CAREER SERVICES CENTER at University of Delaware

401 Academy Street
Monday-Friday 8 am to 5 pm
Phone: 302-831-2392
http://www.udel.edu/CSC

GUIDE TO WRITING RESUMES AND COVER LETTERS

WHAT IS A RESUME AND HOW IS IT USED?

A resume is a marketing tool. You use it to sell yourself to a company. It shows off achievements, attributes, strengths and culmination of expertise. It never contains negative information or weaknesses. The primary purpose of the resume is to obtain an interview.

WHAT TO INCLUDE:

- **Name, Home Address, Phone Number(s), E-mail**
- **Objective**: While an objective is considered optional, if you know your specific objective and the qualifications for that objective, you can state it. For example, "To work as a Public Relations Assistant in an advertising company." If you are unsure of your objective, you may state your interest in the job that you are applying for in your cover letter.
- **Education**: Degree, Name of Institution, City and State, Major(s), Date of Graduation.
- **GPA** if 3.0 or above, or use your major GPA if it is higher than your overall GPA (show scale ex. 3.1/4.0)
- **Experience**: Position Titles, Organization Name, City and State, Responsibilities and Achievements, Dates -may include volunteer experiences, field experiences, co-ops, internships, summer employment and research.
- **Activities**: Professional, Educational or Organizational involvement and leadership responsibilities assumed.
- **Computer Skills**: List the software and/or hardware with which you are familiar.

WHAT NOT TO INCLUDE:

- **Reference List**: This should be on a separate sheet.
- **Salary expectations**: This will be discussed in a later interview or in a job offer setting.
- **Irrelevant personal information**: age, marital status, religion, national origin, social security number, health status.
- **Photograph**

OPTIONAL CATEGORIES

- Job Objective
- Languages
- Relevant coursework & projects
- Publications & Patents
- Honors & Awards
- Travel
- Military Experience
- References Available Upon Request

APPEARANCE

- Attractive and easy to read: Use capital letters, bullets, underlining, highlighting, appropriate margins and spacing.
- Be concise: Typically one page for the new or recent college graduate. There are some exceptions to this rule: for doctoral & masters degrees, education, human services, and nursing majors.
- Free of spelling, grammatical, and typographical errors. (Don't count on your computer's spell check to catch everything. Do thoroughly proofread it at least once after printing it.)
- Font should be easy to read, no smaller than 10 pt. Times New Roman and Arial are good theme fonts to choose.
- Use the default margins for resumes. If you need to adjust the margins keep the margins within reason – no less than ½ inch on either side.
- **If you decide to use a template, customize it so that it reflects your individual style and contains specific information relevant to the position you are applying for. Make sure all the template sections are correct according to this guide!**
- Print on neutral color paper.

MAKING KEYWORDS WORK FOR YOU

Keywords are the nouns or short phrases that describe your experience and education that might be used to find your resume in a keyword search of a resume database such as in Blue Hen Careers. They are the essential knowledge, abilities, and skills required to do your job. They are concrete descriptions like: C++, UNIX, fiber optic cable, network, project management, etc. Even well-known company names (AT&T, IBM, & Apple) and universities (Harvard, USC, or Stanford) are sometimes used as keywords, especially when it is necessary to narrow down an initial search that calls up hundreds of resumes from a resume database. Develop your own list of keywords and place them strategically in your resume.

ACTION VERBS

The words that you use to describe your experience, activities and other categories should convey skills that you have developed and what you have to offer an employer. To do this, you need to use strong action verbs and self-descriptive words. This will help to get the potential employers' attention. One thing to beware of when using these words is that you do not want to sound boastful or arrogant. In addition to using action verbs, make sure that you use concise phrases, instead of complete sentences, and quantify as often as possible.

acquired	expanded	motivated	review
adapted	expedited	organize	revise
administer	expertise in	originate	schedule
analyze	facilitated	participated in	set up
approve	familiar with	perform	simplify
audited	founded	pinpointed	solve
completed	generate	plan	specialized
conceived	honored as	proficient	strategy
conduct	identified	program	streamline
control	implemented	promoted to	structure
coordinate	improve	proposed	supervise
created	increased	proved	support
delegate	influence	provide	teach
demonstrated	instrumental	recommend	tracked
develop	interpret	recruited	trained
direct	launched	reduced	translated
eliminated	lead	remodeled	traveled
established	liaison	reorganized	worked closely with
evaluate	maintained	responsible	

SELF-DESCRIPTIVE WORDS

active	diplomatic	loyal	resourceful
ambitious	efficient	objective	self-reliant
creative	enterprising	personable	tactful
dependable	forceful	productive	will travel

MARKETING YOUR TRANSFERRABLE SKILLS

Transferrable Skills are those that can be used at almost any job, and that you have gained through many of your experiences. Employers want to see the skills that you bring with you to a position.

The National Association of Colleges and Employers (NACE) is a professional association that connects more than 5,200 college career services professionals at nearly 2,000 college and universities nationwide, and more than 3,000 HR/staffing professionals focused on college relations and recruiting. NACE has compiled the twenty (20) top personal qualities/skills that employers requested the most:

1. Analytical skills
2. Communication Skills
3. Computer skills
4. Creativity
5. Detail-oriented
6. Entrepreneurial skills/risk-taker
7. Flexibility/adaptability
8. Friendly/outgoing personality
9. Honesty/integrity
10. Interpersonal skills (relates well to others)
11. Leadership and management skills
12. Motivation/initiative
13. Organizational and time management skills
14. Real Life Experiences
15. Self-confidence
16. Strong work ethic
17. Tactfulness
18. Teamwork skills (works well with others)
19. Technical Skills
20. Well-mannered/polite

SELF-ASSESSMENT QUESTIONS

To help you to summarize your experience, consider the following questions:

- What skills have you developed as a result of your experiences?
- What were your job responsibilities? How did they change or otherwise develop over the course of the experience?
- Did you supervise or lead any people? Did you help other people in any way? Have you worked on a team?
- Were you involved in any planning responsibilities? Did you operate any equipment?
- Did you produce any written documents and/or written reports?
- Can you quantify the results of your work? (e.g., number of customers served, percentage increase in sales)
- What were your major accomplishments in each position?

RESUME FORMATS

There are several different types of resume formats you can choose to use. Make sure you choose the format that best highlights your education, skills, and abilities. Some common types include:

- Paragraph format
- Bulleted format
- Summary of Skills - This is a resume that focuses on your skills, rather than work experiences you've had (or not). This is good for those who have not had lots of experience but have gained skills from what they have done.
- Related/Other Experience Resume - This type is helpful when you have experience in and outside of your field.
- Computer-Friendly Resume (plain text)

Whatever resume format you choose, you also can select how you organize your resume. The most common types of organization for resumes are:

- Chronological - Most preferred by employers; Lists most recent experiences first, and so on.
- Functional - Used by career-changers; Experience is presented through listings of accomplishments and skills, rather than by sequence of work history.

Remember, there is no one "correct" resume for you to use - the best resume is the one that clearly and effectively communicates your skills, abilities, and future potential.

TIPS FOR A COMPUTER-FRIENDLY RESUME

If you are uploading a resume to a website or into the body of an email create a plain text or PDF of your resume. For more information, refer to the Resume Production handout at http://www.udel.edu/CSC/handouts.html.

- Use standard fonts - standard fonts work best such as Arial and Times New Roman. Avoid ornate fonts and fonts where the characters touch. Font size is important. Sizes between 10 and 12 points work best.
- Avoid graphics, shading and shadowing.
- Do not compress or expand the space between letters or lines. Also, do not double space within sections.
- Resumes should be original. They should be printed with a laser printer on white or light colored 8 1/2-x 11-inch paper. Print on one side only.
- It is imperative that you describe your skills and accomplishments using the language of your profession.

COVER LETTERS

The cover letter has three parts:

1. The first paragraph tells why you are writing: identifies the employer and position by name, and conveys how/where you found the job lead.
2. The second section, which can be more than one paragraph, tells how your background, experience, and skills are related to this job.
3. The third paragraph is your close: what do you want to happen next?

DO:

- Send a cover letter with every resume you send
- Address the letter to a specific person and title
- Print each letter individually (no copies!)
- Limit to one page
- Sign you name

DON'T:

- Address to a title of department, "To whom it may concern", or Dear Search Committee" (unless there is NO alternative)
- Be pushy or assuming; just state your qualifications.
- Mass produce; all letters must be specific to the organization and job.

CONSTRUCTING E-MAIL COVER LETTERS

Keep your cover letter short. Brevity is critical. One or two paragraphs - under 150 words- should be sufficient. An e-cover letter is more of a "cover note."

Always use standard cover letter protocol. Just because it's an email doesn't mean you should abandon standard business letter writing. Make sure to include a salutation (Dear Ms. Roth) and a standard closing (such as Sincerely or Yours truly). Leave blank lines between paragraphs. Avoid using emoticons, abbreviations, wild colors, etc.

What should be included in the E-Cover "Note"? There should be a statement about who you are; what job you're applying or hoping for; how you heard about this job; and an indication of your knowledge of the organization.

Take advantage of keywords. Use keywords pertinent to the job you are seeking, and focus on key industry buzzwords and critical skill sets.

Don't waste your subject line. Don't ever leave the subject line of your email blank. Use the subject line to entice the reader into your cover letter. If you are applying to a specific position, mention the job title for easy reference.

Justify your left-hand margins. Avoid indenting and other formatting devices because formatting is often altered in electronic transmission.

Never hit "send" without thoroughly spell checking and proofreading your email cover note. Don't just rely on your email software's spellchecker. Take the time to really proofread it. A simple typo could undermine a brilliant cover letter.

Be sure to test your message before sending it to the company. Even if you're sure your letter is perfect, send it to a friend or another one of your e-mail accounts first and check for the content and style one more time.

EXAMPLES

Some samples are given on the next few pages for you to use as guides. Sample resumes for different majors / fields are available for you to review in the Career Resource Center and on online at www.udel.edu/CSC/handouts.html. Feel free to stop into the Career Services Center found at: 401 Academy Street for more information, attend a Resume Writing Workshop, or sign-up for a Resume Critique.

SAMPLE RESUME IN PARAGRAPH FORMAT

Bold and Center your name, make it up to 14 pt font

Jeffrey M. Kawalek

Current Address
37B Duke Street
Newark, DE 19711
(302) 266-6079

Permanent Address
725 Coolidge Ave.
North Plainfield, NJ 07063
kawalek@udel.edu

Objective

Career opportunity in management consulting.

Education

Bachelor of Science in Marketing (May 2012)
University of Delaware, Newark, DE
Minor: International Business
Overall GPA: 2.9/4.0 Major GPA: 3.2/4.0

If you abbreviate states, keep it consistent throughout

Study Abroad: Czech Republic, Hungary, and Germany (Winter 2011)

Use present tense, if you're still there

Skills

Knowledge of Microsoft Office (Excel, PowerPoint, Word, Access), Lotus 1-2-3, Minitab, HyperCard, Word Perfect and Netscape Applications. Basic knowledge of the Spanish Language. Skill with CPR and Red Cross techniques.

Experience

Career Services Student Assistant, University of Delaware, Newark, DE (August 2010-Present)
Present regularly scheduled orientation sessions and resume workshops. Review and critique more than 100 student resumes. Assist students with registration and research career materials in the Resource Center. Coordinate and conduct community outreach.

Be consistent with format

Blue Hen Ambassador, University of Delaware, Newark, DE (August 2010-Present)
Promote the University of Delaware to prospective students and families through campus tours. Proficiently assist the admissions office at various recruitment programs. Participate in student panels and discussions.

Merchandising Host, Walt Disney World Company, Orlando, FL (Summer 2010, 2009)
Nationally selected from over 200 colleges and universities to participate in the Walt Disney World College and International Program. Trained in the operations of the point of sales terminals, floor stocking, control stocking, inventory control, cash handling, sales, and guest relations. Successfully completed a ten week seminar at Disney University focusing on Theme Park Management.

Customer Service Representative, Best Buy, Elizabeth, NJ (Summer 2009)
Assisted customers with conflicts associated with the delivery and installation of home electronics. Responsible for scheduling and dispatching daily delivery routes. Worked on a team to develop new strategies for scheduling and installation.

Combine headings to make it fit

Honors, Memberships, Activities

American Marketing Association (AMA) (September 2010-Present)
Business Student Association (BSA) (September 2009-Present)
Hall Representative, Harrington Hall, University of Delaware (January 2009-May 20111)
Volunteer, Habitat for Humanity (June 2009- August 2010).

SAMPLE RESUME IN BULLETED FORMAT

Remove the hyperlink

Mara N. Kamin

212 Oak Street
Elkton, MD 21204
(201) 555-3333 (cell)
M_ara@yahoo.com

For education, list just a graduation date, not years attended

OBJECTIVE
Internship in a non-governmental organization or non-profit focusing on international social service

EDUCATION
Bachelor of Arts in International Relations, University of Delaware, Newark, DE May 2012
Minor*:* Political Science
Major GPA: 3.44

Study Abroad*:* Spain and France Winters, 2009, 20010
Related course work: International Business Management, Management: Comparative Government, International Economics, International Law, International Marketing, Finance, Intermediate Spanish.

Use ALL CAPS or **Bold** for section headings

SKILLS
Knowledge of Microsoft Office-Excel, Powerpoint, Microsoft Word, SPSS; Basic knowledge of French; Conversant in Spanish; Superior research, communication, and writing skills. Special training in diversity, and sexual assault awareness.

Be consistent with order of Position Title, Place, Location, & Dates

EXPERIENCE
Intern, Peru Teach Abroad, Aciento, Peru Summer 20111
- Taught intensive English to 25 high school students.
- Received "Teacher of the Term" award.

Student Advisor, University of Delaware, Newark, DE Fall 2010 & Spring 20111
- Presented 15 advisement workshops to 121 students.
- Advised seniors on graduation requirements.
- Reviewed credits of nearly 100 undeclared students.
- Coordinated and conducted community outreach programs.

ELI Tutor, English Language Institute, University of Delaware, Newark, DE Summer 2009 & 2010
- Assigned to international students from Korea, China, Argentina and Guam.
- Provided up to 20 hours of intensive English training weekly.
- Tutored all subjects including math.

Camp Counselor, Camp Imabasakki, Elizabeth, NJ Summer 2008
- Responsible for 25 sixth grade students.
- Worked on a team to develop new strategies for managing discipline.
- Trained and motivated new counselors.

Use Action Verbs

ACTIVITIES/HONORS
Cosmopolitan Club (President). 2008 - 2009
Supporting K.I.D.D.S Volunteer (The United Way) 2008 - 2009
Hall Representative, Harrington Hall, University of Delaware. 2006 - 2007
Award winning collection of antique globes.
Hosted foreign exchange student from Sweden. 2005 - 2006
Lived in Japan; traveled to China. 2004 - 2005

FRESHMAN/SOPHOMORE RESUME

TAMARA N. JONES
tnjo@udel.edu

Campus Address
Rodney 233D
University of Delaware
Newark, DE 19716

Permanent Address
3222 Pellinger Avenue
Wilmington, DE 19808
(201) 555-5555

OBJECTIVE
To find an internship in a psychology related field.

EDUCATION
University of Delaware, Newark, DE
Bachelor of Arts May 2014
Communication Interest
GPA 3.01/4.0
Enrolled in introductory courses in communication and psychology.

You do not have to write "anticipated" before graduation date

St. Marks High School, Wilmington, DE
High School Diploma June 20010
GPA 3.234/4.0
Class Rank: 135/400

High school should only be included if you are a freshman or sophomore

EXPERIENCE
Camp Counselor, Camp Arrowhead, Iron Hill, MD Summer 20111
- Supervised ten campers ages 6-10.
- Planned recreational activities.
- Directed camp musical production.

Sales Clerk Aid, Acme Markets, Newark, DE February, 2009 - August, 2010
- Worked 15 hours per week.
- Provided excellent customer service.
- Trained new clerk aides.

Be consistent with punctuation

Child Care, Marshall Family, Elkton, MD Summer 2008

SKILLS
Microsoft Office: Word and PowerPoint; basic knowledge of Spanish; excellent writer and communicator. CPR certified. Red Cross trained. Excellent communicator with public speaking skills. Eager to learn and contribute.

HONORS AND ACTIVITIES
Club Soccer Team Fall 2011
Freshman Council Participant Spring 2011
National Honor Society 2009-2010
Spanish Club 2009-2010
*President
Two week home exchange with Panamanian student Spring 2009
Volunteer on Saturdays for Community Clean-up 2008-20010

Remember, this is just a space filler if needed

References Available Upon Request

You can use a professional summary if you have a lot of

SUMMARY PARAGRAPH RESUME FOR ALUMNI

Jana T. Fiske

4 Madison Drive Newark, DE 19711 Cell No. (302) 555-5555 jtfiske1@gmail.edu

Professional Summary

Highly motivated producer/reporter with more than two years experience in broadcast news. Expertise in media relations, news writing, and coordinating large-panel discussions. Familiar with Delaware. Knowledge of local media outlets, strong media/PR relations. Recognized leadership skills and abilities.

Work Experience

WHYY-TV12 "Delaware Tonight"

Wilmington, DE August 2008- Present

Producer & Reporter (Per Diem)/ TV News Production Assistant (Internship)

- Producer: President George W. Bush's first visit to Delaware
- Line producer: Election Night 2008
- Producer/report for an hour-long special: "Lessons from Katrina"
- Producer: 30-minute daily newscast
- Writer/reporter: multiple stories daily
- Segment producer: weekly political, legal, medical, senior citizen, and feature news segments
    - Strong media contacts
- Tasks: Manage daily news coverage, develop story ideas, book and pre-interview live guests

University of Delaware Documentary "Ready…or Not?"

Newark, DE February 2007- May 2007

Co-Producer & Reporter

- Produced a 45-minute documentary investigating the unknown dangers in New Castle County. Topics included toxic chemicals transported by train through Delaware's campus, life under the shadow of the Salem-Hope Creek nuclear power plant, security at the Port of Wilmington, and disaster response plans.

Student Television Network

Newark, DE February 2006 – January 2007

Field Reporter

- Wrote stories and generated original ideas
- Utilized Avid editing system

Education

University of Delaware May 2008

Bachelor of Arts in Communication & Geography

- G.P.A. 3.4
- Cheerleading scholarship
    - Ambassador to China June 2005

Education usually falls to the bottom of your resume 6 months past graduation

Broadcast Pioneers of Philadelphia Scholarship Winner

Bala Cynwyd, PA April 2007

Skills

- Extremely well organized with proven skills in planning and management
- Ability to work well under pressure and meet daily deadlines
- Knowledge of Macromedia Contribute, Microsoft Office, Power Point, & Excel, Esri's ArcMap, Avid, iNews

SAMPLE RELATED/OTHER EXPERIENCE RESUME

DAVID L. LANSKY
111 Wedge Rd., Roslyn, NY 11576 ✦ 516-555-5555(cell) ✦ david43@gmail.com

Save space by trying various headings

PROFESSIONAL OBJECTIVE

Position in law office or other law-related organization.

EDUCATION

Bachelor of Arts, Criminal Justice, University of Delaware, Newark, DE May 2011
Major: Criminal Justice/Concentration in Criminal Law & Procedure
GPA: Overall- 3.1/4.0 Major- 3.6/4.0
Dean's List: 2004, 2006
Earned 60 percent of college expenses through employment and loans.

Tell employers what you feel is important!

Relevant Courses;
Criminal Law, Juvenile Justice System, Business Information Systems, Criminal Procedure, Criminal Justice Policy & Administration.

Make sure to include unique skills

SKILLS

Microsoft Office: Word, Power Point, Excel and beginning knowledge of Access. Comfortable with MACs or PCs. Knowledge of DE Justice Information System (Criminal Computer System). Proficient with Lexis/Nexis. Conversant in Spanish; Reading proficiency in German with beginning conversation.

RELATED EXPERIENCE

Volunteer, State of DE Dept. of Justice, Victim/Witness Services Unit, Wilmington, DE Fall 2010-Present
Worked with victims of all types of crimes, personal and property, from throughout the state of Delaware. Explained criminal procedure and court processes; performed crisis intervention. Specialized training in domestic violence. Attended Victims Rights Task Force meetings. Conducted regional survey of victimization in misdemeanor cases. Use of Delaware criminal justice system computer program (DELJIS).

Intern, New Castle County Court of Common Pleas, Wilmington, DE Fall 2009
Observed and assisted Clerk of the Court in analyzing efficiency of court scheduling. Trained in court procedures and scheduling processes. Interacted with lawyers, judges, and adjudicated individuals.
Gained familiarity with court documents and orders. Shadowed prosecutor for two weeks.

Researcher, Human Emotions Laboratory, Professor Michael Brennan, Newark, DE Spring, 2008
Interview parents about children's emotional responses to fear. Coded observations using the Dynamic Interval Coding System.

Use section headings to help bring important items to the top

ADDITIONAL EXPERIENCE

Server, Home Grown, Newark, DE Fall 2009- Present
Demonstrate the ability to work well under pressure in a high volume environment. Proficient in computer use for billing processes. Work up to 20 hours weekly while attending college full time.

Sales Associate, Victoria's Secret, Christiana, DE October 2008 - September 2009
Assisted in layout of store merchandise, stocking, and inventory control. Trained new staff in sales procedures.

COVER LETTER - PARAGRAPH FORMAT

37B Duke Street
Newark, Delaware 19711

April 2, 2011

Ms. Kathy Zistl
Beck & Turpin, Inc.
590 Madison Ave. 12th floor
New York, NY 10022

Use a colon after the salutation in a business letter

Dear Ms. Zistl:

Show a match between job requirements and your experience

I was given your name by Mitsuko Clemmons, graduate assistant at the Career Services Center at the University of Delaware. I am interested in securing a professional position with Beck & Turpin, Inc. in the field of Management Consulting and/or Marketing. I was unable to interview with you on campus in February because of my late return to the US after spending winter session studying International Marketing and International Law in The Czech Republic.

Currently a senior at the University of Delaware, I will receive a Bachelor of Science degree in Marketing with a minor in International Business in May, 2011. As a Communications Fellow and presenter at two conferences, I demonstrated excellent oral communication skills, as required for the position with Beck and Turpin, Inc. Further, my individual research using Excel and Access data bases has provided the tools I need to analyze and summarize information. Additionally, as a student assistant at Career Services, helping students develop their resumes, I honed my teaching and interpersonal skills. A review of my resume summarizes the skills and abilities I can offer Beck & Turpin. In addition, I am willing to relocate to any part of the country where a challenging job may await me.

My enclosed resume will provide more details about my skills and accomplishments. As you requested, I have also enclosed a list of three references. I am very eager to discuss potential employment with Beck & Turpin and would welcome an interview at your earliest convenience. I may be reached at my current address, by phone at: (302) 266-6879, or by way of e-mail at: kawalek@udel.edu. I look forward to hearing from you.

Mention what you would like to happen next

Sincerely,



Jeffrey M. Kawalek

Enclosures: Resume; List of References

Do:	**Don't:**
. Send a cover letter with every resume you send.	**. Address to just a title or department**
. Address letter to a specific person and title.	**. Be pushy or assuming.**
. Print each letter individually.	**. Mass produce**
. Limit to one page.	
. Sign your name.	

COVER LETTER IN BULLETED FORMAT

4100 Rembrant Circle
Newark, Delaware 19711

September 23, 2011

Min Poe
The Walt Disney Cruise Line
210 Celebration Place, Suite 400
Celebration, Florida 34747-4600

Use full name when unsure of gender

Dear Min Poe:

I am currently interested in obtaining an entry-level marketing/management position with the Walt Disney Cruise Line. Currently I am in the first semester of my senior year at the University of Delaware and will receive a Bachelor of Science degree in Marketing with a minor in International Business in May, 2011. My interest in the Walt Disney Cruise Line is based on a desire to continue my employment with the Walt Disney Company.

As a participant in the Walt Disney World College Program, I served as a Merchandising Host during the summers of 2008 and 2009. Specifically, this job has given me an in-depth knowledge of The Walt Disney World Company, its operations, and its corporate culture. Other qualifications, which I possess, include the following:

- A team-builder who communicates effectively interpersonally and within groups.
- A highly motivated individual with strong analytical and research skills.
- Visionary, creative, and able to see opportunities for process improvement.
- Completed various courses in marketing, management, sales, and international business.
- Proficient with Walt Disney World Company Policies and Guidelines.

Utilize bullets to highlight qualifications

My enclosed resume will provide further details about my skills and accomplishments. I am confident that my academic background, qualifications, as well as my past experiences with your company will prove to be mutually beneficial for a marketing/management position with The Walt Disney Cruise Line. I may be reached at my current address, by phone at: (302) 266-5555, or by way of e-mail at: kawalek@udel.edu. I look forward to hearing from you.

Sincerely,

Grace Mason

Grace Mason
Enclosures: Resume, References

Do:	**Don't:**
. Send a cover letter with every resume you send.	**. Address to just a title or department**
. Address letter to a specific person and title.	**. Be pushy or assuming.**
. Print each letter individually.	**. Mass produce**
. Use the full name when you don't know the sex	
. Limit to one page.	
. Sign your name.	

SAMPLE E-COVER LETTERS

Subject: STRONG TECHNICAL WRITER WITH PORTFOLIO
From: David Munroe Smith

Dear Ms. Allen:

Professor Ames told me that you are looking for a technical writer for Impact, Inc. and suggested that I e-mail you my resume. I have used some of Impact's publications in my classes and am very excited about the prospect of being part of a top communications company. I am well qualified for the position with a grade point average of 3.5 and successful experience in two technical writing internships where I honed my desktop publishing, editing, and proofreading skills.

After reviewing the attached resume, I hope you will want to arrange an interview with me to discuss the position further.

Sincerely,
David M. Smith

Subject: Business experience and liberal arts background
From: Sam DeSalvo

Dear Mr. Marquart:

I was unable to participate in the Campus Interview program in the fall when you visited the University of Delaware campus. At this time, I am ready to pursue an entry-level job as a marketing representative with Dannon Foods. My uncle, Leon DeSalvo, a sales manager with Dannon Foods has had a successful career with your company and suggested that I apply.

Please look over my attached resume. I hope you will find me a good match for the marketing position.

Yours truly,
Sam DeSalvo

Subject: Multilingual student seeks social services internship
From: Sylvia Juegos

Dear Ms. Kramer:

I am interested in applying for the position of social services intern you listed in Blue Hen Careers at the University of Delaware. I have some volunteer experience with adolescents, but would like to gain in depth experience by pursuing an internship with the Hispanic Community Center. My eventual goal is to become a clinical social worker specializing in treating adolescents.

Please review my attached resume. I would be happy to provide additional information or come to the Center for an interview. I'll call you next week to follow up.

Best regards,
Sylvia Juegos