



www.theyouthcareercoach.com

The Youth Career Coach Inc.

Resume ~ Cover Letter ~ Reference Guide™

By Natascha Saunders, MBA, MS
Certified Professional Career Coach

www.theyouthcareercoach.com

www.nataschasaunders.com



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The Youth Career Coach

RESUME GUIDE©

A resume is a great way to convey who you are as a professional, including related accomplishments. It tells a potential employer, teacher or mentor your past experiences and current role. Your resume is an instrument to display your experiences in the following areas: employment, community service/volunteer work, extracurricular activities, and academic achievements. It also provides your reader knowledge about your skills and interests. Lastly, your resume will give the reader the opportunity to learn about you, before they meet you in person.

A resume is also a helpful tool when filling out applications. It is great to have the resume with you so you can refer to it when the application and the interviewer ask you for specific dates and full names of past employers. Also, it is useful to share with teachers or mentors when you are requesting letters of recommendations.

POINTS TO REMEMBER BEFORE YOU START

1. Do not lie! Employers can verify all of your information through a background check. They can contact employers to see if you actually worked there. (Imagine that... ☺)
2. Resumes should be only 1 page. Don't worry if you think you don't have enough information, ask for assistance. You can add extracurricular activities, volunteer work, and etc.
3. Proofread your resume before you send it to anyone. Consider having a friend, teacher, mentor, or parent look it over.
4. Type it! No hand written resumes.
5. Print a copy and save it onto your computer, thumb drive/cd/external drive. You should also send it to yourself via email, this way you can always be sure to have it.
6. Update it as often as possible. For example, when you get a new job or when you join a new club, update it so that the information is fresh on your mind. (Keep the old draft, just keep adding on to it but when you go to apply for an opportunity, use only the most applicable information for a 1-page resume.)
7. Make sure your format and font are easy to read (suggested font: New Times Roman).
8. Do not use the same words you see on sample resumes and try to explain things in your own words. In short: keep it simple.

Need Additional Assistance?

Reach out to Youth Workers, Guardians, Teachers, Librarians, Counselors, Peers

Consider asking adults at your school, group home, local Boys & Girls Club, Community Center, YWCA, and YMCA, local library, place of worship, friends, or family.



[LinkedIn.com/in/NataschaSaunders](https://www.linkedin.com/in/NataschaSaunders)

Email: info@theyouthcareercoach.com

Website: <http://www.theyouthcareercoach.com>



@TaschaSaunders



[Facebook.com/YouthCareerCoach](https://www.facebook.com/YouthCareerCoach)



[Instagram.com/NataschaSaunders](https://www.instagram.com/NataschaSaunders)

WHAT SHOULD BE INCLUDED IN YOUR RESUME

PERSONAL INFORMATION:

NAME, ADDRESS & PHONE NUMBER:

Spell your name correctly and your address should be current. Your phone number should be a working number where an employer can leave you a message (preferably no house phone number). Please only have appropriate greetings on your voicemail. If you are unsure as what that is, please contact me, ask a parent or teacher. If you want music, please select a nice, appropriate tune with no swears or loud noises before 7pm. After 7pm, you can change it to something your friends would like. However, keep in mind an employer may not leave you a message if your greeting is not appropriate. The following is an example of an appropriate greeting: "Greetings you have reached the voicemail of Nita Job, I am unavailable to answer your call, but if you can please leave your name, date/time, and a brief message; I will return your call as soon as possible. Thank you and have a great day.

NOTE: If you are putting a cell phone number on your resume, you want to ensure you are in a quiet environment where you can speak professionally, with no background distracting noises.

EMAIL ADDRESS:

Your email address should be a professional email address. Not Sexy411@gmail.com or Moneylove@gmail.com. It should be something like firstname.lastname@gmail.com or firstinitial.lastname@yahoo.com. Your email address could hold you back from being contacted by an employer. It is also okay to have an email for professional use and another for personal use.

EDUCATION:

Your school name and graduation month/year. If currently in school, type in your anticipated graduation date. Include if your concentration, major, or special area of study. You can in some circumstances list relevant classes you've taken, such as: earned certifications, CPR/First Aid Class, Language Class, and any classes taken at local colleges.

LANGUAGE (optional):

Fluent in XXX

of years taken XXX

Basic understanding of XXX

Please don't exaggerate your language skills, because employers are now testing candidates with verbal and written exams. The interviewer may also speak that language and ask that you reply in that language. Use the guidelines on the left to determine how you will place this on your resume.

HIGHLIGHTS OF QUALIFICATIONS:

Include any computer programs you use such as: Microsoft Word, Excel, PowerPoint, Dreamweaver, or Internet Explorer.

Other skills such as: photographer, artist etc. can be added.

HONORS/AWARDS:

This section can include: National Honor Society, Perfect Attendance, Sports Awards, Leadership, Science Fair, Musical Awards, etc.

EXPERIENCE:

Any experience (paid or unpaid) where you have learned valuable skills, or used skills should be listed. For example: after school jobs, summer jobs, internships, volunteer work, babysitting, delivering papers, community services projects, academic projects, work abroad etc.

This section can be titled in a variety of ways, such as: Experience, Work History, Volunteer Experience, and Community Service.

Company Name, Location &

This section should be in reverse chronological order (most to least recent) to emphasize your growth.

Job/Experience Title

Relevant experience or similar experiences. It can be grouped together or separated into separate categories, i.e. Relevant experience, Additional Experience.

Time Period

Months or Seasons and year. For example: May 2005 – August 2005 or Summers 2004 – 2007

Responsibilities

Describe what you did, use present tense verbs, if you currently have the job. Use past tense, if you are not currently at that job. Don't use I, for example: 'I faxed documents' instead state: 'Faxed documents' to begin your statements. Refer to action verbs included in this document.

ACTIVITIES/ASSOCIATIONS:

Any activities or associations you have participated with such as: DECA, Sport clubs, speech, committees, community service projects, and etc. can be included.

References:

A reference is someone who can testify that you are a good person and will do very well in whatever it is that you are applying for such as: employment, school, and etc. A reference can come from a coach, teacher, mentor, employer, etc. An employer will ask for references; therefore, you should have a separate sheet with the name and contact information listed for approximately three references. Let your references know in advance that they may be contacted. However, you should ask potential references if they would be willing to serve as a reference before adding them to your reference page, and verify what contact information they would like to share.

SAMPLE

ACTION VERBS TO HELP YOU IN YOUR RESUME

*Include these at the beginning of your bullet statements, which is where you explain what you did at your job, internship or volunteer

<i>Management skills</i>	<i>Communication skills</i>	<i>Clerical or detailed skills</i>
administered analyzed appointed approved assigned attained chaired collaborated contracted consolidated coordinated delegated developed directed evaluated executed improved increased organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised	addressed arbitrated arranged authored corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated motivated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated

<i>Research skills</i>	<i>Technical skills</i>	<i>Teaching skills</i>
clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repair solved trained upgraded	adapted advised clarified coached communicated coordinated developed enabled encouraged evaluated explained facilitated guided informed initiated instructed persuaded set goals stimulated

<i>Financial skills</i>	<i>Creative skills</i>	<i>Leadership skills</i>
administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	acted conceptualized created designed developed directed established fashioned founded illustrated instituted integrated introduced invented originated performed planned revitalized shaped	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided navigated organized originated referred rehabilitated represented

SAMPLE

WRITING A COVER LETTER

If you need to e-mail, mail or fax a resume to an employer, it is imperative that you include a cover letter. The cover letter gives you the opportunity to share more about you and explain why you are the right person for the specific job.

Sample Cover Letter

Your Address

Date

Date you will mail the letter

Organization Name & Address

Include the name and the job title of the person you are writing to

Salutation,

Address it to the person who would be hiring you. Find out his/her name. If you do not know the name, you may use

Dear Hiring Manager,

Introduction

Introduce yourself, the title of the position you are applying for, a reference number of the position if relevant, and how you heard about the position. Tell the person why you are applying for the job and how it relates to what you want to do in the future or why it relates now. Explain specifically why you want to work for this company (provide specific examples).

Body of the Letter

Describe how your skills, interests, abilities or experiences have prepared you for this position. Try to state things that are not indicated on your resume. Use examples from class, work experience, volunteer work, etc. and tie them to the job; how does the example you have used show that you will be good in this new role?

Closing

Thank them for their/his/her consideration. Refer them to your resume. Indicate your desire for an interview. Let them know how they can contact you and if you plan to follow up.

Signature

Your name should be typed as well as signed

1 President Street
Washington, DC 22311

April 5, 2015

Sean John Inc.
Attn: Susan John, Human Resources
4560 49th Street
New York, NY 02905

Dear Mr. John:

I am writing to express my interest in the Junior Fashion Designer position, which I saw advertised in Fashion Jobs Magazine. I am interested in working at Sean John because when I graduate from Madison High School this spring, I have been accepted into the Fashion Institute in the fall to study Fashion Merchandising.

Being aware that the Sean John line is one of the top fashion design lines according to the National Fashion Federation and as long term customer I would like to work for the best. I am willing to work hard and show my commitment as demonstrated by my 4.0 GPA with A's in Chemistry, Fashion Design and Business. In addition, I have a perfect attendance in high school.

For more than three years I have been a member of the Nigerian Fashion Club. During that time, I have worked with many local designers and buyers. Last summer, I designed a casual clothing line that was featured in a local fashion show. I learned how to work within time constraints and communicate with diverse clients. This experience confirmed my desire to be in the fashion industry and it is an added skill set I can bring to your department.

Enclosed is my resume for your review. I feel confident that an interview would demonstrate my enthusiasm and abilities. You may contact me at 1-(202) 235-3535 or e-mail me at J.Smith@gmail.com. Thank you for considering me for the Junior Fashion Designer position.

Sincerely,

Jennifer Smith

Jennifer Smith

Enclosure

Monique Roe

1578 Snow Street, Unit 4 - Providence, RI 02905
(401) 445-4949
More@gmail.com

Professional Objective

To obtain a summer internship position within the fashion retail industry **(be specific where with the type of internship and what you would like to do, and include the company name)**

Highlights of Qualifications *Refer to the job description to analyze what they want and also include those below, along with what you can bring to the job.

- Successfully completed courses in: Fashion, English Writing, Computer Science, Mathematics, Public Speaking
- Dedicated hard-working individual with a positive attitude and ability to grasp concepts easily
- Excellent organizational skills; reliable in completing projects
- Proficient in Microsoft Word, PowerPoint and Excel
- Fluent in Spanish and 3 years of French

Education

Feinstein High School
Class of 2015, College Preparatory Curriculum

Abuja, Nigeria

Relevant Skills and Accomplishments

Organizational Skills *examples ~ write your own based on what you did

- Organized afternoon activities for three preschool and two elementary age children
- Maintained the cleanliness and organization of three walk-in refrigerators for inventory awareness

Supervisory Skills *examples ~ write your own based on what you did

- Supervised four preschool aged children each afternoon for four hours
- Monitored a staff of three volunteers to ensure food was dispensed in proper portions
- Co-captained a volleyball team of 30, leading exercise and drills

Work Experience

Cashier	McDonald's	Abuja, Nigeria	December 2014 - Present
Cashier	Macy's	Abuja, Nigeria	Summers 2012 - 2015

Honors/Awards/Activities

Nigerian Youth Council Member, Current
Nigerian Educational Honor Society, 2013
Hugh O'Brien Youth Leadership Seminar, 2013
National Junior Weight Lifting League, 2013
Declamation Prize Winner, 2013

Monique Roe

1578 Snow Street, Unit 4 – Washington, D.C. 02905
(401) 447-4349 ~ More@gmail.com

OBJECTIVE

To obtain a summer internship position within the fashion retail industry (be specific where with the type of internship and what you would like to do, and include the company name)

SUMMARY *Refer to the job description to analyze what they want and also include those below, along with what you can bring to the job.

- Successfully completed courses in: Fashion, English Writing, Computer Science, Mathematics, Public Speaking
- Dedicated hard-working individual with a positive attitude and ability to grasp concepts easily
- Excellent organizational skills; reliable in completing projects
- Proficient in Microsoft Word, PowerPoint and Excel
- Fluent in Spanish and 3 years of French

EXPERIENCE

Company; City, State
Title

- Xxx
- Xxx
- Xxx

Start Date – End Date

Company; City, State
Title

- Xxx
- Xxx
- Xxx

Start Date – End Date

ACTIVITIES/HOBBIES

Xxx
Xxx

Xxx
Xxx

Xxx
Xxx

EDUCATION

Feinstein High School
Class of 2015, College Preparatory Curriculum

Washington, D.C.

PROFESSIONAL PROFILE

Admirably and proficiently experienced in Marketing, Sales, and Customer Service. Polished and well acquainted with the tactics of researching and organizing market data. Consistently searching and thinking of new ways to raise the bar creatively and beneficially for all parties at stake. Seeks opportunity to obtain Co-op experience with CVS/Pharmacy for Fall 2007 semester under the guidelines of Johnson & Wales University. Additional capabilities include:

- Able to prioritize and monitor tasks exemplifying order and time management under work constraints
- Competitive drive and ability to work autonomously as well as in a team environment
- MS Applications: Excel, Outlook, PowerPoint, Word and Publisher
- Research Applications: MRI+, SRDS, VALS and ACT

CAREER ACCOMPLISHMENTS

- Founding member of MISalliance Telemarketing Team consisting of 4 members participating in outbound and inbound calls and organized the prospect and current client list
- Developed the foundations of MISalliance Telemarketing Approach Techniques which included: the establishment of a new marketing script used as a base to engage and respond effectively to prospective clients
- Created a strong relationship with an AMPM high net worth client on the 1st day of employment by adapting quickly to the companies profile in order to explain to the prospect about AMPM along with answering any and all questions
- Established a relationship with one of AMPM’s top clients to date, resulting in an additional 1 Million Square Foot Client demonstrating the ability to work independently and relating to people I have never met by being personable
- Doubled AMPM’s business and net worth by 200% by coming in on time, working diligently throughout the work week, assuring prospects will be more than satisfied with the service provided

PROFESSIONAL EXPERIENCE

O’Connell & Associates, East Greenwich, RI
Marketing/Advertising Intern

03/07 – 05/07

- Researched and organized all needed data which pertained to a more efficient way of doing business in under the allotted time into an excel spreadsheet
- Aided in organizing TV and Radio spots by helping the media coordinator contact television stations and radio stations leading to a deal in benefiting both parties.
- Helped in the design of Print Ads and Logos for Land Rover, Jaguar, Pontiac and GMC cars and trucks which resulted in a higher attendance at the LR2 launch and awareness charity events which the print ads was designed to aid in
- Promoted consistent and excellent public relations by aiding the traffic coordinator with contacting current clients, solving problems and traveling to locations to oversee commercial shoots

MISalliance, Newton, MA
Marketing Specialist

06/06 – 08/06

- Contacted 80 - 120 potential clients daily via phone and email in order to build a clientele log to promote optimal services
- Utilized such programs as ACT and MS Applications to accomplish goals of organizing data and appointment setting
- Attended and participated in sales meetings addressing such topics as: future endeavors, new products and ways to expand awareness of the company

AMPM Corporation, Waltham, MA
Marketing Specialist

01/05 – 09/05

05/06 – 06/06

- Performed cold calling to potential clients to create relationships and introduce available services
- Followed up with existing customers in order to facilitate AMPM’s level of customer service client satisfaction
- Promoted offerings by participating in outbound sales appointments and customer calls averaging 70 – 120 per day

EDUCATION

Johnson and Wales University, Providence, RI
Bachelor of Science in Marketing, Degree Candidate, May 2015

SAMPLE RESUME: College/University

XXX
638 XXX Street, Fall River, MA 02720
000-000-0000 - XXX@gmail.com

PROFESSIONAL SUMMARY

Multi-talented, driven and competent Bachelor of Science, Marketing Degree candidate with 5 years of industry related experience. Looking to transition into a full-time marketing position focused in advertising with growth potential. Proficient with Microsoft Applications and possess a working knowledge of Adobe Photoshop and Illustrator.

- Quick Learner (use something else)
- Adaptability
- Analytical Aptitude
- Market Research Capabilities
- Time Management
- Data Analysis

HIGHLIGHTS OF QUALIFICATIONS

- Developed a plan for whom? Introduce a domestic product used for? Into a foreign market where? By? Resulting?
- Developed a plan to purchase media for who? How? For what? in major media classifications like what?
- Created several direct mailing pieces How? With Whom? For whom? When? How long? Resulted in what?

EMPLOYMENT

Taunton Federal Credit Union; Taunton, MA

Administrative Assistant

05/14 - Present

- Independently provides central support how? to the entire Credit Union which includes: # management, # mid-level
- Organizes monthly Board of Directors meeting by preparing PowerPoint presentations on topics including: XXX

Marketing Intern

05/14 – 08/14

- Generated and executed ideas (what type of ideas? How did you get these ideas?) for internal sales board which displays employees' monthly sales
- Prepared lobby for June and August by creating promotional displays and organizing materials (sounds really elementary) Start with Created promotional sales pieces developed for the display and recognition of??
- Member of the Generation Y Committee at Taunton Federal Credit Union, responsible for creating and implementing advertising ideas using designated resources. (like what? Ideas from who?)

Mortgage Processor

12/13 – 05/14

- Originated mortgage applications and educating the member about various mortgage products which lead to an increase in mortgage refinances and purchases
- Provided superior customer service to members by answering mortgage related questions, taking time to speak with members over the phone, and occasionally conducted equity closings

Percy, Teixeira, and Tedeschi, P.C.; Taunton, MA

Receptionist

06/14 – 06/13

- Greeted clients and made them feel comfortable (how many a day? What did you do to make them comfortable?)
- Answered a 7-line phone system while taking accurate and time sensitive messages which enabled?
- Provided assistance to paralegals by XXX, XXX and XXX.

EDUCATION

Johnson & Wales University
Bachelor of Science in Marketing

Providence, MA

Candidate, 05/15

Bristol Community College
Associate of Arts in Business Administration

Fall River, MA

Degree, 05/13

VOLUNTER WORK

First Time Home Buyer's Seminar
Raynham Pride Day

05/13
0714

RESUME PRACTICE TEMPLATE

NAME
STREET ADDRESS
CITY, STATE ZIP CODE
PHONE NUMBER
EMAIL

Professional Profile

Highlights of Qualifications

▪
▪
▪

Education

Relevant Skills & Accomplishments

Skill # 1

▪
▪
▪

Skills # 2

▪
▪
▪

Work/Volunteer Experience

Job Title
Job Title

Company Name
Company Name

City, State
City, State

XX/XX-Present
XX/XX-Present

Optional Categories

Community Service Experience

School Activities

SAMPLE REFERENCES

When creating a reference list include the name, address, phone number and email address for those who can speak highly of your work ethic on a job or volunteer, a mentor, community service direct, or teacher.

References for Monique Roe

1578 Snow Street, Unit 4 – Providence, RI 02905
(401) 445-4949
E-Mail: More@gmail.com

Professional References:

Mr. Tom Smith
English Teacher
Burke High School
544 Blue Hill Avenue
Dorchester, MA 02907
(617) 564-3334
E-mail: tsmith@burke.k12.edu

Ms. Amanda Slater
Guidance Counselor
Feinstein High School
544 Elmwood Avenue
Providence, RI 02907
(401) 564-3333
E-mail: aslater@feinstein.edu

Mrs. Susan Taylor
Store Manager
Forever 21
444 Yellow Road
Brockton, MA 02907
(781) 444-5494
E-mail: staylor@dots.com

Personal Reference:

Dr. Clair Brown
24 East 34th Street
New York, NY 02903
(212) 498-0939

Thank you Letter Outline

Your Return Address

Date

Name

Title

Organization

Address

City, State, Zip Code

Dear Mr./Ms. Last Name:

Use the first paragraph to thank the interviewer for taking the time to meet with you. Mention the date of the interview and the position in which you interviewed for. Mention your interest in the job and how enthusiastic you are about it.

The second paragraph should include a quick reason(s) why you are an excellent candidate for the job. List your specific skills that relate to the job & state the value you bring to the company. You don't need to write a book here just remind the interviewer briefly of your qualifications.

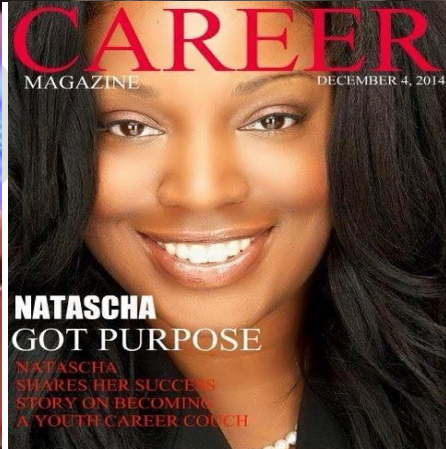
The third paragraph (optional) can be used to mention anything that you didn't bring up at the interview that you'd like the employer to know.

In your closing paragraph, reiterate your appreciation for being considered for the job. Then conclude with something like: Please contact me at (phone number with area code) or by e-mail (address) if I can answer any further questions regarding my schooling, experiences or qualifications. I look forward to hearing from you soon.

Sincerely,

Student Signature

Your Typed Name



Natascha Saunders is a Certified Youth Career Coach, Motivational Speaker, and Entrepreneur. Years ago she struggled with self-esteem, grew up in a home with domestic violence, was sexually assaulted on a college campus, and had a brother who was found dead in a Massachusetts river. Yet, she still inspired to do great things as a first generation college student.

Natascha went from being a C, D and F student with a learning disability on academic probation to earning her college degree and two master degrees. She is also an Executive Education graduate of Harvard Kennedy School in Leadership, Harvard Law School in Mediation, MIT Sloan in Entrepreneurship, and Stanford Business in Scaling Up. Presently, she is in pursuit of her Doctor of Education Degree in Leadership at Northeastern University.

Natascha is known for helping individuals clarify their purpose, write their vision and take action to achieve their dreams.

Natascha's motto is: "BE WHAT IT IS YOU WANT TO ATTRACT!"



www.theyouthcareercoach.com