

Resume and Cover Letter

Resume Building

A resume is a marketing tool that includes a summary of your education, work experience, and tells a story of your accomplishments. The purpose of a resume is to convince employers to invite you for an interview. Since employers will spend less than 30 seconds scanning your resume it is important that the resume is clear, concise, and easy to read.

Length	One page is acceptable. Typically a two-page resume is only necessary when one has more than five years of full-time, relevant work experience.
Font	Choose a font that looks professional and legible (e.g., Garamond, Cambria, Arial). Keep your font size between 10-12 point.
Consistency	Keep the formatting consistent throughout your resume. For example, if you choose to bold a job title, make sure that you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.
Be Accomplishment Oriented	Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements rather than listing duties; quantify outcomes whenever possible; be sure to highlight your proficiency in technical skills (both industry or job function-specific).
Action Words	Strengthen your bullet points in the experience section by beginning each with an action verb that highlights the skill to be described in the accomplishment statement. Try to match work experience with the job requirements.
Appearance	Ask yourself and others if your document is easy to read and professional looking. Also, consider that the average recruiter may scan your resume for 10–20 seconds. The single column resume layout (see example below - Resume Template: Basic Chronological) is a template perfect for people who're looking for entry-level positions in Salesforce.
Applying	Save and send your resume as a PDF file.

Resume Format

Header

Include your name, city/state, phone number, and email address at the top of your resume. Additionally, include a hyperlink to your LinkedIn profile, and any other professional websites you have (GitHub, About.me).

Summary

Rather than including a generic objective statement, consider writing a professional summary to outline your expertise and experiences. Your summary statement should be no more than 2-3 lines long and include:

Introduce Yourself. Lead off with your main credential and core competence or area of greatest experience.

Add Your Speciality. Which can either be established from experience and formal training or speculatively aligned with your career development goals.

State Your Objective. Include your immediate career goal and add how your goals can benefit the company.

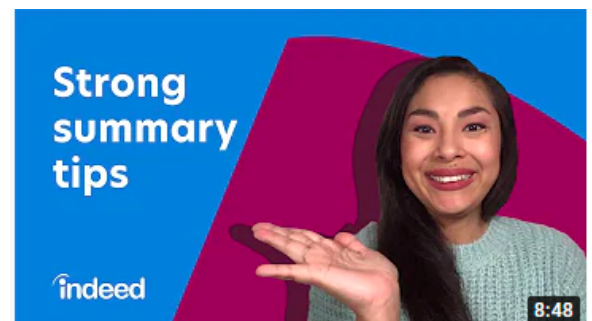
Summary Example 1: Customer service professional with 5 years of experience working in collaborative, people facing roles. Pursuing an industry recognized credential in Salesforce Administration, seeking to utilize my communication & technical skills as a Salesforce Administrator with (company name).

Skills

When you are transferring into a new industry, add your skills above your professional experience and education. The skills on your resume must reflect two things: 1. Your work experience and 2. The job you're applying for.

Technical Skills include technical, computer, programming, and scientific skills, proficiencies, and certificates, as well as languages spoken.

Transferable Skills (also known as Soft Skills) include skills that you feel comfortable using upon starting a job. These skills should be ones that you can back up with an example (e.g. organizational, management, communication skills).



Video: How to write a strong resume summary.

Summary Example 2: Salesforce Certified Administrator with 2+ years of experience in implementation and integration for two organizations in Business Administration. Skilled in creating functional dashboards and reports, trained over 100 users in Salesforce and increased revenue by 23% by integrating product tools.

Example Technical Skills

- Salesforce experience
- Business process
- System & Network configuration
- Data validation
- System administration

Example Soft Skills

- Logical approach to problem-solving
- Attention to detail
- Project management
- Organizational skills
- Easily demystify IT jargon

Layout

You can choose to do it in columns or do a skills/strength summary. The strengths summary allows you to expand on a few skills with added examples. The two column or “technical vs soft skills” approach, allows you to write out as many skills to highlight your strengths. If you do the strengths summary, you can also add an “additional skills” at the bottom of your resume to call attention to skills you didn’t list.

Professional Experience

Your experience section can include any relevant work, volunteer, academic, project, or leadership experience. Each section should be listed in reverse chronological order, with the most recent experience listed first.

- Include the name of the company or organization, location, your position title, and dates of involvement (month/ year). See example below.
- Describe your role using bulleted phrases, in an active voice. Each bullet point should begin with an active verb that highlights the skill you are demonstrating (organized, programmed, led). Vary the list of verbs you use to show your range of skills.
- Focus on your accomplishments and outcomes, not only your job responsibilities. Consider why your role was important—what value did it have to the organization?
- Write between two and six bulleted descriptions of your roles for each experience.
- Order your bullet points with the most relevant accomplishments first.
- Avoid using any personal pronouns
- Include any self-directed or personal projects in your experience section, or in a section of its own.



TIP! *Need to explain any employment gaps? Add this bullet under your last freelance or consulting experience: "Required work flexibility for personal matters, became a consultant and moved on from the role".*

Education

Your education section should include any degrees or certifications you have earned or are in the process of completing. List your degrees in reverse chronological order, with the most recent listed first. If you have 5+ years of work experience in any industry, you can put your education at the bottom.

Include the full name of the school you attend(ed) (e.g., Illinois Institute of Technology), city and state where the school is located, full name of the degree (e.g., Bachelor of Science, Applied Mathematics), and your expected graduation date (month/year).



TIP! Add Calbright College to the education section of your resume!

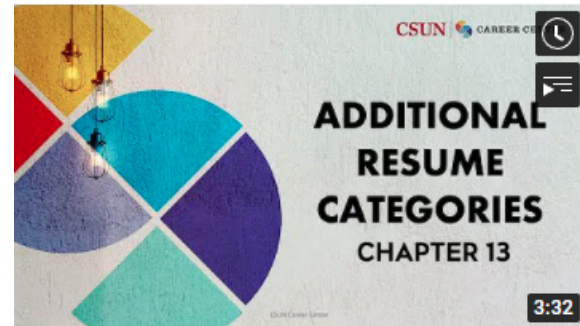
Additional Sections

You can choose to add the following sections:

Certifications. This can include additional training such as LinkedIn Learning, Coursera, or additional programs or certifications you hold.

Volunteer Experience. For many employers, this is an added benefit to see what causes you care about and they get to learn a bit more about how you spend your free time. Add if you were/are a volunteer or took part in a volunteer opportunity

Projects. If you have your own portfolio of projects or links that you can highlight, add a section to draw attention to it. This can help you stand out from the competition. This is also a good place to add any achievements, presentations or visuals you can share.



Video: Incorporating optional resume categories.

Resume Template: Basic Chronological

FIRST NAME LAST NAME

Street Address (optional) | City, State & Zip Code | (555) 555-5555 | username@calbrightcollege.org
www.linkedin.com/in/username

SUMMARY OF QUALIFICATIONS

In 2-3 sentences, outline your expertise and experiences.

EDUCATION

Calbright College | Sacramento, CA

Expected Month 20xx

Certificate in Program Pathway

- Certification (if appropriate)
- Relevant Coursework (related to job objective): Class Title, Class Title, Class Title

EXPERIENCE

Company Name | City, State

Month 20xx to Present

Job Title

- Write an accomplishment from current position illustrating a skill needed in the new position
- Write another accomplishment from this job illustrating a skill needed in the new position
- Write about an activity from this position illustrating a skill needed in the new position

Company Name | City, State

Month 20xx to Month 20xx

Job Title

- Write an accomplishment from current position illustrating a skill needed in the new position
- Write another accomplishment from this job illustrating a skill needed in the new position
- Write about an activity from this position illustrating a skill needed in the new position

Company Name | City, State

Month 20xx to Month 20xx

Job Title

- Write an accomplishment from current position illustrating a skill needed in the new position
- Write another accomplishment from this job illustrating a skill needed in the new position
- Write about an activity from this position illustrating a skill needed in the new position

Company Name | City, State

Month 20xx to Month 20xx

Job Title

- Write an accomplishment from current position illustrating a skill needed in the new position
- Write another accomplishment from this job illustrating a skill needed in the new position
- Write about an activity from this position illustrating a skill needed in the new position

HONORS & AWARDS

Scholarships, academic honors programs and/or special recognition in employment or volunteer activities

SKILLS

- Technical skills

Language skills (Indicate if bilingual, fluent, or proficient and do not list English)

Resume Template: Basic Functional

FIRST NAME LAST NAME

City, State | (123) 456-7890

username@calbrightcollege.org | www.linkedin.com/in/username

EDUCATION

Calbright College, Sacramento, CA

Expected Month 20xx

Certificate in Program Pathway

- Certification or Licensure (if appropriate)
- Relevant Coursework (related to job objective): Class Title, Class Title, Class Title

EXPERIENCE

First Relevant Skill (essential skill related to job objective)

- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write about an activity from previous/current position illustrating a skill needed in the new position

Second Relevant Skill (essential skill related to job objective)

- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write about an activity from previous/current position illustrating a skill needed in the new position

Third Relevant Skill (essential skill related to job objective)

- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write about an activity from previous/current position illustrating a skill needed in the new position

Fourth Relevant Skill (essential skill related to job objective)

- Write an accomplishment from previous/current position illustrating a skill needed in the new position
- Write an accomplishment from previous/current position illustrating a skill needed in the new position

- Write about an activity from previous/current position illustrating a skill needed in the new position

EMPLOYMENT HISTORY

<i>Job Title, Company Name, City, State</i>	Month 20xx to Present
<i>Job Title, Company Name, City, State</i>	Month 20xx to Present
<i>Job Title, Company Name, City, State</i>	Month 20xx to Present
<i>Job Title, Company Name, City, State</i>	Month 20xx to Present

PROFESSIONAL AFFILIATIONS

- | | |
|------------------------------------------------------------------|-----------------------|
| • Include names of professional organizations | Month 20xx to Present |
| • Include names of professional organizations
20xx to Present | Month |
| • Include names of professional organizations | Month 20xx to Present |

CRM / Salesforce Resume

JAMES MEDFORD

(415) 409-7986 | jmedford@calbrightcollege.org | www.linkedin.com/in/jamesmedford/ |
trailhead.com/jmedford

PROFESSIONAL SUMMARY

A highly technical, 4 x certified Salesforce Administrator with 1 year experience configuring Salesforce Sales, Service and Marketing Cloud. Proven ability to analyze, design and optimize business processes with hands-on experience implementing change, increasing user adoption and driving best practice.

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Platform App Builder
- Salesforce CPQ Specialist
- Salesforce Marketing Cloud Administrator

EXPERIENCE

International Rescue Committee, Berkeley, CA October 20xx - Present

Volunteer Junior Salesforce Administrator

- Manage support tickets using Cases, improved case resolution time by 10%.
- Develop reports and processes monitoring data quality, reducing duplicate accounts 20%.

Mayor's Youth Employment and Education Program, San Francisco, CA June 20xx - September 20xx

Volunteer Junior Salesforce Administrator

- Leveraged clients existing IT framework/CRM system for 10% increased data visibility and integration
- Assisted in developing Project Scope, Business Requirements and Functional Requirements
- Facilitated the creation of test scenarios and test scripts

Marketing Director | Forward Thinking | San Francisco, CA March 20xx - September 20xx

- Led organic marketing, content strategy, community, and growth as the sole marketing employee
- Created and managed all content and strategy for company blog, social accounts, and press releases
- Increased organic traffic 40% from January 20xx to May 20xx and managed team of 6 contracted writers

Marketing Associate | Charter Oaks Media | Palo Alto, CA April 20xx - November 20xx

- Created promotional strategies for new business design thinking book, "The Art of Marketing"
- Devised and execute ideas for marketing tactics and posts for Facebook, Twitter, and LinkedIn

Marketing Associate | Wilson Winery | Healdsburg, CA September 20xx - January 20xx

- Hired and managed staff of 14 in creating, designing, and executing marketing concepts

- Brainstormed and executed ideas for new revenue streams, and plan promotion events
- Rebranded staff leadership, marketing direction, and industry reputation among millennials

SKILLS

- Salesforce: Workflows & Approvals, Reports & Dashboards, Email services, Validation rules, Security Controls
- Integration Tools: Workbench, Data Loader and Force.com Platform (Sandbox and Production)
- Microsoft: Word, Excel, PowerPoint, Outlook, SQL server reporting service and MS-Office

EDUCATION

Certificate in Customer Relationship Management (Salesforce Administration)

Calbright College | Online

Bachelor of Arts in Business (Concentration in Marketing)

Santa Clara University | Santa Clara, CA

Medical Coding Resume

CAMILLE GRACE JUBILADO

Sacramento, CA 94203 • (916) 408-9236 • cgracejubilado@gmail.com
www.linkedin.com/in/camillejubilado/

CERTIFICATIONS

- Certified Professional Coder
- Certified Inpatient Coder
- Certified Outpatient Coder
- Certified Risk Adjustment Coder

SKILLS

- Knowledgeable in translating codes into insurance company' preferred coding systems
- Able to perform charge review, claim submission, claim follow-up, payment posting and patient statements
- Understanding in assigning appropriate medical codes to diagnosis and services
- First-hand experience with individuals of different cultures and socioeconomic backgrounds
- Well versed in completing required documentation in line with policies and standards

EXPERIENCE

International Rescue Committee, Berkeley, CA 10/xx - Present
Volunteer Junior Salesforce Administrator

- Manage support tickets using Cases, improved case resolution time by 10%.
- Develop reports and processes monitoring data quality, reducing duplicate accounts 20%.

Mayor's Youth Employment and Education Program, San Francisco, CA 06/xx - 09/xx
Volunteer Junior Salesforce Administrator

- Leveraged clients existing IT framework/CRM system for 10% increased data visibility and integration
- Assisted in developing Project Scope, Business Requirements and Functional Requirements
- Facilitated the creation of test scenarios and test scripts

Women's Health Clinic, Oakland, CA 04/xx - 01/xx
Wellness Specialist Manager

- Supervised 8 Wellness Specialists providing public health services to 6 low-income community centers
- Designed, delivered, evaluated 6 ongoing training and educational programs serving over 3000 clients
- Developed and facilitated professional development events resulting in improved employee satisfaction

Women's Health Clinic, Oakland, CA 06/xx - 03/xx
Lead Administrative Assistant

- Promoted to Wellness Specialist Manager after awarded Employee of the Year in 20xx
- Lead logistical planning for annual health conference, staff retreat, and in-services training
- Prepared reports, media releases, and public information materials using Word, Excel, and PowerPoint

EDUCATION

Calbright College, Online Expected January 20xx
Certificate in Medical Coding

IT Support Resume

GORGE NAVARRETE

Santa Rosa, CA 95403 | 707-547-9236 | gorge.navarette@calbrightcollege.org
LinkedIn | GitHub | Portfolio

TECHNICAL SKILLS

Applications: HTML/CSS, JavaScript, jQuery, React, Python, GitHub, Git, Bootstrap, MySQL, Microsoft Office Suite, E-commerce, SAP/WMS, Scrum master, KPI, Firebase, Linux, Databases, Cloud Computing: Oracle, Microsoft Azure (VM, Active Directory, SQL, Functions), Google (IAM, Compute Engine, Cloud Storage, VPC network) & AWS (EC2, S3, VPC, CloudFront, Lambda, Dynamo, RDS, Autoscaling, IAM).

RELEVANT EXPERIENCE

Pearson Consulting | Petaluma, CA

April 20xx - Present

Junior Business Analyst

- Gathered requirements based on data analysis and user interviews following stakeholders' requests.
- Tracked progress to ensure on-time and on- budget milestones completion.
- Developed an understanding of customers' needs and applied current practices to design solutions to lower cost and boost efficiency.

Herman Electronics | Santa Rosa, CA

July 20xx - February 20xx

Logistic Supervisor

- Administered day-to-day activities of 5 key accounts while coaching 20-30 warehouse employees, which led to a growth in revenue by 15% from 2016 to 2019 each year.
- Decreased expenses by leading cost reduction, quality control improvements, and adequate employee training for 3 consecutive years.
- Executed enhancements in fulfillment and warehouse operations, which helped boost efficiency by 25%.

Birkenstocks Distribution Center | Novato, CA

March 20xx - June 20xx

Business Manager / Inventory Control

- Created and adapted procedures to build a fully functional operation which decreased downtime by 20% and increased overall efficiency.
- Collaborated with the purchasing team to improve forecast accuracy and lowering extra and outdated product acquisitions, which cut non-essential inventory purchases by 15%.
- Specialized in FedEx, UPS, and USPS real-time shipping, which shortened shipping speed to 24 hours.

EDUCATION

- **Certificate | Customer Relationship Management (Salesforce Administration) | Calbright College** **June 20xx**
- **Bachelor of Science | Information Systems | CSU Long Beach** **May 20xx**

CERTIFICATES & COURSES

CompTIA Security+	October 20xx
AWS Certified Solutions Architect Associate - Badge	August 20xx
Google Cloud Certified - Associate Cloud Engineer - Badge	July 20xx
Microsoft Certified: Azure Fundamentals - Badge	June 20xx
Oracle Cloud Infrastructure Foundations 2021 Certified Associate - Badge	March 20xx
CompTIA A+ - Badge	March 20xx
Certified ScrumMaster® (CSM®) - Scrum Alliance - Badge	February 20xx

Cyber Security Resume

KIMBERLY TELLEI

Roseville, CA 95691 • (916) 218-8779 • ktellei@yahoo.com • www.linkedin.com/in/ktellei/

EDUCATION

Calbright College, Online
Expected Jun. 20xx
Certificate in Cyber Security

American River College, Sacramento, CA
May 20xx
Certificate in Computer Studies: IT Support

California State University, Sacramento
Jun. 20xx
Bachelors of Arts in Psychology

SKILLS AND KNOWLEDGE

Statistical Analysis
Approach Devising
Routine Reviews
Intrusion Detection

Process Improvement
Transaction Analysis
Alerts Review
Scheduling

Quality Assurance
Malware Analysis
Penetration Tests
Audit Processes

EMPLOYMENT EXPERIENCE

Intel Corporation, Folsom, CA Jan. 20xx - Present
Cyber Security Intern

- Develop automated tools for security monitoring in AWS and Data Center and remediate security findings using Scoreboard.
- Create framework to analyze historical meeting call detail records and anomalous connections to identify good or bad IPs

American River College, Sacramento, CA Jul. 20xx - Present
Help Desk Technician

- Diagnose and resolves Tier 1 and some Tier 2 problems including, software and hardware, network, email, phone system, and new technology over the phone, in person or via email communication

- Conduct desktop hardware repair and coordinates timely repair of computer equipment using third-party vendor contacts
- Coordinate computer equipment loan program and assist with creation of end-user documentation

Ebay Store, Sacramento, CA

Jan. 20xx – Present

Self Employed

- Buy, repair, and sale electronic goods online via Ebay and Mercari resulting in over \$24,000 in annual sales
- Proficient in all aspects of shipping packages and handling payment transactions using PayPal and Venmo

Chemical Color USA, West Sacramento, CA

May 20xx – August 20xx

Chemical Operator

- Operated equipment to manufacture 3 chemical batches daily for Tesla batteries in accordance to written/verbal instructions
- Performed preventative maintenance, calibrate equipment, quality control testing, and maintain accurate documentation
- Communicated with supervisor and team members regarding safety, production, quality, and other operational issues

SSA Architecture & Planning INC, San Francisco, CA

Mar. 20xx – Mar. 20xx

Assistant Surveyor

- Calculated heights, depths, relative positions, property lines, and other characteristics of terrain for compliance
- Recorded survey results, including the shape, contour, location, elevation, and dimensions of land or land features
- Maintain and adjust surveying instruments to ensure accuracy of measurements during use

Cover Letter Writing

Cover letters provide a detailed response about your accomplishments and how your previous experience, skills, and knowledge can benefit their company. In addition, the cover letter also serves as an example of your written communication skill.

- Write your own cover letter and have someone proofread it for grammar, syntax, and spelling.
- Keep your cover letter to one page and between 3–4 paragraphs. For cover letters in the body of an email make sure to keep it shorter with 2 paragraphs.
- Use the same header from your resume (with your name and contact information) so that your resume and cover letters are consistently formatted and look uniform.
- Address the letter to a specific individual using their full name with the correct title and address. If you are unsure, address your cover letter with “Dear Hiring Manager” or “Dear Selection Committee.”
- As with your resume, it is important to also tailor your cover letter. Mention something about the company that is related to the position or include your personal interest in their company.
- If you heard about the position from someone you know, make it a point to mention their name.
- Tell the reader why you are qualified for the position, using the active voice and action verbs.
- Make sure to save the final copy as a PDF, if submitting electronically. Use high quality, matching stationery, if submitting a hard copy.
- Write clearly and simply; incorporate industry-specific keywords which can be found in the job posting.
- Make sure contact information is up-to-date so an employer can contact you for an interview!
- Sign your cover letter in blue/black ink (or type your name if you are submitting electronically).

**Cover Letter Don'ts
Letter Writing**

Video: Three Golden Rules to Cover

- Don't try to say everything in your cover letter.
- Don't repeat or summarize your resume.
- Don't use a generic, "one size fits all" cover letter.
- Don't write long, wordy letters.
- Don't exaggerate your skills or experience.
- Don't focus on what you want, but on what you bring to the employer.



CRM / Salesforce Cover Letter

SUNISA LEORA DOMINGUEZ

Costa Mesa, CA ▪ (310) 555-1234 ▪ sunisa@calbrightcollege.org

May 15, 20xx

Dashawn Allen-Scott
Human Resources Manager
Animal Service Center
221 N. Figueroa Street
Los Angeles, CA 90012

Dear Mr. Allen-Scott:

I enjoyed our conversation on November 17th at the Los Angeles Nonprofit Salesforce User Group meetup. This letter is to follow-up about the Junior Salesforce Administration position we discussed at the meetup. I will complete my Certificate in Customer Relationship Management (CRM) at Calbright College in May 20xx, and will be available for employment as soon as needed.

My Customer Relationship Management certificate at Calbright College has included Salesforce Certification in Salesforce Certified Administrator, Salesforce CPQ Specialist, and Salesforce Marketing Cloud Email Specialist. Recently, I volunteered as a Salesforce Administrator where I gained valuable experiences that afforded me the opportunity to:

- Communicate with users and proactively gathered feedback as needed
- Managed system changes and handled on-going customization of Salesforce
- Maintained, enhanced, and created workflows, functions and configurations
- Monitored and improved data quality and created and maintained reports
- Trained new and existing users to help expand use of Salesforce.com

My previous experience includes work as a call center representative where I guided callers through troubleshooting and navigating the company website or using the products or services. I also provided customers with accurate and satisfactory answers

to their queries and utilized effective communication to de-escalate situations involving dissatisfied customers. For the last five years, I have volunteered at my local animal shelter where I help with daily feeding, cleaning, and mentoring less experienced volunteers.

I enthusiastically look forward to putting my knowledge and experience to the Animal Service Center. Next week I will call you then to answer any questions that you may have. I can be reached before then at (310) 555-1234. Thank you very much for your consideration.

Sincerely,

Sunisa Leora Dominguez

Medical Coding Cover Letter

Andrei Petrov

Susanville, CA 96127 | (530) 876-5432

andrei.petrov@calbrightcollege.org | www.linkedin.com/in/andreipetrov/

November 10, 20xx

Maureen Tesfay
Human Resource Manager
Artmedica Surgical Center
280 Folsom, CA 95630

Dear Ms. Tesfay:

Your advertisement on Indeed.com states that you are seeking a Billing and Coding Specialist at your Folsom office. I'd like to take this exciting opportunity because your requirements closely complement my knowledge and experience. I have recently completed my CPC certification and am now eager to utilize my solid knowledge and expertise in a highly stimulating environment.

Based on the job description you have provided in your advertisement, the following are some highlights of my core strengths that will enable me to contribute to your organization:

- Well versed with ICD/CPT coding terminology
- Highly skilled in computerized scheduling
- Knowledge of anatomy and physiology
- Thorough understanding of Medisoft automated billing
- Good know-how of medical terminology
- Demonstrated ability to process insurance claims
- In-depth knowledge of medical records, ethics & HIPAA
- Exceptionally familiar with posting to patient accounts

It will be quite an exciting opportunity to work with your company as I believe in my ability to perform my duties most effectively. I will call you next week to set up an interview, where I will be able to discuss how I could contribute to MBS Solutions using

my knowledge and skills. Please feel free to contact me at (530) 876-5432 if you require any further information.

Thank you for your time and consideration.

Sincere regards,

Andrei Petrov

IT Support Cover Letter

FATIMA BENNOUNA

1617 College Avenue | Victorville, CA 92301
fbemmpima@calbrightcollege.org | (760) 408-0660

September 1, 2021

Casper Leigh
Klamath Falls Center
1125 Warm Springs Road
Klamath, CA 95548

Dear Casper Leigh,

I am excited at the opportunity to apply for the Help Desk Technical Support position, which was advertised on LinkedIn. I believe my five years of customer service experience, combined with my IT support internship and CompTIA certification makes me an ideal candidate for this position. I am ready and eager to apply my knowledge, skills and experience with the Information Technology team at Klamath Falls Center.

Most recently, I interned at the local non-profit, Redding Refugee Resettlement, and acquired experience in troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I honed my ability to translate complex technical information to end-users in the organization of 18 employees. In this role, I also had the opportunity to assist with digital literacy workshops aimed at teaching newly resettled Afghan refugees computer basics such as how to manipulate input and output devices, navigate and manage file systems, and use search and navigation tools.

During my previous employment as a cashier at Rainbow Foods, I honed my customer service skills where I greeted customers, answered questions about products and services, and resolved any customer issues or concerns. I was promoted to store manager where I led a group of seven employees managing their schedules, store inventory, and charged with implementing marketing strategies.

Thank you for your time and consideration. I look forward to discussing the role further and learning more about Klamath Falls Center. As a member of your team, I will be

committed to growing within the company and using my experience to continue the success of the company.

Sincerely,

Fatima Bennouna

Cyber Security Cover Letter

EMILIA REYES

528 Corcoran Court
Long Beach, CA 90715

emilia.reyes@calbrightcollege.org
<http://www.linkedin.com/in/ereyes/>

December 8, 20xx

Eloisa Howard
Assistant Director
Hawkeye Medical
156 Paiute Way
Torrance, CA 90248

Dear Eloisa Howard:

I am writing to express my interest in the Information Security Analyst position with Hawkeye Medical, which was posted on LinkedIn. I have 5 years of information technology experience in hospital settings and recently worked as a Cyber Security Intern providing cyber security solutions for a Fortune 500 company.

As a Cyber Security Intern at UnitedHealth Group, I assisted with cybersecurity subject matter experts and fellow interns to solve real-world problems with real-world national security impact. During this time, I helped reduce security risks by more than 26% by implementing physical access controls and a multi-layer security system that includes antispymware and antivirus software.

In the last 5 years I worked as an IT Specialist at three major hospitals in the Los Angeles area. Recently, I worked closely with the newly established cyber security team at Monterosa Hospital to establish and implement a comprehensive and effective privacy and security program which included updating standards and guidelines, compliance monitoring, developing and updating information security policies.

With my skills and experience, I strongly believe that I am an ideal candidate for this position. I am available at your convenience for an in-person or phone interview, and I look forward to hearing from you soon.

Sincerely,

Emilia Reyes

Cover Letter Template: Basic Sample

FIRST NAME LAST NAME

Street Address (optional) | City, State & Zip Code | (555) 555-5555 | username@calbrightcollege.org
www.linkedin.com/in/username

November XX, 20XX

Name of Recipient
Title
Company Name
Address

Dear (Full Name of Recipient) or Hiring Manager:

INITIAL PARAGRAPH:

Indicate the reason for your letter, identify the specific position or type of work you are applying for, and note which resource you learned of the opening (e.g., Career Services, news media, friend, employment service).

Some examples include:

- *I am writing to express my interest in the _____ position with _____ company.*
- *Your posting in the _____ for a _____ position matches my background and experience.*
- *I am writing to you at the recommendation of _____ for the _____ position.*

SECOND PARAGRAPH:

State why you are interested in the position and demonstrate you have researched their company by stating something about their mission, latest products, etc. Indicate you are well qualified for the employer by connecting your academic background and work experience to the position. Try not to repeat the same information in your resume. Highlight what you can do for the company and convey enthusiasm!

Some examples include:

- *My qualifications for the position include . . .*
- *I believe my background in . . .*
- *I have experience/education in the field of . . .*

THIRD PARAGRAPH:

In the last paragraph, communicate your interest to secure an interview and include your schedule availability. State your phone number and offer any assistance to help in a speedy response. Lastly, you can close your letter with a statement or question which will encourage a response.

Some examples include:

- *I look forward to discussing my qualifications with you further in person . . .*
- *Should you be interested in my qualifications . . .*
- *For an interview, I can be reached at . . .*

Sincerely,

First Name Last Name