



**Cover Letters  
and  
Resumes**



# Cover Letters and Resumes

## What is a cover letter?

- Your first impression
- The opportunity to show your personality
- An introduction to not only you but your resume
- A sample of your written communication skills
- An opportunity to use specific examples to prove that you have the skills listed on the resume

## What is a resume?

- A summary of your abilities, education, experience, and skills
- A sample of your organizational skills and attention to detail

Resumes are written for the employer not for you. Keep it short, brief, and to the point.

## Why does a resume do?

- Lets you tell the employers what YOU want them to know
- Lets potential employers know you are interested in an interview
- Establishes credibility and constructs a professional image of yourself

## How to use this booklet

This booklet entails all of the information you need to have before we can help you format and revise your cover letter and resume. We can most efficiently help you if you bring the information typed in a plain Word document.

### About Templates

We do not recommend using templates, because it is **important that a resume stands out and doesn't look like others**. It is also very difficult to revise a template.

Let us help make your resume look amazing and unique without a template.

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# The Basics

You should begin a cover letter and resume by gathering information. Make sure the information you gather is accurate. Find out all you can about the job and the company you want to work for. Also, think about what will make the employer want to hire you. Other candidates will have the same education and minimum requirements, so what makes you stand out?

## **Before you write the cover letter or resume, you should think about:**

- Your subject
- Your purpose
- Your audience

## **Subject: The subject is getting a job, so be thinking:**

- What kind of job do you want?
- What types of skills and abilities are needed for this job?

## **Purpose**

- To get an interview
- To persuade the person hiring for the position that you are a strong candidate for the job

## **Audience: The audience is the employer**

- What information do you want to convey about yourself to a potential employer?

# The Cover Letter

The purpose of the cover letter is to briefly explain why you are sending your resume/application materials, show in detail what you bring to the table, and provide a sample of your professional, effective written communication. A cover letter must be specific to the position and company, so write a new cover letter for each job.

Always include a cover letter even if it is optional. It is important to go the extra mile in the job application process. No one wants to hire a slacker.

There are five steps to writing a cover letter.

## Step One: Research the Company/ Learn about your Audience

Find out everything you can about the company and position you are applying for by:

- Reading the company website
- Calling the company
- Talking to employees at the company

Remember: Your purpose is to persuade the employer to think you're the best person for the job.



Your goal is to learn what kind of employee the employer desires. You want to target the exact qualifications the company asks for.

## Step Two: Determine the ideal candidate for the job

After reading a job advertisement, ask yourself:

- What skills would the best person for the job have?
- What kind of personality would that person have?
- What level of education?
- What kind of work experience?

### **Step Three: Think about your qualifications as related to the job**

- Why are you qualified for the position? (Think about transferrable skills – those that you have utilized in the past that can be used at your next place of employment)
- How can you prove it? (Use specific examples to illustrate your abilities)
- What have you done that sets you apart from other applicants? (accomplishments, awards, special projects, etc.)

### **Step Four: Formatting the Cover Letter**

- Use the same heading you use for your resume
- Include your name and contact information
- Include the date you are submitting materials

and the name and address of the recipient. If there is not a name, search for the Human Resources (HR) Director/Office. It is best to address this to a person.

- Single-space your cover letter and use consistent font(s) with the resume
- Leave a space in between paragraphs as well as between your heading (contact info.) and greeting (Dear Ms. Roberts:)
- Leave three spaces between your salutation (such as “Sincerely”) and sign your name between the salutation and typed name
- Align all paragraphs to the left; do not indent paragraphs



Using the resume heading for the cover letter creates a polished, professional look. It also shows cohesion between the two documents and an attention to detail that will make your resume and cover letter stand out.

## Step Five: Write the Letter

The cover letter should be 5 concise paragraphs.

### The first paragraph should include:

- Why you are writing
- What job you are applying for
- How you found the job advertisement
- Three characteristics the ideal candidate for the job will have

### The next three paragraphs should be:

- dedicated to one characteristic each
- short—about 50-70 word paragraphs.

### You need to:

- Prove through specific examples that you have that characteristics that the ideal candidate will have
- Remember education, experience, and other minimum qualification criteria are not good characteristics for this section because everyone applying should have them
- Think about what else you bring to the table
- Stick to elements of the job description
- Your goal is to prove that you have that characteristic through specific, concrete examples.



If detail-orientated is mentioned within the job description 3 times, use that as one of the ideal characteristics. Ideal **characteristics aren't your** strengths necessarily. They are job and company specific.

### Example Characteristic Paragraph

Not Specific Enough: **“I am very detail-oriented. This was an important aspect of my last job”**

**Here’s a better option: “In my role as Administrative Assistant at Whatever Company, I filled out all paperwork for travel and purchasing for everyone in my department. Having specific times and product numbers were necessary in getting correct reimbursements for colleagues and supplies for the entire office. I always double check my work, and am experienced with learning company processes and completing them efficiently.”**

Specific and detailed, this shows the ability to be detail-oriented. The length of this is also right on.

### The conclusion paragraph should:

- Be simple
- Reiterate your interest in this job at **this** company
- Include your contact information
- Ask for an interview
- Say when you’ll be in contact (if you plan to)



Do not thank the recipient for something they have not done.

End with a professional closing and your name as it appears on the heading

# Cover Letter Example

**Stew Dent**

2855 Hickory Blvd. | Hudson, NC 28638  
828.111.1111 | stewdent@gmail.com

November 30, 2017

John Doe  
Lake Hospital Director of Administration  
505 Lake Place  
Hickory, NC 28601

Dear Mr. Doe:

Your advertisement for administrative assistant in the Hickory Daily Record caught my attention. I am drawn to the position because of my strong interest in the healthcare field, organization skills, multi-tasking abilities.

[insert three paragraphs **showing** (1) strong interest in the healthcare field, (2) organization skills, (3) multi-tasking abilities]

I would like very much to meet with you to discuss your open positions for administrative assistant. If you wish to contact me, please do so by email at [stewdent@gmail.com](mailto:stewdent@gmail.com) or telephone at 828.111.1111. Thank you for your time and consideration.

Sincerely,  
Stew Dent

# Resumes

## Getting Started: Gathering Info

Use journalistic questions to develop content. You need to think about each job you have had.

Make sure you have correct dates of employment.

Who?

Write down position titles, names of supervisors, leaders, professors

What?

List your responsibilities, duties, special projects, accomplishments  
Describe the nature of your experience (volunteer, academic, work)

Where?

Indicate places where you acquired such experience  
List organization, program, workplace

Why?

Write down goals you are trying to achieve  
Include personal, professional, or organizational

When?

Write down dates  
Include starting date, ending date, date of promotion, etc.

How?

Itemize different procedures, techniques, technologies, etc. you use to achieve goals

## Getting Started: Typing your Resume

- Start with a blank word document
- Do not use a template. You are a unique person, and you want your resume to be the same. You do not want it to look like everyone else's resume.
- Use 12 point font
- Add content
- Do not worry about formatting at this stage
- Keep your margins at .8 or 1 inch

# Audience

Keep in mind, there are two types of audiences will read your resume – the skimmer and the skeptic. The skimmer only looks for key information they feel is needed for the job. Skeptics will look closely and critically at every detail of the resume. The resume should be organized with both **headings** and **details** for both audiences.

**Headings** allow skimmers to find the information they are looking for easily and at first glance.

**Details** and evidence convince skeptics that you really have the qualifications you say you do.

## Keep in mind:

- The most important information goes first
- Your name, address, phone number, and email address should be first
- Other headings should be put in order of importance to the employer

## Common and Uncommon Headings

- Education
- Experience
- Work History
- Honors/Awards
- Activities/Hobbies
- Skills
- Familiar Computer Applications
- Licenses and Certifications
- Language Proficiency
- Community Service
- Technical Training
- Memberships
- Presentations
- Relevant Coursework



While some headings are suggested, most headings are optional. Use the headings that make the most sense for YOUR resume.

# Sample Resume

## 1 Stew Dent

2855 Hickory Boulevard  
Hudson, North Carolina 28638

828.111.1111  
sdent@gmail.com

## 2

### EDUCATION

**Caldwell Community College and Technical Institute, Hudson, NC** Aug. 2015-May 2017  
Working towards Associate's Degree in Computer Information Technology

- Dean's List Fall 2015, Spring 2016

## 4

### PROFESSIONAL STRENGTHS

Accounts payable and receivable  
Analyze shipments  
Audit for overages and shortages  
Write memos  
Create presentations  
Maintain departmental calendars  
Strong oral and written communication skills  
Prepare agendas, meeting minutes and budget reports

Experience with professional correspondence  
Order, receive and distribute supplies  
Coordinate travel, events, catering  
Resolve customer service issues  
Answer and direct phone calls and messages  
Responsible for confidential records and files  
Generate planning schedules

## 3

### EXPERIENCE

**Executive Administrative Assistant to VP of Sales & Merchandising** Jun. 2010-Jul. 2014  
**Administrative Assistant, Design Department** Jun. 2009-Jun. 2010  
Joan Fabrics Corporation, Hickory, NC

**Office Assistant III, Information Services** Sept. 2005-Jun. 2009  
Caldwell County Government, Lenoir, NC

## 3

### WORK HISTORY

**Server** Jul. 2014-present  
Ruby Tuesdays, Lenoir, NC

**Server** Sept. 2000- Jul. 2005  
Golden Corral, Lenoir, NC

# 1 Creating the Heading

The heading belongs at the top of the cover letter, resume, and reference document (see p.22 for more information on references).

It should include:

- Your name written in a large, bold font
- Current, complete address
- Phone number (only one) – use the phone number where potential employers are most likely to reach you, one with a professional voicemail message, and one that you will receive all messages from
- Email address (only one) – this should be a professional email address that you check on a regular basis or that you forward mail to from your personal email address

## **Stew Dent**

2855 Hickory Blvd., Hudson, NC 28638  
828.111.1111, stewdent@gmail.com

## **Stew Dent**

2855 Hickory Blvd.  
Hudson, NC 28638

828.111.1111  
stewdent@gmail.com

## **Stew Dent**

2855 Hickory Blvd., Hudson, NC 28638 • 828.111.1111 • stewdent@gmail.com

## 2 Education

Always include:

- Complete names of college(s)
- City and abbreviated state of institution(s)
- Dates of attendance
  - Examples: Fall 2015- Spring 2017 or Aug. 2013- May 2017
  - It is acceptable to write Fall 2015 – present, but including specific graduation information is more helpful to potential employers, especially when the date is near
- Degree (and Certificates) – the official name
  - Example: the Culinary program is called Culinary Technology but the degree is an Associate’s Degree in Culinary Technology
- Honors, Awards, Major Accomplishments — this includes honor roll and the semester-long capstone project you did to complete your degree
  - You can also include your GPA (if it is good)

Do not include information from high school unless it directly relates to the position for which you are applying.

Only include things that will make you stand out.

**Caldwell Community College and Technical Institute, Hudson, NC** Aug. 2016-present  
Working towards Associate’s Degree in Landscape Gardening  
Dean’s List Fall 2010, Spring 2011

**Just getting started**

**Caldwell Community College and Technical Institute, Hudson, NC** Aug. 2015-Aug. 2017  
Associate’s Degree in Landscape Gardening  
Landscape Gardening Certificate—Landscape Design  
Dean’s List Fall 2009, Spring 2010, Fall 2010, Spring 2011

**Graduating soon**

### 3 Work History

Employment can be tricky. It is important to separate work history from experience. Work history shows you have worked before and can hold a job. Experience shows you have done the job that you are applying for before. Both are important aspects of any resume.

If you have been working for 30 years, you do not need to include the job you had at McDonalds in high school. How far back you need to go depends on what employment history you have that directly relates to the job you hope to get as well as how many jobs you have had. It is best to gather all of your employment information to begin with and then make cuts as necessary. A writing center consultant can help with figuring out which information needs to be included.



For each job, include the following:

- The name of your position
  - If you were promoted or held more than one position, include all job titles (see both examples under EXPERIENCE on the sample)
- The company- full name, do not abbreviate
- City and abbreviated state
- The dates you were employed-do not make these up!  
Potential employers are able to verify this information
  - If you were promoted or held more than one position, include all and applicable dates

Depending on the job you are writing the resume for, it may be wise to list your primary responsibilities at your former jobs. These should not be in full sentences, just a list of what you did

See the List of Action Words and Skills on page 17 to help jog your memory for primary responsibilities



It is optional to include anything else noteworthy – awards (for achievement, attendance, etc.), special projects, and anything you think might be important

### 3 Experience

Applicable experience means jobs (paid or unpaid) you have had that directly relate to the job you are applying for. Whether your experience is job-related or experience you obtained through an internship, you need to include the following:

- Your position, company name, city, abbreviated state, dates
- You may include primary responsibilities in bullet points underneath each job

<b>Landscape Gardener</b>	May 2010-Aug. 2015
The Grove Park Inn Resort & Spa, Asheville, NC	
<ul style="list-style-type: none"><li>• Maintained grounds, including installation and maintenance of flowers, shrubs and trees</li><li>• Oversaw planting, ordering landscape equipment and snow removal</li><li>• Operated movers (push and riding), chainsaws, weed eaters and backpack blowers</li></ul>	

## 4 Professional Strengths and Job-Related Transferrable Skills

Whether you worked at McDonalds throughout high school or in the furniture industry for 20 years, you have a unique skillset that needs to be highlighted and connected to the job you hope to have.

Before deciding whether you want your strengths listed in one section or under each job (or a combination of both) do some brainstorming. Some tips for brainstorming this list are:

- begin by writing down all of your jobs and the skills you developed while working at each job
- think about both *professional* and *transferrable* skills you obtained with your work
- highlight your skills/abilities/strengths using a variety of active verbs



Professional skills are those you have obtained through education and experience that directly connect to potential future jobs.

Transferrable skills are those you have obtained through jobs unrelated to the desired job.

There is no rule for where skills and abilities belong on a resume. Your content should determine organization:

Once you have your list, determine whether the skills/abilities/strengths you have are all different or repeated.

- If each job has unique skills, list these with the job.
- If you've done many of the same things or haven't had many jobs, consider creating a separate category labeled Professional Skills.
- A combination of job-specific bullets and a strengths section is also an option.

## Optional Resume Components

These components may help your resume stand out from everyone else with your degree. Some options are:

- Program specific additions. For example, in the health care field you may include clinicals or observations
- Special certifications, licensures, technology specific to the field, etc.
- Special projects or class projects
- Highlights from your college career
- Volunteer/Community Involvement

## Introductory Statement/ Job Title

Objective statements are outdated. Instead, consider including the position you are applying for followed by a few things about your professional self that you want potential employers to see right away. Do not start with “To obtain a job ...” Instead, describe the type of employee you are (and will be), your commitment to your chosen profession, and/or highlight something essential to your field. You can write anything here. More than anything, this section should reflect you.

### **Stew Dent**

*Independent Landscaper*

2855 Hickory Blvd. • Hudson, NC 28638

828.111.1111 • stewdent@gmail.com

### **Stew Dent**

*Landscape Designer*

2855 Hickory Blvd.  
Hudson, NC 28638

828.111.1111  
stewdent@gmail.com

Experience in all aspects of Landscape design and implementation. Strong desire to create and impress using native plants, flowers and trees. Proficient in quickly planning and completing projects of all sizes.

# Active Verbs for Resumes

Use active verbs to show skills and abilities. You should not use the same active verb more than once.

## Communication/People Skills

addressed advertised arbitrated arranged articulated authored clarified collaborated communicated composed condensed conferred consulted contacted conveyed convinced corresponded debated defined described developed directed discussed drafted edited elicited enlisted explained expressed formulated furnished incorporated influenced interacted interpreted interviewed involved joined judged lectured listened marketed mediated moderated negotiated observed outlined participated persuaded presented promoted proposed publicized reconciled recruited referred reinforced reported resolved responded solicited specified spoke suggested summarized synthesized translated wrote

## Creative Skills

acted adapted began combined conceptualized condensed created customized designed developed directed displayed drew entertained established fashioned formulated founded illustrated initiated instituted integrated introduced invented modeled modified originated performed photographed planned revised revitalized shaped solved

## Financial/Data Skills

administered adjusted allocated analyzed appraised assessed audited balanced calculated computed conserved corrected determined developed estimated forecasted managed marketed measured planned programmed projected reconciled reduced researched retrieved

### **Helping Skills**

adapted advocated aided answered arranged assessed assisted cared for clarified coached collaborated contributed cooperated counseled demonstrated diagnosed educated encouraged ensured expedited facilitated familiarize furthered guided helped insured intervened motivated provided referred rehabilitated presented resolved simplified supplied supported volunteered

### **Management/Leadership Skills**

administered analyzed appointed approved assigned attained authorized chaired considered consolidated contracted controlled converted coordinated decided delegated developed directed eliminated emphasized enforced enhanced established executed generated handled headed hired hosted improved incorporated increased initiated inspected instituted led managed merged motivated organized originated overhauled oversaw planned presided prioritized produced recommended reorganized replaced restored reviewed scheduled streamlined strengthened supervised terminated

### **Organization/Detail Skills**

approved arranged cataloged categorized charted classified coded collected compiled corresponded distributed executed filed generated implemented incorporated inspected logged maintained monitored obtained operated ordered organized prepared processed provided purchased recorded registered reserved responded reviewed routed scheduled screened set up submitted supplied standardized systematized updated validated verified

### **Research Skills**

analyzed clarified collected compared conducted critiqued detected determined diagnosed evaluated examined experimented explored extracted formulated gathered identified inspected interpreted interviewed invented investigated located measured organized researched searched solved summarized surveyed systematized tested

### **Teaching Skills**

adapted advised clarified coached communicated conducted coordinated critiqued developed enabled encouraged evaluated explained facilitated focused guided individualized informed instilled instructed motivated persuaded set goals simulated stimulated taught tested trained transmitted tutored

### **Technical Skills**

adapted assembled built calculated computed conserved constructed converted debugged designed determined developed engineered fabricated fortified installed maintained operated overhauled printed programmed rectified regulated remodeled repaired replaced restored solved specialized standardized studied upgraded utilized

### **More Verbs for Accomplishments**

achieved completed expanded exceeded improved pioneered reduced (losses) resolved (issues) restored spearheaded succeeded surpassed transformed won

# References and Supporting Documents

References should not be included on the resume. However, you should create a separate document for these with the following information:

- The heading from your resume
- Current information for each reference:
  - Name
  - Position
  - Company
  - Email address
  - Phone number

Make sure to ask your references for permission before using them in a job situation, and email them any information that you have that will make it easiest for them to speak on your behalf.

**Stew Dent**

2855 Hickory Boulevard  
Hudson, North Carolina 28638

828.111.1111  
sdent@gmail.com

**Professional References**

**Write Stuff, CEO, Papermakers Company**  
writestuffwell@papermakersco.com  
828-555-6398

**John Knee, Office Assistant, Sports Medicine Inc.**  
jkneeforme@sportsmedicineinc.com  
828-555-3645

**Nan See, Administrative Assistant, We Bee Seeing You Eyecare**  
nansee@webcnu.com  
828-555-8722

**Mac Aroni, Waitstaff, Oregano's Restaurant**  
macaroni@oreganos.com  
635-555-7563

# Revising Your Resume

Organization and page design will ensure your resume appeals to all audiences.

When designing your resume:

- use headings, bullets, different fonts, and altering sizes
- use the whole page
- make your resume visually appealing
- remember that there are millions of ways to format your resume, but don't go overboard

Once your content is strong, make many different versions of your resume and get the opinions of peers, professors, Writing Center staff, and employment services.



## Making Your Cover Letter and Resume Stand Out

In order to make your resume stand out, you must revise your resume. Some tips to revise:

- cut unnecessary words
- rely on strong, active verbs
- be direct
- alter word choice
- avoid clichés
- cut clunkers
- don't use contractions
- avoid overusing I
- spell it out – don't use abbreviations
- omit the word that when possible

# Ways to Revise Your Resume

## Font

- Pick up to three fonts
  - One for header
  - One for headings
  - One for content



## Organization

- Move things around to see what looks best
- The most important information needs to be at the top; the least important at the bottom

## Margins

- .8 on all sides is the smallest you should go

## Headings

- Location: centered or left justified
- Different font
- CAPITALIZED or **Bold** or *Italicized* or SMALL CAPS
  - Don't get too crazy – pick one way to highlight

## Size

- Your name and headers can be different sizes; try a few options to see what looks best

## Suggested Fonts

You want to choose fonts that are easy to read, look nice both printed and electronic, and appear professional. Take some time figuring out which combinations of font look the best. Below are some of our favorite resume fonts. It is important to note that not all fonts are available on both the Mac and PC, so you may want to send your resume as a PDF file if you are sending it electronically.

Arial

Batang

Bell MT

**Bodoni MT**

Bookman Old Style

Calibri

Cambria

Cambria Math

Candara

Century Gothic

**Consolas**

Garamond

Georgia

**Gills Sans MT**

Goudy Old Style

**Lucinda Sans**

Tahoma

Trebuchet MS

Verdana

**Vrinda**

# Sample Resumes

## Stew Dent

ADMINISTRATIVE ASSISTANT • OFFICE MANAGER

2855 Hickory Boulevard  
Hudson, North Carolina 28638

828.111.1111  
sdent@gmail.com

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Experience in the workforce proves ability to consistently perform high-quality work and returning to college shows desire to learn. Competent with computer hardware, copiers, fax machines, calculators, and other office equipment. Learn quickly, great organizational skills, experienced in all phases of office duties.

### EDUCATION

**Caldwell Community College and Technical Institute, Hudson, NC** Aug. 2015-May 2017  
Working towards Associate's Degree in Computer Information Technology

- Dean's List Fall 2015, Spring 2016

### PROFESSIONAL STRENGTHS

- Accounts payable and receivable
- Analyze shipments
- Audit for overages and shortages
- Write memos
- Create presentations
- Strong oral and written communication skills
- Maintain departmental calendars
- Prepare agendas, meeting minutes and budget reports
- Experience with professional
- correspondence
- Order, receive and distribute supplies
- Coordinate travel, events, catering
- Resolve customer service issues
- Answer and direct phone calls and messages
- Responsible for confidential records and files
- Generate planning schedules

*Technology:* Microsoft Office 2007 including Access, Works, Lotus, Corel, Peachtree Accounting, and Visual Studio

### EXPERIENCE

**Executive Administrative Assistant to VP of Sales & Merchandising** Jun. 2007-Jul. 2015  
**Administrative Assistant, Design Department** Jun. 2006-Jun. 2007  
Joan Fabrics Corporation, Hickory, NC

**Office Assistant III, Information Services** Sept. 2003-Jun. 2006  
Caldwell County Government, Lenoir, NC

### WORK HISTORY

**Server** Jul. 2015-present  
Ruby Tuesdays, Lenoir, NC

**Server** Sept. 2000- Jul. 2003  
Golden Corral, Lenoir, NC

# Stew Dent

## ADMINISTRATIVE ASSISTANT | OFFICE MANAGER

2855 Hickory Boulevard  
Hudson, North Carolina 28638

828.111.1111  
sdent@gmail.com

Experience in the workforce proves ability to consistently perform high-quality work and returning to college shows desire to learn. Competent with computer hardware, copiers, fax machines, calculators, and other office equipment. Learn quickly, great organizational skills, experienced in all phases of office duties.

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Accounts payable and receivable | Analyze shipments | Audit for overages and shortages  
Create presentations | Maintain departmental calendars | Strong oral and written communication skills  
Prepare agendas, meeting minutes and budget reports | Experience with professional correspondence  
Order, receive and distribute supplies | Coordinate travel, events, catering | Write memos  
Resolve customer service issues | Answer and direct phone calls and messages |  
Responsible for confidential records and files | Generate planning schedules

*Technology:* Microsoft Office 2007 including Access, Works, Lotus, Corel, Peachtree Accounting, and Visual Studio

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### EXPERIENCE

**Executive Administrative Assistant to VP of Sales & Merchandising** Jun. 2007-Jul. 2015  
**Administrative Assistant, Design Department** Jun. 2006-Jun. 2007  
Joan Fabrics Corporation, Hickory, NC

**Office Assistant III, Information Services** Sept. 2003-Jun. 2006  
Caldwell County Government, Lenoir, NC

---

### WORK HISTORY

**Server** Jul. 2015-present  
Ruby Tuesdays, Lenoir, NC

**Server** Sept. 2000- Jul. 2003  
Golden Corral, Lenoir, NC

# Stew Dent

## ADMINISTRATIVE ASSISTANT ◦ OFFICE MANAGER

2855 Hickory Boulevard 828.111.1111  
Hudson, North Carolina 28638 sdent@gmail.com

*Experience in the workforce proves ability to consistently perform high-quality work and returning to college shows desire to learn. Competent with computer hardware, copiers, fax machines, calculators, and other office equipment. Learn quickly, great organizational skills, experienced in all phases of office duties.*

### EDUCATION

Caldwell Community College and Technical Institute, Hudson, NC Aug. 2015-May 2017  
Working towards Associate's Degree in Computer Information Technology  
❖ Dean's List Fall 2015, Spring 2016

### PROFESSIONAL STRENGTHS

- o Accounts payable and receivable
- o Analyze shipments
- o Audit for overages and shortages
- o Write memos
- o Create presentations
- o Strong oral and written communication skills
- o Maintain departmental calendars
- o Prepare agendas, meeting minutes and budget reports
- o Experience with professional correspondence
- o Order, receive and distribute supplies
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*Technology:* Microsoft Office 2007 including Access, Works, Lotus, Corel, Peachtree Accounting, and Visual Studio

### EXPERIENCE

*Executive Administrative Assistant to VP of Sales & Merchandising* Jun. 2007-Jul. 2015  
*Administrative Assistant, Design Department* Jun. 2006-Jun. 2007  
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*Office Assistant III, Information Services* Sept. 2003-Jun. 2006  
Caldwell County Government, Lenoir, NC

### WORK HISTORY

*Server* Jul. 2015-present  
Ruby Tuesdays, Lenoir, NC

*Server* Sept. 2000- Jul. 2003  
Golden Corral, Lenoir, NC

# Stew Dent

## ADMINISTRATIVE ASSISTANT | OFFICE MANAGER

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### EDUCATION

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Working towards Associate's Degree in Computer Information Technology  
❖ Dean's List Fall 2015, Spring 2016

### PROFESSIONAL STRENGTHS

- ❖ Accounts payable and receivable
- ❖ Analyze shipments
- ❖ Audit for overages and shortages
- ❖ Write memos
- ❖ Create presentations
- ❖ Maintain departmental calendars
- ❖ Strong oral and written communication skills
- ❖ Prepare agendas, meeting minutes and budget reports
- ❖ Experience with professional correspondence
- ❖ Order, receive and distribute supplies
- ❖ Coordinate travel, events, catering
- ❖ Resolve customer service issues
- ❖ Answer and direct phone calls and messages
- ❖ Responsible for confidential records and files
- ❖ Generate planning schedules

*Technology:* Microsoft Office 2007 including Access, Works, Lotus, Corel, Peachtree Accounting, and Visual Studio

### EXPERIENCE

*Executive Administrative Assistant to VP of Sales & Merchandising* Jun. 2007-Jul. 2015  
*Administrative Assistant, Design Department* Jun. 2006-Jun. 2007  
Joan Fabrics Corporation, Hickory, NC

*Office Assistant III, Information Services* Sept. 2003-Jun. 2006  
Caldwell County Government, Lenoir, NC

### WORK HISTORY

*Server* Jul. 2015-present  
Ruby Tuesdays, Lenoir, NC

*Server* Sept. 2000- Jul. 2003  
Golden Corral, Lenoir, NC

# Stew Dent

ADMINISTRATIVE ASSISTANT • OFFICE MANAGER

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2855 Hickory Boulevard Hudson, North Carolina 28638 828.111.1111 sdent@gmail.com

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Experience in the workforce proves ability to consistently perform high-quality work and returning to college shows desire to learn. Competent with computer hardware, copiers, fax machines, calculators, and other office equipment. Learn quickly, great organizational skills, experienced in all phases of office duties.

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## Professional Strengths

Accounts payable and receivable | Analyze shipments | Audit for overages and shortages  
Create presentations | Maintain departmental calendars | Strong oral and written communication skills  
Prepare agendas, meeting minutes and budget reports | Experience with professional correspondence  
Order, receive and distribute supplies | Write memos | Coordinate travel, events, catering | Resolve customer service issues | Answer and direct phone calls and messages | Responsible for confidential records and files | Generate planning schedules

### *Technology*

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## Experience

<b>Executive Administrative Assistant to VP of Sales &amp; Merchandising Administrative Assistant</b> , Design Department Joan Fabrics Corporation, Hickory, NC	Jun. 2007-Jul. 2015 Jun. 2006-Jun. 2007
<b>Office Assistant III</b> , <i>Information Services</i> Caldwell County Government, Lenoir, NC	Sept. 2003-Jun. 2006

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## Education

<b>Caldwell Community College and Technical Institute, Hudson, NC</b> Working towards Associate's Degree in Computer Information Technology <ul style="list-style-type: none"><li>Dean's List Fall 2015, Spring 2016</li></ul>	Aug. 2015-May 2017
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## Work History

<b>Server</b> Ruby Tuesdays, Lenoir, NC	Jul. 2015-present
<b>Server</b> Golden Corral, Lenoir, NC	Sept. 2000- Jul. 2003

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Jun. 2006-Jun. 2007

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### WORK HISTORY

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Golden Corral, Lenoir, NC  
**Server**, Sept. 2000- Jul. 2003

### EDUCATION

**Associate's Degree in Computer Information Technology**

Caldwell Community College and Technical Institute  
Hudson, NC  
Aug. 2015-May 2017

*Dean's List*

Fall 2015, Spring 2016

### TECHNOLOGY

Microsoft Office including Access  
Works  
Lotus  
Corel  
Peachtree Accounting  
Visual Studio

### HIGHLIGHTS

Managed major project, including setting up online platforms, to exceed supervisor's expectations and deadlines

### PROFESSIONAL STRENGTHS

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Analyze shipments  
Audit for overages and shortages  
Write memos  
Create presentations  
Maintain departmental calendars  
Strong oral and written communication skills  
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*Dean's List*  
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### EDUCATION

**Caldwell Community College and Technical Institute, Hudson, NC** Aug. 2015-May 2017  
Working towards Associate's Degree in Computer Information Technology

- Dean's List Fall 2015, Spring 2016

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### PROFESSIONAL STRENGTHS

Accounts payable and receivable	correspondence
Analyze shipments	Order, receive and distribute supplies
Audit for overages and shortages	Coordinate travel, events, catering
Write memos	Resolve customer service issues
Create presentations	Answer and direct phone calls and messages
Maintain departmental calendars	Responsible for confidential records and files
Strong oral and written communication skills	Generate planning schedules
Prepare agendas, meeting minutes and budget reports	
Experience with professional	

*Technology:* Microsoft Office 2007 including Access, Works, Lotus, Corel, Peachtree Accounting, and Visual Studio

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# The Writing Center

Caldwell Campus

Watauga Campus

E-217 (in the library)

WC-110

828.726.2376

828.297.2185

ext. 5292

[www.cccti.edu/WritingCenter](http://www.cccti.edu/WritingCenter)



The Writing Center