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# RESUMES

**FOR**

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**The Editors of McGraw-Hill**

THIRD EDITION

# RESUMES COMPUTER CAREERS

**The Editors of McGraw-Hill**



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# Professional



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# *Introduction*

**Y**our resume is a piece of paper (or an electronic document) that serves to introduce you to the people who will eventually hire you. To write a thoughtful resume, you must thoroughly assess your personality, your accomplishments, and the skills you have acquired. The act of composing and submitting a resume also requires you to carefully consider the company or individual that might hire you. What are they looking for, and how can you meet their needs? This book shows you how to organize your personal information and experience into a concise and well-written resume, so that your qualifications and potential as an employee will be understood easily and quickly by a complete stranger.

Writing the resume is just one step in what can be a daunting job-search process, but it is an important element in the chain of events that will lead you to your new position. While you are probably a talented, bright, and charming person, your resume may not reflect these qualities. A poorly written resume can get you nowhere; a well-written resume can land you an interview and potentially a job. A good resume can even lead the interviewer to ask you questions that will allow you to talk about your strengths and highlight the skills you can bring to a prospective employer. Even a person with very little experience can find a good job if he or she is assisted by a thoughtful and polished resume.

Lengthy, typewritten resumes are a thing of the past. Today, employers do not have the time or the patience for verbose documents; they look for tightly composed, straightforward, action-based resumes. Although a one-page resume is the norm, a two-page resume may be warranted if you have had extensive job experience or have changed careers and truly need the space to properly position yourself. If, after careful editing, you still need more than one page to present yourself, it's acceptable to use a second page. A crowded resume that's hard to read would be the worst of your choices.

Distilling your work experience, education, and interests into such a small space requires preparation and thought. This book takes you step-by-step through the process of crafting an effective resume that will stand out in today's competitive marketplace. It serves as a workbook and a place to write down your experiences, while also including the techniques you'll need to pull all the necessary elements together. In the following pages, you'll find many examples of resumes that are specific to your area of interest. Study them for inspiration and find what appeals to you. There are a variety of ways to organize and present your information; inside, you'll find several that will be suitable to your needs. Good luck landing the job of your dreams!

# *The Elements of an Effective Resume*

**A**n effective resume is composed of information that employers are most interested in knowing about a prospective job applicant. This information is conveyed by a few essential elements. The following is a list of elements that are found in most resumes—some essential, some optional. Later in this chapter, we will further examine the role of each of these elements in the makeup of your resume.

- Heading
- Objective and/or Keyword Section
- Work Experience
- Education
- Honors
- Activities
- Certificates and Licenses
- Publications
- Professional Memberships
- Special Skills
- Personal Information
- References

The first step in preparing your resume is to gather information about yourself and your past accomplishments. Later you will refine this information, rewrite it using effective language, and organize it into an attractive layout. But first, let's take a look at each of these important elements individually so you can judge their appropriateness for your resume.

## **Heading**

Although the heading may seem to be the simplest section of your resume, be careful not to take it lightly. It is the first section your prospective employer will see, and it contains the information she or he will need to contact you. At the very least, the heading must contain your name, your home address, and, of course, a phone number where you can be reached easily.

In today's high-tech world, many of us have multiple ways that we can be contacted. You may list your e-mail address if you are reasonably sure the employer makes use of this form of communication. Keep in mind, however, that others may have access to your e-mail messages if you send them from an account provided by your current company. If this is a concern, do not list your work e-mail address on your resume. If you are able to take calls at your current place of business, you should include your work number, because most employers will attempt to contact you during typical business hours.

If you have voice mail or a reliable answering machine at home or at work, list its number in the heading and make sure your greeting is professional and clear. Always include at least one phone number in your heading, even if it is a temporary number, where a prospective employer can leave a message.

You might have a dozen different ways to be contacted, but you do not need to list all of them. Confine your numbers or addresses to those that are the easiest for the prospective employer to use and the simplest for you to retrieve.

## **Objective**

When seeking a specific career path, it is important to list a job or career objective on your resume. This statement helps employers know the direction you see yourself taking, so they can determine whether your goals are in line with those of their organization and the position available. Normally,

an objective is one to two sentences long. Its contents will vary depending on your career field, goals, and personality. The objective can be specific or general, but it should always be to the point. See the sample resumes in this book for examples.

If you are planning to use this resume online, or you suspect your potential employer is likely to scan your resume, you will want to include a “keyword” in the objective. This allows a prospective employer, searching hundreds of resumes for a specific skill or position objective, to locate the keyword and find your resume. In essence, a keyword is what’s “hot” in your particular field at a given time. It’s a buzzword, a shorthand way of getting a particular message across at a glance. For example, if you are a lawyer, your objective might state your desire to work in the area of corporate litigation. In this case, someone searching for the keyword “corporate litigation” will pull up your resume and know that you want to plan, research, and present cases at trial on behalf of the corporation. If your objective states that you “desire a challenging position in systems design,” the keyword is “systems design,” an industry-specific shorthand way of saying that you want to be involved in assessing the need for, acquiring, and implementing high-technology systems. These are keywords and every industry has them, so it’s becoming more and more important to include a few in your resume. (You may need to conduct additional research to make sure you know what keywords are most likely to be used in your desired industry, profession, or situation.)

There are many resume and job-search sites online. Like most things in the online world, they vary a great deal in quality. Use your discretion. If you plan to apply for jobs online or advertise your availability this way, you will want to design a scannable resume. This type of resume uses a format that can be easily scanned into a computer and added to a database. Scanning allows a prospective employer to use keywords to quickly review each applicant’s experience and skills, and (in the event that there are many candidates for the job) to keep your resume for future reference.

Many people find that it is worthwhile to create two or more versions of their basic resume. You may want an intricately designed resume on high-quality paper to mail or hand out *and* a resume that is designed to be scanned into a computer and saved on a database or an online job site. You can even create a resume in ASCII text to e-mail to prospective employers. For further information, you may wish to refer to the *Guide to Internet Job Searching*, by Frances Roehm and Margaret Dikel, updated and published every other year by McGraw-Hill. This excellent book contains helpful and detailed information about formatting a resume for Internet use. To get you started, in Chapter 3 we have included a list of things to keep in mind when creating electronic resumes.

Although it is usually a good idea to include an objective, in some cases this element is not necessary. The goal of the objective statement is to provide the employer with an idea of where you see yourself going in the field. However, if you are uncertain of the exact nature of the job you seek, including an objective that is too specific could result in your not being considered for a host of perfectly acceptable positions. If you decide not to use an objective heading in your resume, you should definitely incorporate the information that would be conveyed in the objective into your cover letter.

## Work Experience

Work experience is arguably the most important element of them all. Unless you are a recent graduate or former homemaker with little or no relevant work experience, your current and former positions will provide the central focus of the resume. You will want this section to be as complete and carefully constructed as possible. By thoroughly examining your work experience, you can get to the heart of your accomplishments and present them in a way that demonstrates and highlights your qualifications.

If you are just entering the workforce, your resume will probably focus on your education, but you should also include information on your work or volunteer experiences. Although you will have less information about work experience than a person who has held multiple positions or is advanced in his or her career, the amount of information is not what is most important in this section. How the information is presented and what it says about you as a worker and a person are what really count.

As you create this section of your resume, remember the need for accuracy. Include all the necessary information about each of your jobs, including your job title, dates of employment, name of your employer, city, state, responsibilities, special projects you handled, and accomplishments. Be sure to list only accomplishments for which you were directly responsible. And don't be alarmed if you haven't participated in or worked on special projects, because this section may not be relevant to certain jobs.

The most common way to list your work experience is in *reverse chronological order*. In other words, start with your most recent job and work your way backward. This way, your prospective employer sees your current (and often most important) position before considering your past employment. Your most recent position, if it's the most important in terms of responsibilities and relevance to the job for which you are applying, should also be the one that includes the most information as compared to your previous positions.

Even if the work itself seems unrelated to your proposed career path, you should list any job or experience that will help sell your talents. If you were promoted or given greater responsibilities or commendations, be sure to mention the fact.

The following worksheet is provided to help you organize your experiences in the working world. It will also serve as an excellent resource to refer to when updating your resume in the future.



**WORK EXPERIENCE**

Job One:

Job Title \_\_\_\_\_

Dates \_\_\_\_\_

Employer \_\_\_\_\_

City, State \_\_\_\_\_

Major Duties \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Projects \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Job Two:**

Job Title \_\_\_\_\_

Dates \_\_\_\_\_

Employer \_\_\_\_\_

City, State \_\_\_\_\_

Major Duties \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Projects \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Job Three:**

Job Title \_\_\_\_\_

Dates \_\_\_\_\_

Employer \_\_\_\_\_

City, State \_\_\_\_\_

Major Duties \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Special Projects \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_  
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\_\_\_\_\_



**Job Four:**

Job Title \_\_\_\_\_

Dates \_\_\_\_\_

Employer \_\_\_\_\_

City, State \_\_\_\_\_

Major Duties \_\_\_\_\_

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\_\_\_\_\_

Special Projects \_\_\_\_\_

\_\_\_\_\_

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Accomplishments \_\_\_\_\_

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\_\_\_\_\_

## Education

Education is usually the second most important element of a resume. Your educational background is often a deciding factor in an employer’s decision to interview you. Highlight your accomplishments in school as much as you did those accomplishments at work. If you are looking for your first professional job, your education or life experience will be your greatest asset because your related work experience will be minimal. In this case, the education section becomes the most important means of selling yourself.

Include in this section all the degrees or certificates you have received; your major or area of concentration; all of the honors you earned; and any relevant activities you participated in, organized, or chaired. Again, list your most recent schooling first. If you have completed graduate-level work, begin with that and work your way back through your undergraduate education. If you have completed college, you generally should not list your high-school experience; do so only if you earned special honors, you had a grade point average that was much better than the norm, or this was your highest level of education.

If you have completed a large number of credit hours in a subject that may be relevant to the position you are seeking but did not obtain a degree, you may wish to list the hours or classes you completed. Keep in mind, however, that you may be asked to explain why you did not finish the program. If you are currently in school, list the degree, certificate, or license you expect to obtain and the projected date of completion.

The following worksheet will help you gather the information you need for this section of your resume.



### EDUCATION

School One \_\_\_\_\_

Major or Area of Concentration \_\_\_\_\_

Degree \_\_\_\_\_

Dates \_\_\_\_\_

School Two \_\_\_\_\_

Major or Area of Concentration \_\_\_\_\_

Degree \_\_\_\_\_

Dates \_\_\_\_\_

## Honors

If you include an honors section in your resume, you should highlight any awards, honors, or memberships in honorary societies that you have received. (You may also incorporate this information into your education section.) Often, the honors are academic in nature, but this section also may be used for special achievements in sports, clubs, or other school activities. Always include the name of the organization awarding the honor and the date(s) received. Use the following worksheet to help you gather your information.



### HONORS

Honor One \_\_\_\_\_

Awarding Organization \_\_\_\_\_

Date(s) \_\_\_\_\_

Honor Two \_\_\_\_\_

Awarding Organization \_\_\_\_\_

Date(s) \_\_\_\_\_

Honor Three \_\_\_\_\_

Awarding Organization \_\_\_\_\_

Date(s) \_\_\_\_\_

Honor Four \_\_\_\_\_

Awarding Organization \_\_\_\_\_

Date(s) \_\_\_\_\_

Honor Five \_\_\_\_\_

Awarding Organization \_\_\_\_\_

Date(s) \_\_\_\_\_

## Activities

Perhaps you have been active in different organizations or clubs; often an employer will look at such involvement as evidence of initiative, dedication, and good social skills. Examples of your ability to take a leading role in a group should be included on a resume, if you can provide them. The activities section of your resume should present neighborhood and community activities, volunteer positions, and so forth. In general, you may want to avoid listing any organization whose name indicates the race, creed, sex, age, marital status, sexual orientation, or nation of origin of its members because this could expose you to discrimination. Use the following worksheet to list the specifics of your activities.



### ACTIVITIES

Organization/Activity \_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Organization/Activity \_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Organization/Activity \_\_\_\_\_

Accomplishments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

As your work experience grows through the years, your school activities and honors will carry less weight and be emphasized less in your resume. Eventually, you will probably list only your degree and any major honors received. As time goes by, your job performance and the experience you've gained become the most important elements in your resume, which should change to reflect this.

## Certificates and Licenses

If your chosen career path requires specialized training, you may already have certificates or licenses. You should list these if the job you are seeking requires them and you, of course, have acquired them. If you have applied for a license but have not yet received it, use the phrase "application pending."

License requirements vary by state. If you have moved or are planning to relocate to another state, check with that state's board or licensing agency for all licensing requirements.

Always make sure that all of the information you list is completely accurate. Locate copies of your certificates and licenses, and check the exact date and name of the accrediting agency. Use the following worksheet to organize the necessary information.



### CERTIFICATES AND LICENSES

Name of License \_\_\_\_\_

Licensing Agency \_\_\_\_\_

Date Issued \_\_\_\_\_

Name of License \_\_\_\_\_

Licensing Agency \_\_\_\_\_

Date Issued \_\_\_\_\_

Name of License \_\_\_\_\_

Licensing Agency \_\_\_\_\_

Date Issued \_\_\_\_\_

## Publications

Some professions strongly encourage or even require that you publish. If you have written, coauthored, or edited any books, articles, professional papers, or works of a similar nature that pertain to your field, you will definitely want to include this element. Remember to list the date of publication and the publisher’s name, and specify whether you were the sole author or a coauthor. Book, magazine, or journal titles are generally italicized, while the titles of articles within a larger publication appear in quotes. (Check with your reference librarian for more about the appropriate way to present this information.) For scientific or research papers, you will need to give the date, place, and audience to whom the paper was presented.

Use the following worksheet to help you gather the necessary information about your publications.



### PUBLICATIONS

Title and Type (Note, Article, etc.) \_\_\_\_\_

Title of Publication (Journal, Book, etc.) \_\_\_\_\_

Publisher \_\_\_\_\_

Date Published \_\_\_\_\_

Title and Type (Note, Article, etc.) \_\_\_\_\_

Title of Publication (Journal, Book, etc.) \_\_\_\_\_

Publisher \_\_\_\_\_

Date Published \_\_\_\_\_

Title and Type (Note, Article, etc.) \_\_\_\_\_

Title of Publication (Journal, Book, etc.) \_\_\_\_\_

Publisher \_\_\_\_\_

Date Published \_\_\_\_\_

## Professional Memberships

Another potential element in your resume is a section listing professional memberships. Use this section to describe your involvement in professional associations, unions, and similar organizations. It is to your advantage to list any professional memberships that pertain to the job you are seeking. Many employers see your membership as representative of your desire to stay up-to-date and connected in your field. Include the dates of your involvement and whether you took part in any special activities or held any offices within the organization. Use the following worksheet to organize your information.



### PROFESSIONAL MEMBERSHIPS

Name of Organization \_\_\_\_\_

Office(s) Held \_\_\_\_\_

Activities \_\_\_\_\_

Dates \_\_\_\_\_

Name of Organization \_\_\_\_\_

Office(s) Held \_\_\_\_\_

Activities \_\_\_\_\_

Dates \_\_\_\_\_

Name of Organization \_\_\_\_\_

Office(s) Held \_\_\_\_\_

Activities \_\_\_\_\_

Dates \_\_\_\_\_

Name of Organization \_\_\_\_\_

Office(s) Held \_\_\_\_\_

Activities \_\_\_\_\_

Dates \_\_\_\_\_

## Special Skills

The special skills section of your resume is the place to mention any special abilities you have that relate to the job you are seeking. You can use this element to present certain talents or experiences that are not necessarily a part of your education or work experience. Common examples include fluency in a foreign language, extensive travel abroad, or knowledge of a particular computer application. “Special skills” can encompass a wide range of talents, and this section can be used creatively. However, for each skill you list, you should be able to describe how it would be a direct asset in the type of work you’re seeking because employers may ask just that in an interview. If you can’t think of a way to do this, it may be extraneous information.

## Personal Information

Some people include personal information on their resumes. This is generally not recommended, but you might wish to include it if you think that something in your personal life, such as a hobby or talent, has some bearing on the position you are seeking. This type of information is often referred to at the beginning of an interview, when it may be used as an icebreaker. Of course, personal information regarding your age, marital status, race, religion, or sexual orientation should never appear on your resume as personal information. It should be given only in the context of memberships and activities, and only when doing so would not expose you to discrimination.

## References

References are not usually given on the resume itself, but a prospective employer needs to know that you have references who may be contacted if necessary. All you need to include is a single sentence at the end of the resume: “References are available upon request,” or even simply, “References available.” Have a reference list ready—your interviewer may ask to see it! Contact each person on the list ahead of time to see whether it is all right for you to use him or her as a reference. This way, the person has a chance to think about what to say *before* the call occurs. This helps ensure that you will obtain the best reference possible.

# *Writing Your Resume*

**N**ow that you have gathered the information for each section of your resume, it's time to write it out in a way that will get the attention of the reviewer—hopefully, your future employer! The language you use in your resume will affect its success, so you must be careful and conscientious. Translate the facts you have gathered into the active, precise language of resume writing. You will be aiming for a resume that keeps the reader's interest and highlights your accomplishments in a concise and effective way.

Resume writing is unlike any other form of writing. Although your seventh-grade composition teacher would not approve, the rules of punctuation and sentence building are often completely ignored. Instead, you should try for a functional, direct writing style that focuses on the use of verbs and other words that imply action on your part. Writing with action words and strong verbs characterizes you to potential employers as an energetic, active person, someone who completes tasks and achieves results from his or her work. Resumes that do not make use of action words can sound passive and stale. These resumes are not effective and do not get the attention of any employer, no matter how qualified the applicant. Choose words that display your strengths and demonstrate your initiative. The following list of commonly used verbs will help you create a strong resume:

administered

advised

analyzed

arranged

assembled

assumed responsibility

billed

built

carried out	inspected
channeled	interviewed
collected	introduced
communicated	invented
compiled	maintained
completed	managed
conducted	met with
contacted	motivated
contracted	negotiated
coordinated	operated
counseled	orchestrated
created	ordered
cut	organized
designed	oversaw
determined	performed
developed	planned
directed	prepared
dispatched	presented
distributed	produced
documented	programmed
edited	published
established	purchased
expanded	recommended
functioned as	recorded
gathered	reduced
handled	referred
hired	represented
implemented	researched
improved	reviewed

saved	supervised
screened	taught
served as	tested
served on	trained
sold	typed
suggested	wrote

Let’s look at two examples that differ only in their writing style. The first resume section is ineffective because it does not use action words to accent the applicant’s work experiences.



**WORK EXPERIENCE**

*Regional Sales Manager*

Manager of sales representatives from seven states. Manager of twelve food chain accounts in the East. In charge of the sales force’s planned selling toward specific goals. Supervisor and trainer of new sales representatives. Consulting for customers in the areas of inventory management and quality control.

*Special Projects:* Coordinator and sponsor of annual Food Industry Seminar.

*Accomplishments:* Monthly regional volume went up 25 percent during my tenure while, at the same time, a proper sales/cost ratio was maintained. Customer-company relations were improved.

In the following paragraph, we have rewritten the same section using action words. Notice how the tone has changed. It now sounds stronger and more active. This person accomplished goals and really *did* things.



**WORK EXPERIENCE**

*Regional Sales Manager*

Managed sales representatives from seven states. Oversaw twelve food chain accounts in the eastern United States. Directed the sales force in planned selling toward specific goals. Supervised and trained new sales representatives. Counseled customers in the areas of inventory management and quality control. Coordinated and sponsored the annual Food Industry Seminar. Increased monthly regional volume by 25 percent and helped to improve customer-company relations during my tenure.

One helpful way to construct the work experience section is to make use of your actual job descriptions—the written duties and expectations your employers have for a person in your current or former position. Job descriptions are rarely written in proper resume language, so you will have to rework them, but they do include much of the information necessary to create this section of your resume. If you have access to job descriptions for your former positions, you can use the details to construct an action-oriented paragraph. Often, your human resources department can provide a job description for your current position.

The following is an example of a typical human resources job description, followed by a rewritten version of the same description employing action words and specific details about the job. Again, pay attention to the style of writing instead of the content, as the details of your own experience will be unique.



## **WORK EXPERIENCE**

### *Public Administrator I*

*Responsibilities:* Coordinate and direct public services to meet the needs of the nation, state, or community. Analyze problems; work with special committees and public agencies; recommend solutions to governing bodies.

*Aptitudes and Skills:* Ability to relate to and communicate with people; solve complex problems through analysis; plan, organize, and implement policies and programs. Knowledge of political systems, financial management, personnel administration, program evaluation, and organizational theory.



## **WORK EXPERIENCE**

### *Public Administrator I*

Wrote pamphlets and conducted discussion groups to inform citizens of legislative processes and consumer issues. Organized and supervised 25 interviewers. Trained interviewers in effective communication skills.

After you have written out your resume, you are ready to begin the next important step: assembly and layout.

# *Assembly and Layout*

**A**t this point, you've gathered all the necessary information for your resume and rewritten it in language that will impress your potential employers. Your next step is to assemble the sections in a logical order and lay them out on the page neatly and attractively to achieve the desired effect: getting the interview.

## **Assembly**

The order of the elements in a resume makes a difference in its overall effect. Clearly, you would not want to bury your name and address somewhere in the middle of the resume. Nor would you want to lead with a less important section, such as special skills. Put the elements in an order that stresses your most important accomplishments and the things that will be most appealing to your potential employer. For example, if you are new to the workforce, you will want the reviewer to read about your education and life skills before any part-time jobs you may have held for short durations. On the other hand, if you have been gainfully employed for several years and currently hold an important position in your company, you should list your work accomplishments ahead of your educational information, which has become less pertinent with time.

Certain things should always be included in your resume, but others are optional. The following list shows you which are which. You might want to use it as a checklist to be certain that you have included all of the necessary information.

<b>Essential</b>	<b>Optional</b>
Name	Cellular Phone Number
Address	Pager Number
Phone Number	E-Mail Address or Website Address
Work Experience	Voice Mail Number
Education	Job Objective
References Phrase	Honors
	Special Skills
	Publications
	Professional Memberships
	Activities
	Certificates and Licenses
	Personal Information
	Graphics
	Photograph

Your choice of optional sections depends on your own background and employment needs. Always use information that will put you in a favorable light—unless it's absolutely essential, avoid anything that will prompt the interviewer to ask questions about your weaknesses or something else that could be unflattering. Make sure your information is accurate and truthful. If your honors are impressive, include them in the resume. If your activities in school demonstrate talents that are necessary for the job you are seeking, allow space for a section on activities. If you are applying for a position that requires ornamental illustration, you may want to include border illustrations or graphics that demonstrate your talents in this area. If you are answering an advertisement for a job that requires certain physical traits, a photo of yourself might be appropriate. A person applying for a job as a computer programmer would *not* include a photo as part of his or her resume. Each resume is unique, just as each person is unique.

## Types of Resumes

So far we have focused on the most common type of resume—the *reverse chronological* resume—in which your most recent job is listed first. This is the type of resume usually preferred by those who have to read a large number of resumes, and it is by far the most popular and widely circulated. However, this style of presentation may not be the most effective way to highlight *your* skills and accomplishments.

For example, if you are reentering the workforce after many years or are trying to change career fields, the *functional* resume may work best. This type of resume puts the focus on your achievements instead of the sequence of your work history. In the functional resume, your experience is presented through your general accomplishments and the skills you have developed in your working life.

A functional resume is assembled from the same information you gathered in Chapter 1. The main difference lies in how you organize the information. Essentially, the work experience section is divided in two, with your job duties and accomplishments constituting one section and your employers' names, cities, and states; your positions; and the dates employed making up the other. Place the first section near the top of your resume, just below your job objective (if used), and call it *Accomplishments* or *Achievements*. The second section, containing the bare essentials of your work history, should come after the accomplishments section and can be called *Employment History*, since it is a chronological overview of your former jobs.

The other sections of your resume remain the same. The work experience section is the only one affected in the functional format. By placing the section that focuses on your achievements at the beginning, you draw attention to these achievements. This puts less emphasis on where you worked and when, and more on what you did and what you are capable of doing.

If you are changing careers, the emphasis on skills and achievements is important. The identities of previous employers (who aren't part of your new career field) need to be downplayed. A functional resume can help accomplish this task. If you are reentering the workforce after a long absence, a functional resume is the obvious choice. And if you lack full-time work experience, you will need to draw attention away from this fact and put the focus on your skills and abilities. You may need to highlight your volunteer activities and part-time work. Education may also play a more important role in your resume.

The type of resume that is right for you will depend on your personal circumstances. It may be helpful to create both types and then compare them. Which one presents you in the best light? Examples of both types of resumes are included in this book. Use the sample resumes in Chapter 5 to help you decide on the content, presentation, and look of your own resume.

## Resume or Curriculum Vitae?

A curriculum vitae (CV) is a longer, more detailed synopsis of your professional history that generally runs three or more pages in length. It includes a summary of your educational and academic background as well as teaching and research experience, publications, presentations, awards, honors, affiliations, and other details. Because the purpose of the CV is different from that of the resume, many of the rules we've discussed thus far involving style and length do not apply.

A curriculum vitae is used primarily for admissions applications to graduate or professional schools, independent consulting in a variety of settings, proposals for fellowships or grants, or applications for positions in academia. As with a resume, you may need different versions of a CV for different types of positions. You should only send a CV when one is specifically requested by an employer or institution.

Like a resume, your CV should include your name, contact information, education, skills, and experience. In addition to the basics, a CV includes research and teaching experience, publications, grants and fellowships, professional associations and licenses, awards, and other information relevant to the position for which you are applying. You can follow the advice presented thus far to gather and organize your personal information.

## Special Tips for Electronic Resumes

Because there are many details to consider in writing a resume that will be posted or transmitted on the Internet, or one that will be scanned into a computer when it is received, we suggest that you refer to the *Guide to Internet Job Searching*, by Frances Roehm and Margaret Dikel, as previously mentioned. However, here are some brief, general guidelines to follow if you expect your resume to be scanned into a computer.

- Use standard fonts in which none of the letters touch.
- Keep in mind that underlining, italics, and fancy scripts may not scan well.
- Use boldface and capitalization to set off elements. Again, make sure letters don't touch. Leave at least a quarter inch between lines of type.
- Keep information and elements at the left margin. Centering, columns, and even indenting may change when the resume is optically scanned.
- Do not use any lines, boxes, or graphics.
- Place the most important information at the top of the first page. If you use two pages, put "Page 1 of 2" at the bottom of the first page and put your name and "Page 2 of 2" at the top of the second page.
- List each telephone number on its own line in the header.
- Use multiple keywords or synonyms for what you do to make sure your qualifications will be picked up if a prospective employer is searching for them. Use nouns that are keywords for your profession.
- Be descriptive in your titles. For example, don't just use "assistant"; use "legal office assistant."
- Make sure the contrast between print and paper is good. Use a high-quality laser printer and white or very light colored 8½-by-11-inch paper.
- Mail a high-quality laser print or an excellent copy. Do not fold or use staples, as this might interfere with scanning. You may, however, use paper clips.

In addition to creating a resume that works well for scanning, you may want to have a resume that can be e-mailed to reviewers. Because you may not know what word processing application the recipient uses, the best format to use is ASCII text. (ASCII stands for "American Standard Code for Information Interchange.") It allows people with very different software platforms to exchange and understand information. (E-mail operates on this principle.) ASCII is a simple, text-only language, which means you can include only simple text. There can be no use of boldface, italics, or even paragraph indentations.

To create an ASCII resume, just use your normal word processing program; when finished, save it as a "text only" document. You will find this option under the "save" or "save as" command. Here is a list of things to *avoid* when crafting your electronic resume:

- Tabs. Use your space bar. Tabs will not work.
- Any special characters, such as mathematical symbols.
- Word wrap. Use hard returns (the return key) to make line breaks.
- Centering or other formatting. Align everything at the left margin.
- Bold or italic fonts. Everything will be converted to plain text when you save the file as a “text only” document.

Check carefully for any mistakes before you save the document as a text file. Spellcheck and proofread it several times; then ask someone with a keen eye to go over it again for you. Remember: the key is to keep it simple. Any attempt to make this resume pretty or decorative may result in a resume that is confusing and hard to read. After you have saved the document, you can cut and paste it into an e-mail or onto a website.

## Layout for a Paper Resume

A great deal of care—and much more formatting—is necessary to achieve an attractive layout for your paper resume. There is no single appropriate layout that applies to every resume, but there are a few basic rules to follow in putting your resume on paper:

- Leave a comfortable margin on the sides, top, and bottom of the page (usually one to one and a half inches).
- Use appropriate spacing between the sections (two to three line spaces are usually adequate).
- Be consistent in the *type* of headings you use for different sections of your resume. For example, if you capitalize the heading EMPLOYMENT HISTORY, don't use initial capitals and underlining for a section of equal importance, such as Education.
- Do not use more than one font in your resume. Stay consistent by choosing a font that is fairly standard and easy to read, and don't change it for different sections. Beware of the tendency to try to make your resume original by choosing fancy type styles; your resume may end up looking unprofessional instead of creative. Unless you are in a very creative and artistic field, you should almost always stick with tried-and-true type styles like Times New Roman and Palatino, which are often used in business writing. In the area of resume styles, conservative is usually the best way to go.

**CHRONOLOGICAL RESUME**

*Shiree Jalil*  
*3116 Ventura Street*  
*Morton, PA 19070*  
*(610) 555-4611*  
*S.Jalil@xxx.com*

**Programmer/Analyst**

*Experience*

6/03 to Present

Senior Systems Analyst, Corporate Software Inc.

Design software for business applications including invoice and order processing. Also create tape processing for credit bureaus and federal agencies. Most programming done in COBOL.

5/01 to 6/03

MIS Specialist, R & J Manufacturing

Directed MIS group providing computer services for all in-house business applications. Designed and implemented online inventory and distribution system responsible for \$45,000 annual savings.

6/99 to 5/01

Customer Service Technician, Ultimate Software Inc.

Provided product support for end users of Ultimate Software products including spreadsheets, word processing programs, database programs, and graphics applications. Pinpointed and solved callers' problems. Alerted technical writers to need for revisions.

*Education*

B.S. Information Science

Pennsylvania State University, 1999

Knowledge of IBM, Compaq, and Apple PCs; COBOL, DEC VAX 310 and 4x0, BASIC, C++, FORTRAN, NATURAL, Pascal, CICS, DOS/VSE, DOS/JCL, TSO, SQL, and VSAM

*References*

Available on Request

**FUNCTIONAL RESUME****KATRINA PARKER • Applications & Systems Programmer**

1402 Greenbriar Road  
Charleston, WV 25304

(304) 555-1704  
K.Parker@xxx.com

**CREDENTIALS**

B.S. in Computer Science, March 2001  
Minor in Accounting  
University of Michigan

- Knowledge of COBOL, FORTRAN, Pascal, C, C Plus, BASIC, CAD/CAM, ASSEMBLY language #68000, 8086 & 6502, and dbase
- High level of self-motivation and attention to detail

**JOB DUTIES**

- Code, test, debug, and maintain programs
- Create program documentation
- Integrate new hardware into existing systems
- Diagnose and correct systems failures
- Maintain monitors, database packages, compilers, assemblers, and utility programs
- Select and modify new hardware and software to company specifications

**ACHIEVEMENTS**

- Designed programs in C Plus for Heritage Bank to coordinate functions of ATM machines
- Purchased new hardware and software for Advantage Publishers, modified equipment to suit company's needs and resolve interoperability issues

**EMPLOYERS**

Heritage Bank	June 2005 to Present
Advantage Publishers	April 2002 to June 2005

References Available on Request

- Always try to fit your resume on one page. If you are having trouble with this, you may be trying to say too much. Edit out any repetitive or unnecessary information, and shorten descriptions of earlier jobs where possible. Ask a friend you trust for feedback on what seems unnecessary or unimportant. For example, you may have included too many optional sections. Today, with the prevalence of the personal computer as a tool, there is no excuse for a poorly laid out resume. Experiment with variations until you are pleased with the result.

Remember that a resume is not an autobiography. Too much information will only get in the way. The more compact your resume, the easier it will be to review. If a person who is swamped with resumes looks at yours, catches the main points, and then calls you for an interview to fill in some of the details, your resume has already accomplished its task. A clear and concise resume makes for a happy reader and a good impression.

There are times when, despite extensive editing, the resume simply cannot fit on one page. In this case, the resume should be laid out on two pages in such a way that neither clarity nor appearance is compromised. Each page of a two-page resume should be marked clearly: the first should indicate “Page 1 of 2,” and the second should include your name and the page number, for example, “Julia Ramirez—Page 2 of 2.” The pages should then be paper-clipped together. You may use a smaller type size (in the same font as the body of your resume) for the page numbers. Place them at the bottom of page one and the top of page two. Again, spend the time now to experiment with the layout until you find one that looks good to you.

Always show your final layout to other people and ask them what they like or dislike about it, and what impresses them most when they read your resume. Make sure that their responses are the same as what you want to elicit from your prospective employer. If they aren't the same, you should continue to make changes until the necessary information is emphasized.

## **Proofreading**

After you have finished typing the master copy of your resume and before you have it copied or printed, thoroughly check it for typing and spelling errors. Do not place all your trust in your computer's spellcheck function. Use an old editing trick and read the whole resume backward—start at the end and read it right to left and bottom to top. This can help you see the small errors or inconsistencies that are easy to overlook. Take time to do it right because a single error on a document this important can cause the reader to judge your attention to detail in a harsh light.

Have several people look at the finished resume just in case you've missed an error. Don't try to take a shortcut; not having an unbiased set of eyes examine your resume now could mean embarrassment later. Even experienced editors can easily overlook their own errors. Be thorough and conscientious with your proofreading so your first impression is a perfect one.

We have included the following rules of capitalization and punctuation to assist you in the final stage of creating your resume. Remember that resumes often require use of a shorthand style of writing that may include sentences without periods and other stylistic choices that break the standard rules of grammar. Be consistent in each section and throughout the whole resume with your choices.

## **RULES OF CAPITALIZATION**

- Capitalize proper nouns, such as names of schools, colleges, and universities; names of companies; and brand names of products.
- Capitalize major words in the names and titles of books, tests, and articles that appear in the body of your resume.
- Capitalize words in major section headings of your resume.
- Do not capitalize words just because they seem important.
- When in doubt, consult a style manual such as *Words into Type* (Prentice Hall) or *The Chicago Manual of Style* (The University of Chicago Press). Your local library can help you locate these and other reference books. Many computer programs also have grammar help sections.

## **RULES OF PUNCTUATION**

- Use commas to separate words in a series.
- Use a semicolon to separate series of words that already include commas within the series. (For an example, see the first rule of capitalization.)
- Use a semicolon to separate independent clauses that are not joined by a conjunction.
- Use a period to end a sentence.
- Use a colon to show that examples or details follow that will expand or amplify the preceding phrase.

- Avoid the use of dashes.
- Avoid the use of brackets.
- If you use any punctuation in an unusual way in your resume, be consistent in its use.
- Whenever you are uncertain, consult a style manual.

## **Putting Your Resume in Print**

You will need to buy high-quality paper for your printer before you print your finished resume. Regular office paper is not good enough for resumes; the reviewer will probably think it looks flimsy and cheap. Go to an office supply store or copy shop and select a high-quality bond paper that will make a good first impression. Select colors like white, off-white, or possibly a light gray. In some industries, a pastel may be acceptable, but be sure the color and feel of the paper make a subtle, positive statement about you. Nothing in the choice of paper should be loud or unprofessional.

If your computer printer does not reproduce your resume properly and produces smudged or stuttered type, either ask to borrow a friend's or take your disk (or a clean original) to a printer or copy shop for high-quality copying. If you anticipate needing a large number of copies, taking your resume to a copy shop or a printer is probably the best choice.

Hold a sheet of your unprinted bond paper up to the light. If it has a watermark, you will want to point this out to the person helping you with copies; the printing should be done so that the reader can read the print and see the watermark the right way up. Check each copy for smudges or streaks. This is the time to be a perfectionist—the results of your careful preparation will be well worth it.

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# *The Cover Letter*

Once your resume has been assembled, laid out, and printed to your satisfaction, the next and final step before distribution is to write your cover letter. Though there may be instances where you deliver your resume in person, you will usually send it through the mail or online. Resumes sent through the mail always need an accompanying letter that briefly introduces you and your resume. The purpose of the cover letter is to get a potential employer to read your resume, just as the purpose of the resume is to get that same potential employer to call you for an interview.

Like your resume, your cover letter should be clean, neat, and direct. A cover letter usually includes the following information:

1. Your name and address (unless it already appears on your personal letterhead) and your phone number(s); see item 7.
2. The date.
3. The name and address of the person and company to whom you are sending your resume.
4. The salutation (“Dear Mr.” or “Dear Ms.” followed by the person’s last name, or “To Whom It May Concern” if you are answering a blind ad).
5. An opening paragraph explaining why you are writing (for example, in response to an ad, as a follow-up to a previous meeting, at the suggestion of someone you both know) and indicating that you are interested in whatever job is being offered.
6. One or more paragraphs that tell why you want to work for the company and what qualifications and experiences you can bring to the position. This is a good place to mention some detail about

that particular company that makes you want to work for them; this shows that you have done some research before applying.

7. A final paragraph that closes the letter and invites the reviewer to contact you for an interview. This can be a good place to tell the potential employer which method would be best to use when contacting you. Be sure to give the correct phone number and a good time to reach you, if that is important. You may mention here that your references are available upon request.
8. The closing (“Sincerely” or “Yours truly”) followed by your signature in a dark ink, with your name typed under it.

Your cover letter should include all of this information and be no longer than one page in length. The language used should be polite, businesslike, and to the point. Don’t attempt to tell your life story in the cover letter; a long and cluttered letter will serve only to annoy the reader. Remember that you need to mention only a few of your accomplishments and skills in the cover letter. The rest of your information is available in your resume. If your cover letter is a success, your resume will be read and all pertinent information reviewed by your prospective employer.

## **Producing the Cover Letter**

Cover letters should always be individualized because they are always written to specific individuals and companies. Never use a form letter for your cover letter or copy it as you would a resume. Each cover letter should be unique, and as personal and lively as possible. (Of course, once you have written and rewritten your first cover letter until you are satisfied with it, you can certainly use similar wording in subsequent letters. You may want to save a template on your computer for future reference.) Keep a hard copy of each cover letter so you know exactly what you wrote in each one.

There are sample cover letters in Chapter 6. Use them as models or for ideas of how to assemble and lay out your own cover letters. Remember that every letter is unique and depends on the particular circumstances of the individual writing it and the job for which he or she is applying.

After you have written your cover letter, proofread it as thoroughly as you did your resume. Again, spelling or punctuation errors are a sure sign of carelessness, and you don’t want that to be a part of your first impression on a prospective employer. This is no time to trust your spellcheck function. Even after going through a spelling and grammar check, your cover letter should be carefully proofread by at least one other person.

Print the cover letter on the same quality bond paper you used for your resume. Remember to sign it, using a good dark-ink pen. Handle the let-

ter and resume carefully to avoid smudging or wrinkling, and mail them together in an appropriately sized envelope. Many stores sell matching envelopes to coordinate with your choice of bond paper.

Keep an accurate record of all resumes you send out and the results of each mailing. This record can be kept on your computer, in a calendar or notebook, or on file cards. Knowing when a resume is likely to have been received will keep you on track as you make follow-up phone calls.

About a week after mailing resumes and cover letters to potential employers, contact them by telephone. Confirm that your resume arrived and ask whether an interview might be possible. Be sure to record the name of the person you spoke to and any other information you gleaned from the conversation. It is wise to treat the person answering the phone with a great deal of respect; sometimes the assistant or receptionist has the ear of the person doing the hiring.

You should make a great impression with the strong, straightforward resume and personalized cover letter you have just created. We wish you every success in securing the career of your dreams!

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# *Sample Resumes*

**T**his chapter contains dozens of sample resumes for people pursuing a wide variety of computer careers.

There are many different styles of resumes in terms of graphic layout and presentation of information. These samples represent people with varying amounts of education and experience. Use them as models for your own resume. Choose one resume or borrow elements from several different resumes to help you construct your own.

# CATHY LUI

546 Elm Street • Chicago, IL 60645 • 773-555-3894 • Cathy.Lui34@xxx.com

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## GOAL

Computer science professional with experience in customer service and technical writing seeks customer service position with potential for supervisory responsibility.

## WORK HISTORY

*Technical Writer, 2-04 to Present*

Superior Software Products, Chicago, IL

- Prepare technical manuals for end users of Superior Software Products.
- Obtain program feature specifications from programmers and systems engineers to develop step-by-step instructions, written in clear, nontechnical language.
- Supervise ongoing revision and updating of manuals.
- Implement and test user experience guidelines to ensure directions are understood.
- Product line includes desktop publishing, graphic arts, word processing, and database products.

*Customer Service Technician, 4-00 to 2-04*

Worthington Software, Palatine, IL

- Served as customer support contact for end users of Worthington Software and as telephone troubleshooter for clients, providing step-by-step solutions for online difficulties.
- Maintained phone log of customer problems.
- Worked with systems engineers and technical writers to modify systems designs and revise instructional manuals as necessary.

## EDUCATION

Northern Illinois University

B.S. Degree, Computer Science, completed 1-05

University of Illinois at Chicago

Computer Career Training Program, One-Year Graduate Certificate, completed 1-04

References Available

## *Malik Van*

2500 Central Street  
Drake's Bay, Florida 33001  
Home: (409) 555-6789  
Cell: (409) 555-8776  
Email: malik.van@xxx.com

### **Objective**

To procure a software engineering position with potential for advancement.

### **Experience**

*2002 - present*

*Northside Computer Access, Senior Systems Designer*

Develop I/O interfaces and create/support file transfer systems. Extensive use of IBM 370, Cyber 175, VAX-11/780, and IBM VM/CMS.

*1998 - 2002*

*King Software, Technical Advisor*

Provided marketing and sales support for extensive software product lines including spreadsheets, word processing programs, graphics, and database applications.

*1996 - 1998*

*Brides & Franklin Development, Senior Programmer*

Team leader for software development group. Promoted from programmer to senior programmer after one year.

### **Credentials**

M.I.S. Florida Technical Institute, 1998

B.S. Iowa State University, 1990

- \* Ability to demonstrate the relationship of data structures to systems
- \* Experience analyzing data using SQL
- \* Experience establishing and modifying data models
- \* Strong analytical, organizational, and presentation skills
- \* Experience with Agile, XP, and Lean software development techniques
- \* Experience in a rapidly changing environment due to growth from mergers or acquisitions

### **References**

Available upon request.

# ANGELA WONG

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9324 N. Elm Street  
Dallas, TX 75270  
(214) 555-2223  
Angela.Wong@xxx.com

## BACKGROUND

- ◆ Twelve years of system design and maintenance.
- ◆ Proven track record as supervisor of junior staff.
- ◆ Dedicated professional focused on quality and reliability.

## EDUCATION

B.S. Information Technology  
University of Texas, 1996

## EMPLOYMENT

Cannon Corp., Fort Worth, TX  
*Supervisor, June 2004 to Present*

- ◆ Upgraded and expanded computer network system.
- ◆ Reported directly to vice president of operations.
- ◆ Designed and implemented inventory control system.
- ◆ Participated in market development program.
- ◆ Supervised and guided ten junior staff members and ensured systems operated consistently at peak performance.

Sweetwater Systems, Dallas, TX  
*Senior System Designer, April 2001 to June 2004*

- ◆ Wrote database for electronic key systems.
- ◆ Trained telephone end users to use on-screen order-taking program.
- ◆ Developed computer-assisted learning program to train new staff.
- ◆ Supervised eight employees.

Mead & Johnson, LLC, Dallas, TX  
*System Analyst, May 1996 to April 2001*

- ◆ Maintained networks.
- ◆ Installed upgraded software and hardware.
- ◆ Promoted to Lead Analyst after two years.

References available upon request

**KATRINA PARKER • Applications & Systems Programmer**

1402 Greenbriar Road  
Charleston, WV 25304

(304) 555-1704  
K.Parker@xxx.com

**CREDENTIALS**

B.S. in Computer Science, March 2001  
Minor in Accounting  
University of Michigan

- Knowledge of COBOL, FORTRAN, Pascal, C, C Plus, BASIC, CAD/CAM, ASSEMBLY language #68000, 8086 & 6502, and dbase
- High level of self-motivation and attention to detail

**JOB DUTIES**

- Code, test, debug, and maintain programs
- Create program documentation
- Integrate new hardware into existing systems
- Diagnose and correct systems failures
- Maintain monitors, database packages, compilers, assemblers, and utility programs
- Select and modify new hardware and software to company specifications

**ACHIEVEMENTS**

- Designed programs in C Plus for Heritage Bank to coordinate functions of ATM machines
- Purchased new hardware and software for Advantage Publishers, modified equipment to suit company's needs and resolve interoperability issues

**EMPLOYERS**

Heritage Bank	June 2005 to Present
Advantage Publishers	April 2002 to June 2005

References Available on Request

## LUCAS JACKSON

2399 S. Division • Grand Rapids, MI 49503

Home: (616) 555-9354

Cell: (616) 555-2819

Email: lucasjackson@xxx.com

### OBJECTIVE

Apply my skills as a content expert to a new challenge with a company focused on quality, dedication, and ingenuity.

### WORK

*2005 to present*

***Content Strategist, Sonic Consulting, Grand Rapids, MI***

- Provide digital solutions for clients interested in establishing their presence online.
- Make recommendations on content assets, third-party content partnerships, and content management systems.
- Direct copywriters and design teams to fulfill the clients' objectives and create brand strategies.

*2003 to 2005*

***Website Manager, Crash! magazine, Detroit, MI***

- Directed the online version of *Crash!* magazine and ensured design and content guidelines of the site followed those of the print version.
- Coordinated special events to drive traffic to the site resulting in a 75 percent increase in hits over four months.
- Created and edited content specifically for the site to establish its own identity.

*2001 to 2003*

***Writer, Digital City magazine, Detroit, MI***

- Researched and wrote articles covering the emerging Internet business and issues that relate to that unique business sector.
- Interviewed people involved in cutting-edge development on the Web and analyzed the business implications of this unique medium.

*Lucas Jackson*  
*Page 2 of 2*

## **EDUCATION**

B.S., Michigan State University  
Major: Marketing  
Specialization: Information Technology

## **SKILLS**

- Intimate familiarity with standard style guides including AP, Chicago Manual, MLA, and Wired.
- Very knowledgeable in the use and merits of content management systems such as Microsoft CMS, CloudNine, Vignette, ePrise, Red Dot, and BroadVision.
- Uncanny ability to merge creative vision with business objectives to create distinctive and engaging content.

References available upon request.

## ***Maria Valtiera***

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411 West Street ★ Boston, MA 02129  
(617) 555-6786 ★ maria.valtiera@xxx.com

### **Skills**

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IMS/DB & DC, CICS and DB2 using COBOL, RAMIS, IFPS, EASYTRIEVE, EASYTRIEVE Plus, and TELON. RPG III and RPG IV.

### **Professional Experience**

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Eleven years systems experience in IBM operating systems, IBM machines, and IBM PC/LAN workstations. Extensive use of Standard TAPS Code and converted TAPS on IBM8100/DPPX. Experience Porting DPPX from the IBM 8100 to the IBM ES/9370: installation and testing. A proven record of delivering computerized systems under tight deadlines to meet exacting requirements.

TAYLOR HEALTHCARE CORPORATION 1999 – PRESENT

#### ***Senior Programmer Analyst 2004 – Present***

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- ★ Led a team of seven analysts in installing the INFOPAC report distribution system, which reduced Freight printed output by 85 percent.
- ★ Responsible for work plans, headcount utilization, program specifications, and user training.
- ★ Developed software to interface with IFPS (Interactive Financial Planning System) and ran graph system.
- ★ Convert all CICS programs from one system to another, updating JCL and complying with new systems standards.
- ★ Provide application support of the Freight/DCMS (Distribution Center Management System).

*Maria Valtiera*

*Page 2 of 2*

*Programmer Analyst 2000 – 2004*

- ★ Converted interface to general ledger system from MSA to M&D.
- ★ Created all necessary program specifications.
- ★ Developed program specifications, trained APAs and co-op students, produced programs necessary for marketing of the Dealer Business System to an external division.
- ★ Designed, implemented, and supported additional Dealer Business Subsystems using CICS, VSAM, TELON, COBOL, EASYTRIEVE, and EASYTRIEVE Plus.

*Associate Programmer Analyst 1999 – 2000*

- ★ Provided user interface for METAPHOR system.
- ★ Designed databases, managed query processing using SQL, and provided all necessary user training.
- ★ Completed training in IMS DB/DC, VSAM, and DB/DC BAL.
- ★ Completed continuing education course in PASCAL and SQL programming and Method One structured methodology techniques.

**Education**

A.A. in Computer Studies

Boston Junior College, graduated 1999

B.T. in Technical Writing

Massachusetts Institute of Technology, graduated 2001

References Available

## **Barbara Zabriskie**

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655 Cook Road  
 Ormond Beach, FL 32176  
 Home: (904) 555-4968  
 Cell: (904) 555-2078  
 E-mail: b.zabriskie@xxx.com

### **Overview**

Responsible for maintaining the system in a validated state (including change control) as documented in Mannkind's SOPs and user support (including system security in compliance with 21 CFR PART 11). Proven ability to utilize extensive knowledge of information systems.

### **Achievements**

- Supporting IQ/OQ/PQ in system upgrades
- Testing of backup and recovery and disaster recovery
- Developing SOPs and supporting documentation (system operating manuals) as needed
- Revising existing documentation as business needs change

### **Technical Expertise**

*Languages:* COBOL, BAL, FORTRAN, BASIC, and SQL

*Operating Systems:* MVS/ESA, MVS/JCL, DOS/VS/VSE, MS DOS

*Software:* VSAM, CICS, DB3, DB2, INS DB, TSO/SPF/ISPF, PARADOX 4.5, WINDOWS, QUATTRO PRO 5, EASE, QMF, MVS-ESA, DYNAM-D, Lotus, Pascal

*Hardware:* IBM 3090, 4381, PS/2, 8100/9370, IBM PC compatibles, SYSTEM 38

*Barbara Zabriskie  
page 2 of 2*

### **Education**

B.S. Computer Science, University of Florida, 1998  
Washington Technical Institute, 2000 - 2002

#### *Courses:*

- DB2 Fundamentals and Application Analysis
- Professional Systems Analysis
- CICS Program
- System Analysis and Design for Data Processing
- COBOL, FORTRAN, ASSEMBLER, and BASIC Programming and more

### **Employers**

Senior Programmer, Warren Manufacturing  
October 2003 - Present  
Ormond Beach, FL

System Analyst, Horton Financial Managers, Inc.  
September 2000 - October 2003  
Key West, FL

Programmer Analyst, PCX Industries  
August 1998 - September 2000  
Richmond, VA

### **References**

Personal and professional references will be forwarded upon request.

**Shiree Jalil**  
**3116 Ventura Street**  
**Morton, PA 19070**  
**(610) 555-4611**  
**S.Jalil@xxx.com**

### **Programmer/Analyst**

#### *Experience*

6/03 to Present

Senior Systems Analyst, Corporate Software Inc.

Design software for business applications including invoice and order processing. Also create tape processing for credit bureaus and federal agencies. Most programming done in COBOL.

5/01 to 6/03

MIS Specialist, R & J Manufacturing

Directed MIS group providing computer services for all in-house business applications. Designed and implemented online inventory and distribution system responsible for \$45,000 annual savings.

6/99 to 5/01

Customer Service Technician, Ultimate Software Inc.

Provided product support for end users of Ultimate Software products including spreadsheets, word processing programs, database programs, and graphics applications. Pinpointed and solved callers' problems. Alerted technical writers to need for revisions.

#### *Education*

B.S. Information Science

Pennsylvania State University, 1999

Knowledge of IBM, Compaq, and Apple PCs; COBOL, DEC VAX 310 and 4x0, BASIC, C++, FORTRAN, NATURAL, Pascal, CICS, DOS/VSE, DOS/JCL, TSO, SQL, and VSAM

#### *References*

Available on Request

## Hassan Rajik

1394 Freeland Road  
Des Moines, IA 50309-3023  
Hassan.rajik@xxx.com  
(515) 555-1143 Cell  
(515) 555-4421 Office

### Objective:

Technical Writing position

### History:

#### ADT BUSINESS SYSTEMS

*Technical Writer, 2004 – Present*

#### Achievements:

Designed electronic help system for end users as part of larger office automation project. Wrote messages and tied them to proper prompts. Created supplemental online manual for the same system. Currently participating in Quality Control Committee reviewing software and suggesting revisions.

#### FRAMINGHAM AGRICULTURAL GROUP

*Technical Communications Specialist, 2002 – 2004*

#### Achievements:

Created all manuals, standards, and systems documentation for data processing department. Conducted user experience test groups and implemented changes from findings.

### Credentials:

B.A. University of Iowa, 2002

- Major: English
- Minor: Computer Science

Member, Society for Technical Communications

### References:

Available Upon Request

# ◆ JACK ANDERSON ◆

## CONTENT MANAGEMENT SPECIALIST

364 Collins Drive ◆ Irving, TX 78745 ◆ (817) 555-7293 ◆ jackanderson@xxx.com

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### ◆ EDUCATION ◆

B.A. English, University of Texas

M.F.A. University of Texas

### ◆ PROFESSIONAL DEVELOPMENT ◆

Presently the Content Manager for Alysis Systems. Create original content for specialty sites devoted to promoting international brands. Research, write, and edit online articles for these sites and ensure all content meets stringent style outlines and standards.

From 2000 until 2003, Writer for *Internet News Daily*. Along with creating articles, I acted as managing editor for staff writers and freelancers ensuring my department met daily deadlines and upheld the highest journalistic standards. Populated content for three sections of the site and helped develop promotional campaigns.

My career started as a copywriter for Travis Toys where from 1997 to 2000 I wrote product descriptions and news releases for one of America's most beloved and recognized companies. I worked extensively with product managers to develop copy that conveyed the feeling of the company to children and adults alike.

### ◆ REFERENCES AVAILABLE ON REQUEST ◆

Writing samples and screen shots available

# TYRONE JACKSON

1800 West Sheridan Avenue • Atlanta, Georgia 30356 • (770) 555-6978 • ty.jackson@xxx.com

## GOAL

Systems Analysis and Programming Projects

## EXPERIENCE

*Independent Contractor from 8/01 to Present*

### RECENT PROJECTS

*University of Georgia, Programming Consultant*

Experience with applications analysis and software development, design, and support. Provided support for applications and a large user base on the following technologies: Windows Server 2000/2003, Linux Red Hat, Apache Tomcat, SQL Server 2000/2005, Oracle DB 9i+.

*New World Packaging Inc., Independent Systems Analyst*

Responsible for data and program modifications, recompiling and rebinding, testing and debugging.

*Georgia Chemical Corporation, Independent Programmer*

Assisted with setup of 30-member data processing department in Georgia branch office. Assignment included analyzing, coding, debugging, and implementing business applications including payroll, general ledger, and inventory control. Implemented scientific applications such as process modeling and engineering. Performed troubleshooting. Expanded and interconnected system hardware.

## TECHNICAL KNOWLEDGE

### LANGUAGES

- COBOL
- COBOL II
- FORTRAN
- SQL
- BAL
- BASIC

### SYSTEMS

- MVS/JCL
- MVS/ESA
- EASYTRIEVE
- DOS/VS/VSE
- MS DOS
- EASE

### SOFTWARE

- VSAM
- IBM DB
- CICS
- DB2
- QUICKEN

## EDUCATION

B.S. in Computer Science, Roosevelt University, 2001

References Available on Request

## RESUME OF KEVIN SCHULTZ, CONSULTANT

1302 Willow Road • Oak Brook, IL 60521 • (630) 555-5732 • Kevin.Schultz@xxx.com

### OVERVIEW

Kevin Schultz has more than twenty years of technical experience in a wide variety of industries, including finance, manufacturing, insurance, and health care. He has extensive skill in database and online applications, design through implementation, system conversions, and multi-language with both mainframes and PCs.

### HARDWARE

IBM Mainframe  
NCR

Honeywell  
PC/XT/AT

IBM PC  
SYSTEM 38

### SOFTWARE

COBOL  
COBOL II  
FILE-AID  
NEAT 3  
PL/1  
CICS COMMAND  
DBASE II  
IDMS  
CPM  
DOS/VS  
OS/MVS  
PC/DOS  
JES 3  
VSAM  
ROSCOE  
ISPF  
XEDIT  
DMS

APS  
C  
FORTRAN  
UFO  
RPG II  
ADABAS  
DM  
NOMAD II  
GCOS  
DOS/VSE  
OS/MVXA  
UIVAC-EXEC 8  
BDAM  
CLIST  
TSO  
LIBRARIAN  
ETHERNET

BAL  
EASYTRIEVE PLUS  
M BASIC  
PASCAL  
CICS MACRO  
DB2  
DB3.0  
TOTAL  
DOS/JCL  
OS  
MS/DOS  
JES 2  
ISAM  
CMS  
EXEC  
PANVALET  
BASIC

### RECENT CLIENTS

#### ADVENTURE OUTFITTERS

Improved order preparation for this mail order retailer. Batch environment using DB3.0 and written in COBOL was used to reduce repetitive updates to DB3.0 tables by perfecting all information to be updated, then processing the information in sequential files. After updating the data, the DB3.0 tables were updated with the new information.

*Kevin Schultz*

*Page 2 of 2*

### **RECENT CLIENTS (continued)**

#### **PREMIER HEALTHCARE SYSTEMS**

*Extended internal online system-wide CICS macro facility, using BAL. Developed drug locker inventory control and reorder subsystem. Developed an online outpatient accounting system using CICS command and COBOL. Created online group accident and health claim processing system in CICS macro and COBOL.*

### **EDUCATION**

*B.S. Computer Science  
Southern Illinois University*

### **REFERENCES**

*Available upon request*

## **Randy Paterniti, RP On-Line Inc.**

372 Ashurst Road ■ Cell: (303) 555-5121  
Boulder, CO 80321 ■ E-mail: rponline@xxx.com

### **General Experience**

- Responsible for overall strategy and implementation of database technologies, data warehouse techniques, and business intelligence methods.
- Maintain, enhance, and develop all critical SQL Server databases. Provide guidance on the use of DB2/400, Microsoft Access, and Oracle databases.
- Experience working in an IT department as a multi-platform DBA, with management and hands-on SQL Server experience.
- Experience in data replication and data mirroring using tools such as Data Mirror.
- Prior "hands-on" programming experience in VB, VBA, SQL, and heavy use of stored procedures.
- Direct experience managing data across multiple platforms, including Windows and OS/400 - SQL Server database administration background.

### **Specific Work Experience**

Owner, RP On-Line Inc., 6/98 to Present

#### *Sitka Pharmaceuticals*

Responsible for major data conversion effort. Data converted from Unisys and Texas Instruments computer environments into DB3.0. Actively involved in all phases of application development from design through coding and testing to implementation. Conversion interfaces written in COBOL II, DB3.0.

#### *Colorado Commercial Bank*

Converted billing system from IMS to DB3.0. Programs were written in COBOL with embedded SQL, CICS, and DB3.0. Actively involved in design of the new front-end for the same system, using PowerBuilder.

*Randy Paterniti*

*Page 2 of 2*

## **Specific Work Experience (continued)**

### *ABC Stores*

Member of the consumer marketing database team. Responsible for analysis; relational database design; specifications; coding, testing, and implementation of the retail marketing information system; optimizing SQL code. Coding was done in APS, SQL, and DB3.0.

### *Woodruff Financial Services*

Performed enhancements of the existing applications processing system.

## **Education**

### *Computer Technologies Inc.*

Windows XP OS Certificate

2000 Sybase/Microsoft SQL Server Programming and Design

### *University of Colorado*

1998 M.S. in Computer Science

1996 B.S. in Computer Science

References Available

# Davis P. Robinson

3988 Wagner Road  
Cottonwood, CA 96022

Davis.Robinson@xxx.com  
(916) 555-6333

## Technical Skills

Hardware: IBM 3090, 3081, 9672 IBM PS2-PC  
 Software: COBOL, COBOL II, SQL, BAL  
 Environments: MVS, MVS/XA, MVS/ESA  
 Communications: IMS/DC, CICS, DIALOG MANAGER  
 Databases: DB3.0, IMS/DLI, VSAM  
 Code Generators: TELON, APS  
 Analysis: YOUDON, OBJECT-ORIENTED  
 Applications: Order Entry    Procurement    Distribution    Retailing  
                   Personnel        Inventory        Warehousing    MRP  
                   Purchasing    Training        Billing            Accounting

## Education

M.S. Computer Technology, University of Southern California  
B.S. Business, Washington State University

## Consulting Experience

Pacific Agribusiness Inc. - 1 year - CICS/TELON/VMS  
Responsibilities: Systems Analysis, Design, and Code  
*Created plant maintenance system, which includes purchasing, inventory control, accounting, and other manufacturing systems.*

The State of California - 8 months - IMS/TELON/VSAM  
Responsibilities: System Analysis, Design, and Code  
*Rewrote the state's Medicare and Medicaid hospital claims system in order to comply with new U.S. government regulations.*

California Bell - 1 year - DB3.0/C/C++/IMS/TELON  
Responsibilities: System Analysis, Detail Design, and Code  
*Developed a telephone service order entry system used to provide state-of-the-art technical service.*

Davis P. Robinson  
Page 2 of 2

## **Consulting Experience (continued)**

American Academy of Nutrition - 5 months - DB3.0/C/CSITELON

Responsibilities: System Analysis, Detail Design, and Code

*Developed marketing executive bonus incentive system. Online system was used to calculate and report on upper management's monetary incentives.*

TechnoTemps - 1.5 years - DB3.0/C+/CSITELON

Responsibilities: System Analysis, Definition, Design, and Code

*Replaced an old batch IMS system with an online DB2 system. The application was a commercial finance system for one of TechnoTemp's clients.*

Katzen Electron - 5 months - DB3.0/CICS/IMS/TELON

Responsibilities: System Analysis, Definition, and Design

*Redesigned an old batch IMS system into an online interactive system. The application was a corporate procurement system used to assign worldwide contracts to Katzen vendors.*

GT Telecommunications - 1 year - DB3.0/CICS/DIALOG MANAGER/APS

Responsibilities: System Analysis, User Contact, Design, and Code

*Worked in employee training developing an employee class attendance and registration system.*

Garden Foods - 6 months - IMS/DB/DC

Responsibilities: System Analysis, Design, and Code

*Project development of a new centralized distribution and warehousing system.*

Stevens Electronics - 1.3 years - IMS/DB/DC

Responsibilities: System Engineering, System Analysis

*PAC III was our project management tool. Participated in MRP II training and education as well as working to make existing programs compatible with MRP II databases. Interfaced with many middle and upper management users, administrators, and other user contacts.*

## **References**

on Request

# ❖ Karen Feldman ❖

877 Chesterfield Street ❖ Lincolnwood, IL 60646  
Home: (847) 555-9113 ❖ Cell: (847) 555-7768  
karenfeldman@xxx.com

## Overview

Experienced systems programmer with background in consumer goods, telecommunications, and automotive industries.

## Technical Knowledge

Linux and Windows systems programming experience. Perl, VB, and .NET; C/C++/VC++/Java/CGI. Experienced with integration of server and storage technologies within a production operational environment. Experience and expertise in infrastructure monitoring technologies.

Project management. Experience leading large technology implementation projects.

## Work Record

Consultant to the following companies 1999 - Present:

- ❖ New Age Organic Foods, Inc.
- ❖ American Telecommunications Inc.
- ❖ Drexler Automotive Systems
- ❖ Southern Telecommunications Systems

## Achievements

### ***New Age Organic Foods, Inc.***

- ❖ Successfully implemented new DataScan system for sales and marketing user group. System processed and converted information provided by Consumer Information Inc. and loaded it into TERADATA and DB3.0.
- ❖ Created new salary planning system using TESSERACT personnel management system in DB2 and CICS. Wrote programs in COBOL II, CICS, with embedded SQL.
- ❖ Converted accounts receivable system into MSA format. Wrote interfaces in COBOL under MVS/XA.

*Karen Feldman*  
*Page 2 of 2*

## **Achievements (continued)**

### ***American Telecommunications Inc.***

- ❖ Developed new billing system based on DB3.0.
- ❖ Developed production applications using COBOL, CICS, and embedded SQL.
- ❖ Created ad-hoc reports using QMF and SQL.

### ***Drexler Automotive Systems***

- ❖ Timely and competently completed inventory, order entry, and conversion projects.
- ❖ Successfully completed supervisor training program.
- ❖ Served as Assistant Quality Control Supervisor.
- ❖ Supervised online inspectors, under direction of Quality Control Supervisor.

### ***Southern Telecommunications Systems***

- ❖ Developed fixed assets systems for newly formed corporate division.
- ❖ Created online manufacturing tracking and inventory control system.
- ❖ Designed and implemented new telephone invoicing system incorporating PC to mainframe interaction.

## **Education**

B.S. Computer Science, Northern Illinois University - 1999

## **References**

Personal and professional references available and forwarded upon request.

## ***Barbara Danbury***

9950 Brockport Road

Houston, TX 77386

Home: (713) 555-1947

Cell: (713) 555-8590

E-mail: Barb.Danbury@xxx.com

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### ***Overview***

Commercial applications programmer familiar with large operating environments, database management, direct access technologies, and remote processing. Some exposure to CRT drivers, virtual systems, and database handlers.

### ***Skills***

COBOL, BASIC, RPG II, Pascal, C, C Plus

### ***Job Responsibilities***

- Program Design
- Coding
- Systems Testing and Debugging
- Creation of Program Documentation

### ***Employers***

Houston Savings & Loan, Houston, TX  
Programmer/Analyst  
June 2003 - Present

Security Insurance, Dallas, TX  
Systems Analyst  
May 2001 - June 2003

S & J Manufacturing, Dallas, TX  
Programmer  
April 1998 - May 2001

### ***Education***

B.S. Baylor University, 1998  
Major: Computer Science  
Minor: Accounting

### ***References Available***

# MARIA RUIZ

902 Hills Street • Stanford, CA 94305 • M.Ruiz33@xxx.com • (415) 555-7194

## OVERVIEW

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Senior systems programmer with more than ten years experience in data processing, including operations and systems programming.

## SKILLS

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- CICS: Implementation, experience with MRO and RDO, problem analysis and resolution, performance monitoring and analysis
- z/OS: TSO/ISPF, MVS JCL, IBM utilities
- COBOL language
- Omegamon for CICS
- Good communication skills, both oral and written

## EXPERIENCE

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### **Creative Technologies, Stanford, CA**

*Senior Systems Programmer, 2/06 to Present*

Develop and test the company's software products and software development tools, including debuggers, books, and toolkits. Respond to user feedback and participate in revisions and upgrades as necessary.

### **DataPro Corporation, Boulder, CO**

*Systems Designer, 3/01 to 2/06*

Responsible for systems design, maintenance, and modification; disk determination; in-house training of data processors; creation of procedures manual and flowcharts.

### **Best Data Corporation, Denver, CO**

*Network Operator, 8/99 to 3/01*

Installed and maintained terminals, modems, and control units.

## EDUCATION

---

B.S., Data Systems Technologies  
Washington State University, 1999

REFERENCES AVAILABLE ON REQUEST

# Latisha Washington

8273 W. Orlando Street  
Knoxville, TN 37917  
(615) 555-8233  
L.Washington@xxx.com

## Professional Objective

Secure a position in a corporation in which initiative, ambition, and ingenuity are utilized to their full potential.

## Qualifications

- A demonstrated understanding of the terminology, principles, and theories of Computer/Electrical Engineering.
- Extensive experience using IBM, Unix, Sys 38 Mod 700, FORTRAN, Basic, Pascal, and Assembly languages.
- Dedicated work ethic that ensures the highest quality in the most efficient manner.

## Work Experience

Programmer Analyst, First National Bank of Tennessee

- Researched options and made recommendations for PC-related applications.
- Interfaced with user departments to develop software.

Programmer Analyst, Victor Group

- Developed software to expedite corporate mailings and tracking.
- Responsible for technical support and maintenance of software product implementation using IMS DB/DC, VSAM, C+, and COBOL.

Quality Engineer, Ashland Microcare

- Developed test software consisting of 48 tests for radar antenna systems.
- Revised test system to reduce testing procedure by three test cycles saving the company over \$200,000 in otherwise lost production time.

## Education

B.S. Computer Science, University of Tennessee

References Available

# Raymond Diaz

3102 Hopper Street • Cambridge, MA 02139  
Cell: (617) 555-9943 • Ray.Diaz@xxx.com

## Overview

More than 12 years of experience in R&D, programming, and systems design. Successful history as a supervisor, recruiter, and trainer.

## Skills

COBOL, PL/1, RPG III, C, C+, BAL, Ada, CAD/CAM, CICS, IMS/DLI, .NET, C shell scripting

## Experience

*Triton Electronics, Programmer, 6/06 - Present*

Assigned to Research and Development Division. Develop and monitor projects, select software and vendors. Recruit and train new employees. Corporation has annual budget of 2.1 million. Currently developing a language interface for e-mail.

*Patterson Development Corporation, Computer Technician, 4/02 - 6/06*

Assisted in development of software package for inventory control. Coded programs for retail use. Experienced in both microcomputer and mainframe environments.

*Technical Data Corporation, Systems Designer, 5/99 - 4/02*

Created custom software for clients requiring specialized business applications. Met with end users to define needs. Designed software and assisted with coding and debugging as requested. Designed and implemented revisions and upgrades based on feedback from product support personnel.

## Education

B.S. Computer Science  
Rochester Institute of Technology, 1998

M.S. Computer and Information Science  
Dartmouth, 2000

## Affiliations

American Society for Information Science  
Data Processing Management Association

References available upon request

## Brady Licardi ♦ System Programmer

9283 Michigan St. ♦ Kansas City, MO 64141 ♦ (816) 555-6687 ♦ Brady.Licardi@xxx.com

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### Hardware/Operating Systems

4381 Processor Model Groups 21, 22, 23, and 24, 4341, 3090; OS/MVS/XA, OS/VS1, DOS/VSE, VM, IBM PC/AT

### Software

CICS, VSAM, IMS/DLI, IDMS/DB-CD, CEDF, BMS, ADS, COBOL, BAL, BASIC, JCL, TSO/ISPF, ROSCOE

### Professional Experience

DETMAR CONTROL SYSTEMS, KANSAS CITY, MO

Systems Manager

- ♦ Supervised department of 12 Senior P/A and Project Leaders.
- ♦ Responsible for supporting all systems including emergency reaction, regularly scheduled maintenance, and upgrades.
- ♦ Oversaw sales and payroll capture, performance and appraisal reporting, variable rate structures, CICS (controls, adjustments, and reporting).

DIGITAL SYSTEMS DESIGN, ST. LOUIS, MO

Systems Designer

- ♦ Developed expertise in CICS, IMS/DLI, and VSAM by interfacing new programs and exits with the IBM COPICS/COS package.
- ♦ CICS support for Web services and Enterprise Java Beans (EJBs).
- ♦ Wrote several VSAM update and reporting programs.
- ♦ Managed 13 programmers.

CAMPBELL'S DEPARTMENT STORE, ST. LOUIS, MO

Programmer

- ♦ Programmed in COBOL, BAL, and ISAM on accounts receivable projects.
- ♦ Replaced card-oriented system.
- ♦ Analyzed mail order and catalog system and made appropriate system upgrades to enhance productivity.

### Education

University of Missouri  
B.S. Computer Science

References Available on Request

# ANDREW MAHONEY

4815 S. Crest Avenue ■ Ann Arbor, MI 48104 ■ (313) 555-9874 ■ Andy.Mahoney@xxx.com

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## GOAL

Professional Computer Analyst Position

## TECHNICAL EXPERTISE

*Languages:* COBOL, CA-Easytrieve Plus, BASIC, Object Pascal, C++

*Databases:* DB2, DB3, IDMS, RAMIS, Oracle (PC)

*Systems:* IBM, MS/OS, MS-DOS, Windows

*Tools:* TSO/ISPF, CICS, TELON, FileAid, PANVALET, LIBRARIAN, ROSCOE, CA7, INFOPAC

*Packages:* D&B Millennium 2.0, AP, GL, FA, ASIPO

## EDUCATION

B.S. Computer Science

University of Michigan, 1/00

## PROGRAMMER/ANALYST POSITIONS

AMERICAN CHEMICAL INC., Ann Arbor, 9/06 to Present

*Duties:*

- Install and program financial systems
- Test, code, and debug programs
- Create program specifications for project teams

WRIGHT & STEVENS CONSULTING INC., Ann Arbor, 5/04 to 9/06

*Duties:*

- Converted financial programming systems
- Handled data conversion projects DB3, TELON, and Easytrieve Plus

KESSLER SOFTWARE, Chicago, 3/02 to 5/04

*Duties:*

- Installed and maintained financial systems
- Designed and wrote interfaces

TDK INTERNATIONAL, Chicago, 3/00 to 3/02

*Duties:*

- Maintained and developed mainframe and PC systems using COBOL, CICS, and BASIC

References Available

## **TERRELL A. JENKINS**

216 S. Fulton Street • Park Ridge, IL 60068 • Home: 847-555-2461 • Cell: 847-555-5463  
terrelljenkins@xxx.com

### **PROFESSIONAL BACKGROUND**

DB3 Database Administrator/Programmer/Analyst

### **TECHNICAL EXPERTISE**

**Databases:** DB3, DB2  
**Languages:** COBOL, Easytrieve Plus, SAS, C, PASCAL, Lisp, Assembler  
**Systems:** MVS/ESA, MVS/OS, OS/2, IBM/370 (VM/CMS), VAX/VMS, UNIX, PC (Windows, DOS)  
**Hardware:** IBM mainframe and PCs  
**PC Software:** System Architect, Lotus SmartSuite, Dbase IV, Microsoft Office  
**Other Tools:** Omegamon for DB2, ICandle DB2 and DB3 tools, OS JCL, TSO/SPF, CICS, VSAM, FileAid, Panvalet, SYSD, SYSM

### **EDUCATION**

B.S. from Northeastern Illinois University

**Major:** Information Science

**Minor:** Business

**Total GPA:** 4.9/5.0

**GPA in Major:** 5.0/5.0

### **WORK HISTORY**

MUNROE INSURANCE, Lincolnwood, IL

*Senior Database Administrator*

*2/02 to Present*

Support DB3 testing and production activities. Build and maintain Enterprise Data Model for all group systems DB3 applications, using System Architect. Monitor and tune DB2 system and applications to prevent resource shortages and shorten the execution times of long-running queries. Manage DB3 datasets to ensure proper sizing, backup, organization, and record keeping, preventing problems with space, recovery, and performance. Perform recovery and security functions as required; some involvement with master disaster recovery plan. Maintain common procs (compiles), sample programs, and subroutines (error routines, date functions).

*Terrell A. Jenkins*

*Page 2 of 2*

## **WORK HISTORY (continued)**

### **ACHIEVEMENTS**

- Revised DB3 programming standards as member of DB3 development committee.
- Wrote and maintained in-house System Architect programmer training manual and shop data modeling standards.
- Most recently involved in yearlong joint effort between Systems and Actuarial to build a DB3-based financial system. Focused on data design, writing SAS macros, and implementing special scheduling system.

*Programmer/Analyst*

*4/99 to 1/02*

Supported various group insurance applications.

### **ACHIEVEMENTS**

- Designed and implemented covered person dependents function for administration system, using batch COBOL and CICS applications.
- Converted premium and claim statistical system from sequential files to DB3 for end-user query.
- Rewrote VSAM-based batch COBOL interface to copy covered persons data from administration system to Claimfacts system files.

REFERENCES AVAILABLE

## PATRICK C. CARTER

1617 Emory Street  
Forsyth, GA 31029  
(478) 555-4322  
Pat.Carter@xxx.com

### PROFESSIONAL GOAL

Procure a Computer Programmer/Analyst Position

### EDUCATION

B.S. Quantitative and Information Science  
University of Georgia, 2002

### TECHNICAL SKILLS

- *Languages:* COBOL, Easytrieve Plus (now CA-Easytrieve Plus), BASIC, Pascal, C, C+, Analytica
- *Databases:* DB2, DB3, IDMS, RAMIS, Oracle (PC)
- *Systems:* MVS/OS, MS-DOS
- *Hardware:* IBM models, Amdahl, PC compatibles
- *Tools:* CICS, COBOL, JCL, JES2, REXX, TSO ISPF, z/OS

### WORK HISTORY

RTP CHEMICAL, Forsyth, GA

*Programmer Analyst*, September 2002 to Present

- Responsible for financial systems, including D&B Fixed Assets and D&B Millennium systems and RTP-generated accounts payable, general ledger, check reconciliation, and cash management systems.
- Installed latest version of D&B Fixed Assets and D&B Millennium Multi-Mill with query print.
- Implemented D&B FA on-line.
- Converted RTP's joint venture partner's assets from Global's Fixed Asset system to D&B FA.

Patrick C. Carter

Page 2 of 2

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**WORK HISTORY (CONTINUED)**

TAYLOR BUSINESS GROUP, Atlanta, GA

*Consultant*, May 2000 to September 2002

- Installed, tested, and maintained Millennium accounts payable, general ledger, and fixed assets.
- Projects included the conversion of Millennium 1.0 applications to Millennium 2.0 counterparts (MILL, AP, GL, FA), year-end AP 1099 tape installation and support, GL year-end support, and installation of various bug-fix tapes and hand fixes.
- Involved in all aspects of project lifecycles, including writing program specifications for other members to complete.

LEE & JACOBSEN MANUFACTURING, Atlanta, GA

*Programmer/Analyst*, March 1997 to May 2000

- Responsible for financial systems. Installed and maintained various releases of Millennium accounts payable, general ledger, purchase order, and fixed assets.
- Involved in designing and writing interfaces from other in-house systems into these M&D systems.
- Wrote several programs that automated maintenance procedures and simplified system interfaces.

SPRINGFIELD TRANSPORT, Springfield, IL

*Programmer/Analyst*, March 1995 to March 1997

- Responsible for maintenance and development of mainframe systems and all PC systems.
- Wrote mainframe systems in COBOL and command level CICS.
- Developed PC software in BASIC for use by customers and sales staff.

REFERENCES ON REQUEST

## Arthur C. Elliot ♦ A.Elliot@xxx.com

622 Lexington Street  
New York, NY 10011

(212) 555-2003 Home  
(212) 555-4413 Cell

### Computer Educator

- ◆ Seminars and individual tutoring
- ◆ Educational publishing experience
- ◆ Knowledge of COBOL and BASIC
- ◆ Experience with microcomputers and mainframes

### Experience

#### ***Editor, Brighton Publishing, 4/03 to Present***

- ◆ Collaborate with programmers to review educational software and develop manuals.
- ◆ Create computer-aided instruction packages.
- ◆ Work closely with graphics, marketing, and sales staff.

#### ***Instructor, MDT Computer Consulting Inc., 6/00 to 4/03***

- ◆ Developed and presented training seminars to teach end-users about microcomputer software packages.
- ◆ Experience with one-on-one tutoring and corporate presentations for 200+ employees.

#### ***Owner, Ace Computer Camp, 6/98 to 6/00***

- ◆ Operated high-tech camp during summer and school breaks.
- ◆ Served 60 students per session in both basic and enrichment programs.
- ◆ Developed curriculum.
- ◆ Trained and supervised four instructors.
- ◆ Oversaw all daily operations.

### Education

- ◆ B.A. from Syracuse University in English & Computer Science

References Available

## **Martha Weinstein**

309 Afton Road  
Camp Hill, AL 36850  
(205) 555-8964  
M.Weinstein@xxx.com

### **Skills/Experience**

- Knowledge of BAL, CICS, CFMS, COBOL, DL/1, JCL, DB/2, flat, and VSAM file structure
- Troubleshooting and repair of PCs, mainframes, and peripheral devices
- Installation, calibration, and testing of electronic field hardware for telecommunications systems
- Training of programmers and maintenance personnel
- Software development for various business applications, including manufacturing, inventory control, scheduling, and cost accounting systems

### **Employers**

#### *COMPUTER MASTERS INC.*

Instructor—2 years

#### *WHITMAN TELECOMMUNICATIONS*

Programmer—2 years

Systems Designer—3 years

#### *DATA SOLUTIONS*

Software Designer—4 years

### **Education**

B.S. Computer Science

University of Georgia

Computer Maintenance & Repair Program

Syntax Technical Institute, Certificate of Completion

References Available

# Keiko Suzuki

28875 126th Place  
Kent, WA 98031  
(360) 555-1122  
Keiko.Suzuki@xxx.com

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## Objective

To apply my experience in the electronics field to improve the profitability and efficiency of an established organization.

## Professional Background

2001 - Present

Operations Supervisor

Act as liaison between Operations and Programming departments. Ensure verification of system status checks and modems and perform IML on central processing unit. Generate daily reports on status of systems.

1999 - 2001

Computer Maintenance

Monitored PC banks with 20 computers and printers. Implemented system-wide memory upgrade. Selected and installed new software and acted as troubleshooter.

1998 - 1999

Computer Operator/Data Entry

Updated all ledgers for customer service department, including accounting, payroll, and production.

## Education

University of Washington

B.S., Computer Science and Engineering

References Available on Request

# **ELAINE SMITH**

1511 West Street • Boston, MA 02116 • (617) 555-4192 • Elaine.Smith@xxx.com

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## **GOAL**

Programmer/analyst position with opportunity to develop skills in software design.

## **SKILLS**

CICS, OS2, COBOL II, FileAid, OS/MVS, MS/DOS, EASYTRIEVE, Data Ease, INFOSWITCH, VSAM, TSO/ISPF, DOS/VSE, DOS JCL, Dylacor, OS/VMS FALCON, Java, Java Server Pages (JSP), HTML, Apache Struts, Rational Software Development Platform (RAD), Eclipse, XML, SQL, and the iSeries platform.

## **WORK HISTORY**

### ***Colonial Insurance***

Programmer, 8/04 to Present

- Developed mainframe programs to create a download file for a PC-based pension administration package.
- Converted and maintained the raw material paper inventory system that tracked \$9 million paper inventory, from a DPS-90, DPS-9000 platform to an IBM.

### ***Williams Financial Group***

Programmer, 6/01 to 8/04

- Programmer and project manager for wholesale finance core system.
- Developed front-end processor to reformat invoice information into trust finance agreements using multiple IMS databases.
- While project manager, also directed activities of general ledger group.

## **EDUCATION**

Boston College, Bachelor of Science Degree, awarded 6/01

Major: Finance

Minor: Computer and Information Science

## **REFERENCES**

Personal and professional references available.

# GEORGE KUSAKA

4470 Grant Street • San Francisco, CA 94107  
 (415) 555-8635 Home • (415) 555-4800 Cell • gkusaka@xxx.com

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## OBJECTIVE

A senior programmer/analyst position developing and maintaining computer applications, with opportunity to develop skills in PC-based applications

## SKILLS

MVS JES 3, Expediter, FileAid, Endeavor, COBOL II, DB2, IBM 3033 DOS/VSE, EMC2 Disk, CICS 1.7/VSAM, CS-Sort, CA-DART, System Manager, FALCON, COBOL, IBM 3083 MVS-XA TSO/ISPF, COBOL, IMS-DB, VSAM, PANVALET, JCL, Utilities, EASYTRIEVE, ABEND-AID, PC DOS 2000, Windows, Office 2003, WordPerfect, ABC Flowchart, SuperProject Plus, Lotus 1-2-3, and Notes

## EXPERIENCE

### **BIGELOW BROTHERS**

*8/03 to Present*

Developed and revised online management tool used to calculate bonus pay for sales associates. Created other customer service reports. Nonproduction applications under INFORMIX 46L.

### **SOFTWARE MONTHLY**

*8/01 to 8/03*

Developed Ad Ticket application and order conversion for the ADMARC computer package, used to centrally administer 150,000 magazine advertisements annually, plus receivables. System replaced four separate legacy systems.

### **PASCAL PRINTERS**

*2/98 to 8/01*

Handled maintenance and enhancement of labor/cost system for ten plants. Developed online job-class-exception subsystem and the online file maintenance for the same system. Developed credit approval system for Accounts Receivable to help track customer credit profiles and customers' parent corporations. The customer credit approval report became the internal executive level document for credit administration.

## EDUCATION

B.S. Information Science, Kenyon College, 1/98

## REFERENCES

Submitted upon request

# CORBIN DREYFUS

7530 Cypress Street • Midlothian, VA 23113  
(804) 555-7154 • corbin.dreyfus@xxx.com

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## Overview

- Successful computer consultant
- Knowledge of BASIC, BASICA, GW-BASIC, C Language, MS/DOS, COBOL, FORTRAN, Pascal, DOS/VSE, IBM 370 under OS/MVS and JES3
- Specialize in long-term corporate consulting/training projects
- B.S., University of Virginia, Information Sciences, 2000

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## Recent Projects

QDC INTERNATIONAL, 6/03 to Present

Provide freelance technical support. Job has included systems analysis to determine needs, selection of microcomputers and peripheral equipment, installation of hardware, design of custom software. Train employees in use of commercial packages, including file-handling program.

MIDLOTHIAN COMMERCIAL BANK, 4/02 to 6/03

Hired to devise and implement quality control procedures. Designed, staffed, and implemented program. Trained and evaluated in-house staff in use of new procedures.

SAWYER BUSINESS SYSTEMS, 3/00 to 4/02

Successfully designed and implemented schema and subsystem flow for inventory subsystem. Created and documented microcomputer hardware and software standards, saving the company more than \$50,000 in first year of implementation.

VIRGINIA PUBLIC SCHOOLS - Districts 62 and 14, 3/98 to 3/00

Designed computer labs for four public high schools and six elementary schools. Project included developing and presenting proposal, selecting equipment, soliciting bids, supervising installation of hardware, and training teaching staff.

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## References Available

# **AMY DENNING**

763 Richardson Road  
Menlo Park, California 94025  
Email: Amy.Denning@xxx.com  
Cell: (415) 555-3527

## **EMPLOYMENT HISTORY**

7/02 to Present Owner/Denning Translation Services

Own and manage document translation service offering document translation into all languages. Provide WP and DTP services to clients in medical, legal, and business community worldwide. Employ staff of five data processors and one programmer. Oversee accounts payable and receivable.

6/99 to 7/02 Systems Analyst/Ryerson Technical Support

Database management consultant and data programmer. Created database files and flowcharts for business applications. Produced monthly systems status reports and weekly programming goals. Reconfigured software for systems compatibility, compiled programs in BASIC, C++, Pascal, and FORTRAN. Worked with Hardware Design Team on large systems conversion projects.

## **TECHNICAL SKILLS**

PL1, Algol68, Pascal, Modula, Ada, C, C++, Visual Basic

## **CREDENTIALS**

B.S. University of Denver, Computer Science, 1999

Member, Association of Computer Programmers and Analysts

## **REFERENCES AVAILABLE**

**Annie Peters**

26665 Allison Rd.  
Peyton, CO 80831

**Procedures Analyst**

(719) 555-2211  
Annie.Peters@xxx.com

**Professional Experience**

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**IntraCom, Peyton, CO***Procedures Analyst*

Coordinated teams for troubleshooting and problem tracking. Monitored and supervised those teams. Created quality assurance program to reduce product deficiencies. Interfaced with Senior Level Management from various departments to address their needs and unique product failures and to establish custom solutions.

*Associate Systems Analyst*

Oversaw vital aspects of quality control operations. Contributed to overall success of the department and ensured proper staffing. Coordinated the activities of the manufacturing personnel for two departments (three shifts). Supervised 20 quality control employees, monitored their reports, and implemented corrective actions. Updated and drafted new procedures to improve systemwide efficiency.

**Haliburt Manufacturing, Peyton, CO***Senior Quality Control Technician*

Supervised eight Quality Control technicians, overseeing draft schedules and performance evaluations and troubleshooting problems. Coordinated audits for departments, trained new technicians, and conducted tests for certification.

**Education**

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University of Colorado, Boulder, CO  
B.S., Engineering, 2003

References Available

## **Daniel Threlkeld**

4412 Trask Road  
Hasbrouck Heights, NJ 07606  
(201) 555-2102  
danthrelkeld@xxx.com

### **Technical Skills**

UNIX, C, Pascal, FORTRAN, BASIC, AutoCAD, COBOL, LISP, DOS/VSE, TSO, VSAM, Lisp, and Prolog

### **Education**

M.I.S. Degree, University of California, Berkeley  
B.S. in Mathematics, University of California, Berkeley

### **Experience**

Software Engineer, Grove Software, 4/03 to Present

Duties: Develop software specifications, create custom software, handle extensive customer interface and user training. Provide product descriptions and training to in-house marketing and sales staff.

Project Manager, Global Manufacturing, 2/01 to 4/03

Duties: Participated in product support and development as member of microcomputer design team. Created product specifications, designed upgrades for existing product, supported marketing efforts for software and hardware product lines.

Systems Engineer, Kerby Business Systems, 1/98 to 2/01

Duties: Programmed manufacturing systems, including enhancement of real-time systems and support of current and updated systems throughout conversion phase.

References Available

# STEVEN STONE

390 Fawn Road • Tequesta, Florida 33469 • (407) 555-5754 • Steve.Stone@xxx.com

## BACKGROUND

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Software engineer with extensive experience in C+ /UNIX programming for variety of business applications. Multi-language experience in both PCs and mainframes. Design through implementation.

### *Software*

COBOL	APS	BAL
FileAid	FORTRAN	M BASIC
PL1	RPG II	CICSMACRO
DBASE III	DL/1	DMS
CPM	GCOS	DOS/JCL
OS/MVS	OS/MVS/XA	MS/DOS
JES 3	BDAM	ISAM
ROSCOE	TSO	EXEC
XEDIT	ETHERNET	BASIC

## EMPLOYERS

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Herald Computer Design	<i>6/04 to Present</i>
Southwest Software	<i>7/01 to 6/04</i>
MicroTel Express	<i>4/00 to 7/01</i>
Brighton Telecommunications	<i>5/97 to 4/00</i>

### *Achievements*

- Designed user interface for PC file manager
- Used Vista program to create windowing environment for IBM PC under MS/DOS
- Led Quality Control Team responsible for successfully upgrading invoicing system using DB/3 and COBOL
- Developed software for several manufacturing, inventory, distribution, and cost-accounting systems using CFMS data structures in both BAL and COBOL
- Received Quality Control Award from MicroTel Express

## EDUCATION

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B.S. Computer Science  
University of Washington, Tacoma

References Available Upon Request

# Samantha Goldblum

7668 N. Meadowlark Avenue  
Woodstock, VT 05412

(802) 555-4678  
Samantha.Goldblum@xxx.com

***“One of the most thorough and innovative Information Architects we’ve had on staff. A real asset to any company.”***

—TIM ANDREWS, Director of Information Technology,  
Mayweather Consulting

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## ***Education***

Bachelors of Arts, English with a minor in Mass Communications  
University of Vermont, 2004

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## ***Professional Development***

March 2006 to Present

*Information Architect, Mayweather Consulting*

Develop compelling website architecture with an emphasis on user experience. Employ tested and accepted user experience methodology to ensure the sites are up to standard Web practice. Arrange data on sites in a logical manner to ensure that users find the information they are looking for.

May 2004 to March 2006

*Web Master, Modern Chicago Living magazine*

Created online experience to promote print version of Modern Chicago Living magazine. Mapped out the entire site and built it from the ground up with tech staff. Edited and adjusted content to fit the digital experience. Developed online marketing strategy to drive traffic to the site.

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***References Available on Request***

## **Jill Eisenberg**

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261 Merrill Street  
Cleveland, Ohio 44138  
(216) 555-4034  
J.Eisenberg7@xxx.com

### **Summary**

Experienced technical services supervisor with experience in UNISYS equipment, NCP/VTAM, and CICS systems programming, mainframe/transactions database environments.

### **Technical Skills**

DOS-VSE, ACF/VTAM Release 2, DOS/VSE, CICS, DL1, IMS, NCP/VTAM, EASYTRIEVE, ASSEMBLER, COBOL, MS/DOS, BASIC, VSAM, IDMS/B-DC, CEDF, BMS, INTERTEST, EZTEST, ADS

### **Employers**

Trask Technical Services    4/04 to Present  
Reynolds Software        5/02 to 4/04  
Stevens Pharmaceuticals   4/01 to 5/02

### **Achievements**

- Designed and created new Data Support Center in branch office.
- Installed and tested all new mainframes, PCs, peripherals.
- Coordinated data transfer from home office.
- Supervised 10-member Data Processing Department using UNISYS equipment for data entry and output.
- Maintained 200-terminal communications network.
- Provided technical support for large online batch order-processing system.

### **Education**

Ohio State University  
B.S. Computer and Information Science

References Available

# KAREN MARTIN

899 Exler Street • Jenkinstown, PA 19046  
K.Martin@xxx.com • (215) 555-8870 Cell • (215) 555-0816 Office

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## TECHNICAL SKILLS

VB, Delphi, Java, JavaScript, Perl, Tcl (Tool Command Language), Lisp, Python

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## RECENT ACHIEVEMENTS

- Created printer input/output service routines in FORTRAN for IBM-compatible retail terminal
- Designed software interface in C Plus for new multifunction printer
- Converted Accounts Payable's TCAM data system to centralized, online CICS system

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## SYSTEMS PROGRAMMER/ANALYST POSITIONS

Regional Telephone Company  
Jenkinstown, PA  
June 2006 to Present

Lexington Insurance Company  
Pittsburgh, PA  
May 2003 to June 2006

Williams Manufacturing  
Pittsburgh, PA  
April 2000 to May 2003

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## EDUCATION

B.S. Information Science  
University of Virginia  
GPA 4.8/5.0

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## REFERENCES

Personal and professional references on request

# Robert Capa

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42 Park Avenue ❖ New York, NY USA ❖ (212) 555-7783

robertcapa@xxx.com

## Web Designer

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I design eye-catching, innovative websites that engage the user, promote the client's brand, and create a buzz. I seamlessly integrate functionality into form.

## History

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Sloan Digital, New York City

- ❖ In my three years at Sloan, I have designed award-winning websites for 8 Fortune 100 companies and 14 other industry leaders. Two sites I designed were featured in *Fast Business* and *Wired* magazines. My attention to detail and eye for design has made me the lead designer on all my company's biggest projects.

Sunday Media Solutions, Denver

- ❖ Over the course of four years, I proved myself as an innovative designer with a watchful eye on deadlines and was promoted from Junior Designer to Lead Designer. My expertise in e-commerce made me an invaluable asset to Sunday Media. My desire to live in New York led me from my native Denver to bigger clients and more responsibility.

Carter Consulting Group, Denver

- ❖ Carter is where my career began as an intern at one of Denver's most respected and established consulting firms. Under the tutelage of Don Balmore, I honed my skills as a designer and established myself as a key staff member.

## Education

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Swift School of Visual Arts, Denver, CO

New York University, Master's of Visual Arts

References and samples available

**JOHN HERNANDEZ**

916 Baker Street  
East Greenwich, RI 02818  
(401) 555-6208  
jhernandez@xxx.com

**OBJECTIVE** Software Engineering

**TECHNICAL SKILLS** C++, Unix systems, VMS, MS/DOS, Pascal, BASIC, Macro II, IBM 390, Cyber 176, VAX-9000, IBM VM/CMS

**EMPLOYERS** Cross Computer Equipment, 9/04 - Present  
Creative Software Inc., 8/01 - 9/04  
Newton Educational Group, 7/98 - 8/01

**ACHIEVEMENTS** Created I/O interface between 80186 and 80286 software and 8031 hardware  
Developed and maintained file transfer using C+ on VAX 9000 Model 110  
Created primary interface for marketing and sales staffs for support of software products line  
Served as project leader for custom software development  
Promoted from programmer to senior programmer within one year

**EDUCATION** B.S. Computer Science, University of Maine, 1998

References Available

## DANIEL S. ESPISITO

974 Voyager Court  
Clayton, MO 63105  
Dan.Espisito@xxx.com  
(314) 555-4730

### OVERVIEW

Experienced computer consultant with background in:

- MIS development
- EDP audits and conversion projects
- Installation of mainframe and micro systems
- Technical writing

### EMPLOYERS

#### KNC DATA

*Senior Technical Writer, 2003 to Present*

Develop operations manuals, simplifying technical systems specifications for end users. Acquire necessary data and specifications from engineers, programmers, and systems analysts. Edit and revise as necessary for final corporate approval prior to publication.

#### HUDSON CONSULTANTS

*MIS Specialist, 2001 to 2003*

Assisted with all aspects of information management for new firm. Selected systems vendor and supervised installation of equipment. Established financial, organizational, and documentation procedures. Hired and trained personnel.

#### REMINGTON BUSINESS SYSTEMS

*Consultant, 1999 to 2001*

Coordinated transition to new site and established upgraded Data Processing Department. Responsibilities included equipment installation, creation of documentation standards, data I/O control, and production scheduling.

### CREDENTIALS

M.B.A. Rutgers University

B.S. New York University

Knowledge of COBOL, Pascal, FORTRAN, RPG III, Unisys systems, CA-EASYTRIEVE, FileAid, C, C Plus, Lotus 7.0.2, MS Word, MSDOS, Unix

REFERENCES AVAILABLE

## *Monique Trudeau*

322 N. Shore Drive \* Miami Beach, FL 33140  
Monique.Trudeau@xxx.com \* Cell: (305) 555-7298

### *Objective*

To secure employment as a computer programmer in the software field with opportunities for professional growth and advancement

### *Education*

Michigan Institute of Technology, Houghton, MI  
B.A. Computer Science, May 2000

### *Technical Experience*

IBM 390, VM/CMS, XEDIT, PDP-10, IBM PC, DOS, DBASE IV, PASCAL, ASSEMBLER, FORTRAN, COBOL, LISP, SNOBOL 4, BASIC, WORD

### *Professional Experience*

1/02 to Present

Technical Programmer, Reynolds Electronics, Bradenton, FL

Responsible for designing, writing, and implementation of software systems using appropriate databases. Integrate database packages and operating systems. Train and manage new personnel. Recommend hardware and software upgrades.

10/00 to 01/02

Technical Programmer, Springfield Manufacturing, Miami Beach, FL

Designed and wrote new applications and made enhancements to existing programs. Unit and system testing, debugging, and implementation as well as writing documentation.

11/99 to 7/00

Programming Consultant, Michigan Institute of Technology Computer Lab

Helped students and faculty design, modify, and debug their programs. Provided technical advice and recommended software.

### *References*

Available on request

# NEAL REDMAN

618 N. Trinity Lane  
Boston, MA 02129

(617) 555-6824 Home  
(617) 555-2400 Cell

## GOAL

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Systems Programmer/Analyst Position

## SKILLS

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IBM/DB&DC	CICS	ROSCOE	IFPS	JCL
DB3	COBOL	EASYTRIEVE	BASIC	
VSAM	IMS/DLI	BAL	CA-EASYTRIEVE Plus	

## SUMMARY

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- Ten years' systems programming/analysis experience using IBM workstations
- Proven record of meeting deadlines
- Supervised eight-member data processing department
- Programmed applications in support of Inventory Management System
- Converted interface to Accounts Receivable System from MSA to M&D, including development of necessary program specifications
- Designed, implemented, and supported various subsystems using CICS, COBOL, and EASYTRIEVE Plus
- Managed user queries as customer service technician

## EMPLOYERS

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Waverly Insurance, 2002 - Present  
Stanford Business Group, 2000 - 2002

## EDUCATION

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Master's in Information Science  
Massachusetts Institute of Technology

Bachelor's in Accounting; minor in Computer Science  
Boston College

## REFERENCES

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Business and personal references available

## **ALLISON MOORE • Computer Repair Technician**

6556 Crosstown Pkwy. • Cherry Hill, NJ 08003  
(609) 555-6189 • Allison.Moore@xxx.com

### **GOAL**

To apply my new education in computer repair to a new challenge in a company focused on quality.

### **EDUCATION**

**Stevenson Technical School, Newark, NJ**

**Received computer repair certificate 9/07**

Curriculum included: Mathematics, Basic Electricity, AC & DC Circuitry, Power Supplies, Semiconductor Theory and Troubleshooting, Operational Amplifiers, Boolean Algebra, Combination Logic Circuits, Flip Flops, Memory Systems, D/A Conversion, and Microprocessors.

### **PROFESSIONAL EXPERIENCE**

**DoubleTech, Inc., Newark, NJ**

**11/01 to Present**

Field Service trained on high-speed check processing unit, which included optical reader, magnetic ink character reader, and ink jet printer. Also worked on 80 megabyte Pertec disk drives, line printers, and Harris PC6 controllers.

**Schector Electronics, Princeton, NJ**

**04/00 to 11/01**

Worked from blueprints, pictorials, and schematics reading and interpreting changes made by engineers in regard to the modification of circuits. Worked well alone and in groups to ensure all changes were made. Awarded two certificates of achievement for lowest failure rate two quarters in a row.

REFERENCES AVAILABLE UPON REQUEST

## ***Keith Lawrence***

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### **Professional Process and Systems Engineering**

450 Stewart Street • Louisville, CO 80027

Keith.Lawrence@xxx.com • (303) 555-0635 Cell • (303) 555-4506 Office

### ***Overview***

Seasoned professional seeking computer engineering position. Extensive work with Object-oriented COBOL, Pascal, and BASIC. Background focused on software development, systems support, revision of batch systems, and implementation of automatic assembly systems.

### ***Employers***

#### *Morton Technical Services*

Systems Engineer, 2003 to Present

Duties: Support existing and upgraded systems throughout conversion projects. Use of EDP and MIS technologies extensively. Revise and upgrade batch systems. Diagnose and correct error messages. Handle all customer service duties. Train in-house users.

#### *Computech Computer Equipment Inc.*

Systems Programmer, 2000 to 2003

Duties: Systems programming. Converted software products to Computech operating systems with assistance of applications programmers. Developed advanced systems/applications interfaces.

### ***Education***

B.S., Computer Science

California State University, 2000

GPA: 4.8/5.0

References Available on Request

# Diablo Mendez ★ Computer Graphic Designer

19 Desierto Rd. ★ El Paso, NM 79912

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(915) 555-2290 ★ Diablo.Mendez@xxx.com

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## Skills

- ★ Adobe: Photoshop, PageMaker, Illustrator
- ★ Quark Xpress 7.2
- ★ Flash
- ★ DreamWeaver
- ★ Freehand
- ★ Micrografx Simply 3D
- ★ All Microsoft applications, including PowerPoint, Excel, and Word
- ★ Web Design with HTML, XML, Javascript

## Design Experience

Shock! Interactive, 9/04 to Present  
Graphic Design Lead

- ★ Create packaging and Web designs for several Fortune 500 clients. Meet with clients and lead brainstorming sessions to develop visual online presence. Establish design guidelines for clients to use on future campaigns to ensure brand consistency. Pitch new business proposal to perspective clients. Produce eye-catching, cutting-edge design comps under tight deadlines and within proposed budgets.

DDM Electronic Media Design, 4/02 to 9/04  
Visual Arts Specialist

- ★ Employed cutting-edge Web design tools to design and create logos, banner ads, and interactive games to increase site traffic to clients' sites. Married companies' business goals to their creative direction to create online buzz and increase "stickiness" of websites.

*Diablo Mendez*  
*Page 2 of 2*

### **Design Experience (continued)**

Cooper, White and Dennison Design, 6/00 to 4/02  
Graphic Designer

- ★ Developed logos, labels, and point of purchase (POP) designs for local leading businesses. Designed pitch materials including slides, PowerPoint presentations, and signage resulting in new business wins totaling more than \$4 million.

Waterhouse Design Firm, 11/97 to 6/00  
Assistant Designer

- ★ Helped create layouts and storyboards for sales presentations. Proofed and corrected fliers, postcards, and webcards for large-scale ad campaigns.

### **Education**

University of Texas at El Paso  
Bachelor of Arts in Graphic Design, 5/98

### **References and Design Samples**

Available online at [www.HireDiabloMendez.com](http://www.HireDiabloMendez.com)

1779 N. Madison Street  
Washington, DC 20036  
(202) 555-4445  
M.Sharif@xxx.com

# Mohammed Sharif

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## Technical Background

<i>Languages</i>	<i>Systems</i>	<i>Software</i>
COBOL	MVS/JCL	VSAM
COBOL IV	MVS/ESA	IBM DB
FORTTRAN	EASYTRIEVE	CICS
SQL	DOS/VS/VSE	DB2
BAL	MS DOS	QUICKEN
BASIC	EASE	

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## Professional Summary

More than five years of computer programming in professional settings.

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## Work History

Programmer, Webster Data Inc., October 2004 to Present

Responsible for the consolidation of information into one database. Create programs to meet requirements of human resources department covering the needs of 10,000 employees. Wrote programs for new HMO system transferring accounts to new system without interruption of coverage and with little disruption to staff.

Applications Programmer, Ctech Inc., May 2002 to October 2004

Responsible for designing, coding, and debugging applications for inventory control, sales summary analysis, and stock trafficking. Applications were designed using BLIS/COBOL Version 4.

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## Education

Columbia University  
Computer Science Degree, 2002

References Available

# YUKI FUJIMORA

6204 Oceanview Drive  
Ormond Beach, FL 32176  
(904) 555-8211  
Y.Fujimora@xxx.com

## **SUMMARY**

Data processing expertise with specialization in DB2 and CICS analysis, design, and development.

## **TECHNICAL BACKGROUND**

Languages: COBOL, Pascal, BAL, BASIC, FORTRAN, SQL, PERL  
Systems: MVS/ESA, MVS/JCL, DOS/VS/VSE, MS/DOS  
Software: VSAM, CICS, DB2, IMS DB, UNIX, JCL, DOS  
Hardware: IBM PCs and compatibles

## **EMPLOYMENT RECORD**

*Consultant, 7/03 to Present*                      **K&R Distributors, Ormond Beach, Florida**  
Design, test, and execute COBOL statements for heavy report requests, ensuring proper syntax and logic. Create and modify specifications. Logical and physical design. Structural procedures testing.

*Systems Analyst, 6/01 to 7/03*                      **Barrington Financial Group, Miami, Florida**  
Upgraded and expanded general ledger system of more than 125 online and batch programs. Established operational procedures and created systems documentation.

*Systems Programmer, 8/98 to 6/01*                      **Warner Industries, Key West, Florida**  
Developed new Order Entry application, merging new DB2 tables and views with existing database.

## **EDUCATION**

B.S. in Computer Science, Syracuse University, 1998

### *Courses*

- Advanced Systems Programming and Analysis
- IBM 370 MVS, Fortran, COBOL, BAL, TSO
- CICS Fundamentals and Applications Programming
- Technical Writing

**References Available on Request**

## JERRY RESTON

8204 W. Bishop Street • Atlanta, Georgia 30356

(770) 555-6947 Cell • JerryReston@xxx.com

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### OBJECTIVE

Systems Analysis/Programming Projects

### SUMMARY

- Independent contractor for past 10 years
- Specifications writing
- Programming for batch processing
- Design and coding of new programs
- Structural procedure testing
- Data and program modifications
- Systems testing and debugging
- Implementation of business and scientific applications

### CLIENTS

- Culver Technical Institute
- Tredmont Industries
- Georgia Telecommunications
- ATP Business Systems
- Adler Financial Group

### TECHNICAL EXPERTISE

- *Languages:* COBOL, COBOL IV, FORTRAN, BAL, Pascal, BASIC
- *Systems:* MVS/JCL, MVS/ESA, EASYTRIEVE, DOS/VS/VSE, MS/DOS
- *Software:* VSAM, IBM, DB, DB3, CICS

### EDUCATION

M.I.S. University of Georgia 1997  
B.S. North Park College 1995

References Available on Request

## Benjamin Yoav

1558 Hilsdale Dr.  
Los Angeles, CA 90068  
Home: (213) 555-2318  
Cell: (213) 555-8893  
Ben.yoav@xxx.com

### Data Analyst

Superior organizational and analytical skills. More than ten years business experience in a variety of settings. A consistent record of systems analysis and programming applications that are easily maintained and consistent in outstanding performance.

### Employment

#### **Herron Systems, Los Angeles, CA, April 2003 to Present**

Responsible for support of all integrated systems, including subsystems. Developed software configuration management procedures for a variety of systems. Utilize Application Development Workbench to maintain logical and physical data models, data flow diagrams, and structure charts for PC-based system.

#### **Lockhart, Inc., Santa Barbara, CA, June 2001 to April 2003**

Developed project standards and procedures as well as trained other employees on system. Conducted modeling sessions with development and user teams for delivery to executive management.

#### **Denali Systems, Inc., Fullerton, CA, October 1998 to June 2001**

Coordinated program and CLIST maintenance, testing, and implementation for remote users. Trained and supervised junior programmers to maintain and monitor data integrity.

### Education

B.S. University of California—Los Angeles, 1998

References Available Upon Request

# **RONALD FELCZAK**

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2416 Yates Street • Oak Brook, IL 60521  
(630) 555-7326 • R.Felczak@xxx.com

## **SUMMARY**

- Fifteen years as technical consultant to finance, healthcare, and manufacturing executives
- Database and online applications programming
- Software design and implementation
- System conversion projects
- Multilanguage experience with micros and mainframes

## **TECHNICAL EXPERIENCE**

### *Hardware*

IBM PCs and mainframes, Honeywell, System 38, PC/XT/AT, NCR

### *Software*

COBOL, COBOL II, FileAid, PL/1, CICS, DB2, DOS/VS, VSAM, ROSCOE, ISPF, C+, FORTRAN, RPG IV, BAL, EASYTRIEVE Plus, Pascal, MS/DOS, BASIC

## **CLIENTS**

Crest Financial Group  
Merit Insurance Company  
Excel Manufacturing  
Security Healthcare

## **EDUCATION**

B.S. Computer Science  
Northern Illinois University, 1992

## **REFERENCES**

Personal and professional references submitted on request.

## Chris Sanchez

Programmer

88743 West Belmont Avenue  
Phoenix, AZ 85037  
(602) 555-6654  
Chris.Sanchez@xxx.com

### Goal

Seeking an entry-level programming position with an established firm.

### Education

Arizona State University, Bachelor of Science,  
May 2007.

### Professional Experience

November 2004 to Present

*Technical Consultant*

Arizona State University

Computer Science Department

- Converted UNISYS environment to an IBM environment for a COBOL/CICS application system.
- Prepared BMS maps, helped prepare JCL for batch programs, as well as several other duties.

February 2004 to June 2004

*Student Supervisor*

Arizona State University

Computer Lab

- Supervised computer lab help desk staff.
- Maintained work schedules for 22 student staff members, assisted other students with computer-related problems.
- Updated software on 50 PCs and 30 Macs.

### References

Available upon request.

## HASPER CONSULTING INC.

Ted Hasper ♦ 483 Briar Road ♦ Boulder, CO 80301  
tedhasper@xxx.com ♦ (303) 555-6232

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### TECHNICAL EXPERTISE

<u>Hardware</u>	<u>Software</u>	<u>Languages</u>
IBMs	DB3	COBOL
Macintosh	CICS	COBOL IV
SQL	PL/1	

### JOB SKILLS

- ♦ Applications programming—development through implementation
- ♦ Database design
- ♦ Specifications writing
- ♦ Coding in SQL:2003 and DB3

### RECENT PROJECTS

#### *Wexler Chemical Corporation*

- ♦ Data conversion from Unisys to DB2, including design, coding, debugging, and implementation.
- ♦ Interfaces written in CICS and DB2.

#### *Arco Inc.*

- ♦ Team leader for database design project.
- ♦ Created code in DB2 and SQL.
- ♦ Tested and implemented database.

#### *Parker and Reed Accounting*

- ♦ Conversion project shifting general ledger system from IMS to DB2.
- ♦ Programs written in COBOL II with embedded CICS and DB2.

#### *Addington Business Systems*

- ♦ Upgraded applications processing system using programs written in PL/1.

### EDUCATION

M.I.S. University of Colorado, 1997  
Graduate GPA 5.0/5.0

B.S. Northern Illinois University, 1994  
Accounting major/Computer Science minor  
Undergraduate GPA 4.8/5.0

References Available on Request

## Jackie Andrews

848 Owl Creek Road • Colorado Springs, CO 80919  
(719) 555-2397 • J.Andrews@xxx.com

### Objective

To find a position as a Local Area Network Manager.

### Experience

DataFax, Inc., LAN Specialist, June 2003 to Present

- Write, test, and debug programs.
- Developed user guide for multiple-user data entry system.
- Customize user reports and data entry.
- Train new users and maintain entire system for outstanding reliability rating.

CCM Systems, Inc., Systems Analyst, November 2000 to June 2003

- Created and modified database files.
- Technical system used LAN, NCR, DOS, Multiplan, Quattro Pro, CICE, and CICS.
- Provided user training and handled troubleshooting duties.

### Technical Skills

*Languages* Pascal, Assembler, C, C Plus, Basic, and Prolog

*Software* Windows, Microsoft Office, DCA 10-Net DOS, MS-DOS, Excel, Lotus, Adobe Photoshop and PageMaker, Turbo C, Quattro Pro, and dbase IV

### Education

University of Colorado, B.S. Computer Science, 2000

References Available

## LESLIE ARGUS

988 Lee Street  
Des Plaines, IL 60016  
Leslie.Argus@xxx.com  
(847) 555-9113

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### GOAL

Computer Programming/Systems Analysis

### CREDENTIALS

Knowledge of COBOL, IMS/DB, SQL, DB3, CICS, BASIC, Unisys Systems,  
CA-EASYTRIEVE

B.S. in Computer Science, Northwestern University, 2001

### WORK HISTORY

Computer Consultant, 2001 to Present

#### *Selected Projects*

- AMEX SOFTWARE:  
SIX-MONTH DATABASE DESIGN PROJECT  
*Created customer information database in DB3 for use  
by Marketing Division.*
- PADDINGTON INSURANCE GROUP:  
ONE-YEAR APPLICATIONS PROGRAMMING PROJECT  
*Financial applications programming with programs written in  
COBOL, CICS, and DB3.*
- TNN MANUFACTURING:  
SIX-MONTH CONVERSION PROJECT  
*Shifted financial applications from IMS to DB3 system under  
tight deadline pressure.*
- MIDWEST BUSINESS SYSTEMS:  
EIGHT-MONTH INTERFACE DESIGN PROJECT  
*Designed and installed new general ledger system utilizing PC to  
mainframe connections.*

### REFERENCES

Available on request.

# JACK SCHULTZ

1013 Drexler Street • Stanford, California 94305 • (415) 555-7194  
Jack.Schultz@xxx.com

## SUMMARY

Senior programmer with extensive experience in both systems and applications programming.

## TECHNICAL KNOWLEDGE

COBOL	CICS	MVS/JCL	RPG II
BASIC	MS/DOS	QUICKEN	C
Pascal	VSAM	EASYTRIEVE	C Plus

## POSITIONS HELD

Systems Programmer  
Hofstra Technical Group  
March 2006 to Present

Systems Programmer  
Olson Realty Inc.  
February 2004 to March 2006

Data Entry Technician  
Quality Data Corporation  
July 2002 to February 2004

## ACHIEVEMENTS

- Suggested key revision to reference manual reducing customer service calls by 10 percent
- Received Hofstra's Employee of the Month Award
- Completed in-house Quality Control Training Program

## EDUCATION

Bachelor of Technology (B.T.)  
Stanford Technical Institute  
June 2002

References Available

# STACEY CHARLES

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609 Lincoln Road

Houston, Texas 77386

Stacey.Charles@xxx.com

(713) 555-1947

## OBJECTIVE

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Computer Programming Position

## EDUCATION

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*Baylor University*

B.S. in Computer Science expected June 2008

- Coursework in RPG, COBOL, BASIC, RPG IV, Pascal, C Plus, ISAM, CICS, BMS, as well as other software and languages
- GPA of 4.91/5.0
- Earned 50 percent of tuition by working while carrying full course load

## EMPLOYMENT

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*2006 - 2007, Computer Lab Assistant, Baylor University*

- Instructed undergraduates in use of computer hardware and software.
- Assistance ranged from word-processing instruction to programming assignments.

*Summers 2003 - 2006, Sales Associate, Computer World*

- Sold computer equipment and software.
- Answered customers' questions.
- Provided ongoing customer service and training.

REFERENCES AVAILABLE

## Marcus Hwang

733 Sherrill Street  
New York, NY 10019  
(212) 555-3114  
Marcus.Hwang@xxx.com

### Summary

Experienced computer educator with a background in educational publishing, offering corporate training programs and private tutoring.

### Credentials

Bachelor's Degree, Syracuse University, 1998  
Major: Computer Science  
Minor: English

### Employers

*Owner*, Technical Education Inc.  
5/06 to Present

- Develop and present corporate training seminars.
- Offer individual tutoring.

*Editor*, Morris Educational Publishing  
6/04 to 5/06

- Edited educational software and technical manuals.

*Sales Associate*, Trayton Computers  
6/02 to 6/04

- Sold computer equipment and peripherals.
- Conducted customer training seminars.

### References Available

## **William R. Riley**

4231 Bryce Street ♦ Boston, MA 02139 ♦ Bill.Riley@xxx.com ♦ (617) 555-4973

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### **Summary**

Experienced programmer/systems designer with background in staffing, training, recruitment, and supervision.

### **Technical Background**

COBOL, PL/1, DB2 and 3, BASIC, RPG III and IV, C, C Plus, BAL, FileAid, Ada, CAD/CAM, PASCAL, FORTRAN

### **Job Skills**

- ♦ Software development
- ♦ Custom software design
- ♦ Corporate training programs
- ♦ Corporate recruitment
- ♦ Advanced applications and systems programming

### **Employers**

MJ Electronics, Senior Systems Designer  
June 2003 to Present

Technical Development Inc., Software Development Specialist  
March 2001 to June 2003

Revcoe Data Corporation, Systems Engineer  
April 1999 to March 2001

### **Credentials**

A.S. Computer Technology  
New England Technical Institute, 1992

B.S. Business  
Boston College, 1995

Member, Association of Computer Programmers and Analysts  
Member, Microcomputer Software Association

References Available

# Megan Herrera

410 Kane Street  
Camp Hill, AL 36850  
(205) 555-9075  
Megan.Herrera@xxx.com

## Goal

Systems Programmer/Analyst Position

## Credentials

Knowledge of BAL, CICS, BASIC, COBOL, RPG IV

B.S. Computer Science  
University of Georgia, 2001

A.S. Computer Repair  
Atlanta Junior College, 1997

## Experience

Southern Telecommunications Inc., Camp Hill  
*Systems Programmer*  
*April 2003 to Present*

- Install and test telecommunications software systems

Tritech Software, Atlanta  
*Software Designer*  
*May 2001 to April 2003*

- Developed software for business applications

Benton Computer Service, Atlanta  
*Computer Technician*  
*June 1997 to May 2001*

- Troubleshoot, repaired, and maintained computers and peripherals
- Trained maintenance staff

References Available Upon Request

# SARAH ANN CHRISTIANSON

427 N. Spring Street  
 Park Ridge, IL 60068  
 Sarah.Christianson@xxx.com  
 (847) 555-3572

## SUMMARY

Programmer/analyst with extensive experience in DB2 database administration.

## TECHNICAL SKILLS

DB2	MVS/ESA	IBM mainframes
COBOL	MVS/OS	Lotus 1-2-3
EASYTRIEVE	OS/2	CICS
SAS	IBM PCs	FileAid
VSAM	TSO/SPF	Panvalet ISPF
REXX	CLIST	

## EMPLOYERS

Crenshaw Insurance Group

Database Administrator, 3/04 to Present

- DB2 testing and production activities
- Perform recovery and security functions
- Maintain compiles, sample programs, and subroutines

DuMont Financial Advisors

Systems Analyst/Programmer, 6/02 to 3/04

- Performed systems analysis and programmed projects using batch COBOL and CICS applications
- Converted projects in VSAM, batch COBOL, and DB3

## AFFILIATIONS

- Women in Computer Programming
- Midwest Programmers Association

## EDUCATION

B.S. Information Science

Northwestern University, 4/02

## REFERENCES AVAILABLE

# STEVE MADISON

2728 Clark Street  
Ann Arbor, MI 48106

(313) 555-9874  
stevemadison@xxx.com

## BACKGROUND

Computer programmer/analyst with extensive experience installing, testing, and maintaining financial systems.

## TECHNICAL SKILLS

COBOL	DB2	MS/OS	Pascal
EASYTRIEVE	IDMS	MS/DOS	Oracle (PC)
BASIC	RAMIS	TSO/ISPF	CICS
C	FileAid	Telon	SQL Server
Panvalet	Roscoe		

## APPLICATIONS

- Installation and maintenance of financial systems for general ledger, check reconciliation, inventory, and cash management systems
- Creation of program specifications
- Installation of bug-fix tapes and hand fixes
- Design and writing of interfaces from in-house systems to M&D systems
- Maintenance and development of mainframe systems

## EMPLOYERS

Quinn Automotive, Ann Arbor  
9/06 to Present, Programmer/Analyst

Small Business Council, Ann Arbor  
9/04 to 9/06, Consultant

Best Foods, Detroit  
6/02 to 9/04, Systems Analyst

LT Chemical, Detroit  
6/00 to 6/02, Systems Analyst

## EDUCATION

B.S. Information Technology  
University of Michigan, 1998

M.I.S.  
Stanford University, 2000

REFERENCES AVAILABLE

## **Sandy Bergman**

### **System Maintenance Specialist**

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43 N. Airway • Fort Worth, TX 76137 • (817) 555-8834  
sandybergman@xxx.com

### **Overview**

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- More than seven years of responsibility in system maintenance and upgrade.
- Outstanding performance reviews throughout.
- Tested ability to maintain systems at peak performance.

### **Education**

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B.S. in Computer Science, University of North Texas, 4/00

### **Professional Experience**

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12/04 to Present, Gainey Transportation Systems, Dallas, TX  
Computer Maintenance and Operations Specialist

- Duties include working in an I/O area, monitoring several PCs and printing machines.
- Oversee memory and software upgrade involving entire system.
- Select and install software.

7/02 to 12/04, Telecom Systems, Fort Worth, TX  
Computer Operator

- Updated all customer service ledgers including accounting, payroll, and production.
- Input data relating to call center inquiries and oversaw troubleshooting requests.
- Maintained all memory and software upgrades and made hardware recommendations.

8/00 to 7/02, Ranger Tech, Tyler, TX  
Computer Operator and Data Entry Clerk

- Maintained printers in I/O area, operating the 6670 and 1200 Copiers.
- Also maintained 3800 laser printer and Versatex machines.
- Entered reports and maintained databases for payroll, accounting, and production.

References Available

# Mitchell Spenser

5926 N. Lewis Street • Niles, IL 60714  
(708) 555-0985 • mitchellspenser@xxx.com

## Goal

Systems Analysis/Programming

## Credentials

### *Knowledge of:*

COBOL	DB2	MS/OS
EASYTRIEVE	IDMS	CICS
Pascal	ROSCOE	FileAid
C Plus	Oracle	INFOPAC
BASIC	MS/DOS	C Plus

Degree in Quantitative Science      University of Wisconsin, 2001

## Employers

Brooks Investing, Chicago, IL  
Programmer/Analyst, 10/06 to Present  
*Responsible for installation and programming for financial applications. Create program specifications. Code, test, install, and maintain systems.*

Wyler Medical Group, Evanston, IL  
Programmer, 8/05 to 10/06  
*Converted financial systems utilizing DB3, TELON, and CA-EASYTRIEVE Plus.*

Paradigm Software, Chicago, IL  
Systems Programmer, 6/02 to 8/05  
*Installed financial systems, maintained systems. Designed and wrote interfaces.*

Creighton Company, Chicago, IL  
Systems Programmer, 5/01 to 6/02  
*Supported and developed PC and mainframe systems utilizing CICS, COBOL, and BASIC.*

References Available

# THOMAS GILMAN

5581 Remy Avenue • San Francisco, CA 94107  
(415) 555-9746 • thomasgilman@xxx.com

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## OBJECTIVE

*Programmer/analyst position with opportunity to create and support wide variety of PC applications*

## TECHNICAL SKILLS

MVS JES 3	DB3	FALCON
FileAid	IBM 3081	MVS-XA
Xedit	DOS/VSE	VSAM
COBOL 2002	CICS	IMS-DB
Endeavor	EMC2 Disk	JCL Utilities

## EMPLOYERS

Amistad Corporation  
7/04 to Present  
*Systems Analyst*

San Francisco Software  
6/02 to 7/04  
*Systems Programmer/Analyst*

Paragon Printers  
5/00 to 6/02  
*Systems Engineer*

## ACHIEVEMENTS

- Created customer profile database
- Created online credit approval system
- Revised online inventory reorder system
- Completed quality control training
- Received Amistad Employee Appreciation Award

## EDUCATION

B.S. Computer Science  
Stanford University

## REFERENCES

Personal and professional references available

## **CAROLINE WEST**

2602 Riverside Drive #210  
Boston, MA 02116  
(617) 555-5203  
Caroline.West@xxx.com

### **BACKGROUND**

Systems Programmer/Analyst with experience in developing and maintaining financial systems and an interest in acquiring software design skills.

### **EXPERTISE**

OS2, DB3, CICS, COBOL II, FileAid, OS/MVS, MS/DOS, INFOPAC, Data Ease, VSAM TSO/ISPF, TELON

### **EXPERIENCE**

- Developed mainframe programs
- Converted data entry system from Honeywell platform to IBM
- Developed front-end processor to reformat billing information into customer profiles using multiple IMS databases
- Performed as project manager for inventory control project group

### **EMPLOYERS**

Barton Insurance  
6/02 to Present

Dayton Manufacturing  
6/00 to 6/02

### **EDUCATION**

B.S. Computer Science, University of Maine, 2000

**REFERENCES AVAILABLE UPON REQUEST**

**LYDIA MURRAY**

*874 Madison Street  
Menlo Park, California 94025  
Home: (415) 555-3273  
Cell: (415) 555-2311  
E-mail: lydiamurray@xxx.com*

**SKILLS**

Document translation  
Data processing  
Database management  
Software reconfiguration  
Systems conversion

**TECHNICAL KNOWLEDGE**

COBOL, Pascal, BASIC, RPG II, FORTRAN, Lotus,  
C, C Plus, JAVA, ASSEMBLY, ORACLE, UNIX

**EMPLOYMENT**

Data Manager  
MTK Translation Service, 9/03 to Present  
Systems Analyst  
Ashworth Corporation, 8/01 to 9/03

**EDUCATION**

B.S., University of California, Davis  
Computer Science/Mathematics  
Member, Association of Computer Professionals

References Available

## Julie Prescott

372 Burroughs Street Cleveland, OH 44138 (216) 555-5145 juliep@xxx.com

### Background

Technical supervisor with specialization in data processing, familiar with UNISYS 2200 equipment and CICS systems programming.

### Expertise

DOS/VSE	IMS	EASYTRIEVE
CICS	NCP	COBOL
DL1	VTAM	Assembler
MS/DOS	BASIC	Pascal
XEDIT	DEC-10	DBASE IV

### Employment

Bradley Manufacturing

*Data Processing Supervisor, 7/04 to Present*

Direct startup of new data control center, including installation of all workstations and peripheral equipment. Establish data control procedures. Assist in hiring and training new staff.

Star Data Corporation

*Database Manager, 4/02 to 7/04*

Managed data processing department, including all data entry and output, using UNISYS equipment. Supervised staff of eight.

APT Chemical Corporation

*Data Control Specialist, 6/00 to 4/02*

Responsible for maintenance of 150-terminal network. Supported online batch order-processing function.

### Education

B.S. Computer and Information Science

Ohio State University, 2000

References Available on Request

## **Kevin Dugan**

8641 Palama Road  
Midlothian, Virginia 23113  
804-555-8265  
k.dugan@xxx.com

### **Background**

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Experienced computer consultant specializing in long-term corporate consulting/training projects.

### **Credentials**

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Knowledge of BASIC, C Plus, MS/DOS, COBOL, Pascal, FORTRAN, DOS/VSE, ASSEMBLY, UNIX, DB3.0

B.S. Computer Science, William and Mary College, 2000

### **Clients**

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AT DUNHILL CORPORATION: Ongoing

- Technical Support, including equipment selection and supervision of installation
- Custom software design
- Employee training seminars

CORRIGAN DESIGN INC.: Six-Month Project

- Implementation of new quality control procedures
- Employee training sessions

UNIVERSITY OF VIRGINIA: Eight-Month Project

- Creation and installation of schema and subsystem flow for general ledger system
- Development of PC hardware and software standards

Business and personal references available on request.

**ROBERT A. STEIN**

*5523 Gallery Drive  
 Hasbrouck Heights, NJ 07606  
 (201) 555-3213  
 robertstein@xxx.com*

**GOAL:** *Computer Engineering*

**TECHNICAL SKILLS:**

<i>UNIX</i>	<i>BASIC</i>	<i>VSAM</i>
<i>C+</i>	<i>AutoCAD</i>	<i>MS/DOS</i>
<i>Pascal</i>	<i>FileAid</i>	<i>CICS</i>
<i>FORTRAN</i>	<i>COBOL</i>	<i>MVS-XA</i>

**EDUCATION:** *M.I.S. Cornell University  
 B.S. Syracuse University*

**JOB SKILLS:** *Development of software specifications  
 Custom software design  
 Product support  
 Project management  
 Systems programming  
 Systems conversion projects*

**EMPLOYERS:**

*Saxton Software Inc.  
 Software Engineer  
 11/05 to Present*

*IDP Manufacturing  
 Project Manager  
 10/03 to 11/05*

*First Savings and Loan of Hasbrouck Heights  
 Systems Programmer  
 5/00 to 10/03*

**REFERENCES:** *Available on request*

# JAY MAHER

877 N. Misano Dr.

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Virginia Beach, VA 23456

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(804) 555-1223

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jaymaher@xxx.com

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## WEB MASTER

### **TRIPLESEARCH.COM**

Developed, from scratch, fully interactive website devoted to streamlining Web-based researching. Integrated databases of three major university research departments into one easily navigated site. Wrote all coding for site including Java, Flash, and HTML. Employed Adobe Photoshop to manipulate photos and create eye-catching banner ads. Also tested and debugged entire 375-page site to ensure all links and functionality worked.

### **SONGSWAP.COM**

Created and promoted peer-to-peer file sharing website featured in several national magazines including *Time* magazine, *Rolling Stone*, and *Spin*. Generated hits exceeding 100,000 a day. Upgraded system several times to handle site traffic and eventually integrated system into another commercial site upon its sale.

### **THEWORD.COM**

Online gossip magazine twice awarded "Webbies" and one of the first to attain 3W compliance. Received several national awards for design and functionality and often cited as a pioneering site in the early development of the Web.

The Web is my passion, and despite recent downturns in the tech industry, it remains a formidable force. The proper construction and promotion of a website can introduce a company to millions of perspective customers in the blink of an eye. I can help develop that site. I've already proven it.

Screen shots and press clippings available at [www.JayMaher.com](http://www.JayMaher.com).

**Mike Tomasa**

677 Gardner Road  
Morton, PA 19070

**Programmer/Analyst**

(610) 555-5722 Office  
(610) 555-6773 Cellular

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**Skills**

Knowledge of COBOL, NetBSD and OpenBSD,  
ASIC, C, FORTRAN, NATURAL, Pascal  
Familiar with IBM, Compaq, and Apple PCs

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**Education**

B.S. Information Technology  
University of Virginia, 2002

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**Employers**

V-Tech Software Systems  
Senior Systems Analyst  
4/05 to Present

Quest Processors Inc.  
Systems Analyst/Programmer  
3/03 to 4/05

M&R Business Support  
MIS Technician  
2/02 to 3/03

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**Assignments**

- Custom software design
- Product support for software line
- Technical support for end users

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**References**

On request

## TRACY BAHLS

742 Lindsey Lane  
East Greenwich, RI 02818  
401-555-7319  
T.Bahls@xxx.com

### GOAL

Software Engineering Position

### CREDENTIALS

M.I.S.  
Rhode Island Technical Institute

B.S.  
Queens College

Ultrix-32 and VAXeln, Intel Software, C, Unix Systems, MS/DOS,  
VMS, Pascal, BASIC

### EXPERIENCE

*Senior Systems Designer, Princeton Computer Supplies, 9/05 to Present*

- Develop I/O interfaces and create/support file transfer systems.
- Extensive use of Intel software and DEC VAX 11/780 in C Language.

*Technical Advisor, Superior Software, 6/03 to 9/05*

- Marketing and sales support for extensive software products line including spreadsheets, word processing programs, graphics, and database applications.

*Senior Programmer, Little Young Development, 5/98 to 6/03*

- Team leader for software development projects.
- Promoted after one year from programmer to senior programmer.

### REFERENCES

Available Upon Request

# GARY JOHNSON

2513 Corbett Street  
Charleston, WV 25304  
(304) 555-2815  
garyjohnson@xxx.com

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## GOAL

Applications/Systems Programming

## SKILLS

COBOL	FORTRAN	Pascal
C	C Plus	BASIC
RPG IV	EASYTRIEVE	CAD/CAM
CICS	ANS	VSAM

## EDUCATION

B.S. Computer Science  
University of Georgia, 2003

## EMPLOYERS

Lincoln Investing  
Systems Programmer  
4/05 to Present

Webster Software Inc.  
Applications Programmer  
6/03 to 4/05

### *Duties:*

- Create program specifications and documentation
- Review and select hardware and software packages
- Modify software packages for compatibility with existing systems
- Code, test, debug, and maintain systems
- Respond to systems error messages
- Maintain database packages, compilers, assemblers, and utility programs

## REFERENCES

Personal and professional references are available

## William Chang

642 Oak Street  
 Royal Oak, MI 48067  
 (248) 555-4905  
 Bill.Chang@xxx.com

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### Objective

To obtain a position as a Senior Technical Writer

### Technical Expertise

COBOL	IFPS	TELON
DB3	EASYTRIEVE	CICS
ROSCOE	BASIC	Pascal

### Experience

- Preparation and revision of reference manuals for end users based on technical information and specifications gathered from programmers and systems engineers.
- Customer service for end users, supporting both hardware and software.
- Maintenance of phone log recording customer problems for use in modification of systems designs and revision of technical manuals.

### Employers

3/04 to Present  
 Technical Writer  
 Lexus Software Products, Detroit, MI

2/00 to 3/04  
 Customer Service Technician  
 Sullivan Software Inc., Southfield, MI

### Education

B.S. Information Technology, minor in English  
 Michigan State University, 2000

References Available

## MELISSA WRIGHT

2132 Alcott Street • Cleveland, Ohio 44138 • (216) 555-4613 • missywright@xxx.com

### EXPERIENCE

#### **First National Bank of Cleveland**

*Data Processing Manager*

September 2004 to Present

- Manage department of six data processors responsible for all data processing in support of financial systems.
- Prioritize, assign, and coordinate projects.
- Staff, evaluate, and schedule department.

#### **Talon Computing Equipment Inc.**

*Computer Operator*

June 2001 to September 2004

- Operated computer system utilized for inventory control, purchasing, customer recordkeeping, and general ledger functions.
- Trained new employees on using programs.

#### **Chevron Manufacturing**

*Inventory Control Clerk*

April 1999 to June 2001

- Responsible for data entry, inventory control, order tracking, and creation of status reports.
- Completed monthly audits and corrected any issues and improved procedure.

### EDUCATION

University of South Florida, St. Petersburg

B.A. in Business Administration, 1999

Coursework included COBOL, PL/1, RPG IV, and C++

### AFFILIATIONS

- Member, Data Processing Management Association
- Member, Women in Data Processing

References Available on Request

# CHARLES RANGOON

2397 N. Ridgeview Lane

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Brookfield, WI 53045

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(414) 555-2334

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Charles.Rangoon@xxx.com

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## PROFESSIONAL OBJECTIVE

Computer programmer position with opportunities for challenges and advancement

## SUMMARY

- B.S. in Computer and Information Sciences
- Specific expertise in FORTRAN, COBOL, Pascal, C, and Basic
- Programming experience using OpenVMS AXP
- Outstanding performance reviews from past and present employers

## EMPLOYMENT HISTORY

2003 to Present - Ansill Electronics, Brookfield, WI

Heavy coding using PLI and COBOL with emphasis on program structure, language efficiency, and maintainability. Assisted project leader in defining and resolving application project malfunctions and failures.

2001 to 2003 - Smith Industries, Brookfield, WI

Responsibilities included user contact, developing user specifications, program design, coding, debugging, and support. Coding primarily done in FORTRAN 2008 under VM/CMS on IBM systems.

*References available on request.*

# **MAGGIE GONZALEZ**

482 Wentworth Street  
Livingston, NJ 07042  
(973) 555-0181  
maggie.gonzalez@xxx.com

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## **SUMMARY**

- Engineering and programming experience
- Strong organizational and communications skills
- Excellent record of meeting deadlines
- Cost-effective solutions to complex programming and design challenges

## **EDUCATION**

Bachelor's Degree, Computer Science  
Montclair State University, 2000

Master's Degree, Electrical Engineering  
Rutgers University, 2002

Coursework in BASIC, C, Pascal, FORTRAN, COBOL, VSAM, CICS, and Unix

## **EMPLOYERS**

### **IDS International**

Senior Engineer, 2006 to Present

- Implement automatic assembly systems for manufacturer of computer peripherals.
- Design, test, and support process-control programs.

### **DataTel Communications**

Applications Programmer, 2005 to 2006

- Planned and developed data products.
- Created individualized applications for clients, including integration of voice and data over PBX by linking PCs and peripherals in a network.

### **Central Data Corporation**

Technical Programmer, 2001 to 2005

- Managed data processing department.
- Responsible for systems programming in Assembler for Univac 9300 system.

REFERENCES AVAILABLE

# JONATHAN BRIMWELL

8845 N. Kenewa Drive • Sun City, AZ 85351 • (602) 555-2399  
*J.Brimwell@xxx.com*

## EDUCATION

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B.S. Computer Science  
 University of Arizona, 2001

### *Relevant Studies*

BAL	FORTRAN	PASCAL
LISP	NOBOL	COBOL
C	C Plus	UNIX
dbase	BASIC	SQL

## PROFESSIONAL EXPERIENCE

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### *Programmer, Gardner Inc., 9/06 to present*

- Design, write, and implement business software systems using appropriate databases.
- Integrate database packages and operating systems.
- Recommend appropriate software and hardware upgrades.
- Maintain PCs and train new personnel.

### *Programmer/Analyst, DirectQuest Systems, 5/04 to 9/06*

- Designed, coded, and implemented online batch functions.
- Wrote residual program maintenance, product type maintenance, residual AE purge, and benefit reporting.
- Programmed in COBOL and CICS COMMAND LEVEL.

### *Programmer, InSTALL, Inc., 6/01 to 5/04*

- Duties included debugging, documentation, data validation, and problem analysis on software used by telemarketing team.
- Redesigned and documented interactive programs resulting in 20 percent increase in productivity.

References Available

# Azar Jawhara

4556 N. Claremont • Grand Rapids, MI 49503 • (616) 555-9987  
ajawhara23@xxx.com

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## Goal

Find a position as a Programmer Analyst in which I can apply my extensive knowledge of software and hardware.

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## Experience

Several years working with COBOL, CICS/VS, and command level VSAM files.

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## Technical Ability

UNIX, Linux, Perl, relational databases, Windows, C/C++, Java, J2EE, BEA Weblogic, IBM Websphere, and JBoss

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## Work History

*Senior Programmer Analyst, 6/03 to present*

*Autodie, Inc., Grand Rapids, MI*

- Design and implement inventory trading system.
- All programs run in CICS/VSAM environment.
- Inventory control has improved more than 35 percent since implementation.

*Consultant, 9/01 to 6/03*

*Gilmore Bank, Kalamazoo, MI*

- Oversaw ATM statement project.
- Developed the interface between Host and Tandem subsystem to retrieve last ten transactions via ISC and LU 3270 environment.

*Programmer Analyst, 12/95 to 9/01*

*StarTech, Inc., Flint, MI*

- Responsibilities included running batch jobs to convert IMS files to DB2 table format, maintenance of DB2 batch/online programs using APS macros, and optimizing performance on application programs.

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## Education

Michigan State University

B.S., Computer Science

References Available on Request

## ***Juan Cordoba • System Consultant***

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234 N. Star Lane • Boise, ID 83706

Home (208) 555-4332 • Cell (208) 555-2266 • JuanCordoba@xxx.com

### **Specialties**

Computer Networks  
Local Area Networks  
Computer Engineering  
Communications Systems  
Digital Signal Processing  
Digital Electronics

### **Specific Skills**

Fortran  
Assembly  
PASCAL  
CICS  
BASIC  
COBOL

### **Employment**

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Axiom Systems Inc. (10/05 to Present)

Systems Consultant

- Consulting work on IBM PC, PC/XT, PC/AT, PC/RT, IBM AS400, Novell Network.
- Coordinate software upgrades and database backups.
- Troubleshoot network problems and outages.

Continental Cable Systems (5/01 to 10/05)

System Analyst

- Monitored LAN and maintained operation.
- Ensured computer networks were updated and logs were current.
- Supervised a staff of 10 analysts and programmers.
- Delegated work, administered evaluations, and oversaw professional development.

Beltway Business Solutions (3/96 to 5/01)

Programmer/Analyst

- Consulted with companies to develop Local Area Networks and communications networks.
- Worked closely with clients to establish their needs and capabilities and then formulated realistic recommendations.

### **Education**

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Boise State University  
B.S., Computer Science

References Available on Request

# Cindy Cannon

## Data Analyst

3344 N. Western Avenue  
College Park, GA 30337  
404-555-1998  
cindycannon@xxx.com

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### Summary

Exceptional organizational skills. Over seven years of business experience in a variety of settings. Proven ability to utilize extensive knowledge of information systems.

### Employment

*Programmer Analyst, 9/01 to present, Midcom Legal Consultation*

Responsible for support of an integrated legal practice system, which includes subsystems for rate filings and document orders from federal, state, and local government agencies. Develop project standards and procedures as well as train others.

*Programmer Analyst, 6/99 to 9/01, InterDesign, Inc.*

Oversaw maintenance of batch and online systems. Trained and supervised junior employees using DPPX/DSX programs. Analyzed business systems to identify conversion, interface, and technical requirements. Redesigned company mailing system.

### Education

B.S. Computer Science  
University of Georgia

### Technical Knowledge

IBM 9370, PS/3, Windows, DB3.0, TSO/ISPF, QMF, MVS-ESA, CICS, VSAM, and Pascal.

References available at your request.

# **SHARI SUVARI**

2234 Ashland Blvd.  
Bradenton, FL 34203  
941-555-8877  
S.Suvari77@xxx.com

## **CAREER OBJECTIVE**

Seeking an entry-level position as a programmer with established company willing to utilize my data processing experience.

## **EDUCATION**

***University of Florida, Bachelor of Science, May 2006***

Major: Computer Science

## **PROFESSIONAL EXPERIENCE**

***Junior Programmer, September 2006 to present***

**Macro Computer Sciences Institute, Tampa, FL**

Use skills that include .NET, ASP.NET, VB.NET, SQL Server, AJAX, Web Services.

***Lab Assistant, April 2004 to September 2006***

**University of Florida Computer Lab, Tampa, FL**

Assisted students with various computer-related issues including rebooting, formatting disks, and creating databases. Also oversaw assignment of computers to students and helped troubleshoot any difficulties inexperienced users encountered.

## **REFERENCES**

Available on request



# *Sample Cover Letters*

**T**his chapter contains sample cover letters for people pursuing a wide variety of computer careers or who already have experience in the field.

There are many different styles of cover letters in terms of layout, level of formality, and presentation of information. These samples also represent people with varying amounts of education and work experience. Choose one cover letter or borrow elements from several different cover letters to help you construct your own.

Derek J. Vanderle  
Director of Networked Operations  
Vanderle Enterprises  
1234 Rockefeller Drive  
Los Angeles, CA 91108

Dear Mr. Vanderle:

Susan Scharf of CompuScan Corporation recommended that I contact you about professional opportunities that might exist within your company.

For the past six years I have been working in the area of software development for a major software company here in Los Angeles. In that time, I have worked independently and on teams to develop a number of highly successful software programs for use at home and in offices.

Although I enjoy my work, I am ready to move on to new products and a new company. I have been particularly impressed with your products over the past few years, especially those focusing on networking applications for both large and small scale commercial operations.

I would welcome the opportunity to speak with you about Vanderle Enterprises and the ways in which I could make a valuable contribution to your team and your bottom line. I have attached my resume for your consideration and will call in a week or so to see about coming in and discussing my qualifications in person.

I look forward to speaking with you.

Sincerely,

Estrella Magana  
1299 Old Mill Road  
San Marino, CA 91023

## CATHY LUI

546 Elm Street • Chicago, IL 60645 • 773-555-3894 • Cathy.Lui34@xxx.com

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June 11, 20—

Mr. Paul West  
Director of Customer Service  
Technoserve Inc.  
132 E. Pearson Street  
Wauconda, IL 60084

Dear Mr. West:

I enjoyed our conversation this morning regarding the customer service department at Technoserve, and I am looking forward to my interview next Tuesday. Technoserve has an excellent reputation in the software industry, and I would be pleased to be associated with your firm. I also feel confident that my experience as a customer service professional and a technical writer would allow me to make a significant contribution to your department.

As the enclosed resume explains, I have worked in the field for more than seven years and enjoy the challenges of technical writing and customer service. In my current position at Superior Software Products, I create technical manuals for Superior's software line, which includes desktop publishing, graphic arts, word processing, and database products. My supervisor has praised my ability to consistently translate technical information into clear instructions for end users.

My previous position, at Worthington Software, gave me valuable customer service experience. As a customer service technician, I took great pride in being able to troubleshoot for our clients and guide them in the step-by-step solution of their online difficulties. I would enjoy being able to assist Technoserve's customers in the same way.

If any questions arise before next Tuesday, I am most easily reached via E-mail at Cathy.Lui34@xxx.com. I appreciate the opportunity to meet with you to discuss putting my skills to work for Technoserve.

Sincerely,

Cathy Lui

Martin K. Meade

411 West Street • Boston, MA 02129 • martin.meade@xxx.com

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May 16, 20—

Ms. Robin Haight  
Human Resources Manager  
Lombard Business Machines Inc.  
8700 Mission Street  
Boston, MA 02129

Dear Ms. Haight:

I wish to apply for the Senior Systems Analyst position you advertised this week in the *Boston Globe*. The enclosed resume outlines my background in programming and systems analysis.

Your ad indicated that you require an experienced systems analyst with knowledge of LAN/WAN, VOIP, CICS, DB3.0, and COBOL. I meet these requirements along with many additional skills and would be pleased to tackle the professional challenge of serving as your new Senior Systems Analyst.

May I present my credentials in person? You may reach me at 555-5600 from 8 A.M. to 4 P.M., or at 555-6786 after 4 P.M., to arrange an interview.

Yours truly,

Martin K. Meade

**Barbara Zabriskie**

655 Cook Road  
Ormond Beach, FL 32176  
Home: (904) 555-4968  
Cell: (904) 555-2078  
E-mail: b.zabriskie@xxx.com

April 5, 20—

Mr. Warren Baker  
Human Resources Director  
Wilson & Smythe Data Management Inc.  
902 E. Parker Drive  
Ormond Beach, FL 32176

Dear Mr. Baker:

A colleague of mine, Julia Ortega, suggested that I write to you regarding independent contracting opportunities at Wilson & Smythe. I work with Julia at Warren Manufacturing where I am currently a senior programmer. Although I enjoy my present job, I am interested in taking on the challenge of becoming an independent contractor. I am interested in making Wilson & Smythe one of my first clients.

Are you interested in a talented programmer/systems analyst with proven skills in data processing? Do you require DB3 and CICS analysis, design, and development? If so, please see my enclosed resume. My previous experience includes development, specifications writing, logical and physical design, structural procedures testing, and various financial applications using COBOL, DB3, CICS, and VSAM.

I am available at your convenience if you would like to arrange an interview. You may reach me in the evening at 555-2078 or via email at b.zabriskie@xxx.com. Thank you for your time and consideration.

Sincerely,

Barbara Zabriskie

## TYRONE JACKSON

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1800 West Sheridan Avenue • Atlanta, Georgia 30356 • (770) 555-6978 • ty.jackson@xxx.com

November 27, 20—

Mr. Michael Walker  
Data Processing Coordinator  
Tallac Technical Services  
2201 Stearns Road  
Atlanta, Georgia 30356

Dear Mr. Walker:

I was pleased to hear that you are in the market for a programming consultant. I have always been interested in working at Tallac and would like to apply for the position.

My experience as an independent programmer has given me a wide range of technical skills, the details of which are listed on the enclosed resume. I am confident that many of these skills are the same as those you currently require:

- Specifications Writing
- Design and Coding of New Programs
- Structural Procedure Testing
- Program Modifications

I appreciate your taking time to review my credentials. I will call next week to see if you would like to arrange an interview so that we can discuss how I might put my skills to work for Tallac Technical.

Cordially,

Tyrone Jackson  
(770) 555-6978  
ty.jackson@xxx.com

## **Randy Paterniti, RP On-Line Inc.**

372 Ashurst Road ■ Cell: (303) 555-5121  
Boulder, CO 80321 ■ E-mail: rponline@xxx.com

September 12, 20—

Ah Hing Choy  
Senior Systems Analyst  
Thatcher Bearing Company Ltd.  
4890 Summers Road  
Boulder, CO 80321

Dear Mr. Choy:

Your recent ad in *Computer Design* for a Program Designer attracted my attention because your current needs match my programming and design skills exactly. I have managed my own consulting firm for the past ten years but am willing to work in-house if the right opportunity presents itself.

The enclosed resume explains my credentials in some detail. Please let me know if you need further information to evaluate my qualifications. You can reach me from 8 A.M. to 4 P.M. at 303-555-5121. I am also available at your convenience if you would like to meet with me.

I look forward to speaking with you about how I might contribute to the success of Thatcher Bearing.

Sincerely,

Randy Paterniti  
Owner, RP On-Line Inc.

Deborah S. Drew  
President  
Drew Enterprises  
56 Gabriel Street  
Wichita, Kansas 67219

March 11, 20—

Dear Ms. Drew:

I am an independent consultant with a twenty-year record of producing quality work. Clients value my skill, dedication, and respect for deadlines. They appreciate being able to confidently delegate programming and systems analysis projects to me.

Is your organization currently in need of technical support? If so, I would appreciate hearing from you. I am available during the day at 630-555-5732, and I have enclosed a resume for your review. Please let me know if I may assist you.

Sincerely,

Kevin Schultz  
1302 Willow Road  
Oak Brook, IL 60521  
Kevin.Schultz@xxx.com

Nancy Guerrero  
Personnel Director  
HDS Medical  
911 Griffin Street  
Cottonwood, CA 96022

May 22, 20—

Dear Ms. Guerrero:

I submit the enclosed resume in the hope that you may be in need of someone with my technical background. Please note that I have been a successful computer consultant for the past ten years. It has been my privilege to serve a wide variety of clients during that time, and I would bring a wealth of experience to HDS Medical.

I am currently finishing a project for Pacific Agribusiness Inc. and will be available for assignments beginning in mid-June. My supervisor, Paul Martin, is pleased with my performance and has agreed to act as a reference. You may contact him at (916) 555-5867, ext. 327.

If you would like to discuss my skills further, I am most easily reached by cell at (916) 555-6333 or via E-mail at [Davis.Robinson@xxx.com](mailto:Davis.Robinson@xxx.com)

Thank you for your consideration. I look forward to your reply.

Sincerely,

Davis P. Robinson

**❖ Karen Feldman ❖**

*877 Chesterfield Street ❖ Lincolnwood, IL 60646  
Home: (847) 555-9113 ❖ Cell: (847) 555-7768  
karenfeldman@xxx.com*

March 16, 20—

Mr. William Howell  
Senior Programmer  
ADC Information Systems  
490 Gregory Road  
Lincolnwood, IL 60646

Dear Bill:

As I mentioned when we spoke last week, I will soon be available for new projects. My current assignment at New Age Organic Foods will be completed by the end of the month. I've been working for a former colleague of yours, Phil Preston, and have enjoyed the assignment very much.

I'm glad to hear that you may have a need for my skill set in the upcoming months. Please feel free to call as projects develop. I would welcome the opportunity to work for ADC on a contract basis.

Sincerely,

Karen Feldman

Evelyn Yashiro  
Human Resources Manager  
Advantage Insurance Inc.  
5622 Winston Circle  
Des Moines, IA 50309

February 12, 20—

RE: Technical Writing Position

Translating technical material into clear, concise English is a skill that all corporations value. Advantage Insurance is no exception, as your recent ad for technical writers indicates. I feel confident that I could meet your high standards, and I would welcome the challenge of creating documentation for your computer department.

My qualifications for the position are explained in detail in the enclosed resume. The highlights are as follows:

- Successful creation of online manuals, standards, and systems documentation for current and previous employers.
- Six years technical writing experience in corporate environments.
- B.A. from University of Iowa with background in both English and Computer Science.

Please let me know if I can supply any other information as you evaluate my skills and credentials. Thank you for your time and consideration.

Cordially,

Howard L. Meyers  
1394 Freeland Road  
Des Moines, IA 50309-3023  
(515) 555-4421, from 8 A.M. to 4 P.M.  
(515) 555-1143, after 4 P.M.  
howardmeyers@xxx.com

# MARIA RUIZ

902 Hills Street • Stanford, CA 94305 • M.Ruiz33@xxx.com • (415) 555-7194

June 16, 20—

Kevin Denziger, Senior Systems Designer  
Syntech Inc.  
47 W. Park Street  
San Francisco, CA 94105

Dear Mr. Denziger:

I recently viewed your ad in this month's Software magazine, and I believe my background and skills would fit perfectly with your systems programming opening. I am enclosing my resume so that you may consider me for the position.

I have been a systems programmer for nearly a decade, as the enclosed resume explains. My experience includes software development, testing, and modification, systems design, and maintenance. Please note the aspects of my professional background that qualify me for the position:

- Extensive systems design experience through my positions at Creative Technologies and DataPro Corporation.
- Strong writing skills developed while creating manuals and development tools for both corporations.
- Effective teaching skills developed as data processing instructor at DataPro.

I am confident that my skills would enhance the operation of Syntech Inc., and I look forward to speaking with you in person. Thank you for your consideration.

Sincerely,

Maria Ruiz

Bennet Smith, Director  
Technical Personnel  
411 Clark Street  
Houston, Texas 77386

May 19, 20—

Dear Mr. Smith:

Like many other programmers, my long-term career goal is to own a consulting business. I know that to achieve that goal I need to acquire the most diverse background possible. Working for Technical Personnel would give me that opportunity. Several of your current employees, including Renee Stine and Paul Muir, have told me of their positive experiences working for you.

What can I add to Technical Personnel? I am an experienced programmer whose background includes program design, testing, and documentation. The enclosed resume provides details, and both Ms. Stine and Mr. Muir are familiar with my work should you need a reference.

Thanks for taking time to consider my qualifications. I look forward to the possibility of joining the staff of fine programmers at Technical Personnel.

Sincerely,

Barbara Danbury  
(713) 555-1947 Home  
(713) 555-8590 Office  
BarbaraDanbury@xxx.com

**TERRELL A. JENKINS**

216 S. Fulton Street • Park Ridge, IL 60068 • Home: 847-555-2461 • Cell: 847-555-5463  
terrelljenkins@xxx.com

May 21, 20—

Ms. Barbara King  
Personnel Director  
Wellington Corporation  
7675 Arbor Lane  
Des Plaines, IL 60018

Dear Ms. King:

The position you recently advertised in the *Chicago Tribune* seems to match my skill set and background to a tee. As the senior database administrator at Munroe Insurance, I support all DB3 testing and production activities. The programming skills I have mastered at Munroe would translate well to the database administration position you are seeking to fill.

The enclosed resume provides the details of my professional accomplishments and goals. I have also enclosed two reference letters from previous supervisors along with their contact information. My salary requirements are negotiable.

I will contact you next week to arrange an interview. Meanwhile, thank you for your consideration.

Sincerely,

Terrell A. Jenkins

Ms. Heidi Dawson  
Human Resources Director  
Thornton Software Inc.  
314 S. Hatcher Lane  
Savannah, GA 31498

July 9, 20—

Dear Ms. Dawson:

As an experienced systems programmer with a strong interest in robotics, I think I could make a unique contribution to Thornton Software. Please take a moment to review the enclosed resume, which explains my professional background.

I am fortunate to have had a wide variety of programming and design assignments. In addition, I have teaching and computer maintenance and repair skills. This varied background would serve me well in designing software for Thornton.

I would appreciate hearing of any opening for which I qualify, and I am available at your convenience if you wish to interview me.

Thank you for your consideration.

Sincerely,

Martha Weinstein  
309 Afton Road  
Camp Hill, AL 36850  
(205) 555-8964  
M.Weinstein@xxx.com

TO: Joe Poole  
Senior Systems Designer  
Wexler Dante Inc.  
7757 Gulch Road  
Amherst, NH 03031

FROM: Raymond Diaz  
3102 Hopper Street  
Cambridge, MA 02139  
Ray.Diaz@xxx.xom  
(617) 555-9943

DATE: June 15, 20—

RE: Application for Systems Designer Position

I enjoyed talking to you this morning about the custom software you design at Wexler Dante. Wexler Dante has an impressive client list, and I'm sure it will continue to grow as your department expands.

It pleased me to hear that you may have room for me on your staff. I have enclosed my resume, which explains in detail my work experience. If you have other questions before we meet on the 24th, you can reach me at 617-555-9943.

Two former supervisors have agreed to provide references for me. The first is Dawn Basco, senior programmer at Triton; her number is 617-555-2162. The second is Jason Hasset, General Manager of Technical Data Corporation. Jason's number is 617-555-1200, ext. 522.

Thanks for your interest. I look forward to talking with you on the 24th.

**PATRICK C. CARTER**

*1617 Emory Street  
Forsyth, GA 31029  
(478) 555-4322  
Pat.Carter@xxx.com*

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July 13, 20—

Mr. Edward Goldman  
Senior Analyst  
Atlanta Manufacturing Inc.  
108 Trenton Road  
Atlanta, GA 30301

Dear Mr. Goldman:

I enjoyed meeting you last week at the Computer Technology Show. Your firm's use of robotics interests me, and I would appreciate having a chance to talk to you further regarding programming positions at Atlanta Manufacturing.

As you know, I am a programmer/analyst at RTP Chemical. I have also worked for two Atlanta firms: Taylor Business Group and Lee & Jacobsen Manufacturing. The enclosed resume provides the details of my work history. As you will see, the skills I have acquired over the past six years have prepared me for a position at Atlanta Manufacturing.

I feel that my background combined with my work ethic could be a real asset to the firm. I will call early next week to discuss opportunities at Atlanta Manufacturing.

Sincerely,

Patrick C. Carter

## CORBIN DREYFUS

7530 Cypress Street • Midlothian, VA 23113  
(804) 555-7154 • [corbin.dreyfus@xxx.com](mailto:corbin.dreyfus@xxx.com)

September 6, 20—

Ms. Shelley Strauss, Director  
Technical Recruitment Inc.  
418 Heritage Road  
Richmond, VA 23298

Dear Ms. Strauss:

Thank you for calling to inquire about my interest in corporate training assignments. Attached is the resume you requested. As you can see, I frequently work with corporations that are installing or upgrading micro or mainframe computer systems.

In addition to the technical skills listed on my resume, I have a strong work ethic, an excellent record of meeting deadlines, and proven teaching ability. I feel confident that your clients would value these qualities, as have my former employers.

If you need further information or would like to schedule an interview, I am available most mornings at 804-555-7154.

Thank you for your interest.

Sincerely,

Corbin Dreyfus

Attn: Ken Shapiro  
Nova Software Systems  
804 S. Ferris Street  
Falls Church, VA 22042

May 19, 20—

Dear Mr. Shapiro:

Is your firm in need of a talented professional with software design, support, and marketing experience? Someone who shares your commitment to innovative programming? If so, my resume should interest you. I am a successful software/systems engineer in search of new professional challenges.

My background includes knowledge of UNIX, C+, Pascal, FORTRAN, BASIC, VSAM, CICS, and AutoCAD. If you feel my skills match your current needs, please feel free to call me at 201-555-2102.

Thanks for your consideration.

Sincerely,

Daniel Threlkeld  
4412 Trask Road  
Hasbrouck Heights, NJ 07606  
danthrelkeld@xxx.com

**Jill Eisenberg**

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261 Merrill Street  
Cleveland, Ohio 44138  
(216) 555-4034  
J.Eisenberg7@xxx.com

October 10, 20—

Ms. Edith Miller  
Human Resources Director  
Superior Foods  
129 Walton Street  
Cleveland, Ohio 44138

Dear Ms. Miller:

Efficient data processing is crucial to the operation of any organization. My application for the position of Data Processing Manager comes with the assurance that I understand the pivotal role that information management plays in your firm's success.

I am an experienced technical services supervisor familiar with UNISYS equipment, NCP/VTAM, and CICS systems programming, as well as mainframe/transactions database environments. My resume, which is enclosed, provides further details.

If you feel my qualifications warrant serious consideration, you may reach me at 216-555-4034.

Cordially,

Jill Eisenberg

Mr. David Mitchell  
Computronics Inc.  
9355 Covington Circle  
Richardson, TX 75083

May 14, 20—

Dear Mr. Mitchell:

Your ad in *Database Programming and Design* has prompted me to contact you. I have experience designing software for business applications. In my current position with Corporate Software Inc., I have been working on invoice and order processing applications in COBOL using VAXft Model 810 hardware. These skills are quite similar to those you now require.

Please take a moment to review the enclosed resume. I am sure you will agree that my background in software design makes me an excellent candidate for the position of Senior Programmer. I would be willing to relocate for the right position, and my salary requirements are negotiable.

I appreciate your consideration of my credentials and look forward to hearing more about programming opportunities at Computronics.

Sincerely,

Shiree Jalil  
3116 Ventura Street  
Morton, PA 19070  
(610) 555-4611  
S.Jalil@xxx.com

October 26, 20—

Joshua Rogers  
3445 Park St.  
New York, NY 10177  
(212) 555-2776  
Joshua.Rogers@xxx.com

Ms. Amanda Jackson  
Director of Human Resources  
Charlotte Digital Systems, Inc.  
145 Park Ave.  
New York, NY 10172

Dear Ms. Jackson,

I am interested in the programming position you have available. As you can see from my resume, I have almost six years of experience in programming for a variety of platforms. My background spans a wide range of industries, and I believe this diverse background makes me an excellent candidate for this position.

I have a history of dedication and enthusiasm within my jobs. My past employers will tell you I am a thoughtful, thorough programmer who always looks for the details, asks questions, and delivers dependable programs. My references are available upon request so that you may see for yourself what kind of reputation I've built for myself.

I am available for personal interviews at your convenience and look forward to hearing from you soon.

Sincerely,

Joshua Rogers

## Michael DeRuiter

2349 N. Bosworth • Bradenton, FL 34203 • (941) 555-5556 • m.deruiter@xxx.com

September 22, 20—

Alan Genter, President  
MonoTech  
Tampa, FL 34212

Mr. Genter:

I am writing in regards to the Web Designer position you have posted on your website. Upon review of my work, I think you'll agree that I have designed some of the most startling and appealing sites on the Web today. I strive to draw in visitors to the sites I design and to deliver a rewarding user experience. With the millions of options out there, a company is always a click away from losing a perspective customer. My designs coupled with your company's unique products ensures that MonoTech can succeed in this highly competitive industry.

I would like to meet personally to show you some of my full-color design comps and to also walk you through some current sites that are live and successful using my carefully thought out and executed concepts.

Please feel free to call me any time to discuss my qualifications and your expectations. I look forward to our conversation.

Sincerely,

Mike DeRuiter

Kim Lee  
87 Cove Road  
Lake Wylie, NC 29710  
(794) 555-5133  
kimlee@xxx.com

John Maxson  
Independiente, LLC  
Charlotte, NC 29712

Dear Mr. Maxson:

Joyce Sellers, Senior Programmer, Independiente, LLC, told me of a programming position you may soon have available. Joyce and I worked together for six years at Huxom Industries as programmers, and she is aware of the quality of work I deliver. My experience as a programmer of complex database systems, LAN, and internal networks has given me the kind of background that can be of great assistance to you and your company.

My current position demands that I ensure all networks are working smoothly and that all upgrades are completed in a timely manner. While I have enjoyed my time here at Huxom, I am now ready for a greater challenge, and I believe that challenge lies in Independiente, LLC.

Please feel free to discuss my background and skills with Joyce. I also have other references available at your request. I hope to hear from you soon and thank you for your time.

Sincerely,

Kim Lee

## Sheila Greene

14 N. Falstaff ■ Grand Rapids, MI 49505 ■ (616) 555-5270  
s.greene67@xxx.com

May 17, 20—

Mike Reynolds, Director  
Graphix, Midwest Office  
11 Monroe Avenue  
Grand Rapids, MI 49503

Mr. Reynolds,

I am writing to you with regard to the Graphic Designer position you have posted in the *Grand Rapids Press*. I am a recent graduate of Kendall School of Art with a major in Computer Graphic Design and feel that my skills could be a great asset to your company.

While I may not have a long work history, I do have an impressive portfolio from my years at one of America's leading fine arts institutions. I am eager to put my skills to the test and can assure you I'd be a dedicated employee eager for new responsibility. I would also bring to your company the benefit of intensive instruction on the latest cutting-edge graphic design tools. My course work included the full Adobe suite, Quark Xpress, Gif Builder, Micrographx 3D, and many other leading programs. I am well versed in the workings of these products and would be more than happy to tutor others on their benefits.

I have several letters of recommendation from professors at Kendall and would be pleased to meet with you personally to show you my portfolio. Please contact me with any questions.

Sincerely,

Sheila Greene