

CSU Career Services Center Adult Learning and Development Career Search Guide©



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CSU Career Services Center
Student/Alumni Services for All Education Majors

1. **csucareerline.erecruiting** – <http://csucareerline.erecruiting.com>
 - Register early on csucareerline.erecruiting
 - Post an electronic resume for employers to view and for the Career Services Center to distribute
 - View Job Openings: local, regional, national
 - Check event schedule for Job Fairs and On-Campus Recruiting
2. Document Development and Critiques
 - Resumes – Curriculum Vitae – Portfolios
 - Cover Letters/Letters of Interest
 - Thank you letters
3. Mock Interview Program
 - Videotaped mock interview
 - Immediate feedback on your interviewing skills
 - Current interview questions for teacher candidates
4. Advising Appointments
 - Discuss strategies for your job search/career
 - Resume reviews
5. Job Search/Placement Resources
 - **Career Services Web Site** – www.csuohio.edu/career
Links to Education Job Search/Placement Resources
 - Education Websites and information
 - Job Books in the Career Services Center Library (RW 280)
 - Special Education, Counselors, Education Administration job postings
 - Early, Middle, Multi-age Education job postings
 - Higher Education, Out-of-State Education job postings
 - Summer Jobs and Camps job postings
 - Co-op Jobs for Education Majors job postings
 - **Customized Education Major Career Search Guides/Interview Packets** –
Click on:
 - **csucareerline.erecruiting** – **Job Postings**
 - Northeast Ohio Area School Systems List: www.csuohio.edu/career - Career Websites - Education
 - [American Association for Employment in Education Job Search Handbook](#)
Is an excellent source of information!
 - CSU Fall & Spring Career Fairs
 - Professional Education Workshops/Panels
6. **NOTED – Northeast Ohio Teacher Education Day 2009 – Thursday, April 2, 2009 (7:30am-5pm)**
 - **Location: John S. Knight Center, 77 East Mill Street, Akron, Ohio 44308**
 - **Go to <http://www.notedjobfair.org>**
7. On-going Career Development Workshops + Professional Career Workshops for Education Majors
 - Resume Writing - requirements
 - Interviewing Skills, Techniques and current questions
 - Networking Resources and Strategies
 - Professional Dress/Etiquette
 - Online Reputation Management
 - Negotiations & Expectations
 - Entry Year Teacher Preparation – “You’re Hired!”

For more information, contact: **Sharon K. Moss, M.Ed., Education Career Coordinator**
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Adult Learning and Development/Higher Education Website Listings

American Association for Adult & Continuing Education (AAACE) <http://www.aaace.org>
American Association of Collegiate Registrars and Admissions Officers (AACRAO) <http://www.aacrao.org>
American Association of Community Colleges (AACC) <http://www.aacc.nche.edu>
American College Health Association (ACHA) <http://www.wacha.org>
American College Personnel Association (ACPA) <http://www.myacpa.org/>
American Indian Higher Education Consortium <http://www.aihec.org>
Association of College Unions International (ACUI) <http://www.acui.org>
Association of College & University Auditors (ACUA) <http://www.acua.org>
Association of College & University Housing Officers International (ACUHO-I) <http://www.acuho.ohio-state.edu>
Association of College and University Telecommunications Administrators (ACUTA) <http://www.acuta.org>
Association of Conference and Events Directors-International (ACED_I) <http://www.acced-i.org>
Association on Higher Education and Disabilities (AHEAD) <http://www.ahead.org>
Association for Student Judicial Affairs (AFJA) <http://asja.tamu.edu>
College and University Personnel Association (CUPA) <http://www.cupahr.org/>
Council for Christian Colleges and Universities (CCCU) <http://www.cccu.org>
Council of International Schools: www.cois.org
Diverse Issues in Higher Education <http://diverseeducation.com>
Fulbright Scholar Program, Grants for US Faculty & Professionals, Council for International Exchange of Scholars (CIES): www.iie.org/cies
Higher Ed job search database <http://www.higheredjobs.com>
Higher Education Jobs: <http://www.highereducationjobs.com>
Higher Education Resource Hub <http://www.higher-ed.org/>
Hispanic & Bilingual Higher Education: <http://www.latpro.com>
International Association of Campus Law Enforcement Administrators (IACLEA) <http://www.iaclea.org>
Jesuit Association of Student Personnel Administrators (JASPA) <http://jaspa.creighton.edu/>
National Academic Advising Association (NACADA) <http://www.nacada.ksu.edu/index.htm>
National Association for College Admission Counseling (NACAC) <http://www.nacacnet.org/>
National Association for Equal Opportunity in Higher Education (NAFEO) <http://www.nafeo.org>
National Association of College and University Business Officers (NACUBO) <http://www.nacubo.org>
National Association of College & University Food Services(NACUFS) <http://www.nacufs.org>
National Association of Colleges and Employers (NACE) <http://www.nacweb.org>
National Association of Student Financial Aid Administrators (NASFAA) <http://www.nasfaa.org>
National Association of Student Personnel Administrators (NASPA) <http://www.naspa.org/>
National Consortium of Directors of Lesbian Gay Bisexual and Transgender Resources in Higher Education <http://www.lgbtcampus.org>
National Human Resources Association (NHRA) <http://www.humanresources.org>
National Orientation Directors Association (NODA) <http://www.nodaweb.org>
Ohio College Personnel Association (OCPA) <http://ocpaonline.org>
Student Affairs Website <http://www.studentaffairs.com/>
The Chronicle of Higher Education <http://chronicle.com>
The Chronicle of Higher Education/Careers: <http://chronicle.com/jobs>
The HBCU Mega Site <http://www.hbcuconnect.com>
The International Educator: www.tieonline.com
The National Center for Public Policy and Higher Education <http://www.highereducation.org>
University Continuing Education Association (UCEA) <http://www.ucea.edu/>

University Job Bank: <http://www.ujobbank.com>
University Works: <http://www.universitywork.com>
Women in Higher Education <http://www.wihe.com>

COLLEGES/UNIVERSITIES IN CLEVELAND, OH

Ashland University	www.ashland.edu
Baldwin-Wallace College	www.bw.edu
Bryant & Stratton College	www.bryantstratton.edu
Capital University	www.capital.edu
Case Western Reserve University	www.case.edu
Cleveland Institute of Art	www.cwru.edu
Cleveland Institute of Music	www.cim.edu
Cleveland State University	www.csuohio.edu
Cuyahoga Community College	www.tri-c.edu
DeVry University	www.devry-university.net
Hiram College	www.hiram.edu
Hondros College	www.hondros.edu
John Carroll University	www.jcu.edu
Kent State University Ashtabula	www.ashtabula.kent.edu
Lake Erie College	www.lec.edu
Lakeland Community College	www.lakelandcc.edu
Lorain County Community College	www.lorainccc.edu
Myers University	www.dnmyers.edu
Notre Dame College	www.notredamecollege.edu
Oberlin College	www.oberlin.edu
Remington College	www.remingtoncollege.edu
Tiffin University	www.tiffin.edu
University of Akron	www.uakron.edu
University of Phoenix	www.custom.phoenix.edu
Ursuline College	www.ursuline.edu
Vatterott College	www.vatterott-college.edu

TECHNICAL/TRADE INSTITUTES/COLLEGES IN CLEVELAND, OH

5-K Flights	www.thecityofcleveland.com
ATS Institute of Technology	www.atsinstitute.com
Cuyahoga Valley Career Center	www.dwebjazz.com
ITT Technical Institute	www.itt-tech.edu
Ohio Technical College	www.ohiotechnicalcollege.com
Polaris Career Center	www.polaris.edu
Total Technical Institute	www.ttinst.com

The Do's & Don'ts of the Job Search Process

The Do's

- Do send a cover letter with your resume
- Do target your resume for the job you are applying for
- Do your resume over and over, constantly update your resume
- Do print your resume on standard size (8_{1/2} x 11")
- Do use a neutral color (white, light gray, beige) paper (matching envelopes a plus)
- Do keep your resume short and sweet, no more than two pages
- Do proofread, proofread, proofread, proofread, proofread, proofread, proofread, proofread
- Do research and know what kind of interview you will be having
- Do brush your teeth, use mouth wash, or have a breath mint before the interview
- Do take a practice run to the interview location. Be sure you know how to get there.
- Do prepare for your interview questions
- Do Plan to arrive early for the interview
- Do pay close attention to your appearance
- Do dress the part for the job, be conservative
- Do greet the receptionist or assistant with courtesy and respect
- Do shake hands firmly
- Do tell yourself you deserve the job. (That doesn't mean they owe it to you. You must convince them.)
- Do bring extra resumes to the interview
- Do look the interviewer in the eye
- Do avoid poor language or slang (um, uh, like)
- Do remember body language and posture
- Do stress your achievements
- Do try to get a business card from the person you interviewed with so you have the correct spelling for the thank you letter
- Do have confidence
- Do use the question as a way to highlight moments where you have shined
- Do ask questions about the job, company, or industry
- Do turn your cell phone off during your interview
- Do write thank you letters within 24 hours of the interview

The Don'ts

Don't use exotic fonts on your resume

Don't list personal information on the resume

Don't include a picture with your resume

Don't have any misspelled words or grammar errors

Don't wear flashy jewelry or facial piercing, keep it simple and small.

Don't have limp or clammy handshake

Don't be late to the interview

Don't smoke before and interview

Don't chew gum during the interview

Don't bring a friend or child along.

Don't flirt, even if interviewer is flirting with you, maintain a business-like attitude

Don't slouch or fidget

Don't rely on your resume to sell you, do sell yourself

Don't memorize your interview answers

Don't tell jokes during your interview

Don't be soft-spoken

Don't forget you control the content of the interview

Don't be overly aggressive

Don't say anything negative about former colleagues, supervisors, or employers

Don't offer any negative information about yourself

Don't answer questions with a simple "yes" or "no",

Don't ask questions about salary before being offered a job

Don't ask about salary, vacations, or benefits until you've been offered the job

Don't show a lack of interest by not asking them questions

Don't make assumptions how to spell their name

Don't fail to send a thank you letter

Do's & Don'ts for Your Resume

Your resume should be:

- neatly typed and have a professional appearance
- printed by a high quality printer (i.e., LaserJet, inkjet) (Avoid typewriters & dot matrix)
- duplicated so it looks professional and clean
- on standard size (8½ X 11") paper
- on a neutral color paper (white, light gray, beige) (matching envelopes a plus)
- printed in black, clear print
- consistent format
- one-two pages describing your teaching experience (work experience should be condensed). Focus on teaching/related experience.
- in a standard typeface (Arial, Helvetica, Optima, Palatino, Tahoma, Times New Roman, Univers)
- in a font size of 10 to 14 (Name in larger font i.e., 20-36)
- in phrase or bullet form (rather than sentence/paragraph)
- honest (but don't sell yourself short)
- of a positive tone
- in block form with white space
- pleasing to the eye
- saved on diskette since you will need to revise
- proofread by several people (one of whom should be a Career Services Center coordinator)
- packed with power and pizzazz
- perfect! (this includes spelling, grammar, and punctuation)

Your resume should not:

- have any spelling or grammar errors
- be sent without a cover letter
- have unexplained abbreviations (such as Organization names)
- use personal pronouns
- include a photograph
- have handwritten changes or additions
- appear too crowded or too sparse
- include every job held, unless the information is needed to fill the page
- include every school attended, just those who issued you degrees
- overlook the effective use of underlining, capitalization and indentions

Your resume must be **perfect** in order to effectively market you to employers.

Keywords for Resume Preparation - Action Words

Accelerated	Constructed	Facilitated	Managed
Accomplished	Consulted	Focused	Marketed
Achieved	Cooperated	Forecasted	Mastered
Acted as	Coordinated	Formulated	Mediated
Active in	Corresponded	Founded	Met with
Actively	Counseled	Functioned as	Minimized
Adapted	Created	Gained	Mobilized
Addressed	Critiqued	Gathered	Moderated
Administered	Culminated in	Generated	Modernized
Advised	Decided	Graded	Negotiated
Allocated	Defined	Graduated	Organized
Analyzed	Delegated	Guided	Originated
Anticipated	Demonstrated	Handled	Orchestrated
Applied	Designed	Hired	Ordered
Approved	Determined	Helped	Oversaw
Arbitrated	Developed	Identified	Participated
Arranged	Devised	Illustrated	Performed
Assembled	Diagnosed	Implemented	Pinpointed
Assessed	Directed	Improved	Planned
Assigned	Disciplined	Improvised	Prepared
Assisted	Discovered	Increased	Presented
Attained	Displayed	Individualized	Prioritized
Attended	Distributed	Influenced	Processed
Audited	Documented	Informed	Produced
Authored	Drafted	Initiated	Proficient
Balanced	Earned	Innovated	Programmed
Billed	Edited	Inspected	Promoted
Budgeted	Educated	Inspired	Proposed
Built	Effected	Installed	Proved
Calculated	Elevated	Instituted	Provided
Catalogued	Eliminated	Instructed	Publicized
Chaperoned	Employed	Integrated	Published
Chaired	Enabled	Interpreted	Purchased
Channeled	Enacted	Interviewed	Queried
Clarified	Encouraged	Introduced	Questioned
Classified	Energized	Invented	Recommended
Coached	Engineered	Investigated	Reconciled
Collected	Established	Issued	Recorded
Communicated	Evaluated	Judged	Recruited
Compared	Examined	Justified	Reduced
Compiled	Excelled	Launched	Referred
Completed	Executed	Lead	Reinforced
Computed	Expanded	Lectured	Reorganized
Conceived	Expedited	Led	Represented
Conceptualized	Explained	Located	Researched
Conducted	Expressed	Maintained	Resolved
Consolidated	Simulated	Summarized	Tripled
Revamped	Solved	Supervised	Tutored
Reviewed	Specified	Supported	Typed
Revised	Spearheaded	Surpassed	Updated

Saved	Standardized	Systemized	Upgraded
Scheduled	Stimulated	Tabulated	Used
Screened	Strategy	Taught	Validated
Served	Streamlined	Tested	Won
Set Goals	Structured	Trained	Wrote
Significantly	Successfully	Translated	
Simplified	Suggested	Transmitted	

Self-Descriptive Words

Active	Determined	Logical	Productive
Adaptable	Diplomatic	Loyal	Realistic
Aggressive	Disciplined	Mature	Reliable
Alert	Discreet	Methodical	Resourceful
Ambitious	Enterprising	Objective	Respective
Analytical	Efficient	Optimistic	Self-reliant
Attentive	Energetic	Perceptive	Sense of humor
Broad-minded	Enthusiastic	Personable	Sincere
Conscientious	Extroverted	Economical	Sophisticated
Consistent	Fair	Responsible	Systematic
Constructive	Forceful	Pleasant	Tactful
Creative	Imaginative	Positive	Talented
Dependable	Independent	Practical	Will travel
			Will relocate

Resume Elements for Adult Learning & Development Majors

Identification & Contact Information

- Name (Should be the largest print on the page)
- Address
- Home Phone Number
- Cell Phone Number
- Email Address

Objective

- Tailor to each position you would be applying
- Be specific, if applying for a specific job
- Keep it general if not applying for a specific job

Professional Profile/Summary of Qualifications/Summary of Skills (optional)

- Three to five sentences or bullet points stating/describing your greatest skills, accomplishments, qualifications, areas of expertise, professional assets

Education (list most recent degree first)

- Degree, University, City, State
- Date degree earned or anticipated
- Major, Minor, GPA (optional, only list if above 3.0)
- Licensure/Certification if applicable (title, date)

Professional Experience (list most recent first)

- Position Title (Student Teacher, Practicum Intern, Substitute Teacher, etc.)
- Name of school & location (city & state)
- Dates of Employment (month, year)
- Describe work responsibilities with action words

Related Experience/or Work Experience (list most recent first)

- Position Title (Camp Counselor)
- Name of Organization & location (city, state)
- Dates of Employment
- Describe work responsibilities with action words

Professional Development/Continuing Education

Special Skills

- List computer programs (i.e., Microsoft Word, Excel, Peoplesoft, PowerPoint, etc.)
- List any foreign language skills and level (fluent, proficient, working knowledge of)

Publications/Presentations

Affiliation/Professional Memberships/ Honors/ Activities

- Campus Organizations
- Professional Organizations
- Volunteer/Community Service Activities
- Scholarships
- Exhibits/Performances
- Dean's List
- Achievement Awards
- List any leadership roles, committee participation, event coordination, etc.

References available upon request. (*References must be put on a separate References sheet! Include name, title, School/company, street address, city, state, zip code, phone number of each reference.)

RESUME SECTION TITLES

Here are possible headings you may use depending on your experiences:

Objective

Career Goal

Professional Profile

Career Summary

Professional Highlights

Qualifications

Summary of Qualifications

Summary of Qualifications, Relevant Skills, and Accomplishments

Professional Preparation

Education

 Related Coursework

Education & Professional Development

Licensure/Certification

Education and Licensures

Professional Development

Professional Enrichment

Continuing Education & Workshops

Conferences & Workshops

Teaching Experience

Professional Experience

Professional Service

Career Related Experience

Classroom Experience

Community Teaching Experience

 Sunday School, Tutoring

Multicultural Experience

Related Experience

Work History

Work Experience

Business Experience

Business Career Experience

Associations/Activities

Extra-Curricular Activities

Professional Memberships

Professional Affiliations

Awards & Achievements

Community Involvement

Computer / Technology Skills

Curriculum & Instruction

Activities / Leadership

 Coaching Experience/ Athletics

 Volunteer Experience

Professional Presentations

Publications

Objective: A director's position in a non-profit organization that seeks a record of developing and implementing educational programs, team building, and advocacy.

Summary of Qualifications:

An energetic and imaginative adult education instructor, with fourteen years of experience developing and implementing adult education programs. Excellent interpersonal skills, well organized and a self-starter. Committed to individual and community development.

Areas of Accomplishment and Experience:

- Proven ability to understand adult learner's needs and create goal-specific classes to meet those needs.
- Motivate learners to success by listening and communicating effectively.
- Work with team members to create well-rounded curriculum for adult new readers.
- Advocate for adult education through establishment of strong professional relationships with host sites.
- Demonstrated success in recruiting and retaining students and team members.
- Successfully trained over 350 adults on use of computer software and hardware.
- Taught GED curriculum to more than 200 adults.

Work Experience:

Crain Consulting, 2000 – present
Cleveland, Ohio

- * Office manager
- * Research specialist

Lorain County Sheriff's Office, 1998 – 2004
Cleveland, Ohio

- * GED instructor at Women's Re-entry Resource Network, Lorain County Jail, Pre-Release Center
- * Basic skills instructor at Center for Employment Training
- * Small group instructor, Laubach Level 1 & 2 with Project: HELP
- * Computer Lab Manager and Instructor

City of Bedford/Bedford Board of Education, 1996 – 1998
Bedford, Ohio

- * Microcomputer and Software Specialist

Ernst & Young, 1993 – 1996
Cleveland, Ohio

- * Software training and support specialist
- * Assistant Supervisor, Word Processing Department

Education:

Master of Education, Adult Learning and Development
Cleveland State University, Cleveland, Ohio
May, 2005

Bachelor of Arts, Communications
Cleveland State University, Cleveland, Ohio
August, 2000

Volunteer Experience:

Project: HELP
Friends of Project: HELP (fund raiser group)
Habitat for Humanities
Hillcrest Nursing Home

John Jacobs

3046 Orchard Road Willoughby, Ohio 44094 440-555-1212 jjacobs@yahoo.com

Objective To obtain a position in the field of adult learning and development that will utilize my previous experience with newly acquired skills.

Education Master of Education, Adult Learning & Development (Expected graduation – May 2007)
Cleveland State University, Cleveland, Ohio

Bachelor of Arts, Communications, 1995 University of Miami-Ohio
Oxford, Ohio

Skills

- Proficient in Microsoft Office applications including Word, Excel, and PowerPoint
- Able to learn new computer programs quickly
- Excellent verbal and written communication skills
- Creative problem-solver and service-oriented team player
- Strong ability to work with many different personality types

Training experience

- Consulted with clients regarding knowledge gaps and created training
- Created simplified training literature to increase product usage
- Executed field visits to implement new training processes
- Performed web-based demonstrations to remote clients
- Streamlined new procedures to ensure unit proficiency

Career development experience

- Analysis and editing of cover letters and resumes for clients
- Conducted mock interviews for clients
- Counsel clients on proper interview etiquette and nonverbal communication
- Assist clients in job search strategies and networking
- Provide assistance to those having doubts about career choices
- Strong knowledge of various career assessment tools including Myers-Briggs, Holland's Self-Directed Search, and Super's Work Values

Work History

Graduate Assistant	Cleveland State University	01/01/06 – present
Software Sales	Microsoft Corporation	11/01/03 – 12/15/05
Direct Sales	Geico Insurance	10/01/98 – 06/15/03
Software Support	Network Technologies	06/01/95 – 07/01/98

Susan Addison
5487 Wildwood Drive
Cleveland, Ohio 44121
(216) 555-1212
susanaddison@aol.com

OBJECTIVE

Experienced professional seeking student services, training, or program management position in higher education, social services, adult education, or community development.

HIGHLIGHTS OF QUALIFICATIONS

- December 2004, received Master of Education in Higher Education & Administration with an emphasis in student services and career counseling in higher education.
- Ten years experience in program planning, management and community development.
- Highly organized and motivated team player with strong communication, interpersonal, and presentation skills.

EDUCATION

Cleveland State University, Cleveland, OH

Master of Education, Higher Education Administration, May 2006

Cleveland State University, Cleveland, OH

Bachelor of Business Administration, Management Labor Relations May 2002

STUDENT SERVICES/HIGHER EDUCATION EXPERIENCE

Kent State University, Kent, OH

March 2005 – December 2006

Graduate Assistant/Student Services Intern

- Assumed increasing responsibility for advising sessions in Education Student Services Center, ultimately conducting academic advising independently
- Guided and assisted students through intake process for College of Education, Health, and Human Services
- Collaborated with Education Special Programs Coordinator, assisting with registration, program scheduling, and trouble-shooting, assuming all job responsibilities for two months
- Completed and maintained data entry for COEHS student database and research database for Associate Dean

CAREER EXPERIENCE

Cleveland Area Lung Cancer Society, Cleveland, OH

March 1995 – March 2004

Community Development and Western Office Coordinator/Education Director

- Directed all activities related to January 2004 opening of western branch office, including site selection, hiring of staff, budget development, volunteer recruitment, and program planning
- Managed western branch office initiative, including grant reporting, professional networking, community presentations, and all other activities related to establishing a presence in western service area before office opening
- Member of Association management team and supervisor of education department
- Developed department budget and annual planning, supervised Association publications
- Planned and coordinated two major conferences each year, monthly training programs, and multiple educational series for caregivers, including curriculum development
- Maintained applications, paperwork and records for continuing education credit approval
- Developed and designed brochures, flyers, and other marketing materials

- Wrote press releases and newsletter articles, created press kits, and developed marketing plans
- Assisted Special Events Manager with all aspects of major fund-raisers, maintained corporate and patron lists and handled correspondence such as large mailings and invitations

Rocky River City School District, Rock River, OH

April 1992 – March 1995

Science & Math Tutor/Long-Term Substitute

- Taught first and second grades in long-term substitute positions
- Worked with K-3 students identified as requiring remedial services, developed learning strategies to best meet individual needs
- Member, Intervention Assistance Team, Language Arts Council, Right-to-Read Week Committee
- Participant, Jennings Grant project targeting early childhood education in Rocky River Schools
- Student Council Advisor

Our Lady of Peace School, Akron, OH

June 1989 – April 1992

First Grade Teacher

- Trained in Early Prevention of School Failure Kindergarten screening program and implemented intervention activities into classroom
- Utilized Children are People (CAP) drug awareness program
- Planned and coordinated transition to all-day kindergarten in Fall, 1991
- Student Council Advisor

En Loving Care, Bay Village, OH

December 1986 – June 1989

Activities Director/ Site Coordinator

- Planned monthly calendar and implemented specialized activities for elderly participants, most having various forms of cancer
- Trained and supervised staff and volunteers
- Coordinated Lakeshore vocational program, working with teacher supervisors in program development and evaluation of students
- Submitted proposal for and received Community Development Block Grant from city of Bay Village for summer study abroad program
- Acted as Treasurer for several months, assuming all responsibilities of that position

PROFESSIONAL ACTIVITIES

- Professional member, NACADA
- Speaker, Cleveland Area Lung Cancer Society: In-service Modules, Nurses' Assistant Training and Train the Trainer faculty member, Community presenter
- Presenter, Ohio Department of Health, Bureau of Healthcare Standards and Quality Care for Cancer Patients Conference, May 1996, in Columbus, OH.

COMPUTER EXPERIENCE

- Microsoft Office, including Word, Excel, Access, PowerPoint
- Adobe PageMaker, Front Page, Photoshop
- PeopleSoft, Banner

Donald L. Houston

125 Parker Lane
Upper Arlington, Ohio 43213

(614) 555-1212 Home
(614) 555-1234 Cell
Email: donhouston@aol.com

PROFESSIONAL PROFILE

An accomplished professional in education with over twelve years of progressive experience in student services, school accounting, fiscal budgets, customer service, grants management, and training and development. Deliver enhanced support to nine various educational departments and recently redesigned accounting procedures and software to improve efficiency. Administer grants and manage budgets in excess of \$22MM. Proficient at performing a myriad of responsibilities. Analytical can solve problems and make a decision. I have a unique ability to build camaraderie between students, faculty, administrators, parents and support personnel.

PROFESSIONAL EXPERIENCE

Cleveland State University

2002- Present

Cleveland, Ohio
Career Services Center

Counseling

- Provided individual counseling to students and recruited speakers to facilitate employment workshops.
- Developed job search plans for students, arranged mock interviews, critic resumes, and help students find part-time, and temporary jobs.
- Assisted the Director with the annual career fair in which I provided career counseling and registered over 1000 students.
- Implemented and designed Federal Job Employment Links for Ohio State University, Career Services website.
- Received outstanding performance evaluations.

Lakewood City School District

1994- 2002

Lakewood, Ohio
Treasurer's Office, Accounting Specialist to the Treasurer/CFO

Staff Development

- Develop and facilitate training programs for hourly staff, and professional personnel in general accounting, account payables, and school accounting software to improve the accounting process and efficiencies.
- Works in direct collaboration with Management.
- Develop and design training manuals and also design easy to follow PowerPoint presentations for training.
- Motivate and coach older adults.
- Experience with adult training methods, needs assessments, and evaluating results.
- Provide ongoing support for training programs.

Administration & Operations

- Manage and develop strategies to facilitate the daily operations of the Accounting functions in Accounts Payable with a strong focus on student services.
- Develop and implement enhanced business processes by creating and adapting new technology to deliver superior customer service.

- Led, designed, and implemented electronic purchasing system that significantly increased productivity, efficiency, and decreased paper handling.
- Successfully provide financial support to nine operational departments while building and maintaining great relationships with outside vendors.
- Approve purchase requisitions for materials, equipment, and personnel.

HR/Compensation

- Administer and explain benefit/compensation packets to new employees.
- Strong bargaining unit knowledge with expertise in labor relations, collective bargaining.
- Provide accounting training to new employees.

Writing /Verbal/Computer Skills

- Communicate with excellent verbal and written communication skills for effective correspondence, presentations, flyers, newsletters, and public speaking.
- Function effectively in Microsoft Office environment; strong word processing and spreadsheet skills including Excel; effective e-mail skills; Internet savvy; easily learn/adapt to new programs.
- Develop results-oriented customer service PowerPoint presentations monthly to conduct customer service surveys.

Background as Educator

- Provide excellent client/student centered services with practical applications for exemplary customer service in education, and/or staff development.
- Maintain the security and confidentiality of student records and function with a high level of awareness for protecting sensitive information.
- Can accomplish tasks with minimal supervision and exercise sound judgment.

Grants & Planning

- Successfully create and monitor 83% of all school grant accounts in order to ensure grant spending is within state and federal guidelines.
- Served on a cross-functional team that conducted strategic planning to determine programming and ensure compliance for school site serving 5000 + students.

EDUCATION

Master of Education, Higher Education & Student Affairs

Cleveland State University, Cleveland, OH

GPA 3.70

May 2004

Bachelor of Arts, Business Management & Human Resources

Cleveland State University, Cleveland, OH

Magna cum Laude/ GPA 3.95

May 2000

PROFESSIONAL AFFILIATIONS

John Carroll University Alumnae Board

Pi Lambda Theta Honor Society and Professional Education Association

Sigma Tau Gamma Fraternity

Emily E. Educator

101 Lyndhurst Road, Lyndhurst OH 44124

Phone: 440-123-9870 / Cell: 440-123-5678 / Email: eee@yahoo.com

PROFESSIONAL PROFILE

- Proficient in grant writing, successfully earning and managing thousands of dollars for student and teacher science and technology materials and projects
- Experienced in program evaluation, working with paid staff, and volunteers
- Trained and mentored teachers in meaningful instruction and use of modern technology in an elementary and middle school setting
- Analyzed performance data to diagnose, intervene, and improve student achievement
- Exemplary skills in leadership, mediating, negotiating, and writing labor agreements

SKILL SUMMARY

TEACHING AND TRAINING

- Licensed elementary and middle school science teacher
- Instructor for new teachers and those receiving new materials and computer software for classroom use
- Summer instructor for lead science teachers
- Trained and evaluated pre-service teachers through a rigorous curriculum and real-life work experience
- Mentored and counseled new teachers

FUNDRAISING

- Recipient of grant dollars for classroom materials and multi-grade technology projects
- Coordinator of YMCA's local scholarship drive

PROGRAM COORDINATOR

- Developed, implemented, and promoted programs within the philosophy of the YMCA
- Monitored facility operations
- Planned and budgeted for yearly programs, including cost of operating, equipment, and salaries

LEADERSHIP

- Elected Teachers' Representative, 1998-2006. Facilitated meetings, resolved conflict, and mediated labor disputes
- Lead Science Teacher; model best practice teaching strategies
- Negotiated and resolved contractual issues with management officials
- Served as liaison between teachers and administrators
- Selected by Union President to attend annual American Federation of Teachers Conference

ADMINISTRATIVE

- Department Chairperson; supervised and mentored science teachers
- Coordinated yearly science fair and solicited community volunteers
- Interviewed, hired, supervised, and evaluated staff and volunteers

CUSTOMER SERVICE

- Resolved customer service escalations and complaints
- Excellent interpersonal skills in dealing with patrons, and negotiating with vendors

EDUCATION

Master of Education in Curriculum and Instruction with an Emphasis in Science Education Cleveland State University, Cleveland, Ohio GPA: 3.97	December 2004
Middle Childhood Science Certificate Cleveland State University, Cleveland, Ohio GPA: 4.0	September 2004
Bachelor of Science in Education Cleveland State University, Cleveland, Ohio GPA: 3.8	December 1996

Honors: Cum Laude, President's List, Dean's List, Golden Key National Honor Society

WORK HISTORY

Teacher

Memorial Year-Round School, Cleveland Municipal Schools, Cleveland OH 2005 to Present

Robert H. Jamison Computer and Technology Center,
Cleveland Municipal Schools, Cleveland OH 1996-2005

Program Coordinator and Administrator

Euclid Family YMCA, Euclid, OH 1994-1996

Customer Service Representative

Forest City Auto Parts, Cleveland, OH 1989-1994

VOLUNTEER EXPERIENCE AND INTERESTS

- YMCA of Greater Cleveland, swim instructor, lifeguard
- Cleveland Municipal Schools, volunteer tutor
- Euclid Public Schools, volunteer tutor and instructor
- Junior Achievement of Greater Cleveland, "Business Basics" instructor
- Amateur Radio Operator (KC8KSY)
- Restoring antique automobiles

10 RULES OF COVER LETTER WRITING

1. Don't draft generic letters; make each letter unique to a specific address.
2. Address your letter to a specific person at the company, with the correct spelling of that person's name and title.
3. Communicate something unique to that person.
4. Show how you can meet the needs of the company, rather than what you hope they will do for you.
5. Use the body of the letter to highlight your education and experiences that are relevant to the job.
6. Qualify and quantify your experiences and achievements using examples.
7. Ask for a meeting to discuss your qualifications in more detail.
8. Keep to a minimum sentences that begin with I.
9. Write a one-page letter; spell check, proofread, and laser print it so you don't produce a "sloppy copy."
10. Sign the letter (make a copy for your files) and include it with your resume. Send your letter and resume in a 9x12 manilla envelope.

COVER LETTER DO'S AND DON'TS

- Don't wait to send your letter out until weeks after the position has been advertised.
- Don't mass mail letters; send out resumes and letters to a small number of companies at one time.
- Do single-space your letter and match the font and size with your resume.
- Do center your name, address and phone number at the top of the page, and be sure to leave ample margins on all sides.
- Do use standard type fonts like Times or Palatino and sizes 11-12 points.
- Do include the date.
- Do find the name, job title, and address of the contact person.
- Don't send out a letter addressed "To Whom It May Concern." (Consider using Dear Director of Human Resources or Dear Director of Personnel.)
- Do use a colon after the salutation, not a comma.
- Do balance your confidence with humility.
- Do keep the interests of the reader in mind; the letter is about you, but it is written to get someone else's attention.
- Do highlight three to five key points from your resume and use key words and phrases.
- Don't ramble on.
- Do give some "breathing room" between paragraphs by double spacing.
- Do excite the contact to call you in for an interview by the time he or she finishes reading your letter.
- Do use white or off-white resume paper for both the cover letter and resume.
- Do send your letter via overnight or priority if the situation warrants immediate attention.
- Do attach the ad for the job to your copy of the cover letter for accurate record keeping.
- Do make follow-up phone calls after a reasonable amount of time to check the status and to explore the possibility of an interview.

COVER LETTERS/LETTERS OF INTEREST

The cover letter/letter of interest is a vital part of your job search paperwork! Many employers report that impressive cover letters are often just as important as resumes in making decisions to interview candidates. A cover letter should **always** accompany a resume that is sent through the mail or email. It helps position your interests, qualifications and experience in relation to the employer's needs, as well as indicate what action you will take next. Most important, it gives employers signals of your personality, style and ability-important elements in the hiring decision.

The **purpose** of a cover letter should be to get the employer to take action on your resume. The whole structure should focus on persuading the employer to invite you for a job interview. A cover letter should be organized like advertising copy. It should:

- Catch the reader's attention
- Persuade the reader about you
- Convince the reader with more evidence
- Move the reader to acquire your services

Your letter will probably be about three paragraphs and one page in length. Keep it relevant and relatively brief. Always target your cover letter. Like the resume, the cover letter will not get you the job, but hopefully it will get you an interview.

BASIC COMPONENTS OF A COVER LETTER

[follows Business Letter format]

- Return Address
- Date
- Employer's Name and Address
- Greeting/Salutation
- First Paragraph
- Body
- Closing Paragraph
- Closing Phrase
- Signature

Sample Cover Letter

Your Name
Your street address or PO Box
Your city, state and zip code

Name of contact person
Their street address
Their city, state and zip code

Dear Ms., Mr. or Dr. _____:(Never address “To whom it may concern,” or Dear Sir or Madam.” If you absolutely cannot obtain the person’s name, then use the salutation “Dear Personnel Director:” or similar.)

First Paragraph:

Purpose: To grab the attention of the reader’s attention and establish interest in employment with that organization!

- Provide an opening sentence which entices the reader to continue reading
- Name the job for which you are applying if you know a specific vacancy within the organization. Also tell how you learned of the position.
- Mention the name of the person (if any) who referred you to the organization and vacancy (preferably a colleague of the contact person.
- If you are unable to identify a contact, then mention specific knowledge of the organization to indicate your interest.

Second Paragraph:

Purpose: Demonstrate your ability to add value to the organization and or highlight key strengths and abilities!

- Acknowledge the skills required for the position in which you are interested.
- State the specific skills/strengths you are prepared to bring to the organization. These skills should parallel those qualities needed to succeed in position you are applying for. Give examples of your skills and any related work experience (quantified results, accomplishments and achievements). Explain how these skills will transfer to the position for which you are applying.
- Try not to repeat the information on your resume, instead refer reader to enclosed resume.

Final Paragraph:

Purpose: Ensure follow –up action and extend appreciation for being considered!

- It is best to indicate that you will take the initiative in contacting the employer. End your letter with an action statement. For example” I will be contacting you on Wednesday afternoon to discuss scheduling an interview”.
- Make it easy for the person to contact you. Even though your phone number is on the resume, you should include it in your letter.
- Thank them sincerely for their time and consideration of your resume.

Sincerely,
Sign your name in ink

Type your name

Enclosures: Resume
 Application

Bob Dobbs
327 Baltimore Lane
Cleveland, OH 44115
216-555-1212
b.dobbs@yahoo.com

Mr. Tom Hogeboom
Core Trainers Inc.
2515 Willow Street
Miami, FL 55551

Dear Mr. Hogeboom,

My outgoing personality, my leadership experience, and my recently completed education make me a strong candidate for the position as Lead Trainer for Core Trainers, Inc.

I recently graduated from the Cleveland State University with a degree in Adult Learning and Development, where I was president of both the Future Leaders of America and the American Marketing Association.

Although a recent graduate, I am not a typical new graduate. I attended school in Michigan, Indiana, and Ohio. I've put myself through these schools by working such jobs as radio advertising sales, newspaper subscription sales, and bartending, all of which enhanced my formal education.

I have the maturity, skills, and abilities to embark on a career in training and development, and I'd like to do this in Florida, my home state.

I will be in Florida at the end of this month, and I'd like very much to talk with you concerning a position at Core Trainers. I will follow up this letter with a phone call to see if I can arrange a time to meet with you.

Thank you for your time and consideration.

Sincerely,

Bob Dobbs

Enclosures: Resume
Application

Diane Haffner
1357 Cranford Avenue
Lakewood, OH 44107
(216) 555-1212
dhaffner@yahoo.com

June 18, 2005

Mr. Doug Patterson
Sherwin-Williams
800 Madison Avenue
New York, NY 10022

Dear Mr. Patterson,

Richard Lenczewski of Ernst & Young, suggested I contact you regarding the possible human resources opening in your firm.

As a human resource representative for Cooper & Johnston LLP, I've developed my talent and experience as a human resource specialist. Because the limited staff at Cooper & Johnston, I've been responsible for numerous tasks, including: developing the training programs and workshops, writing numerous policies, conduct evaluations, and supervising staff.

Prior to my current position, I was highly involved in the public relations industry, working for Carter & Smith, where I prepared numerous press releases and media guides, as well as managing several major direct mail campaigns.

My high degree of motivation has been recognized by my previous employers who have quickly promoted me to positions of greater responsibility. I was promoted from assistant director at Cooper & Johnston after only five months.

I am eager to talk with you about the contribution I could make to your firm. I will call you the week of June 25th to see if we can find a mutual time and date to get together and discuss the possibility.

Your consideration is greatly appreciated.

Cordially,

Diane Haffner

Enclosures: Resume
Application

THANK YOU LETTER SAMPLES

Don Masters
351 Lovers Lane
Cleveland, OH 44115
216-238-2213
d.masters@yahoo.com

Gary Smith
Virginia Marty College
14472 Detroit Avenue
Cleveland, OH 44102

Dear Mr. Smith,

Thank you for taking the time to discuss the Assistant Director of Enrollment Services at Virginia Martin College, with me. After meeting with you and observing the school's operations, I am further convinced that my background and skills coincide well with your needs.

I really appreciate that you took so much time to acquaint me with the school. It is no wonder that Virginia Martin College retains its employees for so long. I feel I could learn a great deal from you and would certainly enjoy working with you.

In addition to my qualifications and experience, I will bring excellent work habits and judgment to this position. With the countless demands on your time, I am sure that you require people who can be trusted to carry out their responsibilities with minimal supervision.

I look forward, Mr. Smith, to hearing from you concerning your hiring decision. Again, thank you for your time and consideration.

Sincerely,

Don Masters

Michael Stokes
3816 Basin Drive
Cleveland, OH 44115
216-267-4853
m.stokes@yahoo.com

Dr. Steven Page
Rolling Hills School Health Clinic
5 Main Street
San Francisco, CA 94102

Dear Dr. Page:

Thank you so much for taking the time to interview me today for the Human Resource Specialist.

I felt a wonderful rapport not only with you, but with the whole Rolling Hills School Health Clinic staff. I am more convinced than ever that I will fit in beautifully as a member of the team and contribute my skills and talents for the benefit of employees in the Rolling Hills district.

I can make myself available for any further discussions of my qualifications that may be needed.

Again, Dr. Page, I very much appreciate you and your staff taking so much time to talk with me about this exciting opportunity.

Sincerely,

Michael Stokes

LinkedIn



ONLINE REPUTATION MANAGEMENT

Job Seeker, Google Thyself!

How's your Online Reputation? Have you **Googled** yourself lately? There is a **growing trend** in the number of employers who are **Googling** candidates and visiting the social-networking Internet sites **Facebook, MySpace, Xanga, Friendster, personal blogs, forum posts, and JuicyCampus** to research for additional information. The results may be surprising and might even pose a risk for job seekers and derail their job prospects--especially if the information found casts a negative light on the potential candidate.

Recruiters are searching to see what information is available on the internet that may add credibility to the candidate. These searches are often used to learn about additional candidate accomplishments and community recognitions not listed within the limited space of a resume. What is published and communicated online can dramatically affect your reputation both on- and offline. These online glimpses into a job candidate's personal life and reputation can swing the tide in an employer's decision making process.

In the very public world of the Internet, millions of college students and web-savvy young adults maintain creative personal web pages within Internet social networking communities. Users create personal profiles that are sometimes questionable, and often include photographs, videos, or blogs on dating experiences, politics or musings on what really bugs them. Researchers estimate that 99% of MySpace, Facebook, and JuicyCampus web pages are considered to contain inappropriate information, whether it be alcohol-related, profanity, unsuitable dress or illegal behavior. **Remember:** the Internet blurs the line between what is public and what is private.

Action Plan: Job seekers need to take notice of their public Internet image. Candidates should take immediate action to investigate and clean up any personal Web sites they control. The next step is to Google their own information which may be located on other sites. If information (and – yikes! – photos) about an all night party is posted on someone else's site, usually a polite request for removal will suffice. You are encouraged to change Facebook and MySpace content to positively influence your current job search. Clean up your profiles, remove comments that might be taken the wrong way, block comments from your posts and keep your online reputation spotless. Don't post anything that you wouldn't want a client or potential employer to view.

Work to build a positive professional online persona: A great way to boost your online reputation is to take control and ownership of your professional online identity. Write and distribute well-written articles that provide sound business advice and showcase your career skills, knowledge and experience. Use professional online social networks like **LinkedIn, YSN, and Squidoo** to post a professional profile that attracts business. Make it easy for potential clients and employers to form positive impressions of your character, accomplishments and professional qualifications.



BCI/FBI BACKGROUND CHECKS

BCI [Ohio Bureau of Criminal Identification & Investigation] and **FBI [Federal Bureau of investigation]** checks are required by the State of Ohio for mandatory for **every** school employee and volunteer. The **BCI** checks official criminal records of all individuals in the State of Ohio. The **FBI** is a federal criminal background check for individuals.

Any individual requesting new licensure must complete and receive a BCI before the license is processed. If you have completed a criminal record check in the State of Ohio or an FBI check within the last year, we will accept a copy of the final report from the Bureau of Criminal Investigation (B.C.I.).

Contact the CSU College of Education office for a list of BCI/FBI resource sites. The cost of BCI checks are \$20 and the FBI checks are \$40 (prices may vary).

Note: A conviction can be expunged. A record can never be expunged. More detailed information regarding background checks/educator conduct, visit the ODE website: www.ode.state.oh.us > Homepage > Teaching in Ohio > Educator Conduct > Effects of Convictions on Licensure > Contents



CREDIT CHECK

How's your credit report? An increasing number of employers routinely scan credit reports on current and prospective employees to assist in deciding who's hired, fired, or promoted. Employers are also interested in other kinds of **background checks**, including identity verification and criminal histories. A background check can include credit history, past employers, education and military records, neighbor interviews, court and criminal records [convictions are expunged; records are not], and driving records. **Remember: an employer needs your permission to run a credit check.**

✓ SUPPORT NETWORK CHECKLIST

Fill in the names of people who might help you in the list below. Specifically ask yourself: can this person help (provide information, introduce me to someone, offer advice, write a reference, etc.)?

Career Services Coordinator: _____

Former employers: _____

Former coworkers: _____

Present employer: _____

Friends: _____

Relatives: _____

Civic group members: _____

Professional association members: _____

Alumni group members: _____

Religious group members: _____

Clients: _____

Counselors/Advisors: _____

Teachers: _____

Clergy: _____

Neighbors: _____

Classmates: _____

Bankers: _____

Accountants: _____

Financial Planners: _____

Insurance agents: _____

Real estate agents: _____

Stockbrokers: _____

Salespeople: _____

Retail store owners: _____

Medical professionals: _____

Others: _____
