

Writing Your Cover Letter



Andrew A. Ambitious

22 Fast Track Road
Hometown, NH 03002

Functional Resume

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PROFILE

Recent MBA graduate with customer relations, sales, and administrative support experience in financial services and retail industries. Background includes working directly with the public, sales related to customer needs, staff supervision, quality assurance, budgeting, and cost controls. Ability to identify, analyze, and solve problems. Excellent interpersonal, oral, and written communications skills. Computer experience includes Microsoft Office Word, Excel, and Access.

SELECTED SKILLS AND EXPERIENCE

Customer Service

Marketed company services to prospective clients resulting in opening new accounts and sales of products and services related to customer needs. Assured customer satisfaction through maintaining highest standards of products and services. Recognized by management for excellent results.

Management

Interviewed, hired, scheduled, supervised, and evaluated staff of up to fourteen people. Strengthened employee morale resulting in 75% reduction in turnover. Controlled labor costs; maintained inventory based on peak and non-peak hours. Managed cash flow and deposits on daily basis.

Administration

Provided full administrative support to company President and seven senior sales representatives. Assisted sales representatives at trade shows, providing potential clients with information on products and services. Negotiated rates and terms for services, arranged approvals, and invoiced clients. Calculated and processed client orders; compiled and prepared daily reports for management. Updated customer accounts payable.

PROFESSIONAL EXPERIENCE

Customer Service Representative, First National Bank, Bigcity NH 1998-present

Promoted from Part-time Teller in three months

Financial Services Representative, General Finance Co., Mytown NH Summer 1998

Temporary position during college summer break

Assistant Manager, Happy Guys Pizza Restaurants, Mytown NH 1996-1998

Part-time and summer employment

EDUCATION

MBA—University of State, Bigcity NH, 2000

BA—Mytown College, Mytown NH, 1998, Business Degree, Dean's List

TAYLOR MADE

333 Computer Road
Smalltown, NH 03004

Scannable Resume

603-555-3215

taylor_made@myprovider.net

KEYWORD SUMMARY

BS Computer Science, 2000, C++, Visual Basic, Assembly, FORTRAN, HTML, CAD, Oracle, MS Office, IBM 630/670, Windows NT, UNIX, Programmer

EDUCATION

Bachelor of Science, Computer Science, 2000

Cybertech College, Techtown, NH

Minor: Mathematics

GPA: 3.8/4.0

Related Courses: Database Design, Compiler Design, Systems Architecture, Operating Systems, Data Structures, Systems Analysis

COMPUTER SKILLS

Languages: C/C++, Visual Basic, Assembly, FORTRAN, HTML

Software: CAD, Oracle, MS Office

Systems: IBM 630/670, Windows NT, UNIX

EXPERIENCE

Support Desk, Big Technical College, 1998-2000

* Maintained computer systems in computer lab

* Installed applications and performed troubleshooting

* Instructed students on applications and systems

Programmer (Intern), General Technical Company, 1998-1999

* Wrote instructional programs

* Corrected errors in pre-written programs using C++

* Altered existing programs to fit user needs

Data Entry Clerk, ABC Sales, Summer 1997

* Updated inventory and sales data

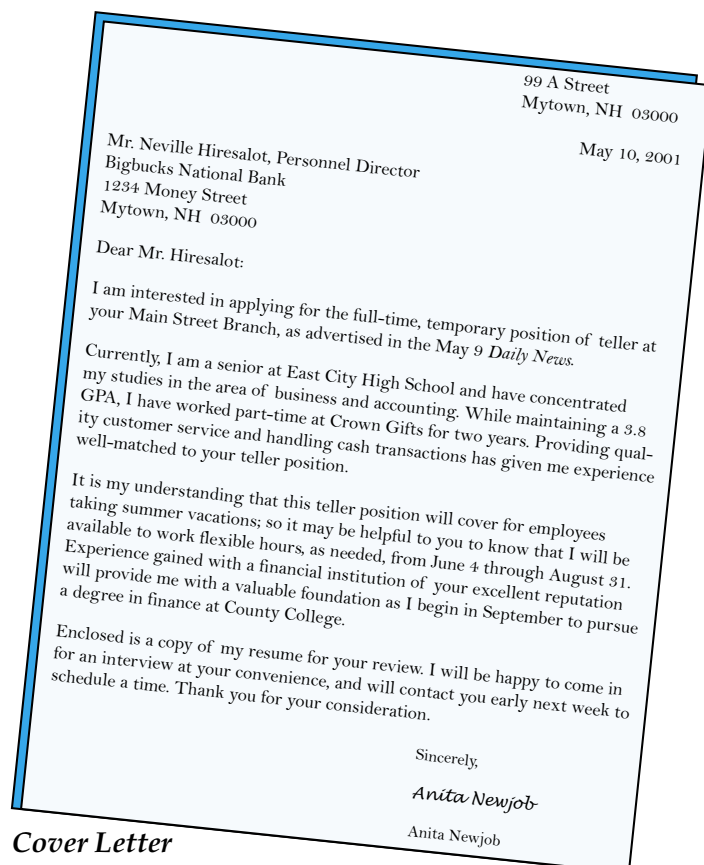
COMMUNICATIONS SKILLS

Received A grades in technical writing classes

WILLING TO RELOCATE

1. Always write to a specific individual rather than a personnel office. Whenever feasible, use networking sources to introduce yourself in the opening paragraph of your letter. Be sure you spell the individual's name correctly.
2. Show the employer that you've done your homework and have a genuine grasp of the organization's personnel needs and philosophy of business. Be sincere in your praise, but don't over do it!
3. Write each cover letter separately, even if you use a common framework. Personalize the letter with a sentence or two designed to reflect your sincere interest in the specific employer.
4. Use natural language in simple, clear sentences. Don't try to impress the reader with unusual vocabulary or complicated sentence structures.
5. Express your capabilities with confidence, but avoid exaggerating your level of experience. Two part time jobs at a department store do not constitute "extensive" retail management experience.
6. Check and recheck your letter for correctness with regard to spelling, punctuation, and sentence structure. Be sure to have someone who is a good writer review your letter with you.
7. Make sure the final letter is completely professional in appearance. Use standard business letter format on stationery that matches your resume. Do not use dot matrix printers or inferior typewriter ribbons.
8. Finish your letter with a strong closing which indicates the action you desire. Take the initiative by requesting an interview and/or stating your intention to call in a week or two.
9. Let your personality and energy shine through your words. Use a few vivid details about your background to capture the reader's interest.
10. It is important to mention activities, honors, and special skills. These can show the skills that employers look for such as leadership, organization, critical thinking, teamwork, self management, initiative, and influencing others.
11. Keep copies of everything you send, and follow up according to your stated intentions. However, don't rely too heavily on cover letters to get your job. Pursue other avenues of inquiry as well.

<http://www.msstate.edu/dept/Coop/interview/cover.html>
Mississippi State University Cooperative Education Program



Cover Letter