RESUME & COVER LETTER GUIDE

Computer Science Majors

Steps for Using this Guide

1. **Choose Your Position and Begin Tailoring**
   Review these three job postings and select the one of most interest to you.   Begin adjusting your resume and cover letter drafts by evaluating the organization's needs and wants from their job posting. Successful job seekers tailor their documents to highlight the qualifications and experiences sought by the organization.

2. **Draft Your Resume and Cover Letter**
   Review the cover letter and resume samples to begin drafting yours.

3. **Get Feedback**
   Have your documents reviewed by a CDC staff member, receiving feedback in-person, during *Quick-Question/Walk-In Hours Mon-Fri 2-4pm*.

Dot Net Developer

Our services combine technical knowledge and business savviness to enhance IT capabilities in a cost effective manner. Developers must possess strong knowledge of object oriented programming with some experience in C/C++. Knowledge of C#, VB.Net, ASP.Net. Understand basics of HTML and Javascript. Possess working knowledge of database technologies such as SQL, MS SQL Server. Self-starter with an ability to troubleshoot and seek answers to problems. Team player, self-motivated, collaborative, accountable and humble. Hands-on design and development of software applications/systems. Proven analytical skills with excellent oral and written communication skills.

Coding, testing, and implementation of solutions within established standards and documentation guidelines, Enablement to support growth and reach business targets.

Software Development Associate

The Software Development Associate is responsible for the technical design, coding and unit testing of software solutions for a variety of technology platforms in support of system maintenance or enhancement efforts.

Key Responsibilities include: Technical analysis, design, code and testing of software components. Developing technical system specifications. Participating in structured peer reviews/walkthroughs. Creating operational documentation for the SAP applications. Meet service commitments for assigned deliverables and proactively providing work status. Provide input to assist in determining level of work effort for assigned activities. Anticipating, identifying, tracking and resolving issues and risks affecting the applications. Provide secondary support toward application releases into production. Maintenance, enhancement and/or project support tasks.

Programmer/Software Engineer

Integral part of the Research & Development team responsible for the design of our application software, as well as ongoing application maintenance, enhancements, and issue resolution. Work both independently, as well as in close collaboration with other members of the R&D, support, and Quality Assurance teams.

Partnered with a senior team member who serves as your mentor and assists you in broadening your programming skills, during this time, you will work on simpler issues and product enhancements. As your knowledge of our software and industry grows, you will gain increasing responsibilities on more complex projects. Customer service, problem solving and communication skills required.

Caitlin Computer-Science

123 Employment Avenue, Kutztown, PA 19530
ccomp000@live.kutztown.edu, 555-555-5555

OBJECTIVE
Entry-level position in the field of computer science with a focus on software development.

TECHNICAL COMPETENCIES
Operating Systems: Windows, Linux
Programming Languages: C++, Java, Python
Web Languages: HTML, JQuery, PHP

QUALIFICATIONS
Fluent in Spanish and English
Experience communicating with diverse populations
Strong interpersonal and problem solving skills

EDUCATION
B.S. Kutztown University of Pennsylvania   Kutztown, PA
Major: Computer Science/Software Development   Dec 20xx
GPA: 3.73
Dean's List   Fall 20xx-Spring 20xx

Related Courses: Web Programming, Java Programming, Programming Languages, Operating Systems, Software, Engineering, Web-based Software Design and Development, Human Computer Interaction

INTERNSHIP & EXTERNSHIP EXPERIENCE
Computer Aid, Inc.   Allentown, PA
Programming and Development Intern   Spring 20xx
   Assisted with code development for tax processing system
   Tested and debugged various applications
   Created code documentation
   Presented group code summary project at annual company seminar
Student Extern   Sept 20xx
   Observed process of code development and troubleshooting techniques
   Attended "Tech Talk" focused on analysis and design for new applications

RELATED EXPERIENCE
Kutztown University ResNet Helpdesk   Kutztown, PA
Student Support Staff Member   Fall 20xx-Present
   Assist with Adware/Spyware and Trojan removal
   Perform anti-virus installation, system updates and system restorations
   Complete troubleshooting tasks related to data recovery and printer/scanner issues
   Aide in security procedures such as student password changes
   Communicate effectively with ResNet staff and students

CAMPUS INVOLVEMENT & PROFESSIONAL DEVELOPMENT
Member, Kutztown Technology Association   Fall 20xx-Present
Member, Phi Kappa Phi National Honors Fraternity   Fall 20xx-Present
Member, American Computer Scientists Association (ACSA)   Fall 20xx-Present
Volunteer, Special Olympics, Kutztown University   Spring 20xx & 20xx
Recipient, Career Success Certificate, Kutztown University Career Development Center   Spring 20xx
Recipient, Career Exploration Certificate, Kutztown University Career Development Center   Fall 20xx

WORK EXPERIENCE
Best Buy   Wyomissing, PA
Sales Consultant   Summers 20xx-20xx
   Answered technology-related inquiries regarding desktops, laptops and tablets
   Communicated with diverse staff to provide positive customer experience
   Resolved issues and complete customer returns

Resume Sample

Anita Jobb
123 Main Street   610 123-1234
Coopersburg, PA 18036   ajobbXXX@live.kutztown.edu

Objective
   An internship in the field of human services; special interest in working with at-risk teens

Qualifications
   Fluent Spanish   Experience working with diverse populations
   Well organized and dependable   Excellent interpersonal skills

Education
   B.S. Kutztown University of Pennsylvania   Kutztown, PA
   Major: Criminal Justice   May 20xx
   Minor: Psychology
   GPA: 3.40

Honors
   President's Scholarship, Kutztown University, Kutztown, PA   20xx-20xx
   Girl Scouts Gold Award, Troop 123, Coopersburg, PA   20xx

Related Experience
   Volunteer, KUBok Neighborhood Watch, Kutztown, PA   November 20xx-Present
      In conjunction with Kutztown Borough residents and police, monitor streets
      of Kutztown during peak social hours to keep students and residents safe.

   Extern, Coopersburg Police Department, Coopersburg, PA   July 20xx
      Observed daily duties of police officers during a ride-along experience.

Work Experience
   Desk Receptionist, Kutztown University, Kutztown, PA   January 20xx Present
      Greet guests and residents, enforce visitation policy and check guest identification.
      Answer questions, perform administrative and clerical tasks.

   Head Life Guard, Hillcrest Swim Club, Center Valley, PA   Summer 20xx
   Life Guard   Summers 20xx and 20xx
      Insured safety of patrons, enforced all rules and regulations, coordinated
      emergency procedures, provided first aid in emergency situations, maintained
      positive relationships and rapport with patrons, and performed general maintenance.

Campus Involvement
   Criminal Justice Club   January 20xx-Present
   Career Exploration Certificate, Career Development Center   Spring 20xx
   Berks Hall Council   October 20xx-Present
   Women's Lacrosse Club   September 20xx-Present

Formatting Tips:
- Emphasize your name
- Set margins to 1/2"-1"
- Use 12 –14 point font for headings
- Use 10-12 point font for body text

Use 4-6 strengths that are **RELEVANT** to your objective and to your potential employer.

Indent body text under the section headings. All body text should align to one point of indent. Do not create multiple points of indent as you would in an outline.

Use action verbs (past tense for past experience and present tense for current experience) to describe your experience. FOCUS on those tasks that relate to your career objective.

Align non-substantive info such as dates, cities, and states on the right margin.

Indent body text under the section heading, all body text should align to one point of indent.

Do NOT include the names and contact information of your references on your resume.

Cover Letter Sample

January 20, 20xx

(4 blank lines)

Ms. Laura Mellner
Executive Director
Northeast Youth Programs
01010 Norway Drive
Philadelphia, PA 19114

(1 blank line)

Dear Ms. Mellner:

(1 blank line)

As a senior English/professional writing major graduating this May from Kutztown University, I was very excited to find your Marketing, PR and Community Outreach Specialist posting on KU Career Network. I grew up in Philadelphia and am familiar with Northeast Youth Programs and the extraordinary service it provides to youth and families in Delaware County.

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You will note on my enclosed resume, I have experience in various areas of public relations and marketing. My public relations internship with the American Red Cross of Delaware County provided me with the opportunity to work closely with a Board of Directors in a non-profit setting. I also worked daily with the director to plan, market, and execute the agency's largest fundraiser of the year: a benefit dance which raised over $30,000. My duties included writing press releases and articles for the monthly newsletter, updating content on the agency website, soliciting donations from area businesses, maintaining a guest and donor list in Microsoft Access, and communicating with vendors. Planning an event of this magnitude requires the ability to multitask, as well as excellent communication skills, close attention to detail, and the ability to work both independently and as part of a team. In addition to this internship, I had the privilege to serve as my sorority's Community Outreach Chair where I communicated and worked with both campus and community residents to organize volunteer activities for my chapter. I coordinated a small team of volunteers who organized a fundraising project netting over $5,000 for a charity; the experience of creating both on-line and in-print campaigns further strengthened my public relation skills.

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I am very excited about the possibility of working at Northeast Youth Programs and would appreciate the opportunity to meet with you to discuss my credentials. Please let me know if you need additional information or writing samples. I am available for an interview at your convenience. Thank you for your time and consideration.

(1 blank line)

Sincerely,

(4 blank lines for signature)

Anita Jobb
123 Main Street
Coopersburg, PA 18036
610-123-1234
ajobb***@live.kutztown.edu

(2 blank lines)

Enclosure