

Career Guides

UMass Amherst HFA Career Services

Resumes, CVs, and Cover Letters

UMassAmherst

College of Humanities
& Fine Arts
Advising and Career Center

HFA Career Center

University of Massachusetts Amherst

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[HFA Career Center Website](#)

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Resumes

What is a resume?

A resume is a document you will use to apply for jobs, internships and other professional opportunities. It provides an overview of your relevant education, skills, and experiences as they relate to the opportunity you seek, and should present who you are as a candidate in a clear, concise, and compelling way. Resumes should be well written, perfectly punctuated, honest, concise, one page, organized, and consistent in formatting.

Customizing Resumes

If you apply online for a job or internship (as opposed to emailing your resume to a person), your application will likely go through an Applicant Tracking System (ATS) also known as a resume robot. ATS are software that help employers manage many applications by pre-screening resumes according to job qualifications and keyword matching between resumes and the job posting. ATS don't read cover letters, but they do comb through resumes carefully so you will need to customize your resume for each job to make it through this system.

- [How to Get Your Resume Past the System and Into Human Hands](#)
- [Jobscan ATS Resume Checker](#)
- [Skillsyncer ATS Resume Scanner](#)

In addition to being formatted for an ATS, your resume needs to function well when a human being reads it. Hiring managers do a first read-through of applicant resumes surprisingly quickly – spending 10 seconds or less on each to determine who warrants a closer look and discarding most of them. Employers are looking for directly relevant information that matches their job description and discarding applicants with generic sounding or ineffectively-written resumes. They are determining the handful of applicants to invite to interview. If they can't find what they are looking for quickly on your resume (even if it's there), they will not consider you further.

The Basics

It takes time to prepare an effective resume. These guidelines will help you get noticed by employers with the goal of gaining an invitation to interview for the position you are seeking.

Format

- **DO NOT USE ANY KIND OF RESUME TEMPLATE.** Templates contain hidden formatting that can sometimes be read by an ATS as a virus. Mimic any format you like, but be sure to create your own document.
- Do not use computer generated headers or footers, columns, icons, design elements, photos, or borders.
- Use standard margins (.5 inches to 1 inch) and bullets.
- Use a professional font such as Calibri, Arial, Verdana or Gill Sans (or other sans-serif font).
- Your resume content should be all the same font and font size (except for your name, which is largest); it should be simply designed and readable, with consistent spacing throughout.
- Your name should be at the top on a line by itself.
- With few exceptions, your resume for internships and entry level jobs should be one page.

Content

- Know your audience and write to your audience. There is no such thing as a general resume. To save time, it is helpful to create a “Menu of Options” that includes all of your experiences, formatted correctly, that you can then pick and choose from. But every time you send out a resume, it needs to be tailored for the job or internship you’re applying to.
- Read the opportunity you are applying for carefully. Print it out and highlight keywords. What are keywords? Re-read the opportunity and notice words repeated more than once, words that seem important, or words that start bullet points. Replace your own language with those keywords where applicable.
- Notice the order the employer has placed their requirements in the Qualifications/Requirements section. The order of your resume headings should follow the order of their requirements (if they list education first, put education at the top of your resume, etc.).
- Descriptions should start with [action verbs](#).
- All the clues you need to tailor your resume are there in the job description, so read it carefully!

Crafting Strong Bullet Points

Starting Tips:

1. Always start each bullet point with an [action verb](#).
2. Use past tense for jobs that happened in the past, and present tense for jobs you are currently still employed at.
3. Include 3-5 bullet points for each experience.

Ask Yourself These Questions:

What: What were your responsibilities? What did you accomplish? Quantify achievements using numbers, percentages, or dollar amounts.

How: How did you do it? What methods, skills, or technologies did you use?

Why: Why was it important?

When: When did you do it? Quantify by sharing how frequently you did something.

Who: Who was involved? Be specific about your interactions (coworkers vs. customers, age ranges, group sizes).

| Starting Point | Ask yourself... | |
|----------------------------|------------------------------|---|
| Led activities for campers | How and Who ? | Leveraged clear and engaging communication style to lead 10-12 campers aged 7-9 in activities. |
| Operated cash register | When and Why ? | Processed up to 20 customer transactions an hour in a friendly and efficient manner while enhancing the customer experience. |
| Used research skills | How and What ? | Conducted primary and secondary research using historical archives, digital libraries, and scholarly journals to produce a 20-page paper on early 20 th -century literature. |

Bonus Tip: For bullet point sentences that go over onto the next line by one word, what is commonly referred to as a “cliffhanger”, it is best practice to edit the sentence to fit on one line.

Resume Samples

(starting next page)

SANDRA DONA

Worcester, MA | 508-000-1111 | sand.dona@umass.edu

EDUCATION

University of Massachusetts Amherst

- Bachelor of Arts, Commonwealth Honors College, May 2026
- Major: History; Certificate in International Relations; GPA: 3.2
- Relevant Coursework: Global Policy; Women and the Law; Human Rights and Energy in Eurasia

COMPUTER SKILLS: Microsoft Word, Excel, PowerPoint, Outlook, Publisher; Adobe Photoshop, Illustrator; Instagram, X, Facebook

EXPERIENCE

Office of Congressman James P. McGovern, Worcester, MA

Constituent Services Intern, 2024 - present

- Assist with research for constituent services both in person and remote
- Answer incoming office inquiries and deal directly with constituent issues
- Represented Congressman's office at Africa Business Conference, Worcester Polytechnic Institute

Morgan Construction Company, Worcester, MA

Office Assistant, 2022 - 2024 (remote)

- Assisted with transition to new business management software system, SAP, requiring quick development of understanding of program functions, processed customer orders
- Completed several extensive projects to find and correct errors occurring during transition
- Performed office work in sales, logistics, and shipping departments

Price Chopper, Worcester, MA

Cashier, 2020 - 2022

- Served customers with a variety of purchases in a calm and efficient manner
- Managed money by keeping track of register holdings and following security protocols
- Trained and created orientation materials for new cashiers

College Question & Answer Panel, Worcester, MA

Program Organizer, 2021

- Planned and participated in series of panel discussions of college students for high-school seniors about college decision process and experiences adjusting to college
- Coordinated collection of student feedback for use in planning future program

Lou Mass

l.mass@umass.edu | Amherst, MA | (413)555-4444

Education

University of Massachusetts Amherst, Expected Graduation 2028

- BA in Theater
- Minor in Communication
- Awards: John and Abigail Adams Scholarship; Performing Arts Scholarship

Performances

Chorus in *Anything Goes*, UMass Theater Guild, November 2024

William in *As You Like It*, South Coast Players, August 2024

Dragon in *Beowulf*, Smith High School, May 2024

Castle Guard in *Cinderella*, Smith High School, December 2023

Experience

Outreach Coordinator, UMass Theater Guild, Amherst, MA, 2024—

- Plan for the organization's future by understanding budget constraints and current needs
- Create multimedia graphics for print and social media to promote upcoming events

Dining Hall Staff Member, *UMass Dining*, Amherst, MA, 2024—

- Prepare food service stations by monitoring inventory
- Clean tables to ensure a safe and clean environment
- Communicate verbally with colleagues to maintain order

Skills

- Google Suite
- Microsoft Word and Excel
- Public Speaking
- Graphic Design, *Beginner*

Art Smart

Amherst, MA | 413-545-1234 | art@umass.edu

EDUCATION

University of Massachusetts Amherst

Bachelor of Fine Arts, Studio Art, December 2024

GPA: 3.35

Art and Design Skills: Hand drawing with pencil, charcoal and pastels, painting, advanced color theory, 3D model making

Computer Skills: MS Office - Word, Excel, Access, PowerPoint; Adobe Photoshop, InDesign

EXPERIENCE

Channel Craft Studios, Boston, MA, 2025 - present

Graphic Design Intern

- Design posters, static and digital displays, fliers, websites and directional signage
- Collaborate with seven-person creative design team to solve design challenges
- Worked remotely during 2022 using Microsoft Teams

Seris Gallery, Cambridge, MA, Summer 2023

Gallery Intern

- Prepared gallery for exhibition and opening reception
- Installed and removed artwork, conducted artist interviews, and created wall labels, postcards, posters, and social media posts
- Managed gallery operations, greeted visitors, protected artwork, and conducted sales

Creativity Central Ceramic Studio, Sandpoint, ID, Summer 2022

Studio Sales Associate

- Provided exceptional customer service, answered all questions and helped visitors find gifts
- Handled multiple showroom responsibilities simultaneously and efficiently

Starbucks, Northampton, MA, 2019-2020

Counter Staff

- Managed all sales transactions quickly and efficiently during eight-hour shift including busy morning rush hour
- Trained five new staff in customer service, cash register and espresso machine operation

Leg Aide

Amherst, MA | 413-555-1234 | student@gmail.com

EDUCATION

University of Massachusetts Amherst

Bachelor of Arts, Major: Afro-American Studies, May 2025

GPA: 3.45

Relevant Courses: American Politics; Urban Government and Politics; Public Administration; Race, Culture and American Politics; Congress and the Legislative Process

Awards: Chancellor's Award; Humanities and Fine Arts Summer Internship Scholarship; University of Massachusetts Amherst Diversity Grant (\$500)

Language Skills: Conversational Spanish

Computer Skills: MS Office; Google Suite

RELEVANT EXPERIENCE

Research Assistant

Environmental Protection Agency, Washington, DC, May - August 2024

- Assisted Administrative staff of Environmental Information with research and correspondence related to clean water public information campaign
- Wrote summaries of hearings used by Deputy Administrator preparing for media briefings
- Conducted email survey of 250 municipal wastewater treatment plants in New England region
- Responded to schoolchildren's questions about drinking water safety

Seminar Participant, The Political Economy of Class and Race

University of Massachusetts Amherst, February - May 2023

- Examined federal housing policy with special emphasis on Congress
- Analyzed case studies of other policy areas such as employment, education, and judicial system
- Collaborated with two other students to lead discussion of legislation on educational funding
- Researched and wrote 15-page paper on recent racial judicial decisions

Administrative Assistant

University Controller's Office, University of Massachusetts Amherst, September 2022 - May 2023

- Processed individual and company accounts
- Created spreadsheets and databases
- Handled questions and requests at reception desk

ADDITIONAL BACKGROUND

Captain, Soccer Team

University of Massachusetts Amherst, September 2022 – March 2024

- Served as liaison between 12 team members and coach
- Directed team-building activities in and out of practice including spring training trip to Atlanta
- Coordinated logistics such as lodging, meals, and transportation for 10 away matches
- Raised \$1000 through planning and coordinating tournaments and clinics throughout year

Matt Bloom

mablm7@umass.edu | Boston, MA | 413-899-3333 | www.linkedin.com/in/mattbloom

EDUCATION

University of Massachusetts Amherst, Bachelor of Arts, December 2024

English Major, GPA: 3.2

Professional Writing and Technical Communication Specialization

University of South Carolina, Columbia, SC, 2020–2021

Moore School of Business, Advertising Major

LANGUAGE SKILLS: Intermediate Spanish

COMPUTER SKILLS: Microsoft Office; Google Suite; HTML/CSS; MadCap Flare

LEGAL EXPERIENCE

Law Office of Robert LaFlamme, Northampton, MA

Paralegal Intern, September 2023 – May 2024

- Worked remotely to write and edit legal memos and motions
- Performed legal research and utilized all available online resources
- Worked autonomously and competently and demonstrated problem solving skills
- Handled competing demands skillfully and completed tasks quickly and proficiently

ADDITIONAL BACKGROUND

Northampton Grocery, Northampton, MA

Wine and Cheese Department and Prepared Foods Team Member, April 2022 – present

- Collaborate with team members in high-demand customer service atmosphere
- Serve as go-to person for problem solving strategies
- Work with diverse group of customers while handling multiple demands
- Learned about natural foods and co-op principles

Rafters Sports Bar & Restaurant, Amherst, MA

Server/Host, April 2021 – March 2022

- Balanced multiple demands while keeping high energy and remaining calm
- Ensured customer satisfaction during busy lunch hour through constant communication and quality service in high demand environment
- Managed large cash flows of \$5,000 to \$8,000 per day

Smokin' Lil's Barbeque, Northampton, MA

Bartender/Server/Host, July - November 2020

- Handled more than 100 customers during lunch our with friendliness and efficiency
- Utilized public relation skills in working with general public
- Maintained high energy while balancing many demands

Steve Student

Chicopee, MA, 413-595-5959, steves@umass.edu

EDUCATION

University of Massachusetts Amherst, May 2025

Bachelor of Music, Music Education, GPA 3.7

Cambridge University, England, Summer 2023

Advanced courses in music theory and composition

Relevant Courses: Instrumental Technique courses in Trombone, Trumpet, Violin, Cello, Percussion, Saxophone, Clarinet; Computers in Music Education, Choral Music in the Public School

Computer Skills: MS Office, Cubase, Musicshop

Language Skills: Fluent French, basic German

TEACHING EXPERIENCE

Student Teacher

Longmeadow High School, Longmeadow, MA, 2023 - 2024

- Create lesson plans and taught three sections of music appreciation class
- Implement classroom management successfully
- Tutor students individually during after-school program

Private Music Teacher

Amherst, MA, 2021 – 2023

- Instruct students ages 9-16 on fundamentals of trombone
- Teach group lessons of up to six students
- Market services online and in print

After School Program Coordinator

Amherst Regional Middle School, Amherst, MA, 2021 - 2022

- Worked with interdisciplinary team to develop after-school program for “at risk” students
- Facilitated and supervised recreational activities
- Mentored individual students

ENSEMBLE EXPERIENCE

Orchestral

- University of Massachusetts University Orchestra Trombone Section Leader
- Guest appearances at all Five College Consortium orchestras
- Amherst College Orchestra fully funded tour to Los Angeles, CA
- Pioneer Valley Symphony Orchestra, soloist

Brass Quintet

- University of Massachusetts Brass Quintet
- All Nation Brass Quintet
- New England Conservatory Youth Brass Quintet

Marching Band

- University of Massachusetts Minuteman Marching Band
- Boston Metropolitan District Commission All-Stars

Megan Griffin

megriffi134@gmail.com | 413-387-5555 | Easthampton, MA

EDUCATION

University of Massachusetts Amherst, May 2026

Bachelor of Arts, Major: Women, Gender, and Sexuality Studies, GPA 3.5
Commonwealth Honors College

Language Skills: proficient in Spanish – spoken and written

Computer Skills: Mac and PC; Microsoft Word, Excel, PowerPoint, Publisher; Adobe Photoshop

Certifications: Adult First Aid/CPR/AED, 2024

HEALTH-RELATED EXPERIENCE

Department of Public Health, University of Massachusetts Amherst, 2023 – Present

Administrative Assistant

- Assist secretary, communicate with students, and contribute to outreach and marketing campaigns while working remotely
- Organize and distribute safe sex information information for college students

Life Education Center, Tamil Nadu, India, spring 2024

Teacher

- Taught English and computer skills to young women in groups of 15 students
- Designed and instructed math course
- Participated in weekly discussion groups to discuss empowerment issues facing women

Health Services, University of Massachusetts Amherst, fall 2023

Peer Health Educator

- Co-facilitated workshops to educate college students about various health issues including sexual health, alcohol, drugs, and eating disorders
- Distributed condoms and information about health issues

Amherst Survival Center, Amherst MA, 2021 – 2023

Food Volunteer

- Cooked food, stocked pantry and served lunch 2 times per week for up to 50 clients
- Collected data via email surveys and in-person interviews to improve center services

Health Services, University of Massachusetts Amherst, 2021 – 2022

HIV Hotline Receptionist

- Handled highly confidential medical information, answered telephones, coordinated appointments
- Coordinated, assembled and restocked safe sex materials for college students

Sample Action Verbs

| | | |
|----------------|-------------|--------------|
| Accomplished | Constructed | Finalized |
| Achieved | Consulted | Fixed |
| Acquired | Contributed | Formalized |
| Acted | Cooperated | Formed |
| Administered | Coordinated | Formulated |
| Advertised | Created | Fostered |
| Advised | Curated | Founded |
| Advocated | Customized | Gained |
| Aided | Decided | Gathered |
| Analyzed | Delegated | Generated |
| Appraised | Delivered | Guided |
| Approved | Designed | Handled |
| Arranged | Determined | Headed |
| Assessed | Developed | Helped |
| Assisted | Devised | Hired |
| Attained | Diagramed | Identified |
| Authored | Directed | Illustrated |
| Brainstormed | Discovered | Implemented |
| Briefed | Displayed | Improved |
| Budgeted | Documented | Increased |
| Built | Drafted | Initiated |
| Calculated | Edited | Instituted |
| Campaigned | Enabled | Instructed |
| Chaired | Enacted | Interpreted |
| Classified | Enhanced | Introduced |
| Coached | Enlisted | Investigated |
| Collaborated | Ensured | Launched |
| Collected | Established | Led |
| Communicated | Evaluated | Leveraged |
| Completed | Examined | Maintained |
| Complied | Exceeded | Managed |
| Composed | Excelled | Maximized |
| Computed | Expanded | Mediated |
| Conceptualized | Expedited | Mentored |
| Conducted | Explained | Met |
| Conserved | Facilitated | Monitored |

Motivated
Narrated
Negotiated
Observed
Obtained
Operated
Optimized
Orchestrated
Organized
Originated
Outperformed
Overcame
Overhauled
Participated
Perfected
Performed
Persuaded
Planned
Prepared
Presented
Prioritized
Produced
Programmed
Projected
Proofread
Proposed
Provided
Publicized
Published
Purchased
Ran
Ranked
Reached
Read
Redesigned
Refined
Renovated
Reorganized
Reported
Researched

Resolved
Responded
Restored
Reviewed
Rewrote
Scheduled
Screened
Simplified
Solicited
Solved
Specialized
Spoke
Storyboarded
Strategized
Streamlined
Strengthened
Substantiated
Succeeded
Summarized
Supervised
Supported
Synthesized
Taught
Tested
Trained
Transformed
Translated
Troubleshoot
Updated
Upgraded
Utilized
Validated
Verified
Visualized
Won
Wrote

Cover Letters

Basics

A cover letter is a letter of introduction that you submit with your resume when applying for opportunities. The cover letter works in tandem with your resume; while your resume presents relevant data and facts about your skills and experience, a cover letter is a narrative, whose purpose is to highlight and expand upon your most relevant experiences that align with the requirements of the position. The cover letter is also a chance to share your knowledge of, and interest in, the employer and to move to the next step in the hiring process: a job interview.

A cover letter should be no longer than one page, and ideally 3 or 4 paragraphs. You should include an opening and closing paragraph in addition to the main content. Your name and contact information should match what is on your resume, and we recommend using business professional format, with the date and employer's contact information at the top, under your header.

Letters should be tailored for each position (no generic letters or templates!) and be addressed to an individual. If no name is available, then address it to the Hiring Manager, Search Committee, or Internship Coordinator (or something similar).

Keep in mind: there is no such thing as a good general cover letter. Each job or internship you apply for requires a demonstration of how your qualifications fit with a specific company or organization, and should reflect the attributes the employer is seeking for a specific role. It's an opportunity to connect the dots for the employer and show why you are a great fit for them.

Before You Begin

Research! Be sure you understand the employer, the position, and how your skills, education, and experience align with what they need. Carefully re-read the job description to identify the required qualifications and scour the company/organization website and LinkedIn pages to understand the culture. Search online for articles, reviews, or press releases related to the organization and its activities. Your cover letter should convey that you understand what the company is about and that you understand the position.

Identify the main qualifications the employer is seeking. Consider how your courses, academic projects, internships and jobs, volunteer experience, and extracurricular activities relate to the responsibilities and qualifications for the job. Jot these down.

Choose 2 or 3 of the most relevant examples from your experiences that match the qualifications for the job.

Demonstrate to the employer that you've done your research by connecting the position to your skills and experience. For example: "It's my understanding that you're seeking candidates who possess strong writing and editing skills. My internship at a publishing house enabled me to develop those precise skills through..."

End on a positive and enthusiastic note. Remember to thank them for their time and reiterate how excited you are about the possibility of working with them.

Parts of a Cover Letter

Your contact information

Date

Employer Name, position title

Company Name

Company address line 1

Company address line 2

Salutation: Dear _(first name last name)_____

Opening Paragraph: Identify the specific position you are applying for and how you heard about it. If this is for an internship, indicate what time period you are applying for. Convey enthusiasm for the employer and the position (this is where your research comes in, so show you know something about the company/organization). You are answering the question: "Why them?" Then, describe something about yourself that connects you to the position. Answer the question: "Why you?" Enthusiasm goes a long way. You might also want to tell them to please find a copy of your resume attached.

Body paragraphs (1 or 2): This is where you connect the dots between the opportunity and yourself, by sharing one or two examples of why you are an ideal candidate. Choose examples of work you have done in the past that are directly related to what the employer needs you to do in this role. Then be specific, using the STAR technique if

helpful (describe a **Situation** you faced, a **Task** you were responsible for, the **Action** you took, and the **Result** of your action).

For example: As an Arts Administration Intern with the Community Project, I was assigned to review our membership outreach processes and make recommendations on how to increase our donor base. To accomplish this, I analyzed our past outreach methods and member lists and noticed that we were contacting the same donors repeatedly while adding very few new prospects annually. I recommended that the organization increase outreach by utilizing shared member databases from other, similar organizations, and by researching on LinkedIn, to add 20% more potential members each cycle. This resulted in 45 new members in the first quarter, a 5% increase.

Closing paragraph: Close on a positive note and be brief. Thank the employer for their time and consideration, reiterate your enthusiasm for the position, and tell them you look forward to speaking with them soon to discuss how your skills and experience can help them attain their goals. Remember, the goal of the cover letter (and resume) is to earn an interview, not to express everything.

Sincerely,

Your name here

Cover Letter Samples

(starting next page)

Angelina Woods

Amherst, MA, 413.000.1658, awoods@umass.edu

March 14, 2025

Sandra Taylor, Art Director
Oblong Design Group 39 Woods Ave.
Boston, MA 02118

Dear Sandra Taylor,

I am applying for the Creative Design Assistant Summer Intern position at Oblong Design Group that I found posted recently on Handshake. I am working towards a Bachelor of Fine Arts from the University of Massachusetts Amherst with a focus on Graphic Design and was incredibly excited to find this internship posting. I understand you are seeking someone to assist with the creation of a wide variety of materials associated with the firm's global marketing campaigns and initiatives and I believe I am a perfect fit for this role. The Oblong Design Group's dedication to addressing pressing social issues from climate change to extreme poverty makes me especially keen to intern with your firm.

As an Office Assistant in the Art Department this past semester, I used Adobe Creative Suite to create departmental graphic products such as logos, flyers, and handouts, and did so as part of a team and independently, learning how to accept feedback and adjust my work as needed. I accomplished this by listening carefully to suggestions, asking questions and taking everyone's needs into consideration, which ultimately led to a better product overall. I also worked in tandem with content writers and copyeditors to consistently produce marketing materials under deadline. These are attributes I would enthusiastically bring to my role as a summer intern with Oblong Design Group.

I know that I have the skills, training and experience it takes to produce compelling images for your web and print publications. Please find my resume and portfolio samples attached, to see how I've turned ideas into reality.

I would appreciate the chance to speak with you at your convenience to learn more and discuss how I could add value to your summer internship group. Thank you for your time and consideration in reviewing my application.

Sincerely,

Angelina Woods

Michelle Smith

email@umass.edu • 555-555-5555 • Amherst, MA

November 21, 2024

Audrey Garcia, Hiring Manager
Generic Publishing
111 State Street
Northampton, MA

Dear Audrey Garcia,

As a senior English major at UMass Amherst who will soon graduate in December 2024, I was thrilled to see the Editorial Assistant posting on your website. I am applying to this position because I have dedicated my academic career and extracurriculars to making a positive impact on society through helping writers, and I admire Generic Publishing's commitment to promoting social justice through written works.

My experiences with editing allow me to effectively help writers with their projects. I have taken coursework in copyediting and peer tutoring for writing during which I have researched best editing practices. I implement the skills I have learned in these courses as an editor of my school's literary magazine, Jabberwocky. For Jabberwocky, I collaborate with and encourage authors to ensure their work grows into a coherent piece of writing. It can sometimes be challenging to work with writers who have different expectations than the publisher, and I mitigate these challenges by communicating clearly and frequently with authors and other editors to avoid larger problems in future stages of editing. Researching best strategies for editing and then actually putting these strategies into practice as an editor gives me not only the skills but the confidence to be an effective editor for Generic Publishing.

As a first-year student, I took a course on social justice and writing, and since then have worked to help causes that I care about with my writing skills. For the past three years I have volunteered at the Amherst Community Center, working with middle school girls to create a monthly magazine about feminism. I help the group of around ten girls to brainstorm, research, write, edit, design, publish, and distribute the magazine. I find this work to be so fulfilling as I not only help these girls gain valuable writing and communication skills, but I encourage them to make a positive impact on the world around them. I hope to continue helping writers make positive impacts as an Editorial Assistant at Generic Publishing.

Thank you for reading my application materials. I look forward to the opportunity to speak with you and learn more about how I can contribute to the Generic Publishing team.

Sincerely,
Michelle Smith

Resume and corresponding Cover Letter Sample

(starting next page)

Matt Bloom

Amherst, MA | mablm7@gmail.com | 413-899-3333 | www.linkedin.com/in/mattbloom

EDUCATION

University of Massachusetts Amherst, Bachelor of Arts, December 2025

English Major, GPA: 3.3

Professional Writing and Technical Communication Specialization

SKILLS

Language: Intermediate Spanish

Computer: Microsoft Office – Word, Excel, PowerPoint, Publisher

RELEVANT COURSEWORK

Professional Writing and Technical Communication 1

Course Participant, Fall 2023

- Analyzed and practiced software documentation and information hierarchy
- Drafted user profiles and studied principles of audience analysis
- Produced 25 page documentation manual for Microsoft Word designed specifically for Life Science students

Introduction to Professional Writing

Course Participant, Fall 2023

- Researched and presented information on gene-editing techniques for an audience of non-specialist English majors in an hour-long, group presentation
- Gained familiarity and practice with writing a variety of professional genres, including cover letters, resumes, and business memos
- Wrote 25 page grant proposal requesting funds for expansion of Amherst Jones Library

WORK EXPERIENCE

River Valley Market, Northampton, MA

Wine and Cheese Department and Prepared Foods Team Member, April 2020 – present

- Collaborate with team members in high-demand customer service atmosphere
- Serve as go-to person for problem solving strategies
- Work with diverse group of customers while handling multiple demands
- Keep up-to-date about natural foods and co-op principles

Rafters Sports Bar & Restaurant, Amherst, MA

Server/Host, April 2019 – November 2020

- Balanced multiple responsibilities while staying upbeat and calm
- Provided efficient and quality service in high demand environment
- Managed large cash flows of \$5,000 to \$8,000 per day

Matt Bloom

Amherst, MA | mablm7@gmail.com | 413-899-3333 | www.linkedin.com/in/mattbloom

Cytokinetics Inc.
625 Trapezoid St.
Boston, MA 02101

Dear Internship Hiring Manager,

I write to apply for the position of IT Communications Intern at Cytokinetics Inc., as advertised on Handshake. I am a sophomore English major with a specialization in Professional Writing and Technical Communication at the University of Massachusetts Amherst. I believe that my technical writing background and interest in the life sciences makes me a strong candidate for this position.

As a part of my coursework in the Professional Writing and Technical Communication program, I have taken classes that prepare me for the kind of day-to-day work involved with technical writing. In my Professional Writing and Technical Communication 1 course, I wrote a 25 page software documentation manual for undergraduate life science students using Microsoft Word. The manual was designed to walk users through some of the advanced features of Microsoft Word—data representation, tables, formatting tools—that they might need as life science students. I believe that this audience-based documentation strategy, along with the principles of information hierarchy and page design that I learned in the course, would transfer well to this IT Communications Intern position.

I understand that the job will involve a great deal of on-the-job learning, and I believe my coursework has prepared me for this. In my Introduction to Professional and Technical Writing class, I worked collaboratively with other students in a group research and presentation project on gene-editing techniques. We practiced intensive research skills on a highly specialized topic and were tasked with presenting that information in an hour-long presentation for a non-specialist audience. I believe that the techniques I learned for researching, organizing, and collating large amounts of difficult information, along with the communication and presentation skills I possess, make me well-suited for this internship.

I am a hard worker and fast learner. I am excited at the prospect of working with and learning from a life sciences biopharmaceutical company like Cytokinetics Inc. as my first internship experience.

Thank you for your time and consideration,

Matt Bloom

CVs

What is a CV?

A Curriculum Vitae, or CV, is a list of accomplishments and qualifications usually used when applying for graduate school, grants, fellowships, artist residencies, and teaching opportunities. A CV is similar to a resume, but there are key differences. The advice on this document is mainly for United States CVs and pertains to undergraduate students.

Your goal when making a CV is to clearly, efficiently, and with common words show your audience that you have the qualifications for the position (or grant, fellowship, residency, etc.).

The Basics

It takes time to prepare an effective CV. Don't forget to update it after a new accomplishment!

Organization/Content

Try to include and arrange information according to the relevance it holds for your audience. For instance, if you apply to a history grad program, "Performances" won't be relevant, but a "Performances" section is relevant if you apply to a music program.

- Heading
 - Write your name at the top on a line by itself.
 - Include contact information under your name.
- Education
 - List your degree(s) and institutions. Don't forget to include the degree you're currently working on!
- Teaching (does what you're applying to involve a teaching component?)
 - Include any teaching, tutoring, or mentoring experience you may have. For example: working in a writing center, tutoring students (in any subject), mentoring new students, working as a Teaching Assistant (TA), assisting in a K-12 class, being a camp counselor, etc.
- Research (are your research or research skills relevant?)
 - You can include your thesis/capstone and any substantial projects or papers you've worked on.
 - Additionally, (if these apply to you—many students won't have these accomplishments yet) include: publications, conference presentations, honors, awards, fellowships, grants, and research experience.
- Arts Performances/Showcases/Exhibits (is what you're applying to in a fine or performing arts field?)

- Include solo or ensemble performances, gallery showings, exhibitions, festivals, arts groups/troupes you belonged to, etc.—anywhere you were able to share your work!
- You may also include awards or honors.
- Additional Experience
 - You can include non-academic work, but try not to let it overwhelm your academic/arts work.
 - You may also include school organizations/committees; community outreach; volunteering; professional development; certificates; training; professional affiliations; language skills; technical skills; etc.

Format

- Don't use a template. Start from a plain Word or Google doc. You don't need to make your CV pretty or creative.
- For emphasis, use bold and capital letters. Avoid headers/footers, columns, lines, underlines, and borders.
- Unlike a resume, a CV can be as many pages as you need (but note that applications may require a "brief" or 1-2 page CV).

Some Finer Points...

- Know and write to your audience. Every time you send out a CV, it should be customized to your audience.
- CVs don't usually include as much explanatory text as resumes. If you include descriptions for experience/accomplishments, be brief. **Do include explanatory text if:**
 - An experience is completely different from what that position implies.
 - You describe a project/research position.
- Entries under a section heading should be in reverse-chronological order (most-recent first).
- UMass is a nickname—write "University of Massachusetts Amherst" every time.

A Final Note...

- Look at recent successful CV examples in your field. If you have a friend in your field who was recently accepted into grad school or an arts program, ask to see their CV.

CV Samples

(starting next page)

Celia Vie

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EDUCATION

May 2025 **BA in English**
University of Massachusetts Amherst
Specializations: Creative Writing; The Study and Practice of Writing
Senior Thesis: "Poetry, Literacy, and Rising Automation"

2023 **Oxford Summer Seminar Study Abroad**
Oxford University, Oxford, England

Awards

2022– Dean's List
2023 English Opportunity Fund Award
2023 Humanities and Fine Arts Summer Internship Scholarship
2021 Chancellor's Scholarship

TUTORING / MENTORING

2023– **Writing Tutor**
University of Massachusetts Amherst Writing Center
2022– **New Student Mentor**
University of Massachusetts Amherst

RESEARCH

2021–2022 Poetry Program Research Assistant
University of Massachusetts Amherst, English Department
Collected data on requirements of over 50 poetry programs across the US.

Publications

"Remembering Emily Dickinson," *The Scribe*, University of Massachusetts Amherst, 2024
"Writing During Wartime," *Jabberwocky*, University of Massachusetts Amherst, 2024

Presentations

"AI-Generated Poetry," Massachusetts Undergraduate Research Conference, April 2023, Amherst, MA.

SERVICE

2023– Contributing Editor, *The Scribe*, University of Massachusetts Amherst
2022– Secretary, Poetry Club, University of Massachusetts Amherst
2021–2023 DEI Committee Member, University of Massachusetts Amherst

EXPERIENCE

2023 Communications Intern, Emily Dickinson Museum, Amherst, MA

2020-2022 Head Lifeguard, Springfield Aquatics Center, Springfield, MA

LANGUAGES

Spanish, fluent

Portuguese, conversational

Mary Music

student@umass.edu | 123-555-4567 | Amherst, MA | [vimeo-portfolio-URL](#)

EDUCATION

2024 **Bachelor of Arts in Music, Performance (Classical) emphasis**
Minor in Philosophy
University of Massachusetts Amherst

PERFORMANCES

Selected Ensemble

2022– **UMass Amherst Classical Ensemble**, Piano
Monthly performances across campus

2021 **Band for *Hairspray* musical**, Keyboard
12 performances over 3 weeks

Solo

2024 **“All the Right Keys” Senior Capstone Recital**, Piano and Voice
Performed 8 pieces

2022– **Ware Nursing Home Music Night**, Piano
Featured soloist twice a month

2022 **Holiday Concert at Historic Deerfield**, Piano
Performed 3 pieces

Professional Auditions

2022 **Boston Classical Orchestra**

TEACHING

2020– **Freelance Piano Instructor**
Instruct 2-4 students weekly

2018–2020 **Chorus Assistant**, Northampton Middle School

PROFESSIONAL EMPLOYMENT

2020–2022 **Sales Clerk** at Pioneer Valley Music Store, Holyoke, MA

2019 **Youth Counselor** at Westfield YMCA, Westfield, MA

TECHNICAL SKILLS

Piano Technician; Online Music-Making Software

PROFESSIONAL MEMBERSHIPS

2021– Western Massachusetts Pianists' Association

Art Jones

student@umass.edu | 123-555-4567 | Sunderland, MA | [portfolio-link](#)

EDUCATION

- 2024 Bachelor of Fine Arts in Studio Art
Concentration in Animation
University of Massachusetts Amherst
- 2021 Associate in Arts in Liberal Arts Transfer
Springfield Technical Community College

PROJECTS

- 2023 *Unknown Journeys*, assistant artist
Animated digital platformer game made by Hadley Games, a small independent game studio based in Hadley, MA.
- 2023 “Animated Art Exhibition,” assistant curator
Digital exhibit of student art by University of Massachusetts Amherst students.
- 2022 *Remarks*, creator
Animated short film created as a final project for a “Animating Films” course. This film received a public showing during the Northampton Film Festival.

EXHIBITIONS

- 2023 “Community Artwork” at Springfield Art Museum
- 2023 “Graduate Exhibition” at Herter Gallery, University of Massachusetts Amherst
- 2022 “Rising Tide Exhibition” at Neilson Library, Smith College

PROFESSIONAL EMPLOYMENT

- 2022– Design Assistant at Hadley News Station, Hadley, MA
- 2021–2022 Videogame Animation Intern for Adventure Game and Mystery Game at East Coast Game Studio, New York, NY

AWARDS

- 2023 Cartoon of the Month, Animation Association
- 2020 Digital Art Award Honorable Mention, Art Society

TECHNICAL SKILLS

Art Studio Program; Digital Drawing Program; Film Studio Software

PROFESSIONAL MEMBERSHIPS

2022– National Cartoonists Society

2021– Video Game Artists Collaborative