

Revised 2/22/2022

## Recovery Coach Performance Support Module #5

### Resumes, Cover Letters & Job Search Strategies

Participants will learn to:

- Create a personal cover letter
- Create a basic resume
- Introduction to major job search websites
- Learn different job search techniques

## *RESUME WRITING ACTION VERBS*

<u><b>Clerical or Detail Skills</b></u>	<u><b>Communication Skills</b></u>	<u><b>Creative Skills</b></u>	<u><b>Financial Skills</b></u>	<u><b>Helping Skills</b></u>
approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated	addressed arbitrated arranged authored collaborated convinced* corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated negotiated persuaded promoted publicized recruited translated wrote	acted conceptualized created customized designed developed directed established fashioned <b>founded*</b> illustrated initiated* integrated <b>introduced*</b> originated* performed planned <b>revitalized*</b> wrote	administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	assessed assisted clarified coached counseled demonstrated diagnosed educated <b>expedited*</b> facilitated familiarized guided motivated referred rehabilitated represented

<u><b>Management Skills</b></u>	<u><b>Research Skills</b></u>	<u><b>Teaching Skills</b></u>	<u><b>Technical Skills</b></u>	<u><b>More Accomplishment verbs</b></u>
administered analyzed assigned <b>attained*</b> chaired consolidated contracted coordinated delegated developed directed evaluated <b>improved*</b> <b>increased*</b> organized oversaw planned prioritized produced recommended reviewed scheduled <b>strengthened *</b> supervised	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed <b>investigated</b> reviewed summarized systematized	adapted advised clarified communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained	assembled built calculated computed designed devised engineered fabricated maintained operated <b>overhauled*</b> programmed remodeled repaired solved upgraded	<b>achieved*</b> <b>expanded*</b> <b>improved*</b> <b>pioneered*</b> <b>reduced (losses)*</b> <b>resolved (problems)*</b> <b>restored*</b> <b>spearheaded*</b> <b>transformed*</b>

• These words are especially good for pointing out accomplishments

## What is the Best Cover Letter Template?

There is no best cover letter template. There's only the best cover letter template for your writing style. Here are some elements to consider when choosing from various cover letter templates:

1. What kind of company are you applying to?
2. What kind of work do you do?
3. How much experience do you have?

## What are the Worst Cover Letter Mistakes?

Every recruiter and hiring manager has their personal pet peeves when it comes to cover letter red flags. Overall though, here are some common mistakes that hiring managers or recruiters across the board **DO NOT WANT TO SEE...**

- A sexist greeting. Don't assume your reader is a Mr., Ms., or Mrs. Only include this information if you know for sure. *THE BIGGEST ONE IS: DEAR SIR... BECAUSE, HOW DO YOU KNOW IT'S A SIR??? ALWAYS USE... Dear Hiring Manager, when you are not certain.*
- An opening paragraph that lists the wrong job title, or company name.
- A cover letter that's longer than one page.
- A cover letter that's not personalized or shows that a candidate hasn't done their research on the company. There is no excuse for not researching a company since the creation of the Internet!!!
- A cover letter that ends with a call to action that's too pushy. For example, don't say, "I'll give you a call in the next 48 hours so that we can decide on an interview time."
- A cover letter littered with spelling and grammatical errors . (use [grammarly.com](https://www.grammarly.com))
- A cover letter that doesn't align with the skills and experience listed in the job posting.

## Can I Use the Same Cover Letter Template for Every Job?

Yes! You can certainly use the same cover letter template as a starting point for any job you'd like to apply to. However, it's essential that you then customize the template to reflect the skills and experience each job posting requests. Customization is critical, always write with your own style, don't just copy someone else's words!

At its simplest, this means mentioning the name of the hiring manager in your greeting and the job title and company name in your opening paragraph.

A truly strong, unique cover letter will go beyond that though, detailing specific accomplishments and responsibilities that prove you could add value to the business you're applying to.

Ideally, your resume will match your cover letter both in the way it looks and in the kind of information it includes. Have a look at our resume examples if you need a reference point for starting this part of your job search.

A cover letter should never be longer than one page. Hiring managers and recruiters have very little time to review these documents. Accordingly, you need to keep your work story short and to the point. In fact, your cover letter should be a **ONE MINUTE READ OR LESS!!!**

## Sample Cover Letter and Job Posting

Janet A. Jobseeker  
PO Box 1222  
Manchester, CT 06045

**27th Aug. 2021**

Hiring Manager  
Connecticut Health  
860 Treetop Road  
Windsor, CT 06095  
CTHealth.org

Dear Hiring Manager,

**JOB DESCRIPTION:** Now Accepting Applications for Job#12345 Bilingual Data Entry Operator and Receptionist. The highly skilled position is a Full-Time Hourly Position working in a fast-paced Community Center with many Spanish and English-speaking clients in recovery from substance misuse. The ideal candidate for this position MUST possess excellent written and verbal skills and be fluent in both Spanish and English. The successful candidate should be able to key/type at no less than 35 wpm as approximately 75% of the tasks involve some sort of data entry. This candidate MUST be able to work between the hours of 8 am to 4:30 pm Monday through Friday. Knowledge of modern multiple phone line and voice mail systems is a plus but will be trained if needed upon hire. This is a F/T 40 hr./week position with medical, dental, vision, life, disability, 401k, flexible spending and more. Pay grade is dependent on experience.

**JOB QUALIFICATIONS:** 2-3 Years practical experience working in a healthcare setting. MUST possess a positive attitude and ability to work well with others. MUST be hard working and self-motivated requiring minimal supervision. MUST possess great customer service skills while interacting with clients and be able to translate between English and Spanish. MUST be able to develop a friendly rapport with both staff and clients. MUST pass a drug / alcohol toxicity screening test prior to orientation. MUST be Tech. / Computer Savvy. MUST hold a High-School Diploma or a State Certified General Equivalency Diploma (GED). Posted Job on **8/25/2021**. Post until filled.

I am excited about the Open Position of Bilingual Data Entry Operator and Receptionist (Job#12345) as listed on your CTHealth.org website. I have over 5 years of experience working in the Recovery Support / Allied Health Field supervising clients of Community Hope, LTD and subsequently offering my services as a receptionist, for the CT Community for Addiction Recovery (CCAR) Recovery Center in Manchester, CT for the past three years. I deal with Spanish and English-speaking clients daily.

I have taken keyboarding, Office 365, and Intro. to Data Entry classes at Manchester Community College; I am able to key at 45 wpm with very few mistakes. However, I am not familiar with Multi-line Phone and Voice Messaging systems, but I have been told by my professors that I am a "Quick Study" and I tend to pick up new skills easily. I am eager to take on new challenges and learn to develop expertise with Multi-line Phone Systems to increase my value to your company.

As you can see from my resume, I have a great deal of experience working with people in early recovery from substance misuse as well as those with developmental disabilities. I have also participated in the CT Special Olympics for over 5 years as a track and field coach. I believe that this community activity allows me to build a better rapport with clients. I am bilingual and I both speak and write in Spanish and can translate as well. I believe that my combination of skills and community involvement makes me the best candidate for the position being offered.

After reviewing my Application, Please feel free to call or text me at (860)123-4567, or e-mail me at: Janet.Jobseeker@gmail.com to set up a phone or virtual interview at a mutually convenient time, where I will have the opportunity to present my skills further, or if you have any questions.

Thank You for your time spent reviewing my Application and Supporting Documents and considering me for the position of Bilingual Data Entry Operator and Receptionist (Job#12345).

Respectfully Yours,

Electronically Signed:

Janet A. Jobseeker

## Cover Letter Template

*At the top: Put your Name, Cell Phone Number, Email Address, City and State (CT)  
Your contact information should follow the format of your resume.*

Today's date: mm/dd/yyyy and Posting ID or Reference ID:\_\_\_\_\_.

Person's Name

Job Title

Company Name

Street Address or PO Box

City, State, and Zip Code

Dear \_\_\_\_\_(This will usually be Mr. or Ms. and their last name. Use Dear Hiring Manager if you do not have a specific person's name. NEVER use Dear Sir, because how do you know it's a sir?)

First Paragraph: I would like to be considered as a candidate for the position of \_\_\_\_\_, Job Posting ID or Reference ID \_\_\_\_\_ as advertised on date \_\_\_\_\_ in/on location \_\_\_\_\_.

Please find attached, a copy of my resume for your review.

Second Paragraph: Based on the requirements stated in your posting, I am confident that I have the experience and the skills to be an asset in this position. Insert two or three sentences that highlight your skills specific to this position.

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Final Paragraph: At your earliest convenience, I would appreciate the opportunity to learn more about the things I've researched about your company, and the job requirements for this position. Please feel free to contact me if you have any questions and would like to schedule an interview. I can be reached by cell phone at (000)123-4567, Please leave a message; or by e-mail at:\_\_\_\_\_.

Thank you for your time and consideration.

Sincerely,

*Sign your name or put: Electronically Signed By:*

Type your legal name

# **Some Definitions Before We Move On To Resume Options...**

## **What is an Applicant Tracking System (ATS)?**

An ATS is a programmable system (for/by) Human Resources, that companies use to filter out unfit candidates by looking for (or the absence of) Keywords that are listed in the job posting. The ATS first looks for the “MM/YYYY to Present” date combination to screen only for people who are currently employed... So either try to be in training or volunteering so you can use “to Present” at the top of your Work History section or Education / Training section of your resume. Free training on almost any subject is on SkillUP or YOUTUBE.com. The ATS is also programmed (By HR) for each job posting to look for:

- Requirements: Professional Credential (for example: RN or LPN for a nursing position).
- Experience at a specified position: i.e.: (2-4 years working in a health facility for Seniors).
- Required Education Level: i.e.: (BA) Bachelor's Degree in Human Services or Psychology.
- Required Professional License i.e.: (LCSW for a Licensed Clinical Social Worker and License #) or Recovery Support Specialist (RSS) or Recovery Coach Professional (RCP).

A posting may also say something like: Bi-lingual and Lived Experience is a plus. What this really means is that a skill is optional but having it may get you the job over the person that doesn't have that skill! The more skills that you bring to the job equals less training the company has to do to get you onboard!!!

## **What Is SkillUP Connecticut???** **Free Training for Self-Improvement!!!**

The State of Connecticut has a free, online job training program originally for people who are unemployed during the COVID-19 pandemic. Now available for anyone in the state with internet access and a computer. SkillUp CT has about 5,000 courses that are available in areas like IT, business analysis, customer service, project management, digital literacy, and more. The Skill Up CT program also offers training leading to 100 industry certifications. To Register or Login go to: <https://ct.metrixlearning.com/> Look for the e-mail containing your new Username and Password at the e-mail address you entered when registering.

## **What type of resume should I use???**

### **CHRONOLOGICAL RESUME**

This type of resume format is good for:

- Showcasing your work history, in reverse chronological order (You only have to go back 10 years).
- Those who have no (or very short) gaps between jobs.
- Making it past the ATS (Applicant Tracking System), as they are set up to read this format.

The chronological resume remains the most popular format for the majority of jobseekers. This format lists current and past jobs in reverse chronological order, starting with the most recent or current job first going backwards in time. You only have to go back ten years in your work history. Chronological resumes may call attention to career gaps you don't want to highlight. If you're in that situation, keep reading...

### **FUNCTIONAL RESUME**

This type of resume format is good for:

- Downplaying a career gap or lack of work experience.
- Reentering the workforce after a long time away.
- Showcasing skills instead of work experience.
- Successfully transitioning between industries or leaving the military.

A functional resume emphasizes your top skills. Toward the top, you will have one (or several) ATS friendly lists highlighting your most marketable skills. You may also want a section listing your qualifications or achievements.

Meanwhile, your work history is relegated to the sidelines. Dates of employment are optional, and you don't need to include any explanatory info under each position, as your key strengths are included in the skills and achievements sections. Again, Remember you only have to go back ten years in your work history.

### **HYBRID RESUME**

This type of resume format is good for:

- Highlighting specific experience from a lengthy work history.
- Changing careers or industries.
- Combining the best elements of the other two formats.

The hybrid resume is the best of both worlds. It combines the prominently featured work history section of the chronological resume and the skills section of the functional resume. This format is now used by most professional career seekers. Remember you only have to go back 10 years.

# Chronological Resume Example

NAME, EMAIL ADDRESS, CELL PHONE NUMBER, CITY AND STATE (CT)

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## SUMMARY OF QUALIFICATIONS

Expert knowledge of business operations and the capacity to lead successfully. • Ten years proven ability to work independently as well as with a team. • Managed as many as twelve employees within a variety of industries. • Effective written and verbal communication skills, delegation and all aspects of project administration. • Computer and Marine technology savvy.

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## CORE SKILLS

Innovative | Self Motivated | Organized | Articulate | Reliable | Results Oriented | Flexible | Office 365 | Advanced Excel | Internet Research | Quickbooks | PDF files | OEM Reseller | Sea Captain and Navigator

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## EMPLOYMENT HISTORY

- |  |                  |          |
|--|------------------|----------|
| 12/2017 - Present  | ABC Marine Sales | Town, CT |
| <i>Foreman/Manager</i>   |                  |          |
| <ul style="list-style-type: none"><li>• Oversaw all operations of 120 boat slip Marina. Facilitated the needs of 1,400 customer base.</li><li>• Supervised and scheduled work orders for hauling and launching vessels.</li><li>• Trained employees. Delegated and coordinated daily workload and responsibilities for: detailers, mechanics, painters, and drivers.</li><li>• Clarified customer service requirements and conveyed requests to employees.</li><li>• Reduced losses by 17% over two years through streamlining and effective organization.</li></ul> |                  |          |
| 02/2016 – 12/2017  | ABC Solutions    | Town, CT |
| <i>Foreman</i>   |                  |          |
| <ul style="list-style-type: none"><li>• Supervised, instructed and oversaw a crew of ten workers to construct a cover for closing and sealing the New Haven landfill.</li><li>• Proficient at project details and set-up to include layout and follow through of structural plans.</li><li>• Operated light to medium construction equipment: boat lifts, forklift and trailers.</li><li>• Complied with OSHA safety requirements.</li></ul>   |                  |          |
| 01/2010 – 02/2016  | ABC Sales        | Town, NY |
| <i>Salesperson</i>   |                  |          |
| <ul style="list-style-type: none"><li>• Advertised and sold new and used audio equipment to customers and small businesses.</li><li>• Recorded and maintained an inventory of sold equipment.</li></ul>  |                  |          |

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## EDUCATION & CERTIFICATIONS

Computer Literacy Certificate	ABC Community College	Town, CT
HS Diploma or GED, State	High School Name	Town, CT



## Functional Resume Example:

NAME, EMAIL ADDRESS, CELL PHONE NUMBER, CITY AND STATE (CT)

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### SUMMARY OF QUALIFICATIONS

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Proven ability to work independently, multi-task in challenging situations and meet critical deadlines. • Ten years of project management and team supervision experience. • Professional ability to establish and maintain cooperative and effective working relationships with employees and customers. • Computer and Landscape Design Technology Savvy. • Heavy equipment operation, troubleshooting, and maintenance.

### CORE SKILLS

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Customer Service | Motivator | Creative | Detail Oriented | Dependable | Flexible | Office 365 | Advanced Excel | Internet Research | Quickbooks | AutoCAD Designer

### RELEVANT EXPERIENCE

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#### *Management*

- Oversaw daily operations of a busy landscaping company.
- Interviewed, hired, trained and evaluated the work of up to six employees on landscape projects.
- Coordinated cost analysis and estimates necessary to take a project from project definition through completion.
- Prepared work schedules and crew assignments.

#### *Maintenance*

- Repaired and maintained various grounds and landscaping equipment.
- Managed the purchase of all grounds equipment, supplies, chemicals and material.
- Ensured that equipment and vehicles were inspected daily to confirm that they were in safe and proper working order and oversaw preventative maintenance.

#### *Customer Service*

- Established long term relationships with customers, developing rapport and trust.
- Advised customers to proper and affordable landscaping ideas.
- Adept at identifying problems and implementing solutions.

#### *Sales*

- Established online websites to increase sales and exposure.
- Able to communicate effectively and establish rapport with people from diverse backgrounds.
- Experienced in influencing the attitudes and ideas of others.

### WORK HISTORY

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ABC Landscaping (Owned and operated)	Town, CT	04/2006 – 12/2019
ABC Brown Co.	Town, CT	02/1996 – 05/2005

## Hybrid Resume Example:

### Your Name

Manchester, CT • Mobile: 860.123.4567 • Home: 860.765.4321 • first.lastname@email.com

### Professional Summary

#### ONLINE RESEARCH EXPERIENCE

- Performs credential validation and background checks on employment candidates.
- Sources for new products, pricing for products, and inventory ordering via the internet.
- Maintains contacts, investigates new trends, and conducts product feasibility online.
- Monitors daily operations metrics, and financial position of business in the marketplace.
- Develops new ideas and concepts for product and service promotion via the internet.

#### COMMUNITY RESOURCE EXPERIENCE

- Has a strong knowledge of Local/State/Fed. resources as a CCAR – MRCC Volunteer.
- Makes Outreach Calls and provides resources to CCAR customers with a TRS system.
- Skilled at completing forms for: Job Apps., Benefits, Entitlements, and Redeterminations.

#### MANAGEMENT AND STAFF DEVELOPMENT EXPERIENCE

- Helps staff identify personal goals, develop leadership skills, and Career / Educ. plans.
- Daily Inspection of Food Service Handling (Quality Control) under OSHA and Servsafe.
- New Service Development via Menu Design and Planning, and new Catering Events.
- Staff Scheduling, Hiring, Onboarding, Training, Performance Reviews, and Termination.
- Inventory Management, Product Ordering, Product Receiving, and overall Logistics.

### Key Skills

Document Design: Advanced | TRS System: Advanced | Internet Research: Expert | Distance Learning | Works Remotely | Zoom | Google Drive | Gmail | Docs | Sheets | Slides | Webinars | Creative | Troubleshooter | Adaptable | Customer Focused | Team Player | Flexible | Office 365 | Community Resources | Collaborative | College Student Mentor | SurveyMonkey Design | Motivational Interviewing | Active Listening | Food Service Manager | Event Planner / Manager | Logistics | Catering | Budgeting | Culinary Arts | Program Development | Staffing/Onboarding | Customer Service | Supervisor | Ethical | Role Plays | Receptionist | Inventory Management | Shipping and Receiving

### Work / Volunteer History

Recovery Coach (In-training), and Outreach Volunteer, CCAR – MRCC Dec. 2020 – Present  
Dining Room Manager, Friendly Fossils Retirement Community, Mystic, CT May 2005 – Oct. 2020

### Education / Training

Recovery Coach Academy Graduate, CART / CCAR August of 2021  
BA, Culinary Arts Management, Johnson and Wales University, Providence, Rhode Island  
GED, State of CT, New Haven, CT

## **The Lost Art... Sending a Thank You Letter:**

This may set you apart from other job candidates when all other things being equal; making the hard decision:

“Who should I pick?” easy for the manager; or it might put you right back on top of the

“Call for another interview pile”. Be sure to ask the hiring manager for their business card or contact information before you leave the interview. You can use their email address to send the thank you or USPS.

### **Thank You Letter Template**

*At the top: Put your Name, Cell Phone Number, Email Address, City and State (CT)  
Your contact information should follow the format of your resume.*

Today's date: mm/dd/yyyy and Posting ID or Reference ID:\_\_\_\_\_.

Person's Name

Job Title

Company Name

Street Address or PO Box

City, State, and Zip Code

Dear \_\_\_\_\_ (This will usually be Mr. or Ms. and their last name. You should have their name now since you asked for their card at the interview. Make sure you spell it correctly!)

I thoroughly enjoyed the time I spent interviewing with you and the (search committee or team members) on mm/dd/yyyy. I have learned many things about the \_\_\_\_\_ position at \_\_\_\_\_ (Company Name or Agency Name). With my \_\_\_\_\_ And \_\_\_\_\_ skills; I feel that I can fit in, accomplish great things, and add immediate value to your company.

I am still very interested in this position and am excited when thinking about being the next \_\_\_\_\_ (position name) at \_\_\_\_\_ (name of company).  
At your earliest convenience, please call me at: (123)456-7890, Please leave a message; or by e-mail at: \_\_\_\_\_ to advise me of any further steps in the interview process.

Again, Thank you for your time interviewing me and consideration of me for the position of \_\_\_\_\_ with \_\_\_\_\_ (Company or Agency).

Respectfully yours,

*Sign your name or put: Electronically Signed By:*

Type your legal name

## Online Job Search Techniques and Resources

### *Use the Internet for Your Job Search:*

- Many employers require an online application.
- Available 24/7.
- Free information, resources, job searching and resume posting.
- Demonstrates to an employer an understanding of technology.
- Provides opportunities to develop support groups on-line.

### *Narrow Your Search Options for Targeted Results By:*

- Advance Search
- Location: Zip Code
- Select a Job Category (from the dropdown box)
- Employment Type (Full time or Part time)
- Posted Within (Last X days)
- Your Degree or Specialty

### *Other Job Search Techniques:*

#### *Job Fairs*

- Meet employers face to face. Find job leads. Gather information in an informal setting.
- Usually set up at Large Venues like: The CT Convention Center, The XL Center, CT job centers, or Hotel Conference centers, and Colleges or Universities like Manchester Community College.

#### *Employment Agencies*

- Keeps you in the labor force while you look for a permanent position.
- Can be listed on your resume to keep it current. Some employers only hire through staffing agencies.

### *Be Aware of Your Online Signature:*

Watch for a negative online reputation; something negative connected to your name online that others can easily find: i.e. questionable pictures, extreme rants on message boards, arrests, or talking smack about a previous employer. Extreme digital dirt can be a dealbreaker. “He had some good interviews until his prospective employer Googled him and found some material that made them question his character”. Google yourself and see what comes up. Review and clean up your Social Media pages on Facebook, Twitter, etc. and set your accounts to be viewed by Friends only and not for public display. Be prepared to discuss arrests, newspaper stories, etc.

## Online Resources

CareerBuilder.com

**Great for job searches and to post your resume.**

Indeed.com

**Great for job searches and to post your resume.**

LinkedIn.com

**Best way to connect to recruiters and other professionals.**

Glassdoor.com

**Great place to research employers.**

online.onetcenter.org

**Detailed information on occupations and how to search for occupations that match your skills and experience.**

gwct.org/virtual-services

**Goodwill Career Centers-  
Virtual Services**

**Make an Appointment Online for:**

- Resume Build and Critique
- Cover Letter Composition
- Refine your Interview Skills
- Job Search Strategy
- LinkedIn Profile Review

**Goodwill also has in person career services**

helpforfelons.org

**Help For Felons is dedicated to providing support and direction to felons, inmates and ex-offenders**

## Connecticut Online Resources

ct.metrixlearning.com

**SKILLUP CT free training**

CTHires.com

**Resources and links sponsored by Dept. of Labor**

ctjobandcareer.org

**CT based jobs and career info**

Staffingct.com

**TempsNow! Temp agency in CT**

ManPower.com

**Temp agency, specializing in manufacturing and warehouse jobs**

## Resume Templates

Resume-Now.com

**Resume-Now enables users to create a polished and professional resume in minutes.**

ResumeBuilder.com

**Resume builder lets you easily and quickly create a resume using their resume wizard.**