
To apply mathematics knowledge in a rotational position that assists IT professionals as part of a future career in Data Science.

University of California, Riverside   June 2022
Bachelor of Science, Mathematics
GPA 3.54

Your Resume in Action

Tailoring skills

TECHNICAL SKILLS
    Programming/Scripting Languages: C/C++, Python, SQL
    Operating Systems: Linux, Windows
    Specialized Programs: Matlab, R, Tableau
    General: **Data collection, data cleaning, data analysis**

ADDITIONAL SKILLS
    Standard Software: Microsoft Word, Excel, Outlook, PowerPoint, Zoom
    Languages: Fluent in Spanish and English

Separating skills lets you prioritize space on your resume

Even with multiple skills sections, stick to technical skills only

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Your Resume in Action

Tailoring Experience

RELATED WORK EXPERIENCE

KITU Life, New York, NY (Remote)   June 2020 – August 2020
Data Analyst Intern
- **Analyzed** 15 months of sales **data** to identify key trends and presented findings to management.
- Supported internal innovation teams to identify key marketplace trends and improve the company's knowledge of customer tastes in an effort to capture a $10M market.
- Collaborated with cross-functional teams to **prioritize projects** supporting merchandising, pricing, and business forecasting in a remote work environment.
- **Managed** the development, distribution and analysis of a standard weekly, monthly, and quarterly reporting **project** to ensure various business teams received standardized information.

LEADERSHIP EXPERIENCE

Afsana Hindi Film Dance Team, University of California, Riverside   August 2018 – February 2019
Member
- Exercised **learning agility** by memorizing 2-3 dance choreographies per week.
- Demonstrated **adaptability** and flexibility in the face of scheduling and venue changes.
- Assisted team leaders with social media marketing of club events and competitions.

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How do I talk about experience?

- **Not job title, what did you do? What skills did you build?**
  Cashier…Try this:

    - Efficiently processed food orders and performed cashiering duties in high-volume restaurant establishment, reconciling $1500+ in receipts nightly.

- **Accomplishments, not duties**
  Responsible for sales…Try this:

    - Achieved the *Arts Achievement Award* for leading the *Riverside Arts Intiative*, allowing local communities to explore arts through collaborative examination, engaging interaction, and thoughtfully planned activities. ***be specific!***

- **Use "action" words**
  Responsible for tutoring students… try this:

    - **Established** positive rapport with fifteen 6th graders through effective usage of technology and Google Classroom during 2020-2021 distance learning.

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Experience Examples/TAR Method

Academic Resource Center, UCR

Peer Mentor   **September 20xx – June 20xx**

- Deliver academic support for students encountering academic difficulty to aid in skills and study habits to achieve success in their undergraduate education.

- Tutor 1st and 2nd year UCR students in mathematics using broad-based strategies and techniques to promote critical thinking and problem-solving.

- Collaborate on a team of 25+ peer mentors to lead group study sessions to help nontraditional students succeed in their courses and their professional development.

- Designed and implemented new virtual strategies using Zoom & Slack to onboard new mentors and mentees during COVID-19 which resulted in sustainable curriculum for all incoming new mentors.

Task

Action

Result

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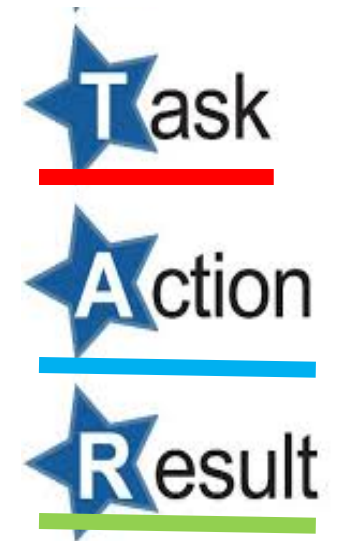
What are the tasks, actions & results in this resume description?

Experience Examples/TAR Method

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Task

Action

Result

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Resume Checklist

- One page maximum
- 10-second glance: most relevant first
- Tailor your resume to the position
- Use industry language to describe experience
- All relevant experience, paid or unpaid
- High school experience (3rd Year+ remove this)
- Avoid personal pronouns (I, me, my)
- Use appropriate verb tenses (past vs. present depending on experience status)
- Error free (both spelling and grammar)
- Save as a PDF

What NOT to Include in a Resume

- Your picture
- Your age, marital status or any other demographic information
- References, instead create a separate document (unless the job description says otherwise)

Cover Letters

Formatting your cover letter

Scott Bears
900 University Avenue
Riverside, CA 9252
(951) 827-0000
scottbears@ucr.edu

Same header as resume to "brand" your documents

September 4, 2017

Ms. Christina Brown
Vice President
Bright Green Talent
4500 3rd Street
Los Angeles, CA 9021

Dear Ms. Brown:

Instead of "To Whom it May Concern," use name or Hiring/Selection Committee/Manager"

I was thrilled to come across Bright Green Talent's advertisement for a College Recruiter with a passion for people and positive psychology, I've kept an eye on your company presence. I think I'd be a great addition to Bright Green Talent's Marketing Team because and passion for environmental science and my proven ability to successfully work independently.

1st: Explain why are you writing, state your overall intention and qualifications for the role

The job description requires someone with strong phone skills, an ability to network and an outgoing personality. In my previous work as a marketing intern, I developed my skills in all three areas managed clients remotely, coordinated teams of marketing assistants working in our company, doubled my team's number of projects active engagement in my company's volunteer prog enrich its partnership with Solar Richmond, and

2nd/3rd: Relevant points on qualifications, why you are a strong candidate. Use student organization, work, volunteer and academic experiences.

I recently graduated from UC Riverside with a Bachel wrote my senior thesis on how universities are integrating sustainability issues into traditional academic frameworks, in order to prepare students for the 21st century's resource management challenges. This unique background in training and preparation would translate well to helping talented recent graduates find the first steps in their "green career."

I am aware that Bright Green Talent is a small team, and that each person must operate relatively independently. In my previous intern role, I took a leadership position in each of the project teams I worked with, and operated efficiently on remote teams where I had to self-impose deadlines and goals. I look forward to bringing my ability to take the initiative be self-directed to Bright Green Talent.

Overall, I'd love to add my skills and perspective to Bright Green Talent to grow the business. Please contact me if you have other questions. I lo

4th: Express your enthusiasm and interest in the position/company and wrap up.

Sincerely,

Scott Bears
Enclosure: resume

Next Steps

1. Have your documents reviewed virtually by a Career Specialist via Express Career Advising! Sign up on the Career Center homepage at: careers.ucr.edu

   Drop-In Advising Schedule: https://careers.ucr.edu/

2. Upload your general resume to UCR Handshake & complete your UCR Handshake profile for potential employers to see your accomplishments

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Questions?

Location: We are located in the Career Center Plaza. Our entrance is the University Lecture Hall and the Surge Building, behind the UCR Campus Store.

Hours:

Mon. - Fri. 8 am to 5 pm

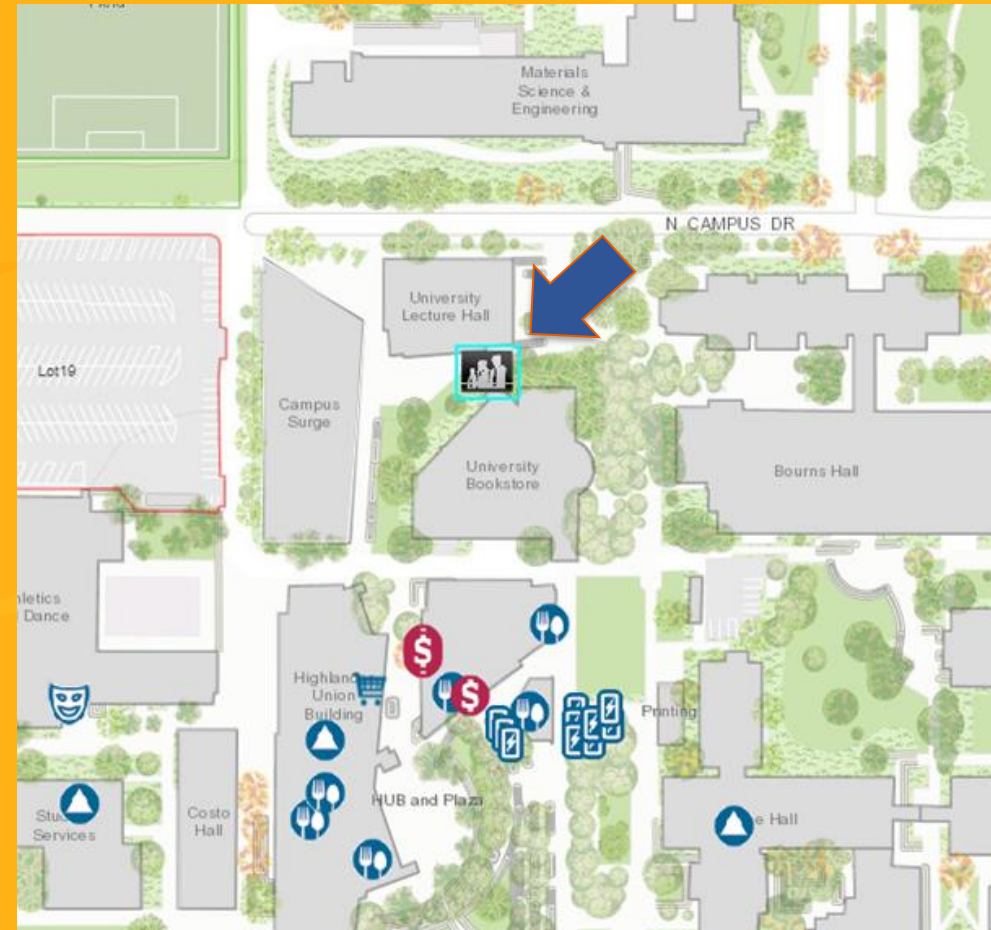*Individual counseling appointments available*

Schedule on Handshake

Drop-in Hours:

Mon. - Fri. (days & times vary)

View drop-in schedule on our website https://careers.ucr.edu/

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