

MOUNT SAINT VINCENT UNIVERSITY
CAREER SERVICES

RESUME AND COVER LETTER
HANDBOOK

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RESUME CONSTRUCTION BASICS

- A resume is a marketing tool designed to get you a job interview
- Its purpose is to highlight your strengths related to the desired job by providing a short, focused collection of your experience, education, and skills
- Generally, when listing education, work experience, and volunteer experience, make sure to list your most recent first (reverse-chronological)

THINGS YOU NEED TO INCLUDE:

CONTACT INFORMATION

Full name, phone number and email address are mandatory. Ensure your phone number is accurate and your email address is professional. You can use your 'msvu.ca' email address for job search correspondence up to one year after you graduate. Home address is optional; try to fit on one line to maximize space (see samples for reference).

You can also include a link to your LinkedIn profile. This will showcase a full list of your experiences and skills and will give employers a better idea of who you are before you potentially meet for an interview.

EDUCATION

Include your current program of study with start date, or your completed degree with graduation date. If you are currently attending an educational institution, you can write "present" or "ongoing" instead of a graduation date. You may choose to note any scholarships or significant research projects in this section. High school information is usually omitted by the second or third year of your undergraduate degree.

WORK EXPERIENCE

Include your job title, name of company, location, and start/end dates of employment. Like your education, if you are currently employed with the company you are listing as work experience, write "present" instead of an end date. Avoid simply listing a job description – use accomplishment statements to focus your points on what you contributed and achieved with past employers.

THINGS YOU MAY INCLUDE:

HIGHLIGHTS OR SKILLS

The Highlights or Skills section is placed at the beginning of the resume and is a series of 4 to 5 comprehensive statements that sum up the information in the rest of the resume. This allows the hiring manager to form a mental picture of you as an employee while they read the rest of the resume.

- Examples of highlights:
 - Experience implementing COVID safety procedures in a restaurant setting
 - Energetic and personable brand ambassador for well-known retailers
 - Excellent verbal and written skills in English and Mandarin

MEMBERSHIPS

Only include accredited memberships that are relevant to the desired job

- Examples of memberships:
 - International Association of Business Communicators (IABC)
 - Canadian Public Relations Society (CPRS)

VOLUNTEER INVOLVEMENT

Volunteer pursuits should be listed in terms of accomplishment statements, in the same format as work experience.

AWARDS & ACCOMPLISHMENTS

Significant academic awards can be listed in the Education section; other accomplishments can be listed at the end of the resume. Describe the criteria for any awards listed (i.e. Tom Reeves Award – awarded to a graduating student for excellence in mathematics) and include the organization who awarded it and year you received that award.

DO NOT INCLUDE:

- Gender, marital status, ethnicity
- Children, age, height, weight
- Salary expectations

REFERENCE LIST

- Ensure you stay in contact with your references and let them know when you are searching for jobs and taking part in interviews, so they can be ready to answer the phone. You never want your references to be surprised when employers are calling them. Send your resume and the job posting to your references when you apply.
- Adjust your references based on the job you are applying for. Use references that can speak to skills that the specific employer or job is looking for. List the reference's name, title, company (if applicable), relationship to you, telephone number and email address.
- Determine your comfort level including references on your resume. If you do include them, list your references on the last page of your resume, as a separate page.
- If you'd like to keep your references in a separate document that isn't part of your resume, ensure you use the same header as you've used for your resume and cover letter. Make sure you're consistent!
- Keep your reference list to three (3), unless otherwise requested by an employer. This is the standard number employers will ask for.
- If your reference list is a separate document, prepare a digital copy to email to your interviewer or print a copy to bring to an in-person job interview and offer it at the end.

ADDING REFERENCES TO YOUR RESUME

When applying for a job, consider the type of employer that will be receiving your resume and your comfort level listing references in your resume. More conservative employers such as banks or government facilities may not expect to see references listed on your resume. If they are interested in your application, they will likely contact you asking for references before or after scheduling an interview. If you are applying to a small business or non-profit organization, listing references on your resume can be helpful and save the employer time during the interview process. More and more often, people are including references as part of their resume BUT it's up to you to determine your comfort level. If the job posting instructions advise NOT to include references, do not include references in your application.

SAMPLE REFERENCES

Joe MacDonald
Regional Branch Manager, Scotiabank
Former supervisor

902.456.1846
joe.macdonald@scotiabank.ca

Marek Lewandowska
Professor, Mount Saint Vincent University
Current research supervisor

902.457.1846
mlewandowska@msvu.ca

SELECTING A RESUME STYLE

In general, your experience should appear in reverse-chronological order (newest first) on your resume format. If you are applying for a job in a new field or most of your experience to date has been gained through unpaid work, the functional or combined resume styles may be appropriate. You may wish to meet with Career Services or an advisor in your department to determine an appropriate resume style for your field.

CHRONOLOGICAL RESUME:

Lists all education and experience in reverse-chronological (newest first) order. The focus of the chronological resume is your work experience and how your career has developed. This format is very common however not recommended for those seeking a job for the first time or who have significant shifts in their career. Chronological resumes are meant to showcase a more linear career path.

- PROS:
 - Allows employers to quickly assess experience
 - The traditional format for resumes
- CONS:
 - Not ideal for people entering the workplace for the first time or who have had gaps in their work history
 - Limited ability to highlight skills/abilities from a range of experiences

FUNCTIONAL RESUME:

Focuses on major skills and accomplishments from all areas of experience: work, academics, volunteer. This format is recommended for those that are seeking a job for the first time or are undergoing a significant change in career path. **Work title, location, and dates are always listed on a functional resume.**

- PROS:
 - Highlights skills/abilities earned from a variety of experiences
 - De-emphasizes unrelated positions and work tasks
 - Downplays lengthy employment gaps
 - Useful for people switching from a lengthy career to a new career
- CONS:
 - Can be difficult for employers to assess experience
 - If not used carefully, can give employers the impression the job seeker has something to hide
 - Not recommended for more conservative employers (i.e. banks, government)

COMBINED RESUME:

A combination of chronological and functional resume styles. Highlights relevant skills and accomplishments while also outlining work history. **The combined resume format is a popular choice for post-secondary students seeking jobs during or after their studies. Many students will have accumulated some work or volunteer experience that may or may not relate to their future career.** A combination resume can help showcase direct and indirect experience (transferable skills) that apply to the student's future career.

For example: You worked at a fast-food restaurant for several years during high school and through university. That work history will have likely improved your communication, teamwork, and organization skills. Show these skills – with details – in the skills section of the combined resume.

- PROS:
 - Effectively markets key job-related skills and accomplishments while maintaining a traditional resume structure
 - Offers flexibility to emphasize skills drawn from a range of experiences (i.e. co-op, volunteering, cultural exchanges, or academic research projects)
- CONS:
 - 'Profile' and 'Skills Summary' sections must be written carefully and with purpose otherwise employers will need to 'search through' the resume for information

ACCOMPLISHMENT STATEMENTS

Accomplishment statements show potential employers how you can contribute and bring value to their organization, based on your experiences. Use accomplishment statements to describe your volunteer work too!

WHAT IS AN ACCOMPLISHMENT?

Any action that you took that had a positive impact on your organization, customers, or co-workers. Accomplishments can be qualitative (i.e. improved staff morale) or quantitative (i.e. helped increase event attendance by 12%)

HOW DO I CREATE AN ACCOMPLISHMENT STATEMENT?

Examine each of your past experiences. Think about what you did particularly well in each of those experiences.

ASK YOURSELF THESE QUESTIONS:

- What did I create or build?
- What projects/assignments/presentations did I work on?
- What was unique about them?
- Did I receive awards or recommendations because of my work?
- Link the accomplishment to an action (verb describing the behaviour) and an object or goal (group, individual, company, project)

Example:

Organized + a local food drive + that increased non-perishable donations by 8%
(Action) + (target or object) + (accomplishment)

EXAMPLES OF ACCOMPLISHMENT STATEMENTS

- Organized company website which increased overall user traffic and email interaction.
- Improved quality assurance processes to increase efficiency and accuracy.
- Researched and helped implement food and health safety standards to address new concerns.
- Updated social policies for a start up company and conducted a presentation to engage employees.
- Collated fundraising data from previous years to help board members make a current campaign decision.
- Lowered monthly ordering costs by researching item alternatives.
- Represented company in a radio interview to discuss the cause behind our community event.
- Developed a guidebook with details on how to operate company database and export data to Microsoft Office programs.

ACTION VERBS

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

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

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

TECHNICAL				
assembled	built	calculated	computed	constructed
designed	devised	engineered	fabricated	installed
maintained	operated	overhauled	programmed	remodeled
repaired	revamped	solved	trained	upgraded

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

FINANCIAL				
administered	allocated	analyzed	appraised	audited
balanced	budgeted	calculated	compounded	computed

controlled	developed	forecasted	managed	marketed
planned	projected	reported	researched	vended

CREATIVE

acted	conceptualized	created	designed	developed
directed	established	fashioned	founded	illustrated
instituted	integrated	introduced	invented	originated
performed	planned	remodeled	revitalized	shaped

HELPING

assessed	assisted	clarified	coached	counselled
demonstrated	diagnosed	educated	expedited	facilitated
familiarized	guided	protected	referred	represented
rehabilitated	repaired	supported	streamlined	unified

OFFICE SUPPORT

approved	arranged	catalogued	classified	collected
compiled	dispatched	dispensed	distributed	executed
generated	implemented	inspected	monitored	operated
organized	prepared	processed	provided	purchased
received	recorded	retrieved	routed	screened
secured	specified	systematized	tabulated	validated

OTHER

accomplished	achieved	adapted	adhered	allocated
appraised	arbitrated	arranged	articulated	assured
augmented	collected	communicated	composed	conceptualized
conserved	contributed	coordinated	demonstrated	dispensed
evaluated	executed	facilitated	forecast	founded
governed	guided	illustrated	improved	increased
initiated	integrated	interpreted	invented	launched
led	navigated	optimized	organized	originated
overhauled	performed	prioritized	promoted	proposed
reconciled	rectified	remodeled	repaired	reshaped
retrieved	solved	stimulated	streamlined	strengthened

RESUME FORMATTING CHECKLIST

TAKE THE TIME TO GET IT RIGHT

Set aside a few hours with limited distractions. You will need to engage in meaningful reflection about yourself and your career, so you don't want to rush this process. Begin by making a list of all your past employment, community involvement, extra-curricular activities, and education. Don't edit just yet. Think back to how you felt and what your priorities were when you engaged in each job and activity; record what you contributed and what you gained from each position. This brainstorming activity will help you craft accurate and varied accomplishment statements when you put together the finished document. Save this draft document for future use.

FOLLOW ALL JOB APPLICATION INSTRUCTIONS

Read the job application closely. Ensure you are following all requirements even if they differ from the general directions in this handbook. Each employer is slightly different, and following instructions is an important part of the hiring process.

LENGTH

The resume should be 1-2 pages in length.

PAPER TYPE

For printed copies, print on standard 8.5 x 11" plain paper. Slightly thicker or tinted paper is acceptable but avoid using unusual sizes and overusing colours.

FONT

Use a clean, legible font, size 11 or 12 pt. Text should be black only to avoid distraction and for ease of reading. Send online applications via PDF to ensure your font and layout stay in place.

LAYOUT & DIGITAL LAYOUT

Overall appearance should be attractive, professional, organized, and well-balanced on the page. Ensure bullets and right-justified dates are consistently formatted. You may choose to insert a horizontal line to emphasize section headings but use any other formatting sparingly. Avoid graphics, profile photos, and logos. For digital copies, prepare a PDF document. For printed copies, print on one side only.

SECTION ARRANGEMENT

Section headings should be capitalized. Use bold text and italics consistently. If you decide to bold the job title and italicize the company name, make sure you do this for each employer listed.

ACCOMPLISHMENT STATEMENTS

Use accomplishment statements to describe your work experience in brief, clear sentences. Highlight experiences or transferrable skills that align with the job posting. Do not simply paste a job description into your resume or overuse wording from a job posting in your resume – it will not appear genuine or authentic.

POWERFUL PHRASING

Remove unnecessary wordiness (i.e. 'Was responsible for' or 'Duties included'). Begin each bullet point with an action word. Do not use abbreviations or shorthand. Avoid negative language and ensure your portrayal of past employers is polite and positive. Be creative and find constructive ways to express any difficult situations you encountered (i.e. 'resolved customer concerns in a courteous and efficient manner' rather than 'dealt with annoying complaints').

SPELL CHECK

Don't rely on your computer or word processing software to do this! Have multiple people proofread your resume. There should be NO spelling, typographical, or grammatical errors – avoidable errors indicate carelessness and these resumes are often rejected.

THE COVER LETTER

WHY COVER LETTERS ARE HELPFUL

The cover letter is your first chance to make a great impression – its purpose is to explain how your experiences relate to the job position and it motivates the employer to read your resume and give you a call for an interview. It also allows you to demonstrate knowledge about the company and explain how you are a good fit for the position requirements and the company's culture or mission.

The cover letter is a personal advertising tool and an opportunity to showcase your writing ability. The cover letter should be written in the first person (i.e., "I am applying for [...]"). Avoid passive language. Use "I am a dedicated salesperson" or "I have the skills to work effectively in sales" instead of "I think I could be considered a fairly dedicated salesperson."

You can find thousands of sample cover letters online. Although this can be a good source of inspiration and will give you an idea of what goes in each paragraph, avoid copying these letters verbatim! Your potential employer will be far more impressed by a simple and honest letter detailing what is special about YOU and what benefits you can bring to the company.

A common difficulty many students encounter when crafting a cover letter is listing many desirable career characteristics (i.e., leadership, time management, innovation, enthusiasm) without providing specific examples of these characteristics in action. Make a concrete connection between your personal attributes and how they will be an asset to the desired job. Without specific examples, these descriptors have little impact and seem insincere.

GENERAL STRUCTURE FOR COVER LETTER (one page)

<Your header: name, telephone number, email address, LinkedIn profile URL, street address>

<Person or position to whom you're applying>

<Department, Company>

<Mailing address>

<"Re:" Job title and job identification number>

<Date>

<Dear Hiring Manager or the person/position to whom you're applying. Avoid using salutations like Mr. and Ms. that link to pronouns if you're not sure which pronoun to use>

First paragraph: Introduce yourself

If the hiring manager could only read one paragraph about you, what would they need to know?

- 3-4 things
- Important skills, work experience, or volunteer experience that make you a good fit
- Academic background, GPA (optional, may not be necessary)
- Your connection to the company if applicable: belief in the mission, a social media post or news that caught your attention, or your connection to someone who works at the company

Second and third paragraphs: Show how you are a good match for the position

- The STAR approach: pick a situation from a previous work or volunteer experience that could relate to the company where you're applying (you can focus on the direct experience you have or skills from a situation that could transfer to the new job).
 - Describe a **Situation** where you had to solve a problem or overcome a challenge.
 - **Task:** What needed to be done in this situation?

- **Action:** What specific actions did you take to solve the problem or overcome the challenge?
- Describe the specific **Result** or outcome that you had a part in creating.

[Click here for more information on the STAR approach:](#)

- Accomplishment statements (See page 7)

Closing Paragraph

Now that you have explained why you are a good fit for the job, be sure to mention your excitement for the job. You can also include some closing thoughts on your applicability and compatibility with the job you are applying for.

- "Thank you in advance for considering my application. I look forward to hearing from you."
- "I'm excited about the potential of working with [company]. Please feel free to contact me at [telephone number] so we can discuss further."

<Signature, sign or type your name>

ASK YOURSELF THESE QUESTIONS

What position are you applying for?

- "I am excited to apply for the position of _____" is a simple and straightforward opening sentence.

What can you contribute?

- Tell the hiring manager what you will bring to the company if hired. The cover letter is not the place to tell the hiring manager how getting hired will benefit you – it is assumed you want the job to further your career, so overemphasizing the benefits to you will come across as self-focused to employers.

What are your qualifications?

- Be sure to emphasize training you've received at a previous job or volunteer activity or during your degree (i.e. major research projects or presentations) that is relevant to the desired job. Read the job description or advertisement carefully and describe how you meet key qualifications.

How would past co-workers describe you?

- Someone who pays attention to detail? Who takes on feedback and integrates it into their work? Who has an ability to complete projects on time and on budget? Someone who can resolve customer concerns in a meaningful and professional way? Someone who willingly takes on additional assignments or projects to ensure the office runs smoothly?
- Think carefully about your past employment opportunities and volunteer experiences and take notes of tasks you were especially good at. Do not include qualifications or buzzwords that do not describe you.

RESUME RESOURCES

The following are examples of what chronological, functional, and combined resumes can look like. **Please note** many online examples list education at the bottom of the resume. If you're applying for a job in your field, it's important to include your education at the top of your resume – this will immediately let the employer know you have the education to qualify for the position.

[The Balance Careers](#)

[My Perfect Resume](#)

CANADIAN RESUME RESOURCES

CHRONOLOGICAL

1. The following resource is from McGill University and comes in the form of a CV (Curriculum Vitae). [On pages 6 & 7 is an example of a chronological resume](#) format which follows the basic Canadian structure: Education, Experience, Community Involvement, and Certifications.

[McGill University CV Guide](#)

2. [CLICK HERE](#) to jump to resume samples at the end of this document. These samples were built by the MSVU Career Services.

FUNCTIONAL

1. The following functional resume is from the Canadian job search site, Monster. This resource includes a visual representation and additional information on the strengths and weaknesses of a functional resume.

[Monster's Functional Resume Guide](#)

2. [CLICK HERE](#) to jump to resume samples at the end of this document. These samples were built by the MSVU Career Services.

COMBINED

1. [CLICK HERE](#) to jump to resume samples at the end of this document. These samples were built by the MSVU Career Services.

SAMPLE COVER LETTER

Jane Morriseau

78-A Pine Street East, Halifax, Nova Scotia

902.555.1212 / jane.morriseau@msvu.ca / <https://www.linkedin.com/in/janemorriseau>

Human Resources

Clothing Store

25 Main Street

Halifax, Nova Scotia B3J 2D4

RE: Application for Salesperson – Competition #J274-799

May 1, 2021

Dear Hiring Manager,

I am interested in applying for the position of salesperson at Clothing Store. I've developed persuasive sales skills and cash handling experience as fundraising chair of the Business and Tourism Society. As student entering the third year of my Business and Tourism degree, my focus on economics and accounting has helped me understand the day-to-day routines needed to successfully manage a business.

The ability to keep organized and motivate others is important in a sales environment. In addition to my experience in fundraising, I acquired great multitasking and leadership skills through my involvement as a timekeeper at varsity basketball games and as a coach of a junior soccer team. When big outcomes were at stake – like maintaining fair play during an intense game or landing a major sponsor for our society's year-end gala – multitasking and leadership have helped me and my colleagues win the day.

I was impressed to see Clothing Store listed as one of Canada's Top 100 employers. I would love the opportunity to be a part of your company. I am available for an interview at your convenience. You can contact me at 902.555.1212 or via email at jane.morriseau@msvu.ca. I look forward to hearing from you.

Sincerely,

Jane Morriseau

ADDITIONAL RESOURCES

To explore additional resources from Career Services, please visit the [Career Services Webpage](#)

CAREERCONNECTS

Use your Mount email address and password to access Career Connects <http://careerconnects.msvu.ca>. If you have trouble getting into the system, contact IT&S helpdesk@msvu.ca for support.

JOB POSTINGS

Browse current job postings for local and international opportunities on Career Connects. On campus work positions are posted on Career Connects in August or early September for part-time work in the fall and winter terms and in March for full-time work in the summer term.

CO-CURRICULAR RECORD

Your online Co-curricular Record validates the extracurricular activities you've participated in and the competencies you've earned during your time at the Mount. Your Co-curricular Record account on Career Connects produces a digital certificate you can download – a powerful tool to include in your summer or new graduate job search. Visit the MSVU Career Services website to learn more.

SOCIAL MEDIA

Discover information on upcoming Career Services workshops and job postings.

FACEBOOK

<https://www.facebook.com/msvucareerservices>

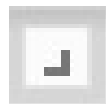
INSTAGRAM

<https://www.instagram.com/msvucareers/>

ALIGNING DATES TO THE RIGHT MARGIN OF THE RESUME

The most frustrating aspect of developing a resume is formatting. Likewise, correctly formatting the dates in your experience, education, certifications, etc. to the right margin of the resume. Luckily, there is an easy solution!

1. First, make sure you have the **Ruler** enabled in Microsoft Word by clicking **View** from the options at the top of the page. Then, check off the on **Ruler** checkbox.
2. Next, if you have already tried to format the dates by inserting multiple spaces or tabs, erase them.
3. Now that **Margins** are enabled in Word, you will notice the ruler and margins are displayed on the side and top of the document. You will also notice a tiny “L” icon at the top left of the screen. Click that icon until it becomes a backwards “L,” like the photo below:

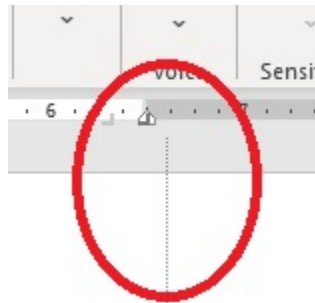


4. Click the beginning of the desired text that you want aligned to the right of the screen to mark the spot for later.

ion.

agement | Sept. 2018 – Present
NS

5. Now, click on the margin bar at the top of your screen and you will see a vertical bar that will mark where your backwards “L” is set on the margin.



6. Press “Tab” on your keyboard and the text that you selected in **step 4** will now be aligned to the right side of the screen.

agement | Sept. 2018 – Present
κ, NS

7. Repeat **steps 4, 5, and 6** for each set of dates you would like aligned to the right side of the screen.

For a video explanation of this technique, please [click here](#).

INSERT A HORIZONTAL LINE

Inserting a horizontal line in between the sections of your resume is a great way to visually break up the content. To click insert a horizontal line in Word, click on the **Home** tab and click on the **Borders** icon in the **Paragraph** section. **Horizontal Line** will be an option in the drop-down menu. You can also adjust the colour and size of the line.

SAMPLE RESUME 1- CHRONOLOGICAL

Vivian Lin

902-123-4567 | vivian.lin123@msvu.ca | [linkedin.com/in/vivian-lin](https://www.linkedin.com/in/vivian-lin)

166 Bedford Highway, Halifax, NS B3M 2J6

EDUCATION

Bachelor of Tourism & Hospitality Management

Sept. 2018 – Present

Mount Saint Vincent University, Halifax, NS

- Minor in Communication
- Dean's List (2019, 2020, 2021)

WORK EXPERIENCE

Cashier

May 2019 – Present

McDonald's, Halifax, NS

- Displayed strong organizational skills by managing accurate cash flow
- Engaged with customers and responded to feedback and concerns
- Coordinated orders quickly and efficiently
- Maintained a clean environment for both customers and co-workers

Tourism Education Alliance of the Maritimes (TEAM) Assistant

Sept. 2018 – Apr. 2019

Mount Saint Vincent University, Halifax, NS

- Designed and coordinated print and social media materials for 2019 Leaders in Tourism, an annual fundraising event that attracts 700 supporters
- Helped manage a "thank you" campaign by writing and coordinating mailouts to partner organizations, sponsors, and supporters
- Updated and organized supporter information in Excel, for pre-event reach out in 2020

Line Cook

May – Aug. 2018

Café Chianti, Halifax, NS

- Checked inventory to make sure food and supplies were on hand three days in advance
- Set up and carried out pan station and grill station functions
- Cleaned stations and packaged and stored leftover food
- Trained new employees on Café Chianti protocols and team approaches

VOLUNTEER EXPERIENCE

Text Communication Assistant (Remote Work)

March 2020 – Dec. 2020

Kids' Help Phone, Ottawa, ON

- Participated in a nationally recognized 30-hour training module to relay incoming texts from youth to assigned counsellors during the COVID-19 pandemic
- Conveyed a listening and open stance to youth when they contacted Kids' Help Phone via text
- Engaged in weekly and monthly coaching and psychoeducational sessions with my supervisors and work team

Orientation Leader

Sept. 2020, Sept. 2019

International Education Centre, Mount Saint Vincent University, Halifax, NS

- Welcomed international students preparing for the start of their first academic term, following a peer support program model
- Liaised with students, orientation team members, and supervisors to address any complex questions or concerns
- Co-facilitated orientation via Microsoft Teams for students entering the online university setting during the COVID-19 pandemic

CERTIFICATIONS & TRAINING

National Virtual Volunteer Onboarding Program

March 2020

Kids' Help Phone

Standard First Aid with CPR C + AED

Dec. 2019

St. John Ambulance

Food Hygiene Course

May 2018

Department of Environment, Government of Nova Scotia

WHMIS

Dec. 2018

Canadian Centre for Occupational Health and Safety

SAMPLE RESUME 2– CHRONOLOGICAL

John Smith

166 Bedford Highway, Halifax, NS B3M 2J6

(902) 555-5555

johnsmithaccount@msvu.ca

Education

Bachelor of Arts Degree - General Studies 2019 – 2021
Mount Saint Vincent University, Halifax, NS

- English Concentration
- Minors in Communication and Writing

Diploma in Information Technology – Systems Management/ Networking 2012 – 2014
Nova Scotia Community College, IT Campus, Halifax, NS

Work Experience

Career Assistant Dec. 2020 – Present
Mount Saint Vincent University, Halifax, NS

- Supported students with resume and cover letter development, job searching, and professional online portfolios.
- Wrote technical documentation and guides for resume and cover letter development.
- Created and implemented promotional material for events and workshops using Canva and MSVU social media.
- Updated MSVU Career Services website using WordPress.

IT Specialist July 2015 – Aug. 2018
InfoTech Solutions Incorporated, Dartmouth, NS

- Implemented a wide variety of technological solutions including Microsoft Office software, Windows 10 imaging, and Cisco Networking equipment.
- Installed network cabling that adhere to Nova Scotia electrical safety codes.
- Developed adaptive solutions that satisfied clients' needs both functionally and aesthetically.

Cashier

Sept. 2011 – July 2015

SuperConvenient Convenience Store, Bedford, NS

- Focused on customer satisfaction and providing a pleasant experience.
- Maintained accurate cash flow, inventory, and business documentation.

Community Involvement

Promotions Volunteer

January 2020

Hope for Wildlife, Seaforth, NS

- Coordinated a campaign to raise awareness about wildlife rehabilitation as part of MSVU Caritas Day.

Professional Development

Technical Writing Conference

May 2020

Technical Document Writings Company

- Learned writing strategies for effective technical document creation to increase reader cohesion.

Certifications and Training

TEFL Certification

November 2020

ABC Company

- Certified to instruct international TEFL (Teaching English as a Foreign Language) and TESOL (Teaching English to Speakers of Other Languages) courses

SAMPLE RESUME 1- FUNCTIONAL

Vivian Lin

902-123-4567 | vivian.lin123@msvu.ca | [linkedin.com/in/vivian-lin](https://www.linkedin.com/in/vivian-lin)
166 Bedford Highway, Halifax, NS B3M 2J6

OBJECTIVE

As a student completing my Bachelor of Business and Tourism Hospitality Management at Mount Saint Vincent University, I am seeking full-time summer employment with a hotel where I can engage with team members and visitors and grow as a hospitality professional.

EDUCATION

Bachelor of Tourism and Hospitality Management Sept. 2018 – Present
Mount Saint Vincent University, Halifax, NS

- Minor in Communication
- Dean's List (2019, 2020, 2021)

SKILLS

Customer Service

- Able to respond to customers' feedback, complaints, or urgent situations following organization protocols and standards
- Championed COVID-19 pandemic safety measures with work teams and customers
- Volunteer experience helping people new to Halifax and Canada feel more at ease
- Fluent in English, French and Mandarin

Time Management

- Performed well in high energy fast food and restaurant settings
- Coordinated food orders quickly and accurately, working in a team format
- Checked inventory to make sure food and supplies were on hand three days in advance

Administration and Marketing

- Proficient in using MS Office Suite – Word, Excel, PowerPoint, Teams
- Helped manage a fundraising event thank you campaign by writing and coordinating letters and emails to partner organizations, sponsors, and supporters
- Designed and coordinated print and social media materials for a fundraising event

Certifications and Training

- National Virtual Volunteer Onboarding Program (March 2020)
- Standard First Aid with CPR C + AED, St. John Ambulance (Dec. 2018)
- Food Hygiene Course, Government of Nova Scotia (May 2018)
- WHMIS, Canadian Centre for Occupational Health and Safety (Dec. 2017)

WORK EXPERIENCE

Cashier and Cook McDonald's, Halifax, NS	May 2020 – Present
Tourism Education Alliance of the Maritimes (TEAM) Assistant Mount Saint Vincent University, Halifax, NS	Sept. 2019 – Apr. 2020
Line Cook Café Chianti, Halifax, NS	May – Aug. 2019

VOLUNTEER EXPERIENCE

Text Communication Assistant (Remote Work) Kids' Help Phone, Ottawa, ON	March 2020 – Dec. 2020
Orientation Leader International Education Centre Mount Saint Vincent University, Halifax, NS	Sept. 2020, Sept. 2019

SAMPLE RESUME 2- FUNCTIONAL

John Smith

166 Bedford Highway, Halifax, NS B3M 2J6

(902) 555-5555

johnsmithaccount@msvu.ca

Profile

I'm a recent graduate from Mount Saint Vincent University with a Bachelor of Arts focused on English, communication, and writing and I'm ready to embrace a new career in technical writing. I'm passionate about clear communication: I have 5 years' experience engaging with customers in the retail industry and I'm a certified TESOL (Teaching English to Speakers of Other Languages) instructor.

Education

Bachelor of Arts Degree - General Studies

2019 – 2021

Mount Saint Vincent University, Halifax, NS

- English Concentration
- Minors in Communication and Writing

Skills

Communication

- Experience writing technical documents and guides for department and client use.
- Able to adapt to a range of client learning styles.
- Paid experience coaching peers to improve their writing and communication skills.

Technical Skills

- Information technology expertise in Microsoft Office, Cisco Networking Equipment, Windows, Linux, and Mac OS.
- Video conferencing software: Microsoft Teams, Blackboard Collaborate, Zoom, Discord, and Skype.
- Graphic design experience with Adobe Photoshop and InDesign, GIMP, and Canva.
- Created promotion campaigns using Facebook and Instagram.

Client Support

- Quickly recognized client needs and developed meaningful solutions.
- Researched and applied new resources as part of support roles.
- Demonstrated adaptive pacing when supporting peers develop resumes, cover letters, and professional online portfolios.

Work Experience

Career Assistant

Mount Saint Vincent University, Halifax NS

Dec. 2020 – March 2021

IT Specialist

InfoTech Solutions Incorporated

July 2015 – Aug. 2018

Cashier

SuperConvenient Convenience Store

Sept. 2011 – July 2015

Community Involvement

Promotions Volunteer

Hope for Wildlife, Seaforth, NS

January 2020

- Coordinated a campaign to raise awareness about wildlife rehabilitation as part of Mount Saint Vincent University Caritas Day.

Professional Development

Technical Writing Conference

Technical Document Writings Company, Halifax, NS

May 2020

- Learned writing strategies for effective technical document creation to increase reader cohesion.

Certifications and Training

TEFL Certification

ABC Company

November 2020

- Certified to instruct international TEFL (Teaching English as a Foreign Language) and TESOL (Teaching English to Speakers of Other Languages) courses

SAMPLE RESUME 1- COMBINED

Vivian Lin

902-123-4567 | vivian.lin123@msvu.ca | [linkedin.com/in/vivian-lin](https://www.linkedin.com/in/vivian-lin)

166 Bedford Highway, Halifax, NS B3M 2J6

SUMMARY

As a student completing my Bachelor of Business and Tourism Hospitality Management at Mount Saint Vincent University, I am seeking full-time summer employment with a hotel where I can engage with team members and visitors and grow as a hospitality professional.

EDUCATION

Bachelor of Tourism & Hospitality Management

Sept. 2018 – Present

Mount Saint Vincent University, Halifax, NS

- Minor in Communication

SKILLS

- Able to respond to customers' feedback, complaints, or urgent situations following organization protocols and standards
- Championed COVID-19 pandemic safety measures with work teams and customers
- Volunteer experience helping people new to Halifax and Canada feel more at ease
- Fluent in English, French and Mandarin

WORK EXPERIENCE

Cashier

May 2019 – Present

McDonald's, Halifax, NS

- Displayed strong organizational skills by managing accurate cash flow
- Engaged with customers and responded to feedback and concerns
- Coordinated orders quickly and efficiently
- Maintained a clean environment for both customers and co-workers

Tourism Education Alliance of the Maritimes (TEAM) Assistant

Sept. 2018 – Apr. 2019

Mount Saint Vincent University, Halifax, NS

- Designed and coordinated print and social media materials for 2019 Leaders in Tourism, an annual fundraising event that attracts 700 supporters

- Helped manage a “thank you” campaign by writing and coordinating mailouts to partner organizations, sponsors, and supporters
- Updated and organized supporter information in Excel, for pre-event reach out in 2020

Line Cook

May – Aug. 2018

Café Chianti, Halifax, NS

- Checked inventory to make sure food and supplies were on hand three days in advance
- Set up and carried out pan station and grill station functions
- Cleaned stations and packaged and stored leftover food
- Trained new employees on Café Chianti protocols and team approaches

VOLUNTEER EXPERIENCE

Text Communication Assistant (Remote Work)

March 2020 – Dec. 2020

Kids’ Help Phone, Ottawa, ON

- Participated in a nationally recognized 30-hour training module to relay incoming texts from youth to assigned counsellors during the COVID-19 pandemic
- Conveyed a listening and open stance to youth when they contacted Kids’ Help Phone via text
- Engaged in weekly and monthly coaching and psychoeducational sessions with my supervisors and work team

Orientation Leader

Sept. 2019

International Education Centre, Mount Saint Vincent University, Halifax, NS

- Welcomed international students preparing for the start of their first academic term, following a peer support program model
- Liaised with students, orientation team members, and supervisors to address any complex questions or concerns

LICENSES AND CERTIFICATIONS

Standard First Aid with CPR C + AED

Dec. 2019

St. John Ambulance

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May 2018

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Dec. 2017

Canadian Centre for Occupational Health and Safety

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