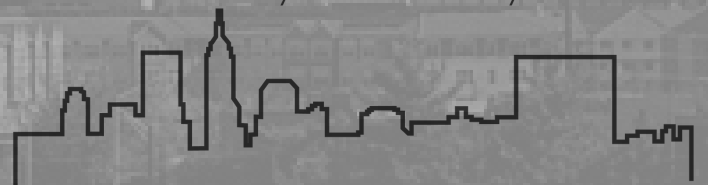


# RESUME & COVER LETTER GUIDE

For more information, visit the Career Kiosk or schedule an appointment at Life Calling and Career (Suite 290)

Career Development  
Indiana Wesleyan University





# STARTING WITH STRENGTHS

Strengths are the unique combination of talents, knowledge, and skills that every person possesses. People use these innate traits and abilities in their daily lives to complete their work, to relate with others, and to achieve their goals.

## What are YOUR strengths?

- Take the Clifton StrengthsFinder assessment to discover your top 5 strengths.
- If you've already taken the assessment, review the results with a life or career coach in the Life Calling and Career Office (Suite 290).
- Ask 5 trusted people who know you well to share their observations of your strengths.
- Reflect on 5 of your best accomplishments. For each of these accomplishments, identify the quality, characteristics or trait that helped you reach the achievement.
- What things do you do easily and naturally that seem to be difficult for other people?
- What tasks do you do that make you feel most engaged and energized?

## Why start with strengths?

You will use your strengths to communicate your fit for the desired position.

Employers want to know:

- How will you meet the needs of the organization?
- Why are you the best fit for the position?

Beginning with strengths, you need to know yourself, know the company, and know how you align with the company.

## The Relevance of Strengths in Resumes & Cover Letters

### Resume

Think of your resume as your professional story on paper. In addition to highlighting a series of work experiences, your resume should communicate your best skills, strengths, and assets with supporting examples. It is not enough to list your work responsibilities. Your resume, your professional story, highlights YOU through accomplishment statements, action verbs, and a comprehensive look at your education, work, and community involvement. Tailor your resume to reflect the experiences and skills that you can contribute to your desired position and employer.

### Cover Letter

A cover letter is often an employer's first impression of you. Use the cover letter as an opportunity to introduce yourself and communicate your interest and fit for the position with clear and concise writing. Be explicit in communicating your skills, strengths, and experiences that align with the skills, qualifications, and responsibilities associated with the position. The development of the cover letter will require self-reflection and research on the company and position. The research will pay off!



# TRANSFERABLE SKILLS

Transferable skills are the skills you acquire and transfer to future employment settings. There are common abilities that most employers across industries desire in potential employees.

Consider: What skills and abilities have you developed over time? What themes arise from your work history?

Use the following list to identify YOUR transferable skills. Be prepared to support each skill with examples from your work, education, volunteer, or other leadership experiences.

## Communication

- Speaking effectively
- Writing concisely
- Negotiating
- Interviewing
- Facilitating group discussion
- Providing appropriate feedback
- Persuading
- Expressing ideas
- Listening attentively
- Reporting information
- Perceived nonverbal messages
- Describing feelings
- Editing

## Research & Planning

- Forecasting / Predicting
- Creating ideas
- Identifying problems
- Gathering information
- Solving problems
- Setting goals
- Developing evaluation strategies
- Imagining alternatives
- Defining needs
- Extracting important information
- Analyzing
- Identifying resources

## Human Relations

- Conveying feelings
- Providing support for others
- Cooperating
- Being sensitive
- Developing rapport
- Motivating
- Sharing credit
- Delegating with respect
- Listening
- Representing others
- Perceiving feelings and situations
- Asserting
- Counseling

## Organization, Management & Leadership

- Initiating new ideas
- Providing vision
- Handling details
- Decision making with others
- Coordinating tasks
- Managing groups
- Delegating responsibility
- Creativity
- Managing conflict
- Coaching
- Counseling
- Promoting change
- Selling ideas or products
- Teaching

## Work Survival

- Implementing decisions
- Cooperating
- Enforcing policies
- Being punctual
- Learning from constructive feedback
- Managing time
- Attending to detail
- Meeting goals
- Cross-cultural competency
- Teachable
- Enlisting help
- Accepting responsibility
- Setting and meeting deadlines
- Organizing
- Adaptability

# TECHNICAL SKILLS

Technical skills, or "hard skills," are abilities that are easily quantifiable and can be learned through disciplined learning and practice.

The position that you desire requires a very specific set of skills in order for you to get the job done effectively.

The specific skills required to fulfill a specific position are "technical skills".

It may be appropriate for you to list your technical skills with level classification to provide employers with an accurate awareness of your ability. Refer to the following level terminology:

**NOVICE:** You can handle basic functions, but not much more; troubleshooting is best left to others.

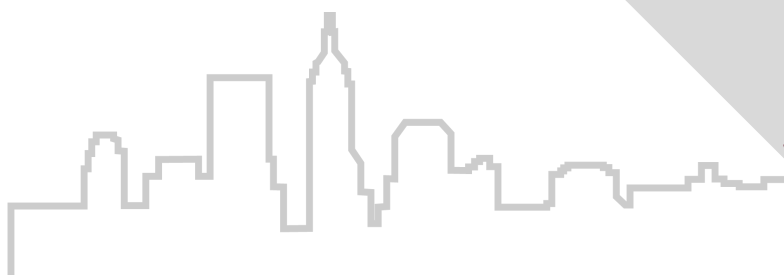
**INTERMEDIATE:** More advanced abilities are at your disposal; you can handle troubleshooting, but still might need the manual or help forums.

**PROFICIENT:** Routine or not, you'll usually be okay. If issues arise, you handle them efficiently and without consulting references.

**EXPERT** (or fluent in terms of language): You can handle anything thrown your way, no matter how obscure. Others come to you for advice.

When writing your resume and cover letter, include only technical skills relevant to the position you are applying for. To help you begin to sort technical skills from strengths and transferrable skills, a sample list is provided below:

- Proofreading/editing
- Event management
- Creating internal newsletters
- Managing company social media profiles
- Use of Adobe software (e.g. Photoshop, Illustrator)
- Use of online software (e.g. Google Analytics)
- Proficiency in a foreign language
- Ability to operate certain machinery (e.g. fork lifts)
- Using word processors (e.g. Word)
- Using spreadsheets (e.g. Excel)
- Using database software (e.g. Access)
- Using presentation software (e.g. Powerpoint)
- Bookkeeping
- Accounting
- Taking minutes
- Familiarity with technical language (e.g. medical)
- Copywriting (e.g. for websites)



# ACTION VERB LIST

Action verbs boost the strength of your writing. On a resume and cover letter, you should use action verbs to list accomplishment statements that feature your strengths, technical, and transferable skills for each work, education, volunteer, or other leadership experience.

## COMMUNICATION & PEOPLE SKILLS

- Addressed
- Advertised
- Arbitrated
- Arranged
- Articulated
- Authored
- Clarified
- Collaborated
- Communicated
- Composed
- Condensed
- Conferred
- Consulted
- Contacted
- Conveyed
- Convinced
- Corresponded
- Debated
- Defined
- Developed
- Directed
- Discussed
- Drafted
- Edited
- Elicited
- Enlisted
- Explained
- Expressed
- Formulated
- Furnished
- Incorporated
- Influenced
- Interacted
- Interpreted
- Interviewed
- Involved
- Joined
- Judged
- Lectured
- Listened
- Marketed
- Mediated
- Moderated
- Negotiated
- Observed
- Outlined
- Participated
- Persuaded
- Presented
- Promoted
- Proposed
- Publicized
- Reconciled
- Recruited
- Referred
- Reinforced
- Reported
- Resolved
- Responded
- Specified
- Spoke
- Suggested
- Summarized
- Synthesized
- Translated
- Wrote

## CREATIVE SKILLS

- Acted
- Adapted
- Began
- Combined
- Composed
- Conceptualized
- Condensed
- Created
- Customized
- Designed
- Developed
- Directed
- Displayed
- Drew
- Entertained
- Established
- Fashioned
- Formulated
- Founded
- Illustrated
- Initiated
- Instituted
- Integrated
- Introduced
- Invented
- Modeled
- Modified
- Originated
- Performed
- Photographed
- Planned
- Revised
- Revitalized
- Shaped
- Solved

## DATA & FINANCIAL SKILLS

- Administered
- Adjusted
- Allocated
- Analyzed
- Appraised
- Assessed
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Conserved
- Corrected
- Determined
- Developed
- Estimated
- Forecasted
- Managed
- Marketed
- Measured
- Netted
- Planned
- Prepared
- Programmed
- Projected
- Qualified
- Reconciled
- Reduced
- Researched
- Retrieved

## HELPING SKILLS

- Adapted
- Advocated
- Aided
- Arranged
- Assessed
- Assisted
- Clarified
- Coached
- Collaborated
- Contributed
- Cooperated
- Counseled
- Demonstrated
- Diagnosed
- Educated
- Encouraged
- Ensured
- Expedited
- Facilitated
- Familiarized
- Furthered
- Guided
- Helped
- Insured
- Intervened
- Motivated
- Prevented
- Provided
- Referred
- Rehabilitated
- Represented
- Resolved
- Simplified
- Supplied
- Supported
- Volunteered



# ACTION VERB LIST (CONTINUED)

## MANAGEMENT & LEADERSHIP SKILLS

- Administered
- Analyzed
- Appointed
- Approved
- Assigned
- Attained
- Authorized
- Chaired
- Considered
- Consolidated
- Contracted
- Controlled
- Converted
- Coordinated
- Decided
- Delegated
- Developed
- Directed
- Eliminated
- Emphasized
- Enforced
- Enhanced
- Established
- Executed
- Generated
- Handled
- Headed
- Hired
- Hosted
- Improved
- Incorporated
- Increased
- Initiated
- Inspected
- Instituted
- Led
- Managed
- Merged
- Motivated
- Navigated
- Organized
- Originated
- Overhauled
- Oversaw
- Planned
- Presided
- Prioritized
- Produced
- Recommended
- Reorganized
- Replaced
- Restored
- Reviewed
- Scheduled
- Secured
- Selected
- Streamlined
- Strengthened
- Supervised
- Terminated

## ORGANIZATION SKILLS

- Approved
- Arranged
- Catalogued
- Categorized
- Charted
- Classified
- Coded
- Collected
- Compiled
- Corrected
- Corresponded
- Distributed
- Executed
- Filed
- Generated
- Incorporated
- Inspected
- Logged
- Maintained
- Monitored
- Obtained
- Operated
- Ordered
- Organized
- Prepared
- Processed
- Provided
- Purchased
- Recorded
- Registered
- Reserved
- Responded
- Reviewed
- Routed
- Scheduled
- Screened
- Submitted
- Supplied
- Standardized
- Systematized
- Updated
- Validated

## RESEARCH SKILLS

- Analyzed
- Clarified
- Collected
- Compared
- Conducted
- Critiqued
- Detected
- Determined
- Diagnosed
- Evaluated
- Examined
- Experimented
- Explored
- Extracted
- Formulated
- Gathered
- Inspected
- Interviewed
- Invented
- Investigated
- Located
- Measured
- Organized
- Researched
- Reviewed
- Searched
- Solved
- Summarized
- Surveyed
- Systematized
- Tested

## TEACHING SKILLS

- Adapted
- Advised
- Clarified
- Coached
- Communicated
- Conducted
- Coordinated
- Developed
- Enabled
- Encouraged
- Evaluated
- Explained
- Facilitated
- Focused
- Guided
- Individualized
- Informed
- Instilled
- Instructed
- Motivated
- Persuaded
- Simulated
- Stimulated
- Taught
- Tested
- Trained
- Transmitted
- Tutored

## TECHNICAL SKILLS

- Applied
- Built
- Calculated
- Computed
- Conserved
- Constructed
- Converted
- Debugged
- Designed
- Determined
- Developed
- Engineered
- Fortified
- Installed
- Maintained
- Operated
- Overhauled
- Programmed
- Regulated
- Remodeled
- Repaired
- Replaced
- Restored
- Solved
- Specialized
- Standardized
- Studied
- Upgraded
- Utilized



# RESUMES

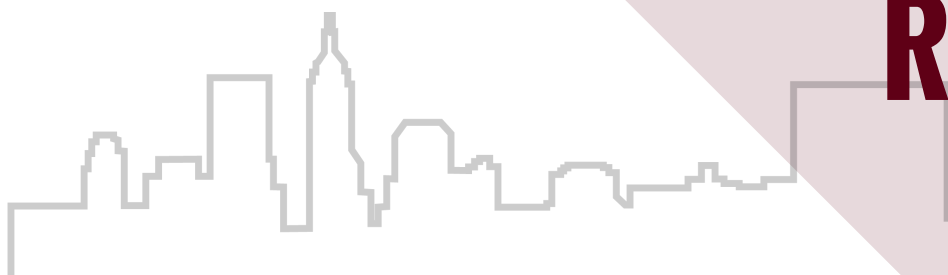
A resume is a summary of your past experience, skills, and unique qualifications that serve as a marketing tool to introduce yourself to employers. It is important to remember that your resume does not serve to tell your whole life story; rather, it is meant to capture highlights and relevant experience that set you apart from other candidates. A resume helps you get an interview for a job, not the job itself!

There are many different sections (education, relevant experience, volunteer experience, etc.) that can be included in your resume. *Select sections that highlight YOUR professional story.*

A common misconception in resume writing is that having one well-written resume will be sufficient. That is not the case! It is critical that you *tailor your resume to each position you apply for* to include RELEVANT strengths, skills, experiences, key words, and phrases.

## Resume Basics

- Maintain a consistent format (font type and sizes, spacing, etc.)
- Avoid fancy fonts
- Limit the amount of white space and color
- Keep resume to 1 page
- Do not use personal pronouns such as "I" or "my"
- Bold or italicize what you want to stand out to an employer
- Your name should be no larger than 16 pt. font
- Your text should be no smaller than 10 pt. font
- Margins can be between .5 in to 1 in on all sides
- Do not use generic templates as they are often difficult to modify
- Use keywords from your specific job industry / listed in job description
- Always convert your resume to a PDF when sending in email
- Proofread your resume for spelling or grammatical errors
- Sample section headings (in no particular order) include: Education, Research, Work Experience, Volunteer Experience, Certifications, Licensures, Cross-Cultural Experience, Memberships, Affiliations, Honors, Awards, Skills, Activities, Clinicals, Practicums, Teaching, Qualifications, Competencies



# RESUME FAQ'S

## WHERE SHOULD I LIST MY EDUCATION ON MY RESUME?

If you are applying for internships or job opportunities while you are a student, the education section may be listed near the top of your resume- it will provide employers with a context for your experience section. If you have strong, relevant experience and/or are applying to full-time opportunities, list the education section towards the end of your resume to highlight your experience first.

## CAN I USE COLORS AND GRAPHICS?

Yes and no. For some majors (graphic design, public relations, marketing) it is important to showcase your brand. However, most hiring managers are looking for your professional accomplishments, and it is best to showcase your professional uniqueness through strong achievement statements.

## CAN I USE "I" STATEMENTS?

Generally speaking, first-person statements, or "I" statements do not belong on a resume. You want to focus more on your achievements and outcomes in your work, and as such do not actually need to refer to yourself at all in your resume. This means also avoiding statements like "the candidate" or "the employee". However, if you are writing a C.V., you may use "I" statements sparingly in the Professional Summary section.

## WHAT IS THE SUGGESTED LENGTH?

If you are young in your career, your resume should be at 1 page to avoid listing irrelevant or outdated information. If you have diverse and dynamic relevant experiences, you may extend your resume to 2 full pages; however, it is important to keep in mind that employers briefly scan resumes, so you want to highlight and showcase only the most RELEVANT experience that you have.

## WHAT IF I DO NOT HAVE RELEVANT EXPERIENCE?

Focus on your transferable skills. You have more experience than you think. If you want help identifying transferable skills, meet with a career coach in Life Calling and Career (Suite 290).

## CAN I INCLUDE EXPERIENCE FROM HIGH SCHOOL ON MY RESUME?

All high school experience should be eliminated from your current resume unless directly associated with the position you are applying for. Example: You are a prospective teacher applying for a position at your former high school.

## WHAT SHOULD I DO IF I TRANSFERRED TO IWU?

If you transferred to IWU, list your former institution below IWU to maintain reverse chronological order.

## WHAT IF I'M APPLYING FOR GRADUATE SCHOOL?

The curriculum vitae (CV) is a more inclusive and extended resume document that not only focuses on the main resume content areas, but also allows you to draw attention to research, presentations, and publications. This is the type of resume that most graduate schools require.

**Resume Template on Next Page...**



**Your Name**  
**1234 your address**  
**Yourprofessionalemail@gmail.com | 317-627-6445**

---

## Skills

- If you have most if not all of the qualifications for the position, you may include this feature section
- List the most relevant qualifications
- Examples for a Financial Analyst position: Cost-benefit analysis, forecasting, advanced Excel modelling
- Examples for a Nursing position: HIPPA compliance, Spanish proficiency

## Experience

Name of the place you work; City, State Month Year - Present  
*Your title*

- Add achievement statements beginning with action verbs in present tense (present position)
- **Achievement statement format: Action Verb + (Who You Served) + What You Did + Why You Did It / The Outcome**
- Highlight most significant and relevant accomplishments first
- Exhibit strengths, technical, and transferable skills with supporting examples

Name of the place you worked; City, State Month Year - Month Year  
*Your title*

- Aim for 2-3 bullet points for each work experience in past tense (past position)
- You do not need full sentences, but you do need to be specific
- For each, answer "who, what, when, where, and why"

## Certifications

Name of the organization; City, State Valid Through: Month Year  
*Certification title*

## Volunteer Experience

Name of the place you worked; City, State Month Year - Month Year  
*Your title*

- Volunteer experience is an asset on a resume as it showcases you outside of work
- Volunteerism speaks to your community involvement and care for service

## Education

Indiana Wesleyan University; Marion, IN Expected Completion: Month Year  
Bachelors of Arts (or Science) in your specific major; add your minor or area of concentration  
Academic Honors - Dean's List - GPA (If above a 3.5)  
Relevant Coursework (this is optional)

# BUSINESS STUDENT

1234 N. Smith St, Marion, IN 46953  
business.student@gmail.com // 317-627-6445

## EDUCATION

Indiana Wesleyan University; Marion, IN  
Bachelor of Arts in Business Administration, Double Major in Marketing  
GPA 3.7 / 4.0, Dean's List Fall 2016, Spring 2017

Expected Completion: April 2020

## EXPERIENCE

Start-Up Business One; Marion, IN

May 2017 - August 2017

*Marketing Intern*

- Managed social media accounts to **increase the company's active online following from 200 to 1,200**
- Created a marketing strategy for new products to **improve sales by 60%**
- Collaborated with team members to pitch new marketing initiatives to the CEO
- Wrote weekly blogs for the website to provide relevant updates and information to current customers

JayC Grocery Store; Bee Town, MI

August 2014 - July 2016

*Cashier*

- Assisted customers with the checkout process to decrease the overall checkout time
- Greeted customers to create a welcoming environment and encourage repeat business

## CROSS-CULTURAL EXPERIENCE

LCC International University; Klaipeda, Lithuania

January 2017 - May 2017

*Study Abroad Semester*

- Managed cross-cultural conflict situations to maintain positive relationships
- Collaborated with classmates speaking different primary languages to complete assignments with excellence
- Coordinated three two-day excursions to surrounding countries for classmates
- Adapted to last-minute changes in transportation and academic program

## VOLUNTEER EXPERIENCE

St. Martin's Food Pantry; Marion, IN

September 2016 - Present

*Community Lunch Volunteer*

- Collaborate with staff members to prepare and serve free food for community members
- Maintain a safe, welcoming environment by greeting community members and monitoring the food lines

Boys and Girls Club; Marion, IN

September 2016 - Present

*Community Lunch Volunteer*

- Facilitate activities for students in order to establish rapport and minimize injuries and property damage
- Taught ten first-graders the fundamentals of basketball and organized practices
- Assist students with homework as needed to help them improve their academic performance

## MEMBERSHIPS

- American Marketing Association (AMA)
- eMarketing Association (eMA)
- National Association of Sales Professionals (NASP)

## SKILLS

- Adobe Photoshop and Illustrator
- Social media management

### Experience

#### **New Company X; Marion, IN**

August 2017 - Present

##### *Web Design Intern*

- Update and maintain website in order to create a simple, user-friendly platform for site visitors
- Redesign company logo to become more distinguishable from competitors
- Improve site content and layout to increase SEO ratings
- Create online materials for the marketing department to ensure compliance with company brand

#### **New Company Y; Marion, IN**

May 2016 - July 2016

##### *Social Media Management Intern*

- Managed company social media posts to increase the following from 100 to 1000
- Featured prominent donors on social media as a means of promoting their organizations
- Developed summer and fall social media campaigns to improve followers' engagement on company posts

#### **Indiana Wesleyan University, Residence Hall X; Marion, IN**

August 2015 - May 2016

##### *Resident Assistant*

- Collaborate with staff members to plan and implement hall events
- Communicate with various university professionals to provide students with urgent and necessary care
- Advertise in-hall and on-campus events to students to increase event participation

#### **Indiana Wesleyan University; Marion, IN**

September 2014 - January 2015

##### *Art Studio Student Worker*

- Monitored students' use of equipment and art mediums to ensure student safety and studio cleanliness
- Managed inventory and re-ordered studio supplies as needed
- Taught students how to properly use studio supplies and equipment

#### **Jonesville High School; Jonesville, WI**

2012 - 2014

##### *Art Tutor*

- Instructed students in a variety of art mediums, including painting, 3D drawing, and clay
- Collaborated with art students to design new school mural for the gymnasium

### Education

#### **Indiana Wesleyan University; Marion, IN**

Expected Completion: April 2018

Bachelor of Arts in Graphic Design

GPA 3.6 / 4.0, Dean's List Fall 2014, 2015, Spring 2016

### Skills

- Adobe Photoshop
- Adobe InDesign
- Adobe Illustrator
- Quark XPress
- HTML
- Typography
- CSS

### Relevant Coursework

- Web Design
- Computer Illustration
- Color Theory
- Modern Art
- Digital Imagery Art
- Commercial Design
- Digital Photography

# NURSING STUDENT

1234 N. Smith St, Marion, IN 46953  
nursingstudent@gmail.com // 317-627-6445

## Skills

- HIPPA compliance
- Spanish proficiency
- Dry sterile dressing application
- Catheterization
- ICU
- Infection control
- Pain management care
- Rehabilitation
- Fall risk management
- Tracheotomy care
- Suture removal
- Wound irrigation

## Experience

Indiana Wesleyan University; Marion, IN August 2016 - Present  
*Life Calling and Career Front Desk Worker*

- Update and maintain students' files in accordance with FERPA regulations
- Create a warm and welcoming environment for office guests to encourage return visitors
- Manage and coordinate office personnel's schedules to facilitate students' appointments

Smithfield Nursing Home; Smithfield, IA August 2012 - July 2016  
*Certified Nursing Assistant*

- Assisted residents with personal care and hygiene tasks to improve their comfort and quality of life
- Provided emotional support for new residents to help them transition to life in the nursing home
- Collaborated with registered nurses to implement patient care plans
- Facilitated bi-weekly activities to provide entertainment, socialization, and mental stimulation for residents

## Certifications and Training

American Red Cross; Marion, IN Valid Through: January 2019  
*CPR and First Aid*

Indiana Human Trafficking Initiative; Indianapolis, IN June 2017  
*IPATH Human Trafficking Prevention Training*

## Volunteer Experience

St. Francis Hospital; Indianapolis, IN May 2016 - Present  
*Pediatrics Oncology Volunteer*

- Provide entertainment opportunities to patients under sixteen years-old during their in-patient treatments
- Assist registered nurses in transporting patients to maintain an efficient treatment schedule
- Monitor visitor hours to create a safe, peaceful atmosphere for patients and their families

## Education

Indiana Wesleyan University; Marion, IN Expected Completion: April 2018  
Bachelor of Science in Nursing  
Minor in Spanish  
GPA 3.7 / 4.0, Dean's List Fall 2016, Spring 2017



# COVER LETTERS

## THE PURPOSE OF A COVER LETTER

A cover letter may be the first look an employer will have of you – often prior to laying hands on your resume. It is a simple letter that introduces who you are, what position you are seeking to obtain, and how you plan to benefit the organization using your strengths, skills, and experiences.

The purpose of a cover letter is to convince an employer that you are the best fit for the position and to take the next steps forward in the hiring process. Your cover letter should make them want to interview and hire you.

## INFORMATION COVER LETTERS SHOULD ADDRESS

- What position are you applying for?
- How did you hear about the position and company?
- Why are you a good fit for the position?
- What strengths and skills do you bring to the organization?
- In what ways are you qualified for the position?
- What sets you apart from other candidates?

## COVER LETTER DO'S & DON'TS

- If you do not have a place to upload a cover letter on your application, email it to the hiring manager.
- Show the employer how you hope to meet their needs and benefit their organization using your strengths and skills.
- Cover letters are NEVER more than one page. Be concise.
- Address the hiring manager. You may need to research the appropriate contact person as well as their title. If you cannot find the information, call the company and ask who the hiring manager is for the position or department.
- Do not be overly passive OR overly aggressive. Be honest and professional.
- Proofread your letter.
- Match the header of your resume to the header of your cover letter. Maintain a strong professional brand.
- Do not repeat your resume. Use your cover letter to give examples from your previous experiences, not to repeat the content on your resume.
- Never write "your company" or "this position" in a cover letter. Name the specific company and the specific position.

**Cover Letter Sample on Next Page...**

**Your Name**  
**1234 your address**  
**Yourprofessionalemail@gmail.com | 317-627-6445**

---

Date You Send the Cover Letter

Dr./Mr./Ms. Recruiter's Name

Recruiter's Title

Company Name

Street Address

City, State, Zip Code

Dear Dr./Mr./Ms. Last Name:

The opening paragraph should state why you are writing and how you became attracted to this particular company and position. Mention specific characteristics of the company that impress or excite you, such as their values or mission. Name the specific position for which you are applying. If you were referred, mention the source from which you learned of the opening. **The focus should be on the company and what sets them apart from others.**

In the middle paragraph, draw attention to your qualifications and/or experiences that are relevant to the potential employer. If you have held a particular job or worked on special projects that directly relate to the opening, highlight this experience. **Convince your reader that this valuable experience makes you right for the job. This is also an opportunity for you to specifically address the needs the company has based on the position description.** Do not repeat the content of your résumé, but fill in the blanks your résumé leaves open. If you have qualifications that are not noted on your résumé, this is an ideal opportunity to discuss them.

The closing paragraph indicates your desire for a personal interview. Repeat your phone number in the letter and offer any assistance to help with a speedy response. You may also ask if the company will be recruiting in your area, or if they desire additional information or references. It is also a good idea to follow up each résumé and cover letter with a phone call. If you plan to do this, state in this paragraph when you will be calling the company. **This closing paragraph should only be a couple of sentences and be direct in asking for an interview.**

Sincerely,

(Your Signature Here)

Your Name Typed



# REFERENCES

## USEFUL TIPS

- Write references on a separate sheet of paper
- Include the heading from your resume and cover letter
- Always secure the permission of anyone you choose to use as a reference before giving their name

## ACCEPTABLE REFERENCES

- Employers, Professors, Advisors, Pastors, Mentors
- Never use relatives as references

## REFERENCE INFORMATION TO INCLUDE

- Name and Credentials (e.g. M.A., Dr., etc.)
- Title
- Company
- Address
- Phone Number
- Email
- Your relationship and length of time known (optional)

**References on Next Page...**

Your Name  
1234 your address  
Yourprofessionalemail@gmail.com | 317-627-6445

---

## References

Dr. Diana White  
Director of Admission  
Indiana Wesleyan University  
4201 South Washington Street  
Marion, IN 46953  
diana.white@indwes.edu  
765-677-1886  
Former Supervisor (3 years)

Sarah Johnson, M.A.  
Social Media Strategist  
Make it Marketable, LLC  
1376 North Ohio St.  
Indianapolis, IN 46201  
s.johnson@makeit.com  
513-220-8938  
Former Supervisor (1 year)

Kelly Anderson  
Advisor of IWU PRSSA Chapter  
Indiana Wesleyan University  
4201 South Washington Street  
Marion, IN 46953  
kelly.anderson@indwes.edu  
(765) 377-9876  
Professional Mentor (5 years)

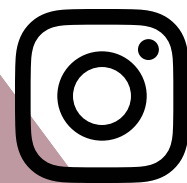


# FIND YOUR PERFECT JOB



[www.mywildcatworks.com](http://www.mywildcatworks.com)

## FOLLOW US



Indiana Wesleyan  
University  
Career Development

@CareerIWU

@IWUCareerDevelopment