THE WORK EXPERIENCE & INTERNSHIP PROGRAM
Student Guide

FOLSOM LAKE COLLEGE
Internships
2014 - 2015

The Work Experience & Internship Program
Folsom Lake College  (916) 608-6552
http://wexp.losrios.edu

QR code reader required on a smart phone
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LOOKING FOR AN INTERNSHIP?

Register to LINCS
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Enroll in a Work Experience class
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Create a Resume
{Go to page 15}

Print out postings
{Go to page 9}

Check Registration Status

If you don't have a resume attend a workshop or make an appointment with a staff member

Make an Appointment with a Work Experience Staff Member

Bring copies of the printed postings, transcripts, resume, and proof of enrollment
{Go to page 11}

Have Questions? Go to pages 11-13, call our office at (916) 608-6552 or visit our website at http://wexp.losrios.edu

ALREADY HAVE AN INTERNSHIP OR JOB?

Enroll in a Work Experience Class
{Go to page 7}

Attend the mandatory class meeting
{Go to page 7}
Recent reports show that nearly 58% of students who had internships with a company were offered full-time employment by that same company. Students with internships earned nearly 20% more in their first 3 years of work than classmates without internships. Students who have had internships find jobs quicker.

At Folsom Lake College, the Cooperative Work Experience and Internship Program (WEXP) is a unique educational plan. It allows students the opportunity to develop practical skills and knowledge by applying classroom study with planned, supervised on-the-job experience. Through the program and the Work Experience course (WEXP), students can earn 1-4 units of college credit while they work at a job or internship related to their academic or career goals. Work sites may be located on or off campus and may be paid or unpaid positions. Worksites must provide new or expanded learning opportunities and responsibilities. Internship placement assistance is provided but not guaranteed. Students needing internship placement assistance must go to the program website for more information at http://wexp.losrios.edu and follow the student information path. Students must have a cooperating employer by the end of the third week of the full 16-wk semester (end of the first week of an 8-week summer session) to be eligible to remain enrolled.

Students must attend the weekly Work Experience (WEXP) course or qualify for the “Returning Student” status (please see “Course Information” on page 7-8) to earn academic credit. Attendance is required for the first class meeting for ALL students and as stated by the course instructor.
As an intern, you:

- Enroll in a WEXP course and earn academic credit (1 - 4 units) for paid or volunteer positions.
- Learn about your chosen career.
- Acquire hands-on job experience in a carefully-structured and individualized program.
- Experience up-to-date practices in your chosen field.
- Receive career guidance in matching your skills to appropriate career positions.
- Obtain professional guidance in interviewing techniques, job search, and resume development.

Eligibility Requirements:

1. Be at least a second-semester (or more) student.
2. Be in good academic standing (employers usually prefer 2.5 GPA and above).
3. Have a declared major and some career goals.
4. Enroll in a Work Experience class.
5. Be goal oriented, motivated to learn and have good time management skills.
6. To assist in a successful experience and learning opportunity, ESL students are recommended to be at a minimum intermediate level in ALL areas (ESL50) to benefit from participation in the program.

Assistance in obtaining an internship:

- If you are eligible and ready to participate, register to view internship postings on the Los Rios Internships & Career Services - LINCS System or develop your own internship (please refer to the “Resource Library” in LINCS on how to develop your own internship or see the Coordinator).

- Print out all the postings that are of interest to you.
- **Make an appointment** with your campus Intern/Co-op staff to start the referral process.
- For your appointment; bring a copy of job postings (or Job ID#’s), a copy of your **resume**, and an **unofficial transcript**.
- Students are pre-screened and referred to employers for interviews by WEXP/Internship staff.
- Students are responsible for keeping abreast of new internships, updating their application documents, and maintaining contact with WEXP/Internship staff.
WEXP COURSE INFORMATION

To ensure that you understand the requirements of the Cooperative Work Experience & Internship Program and that you will be awarded credit upon completion of the semester’s work, please read the following information carefully and save these guidelines for future reference.

Enrollment
Each semester you participate in Work Experience you must register for a Work Experience class found in the class schedule under Work Experience (WEXP 198 or 498) or your major, i.e. Business (BUS 498)

There are two types of WEXP:

General Work Experience Education 198
Designed for students interested in exploring various career options without a major. Up to three units of credit may be granted each semester with a maximum total of six semester units during the student’s enrollment in a community college. These units may count as elective units, major units or GE units, but are not transferable.

Occupational Work Experience Education 298/498
Designed for students interested in associate/certificate degree level (298) or transfer degree level (498) work experiences, related to their major field of study. Students should check with their major program faculty to review specific certificate or degree work experience requirements. Up to four (4) units of credit may be granted each semester with a maximum total of sixteen (16) units during the student’s enrollment in a community college. These units may count as elective units, major units, or GE units, only 498 units are transferable to CSU.

WEXP has two student status types:
New Student Status:
• This is your first time in a Work Experience course.
• You are working in a paid or unpaid internship, job, or volunteer opportunity related to career goals.
• You must attend the weekly orientation (course) which meets once a week. This course will cover workforce/career transition issues and preparedness.
• Your grade and units are earned based on your performance in the workplace (developing new skills), completion of required program paperwork, and classroom assignments.
Returning Student Status:
- You have completed a Work Experience course with a grade of “C” or better (Will be verified by instructor using unofficial transcripts).
- You are working in a paid or unpaid internship, job, or volunteer opportunity related to career goals.
- No weekly attendance is required for this status except for the first orientation meeting. However, you must establish new on-the-job learning objectives with your employer and complete all the required program forms as stated by the instructor.
- Your grade and units are earned based on your performance in the workplace (developing new skills), completion of required program paperwork, and classroom assignments.

WEXP Units
Units earned are determined by the amount of hours worked from the first week of instruction to the last week of instruction during an enrollment term, and success with completing required program forms and classroom assignments. Units granted are based upon the number of units the student is eligible to earn based on the following scale for each term, this does not include weekly class time. CAUTION: Do not register for more units than the number of work hours you can complete during the enrollment term.

<table>
<thead>
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<th>UN-PAID</th>
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<tr>
<td><strong>75 HOURS PER UNIT SEMESTER</strong></td>
<td><strong>60 HOURS PER UNIT SEMESTER</strong></td>
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<td>Approx. Hours per Week</td>
<td>Units</td>
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<td>Full Sem</td>
<td>8 wks</td>
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<td>5</td>
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<td>15</td>
<td>30</td>
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<td>20</td>
<td>40</td>
</tr>
</tbody>
</table>

***NOTE: To assist in a successful experience and learning opportunity, students are recommended to have taken ENGWR 102 or 103, and ENGRD 116 with a grade of “C” or better; OR ESLR 320 and ESLW 320 with a grade of “C” or better, OR placement through assessment process."
To register, go to the Work Experience homepage at [http://wexp.losrios.edu](http://wexp.losrios.edu) and click on “Students” then “Internship Program”

Or, Go to the FLC Career Center homepage at [www.flc.losrios.edu/career](http://www.flc.losrios.edu/career) click on “Students” on the left side menu and then “Employment Opportunities”

- New Users must click on “Click here to register” to create a new account
- Fill out all the required fields marked with a red asterisk (*) to start your student profile
- Once your profile is complete, click on “Register”

How to Apply to Postings:

**For Jobs:** Follow the application instructions included in the description by the employer. Check the Resource Library for more help.

**For Internships:** Check the Resource Library on your LINCS homepage for the folder called “How to Get an Internship” or go to the internship program website at [http://wexp.losrios.edu](http://wexp.losrios.edu) click on “Internship Program” for step by step instructions. **NOTE:** To create your own internship site go to the folder titled “How to Develop Your Own Internship”.

As a registered user you will have access to:

**RESOURCE LIBRARY:** MAKE THIS YOUR FIRST STOP...Learn how to navigate LINCS through the LINCS Student Guide, set up Job Agents (page 10) for automatic email notifications of ideal jobs/internships, learn how to create your own internships and how to conduct successful searches.
ANNOUNCEMENTS: View career events and be the first to learn about upcoming events.

MY ACCT/MY DOCS: Upload and update your resume, cover letter, and more to your profile.

REPORT-A-HIRE: Please let us know if you have been hired through an employer using LINCS!!

Creating Job Agents
By creating Job Agents, the system will send you email notifications when any new jobs or internships are posted that match your search criteria.

1. Go to “Job & Internship Search” >”Job Search” in the upper menu bar
2. Click the search button to view all position types or click “Advanced Search” to select additional criteria for your agent such as “Industry”, “Position Type”, “Job Location”, etc. and click the “Search” button

NOTE: the more criteria you select the more narrow your results. If you want broader search results select less criteria per Job Agent. You may set multiple Job Agents.
3. In the Search results screen on the top right click on [Email me New Jobs for this Search]
4. Name your saved job agent
5. Click Save

Editing Your Job Agents
1. Go to “My Account” in the upper menu bar
2. Select “My Activity”
3. Click on the “Job Agents” tab
4. You may View, Disable, Remove agents under the “Action” column

Saved Searches
By creating Saved Searches, you can view quickly a list of current jobs or internships posted that match your search criteria.

Creating Saved Searches
1. Go to “Job & Internship Search > Job Search” in the upper menu bar
2. Choose your search criteria such as “Position Type”; ex. (Intern/Co-op-Paid)
3. Click Search
4. In the Search results screen on the top right click on [Save Search]
5. You should see a pop-up to name your saved search
6. Name your saved search, “Paid Internships”
7. Click Save
8. On the left side of your screen click on “Saved Searches”
9. You should now see your saved search called “Paid Internships”
FREQUENTLY ASKED QUESTIONS

1. **What are internships?** An internship provides on-the-job training in a skilled or professional level work environment related to a student's academic or career goals.

2. **How will an internship benefit me?** Learn professional skills in preparation for your chosen career. Acquire hands-on experience in a structured program and develop career contacts. Earn 1-4 units of academic credit for paid or unpaid positions. Get a glimpse into your chosen career field. Receive career guidance in matching your skills to appropriate positions. Obtain guidance in managing your career.

3. **What are the program requirements?** To earn college credit, students must enroll in a Work Experience course. **For internship placement assistance,** students must have college transcripts. Be in good academic standing. Have a declared major or a career focus. Be willing to commit at least one full semester. Work with the WEXP staff to assist in your internship placement. **Enroll in a Work Experience course.**

4. **Who qualifies for Work Experience?** Students who have a job, internship or volunteer position related to their academic or career goals and **enroll in a Work Experience course.**

5. **How do I explore available internships?** Look through the list of internships available on the LINCS system through [http://wexp.losrios.edu](http://wexp.losrios.edu). You may also develop your own internship through networking with people in your field of interest.

6. **How do I apply for an internship?** If you are eligible and ready to participate, register to view internship postings on the LINCS System.

- Print out all the postings that are of interest to you.
- **Make an appointment** with your campus WEXP staff to start the referral process.
- For your appointment, bring copies of the printed postings, your resume, unofficial transcripts and proof of enrollment in a Work Experience class.
- Students are pre-screened and referred to employers for interviews by WEXP staff.
- Students are responsible for keeping abreast of new internships, updating their application documents, and maintaining contact with WEXP staff.
7. **What do I get first, the internship or the WEXP course?** If enrollment is open, secure your spot in the WEXP course and pursue getting an internship. In order to earn college credit, you must have both at the same time and be attending class while you are working at your internship.

8. **Are there deadlines to apply for an internship?** In order to secure an internship before your Work Experience (WEXP) course starts, we request that you apply for an internship at least 2-3 weeks or more prior to the start of the enrollment term.

9. **Can I receive college units for my current job?** Yes. For paid positions, 75 hours must be completed per unit. For unpaid positions, 60 hours must be completed per unit. You may earn 1-4 units during an enrollment term.

10. **How do I register for the course?** You register for Work Experience just as you do for other courses. Check the schedule for Work Experience (WEXP) or check your major area for (subj) 498 courses. WEXP 198 - For students interested in exploring various career options. WEXP 298/(subj 298) - For students declared in a related certificate or associate degree level. WEXP 498/(subj 498) - For students declared in a related transfer degree level program.

11. **Can I develop my own internship?** Yes, as long as you have a cooperating supervisor willing to provide a learning experience for you. Check the “Resource Library” in LINCS for more help or talk with a Work Experience staff member.

12. **How do organizations select interns?** Once we meet with you and start your file, we will submit your resume to your selected organizations. The organization will contact you (student) for interviews directly.

13. **Are internship units transferable? Only 498 units are transferable.** California State University (CSU) will accept eight units of Work Experience 498 classes as electives when the student's work/internship is related to their major.

14. **Can I complete more than one internship in a semester?** Yes, you can combine your internships, but they both must relate to your goals. You will be required to verify all employment and create learning objectives and complete all program forms for both positions.

15. **What happens if I change internships mid-semester?** Depending on the circumstances, we will work with you and your situation. Situations should always be discussed with your Work Experience instructor immediately.

16. **Do I have to attend class?** First time participants are required to attend the weekly course. Returning participants are not required to attend the course but are required to meet with the instructor as needed to complete all program forms and assignments. Returning status will be verified through transcripts.
17. Is placement guaranteed? No. Your placement depends on how well you interview, the skills and knowledge you can bring to an employer, and whether they select you for the position.

18. What is required of my employer/supervisor? Your employer is asked to assist you in establishing learning objectives related to your job or internship, evaluate your progress, and verify your work hours. This should take no more than a few hours of your supervisor's time during an enrollment term.

19. How are internship hours calculated? Units earned are determined by the amount of hours worked from first week of instruction to the last week of instruction and success with completing the learning objectives, program forms, and classroom assignments. You may earn 1-4 units per enrollment term based on the following formulas during fall, spring, or summer sessions:

- Paid positions: 75 hours = 1 unit of credit
- Unpaid positions: 60 hours = 1 unit of credit

20. I am currently volunteering. Can I receive credit? Yes. You can be in an unpaid volunteer position as long as you follow the WEXP program requirements and enroll in a work experience course to earn college credit.

21. Can I get credit for an internship that I've already done? No. The internship experience must be concurrent with Work Experience enrollment. Hours only count from the first week of instruction to the last week of instruction during an enrollment period.

22. Are the internships included as experience on my resume? Yes! Internships provide related experience in your field and will definitely attract an employer's attention when resumes are reviewed. Employers have rated career related experience as one of the highest factors that contribute to their decision to hire candidates for full-time career positions.

23. What can I do to prepare for an internship interview? The WEXP office can assist in preparing you for an internship interview. Make an appointment with a WEXP staff member and bring a copy of the internship position description from the posting on LINCS.
CREATING YOUR INTERNSHIP APPLICATION MATERIALS

Resume Building
Resume Content
Positive Power Verbs
Sample Resumes
  ▫ Chronological
  ▫ Functional
  ▫ Combination

Cover Letter, Thank-You Letter & Reference List Basics
  ▫ Sample Reference Request Letter
Cover Letter Format
Sample Cover Letter
Sample Thank-You Letter
Sample Reference List
# RESUME BUILDING

## The Winning Resume:
- Is 100% honest
- Presents your most important data first
- Tailors contents to each job/internship position
- Emphasizes accomplishments and avoids unnecessary information
- Utilizes white space for a format that is consistent and visually attractive
- Is brief, concise, and easy to read
- Avoids the use of personal pronouns
- Is free of grammatical and spelling errors

## Appearance/Layout:
- Your resume should be brief, well organized, and neatly printed on 8 ½” X 11” white resume paper
- Use easy to read font styles and sizes
- Be concise; length should be 1 to 2 pages
- Create visual impact using bullets, underline, bold, & CAPS, but don’t overdo it
- The resume format you choose should highlight your strengths and underplay your weaker areas
- You can choose between the following formats: Chronological, Functional, or Combination (please see resume samples on pgs. 20-22)

## Writing Style:
- List job skills relating to the job in order of importance

## Don’t:
- Include personal information (i.e. sex, age, race, religion, marital status, etc.)
- Be dishonest or exaggerate
- Use negative connotations regarding work history/experience
- Include references; list them on a separate page.

## Do:
- Analyze job description and highlight skills and qualifications the employer is seeking. Make sure you list the most relevant skills first.
- PROOFREAD, PROOFREAD, PROOFREAD, AND PROOFREAD AGAIN. Then have someone else proofread your resume for you.
# Resume Content

<table>
<thead>
<tr>
<th>Content</th>
<th>Essentials</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following are essential components for every resume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Information</td>
<td>Name, address, phone number, email and web address</td>
<td>Make sure email address, phone number, and web page are “employer” appropriate and typo-free</td>
</tr>
<tr>
<td>Education</td>
<td>Name of school (beyond high school), degree earned, major, minor, expected date of graduation, relevant courses, and GPA (only if you are proud of it)</td>
<td>List in reverse chronological order. List most recent, relevant training or highest degree first</td>
</tr>
<tr>
<td>Relevant Experience</td>
<td>Job title, company name, dates of experience, describe job duties, significant accomplishments and contributions</td>
<td>Include paid and unpaid positions &amp; internships. List job responsibilities in order of importance related to the objective</td>
</tr>
<tr>
<td>The following categories may be included on a resume—include the categories that best describe your skills and experiences</td>
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<td></td>
</tr>
<tr>
<td>Objective</td>
<td>A one-line description of position desired</td>
<td>Briefly and specifically state the position and/or industry you are interested in</td>
</tr>
<tr>
<td>Relevant Skills/Abilities</td>
<td>Identify skills the employer is looking for. They may be grouped by category such as: Languages, Computer Skills, Marketing Skills</td>
<td>List only the skills that you can perform with little or no supervision. For languages: include level of fluency</td>
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<tr>
<td>Group/Class Projects</td>
<td>Relevant classes and/or projects</td>
<td>List the course title, not the course number</td>
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<tr>
<td>Honors or Awards</td>
<td>Current students or recent grads can include honors and scholarships. Be sure to include a description</td>
<td>Can be listed separately or as a subsection of “Education”</td>
</tr>
<tr>
<td>Travel</td>
<td>List country and travel experience if relevant to the position for which you are applying</td>
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<tr>
<td>Research/Publications</td>
<td>List title of project/paper, when published and where</td>
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<tr>
<td>Volunteer Activities/Community Service/Professional Memberships</td>
<td>List memberships, organizations, offices held, and a brief description of accomplishments</td>
<td>Internship positions can be listed under “Experience” section</td>
</tr>
<tr>
<td>Certifications/Licenses/Trainings</td>
<td>List if applicable to the position for which you are applying</td>
<td></td>
</tr>
<tr>
<td>References</td>
<td>You do not need to end your resume with “References Available Upon Request” since the employer knows this already</td>
<td>Always take a printed list of your references to the interview</td>
</tr>
</tbody>
</table>
POSITIVE POWER VERBS

Key factors in writing a winning résumé is using strong action verbs to make positive statements describing your accomplishments, level of responsibility, and effectiveness. You want the reader to be able to visualize the contribution you will make in the position you are seeking. Use the past tense of the verb to make a stronger statement. The following is a partial list of positive power words to get you started.

<table>
<thead>
<tr>
<th>Management Skills</th>
<th>Administered</th>
<th>Analyzed</th>
<th>Assigned</th>
<th>Attained</th>
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<tbody>
<tr>
<td>Chaired</td>
<td>Contracted</td>
<td>Consolidated</td>
<td>Coordinated</td>
<td>Delegated</td>
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<td>Developed</td>
<td>Directed</td>
<td>Evaluated</td>
<td>Executed</td>
<td>Hired</td>
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<td>Improved</td>
<td>Facilitated</td>
<td>Rehabilitated</td>
<td>Increased</td>
<td>Organized</td>
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<td>Oversaw</td>
<td>Planned</td>
<td>Prioritized</td>
<td>Produced</td>
<td>Recommended</td>
</tr>
<tr>
<td>Reviewed</td>
<td>Scheduled</td>
<td>Strengthened</td>
<td>Supervised</td>
<td>Shaped</td>
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<thead>
<tr>
<th>Communication Skills</th>
<th>Addressed</th>
<th>Arbitrated</th>
<th>Arranged</th>
<th>Authored</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corresponded</td>
<td>Developed</td>
<td>Directed</td>
<td>Drafted</td>
<td>Edited</td>
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<td>Enlisted</td>
<td>Formulated</td>
<td>Influenced</td>
<td>Interpreted</td>
<td>Interviewed</td>
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<tr>
<td>Lectured</td>
<td>Mediated</td>
<td>Moderated</td>
<td>Negotiated</td>
<td>Persuaded</td>
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<td>Promoted</td>
<td>Publicized</td>
<td>Reconciled</td>
<td>Recruited</td>
<td>Spoke</td>
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<td>Translated</td>
<td>Wrote</td>
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**Technical Skills**

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<th>Calculated</th>
<th>Computed</th>
<th>Designed</th>
<th>Devised</th>
<th>Engineered</th>
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<td>Maintained</td>
<td>Operated</td>
<td>Overhauled</td>
<td>Programmed</td>
<td>Remodeled</td>
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<tr>
<td>Repaired</td>
<td>Solved</td>
<td>Upgraded</td>
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<td>Installed</td>
<td>Monitored</td>
<td>Analyzed</td>
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**Teaching Skills**

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<th>Advised</th>
<th>Clarified</th>
<th>Coached</th>
<th>Communicated</th>
<th>Developed</th>
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<tr>
<td>Enabled</td>
<td>Encouraged</td>
<td>Evaluated</td>
<td>Explained</td>
<td>Facilitated</td>
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<td>Guided</td>
<td>Informed</td>
<td>Instructed</td>
<td>Set goals</td>
<td>Trained</td>
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<tr>
<td>Creative Skills</td>
<td>Acted</td>
<td>Conceptualized</td>
<td>Created</td>
<td>Designed</td>
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<td>Developed</td>
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<td>Established</td>
<td>Fashioned</td>
<td>Founded</td>
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<td>Revitalized</td>
<td>Shaped</td>
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<td>Helping Skills</td>
<td>Assessed</td>
<td>Assisted</td>
<td>Clarified</td>
<td>Coached</td>
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<td>Counselled</td>
<td>Demonstrated</td>
<td>Diagnosed</td>
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<td>Facilitated</td>
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<td>Guided</td>
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<td>Recorded</td>
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<tr>
<td>Financial Skills</td>
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<td>Allocated</td>
<td>Analyzed</td>
<td>Appraised</td>
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<td>Developed</td>
<td>Forecasted</td>
<td>Managed</td>
<td>Marketed</td>
<td>Planned</td>
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<tr>
<td>Research Skills</td>
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<td>Critiqued</td>
<td>Diagnosed</td>
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<td>Examined</td>
<td>Extracted</td>
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<tr>
<td>Investigated</td>
<td>Reviewed</td>
<td>Organized</td>
<td>Summarized</td>
<td>Systemized</td>
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</tbody>
</table>
# CHRONOLOGICAL FORMAT

A chronological resume presents your education and work experience in a straightforward, reverse chronological order format, listing current or most recent jobs first. If the majority of your work experience is related to your stated job objective, the chronological format is generally preferred.

<table>
<thead>
<tr>
<th>Ima Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 College Parkway</td>
</tr>
<tr>
<td>Folsom, CA 95630</td>
</tr>
<tr>
<td>(916) 608-1234</td>
</tr>
<tr>
<td><a href="mailto:seeker@yahoo.com">seeker@yahoo.com</a></td>
</tr>
</tbody>
</table>

**OBJECTIVE**

To obtain a position as a laboratory research intern with ABC Company.

**EDUCATION**

*Associates Degree—Biological Sciences, May 2015*
Folsom Lake College, Folsom, CA
Expected date of transfer to California State University, Sacramento: Fall 2015

**Relevant Coursework:** Organic Chemistry (Lab), Zoology, Microbiology (Lab), Principles of Biology (Lab)

**SKILLS**

- Familiar with buffer preparation, microscopy, pH meter, and analytical balances
- Ability to keep accurate laboratory records
- Proficient in Microsoft Word, Excel, and Access in PC and Mac platforms

**SPECIAL PROJECT**

*Reentry scholarship fund, Enactus Club, Folsom Lake College*  
April 2013 - May 2014

Worked with a group of seven students raising $5,000 to help raise scholarship funds for re-entry students. Collaborated with community leaders to collect donations. Presented information to group of 30 staff and students.

**EXPERIENCE**

*Lab Assistant in Organic Chemistry Lab, Folsom Lake College, Folsom, CA*  
August 2013-present

- Assisted 35 students in performance of experiments and clean-up practices
- Prepared the laboratory and maintained stock of required chemicals and apparatuses, necessary to perform the experiments successfully
- Trained in techniques such as chromatography, spectroscopy, and microscopy

*Shift Leader, In-N-Out Burger, Davis CA*  
June 2009-July 2013

- Provided outstanding customer service and handled customer complaints for high traffic downtown location
- Acted as cashier; reordered supplies weekly and delivered bank deposits
- Trained and supervised ten staff members. Provided input for new hire performance reviews and identified areas for additional training
- Maintained inventory count of all products
**FUNCTIONAL FORMAT**

A functional resume concentrates on skills you have demonstrated that relate to your stated objective rather than on the jobs you have held. This format is particularly effective if your past work experience is not directly related to your job objective, if you are changing careers or if you are seeking a promotion. Choose broad “skill categories” appropriate to the desired job and how you have demonstrated those same skills in past positions/jobs.

---

**Ima Returning Student**

seeker@yahoo.com  
(916) 608-1234

<table>
<thead>
<tr>
<th>Permanent Address</th>
<th>Local Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Main Street</td>
<td>10 College Parkway</td>
</tr>
<tr>
<td>Sacramento, CA 95641</td>
<td>Folsom, CA 95630</td>
</tr>
</tbody>
</table>

**OBJECTIVE**

Obtain a position as Accounting Intern at XYZ Company

**EDUCATION**

Folsom Lake College, Folsom, CA, Fall 2013-present  
Major: **Accounting**  
Associate of Science degree, expected completion December 2015

**RELEVANT COURSEWORK**

- Financial Accounting
- Payroll Accounting
- Federal & State Taxation
- Auditing
- Fundamental Payroll Administration

**Accounting**

- Provided an up to date treasurer’s report at each board meeting and general meeting.
- Worked with the budget committee to develop a budget for the upcoming PTA year.
- Maintained an accounting system with an accurate record of the expense and receipt transactions of the unit.
- Kept track of and managed funds for multiple accounts.

**Leadership**

- Conducted bi-annual Council fundraisers—fall products, cookies, and Parent Partnership.
- Established and followed Girl Scout policies, standards, procedures, and practices as defined by GSUSA and Mt. Wilson Vista Council.
- Recruited 15 adults to serve as members of the Troop Committee; maintained a working relationship with the committee over an 8-month period.

**Management**

- Coordinated and conducted troop meetings on a regular timetable.
- Oversaw 35 committee members during fundraising events.
- Improved office efficiency by computerizing filing system and employee scheduling database.

**WORK HISTORY**

<table>
<thead>
<tr>
<th>Office Assistant</th>
<th>Johnson &amp; Johnson Sausage Co, Citrus Heights, CA</th>
<th>05/07 to 12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>Sherman Insurance Agency, Fair Oaks, CA</td>
<td>06/04 to 04/07</td>
</tr>
</tbody>
</table>
COMBINATION FORMAT

The combination chronological/functional resume uses elements of both styles. The qualifications (areas of effectiveness) of the functional resume remain within specific job/experience descriptions. The jobs/experiences are then grouped and categorized to show the strengths in two to four categories. This resume format is effective if at least some of your experience is related to the job objective, and also when the job objective has more than one component and you have experience in these different components (e.g., technical and management, sales and organizational).

IMA Veteran
10 College Parkway
Folsom, CA 95630
(916) 608•1234
seeker@yahoo.com

Objective
To obtain an internship position as Computer System Programmer at XYZ company.

Education
Folsom Lake College, Folsom, CA
Major: Computer Science, expected date of graduation: May 2016

Skills Summary
  • Proficient in troubleshooting techniques and system analysis
  • Strong report writing and attention to details, leadership, and ability to learn quickly
  • Proficient in MS Access, Word, Excel
  • Fluent in Spanish, conversant in German

Programming/Technical assistance
Computer System Specialist, CA Department of Finance, Sacramento, CA  
  April 2012-present
  • Provided customer and network administration services, such as electronic mail accounts, user training, security, virus protection, and troubleshooting
  • Administered system analysis and maintenance
  • Implemented procedures to ensure computer and network security

Target Acquisition Radar Technician, U.S Army, Fort Carson, CO  
  May 2009-June 2011
  • Provided advice on technical and tactical aspects of the radar system
  • Supervised maintenance of Field Artillery radar system equipment and components
  • Interpreted and implemented changes in technical data concerning inspection, repair, and test procedures

Management
Squad Leader, U.S. Army, Fort Carson, CO  
  May2008-May2009
  • Provided a broad base of technical support in the area of Chemical, Biological, Radiological, Nuclear (CBRN) modeling, simulations and hazard prediction
  • Assisted in planning, employing, and coordinating CBRN defense systems

Cadet Troop Leader, U.S Army, Fort Bliss, TX  
  August 2007-May 2008
  • Directed a staff of cadet officers who are responsible for the following functions: 1) Administration, (2) Aerospace Education, (3) Communications, (4) Information, (5) Leadership Training, (6) Operations, and (7) Supply
  • Established plans, policies, and procedures necessary to insure adequacy of squadron functions
  • Assured that cadets comply with all policies, directives, and procedures published by higher headquarters
COVER LETTERS

A cover letter introduces you and your resume to the employer and gives you an opportunity to explain why you are a good fit for their company. A cover letter can be sent by email or by mail. If you choose to send your cover letter by mail you should use the same color paper and font you used on your resume. Always address the cover letter to the appropriate individual within the company.

***See sample on page 25-26 for how to format a cover letter***

THANK-YOU LETTERS

A thank-you letter underscores your continued interest in the position and demonstrates courtesy and appreciation. It should emphasize your background and reference your interview or meeting. Thank-you letters should be sent to the Interviewer(s) within 24 hours of your interview. If you interview with a panel, send each panelist a thank-you letter. Thank-you letters should be sent after follow-up interviews as well. Handwritten notes, cards or emails are also acceptable.

***See sample on page 27 for how to format a thank-you letter***

REFERENCE LISTS

Selecting People

- References are people you have worked, volunteered or interned for such as faculty, current or former supervisors and/or campus staff.
- References can include advisors, coaches, mentors or anyone in a professional position who can speak about your character, skills and work ethic.
- References should NOT be family, friends or peers.
- Choose people who have known you for a minimum of six months. The longer they have known you the better, however, try to choose someone with whom you have interacted in the past year.
- Do not choose people who are not well versed on your background and accomplishments.
- If you must choose between several people who know you well, select those who hold a higher rank in their profession.
- Write a letter to your potential reference requesting that they serve as a reference for you ***See sample on page 24 for how to format a reference request letter***

Help Your References

- Provide your references with a copy of your resume and information about the position you are seeking. For a letter of recommendation for graduate school include a one-page summary of any achievements or skills and a statement of your future goals as well as a resume.
Encourage your references to speak to your interpersonal, leadership, oral and written communication, conflict resolution, and decision-making skills and to highlight your initiative and grasp of your field of study.

Remember—a reference should attest to your skill and ability level. Any inconsistencies between what you say in an interview and a reference’s response could eliminate you from consideration for position.

***See sample on page 28 for how to format a reference list***

SAMPLE REFERENCE REQUEST LETTER

Dear Professor Jones,

I am applying for several positions within the field of Computer Software Engineering including an internship at ABC Company and am writing to ask if you would be willing to serve as a reference in support of my applications. I plan to intern and gain knowledge and experience within the field of technology, particularly with respect to software design. I would also like to further my understanding of XYZ software programs.

I believe that the two courses I took from you, COMP 450 Computer Programming (Spring 2001) and BUS 220 Seminar in Business Technology (Fall 2002), have helped me to develop a solid foundation for my career in Computer Software Engineering.

I have included a summary of my academic and professional experience to help you to better account for my objectives within the field.

Should you decide to be my reference, I will send you a draft of my resume, copies of my transcripts, a sample of the job description, and any other materials you think would help you in the evaluation process. If you have any questions, please contact me by phone at (555) 555-0199 or by e-mail at someone@example.com.

Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Ima Student
COVER LETTER FORMAT

IMA STUDENT
10 COLLEGE PARKWAY
FOLSOM, CA 95630
(916) 608-8182 SEEKER@YAHOO.COM

Date of Writing
Contact Name
Title of Contact
Name of Organization
Street Address
City, State ZIP code

Dear Mr. or Ms._______

State the purpose for writing: the name of the position or field, or the general vocational area about which you are asking. Be specific as possible. Tell how you heard of the opening or organization.

Summarize your qualifications which you think would be of greatest interest to the employer, slanting your remarks to their point of view. Cite relevant education and experience, particular skills, competencies and interests as they relate to the position.

Sincerely state your interest in their organization, location, or type of work. Include information that you know about the company or the position. Explain why you especially want to work for them.

Thank them for taking the time to review your enclosed resume and/or application. Let them know you are looking forward to the next step in the process and the opportunity to meet with them in person. Indicate how you can be reached and thank them for their consideration.

Sincerely,

Your Signature in Black Ink

Your Typed Name
(Legal Name, No Abbreviations)
SAMPLE COVER LETTER

Ima R. Student
10 College Parkway
Folsom, CA 95630
(916) 608-1234
imastudent@yahoo.com

November 15, 2014

Mr. Robert Smith
Human Resource Department-Internship Program
IBA Accounting Firm
1234 Main Street
Sacramento, CA 95841

Dear Mr. Smith,

I am excited to learn about the recent internship position in the Accounting Department at IBA Accounting Firm from Carly Johnson, an Accounting professor at California State University, Sacramento (CSUS). Currently I am student at Folsom Lake College, where I am pursuing an Associate's Degree in Accounting and have completed additional coursework in Economics, with plans to transfer to CSUS in the fall of 2015.

Throughout my coursework I have gained extensive knowledge of accounting principles, which has led me to pursue a career as an Accountant in a firm such as yours. As Treasurer of the Parent Teacher Association (PTA) I served on a budget committee and maintained accurate expense reports, which has prepared me for a diverse range of client’s needs including money management and tax preparation. For my dedicated service as Treasurer I was awarded PTA Award of Excellence as well as Merit Awards for my fund management skills and record keeping.

After researching your organization I am confident that my knowledge and skills have prepared me to be a strong intern for your program. I have attached my resume and look forward to discussing my qualifications with you. Thank you so much for your time and consideration.

Sincerely,

Ima R. Student

Ima R. Student
SAMPLE THANK-YOU LETTER

Ima R. Student  
10 College Parkway  
Folsom, CA 95630  
(916)608-1234  
imastudent@yahoo.com

November 15, 2014

Mr. Robert Smith  
Human Resource Department-Internship Program  
IBA Accounting Firm  
1234 Main Street  
Sacramento, CA 95841

Dear Mr. Smith,

Thank you for taking the time to discuss the Accounting internship position at IBA Accounting Firm., with me. After meeting with you and observing the company'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 company. It is no surprise that IBA Accounting Firm 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 to hearing from you concerning your hiring decision. Again, thank you for your time and consideration.

Sincerely,

Ima R. Student
## References for Ima R. Student

10 College Parkway  
Folsom, CA 95630  
(916) 608-1234  
imrs@yahoo.com

**Roberta Barnes**  
*Parent-Teacher Association (PTA) President*  
PTA Sacramento Chapter  
3000 Green Avenue  
Folsom, CA 95630  
(916) 608-1234  
rbarnes@pta.org

**Lily Manners**  
*Chair, Accounting Department*  
Faculty Hall, Room 101  
Folsom Lake College  
Folsom, CA 95630  
(916) 608-1234  
lmanners@flc.com

**Lyle Hartford**  
*Troop Coordinator*  
Girl Scouts of America  
100 Oakview Drive  
Sacramento, CA 95841  
(916) 608-1234  
lhartford@gsa.org