



ACTION WORDS

Refer to the list below for help in selecting the right word when writing your resume and cover letter. Remember that the words you use must convey the skills you have developed that are applicable to the position you are applying for. *Utilize past tense for previous positions and present tense for current positions*.

Ability	Conceive	Encourage	Launch
Accomplish	Conduct	Establish	Lead
Account	Confirm	Estimate	Lecture
Achieve	Conserve	Evaluate	Locate
Active	Consistent	Examine	Loh
Adapt	Consolidate	Expand	
Advise	Construct	Expedite	
Analyze	Consult	Explain	
Answer	Contribute	Facilitate	
Apply	Control	File	
Approve	Coordinate	Formulate	
Arbitrate	Copy	Found	
Arrange	Correspond	Gather	
Assemble	Counsel	Generate	
Assess	Create	Guide	
Assign	Decide	Handle	
Audit	Decrease	Help	
Build	Define	Identify	
Calculate	Delegate	Illustrate	
Capacity	Deliver	Implement	
Categorize	Demonstrate	Improve	
Chart	Design	Increase	
Classify	Detect	Influence	
Coach	Determine	Initiate	
Code	Develop	Install	
Collaborate	Devise	Institute	
Collect	Diagnose	Instruct	
Communicate	Direct	Interact	
Competent	Discover	Interpret	
Compile	Distribute	Interview	
Complete	Edit	Invent	
Compose	Effective	Invest	
Compound	Elaborate	Investigate	
Compute	Eliminate	Judge	

Functional Resume

SUMMARY OF QUALIFICATIONS

Writing a Cover Letter

A cover letter is essential when you are not able to personally give your resume to the prospective employer. Your cover letter should be personal and convey to its reader what you know about the employer or organization and how you will best fit in with the organization. The letter should be three to four paragraphs in length and should fulfill four goals.

- 1. Make direct contact between you and the person you are writing to. This first paragraph should contain information on the position you are applying for and how you discovered the position (i.e. newspaper ad, mutual acquaintance, or webpage). If the position has not been advertised then this paragraph should state the type of position you're interested in and alert the reader to the characteristics of the organization that appeal to you.
- 2. Present your skills, experiences, and special attributes as they relate to the needs of the employer. The body of the cover letter should show the employer that you have researched the company and the position. Using the information from your research describe your skills and experience in terms of how you can benefit the company. The prospective employer will want to know why he/she should hire you. *Do not restate your resume!* Share with the employer your goals as they relate to the employer's goals or mission, your knowledge about their products and/or services, and your knowledge about the industry as a whole.
- 3. Refer the reader to the enclosed resume.
- **4. Initiate direct contact with person reading the letter**. Many individuals leave it up to the employer to make the initial contact. This can be viewed as a passive attitude. It is much more assertive and direct to state a date that you will contact the employer to confirm receipt of your resume and discuss what opportunities might be available to you. *However, some employers may request that you do not call.* In this instance, do not call. Remember, you want to be assertive not aggressive.

Points to Remember

DO	
Address it to an individual. "To Whom It May Concern" is not as personal as a name. Verify spelling, job title, and gender if necessary.	Use a form letter for every application. You should tailor it to the job description and the company.
Call to find out the name and title of the individual who will be receiving your cover letter and resume (unless the company specifies "No Phone Calls").	If the company requests no phone calls then do not call. Sometimes addressing the letter to the Hiring Manager or the Personnel Manager is unavoidable.
Keep it brief but thorough. Address how your background fits the key requirements in the announcement.	Repeat your resume. Rather, expand on one or two things in your resume that the employer would find impressive.
Make sure the final copy is professional. Use quality paper, use a business letter format, and SIGN THE LETTER .	Make any mistakes. Make sure you check grammar, spelling, punctuation, etc.

