

Welcome to Résumés and Cover Letters



We will start in a couple minutes. While you wait:

✓ Please mute (for now)



✓ Turn on subtitles (Note: REV's logo appears as "LIVE" on the top left corner of Zoom. This session is not being recorded.)

- Hover your cursor over the Zoom toolbar at the bottom of your Zoom screen
- Click on the three dots in the bottom right corner. Select "Show Subtitles"



✓ Display your name

- Hover your cursor over the square with your name and click on the three dots in the top right corner
- Use the "Rename" function to display your preferred name



✓ In the chat (centre, bottom of screen):

- Name, department, what you hope to gain after today's workshop?

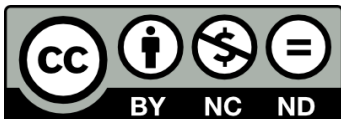
Résumé & Cover Letters



CLNx.utoronto.ca

STUDENT
LIFE

Career Exploration
& Education



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Land Acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

Access Check

We understand access to be a shared responsibility between everyone in this space. We strive to create an accessible space that reduces the need for you to disclose a disability or impairment for the purposes of gaining an accommodation. In doing this together, we strive to welcome disability, and the changes it brings, into our space. ([AODA Office](#), *University of Toronto*)

- **What do you need to engage in this virtual space today?**
- **Are there any access needs we could address as a group to support your engagement?**

Equity Statement

The Division of Student Life at the University of Toronto is driven by a mission to “enrich the university experience *for and with* students by fostering learning, growth, connections, community, and support” ([Student Life webpage](#), 2021).

Career Education seeks to do this through a commitment to equity, diversity, inclusion, access, belonging and reconciliation as we navigate career conversations and skill development, while simultaneously recognizing that career education is limited by its grounding in a Euro-Western worldview.

- **What is one thing we can each do today to contribute to an equitable and inclusive space? (*Please reflect privately; this will not be shared.*)**

Forms of Engagement

In this workshop, you can expect to engage through the following formats and mediums:

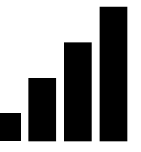
- Optional sharing on-mic and/or in the Chat
- Discussion questions and open Q&A (via Chat or on-mic, your preference)
- Various independent activities to integrate today's learning

A Plan for Our Time Together

1. Describe common components of a résumé and cover letter and the importance of customization
2. Identify key qualifications from a job description and how these qualifications can be expressed within a résumé and cover letter
3. Describe the value of accomplishment based statements and demonstrating relevant transferable skills on applications



What is a résumé?



A résumé is like...

- A) a sales pitch
- B) a movie trailer
- C) an academic paper
- D) your first assignment



CVs and Résumés: A Comparison

cur-ric-u-lum vi-tae

kə'rik(y)ələm 'vē,tī,'vītē/

Latin: *Course of life*

Focus on content-based knowledge

ré-su-mé

'rezə,mā,'rezə'mā/

French: *Summary*

Focus on skills

| | Academic CV | Resume |
|------------|---|--|
| Audience | Academics in your field | Employers hiring for a position |
| Length | Unlimited | 1-2 pages |
| Focus | Academic achievements and scholarly potential | Relevant skills & experience |
| Essentials | Education, grants & awards, publications, presentations, research & teaching experience | Demonstrating connection to the position through summary section and accomplishment statements |
| References | Included | Do not include |

Nuts & Bolts: Résumé Basics

(North American Context)



- 1 or 2 full pages

- number pages (i.e. 1 of 2)

- Name and contact info at top of both pages

- (don't include date of birth, citizenship or photo)

- Consistent formatting throughout

- Bullets, bullets, bullets!

- Recent & relevant!

Using the Job Posting

- Review your job posting to **identify key transferable skills**
- **Look for:**
 - **Frequency** of reference and order
 - ‘Read between the lines’
 - **Industry-specific** language and terminology
- **Research** the company, the hiring manager and the industry
- **Beware of scams!** Ask employers why they need certain information and never share your: banking details, credit card number, Social Insurance Number, date of birth, home address, picture, driver’s license number, and other personal information ***during the initial application process.***



Mapping Key Skills to Your Résumé

| Required Skill | Your Experience |
|----------------|-----------------|
| | |
| | |
| | |

Common Résumé Sections



- Summary or Highlights of Qualifications or Profile
- Education
- Awards & Scholarships and/or Achievements
- Experience
 - Relevant Experience
 - Work Experience
 - Research Experience
 - Leadership or Community Involvement Experience
 - Additional Experience
- Maybe also have:
 - Conferences & Training (or similar)
 - Certificates
 - Memberships/Affiliations



‘Highlights of Qualifications’ (HoQ)

- First section at top of resume
- 3 to 5 bullet points
- Summarizes your experience based on the key skills employer is looking for
 - Replaces ‘Objectives’ header
 - Tailor this section for each job you apply to
- All additional information in your resume should build on your Highlights of Qualifications section



Create an HoQ!

Examples:

- Two years experience working with children in delivering arts-based education
- Passionate about contemporary art and art history, with a desire to share my knowledge with others
- Demonstrated skill in developing and leading creative camp activities

ACTIVITY:

Create an HoQ with 1 of the following options:

OPTION ONE:

Create an HoQ for yourself!

OPTION TWO:

Create an HoQ for someone applying to the Sample Job Description

Share your HoQ in the chat
(optional)

Accomplishment Statements

- What are accomplishment statements?
 - Bullet points describing your experience!
- Why write accomplishment statements?



Types of Accomplishment Statements



Example 1:

Qualitative

- Designed a web-based, interactive manual that is currently in use by residence dons across the University of Toronto

Example 2:

Quantitative

- Sold tickets for 50/50 raffle draws at Varsity football games, raising \$2000 over the season to allow for the purchase of 30 team jerseys



Creating an Accomplishment Statement

Example 1: Qualitative

- Designed a web-based, interactive manual that is currently in use by residence dons across the University of Toronto

How would you turn the above accomplishment statement into a **QUANTITATIVE accomplishment statement? Share in the chat or raise your hand!**

Modify Your Accomplishment Statement(s) for Each Application!

- Employer needs someone with...

Sales Experience

“Sold tickets for 50/50 raffle draws at Varsity football games, surpassing \$2000 fundraising target needed to purchase new team jerseys.”

Project Management Experience

“Developed a project plan that outlined the project scope, key dates and success metrics resulting in exceeding raffle sales target before the deadline.”

Leadership Experience

“Coordinated a team of five volunteers, including hiring, training and supervising, to ensure all raffle sales targets were met.”



What Purpose Does a Cover Letter Serve?

- Introduce yourself
- Highlight most relevant skills and experience
- Demonstrate your research and writing skills
- Explain why you are interested in the position

Format and Structure

FORMAT

- One-page business letter
- Use the same document header as your resume

STRUCTURE

- Employer's name and address (not a full address!)
- Date: Top Left
- Salutation: Use hiring manager's name if possible
- Opening & Closing Paragraphs
- 1 – 2 Middle paragraphs
- Express your interest for the role
- Close with a business-appropriate signature



Introduction/Opening Paragraph

What/Where

Summary of
skills/experience

Interest

I am writing concerning your posting of 'Professional Year Experience Intern, Engineering' posted on the University of Toronto's Engineering Career Centre website. I have had the opportunity to hone skills on hands-on biomedical engineering, and I am seeking an opportunity to apply these skills to solving real-world issues. I am eager to participate in Procter and Gamble's internship program as it would allow me to grow alongside a multidisciplinary team, while simultaneously bringing my problem-solving skills to the forefront.

Up Next: Conclusion/Closing Paragraph

Conclusion/Closing Paragraph

Thank Employer

Summarize your skills

Discuss Next Steps

Thank you for taking the time to review my application. With my hands-on experience in biomedical engineering and relevant coursework, I look forward to contributing to Procter and Gamble's values of improving the lives of the world's consumers. I hope to have the opportunity to discuss my candidacy in an interview. I am excited to hear from you.

Middle Paragraphs

Two ways to structure:

Skills-based

or

Experience-based

- When writing a middle paragraph DO:
 - Add new descriptive information that adds to the information on your résumé
 - Ensure each paragraph includes an accomplishment (preferably quantitative)
 - End each paragraph by relating to the organization or job you are applying to

Skill-Based Middle Paragraph

- Summary of experiences related to a particular skill.
- Example for art education facilitation:

Accomplishment
Statement

Added
Information

Relation to Your
Job Application

Over the past 2 years, I have developed skills in facilitating arts-based educational activities. In several roles, I have assisted in classroom management by guiding groups of learners ages 5 to 10 in completing camp activities. I am excited by the opportunity to apply my skills at the Harbourfront Centre to support innovative education programs while continuing to develop my classroom management skills.

Experience-Based Middle Paragraph

- One paragraph describes a past job that contains all the required skills
- Example: “research reporting”:

Accomplishment
Statement

Added
Information

Relation to Your
Job Application

As a Research Assistant, I worked with a research team of five scientists. I observed and recorded the results of 10 tests daily on average. To end each day, I wrote a report summarizing the day’s results, and briefed the professor overseeing the experiment. As an intern at MaRS, I would apply my research reporting skill to assisting scientists perform ground-breaking research.

Identifying Skills & Experience Paragraphs

Example 1:

As a retail assistant at the Eaton Centre, I worked with 200 different store locations to ensure customer satisfaction with curbside pick-up. I worked with staff to coordinate 100+ pick-ups daily, while simultaneously handling confidential information and redirecting consumer concerns. This experience in customer service will increase my capacity to effectively build a customer base as a Supervisory Barista with your café.

Example 2:

During my education, I have developed skills in customer service through multiple roles which allowed me to interface with clients and guests. In several roles, I worked with guests directly to ensure exceptional service and guest experience in a restaurant environment. In my most recent on-campus role, I was able to further develop my interpersonal skills in managing a team of 5 peers. The development of these skills is directly transferable to my application as a Supervisory Barista with your café.

Key Messages

Apply as early as possible!

Network (attend a networking workshop!)

Try to contact the hiring manager or recruiter

Balance quality and quantity

Tailor EACH application

Practice resiliency – wins and losses are normal!

Next Steps

- Edit your résumé and cover letter
 - *Ask a friend to review spelling, grammar, and flow*
- Review the [Résumé and Cover Letter Toolkit](#) & the [Résumé Workbook](#)
- Review [Career Start](#) to prepare your job search documents
- Learn about the standards in your industry:
 - *Review résumés written by recent grads in your field*
 - *Ask a network contact in your industry to review your résumé and cover letter*
- Book an online 'Resume Ready' appointment on CLNx
- Explore 'GoinGlobal' via CLNx for guidance on international application documents
- Attend another online workshop (Job Search Strategies, Interview Strategies, and many more available on [CLNx!](#))

Thank You – Q & A



To ask a question:

- ✓ Unmute
- ✓ Turn on your video if you like
- ✓ Use the chat



Before you leave:

- ✓ In the chat, share:
 - ✓ What has been your key take-away from today's session?

Student Life Online

- Find answers to [Frequently Asked Questions](#) regarding **Student Life programs and services** during COVID-19
- Find [answers to frequently asked questions](#) about coping with **stress, residence, help for international students and safety abroad** from the Office of the Vice Provost, Students.

Be Well

- U of T My SSP: Call **1-844-451-9700** or **001-416-380-6578** (outside North America) or download the app at the [Apple App Store](#) or [Google Play](#). Immediate counselling support is available in 35 languages and ongoing support in 146 languages.
- [Good2Talk Student Helpline](#): Call **1-866-925-5454**. Professional counseling, information and referrals student helpline for mental health, substance use disorder, and well-being.
- [Anishnawbe Health Toronto Mental Health Crisis Line](#): Call **416-360-0486**

Seeking Mental Health Support at the University of Toronto

SEEKING MENTAL HEALTH SUPPORT AT THE UNIVERSITY OF TORONTO?



No matter where you are on the mental wellness continuum, from being proactive about your well-being, to feeling stressed and needing urgent help, U of T is here to support you.

We want to empower you to find the resources you need to feel and do your best. We have two new tools to help you.

Navi & Mental Health Resource Hub



An anonymous chat tool that can respond to specific questions and direct you to helpful resources. Check out Navi if you want help on specific topics, like test anxiety or roommate issues, or if you're simply feeling stressed but don't know where to start.

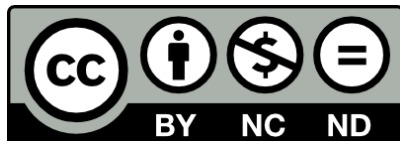
Look for the Navi icon on many U of T websites or visit **uoft.me/navi**.

MENTAL HEALTH RESOURCE HUB

A website where you can browse programs and services on all campuses, build a personal tool kit of apps and resources or explore the stepped care model of service.

mentalhealth.utoronto.ca

If you are in crisis, visit **uoft.me/feelingdistressed** or call/visit My SSP at **1-844-451-9700** or **uoft.me/myssp**



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