



Resume and Cover Letter Guide



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Introduction

A resume summarizes your experience and qualifications to showcase your skills and achievements related to the job. It's not meant to tell your life story, but to secure an interview. To stand out, tailor your resume for each position by including relevant strengths, skills, and keywords from the job description and similar positions. Use these keywords throughout your resume and in your professional summary.

Formatting and Layout



Use Microsoft Word

- » Open up a blank document, not a template, to create your resume. In the long run, you'll be a lot happier, because YOU control what the resume format looks like.

Font and Font Size

- » 11 or 12 point for a serif font (Times New Roman, or Georgia), 10 or 11 point for a san serif font (Calibri, Arial, or Verdana).

Always use a “true type” font

- » So what you see on YOUR computer and printout will be the same font the EMPLOYER sees.

Be Consistent

- » With bolding, italicizing, underlining, CAPS, dates, and so on.
- » Your name should be in bold and typically is a few font sizes larger.

Borders and Shading

- » Use this function to add lines, like the ones you'll see on many of the sample resumes. These help guide the reader's eyes through the resume. The lines also look good under section headings.

Layout

- » 1" margins all the way around is optimal. You can go a little narrower if necessary.
- » After your Summary/Objective/Profile, sections can move depending on relevancy.

Order

- » Put information within sections in reverse chronological order (current to oldest).

Number of Pages

- » If you have enough substantive material, you can use a second page. Be sure to use a header on the second page and that your information goes at least one-third of the way down the page.



Writing Style

- » Keep two words in mind: consistency and relevancy.
- » Use bullet points and action verbs. Be concise, clear, and tell what you did and how you did it. Not just “Customer service” — tell us more! “Greeted customers as they entered, determined their needs, and assisted them in making selections” would be an example.
- » Accomplishments, not responsibilities, are important to the employer.
- » Order the bullet points so that the reader will see what is most important to THEM first.
- » Write using phrases, not full sentences.
- » Avoid phrases like “responsibilities were,” “responsible for,” “duties included” “in charge of,” etc. Often the word following those phrases will be the action verb for a bullet point.
- » Do not use periods at the end of your bullet points; they should be fragments not full sentences.
- » Quantify whenever and wherever possible. For example, indicate how many people you worked with in a team or how many people you managed. When doing so, use the number rather than the word – “10” rather than “ten.”
- » Watch for tense. Present job, present tense. Past job, past tense.
- » Skip the hobbies. The employer is not interested in your knitting, fishing, or skydiving, unless the job requires one of those talents. Stick to what is relevant to the job.



Proof Reading

- » Be thorough in your proofreading. Have your friends and family proofread, too.
- » Typos, missed spacing, overall layout, and formatting count on resumes!
- » Proofread! Have someone else proofread! Yes, we know this is the second time we’re saying this. It is that important. The more proofreaders, the better chance you’ll catch errors, omissions, inconsistencies, and so on.



Contact Information

The header of your resume is where you should include your name, phone number, and email address. Depending on your industry, you may want to also include your social media URLs/usernames, and website/portfolio link if applicable.



Professional Summary

A professional summary comes at the top of your resume and is a concise, one- to two-sentence overview of your skills and work experience. This is often most beneficial for experienced workers because it's a way to recap your diverse capabilities at the top of your resume.

Example:

Marketing professional with more than 10 years of experience in online, interactive marketing and advertising in a B2B capacity.



Summary of Qualifications

This section can be in addition to, or in replacement of, the professional summary. Because you have limited space, include this only if it is appropriate and you have something to say.

Example:

Exhibits excellent analytic skills and possesses strong attention to detail, which allowed the recovery of almost \$500,000 in misallocated resources during the year-end close.



Experience

This section is the heart of your resume, the place where you will list in reverse chronological order your professional experience. Most often, your most recent job should take up the biggest space on the page. Include quantifiable achievements that were a result of your work. Do NOT list only tasks or responsibilities. As a current student or recent graduate, you should also list leadership positions within organizations that give evidence of soft skills, such as leadership, teamwork, and communications.

Example:

Managed team of 15 accounts payable specialists and improved productivity by 15 percent with smaller lag time between invoicing and payment.



Education and Training

If you have recently graduated, include your GPA only if it is 3.5 or higher. List any coursework relevant to the position.



Skills (Optional Section)

List language skills with qualifiers: literate, conversational, proficient, fluent. List computer skills in regard to specific applications such as Microsoft Word, Powerpoint, or Outlook. List proficiency level when applicable. List computer languages and software specific to the industry.

Resume Action Verbs

Management Skills

administered
analyzed
assigned
attained
chaired
contracted
consolidated
coordinated
delegated
developed
directed
evaluated
executed
improved
increased
organized
oversaw
planned
prioritized
produced
recommended
reviewed
scheduled
strengthened
supervised

Communication Skills

addressed
arbitrated
arranged
authored
corresponded
developed
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
motivated
negotiated
persuaded
promoted
publicized
reconciled
recruited
spoke
translated
wrote

Clerical or Detailed Skills

approved
arranged
catalogued
classified
collected
compiled
dispatched
executed
generated
implemented
inspected
monitored
operated
organized
prepared
organized
prepared
processed
purchased
recorded
retrieved
screened
specified
systematized
tabulated

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
reviewed
summarized
surveyed
systematized

Technical Skills

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repair
solved
trained
upgraded

Teaching Skills

adapted
advised
clarified
coached
communicated
coordinated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initiated
instructed
persuaded
set goals
stimulated



Writing a Successful Cover Letter

Cover letters play a crucial role in a job search process. It is vital to make each cover letter unique to increase the chances of success. This involves tailoring the letter to the job position, highlighting relevant qualifications, and telling a story that ties what one has to offer to the specific needs of the organization.

Types of Cover Letters

There are various types of cover letters:

- » Cover letters to apply for jobs
- » Cover letters to ask for informational interviews
- » Cover letters to introduce yourself and offer assistance

They all have similar formats. However, each and every cover letter you write should be unique. A single template with stock wording won't lead to success.

Cover Letter Format

Cover letters are set up in business letter format.

- » Cover letter should be addressed to a person (Dear Mr. Smith, Dear Ms. Jones).
- » If you cannot find a person's name, you can use Dear Hiring Manager or use the hiring manager's job title (Dear Executive Director.)
- » Never use "To whom it may concern," as it usually elicits a yawn from hiring managers.

Cover Letter Layout

YOUR NAME AND CONTACT INFO

Set up exactly the same as your resume – including the same font throughout!
This becomes your “business stationery”

Date

Hiring Manager name

Hiring Manager title

Company name

Company address

City, state, zip

Dear Hiring Manager;

In this paragraph, tell what position you’re applying for, where you saw the position posted, and that you are interested in the position. Put in a sentence about why you’re interested – your belief in their mission, your confidence in their product, etc. Be brief, be positive! If you know someone at that company who recommended you apply, put that in this paragraph as well.

The middle paragraph is key – tell a story here. This isn’t a place to just regurgitate or summarize your resume. They can look at the next page for that. Give them a reason to WANT to look at that next page! Look at their job posting. What stands out? What do they need, what is their “pain?” Then look at your strengths – where can you ease their pain? Do they need strong customer service in stressful situations? If you’ve got that – tell them! “While working at Retail Big-Box I dealt with many customers returning items. In one case, the customer came in extremely upset, her teen aged child had purchased an item far more expensive than she could afford, and had thrown away the receipt, which is usually required for a return. Together we were able to research the purchase and refund her credit card. The customer left happy, though I believe her child will no longer have access to the credit card!”

The closing paragraph reiterates your interest in the job, and requests that they contact you soon. If you have the hiring manager’s contact information, and the ad does NOT state “no phone calls,” let the hiring manager know you will contact him/her in a week to see if you can set up a time to meet. Then be sure you follow through!

Sincerely – Best regards – Warm regards; (use the closing you are comfortable with)

Either sign your name or use a “script” font-

(remember to choose a “True Type” font if you type your name)

Type your name below the signature or script font signature

Resume Layout & Samples

Full Name

City, State • Phone Number • Email Address • LinkedIn Address (recommended)

EDUCATION

Aurora University, Aurora, IL

Graduation Month & Year

Bachelor of _____ in _____

(e.g. Bachelor of Arts in English, Bachelor of Social Work, Bachelor of Science in Biology)

Minor(s): (if applicable)

GPA if 3.0 or above is recommended, but not required. Show as (e.g.) 3.47/4.0

Licenses & Certifications (optional)

Relevant course work (optional) – only include courses that will compliment qualifications

Other Institution(s) if applicable – if college level. Freshmen only should include high school. Use the same format as above.

INTERNSHIP(S)

This can be a completely separated section where **only** your internship experience is listed. Same format as below.

EXPERIENCE (general format)

Organization, City, State

Start and End Date

Job Title

- Use bullet points to explain your experience, and keep in mind order of importance to the employer
- Almost every bullet point should consist of What you did and HOW you did it – Do not list, Show it!
- Use Action verbs to start bullet points
- 3-5 bullet points are the most typical number for each job. You don't want a laundry list!
- Watch for tense (present tense for present job and past tense for past jobs)

If you have been promoted to different positions within the same company, try this (notice the alignment of the dates for each position as opposed to the overall dates worked at that company).

Organization, City, State

Start and End Date at Employer

Job Title (*start and end date for position*)

- Use bullet points (see above)

Job Title (*start and end date for position*)

- Use bullet points (see above)
- Try not to repeat your bullet points/action verbs

VOLUNTEER EXPERIENCE

Use the same format as above.

ACTIVITIES/HONORS

Can just list them with dates or explain them using the format as above.

SKILLS

List your language skills, computer/technical skills, laboratory skills.

Nikita Ivory

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EDUCATION

Aurora University, Aurora IL

May 2025

Bachelor of Science in Biology, GPA 3.8/4.0

- Dean's List Fall 2021-Fall 2023
- Phi Eta Sigma Freshman Honor Society

RESEARCH EXPERIENCE

The Morton Arboretum, Lisle, IL

September 2023-December 2023

Soils Research Intern

- Collected, sorted, and analyzed data under specific directions of the head researcher
- Conducted general and detailed soil surveys throughout the grounds
- Created various soil conditions by mixing or pounding together variety of soils and minerals
- Participated in assisting 2-3 other labs with their field work to gain experience in other fields

EMPLOYMENT HISTORY

Starbucks, Aurora, IL

December 2020-Present

Barista

- Manage multiple tasks at once such as accurately taking and filling orders
- Clean and sanitize work area, utensils, and equipment
- Check and adjust temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning
- Communicate effectively and provide customers with product details, such as coffee blend or preparation descriptions

Fox Valley Park District, Aurora, IL

June 2020-August 2020

Camp Counselor

- Supervised 15-18 campers by implementing the district's safety regulations from the handbook
- Directed junior counselors to accomplish tasks such as preparing snacks, gathering craft supplies, and helping the children with their needs
- Planned and participated in recreational games, art projects and other activities with the campers
- Attended daily meetings to coordinate daily plans with other counselors and art teacher

AURORA UNIVERSITY ACTIVITIES

Leadership Education and Development (L.E.A.D.)

November 2022-Present

Aurora University Science Organization

August 2021-Present

SELECTED RESEARCH SKILLS

- Sample various soils
- Accurately collect, record and analyze data
- Correct use of microscope
- Proper lab safety

ADDITIONAL SKILLS

- English and Russian – Fluent
- Microsoft Word, Excel, and PowerPoint – Intermediate level

Charlie Williams

♦ Aurora, IL 60506 ♦ 630.555.5555 ♦ cwilliams33@gmail.com ♦
♦ www.github.com/charliewilliams ♦

EDUCATION

Aurora University, Aurora IL

December 2025

Bachelor of Science in Computer Science and Cybersecurity

GPA 3.87/4.0

Relevant Coursework: Data Structures and Algorithms, Cybersecurity Governance, Operating Systems Administration, Encryption/Decryption, Computer Security

PROJECTS

Name of Class, Aurora University, Aurora, IL

August 2023 – Present

Food Pantry

- Collaborate with three other students and professor to build a Java application to track food stock for a food pantry
- Leveraged Java, Scene Builder, JavaFX, SQL, and GitHub
- Presented project with live demonstration to show full functionality

Coffee Culture, Aurora, IL

January 2023 – May 2023

Freelance Project

- Created a WordPress site for the coffee shop

EXPERIENCE

Information Technology Services, Aurora University, Aurora, IL August 2023 – Present

Technical Support Services Student Worker

- Respond to student, faculty, and staff inquiries in a professional manner by providing resources and connecting people with ITS staff
- Check classroom podium technology daily between classes, troubleshoot issues, and submit tickets as needed
- Maintain organization and efficiency of the department by checking and restocking copier paper daily, organizing laptop carts and moving them between classrooms, and assisting with computer labs

Best Buy, Oswego, IL

February 2019 – August 2023

Retail Sales Associate

- Engaged with customers in a friendly manner and answers questions related to different technological products to meet their needs
- Maintained working knowledge of various products and companies
- Accurately processed sales, returns, and exchanges
- Ensured the department was fully stocked and cleaned

INVOLVEMENT

Computer Science Club, Aurora University, Aurora, IL

September 2023 – Present

Member

- Attends monthly meetings to explore different perspectives and interests about Computer Science and Cybersecurity with other students

SKILLS

- | | | |
|----------|----------------|-------------|
| • Java | • Command Line | • AWS |
| • Linux | • HTML | • SIEM/SOAR |
| • Python | • CSS | • Wireshark |

Janelle Diaz

Aurora IL 60506 • 555-555-7055 • JanelleDiaz@gmail.com

OBJECTIVE

Career-focused individual with an emphasis on attention to detail. Strong written and oral communication skills with ability to successfully present to large groups. Able to bring “customer first” mentality, great team focus, and the ability to lead others for successful outcomes.

EDUCATION

Aurora University, Aurora, IL May 2024
Bachelor of Arts in Communication and English
GPA 3.8/4.0

Waubonsee Community College, Sugar Grove, IL June 2022
Associate of Arts

EMPLOYMENT

History Farm of St. Charles Park District, St. Charles, IL April 2022–Present

- Interpreter**
- Educate large groups of up to 30 people about each historical site
 - Exhibit strong customer service skills in resolving guest complaints or conflicts
 - Help with programming for school programs with emphasis on guest experience
 - Obtained CPR certification

Waubonsee Community College, Sugar Grove, IL October 2021–May 2022

- Receptionist (Director of First Impressions)**
- Directed phone traffic for admissions, finance, faculty and career service staff of 25-30
 - Updated student and faculty display boards and managed student and faculty ID cards
 - Created reports on Excel, edited student profiles on Campus Vue and learned PeopleSoft

HONORS AND AWARDS

- Dean's List, Aurora University
- Honor's Program student, Waubonsee Community College
- Sigma Tau Delta Honor Society member
- Phi Eta Sigma Honor Society member

ACTIVITIES

AU Spartan Media, Aurora University, Aurora, IL August 2022–May 2023

- Reporter**
- Interviewed faculty and students for student news articles
 - Wrote articles ranging from news, arts and entertainment and opinion
 - Worked independently and collaboratively with staff of 5-10 students
 - Learned and applied APA Style
 - Helped increase readership by 25% in Fall 2022 from previous year

Latin American Students Organization, Aurora University, Aurora, IL August 2022–May 2023

- Member**
- Participated in planning and carrying out retreats and events on campus
 - Fundraised for retreats and conferences

Emma Swan

123 Storybrook Lane | Aurora, IL 60545
emmaswan@gmail.com | (630) 123-3210

OBJECTIVE

Highly responsible individual with excellent problem-solving skills to gain knowledge and experience. Energetic work attitude, organized, and efficient with a high level of integrity. Extremely observant with great communication skills. Fluent in Spanish.

EDUCATION

Aurora University - Aurora, IL

May 2022

Bachelor of Arts in Criminal Justice

GPA: 3.5/4.0

Commercial Sexual Exploitation of Children Training Certification

September 2020

PROFESSIONAL EXPERIENCE

Storybrook County Court Services - *Intern* - Aurora, IL

June 2020 - August 2020

- Acquired knowledge of proper techniques of drug testing offenders on supervision
- Conducted probation appointments and interacted with defendants on supervision
- Strengthened and practiced interpersonal communication skills by becoming a keen observer, avid listener, and effective speaker
- Attended the LGBTQ - Equal Under Law Training session

WORK EXPERIENCE

JR Morgan Bank - *Branch Supervisor* - Aurora, IL

May 2018 - Present

- Build relationships with customers in order to learn and meet their banking needs
- Regularly exceed personal sales goals by 30%-45%
- Train tellers in banking operations such as withdrawals, deposits, loan payments, opening accounts/CDs and handling large amounts of cash
- Manage office communications (phone, letters, faxes, e-mails, and follow-ups)
- Supervise employees, schedules, training, and attendance

McDonalds - *Shift Manager* - Storybrook, IL

March 2015 - May 2018

- Monitored and supervised employees, trained employees in daily duties and maintained excellent customer service
- Processed cash, credit payments, and balance cash drawers
- Checked food expiration dates and upheld food sanitation requirements

COMMUNITY SERVICE

Feed My Starving Children - *Volunteer* - Aurora, IL

August 2018 - Present

- Pack over 20,000 nutritious meals for children

Storybrook Food Pantry - *Volunteer* - Aurora, IL

May 2018 - Present

- Welcome and greet families with a smile
- Serve over 200 hot meals during a 1-hour time frame during the holiday season

JAMES JAMESTON

Hanover Park IL 60133 • 630.923.4441 • James.Jameston@gmail.com

Finance professional who pays close attention to patterns and trends, supported by a conscious interest in cause and effect. This inspires an innovative mindset that can contribute to the creation of new strategies to promote success for a business, through the maximization of profits and extension of the customer base.

EDUCATION

Aurora University , Aurora, IL	Expected May 2024
<ul style="list-style-type: none">• Bachelor of Science in Finance• GPA 3.68/4.0• Research Project: Analyzed J.C. Penny Company Inc. (JCP) by doing a Company Overview, Financial Performances, Stock Market Risk and Return	

SCHOLARSHIPS

-
- Presidential Transfer Scholarship for GPA
 - Phi Theta Kappa Scholarship

INTERNSHIPS

Allstate Insurance: Mary Johnson Agency , North Aurora, IL	January 2023–June 2023
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Cost Analyst

- Organized a marketing budget by prioritizing resources with the highest rate of return
- Performed cost-effectiveness analysis on two or more outcomes based on quality of service and financial benefits
- Calculated efficiency by researching new products or services and comparing to the original resource
- Analyzed monthly expenses, while trying to minimize waste in order to maximize profits
- Effectively communicated with businesses and individuals to build a customer-based business

Allstate Insurance: William Andre Agency , Algonquin, IL	May 2022–August 2022
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Business Development

- Launched company reimbursements program recouping up to 50% of costs on company marketing initiatives
- Performed cost benefit analysis to determine the strengths and weaknesses of alternatives
- Cold calling businesses to offer referral programs to expand the book of business with more potential leads
- Analyzed weekly sales that were created with grids and charts that were reported to the owner of the agency
- Developed Facebook page to market the agency products and services, increased social media visibility by 15%

WORK EXPERIENCE

Red Lobster , Bloomingdale, IL	March 2018–November 2019
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Server

- Met daily sales goals, ranging from \$625-\$750 based on a five-hour shift
- Provided excellent service and exceeded tip compensation of 25% or more
- Built guest retention by making personal connections and coupling positive attitude with quality service

INVOLVEMENT

Aurora University

Honors Society: Delta Mu Delta

- A national business honor society whose purpose is to recognize academic achievement by business students

College of DuPage

Honors Society: Phi Theta Kappa

- Students who meet academic standards and provides opportunities for the development of leadership and service

Darden

Employment Program: Giving Back to the Sea

- A program that benefits local food pantries and community kitchens

Mikaela Moss

555-555-0000 | MMoss07@email.com
www.linkedin.com/in/mikaelamoss

Enthusiastic • Motivated • Cooperative

EDUCATION

Aurora University, Aurora, IL

Anticipated May 2024

Bachelor of Arts in Elementary Education

Minor in Special Education

GPA: 4.0/4.0

TEACHING EXPERIENCE

Freeman Elementary School, Aurora IL

Fall 2023 – Present

Student Teaching

- Co-Teaching in a 4th grade class with 26 students

John C. Dunham STEM Partnership School, Aurora IL

Spring 2023

Middle Methods Missions and Methods

- Built and presented a STEM and Social Studies unit plan to the 6th grade team of teachers and the principal
- Developed all presentations, lesson plans, and activity materials required for three lessons
- Collaborated with two other group members to create 10 engaging lesson plans about the Middle Ages and the Renaissance for 6th grade students

Freeman Elementary School, Aurora IL

Fall 2022 – Spring 2023

Communities in Schools

- Nominated and awarded for being an Outstanding Student Leader
- Implemented art lessons twice a week and created engaging and meaningful projects for the students
- Managed a class of 15 students during the summer and served as the head teacher in the classroom
- Helped to create one of the most productive and successful MyTime after school and summer programs in the Aurora school district according to the head director Mary Smith
- Supervised students while traveling and exploring different field trip sites throughout the summer camp
- Managed approximately 150 students per lunch period 4 times a day, while also enforcing cafeteria rules and expectations to maintain a welcoming environment
- Assisted approximately 60-70 students with their homework during after school hours

WORK EXPERIENCE

Aurora University, Aurora, IL

Spring 2020 – Present

Student Career Specialist

- Worked one-on-one with college students in regards to their resume and/or cover letter
- Scheduled student and alumni appointments via email, phone call, or in person with a welcoming and friendly attitude

Smith-Jones Family, St. Charles, IL

Fall 2021 – Fall 2022

Nanny

- Nanny a family of three children on a weekly basis
- Help children finish their homework, create healthy and well-balanced meals, and play with the children
- Responsible for creating different math, reading, and writing activities on a daily basis during the summer

Mari Patel

North Aurora, IL 60100 | 630-555-5555 | Mari.Patel@gmail.com

EDUCATION

Aurora University, Aurora, IL
Bachelor of Science in Nursing
Minors: Biology, Psychology
GPA: 3.472/4.0

May 2024

Dean's List Spring 2021, Fall 2022, Spring 2023
Psi Chi Psychology Honors Society
Phi Eta Sigma Honors Society

CERTIFICATIONS

American Heart Association Basic Life Support Certification

Exp. November 2025

CLINICAL EXPERIENCE

Linden Oaks, Naperville, IL

March 2022 – May 2022

Inpatient Psychiatric Unit

Adventist LaGrange Hospital, LaGrange, IL

January 2021–February 2021

Medical / Oncology Unit

Lurie Children's Hospital, Chicago, IL

November 2020 – December 2020

Pediatric / Orthopedic Unit

Advocate Good Samaritan Hospital, Downers Grove, IL

September 2020 – October 2020

Medical / Surgical Unit

EXPERIENCE

Office of Student Activities, Aurora University, Aurora, IL

August 2021 – Present

Student Worker

- Properly check out equipment (games, paint, billiards supplies, etc.) to students and staff
- Fulfill clerical duties such as answering and transferring calls as well as filing documents, delivery of documents from the office to other departments in a confidential manner
- Create, hang, or distribute posters and fliers throughout the school to promote events hosted by the Activities Programming Board/ Office of Student Activities

ACTIVITIES

Student Nursing Association, Aurora University, Aurora IL

September 2020 – Present

Member (September 2020 – May 2021)

- Coordinate and participate in Blood Donor drives with 43 donors participating in 2017 and 62 donors in 2016, the highest participation within the last 5 years

Treasurer (August 2021 – May 2022)

- Encourage participation in fundraising projects including sales of AU/RN clothing

Vice President (August 2022 – present)

- Manage social media including Facebook group

Pinky Swear Foundation, Aurora University, Aurora, IL

September 2022 – Present

Member

- Collaborated with Cals Angels to create goodie bags for children who are suffering from cancer
- Gathered donated gift items to send to local hospital pediatric oncology units

SKILLS

Proficient in EPIC

BRADLEY YOUNG

Naperville, Illinois | 815-555-6666 | byoung@outlook.com | www.linkedin.com/in/byoung01

EDUCATION

Aurora University, Aurora, Illinois
Bachelor of Science in Accounting
Minor: Finance
GPA: 3.67/4.0
CPA Eligible: 05/2024

Expected 05/2024

INTERNSHIP

Thrivent, Minneapolis, Minnesota
Accounting & Finance Intern (remote)

05/2023 – 08/2023

- Gained insight on financial processes, systems, trends, and results that can be used for management decision-making
- Performed preparation for audits, month-end close processes, preparing account reconciliations, and journal preparations
- Executed analysis and created insights on various financial key performance indicators
- Collaborated with team members and key internal stakeholders with updating/reviewing financial controls

EXPERIENCE

Aurora University, Office of Financial Aid, Aurora, Illinois
Student Worker

08/2022 – Present

- Provide excellent customer service to financial aid guests at the front desk by answering and directing phone calls
- Engage with students about various calling campaigns
- Assign appointments to financial aid counselors and send confirmation emails to students in a timely manner
- Maintain organization by scanning and indexing financial aid documents into OnBase storage system
- Ensure confidentiality of information according to FERPA guidelines

Door Dash, Naperville, Illinois
Delivery Driver

06/2019 – 08/2022

- Ensured the restaurant prepared order with correct items and delivered them to customers in a timely manner
- Managed schedule appropriately with time-management organization while accepting multiple orders at once
- Offered outstanding customer service by updating customers regularly about their order, helping customers if an item is out of stock, and following delivery instructions

AMC Theaters, Naperville, Illinois
Crew Member

03/2017 -01/2019

- Effectively multitasked by scanning tickets, checking IDs, directing guests, and handling transactions
- Monitored auditoriums for quality sound, picture, temperature, lighting, audience behavior, and film piracy and corrected any problems as needed
- Demonstrated consistent and effective sales techniques to meet expectations for loyalty card sales, upselling, and suggestive selling to exceed sales goals
- Upheld the cleanliness of the entire theatre by routinely performing cleaning duties and stocking merchandise to create a safe environment for guests and staff

INVOLVEMENT

Aurora University Students' Association, Aurora, Illinois

09/2023 – Present

Treasurer

- Accurately manage the organization's budget while adhering to the Code of Ethics

Aurora University Student Accounting Society, Aurora, Illinois

08/2022 – Present

- Attends 2 meetings per month to network with other students on gaining career competencies and preparing for the CPA exam

Aurora University Finance Association, Aurora, Illinois

08/2022 – Present

- Regularly attends meetings to collaborate with other students to further knowledge through various workshops on topics related to the industry

Caleb Anderson

canderson01@gmail.com – (630) 888-5555 – www.linkedin.com/calebanderson

Education

Aurora University, Aurora, IL May 2026
Bachelor of Arts in Business Administration
GPA: 3.9/4.0
Delta Mu Delta (Sept 2023-Present)
Entrepreneurship and Innovation Club (Sept 2023-Present)
Professional Sales Association (Sept 2022-Present)
Member of the Hockey Team (Aug 2022 – Present)

Relevant Coursework

Business Data Analytics, Business Research and Insight, Principles of Economics, Operations and Organizational Behavior, Principles of Finance, Principles of Marketing, Business Innovation and Design Thinking

Work Experience

Aurora University Business Office, Aurora, IL Jan 2022 – Present
Student Worker

- Ensures the arrival of time sensitive items to other offices for timely communication across campus from the department
- Handles filing functions within the office and assists with document gathering for external audits
- Accurately voucherizing invoices to assist accounts payable
- Prepares and enters journals into the general ledger in an accurate, timely manner

Nike Factory Store, Aurora, IL March 2021 – Jan 2022
Retail Store Associate

- Maintained knowledge of Nike products and services to best serve guests by answering their questions or providing recommendations
- Developed rapport with guests and staff to create a positive experience in the store
- Processed transactions, sales, and returns efficiently and accurately

Volunteer Experience

Anderson Animal Shelter, North Aurora, IL June 2020 – Dec 2021
Volunteer

- Provided enrichment for animals up for adoption by playing with them and walking them
- Constructed and organized booths for local events that help support adoptions of animals
- Participated in a golf fundraiser that raised over \$3,600 for veterinary bills

Reference Sheets

Introduction

Reference sheets are separate documents that list people who can endorse your professional experience for a potential employer. References are typically requested by the employer in a job description or before offering you a position if they are needed. Not all employers include a reference sheet in their hiring process.

Tips

- » Format your header how you did for your resume and cover letter.
- » Always contact your references before including them on a reference sheet to ask them if you can use them as a reference and tell them a bit about the job you are pursuing.
- » Make sure to include people who are familiar with your work (previous/current supervisors, coworkers, etc.).
- » Who NOT to include as a reference: family members and friends.
- » Have 3-5 references, unless the employers specifically ask for a certain number.
- » Have a reference sheet prepared and updated in case employers ask for them, avoiding delay in the hiring process.

Formatting

Full Name

City, State • Phone Number • Email Address • LinkedIn Address (recommended)

Name of Reference #1

Their job title

The company they work for

Their phone number

Their email address

Description of how you know them/how long (i.e., Supervisor for 2 years)

Name of Reference #2

Their job title

The company they work for

Their phone number

Their email address

Description of how you know them/how long (i.e., Supervisor for 2 years)

Name of Reference #3

Their job title

The company they work for

Their phone number

Their email address

Description of how you know them/how long (i.e., Supervisor for 2 years)

Thank You Letters

Send the letter within 24 hours after the interview. If an employer has two equally skilled candidates, receiving a timely and professional thank-you letter may tip the scales in one's favor. A letter is also a place for you to reiterate your skills and your interest in the position and to give additional information about yourself.

Thank You Note Options



- » A typed letter using letterhead that matches your resume heading.



- » A handwritten note using a professional notecard or thank-you card.



- » An email.



- » Regardless of the method, send a letter to every person with whom you interviewed. Otherwise, send it to the chair of the screening committee.

If You Need to Withdraw as a Candidate

If you have interviewed in person for a position and you no longer wish to be considered, be courteous and send a written withdrawal letter to the person who would have been your supervisor.

If You Received an Additional Interview or Job Offer

It is important to be polite and concise in your response. Be honest and transparent with the employer. If you have no interest in continuing, do not lead them on. This displays professional integrity and respect for the hiring manager.

Thank You Letter Example:

Dear [Recipient's Name],

I am writing to express my sincere gratitude for the [interview offer/job offer] from [Company Name]. I am excited about the opportunity and appreciate your consideration. [Company Name]'s [mention specific aspects such as mission, values, products/services, culture, etc.] has left a positive impression on me, and I am eager to contribute my skills and experience to the team.

I would like to request [mention specific information, such as additional interview details, job offer details, or any other information you need to make an informed decision]. I am committed to thoroughly evaluating this opportunity and making the best decision for my career. Please let me know the next steps and the best way to proceed.

Thank you again for considering my application. I look forward to further discussing my candidacy.

Sincerely,
[Your Name]