

# CAREER RESOURCE GUIDE

## Want a resume review?

Email your resume to [careerhub@matc.edu](mailto:careerhub@matc.edu), and in the body of the email tell us:

- Your student ID number
- Your program
- Jobs you are targeting
- If you want an in-person or virtual appointment or email feedback

Resumes must be sent in a Microsoft Word Document or Google Document.

An Employment Development Specialist will assist you. ***Please review this packet first, to help you get started!***

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## CareerHub Contact:

(414) 297-6244

[careerhub@matc.edu](mailto:careerhub@matc.edu)

**Milwaukee Campus, S101**

**Oak Creek Campus, A208**

**Mequon Campus, A100**

# Resume Writing: Getting Started

An effective resume is a snapshot that clearly supports your career goals and makes an impactful first impression. Review and tailor your resume to a specific position or career field.

## Before You Begin

- ✓ Know your target job or field
- ✓ Gather work history, skills, and education details with dates
- ✓ Research the company and tailor your resume accordingly

## Types of Resumes

### 1. Chronological Resume

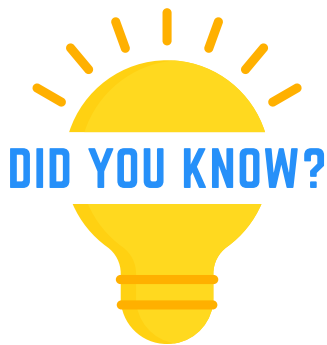
Lists your work experience starting with your most recent job. Great if you have steady job history.

### 2. Functional Skills Resume

Focuses on your skills and strengths. Good option if you're changing careers or have gaps.

### 3. Combination Resume

Mixes both skills and job history. This is best if you have solid experience and want to highlight key abilities, too.



## Resume vs. Cover Letter – What's the Difference?

- A resume is a concise summary of your education, skills, and experience. (usually 1–2 pages).
- A cover letter is a personalized letter that explains why you're interested in the position and how your experience makes you a great fit. *Please note: It is not always required.*



## DO's

- Use a simple, readable font (e.g., Calibri, Arial, or Times New Roman, size 11 or 12pt)
- Emphasize results and outcomes
- Quantify when possible and use specific examples
- Proofread!
- Get feedback from several people
- Begin phrases with action verbs
- Be truthful about your accomplishments



## DON'Ts

- Use templates
- Begin with "I" or use complete sentences
- Include marital status, age, social security number, or other personal info
- Use flashy graphics or symbols
- Exaggerate
- Mention controversial activities
- Include references (*keep these available for the application!*)

# Resume Writing: Section by Section

## General Structure:

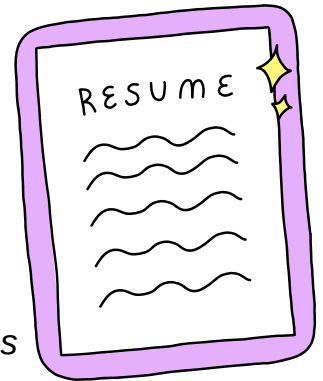
- Header – Name, contact info, LinkedIn URL (*optional*)
- Professional Summary – Brief and tailored to the job
- Skills – Hard or technical skills relevant to the job
- Education – Degree(s), certifications, honors
- Experience – Jobs, internships, clinicals/field experience, and relevant volunteer work
- Optional Sections – Projects, involvement, awards, languages

## Header:

### Include:

- full name
- city and state - *do not use full address*
- phone number
- email - *avoid using your school or casual email addresses*

*Optional: LinkedIn profile URL or personal portfolio*



### Example:

Jordan M. Taylor | Milwaukee, WI | (312) 555-6780 | jordan.taylor@email.com | portfolio.jordantaylor.com

## Professional Summary:

A 1–3 sentences overview of your experience, key skills, and what you're seeking. Tailor it to the job you're applying for.

That's enough to:

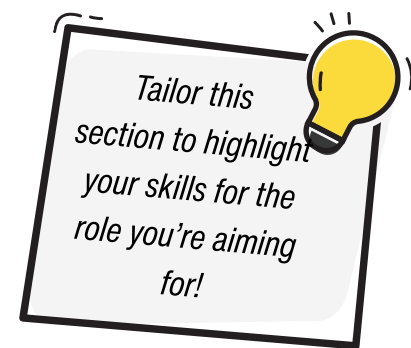
1. *Highlight* your key experience or background
2. *Mention* your skills or strengths
3. *Align* with your career goals or target role

It should quickly give the reader a sense of who you are and what you bring to the table. Short, strong, and specific!

### Example:

#### Professional Summary

Detail-oriented administrative professional with 7+ years of experience in customer service, clerical support, and team collaboration. Skilled in communication, multitasking, and problem-solving. Currently pursuing an AAS in Business Management. Known for improving workflows and supporting cross-functional teams with accuracy and professionalism.



# Resume Writing: Continued

## Education

List degrees, diplomas, certifications, and honors. Include school name, degree, graduation date, and any relevant coursework or achievements.

*Example:*

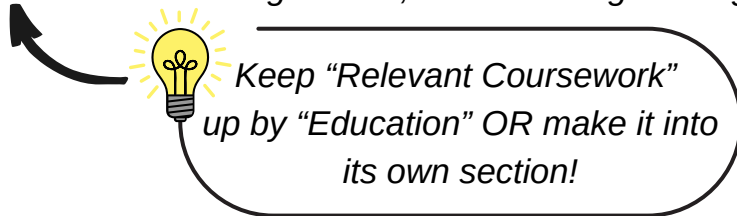
### Education

**Milwaukee Area Technical College** | Expected Graduation May 2028  
**Associate of Science in IT Information Systems Security Specialist**

GPA: 3.7 | Dean's List (Fall 2023, Spring 2024, Fall 2024)

*Relevant Coursework: Algorithms, Software Engineering, Database Systems*

GPA should  
**ONLY** be  
included if it's  
above a 3.5 or  
higher



## Skills

An optional list or short paragraph of hard skills (technical or job-specific abilities). Focus on those that match the job description.

*Example:*

### Skills

Data analysis, JavaScript, QuickBooks, AutoCAD

Maximum of 8!

**Hard or Technical  
Skills**



#### 💡 Be Specific, Not Generic

Avoid vague phrases like "Computer Skills" or "People Skills." Be detailed.

✓ Use: Adobe Photoshop, Conflict Resolution

✗ Avoid: Technology, Good with people

#### 📌 Only List Skills You're Confident In

If you wouldn't be ready to discuss or use the skill in an interview or on the job, leave it off.

🌐 Include any languages you speak along with your proficiency level (e.g., fluent, proficient, intermediate, basic).



# Resume Writing: Continued

## Work Experience



**List** any paid employment, internships, or military service. **Emphasize** your duties, responsibilities, skills, and accomplishments that are relevant to the position you're applying for.

**Include** your job title, the company name, and dates of employment using consistent formatting across all roles. In addition to describing your job functions, highlight specific achievements and contributions. **Quantify** your impact whenever possible by including measurable results.

*Example:*

### Work Experience

**Clerk/Bookkeeper**, *January 2022 - Present*

**Midwest Airlines Center**, Milwaukee, WI

- Manage all accounts receivable and payable functions for the hotel operation
- Prepare daily, monthly and yearly balance sheets for auditing process
- Oversee daily cash control, prepare bank and credit card deposits
- Collect payments for customer billing and post to general ledger

**Desk Clerk**, *October 2016 - January 2020*

**Hyatt Hotel**, Milwaukee, WI

- Posted all room, tax and restaurant charges to individual accounts
- Typed memos and reports using Microsoft Office Suite Software
- Utilized computer to schedule reservations around the world for guests
- Communicated with guests and customers via a 10-line switchboard system

***Continue adding each experience in reverse chronological order (most recent at top).***



Use past tense verbs for previous jobs and present tense verbs for your current job.

Start with your most recent position and work backward. This highlights your current or most relevant experience first.

# Resume Writing: Final

## Optional Sections

### **Projects** (*This is where you could do “Relevant Coursework” instead of within “Education”!*)

Showcase personal, academic, or freelance projects that highlight your technical or creative abilities. Emphasize tools, skills, and outcomes.

*Example:*

#### **Portfolio Website – 10/2024**

Designed and built a personal website to display UI/UX case studies and design work, using HTML, CSS, and JavaScript. Implemented responsive design for mobile compatibility.

### **Community Involvement/Leadership/Volunteerism**

Include student organizations, volunteer work, or community involvement where you took initiative or held leadership roles.

*Example:*

#### **President, Women in Business Club – 05/2022-07/2024**

Led a team of 12 to organize networking events and mentorship programs, resulting in a 40% increase in member engagement over one academic year.

### **Awards**

List honors or formal recognition earned through academic, professional, or extracurricular achievements.

*Example:*

#### **Emerging Leader Scholarship Recipient – 01/2021**

Selected among the top 5% of applicants for academic excellence, leadership, and community impact.



# Resume Format: Chronological

## Your Full Name

City, State · Phone Number · Email Address · LinkedIn URL (*optional*)

### Professional Summary

Brief 1–3 sentences summary of your skills, experience, and what you're looking for.

### Education

#### Degree or Diploma

School Name – City, State

Expected Graduation: Month/Year or Graduation: Month/Year

GPA: \_\_ . \_\_ \_\_/4.00

### Skills (*Optional Section*)

Hard/Technical Skill #1, Hard/Technical Skill #2, Hard/Technical Skill #3

### Certifications (*if any*)

Certification Name – Issuing Organization – Month, Year

### Work Experience

**Job Title**, *Month/Year – Month/Year*

**Company Name**, City, State

- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.

**Job Title**, *Month/Year – Month/Year*

**Company Name**, City, State

- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.

**Job Title**, *Month/Year – Month/Year*

**Company Name**, City, State

- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.
- Bullet point of responsibility, skills, achievement, or impact.

# Chronological Resume Example

Lists your work experience starting with the most recent. This is great if you have steady job history.



**Doreen K. Johnson**

(414) 555-1234

[www.linkedin.com/in/doreenkjohnson](http://www.linkedin.com/in/doreenkjohnson)

Milwaukee WI

[johnsond@yahoo.com](mailto:johnsond@yahoo.com)

## Professional Summary

Experienced accounting professional looking to utilize good organizational skills and a strong background in spreadsheet processing and auditing in an Accounting Clerk role.

## Education

**Milwaukee Area Technical College**, Milwaukee, WI

**Associate in Applied Science - Accounting**

May 2019 - GPA: 3.60/4.00

## Skills (*Optional Section*)

BANKO Accounting Software, Microsoft Office Suite, Bookkeeping, 10-line Switchboard

## Work Experience

**Clerk/Bookkeeper**, *January 2010 – Present*

**Midwest Airlines Center** – Milwaukee, WI

- Manage all accounts receivable and payable functions for hotel operations
- Prepare daily, monthly, and yearly balance sheets for audits
- Oversee daily cash control; prepare bank and credit card deposits
- Collect customer payments and post to general ledger

**Desk Clerk**, *October 2006 – December 2009*

**Hyatt Hotel** – Milwaukee, WI

- Posted room, tax, and restaurant charges to guest accounts
- Typed memos and reports using Microsoft Office Suite
- Scheduled global reservations via computer system
- Communicated with guests through a 10-line switchboard system

**Production Clerk**, *June 2003 – September 2006*

**Grede Manufacturing** – West Allis, WI

- Resolved customer concerns in a professional and timely manner
- Prepared financial statements using BANKO Accounting Software
- Provided clerical support for three department managers
- Reconciled and posted department budget expenditures



# Resume Format: Functional Skills

## Full Name

City, State · Phone Number · Email Address · LinkedIn URL or Portfolio – *optional*

### Professional Summary

Write 1–3 sentences summarizing your top skills, years of experience, and the type of position you're seeking. Focus on strengths rather than job titles.

### Key Skills and Competencies

#### Skill Category #1

2-3 bullet points with tasks or abilities that shows your strength in this area

#### Skill Category #2

2-3 bullet points with tasks or abilities that shows your strength in this area

#### Skill Category #3

2-3 bullet points with tasks or abilities that shows your strength in this area

### Education

#### Degree or Diploma

School Name – City, State

Expected Graduation: Month/Year or Graduation: Month/Year

GPA: \_\_ . \_\_ \_\_/4.00

### Skills (*optional section*):

Hard/Technical Skill #1, Hard/Technical Skill #2, Hard/Technical Skill #3

### Employment History

*(List only job titles, employer names, locations, and dates – no task descriptions)*

**Job Title**, Month/Year – Month/Year

**Company Name**, City, State

**Job Title**, Month/Year – Month/Year

**Company Name**, City, State

**Job Title**, Month/Year – Month/Year

**Company Name**, City, State

# Functional Skills Resume Example

Focuses on your skills and strengths. An option if you're changing careers or have gaps.



Doreen K. Johnson

www.linkedin.com/in/doreenkjohnson | Milwaukee, WI | (414) 555-1234 | johnsond@yahoo.com

## Professional Summary

Detail-oriented and experienced accounting professional with strong organizational skills and a solid background in bookkeeping, spreadsheet management, and financial auditing. Seeking to contribute expertise in accounts receivable/payable, financial reporting, and customer support in an Accounting Clerk role at Smith Corporation.

## Core Skills & Competencies

### Accounting & Bookkeeping

- Maintained general ledger and financial documentation
- Processed accounts receivable and reconciled accounts payable
- Created daily, monthly, and annual financial reports
- Prepared and posted bank and credit card deposits

### Clerical & Administrative

- Managed records and files with accuracy and efficiency
- Typed reports, memos, and correspondence
- Scheduled global guest reservations using in-house software

### Customer Service

- Handled customer inquiries and concerns professionally
- Communicated with clients via a 10-line switchboard system
- Delivered consistent, high-quality support in fast-paced environments

## Education

**Milwaukee Area Technical College** – Milwaukee, WI

**Associate in Applied Science – Accounting**

Graduated: May 2019

GPA: 3.60/4.00

## Skills

Bookkeeping, Financial Reporting, Accounts Payable/Receivable, Customer Service, Clerical Administration, Spreadsheet Management, General Ledger Maintenance, Bank Reconciliation

## Employment History

**Clerk/Bookkeeper**, *May 2002 – Present*

**Midwest Airlines Center** – Milwaukee, WI

**Desk Clerk**, *June 2000 – April 2002*

**Hyatt Hotel** – Milwaukee, WI

**Production Clerk**, *February 1995 – May 2000*

**Grede Manufacturing** – West Allis, WI

**Job Cost Clerk**, *August 1991 – January 1995*

**Mail Boxes, Inc.** – Cudahy, WI



# Resume Action Verb List



Mix it up! Use 2–3 action verbs per job to start strong, show ownership, and make your resume stand out.

## Management Verbs

Administered | Analyzed | Assigned | Attained | Chaired | Consolidated  
Contacted | Coordinated | Delegated | Developed | Directed | Evaluated  
Executed | Improved | Increased | Organized | Oversaw | Planned  
Prioritized | Produced | Recommended | Reviewed | Scheduled | Strengthened | Supervised

## Technical Verbs

Assembled | Built | Calculated | Computed | Designed  
Devised | Engineered | Fabricated | Maintained | Operated  
Overhauled | Programmed | Remodeled | Repaired | Solved | Upgraded

## Research Verbs

Clarified | Collected | Critiqued | Diagnosed | Evaluated | Examined  
Extracted | Identified | Inspected | Interpreted | Interviewed | Investigated  
Organized | Reviewed | Summarized | Surveyed | Systematized

## Communication Verbs

Addressed | Arbitrated | Authored | Collaborated | Convinced | Corresponded  
Developed | Directed | Drafted | Edited | Enlisted | Formulated  
Influenced | Interpreted | Lectured | Mediated | Moderated | Negotiated  
Persuaded | Promoted | Publicized | Reconciled | Spoke | Translated | Wrote

## Financial Verbs

Administered | Allocated | Analyzed | Appraised | Audited  
Balanced | Budgeted | Calculated | Computed | Developed  
Forecasted | Managed | Marketed | Planned | Projected | Researched

## Teaching & Training Verbs

Adapted | Advised | Clarified | Coached | Communicated | Coordinated  
Demystified | Developed | Enabled | Encouraged | Evaluated | Explained  
Facilitated | Guided | Informed | Instructed | Persuaded | Set goals  
Stimulated | Trained | Expedited

## Clerical & Administrative Verbs

Approved | Arranged | Catalogued | Classified | Collected | Compiled  
Dispatched | Executed | Generated | Implemented | Inspected | Monitored  
Operated | Organized | Prepared | Processed | Purchased | Recorded  
Retrieved | Screened | Specified | Systematized | Tabulated | Validated

## Helping & Interpersonal Verbs

Assessed | Assisted | Clarified | Coached | Counseled  
Demonstrated | Diagnosed | Educated | Expedited | Facilitated  
Familiarized | Guided | Motivated | Referred

## Creative Verbs

Acted | Conceptualized | Created | Customized | Designed | Developed  
Directed | Established | Fashioned | Founded | Illustrated | Initiated  
Instituted | Integrated | Introduced | Invented | Originated | Performed  
Planned | Revitalized | Shaped

## Accomplishment-Oriented Verbs

Achieved | Expanded | Improved | Pioneered | Reduced (losses)  
Resolved (problems) | Restored | Spearheaded | Transformed

# Cover Letter Template

A cover letter is a personalized letter that explains why you're interested in the position and how your experience makes you a great fit. *Please note: It is not always required.*

Header - *Same as on resume!*

Date

Name of contact person Title

Name of Organization Street Address

City, State, Zip

Dear (contact name):

## **Opening Paragraph: Why are you writing? Capture Interest!**

- State the position you're applying for
- Mention how you found out about the position (job board, referral, website, etc.)
- If referred by someone, include their name
- Share one strong opening line that sparks interest
- Show that you've researched the organization (mention a project, mission, or value that resonates with you)
- Explain why you're interested in the role and the company specifically

## **Body Paragraph(s): Critical content: Convince the reader of your fit (1-2 paragraphs)**

- Acknowledge the main skills or experience the position requires
- Explain how your background, strengths, or achievements align with those needs
- Include 1–2 examples from your experience that demonstrate those skills

## **Closing paragraph: Request an interview, state next steps**

- Refer to your attached resume
- Indicate your availability for an interview
- Share the best way and time to reach you (even if it's already on the resume)
- Express appreciation for their time and consideration

Sincerely,

*(sign your name here if you are printing this out)*

Type your name here

# Cover Letter Example

Jordan Taylor

(608) 555-8372 | jordan.taylor@email.com | Milwaukee, WI | LinkedIn: linkedin.com/in/jordantaylor

July 29, 2025

Monica Reyes

Talent Acquisition Manager

Evergreen Solutions, Inc.

4500 Commerce Drive

Green Bay, WI 54304

Dear Monica Reyes:

I am writing to apply for the Client Support Coordinator position at Evergreen Solutions, Inc. I discovered this opportunity through the Wisconsin Job Network and was immediately drawn to the role's focus on client engagement and organizational support. My colleague, Sam Mitchell, who currently works in your Human Resources department, recommended I apply based on my background in customer service. With a strong passion for process improvement and helping teams succeed, I am excited about the potential to contribute to your mission. I am especially drawn to Evergreen's commitment to sustainability and innovation; your "Green Impact Program" aligns with my personal values around service with purpose.

The position requires strong communication, problem-solving, and project coordination skills; all of which I have built through over five years in administrative and customer-facing roles. At TriState Logistics, I coordinated onboarding for new clients, supported a sales team of 10, and managed sensitive data across multiple platforms. My work there led to a 30% improvement in response times and significantly higher client satisfaction. I have also used tools like Salesforce, Microsoft Office Suite, and Zoom to streamline operations. These skills would serve me well in the Client Support Coordinator position.

I have attached my resume for your review. I would welcome the opportunity to speak further and am available for an interview at your convenience. I can be reached at (608) 555-8372 or jordan.taylor@email.com. Thank you for your time and consideration. I look forward to the possibility of joining your team.

Sincerely,

*(signature if you are printing this out)*

Jordan Taylor

# Cover Letter: Final

## Final Cover Letter Tips

### ✦ **Formatting Tips:**

Keep to one page only (3–5 paragraphs max) and margins at 1 inch all around.

Use a standard font (e.g., Calibri, Arial, or Times New Roman, size 11 or 12).

Use consistent spacing: single space within paragraphs, double space between them.

### ✦ **Tone Tips:**

Keep it professional but not robotic. Let a little personality show, and show enthusiasm.

Avoid overly generic statements like “I am a hard worker” unless backed up with evidence.

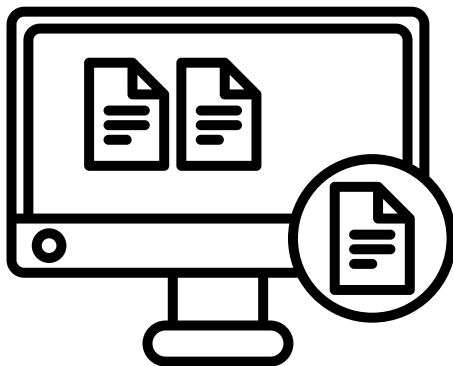
### 🔍 **Content Reminders:**

Customize each letter for the job! No “one-size-fits-all” letters.

Use keywords from the job posting to help your letter pass ATS (Applicant Tracking Systems).

### **Proofread:**

Typos and grammar errors leave a bad impression.



## 📁 **What is an ATS?**

An **Applicant Tracking System (ATS)** is software that many employers use to manage job applications. It scans resumes for keywords, skills, and qualifications to help recruiters quickly identify the most relevant candidates. To pass ATS screening, make sure your resume uses clear formatting, includes keywords from the job description, and avoids images, graphics, or unusual fonts that might confuse the system.



# Thank You Note Template

Date

Your Name

Email Address

Phone Number

Interviewer's Name

Their Title

Company Name

Company Address

City, State, Zip Code



Dear Interviewer's Name,

## **Opening Paragraph: Express gratitude and restate the purpose of the letter**

- Thank the interviewer for their time and the opportunity to speak with them
- Mention the job title or event (e.g., interview, informational meeting)
- Express appreciation for the chance to learn more about the company or position

## **Body Paragraph: Reiterate interest and align qualifications**

- Reaffirm your interest in the role and/or organization
- Reference one or two specific things discussed that made a strong impression
- Briefly connect your skills/experience to what the organization is seeking
- If applicable, address something you forgot to mention or wish to clarify

## **Closing Paragraph: Next steps and appreciation**

- Reiterate thanks for their time and consideration
- Mention that you're happy to provide additional information if needed
- Express that you're looking forward to the next steps or hearing back
- Close with a polite and professional sign-off

Sincerely,

Your Typed Name

# Thank You Note Example

June 2, 2025

Jasmine Cole

jasmine.cole@email.com | (555) 789-4321

Laura Bennett

Hiring Manager

ClearPoint Solutions

1275 Commerce Lane

Madison, WI 53704

Dear Ms. Bennett,

Thank you for taking the time to speak with me on May 26 regarding the Administrative Assistant position at ClearPoint Solutions. I truly appreciated learning more about your team's approach to supporting executive staff and streamlining operations.

Our conversation reinforced my interest in joining ClearPoint. I was especially excited to hear about your new document management system and the focus on improving internal communication—both areas where I have made meaningful contributions in past roles. With my background in scheduling, correspondence, and team coordination, I believe I could add value to your growing department.

I appreciate your time and consideration. I would be thrilled to further discuss how I can contribute to your team. Please do not hesitate to reach out if you need anything else from me.

Sincerely,

Jasmine Cole



## ✓ **Send it Promptly**

Send your thank you letter within 24–48 hours of the interview to show appreciation and continued interest.

## ✍️ **Be Personal & Specific**

Reference something discussed in the interview and mention the position title. Personal touches make you memorable.

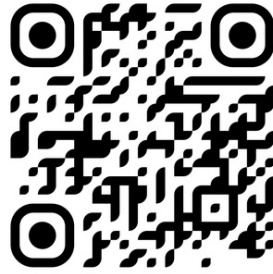
## ✚ **Reaffirm Your Fit**

Briefly explain how your skills match the role and why you're excited about the company. Keep it clear and confident.

# CareerHub Resources

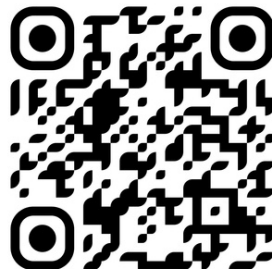


Ace your job interviews! Join Big Interview at [matc.biginterview.com](https://matc.biginterview.com)



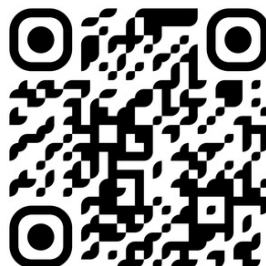
# *Handshake*

Looking for a job? Join Handshake at [matc.joinhandshake.com/login](https://matc.joinhandshake.com/login)



Looking to network & start your professional brand? Create a LinkedIn, fill out your profile & start posting at

[www.linkedin.com/signup](https://www.linkedin.com/signup)



# CareerHub Resources: Final

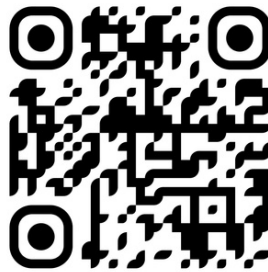
[Follow Our Social Media for Quick Tips, Updates, & Giveaways](https://linktr.ee/careerhubmatc)

<https://linktr.ee/careerhubmatc>



Looking to work on campus at MATC & Gain Professional Skills?

[Apply today](https://tinyurl.com/studentemployeeapp) at [tinyurl.com/studentemployeeapp](https://tinyurl.com/studentemployeeapp)



Looking to schedule with an employment specialist for a mock interview, resume review, or job search assistance?

[Book with us now](https://tinyurl.com/matcemployment) at [tinyurl.com/matcemployment](https://tinyurl.com/matcemployment)



Need to take a [quick, professional photo](#) for LinkedIn or Handshake? Stop by the CareerHub at the Downtown Campus in S101 with professional attire!

