



RÉSUMÉ AND COVER LETTER TOOLKIT



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This Toolkit provides information about creating résumés and cover letters, as well as samples to get you started. There is no one way to write a resume, but there are some best practices you should follow which will be demonstrated in the tips and samples that follow.

REMINDER: a resume is different in many ways to a CV; please consult the [Creating an Academic CV](#) guide for more information on developing your CV.

What is a Résumé and a Cover letter?

- A résumé is a summary of your academic background, paid and unpaid work experience, achievements, and co-curricular experiences. It is a strong statement of your skills, abilities, experiences, and accomplishments presented in a way that demonstrates your ‘fit’ for the role you are applying to. It motivates employers to meet you to discuss employment opportunities.
- A cover letter is the link between your résumé and what you can contribute to potential employers. Your cover letter will demonstrate why you want to work for this employer, your understanding of their needs, and how your skills and experience would make you a good ‘fit’ for the role and organization. It also allows you to demonstrate your communication skills and your passion and energy for the role you are applying to.
- Résumés and Cover letters can assist you in landing an interview with a potential employer. The documents give focus to your job search, and assist you in identifying the skills you have to offer an employer. They are not static and will change to reflect your development. Importantly, these documents should be modified each time you apply for a unique opportunity and targeted specifically towards that opportunity.
- Remember: there is no one right way to present yourself on paper. In fact, there are several effective ways for you to demonstrate your fit for an organization. It is beneficial to research the preferred way to present these documents to employers in your field. In addition, be mindful of how you format your resume, particularly with the increased use of applicant tracking systems (ATS) to assess online applications.

Writing a Résumé and Cover letter

Potential employers assess the documents you send with **their** needs in mind, so it is important that your resume and cover letter be tailored to specific positions and individual employers.

- The most effective résumés and cover letters highlight the link between your skills, experience and professional interests and how they could contribute directly to the employer’s needs. This is achieved by connecting to the employer needs and using key words from the job posting and industry-specific language and terms.
- It is also important to remember that employers and recruiters spend limited time reading application documents, which means your resume, and cover letter should be written and formatted in such a way that allows the employer to quickly assess your candidacy and make you stand out as a strong candidate.

STEP 1: IDENTIFY THE KEY SKILLS AND EMPLOYER NEEDS FOR THE POSITION

Do your research to identify the key requirements of the role and needs of the prospective employer. Start with the duties listed in the job posting. (If you do not have a job posting, try looking up a job description for a similar role).

If you are applying for positions that have not been advertised, you will want to learn everything you can about the industry, and the organizations in which you are interested.

For a well-tailored résumé and cover letter, you will need to do the following types of research:

- *Occupational research:* What does someone in this role normally do? What is outlined in the job description? Further occupational research or informational interviews will reveal the skills, knowledge, and training needed for the position.
- *Organizational research:* What type of business or industry is this organization a part of? What have they done (what is their history)? Where are their future plans (what are their objectives and strategies)? Who are their competitors? Who are their clients? What are the organization's values (look for their mission statement)? What challenges are they facing? What is the organizational culture? What does diversity and inclusion look like in their company?
- *Industry research:* What factors affect the industry? What impact do such issues as global or national trends, political decisions, or economic realities have on the industry?

STEP 2: IDENTIFY YOUR SKILLS AND COMPETENCIES

Skills and competencies are abilities or traits that you have developed or acquired through training and / or experience across your academic, professional work or extracurricular experiences. You can think of them in this way:

- Skills can be specific learned activities that describe **'what'** you can do. Skills can be

divided into general e.g. problem solving skills, collaboration, adaptability or presentation skills, or technical e.g. programming, project management, coding, Adobe Photoshop.

- Competencies (the attitudes and behaviors) tell the **'how'** you get things done e.g. business acumen, relationship management, emotional intelligence.

You may also hear the terms soft-skills (interpersonal or people skills, listening skills, time management, empathy) and transferrable skills ('portable' skills; abilities or expertise transferred from one role to another and can be used in a number of different places e.g. critical thinking skills, research skills, negotiation skills, teamwork, leadership).

When creating your résumé and cover letter (and later preparing for interviews) it is essential to fully understand what each one of these broad skill/competency areas comprises within the context of the role. That way, you will be able to successfully describe how your experience addresses the breadth of skills the employer is seeking. For example, analytical skills can include identifying needs, gathering information, investigating; observing, analyzing information/data; evaluating; solving problems.

The second step in creating a résumé or cover letter is to consider the skills you possess. Through examining your experiences—education, paid or volunteer work, co-curricular activities, accomplishments, awards, sport, and personal experiences—you will create a catalogue of your skills. This is the raw material you use to create an effective and powerful résumé and cover letter.

Begin by identifying previous experiences where you have used certain skills needed for this role.

Here are a couple of examples:

Experience	Skills Acquired
Course project: I interviewed five people in social work to ask about the social determinants of mental health. After interviewing the social workers, we analyzed the information we obtained and compared it to two articles about the social determinants of mental health selected by the professor. We further analyzed the information gathered and then wrote a thousand-word summary of findings.	• Communication skills in interviewing social workers • Gathering data through interviews • Analyzing data • Evaluating information for relevance • Solving problems with data analysis • Written communication skills
Outreach coordinator with the University of Toronto Aerospace Students' Association: Role involved increasing the club membership, which involved going to large events related to engineering and meeting new students who might be interested in the club. I also began a blog about the fun and cool things that involved aerospace. I improved the website look and content and updated content regularly.	• Communication skills to present ideas to new members • Ability to influence others to join club • Research skills for ideas for blog • Technical skills (html) for improving website

STEP 3: CONNECT WHAT THE EMPLOYER REQUIRES TO YOUR SKILLS AND EXPERIENCE

Now that you know the skills the employer is seeking and the skills you have, you can begin to link or match them clearly. The chart below shows how the potential employer's needs can be linked to your skills and related experience.

Employer's Needs	Your Skills & Competencies	Your Related Experience
Train volunteers	Training	Trained new cashiers at bookstore, trained other employees in opening and closing procedures
Analyze market conditions and possible trading trends in the Pacific Rim	Analysis	Analyzed market trends to accurately forecast in April the price of gold during a student project
Work in a fast-paced environment and on a project with tight delivery deadlines	Working to deadlines Working under pressure	Worked as a server in a very busy restaurant one summer, with long hours and sales targets to meet
Respond to ad-hoc requests from the executive, financial or marketing teams when insights into data are needed	Flexibility Responsiveness to ad-hoc requests	Managed a busy customer service desk or phone help line, requiring a flexible, adaptable approach to unpredictable requests
Experience using databases and statistical packages for analyzing datasets (Excel, SPSS, SAS, SQL)	Technical analysis skills; experience of specific databases	In class project work, thesis, office work using Excel, volunteer work doing customer surveys and data analysis

ADDITIONAL RESOURCES

Here are some resource sites where you can find information on key employment skills:

- The Conference Board of Canada, Employability Skills 2000+: [conferenceboard.ca](https://www.conferenceboard.ca)
- 2020 Business Council of Canada Skills Survey: Investing in a Resilient Canadian Workforce: thebusinesscouncil.ca/report/investing-in-a-resilient-canadian-workforce/

THE RÉSUMÉ

Preparing a résumé

A résumé is an outline of your skills, experiences, and accomplishments. It is tailored, easy to read, and well presented. In 1-2 pages, utilizing your written communication skills, you give a strong account of yourself.

Structuring My Resume

What follows are the components or sections that conventionally appear on a résumé.

Personal information generally appears first, but after that, the order of these sections depends upon how you wish to market your experience to the field(s) you are targeting.

You will decide the best order in which to arrange your résumé based on the potential employer's requirements, the research you have conducted in your field and what you think is unique about you.

The tips included below apply to most situations, but remember that there may be circumstances where you might do something differently, depending on the type of position you are applying to.

Personal information

- Name, email, a personalized LinkedIn URL and / or additional website addresses (e.g. github), and telephone number(s) are usually part of the application.
- Other information, such as height, health, marital status, citizenship and personal photos are not included, as by Canadian law, this information cannot be asked for by an employer.

Highlights of Skills & Qualifications

- This summary section at the top of your resume is strongly recommended to quickly and concisely highlight what you have to offer.
- Include 3-5 bullet points providing an overview of the skills and experience you have that are relevant to the employer/position.
- Include relevant technical skills, certifications or languages that are of direct relevance.

Education

- Place the date beside your degree/diploma. If your degree is in progress, state the date you began to "present" or anticipated graduation date.
- Start with the most recent degree or diploma attained with your area of study, and educational institution.
- Mention CGPA, if strong (include the scale used at the University e.g., 3.7 on a scale of 4.0).
- List key courses, thesis topic if pertinent. You do not need to include course codes.
- Include any scholarships, bursaries, and awards.

Professional Experience (*commonly used in chronological formats*)

- List dates, position title, organization name, and location. Bold those items that you wish to draw attention to (e.g., title or organization name). Supervisor's name, mailing address, and telephone number are not necessary.
- Describe responsibilities by using accomplishment statements (please refer to the sample resumes for examples).
- Use an active voice to describe experience and avoid using personal pronouns.
- Be direct, assertive, and honest, but not modest.
- Include course projects if relevant to the position.
- Include paid experience, volunteer experience, and extracurricular experience.
- Keep the information straightforward and simple.
- Use past tense to describe past experiences, present tense for current experiences.
- Format the section so that it is easy to read (e.g. all the dates in the same place).

Volunteer and Co-curricular Activities

- This section can be included to demonstrate skills such as leadership, organizational abilities, communication, and teamwork developed while volunteering or involved in extracurricular activities (clubs, professional associations, community or campus activities hobbies) .
- You may also choose to include cultural, religious, or political activities, depending on their relevance and fit with the position and organization.
- Indicate whether positions were elected or appointed and articulate level of responsibility, duties, and special accomplishments.

References

- Unless specifically requested, do not include or refer to references in your résumé. By applying to a position, you are implying you have references to support the information you are providing.

Other Section Headings

- Other related and relevant experience
- Additional training, certifications, and/or professional development
- Memberships and professional affiliations
- Presentations and publications (more commonly found in applications to academic/ research positions)

RÉSUMÉ FORMATTING

- What format will you use to showcase your skills and experience most effectively?
- And what format would the employer be most receptive to receiving?

Make your choice based on what most powerfully highlights everything you have to offer to an employer, and what is generally the norm in your industry.

- **Chronological format** arranges work experience, volunteer experience, and extracurricular experience in reverse chronological order (start with most recent experience and work backwards). It is the most widely used format, and is best used when your career direction is clear and directly in line with your work experience. Many employers prefer this format.

- **Modified chronological format** allows for the changing of the order in which jobs are presented by grouping career-related experience together, while maintaining reverse chronological order. It is useful when work experience is scattered or not current and allows the experience most relevant to the position being sought to be highlighted. It is a mix of the chronological and functional formats.
- **Functional format** focuses on skills and experiences and presents these first, emphasizing competencies and abilities, as opposed to when or where those skills were developed. This format works best where an individual has little formal work experience or has gaps in employment history or is making a career change.
- **Creative format** is a free-form approach, not used very frequently. It is most often used by people trying to obtain work in the arts and wishing to present a résumé that, by its very structure, highlights their creativity.
- **Curriculum vitae (c.v.)** provides a complete profile of your academic achievements, publications, and scholarly interests, as well as skills developed through academic degrees and related teaching or research experience. It is most appropriately used when applying for an academic teaching or research position. The c.v. can also be required in applications to a graduate or professional program. In this case, the c.v. is really a more “academic version” of the résumé, as often the applicant does not have publications or teaching experience.

ACCOMPLISHMENT STATEMENTS

In describing your work experience, do not simply list responsibilities or duties. Instead use accomplishment statements to highlight what you achieved. To do this, start the statement with an active verb, follow with a brief description of the activity and finish with the result / impact of learning. Examples of these can be seen in the sample resumes at the end of this document.

FINAL STEP: ASSESS YOUR RÉSUMÉ

QUICK TIPS

- Most résumés are initially scanned for about 10 seconds. To maximize this short time, you must create a well-written, well-organized product that is easy to read and visually appealing.
- Organize your résumé so that you list your most relevant experience of interest to the employer at the top of your document.
- Begin with responsibilities and duties that are of most interest to the employer when describing an experience.
- Use point form in your descriptions, using accomplishment statements. Do not start your bulleted statements with “responsibilities included” or “duties” to describe your experiences.
- Use headings on your résumé that allow you to present yourself favorably (e.g., Research or Teaching experience).
- Consider the number of pages as résumé conventions vary. In Canada, typically, most employers expect to see a résumé that is no more than two pages long. In certain sectors, one page is the standard.
- Use only one font - ensure the font is clear, easy to read, and professional looking.
- Avoid using tables or resume templates, as these can be difficult to read where organizations use Applicant Tracking Systems.

EXPERIENCE SECTIONS

Did you look at the job posting to identify relevant knowledge, skills, and experience to reflect in your document?

Did you name the sections outlining your experience with the most appropriate titles: work experience, volunteer experience, extracurricular experience—or relevant experience, additional experience?

Do the descriptions of each experience begin with action verbs whenever possible?

Did you use keywords and phrases in the descriptions of your experience that reflect the position requirements?

Did you list position-related accomplishments? Were you able to quantify any of the

accomplishments (e.g., “Supervised forty-five phone operators,” or “Increased sales by \$25,000 during 2019 fiscal year”.)

Did you list the experience information beginning first with the most recent within each heading?

ACADEMIC PROJECTS SECTION

Did you consider if your academic work is relevant to the position, and if so, did you add information about your academic work?

EDUCATION SECTION

Did you provide information about the type of degree, school, and dates?

Did you include majors and specializations, and academic courses, if relevant to the position?

Did you list your educational information beginning with most recent first within each heading?

Did you include other training, licences, and certifications that further enhance your qualifications and are relevant to the position?

ADDITIONAL SECTIONS

Are these sections relevant to the job or show skills that are necessary or useful, and if not, can they be excluded?

OVERALL AND VISUAL IMPACT

Did you order the sections of your résumé according to their importance for the position?

Did you double-check the grammar, punctuation, and spelling?

Do you have consistency in headings, tenses, punctuation?

Did you order the information within each section in a reverse chronological order with most recent information listed first?

Did you check if your résumé should be one page or two pages? Is the layout clean and uncluttered?

Does this format market your skills, experiences, and accomplishments in the best possible light - chronological, modified chronological, or skills-based?

Is the font selection appropriate?

The Cover Letter

The cover letter should make a good first impression with the potential employer. As it accompanies a résumé, it showcases and highlights your skills and relevant experience, and is the link between your résumé and the employer's needs.

It communicates a specific and personalized message answering the questions:

- Why are you sending this résumé? / Why are you interested in this role?
- Why are you interested in the organization?
- Why should the organization hire you?

It takes time and practice to create an original, impactful, yet brief letter.

Some Tips

- Be specific. Too many cover letters contain statements that are either too general or are unlinked to the employer's needs. Offer your reader proof, in the form of an example, of an experience or activity that allowed you to use or develop key skills.
- Support your statements: link skills with related experience. For example, "In my capacity as president of the Fine Arts Students Club, I organize special events and lectures, monthly movie nights, and sing-alongs, as well as a yearly bus tour to New York."
- Use an active voice to communicate with clarity and confidence. Compare (*passive*): "In my position at Telus Mobility, a training manual for new staff was developed and written" with (*active*): "In my position at Telus Mobility, I developed and wrote a training manual for new staff."
- Ensure there are **no** spelling and grammatical errors.
- Avoid starting the letter with, "To whom it may concern." Include the hiring manager's name whenever possible; this may be found by looking at the organization's website or finding the hiring manager on LinkedIn or phoning the company and asking for this information. When the name of the person to whom you are sending the letter is not provided, simply write "*Re*" and add the position title".

Cover Letter Outline

The top few lines of the cover letter will include your personal details, as outlined on your resume (see sample cover letters).

Employer's name

Employer's address

Date:

Re: (Job Title, reference number)

Dear (contact person's name):

The introductory paragraph should state why you are writing. Specify the advertised position or outline the type of work you are seeking, why you are interested in working at this organization and in this role, and explain why the employer would have an interest in you. You may also mention how you learned of the opening (such as advertised position, trade magazine, family friend, or professor).

The middle paragraph(s), at most two or three, should highlight (by using concrete examples) your skills and experience, as they relate to the position you are seeking. For example, you can feature related work or volunteer experience, extracurricular activities, interests, education, training, or any other qualifications you may have for this type of work. Moreover, focus on what contributions you can make to the organization rather than how you would benefit from the experience if you are hired. When appropriate, you can elaborate on your courses, thesis topic, or fieldwork. Make sure your statements indicate that you have researched the organization and understand the nature of the work it does.

The final paragraph should thank the employer for their consideration of your application, and pave the way for an interview. If you are applying to a company without having seen an advertised position, suggest that you will follow up with a phone call.

Sincerely,

(your signature)

Your name

Samples

On the following pages, we have included some sample résumés and cover letters.

SAMPLE PROFILE (1): SARAH NEWART

Sarah is a graduate student, in the first year of a Masters program. She is applying for an advertised role as a Digital Marketing Coordinator with a company, Ecology Canada, that organizes conferences and events. Sarah uses this resume format to focus on her transferrable skills, developed through her work experience as a Don and organizing events at the University.

SARAH NEWART

647-321-9876

sarah.newart@mail.utorontoca

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

Ecology Canada
Mississauga, Ontario
DD/MM/YY

Re: Digital Marketing Coordinator (Ref. 1289)

Dear Saun Choy,

I read with great excitement about the opening for a Digital Marketing Coordinator at your company. I have followed the work that you do for some time and greatly admire your achievements in having, in four short years, run 80 environmental seminars and contributed to the creation of 500 environmental jobs. I would welcome the opportunity to apply my skills, qualifications and personal passion for this field, to this role within your company.

Over the last number of years, I have worked in roles with a large marketing component. I have planned, marketed and executed over 50 education and development programs for diverse audiences, some as large as 1,000 attendees and have used a wide variety of social media platforms to market the events to ensure maximum participation and engagement.

In addition, my academic background in Urban Planning, Geography and Sociology has allowed me to develop a strong knowledge base and an understanding of the intersection between planning, resources and the environment, a background I would certainly bring to working with environmental professionals with this role.

I would welcome the opportunity to speak with you to share my ideas as to where I could bring value to this role, with Ecology Canada. I am available at your convenience at the number or email listed above. Thank you for your consideration.

Yours sincerely,

Sarah

SARAH NEWART

647-321-9876

sarah.newart@mail.utoronto.ca

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

HIGHLIGHTS OF SKILLS & ACHIEVEMENTS

- ♣ 3 years Event Management experience
- ♣ 2 years Customer Service experience in retail and educational sectors
- ♣ Fully versed in multiple social media platforms, incl. Facebook, Instagram, Mailchimp Skype for Business, Google packages, Canva
- ♣ Extensive experience supporting and working with diverse and cross-functional teams
- ♣ Spearheaded a team of 60 peer mentors for an E-Mentorship program, for over 100 students
- ♣ Exceeded sign-up rates by 50% at UC's Thrive Orientation, resulting in over 200 applicants
- ♣ B.A. Sociology, minor in Human Geography

WORK EXPERIENCE

Program & Residence Don (University College), University of Toronto Aug. – May 2019

- Planned and executed over 32 social, educational and developmental programs for 300 students over an 8 month period, meeting learning outcomes and organizational goals
- Successfully launched new in-residence initiatives to tackle student concerns surrounding mental health for example, Exam-Care Week and Identify, Assist & Refer sessions
- Created and distributed creative and informative event posters, flyers, website pages and weekly social media posts, strengthening community engagement and attendance at events
- Increased the number of events from previous year by designing and implementing 8 new programs, including for example a multi-faith cultural lunch, while coming in on-budget
- Researched and liaised with food and equipment vendors for events from 20 – 300 people
- Successfully responded to student on-calls within college residence, handling matters requiring conflict resolution and problem solving in a professional and sensitive manner

Program & Administration Assistant, University of Toronto May – Sept. 2018

- Designed, implemented and managed an E-Mentorship program for 1,000 incoming 1st year students, easing their transition into university
- Managed a team of 60 peer tutors remotely and 2 work-study students, keeping strict weekly deadlines which were never missed
- Re-designed and re-marketed UC's Thrive Orientation, resulting in 50% more engagement across social media
- Planned and ran two Student Orientations simultaneously, the success of both of which were commended by the UC Dean of Students

Student Life Work Study Assistant (UC), University of Toronto Sept.2017 – May 2018

- Organized a 1 day U of T Leadership Conference, attracting 120 student delegates which received positive feedback from attendees and work supervisors

- Developed and recruited U of T alumni and professional speakers, scheduled group and individual break-out sessions and managed after conference social, developing conference management skills
- Created detailed, bi-weekly progress reports for supervisors using excel and shared google files
- Researched and designed 9 workshops to build student leadership skills, receiving full attendance at each workshop

Cast Member, Downtown Theatre, Toronto

July 2016 – Sept. 2017

- Cross-trained in guest services, concessions, floor and games arcade, requiring multi-tasking and flexibility to cover high volume areas
- Frequently requested by management to run challenging guest services desk and was commended for excellent, consistent work by supervisors
- Awarded two 100% Mystery Shopper Awards in 2017 in guest service attendant role
- Worked with a diverse team of staff to maintain health and safety standards
- Commended for zero errors in cash handling while holding down roles in highly pressurized areas

EDUCATION & AWARDS

University of Toronto, St. George Campus, Toronto

2014 – 2019

Bachelors of Arts, Sociology Major, with a minor in Human Geography & Drama

Awarded University College Merit Award

2019

Nominated and approved by the Merit Award Council for contribution to UC community

French Diploma & Peer Tutoring Award, Toronto High School

2014

TRAINING & CERTIFICATIONS

- Professionally trained in Conflict Resolution and Communication and Equity Inclusion 2018
- Trained in Sexual Violence Education and Prevention 2018
- Completed SafeTalk Suicide Prevention training 2018
- CPR-C & HCP trained and certified 2017

SAMPLE PROFILE (2): MAXWELL SMITH

Maxwell is an engineering student, preparing to enter his final year. Commonly in engineering, résumés are 1-page and focus both on engineering-related experience gained through class and co-curricular projects as well as through an internship. He is applying for an internship role.

Maxwell Smith

416-987-6543 | maxw.smith@mail.utoronto.ca | www.linkedin.com/in/maxwellwsmith/

[DD-MM-YY]

Proctor & Gamble
4711 Yonge Street
North York
Toronto.

Dear Hiring Manager,

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, and add value in solving problems in a multidisciplinary team.

Last summer, I had the opportunity to work as an engineering intern with Apotex Inc. In this role, I gained hands-on experience designing medical device parts using SolidWorks, and had the opportunity to present my designs for review to upper management. I tested the devices I helped to build using Instron and force gauges, completing tests of compression, impact, and high-cycle fatigue. Working in a cleanroom in the testing of the medical devices, I learned to use a particle counter to assess the status of the room. The results of my work were used in creating the final design of five medical devices, which are currently in the process of market testing with anticipated launch in the Canadian market in Spring 2021.

In 2018, I had the opportunity to participate in a school project where I worked in a team of three students to develop a modified asthma inhaler that uses a spacer device. With my team, I presented the inhaler’s design at a student conference at the University of Toronto, receiving feedback from both students and engineering professionals. In the future, we hope to test this device to further improve the design.

Thank you for taking the time to review my application. I would be happy to provide any additional information you may require and can be reached on 416 987-6543. I look forward to hearing from you at your convenience.

Sincerely,
Maxwell Smith

Maxwell Smith

416-987-6543 | maxw.smith@mail.utoronto.ca | www.linkedin.com/in/maxwellsmith/

SUMMARY OF SKILLS

- Two years research and technical experience in the field of biomedical engineering, including experience working in a clean room
- Applied understanding of software and test procedures in biomedical engineering
- Computer Skills: SolidWorks, AutoCAD, Matlab, C++, Minitab, Microsoft Office

EDUCATION

University of Toronto

June 2021 (expected)

Bachelor of Applied Science, GPA: **3.8/4.0**

Major: Engineering Science & Minor: Biomedical Engineering

RELEVANT PROFESSIONAL EXPERIENCE

Apotex Inc., Research and Development Intern, Toronto ON

Summer 2019

- Σ Engineered designs for bone screws and ergonomic handles for five implant devices using SolidWorks which were used in final pre-production stage
- Σ Performed tests of implant device parts using Instron and force gauges, the results of which were used in determining the final designs
- Σ Acquired hands-on knowledge of machine parts (including mill, CNC, and lathe), inspection (using calipers, micrometers, and CMM), and clean room procedures (including use of a particle counter) during the designing process
- Σ Examined four animal implant procedures and observed operating procedure of fluoroscope and related medical devices, building a solid base of knowledge in this area

ADDITIONAL EXPERIENCE

Medical Device Development Project – University of Toronto

Winter 2018

- Σ Designed a modified asthma inhaler with potential for patent while collaborating with a team of student designers and presented the project at Engineering Science Praxis Showcase
- Σ Developed a project plan, identified and learned relevant patent law, as well as mastered basic design and solid modeling techniques.

Bioengineering Student Association – University of Toronto

2018 – Present

- Σ Facilitated in the planning and implementation of various organizational events including moderating a panel discussion with professors from Department of Bioengineering
- Σ Designed marketing materials and advertised the Orientation Welcome Event for new bioengineering students

EXTRACURRICULARS & OTHER SKILLS

Sports: Professional Tennis player and soccer player. Varsity Tennis team member 2019

Languages: English and French (native), Spanish (intermediate), German (beginner)

SAMPLE PROFILE (3): JAYANI LAL

Jayani is a first-year student studying Visual Arts. Although she has no paid work experience, she has volunteered in a number of positions that are relevant to the role she is applying to – a summer position as a counsellor and administrator of an arts-based youth camp. She has created a 1 page resume highlighting the skills acquired in the areas of most interest to the employer (i.e. arts-based activities, education, working with youth).

Jayani Lal

Queen's Park Crescent, Toronto, M5S 2C7 416-123-4567

jayani.lal@mail.utoronto.ca

[MM-DD-YY]

Harbourfront Centre Camps
235 Queens Quay West
Toronto, ON
M5J 2G8

Re: Camps Admin Assistant (Job Ref. # 15SM018-AA-ET)

Dear HR Manager,

While reviewing the recent postings for summer positions on the Harbourfront Centre's website, I was excited to find your job posting for the above position. As a first-year student majoring in Visual Studies at the University of Toronto, I am passionate about contemporary art and am excited by the work that you do as a non-profit organization specializing in arts-based education programs for youth. I believe that my experience in office administration and camp counselling aligns closely with the candidate you are seeking for this position.

For the last number of years I have volunteered approximately 15 hours per week at the Arts for Children and Youth. In this role, I divide my time between completing office administration work, and providing arts-based education to children in schools. I regularly provide information to educators via phone and email with regard to the types of programming on offer. Having felt that social media would be an effective method of informing educators (current users and other community members) of AFCY's programming, I proposed the company open a Facebook page and that I would curate the content on the page. Having designed the page, it launched in January 2019. In February, five educators signed-up for AFCY's programming, all of whom informed AFCY that they had heard about the organization via Facebook.

I would like to thank you for taking the time to review my application. I am available to start work at short notice and am flexible with working hours and shift work. I can be reached on 416-123-4567.

Sincerely,

Jayani Lal

Jayani Lal

Queen's Park Crescent, Toronto, M5S 2C7

416-123-4567

jayani.lal@mail.utoronto.ca

PROFILE & SKILLS SUMMARY

A passionate Visual Studies student with experience working in arts-based camps seeking an opportunity to apply my creativity, energy and coaching skills in an arts-based cultural center.

- Experience of developing and delivering educational and engaging arts based activities to children
- Proficient in the use of MS Office Suite and database scheduling software
- Certified to deliver First Aid & CPR to children
- Currently pursuing a Bachelor of Arts, Visual Studies, with focus on Visual Strategies & Concepts
- Feedback from supervisors have described me as being “quick to learn”, “applying academic knowledge to develop children’s programing” and “dedicated”

RELEVANT EXPERIENCE

AFCY (Arts for Children and Youth), Office Assistant (volunteer), Toronto **2018 - present**

- Respond to enquiries from educators by phone and through email and Facebook regarding AFCY’s programming, managing up to 40 enquiries daily, following up in a timely and accurate manner
- Schedule programming for approximately 25 high schools, using SmartSheet scheduling software
- Developed content for a new Facebook page, which resulted in a strong sign-up for events
- Develop creative copy for weekly newsletter, emailing up to 100 educators about upcoming events, with the goal of increasing enrollment in AFCY’s programs
- Deliver arts programming to children by developing interactive activities for use in the program and successfully engaging children in art while providing a safe afterschool activity; have received strong feedback from school staff and requests for follow-up programs

University of Toronto, Hart House Art Committee (Acquisitions), Toronto, ON **2019 - 2020**

- Worked as a docent at the Justina M. Barnicke Gallery, providing a minimum of 2 tours per week to approx. 5 students per tour, teaching students about contemporary Canadian art; feedback forms consistently rated my tours as ‘excellent’
- Reviewed more than 40 Canadian contemporary art works and acquired 3 new works over the course of school year, contributing to the building of the University of Toronto’s art collection
- Participated in 4 gallery and studio visits, building knowledge of Canadian contemporary art and tasks involved in working as an art curator.

Art Gallery of Ontario (AGO), Art Camp Senior Volunteer, Toronto, ON **2017 - 2019**

- Facilitated and co-created curriculum for two art-based, interactive workshops for the AGO’s highly popular March Break Camps, educating groups of 20 children
- Recruited 4 students into AGO’s summer camp program, building a strong team of co-educators
- Collaborated to train of 5 new volunteers to the AGO’s March Break Art Camp, including delivering mock versions of the camp workshops to ensure the organisations performance and safety standards were met
- Responding to approximately 100 requests from parents via phone and email interested in enrolling children, resulting in a take-up of 100% of places that year

EDUCATION

Bachelor of Arts (Hons) Visual Studies, University of Toronto **2019 - 2023**

Courses include Visual Concepts, Visual Strategies, Art and Context, Contemporary Printing

SAMPLE PROFILE (4): JONATHAN CHANG

Jonathan is a Bachelor of Commerce student who will graduate shortly. Jonathan is an international student, and has had the opportunity to study abroad during his degree. He wishes to apply for a permanent role as a Consultant.

Jonathan Chang

Toronto, B1A 3C2 | 416-765-4321 | jon.chang@mail.utoronto.ca | [linkedin.com/in/jrchang/](https://www.linkedin.com/in/jrchang/)

Date: DD/MM/YY

Boston Consulting Group
181 Bay Street
Toronto, Ontario.

Dear Neeta Sharma,

While attending a job fair at the University of Toronto on [Month Day, Year], I had the opportunity to meet with Ms. Murphy who was representing your organization. While speaking with her, she recommended that I apply to Boston Consulting Group as a consultant. I would bring to your organization a solid understanding of accounting consulting, as well as both local and international experience in client advising. I am excited by the opportunity to work for a multinational organization, and hope to apply my understanding of the Asian marketplace in my role.

This past summer, I had the opportunity to work as a Financial Planner intern at HSBC in Hong Kong. This opportunity enabled me to further develop my client advising skills, as well as my ability to deliver information via presentations. Over the summer, I worked with 10 corporate clients (mainly small businesses), working in partnership with a full-time financial planner, while taking on increasing responsibility during the client meetings. One of my main responsibilities in the role was to build a workshop aimed at convincing new small business clients to invest at HSBC. I delivered this workshop several times at the branch I was working at, to approximately 10 attendees per workshop. This workshop was successful in convincing several new clients to invest, and the success of the program was brought to the attention of HSBC Head Office. After attending the workshop, representatives from the Head Office decided that a version of the workshop should be rolled out to other branches that work with small businesses, or are aiming to attract small business clients. I received an acknowledgement from the Managing Director for my work on this project.

Thank you for taking the time to review my application. I hope to speak with you soon. I can be reached at 416 765-4321.

Sincerely,
Jonathan Chang

Jonathan Chang

Toronto, B1A 3C2 | 416-765-4321 | jon.chang@mail.utoronto.ca | [linkedin.com/in/jrchang/](https://www.linkedin.com/in/jrchang/)

HIGHLIGHTS OF SKILLS

- Experienced professional with strong analytical skills and ability to deliver tailored solutions to deliver social impact in communities
- Strong consulting, problem solving, and client interaction skills gained through international experiences working with leading financial sector organizations
- **Languages:** English, Cantonese, Mandarin, French, Spanish (intermediate), German (beginner)
- **IT Skills:** MS Office (Excel, Outlook, Access, Word, PowerPoint), programming languages (Python, Java, C++, R), data visualization (Tableau, Power BI) and Adobe Creative Suite
- Proven leadership credentials demonstrated by key roles in various student consulting clubs

EDUCATION & AWARDS

UNIVERSITY OF TORONTO

June 2020 (expected)

Bachelor of Commerce, Specialist in Finance and Economics, GPA: **3.64/4.0**

Relevant Coursework: Managerial Accounting, Investing for Impact, Management Consulting and Creative Destruction Lab

PEKING UNIVERSITY, Beijing China

February 2019

“Doing Business in China” – a two-week course on Chinese business practices taught via cases and experiential learning. Topics included MNC operations in China and Financial Markets

Social Impact Scholarship – Awarded for writing a proposal for a creative business idea aimed at making a social impact on our communities

RELEVANT CONSULTING EXPERIENCE

HSBC, *Financial Planning Intern*, Hong Kong

May 2019 – August 2019

- Co-consulted with 10 potential corporate clients to develop financial plans based on each clients' specific needs and situations, and successfully convinced all 10 clients to invest
- Planned, marketed and facilitated workshop for approximately 50 potential small business clients; after positive feedback from attendees, the workshop was reviewed by the corporate training office and a version of the workshop is being prepared for branch roll-out
- Performed at least 15 daily stock/mutual funds transactions, and worked as back-up teller to assist clients in conducting transactions

Commerce Consulting Association, *Director of Events*, University of Toronto.

2016 - 2018

Spearheaded a team of 10 students in planning the annual launch conference focused on bringing together students and professionals passionate about creating social impact, including:

- Assumed responsibility for securing seven seasoned professionals to serve as panelists
- Recruited six teams of students to pitch innovated ideas focused on creating social impact
- Advertised the campaign to Commerce students, resulting in a turn-out of over 100 students

Endeavour Consulting, Associate Consultant, Toronto, ON.

2016 - 2018

Led a team of 5 volunteers providing pro-bono consulting services to 4 non-profit organizations that would not otherwise have had access to consulting services:

- Met with the consulting team and client to gather requirements and propose solutions
- Brainstormed and researched possible solutions, and worked with the consulting team to review feasibility and make recommendations
- Attended and supported on-going training sessions, gaining both theoretical and hands-on knowledge of consulting services for non-profit organizations

ADDITIONAL EXPERIENCE

University of Toronto, Academic Peer Advisor, Toronto, ON.

2017 - Present

- Assisted approximately 100 undergraduate Commerce students select and enroll in courses for upcoming semester, helping ensure students enrolled in courses required for graduation while building a well-rounded knowledge base as per their career goals
- Created and co-facilitated a 1-hour workshop to approximately 200 incoming students about the University of Toronto's academic policies and the course registration process ensuring student awareness of academic responsibilities
- Converted the policy and enrollment workshop into an online module for posting on the program website. Five additional programs have requested the slides for posting on program website

Toronto Animal Shelter, Pet Care Volunteer & Photographer, Toronto, ON.

2017 - 2018

- Undertook physical tasks related to animal care of over 50 animals including walking, grooming, feeding/watering, socializing and general care
- Improved animal shelter facilities by developing a feedback form and gathered inputs from the local community, which feedback was used to make important changes in the shelter
- Designed marketing materials for the company's website, including taking animal photographs, which resulted in an increased adoption rate by over 10% in 2 months

EXTRACURRICULAR ACTIVITIES

Sports: Professional Volleyball and soccer player. Varsity Volleyball team member 2017-2019

Certifications: CPR & First Aid

Résumé or c.v.?

Employers in industry may often use the terms *résumé* and *c.v.* interchangeably; however, it is usually the *résumé* that is being requested. While there are some similarities, here are some distinguishing features:

Résumé

- Concise summary of relevant experience, skills, education, tailored to the position
- Typically, a maximum of one to two pages
- Used to apply for industry positions, such as in business organizations, non-profit, consulting, management, or government

C.V.

- Emphasis on academic qualifications, related research and teaching experience, publications, scholarly achievements
- Length (number of pages) is often dependent on length of academic career and associated scholarly work
- Used to apply for academic positions (e.g., positions in teaching and/or research at academic institutions) as well as graduate and professional schools.

CONVERTING YOUR RÉSUMÉ TO A C.V. TO APPLY FOR GRADUATE SCHOOL

THE PROCESS

If you are applying to a graduate or professional program, you may need to revise your *résumé* to tailor it for a more scholarly pursuit, as opposed to a work position.

Here is how to begin the process:

- Identify the most important skills, experiences, and educational information valued by the graduate or professional program and ensure that you will highlight them in your document
- Prioritize the information you have gathered and decide how to organize the sections on your *c.v.*, listing the most relevant information first

- Ensure you expand on your academic experiences that are relevant to the program (e.g., academic projects, and technical skills such as SPSS)

EXAMPLE OF HOW A RÉSUMÉ IS CONVERTED TO A C.V. TO APPLY TO GRADUATE SCHOOL

In the next pages, we outline how Maheen converted her *résumé* into a *c.v.*

Note: For more information about how to create a *c.v.* to apply to academic positions (e.g., tenure track professor), please visit our website at studentlife.utoronto.ca

CASE STUDY: MAHEEN RIAZ, CONVERTING A RÉSUMÉ TO A C.V.

Maheen used the *résumé* below to apply for a position as an administrative assistant for the Department of Student Life. In her *résumé*, Maheen highlighted her organizational, administrative, and teamwork skills, as well as her accomplishments. Maheen will be applying to graduate school—a thesis-based master of science—and she will take and convert this *résumé* into a *c.v.* for her application.

MAHEEN RIAZ

1839 St. George Street, Toronto ON M5V 2D7

416-481-4433, mriaz@sympatico.ca

WORK EXPERIENCE

Summer and

part-time 2010–2011

Research assistant, Ortho Pharmaceuticals Inc.

- Ensured a high level of detail accuracy when designing, organizing, and carrying out tasks for experiments, and completed work by the assigned deadlines
- Analyzed information gathered, and presented results to team members and supervisors
- Wrote clear and concise reports

Summer 2011

Cashier/salesperson, Calderone's Bookstore

- Priced, stocked, and organized displays
- Interacted with customers, and named twice as Employee of the Month

Fall 2010

Volunteer, Canadian Physicians for Africa

- Coordinated a team of seven people that raised \$100,000
- Raised \$16,000 for the Food for Africa Campaign.

Part-time 2009–2010

Clinic volunteer, Manulife Red Cross Blood Donor Clinic

- Contacted registered blood donors to regularly attend Red Cross Clinics
- Registered 500 blood donors in a busy Red Cross Blood Donor Clinic

Summer 2009

Barista, Starbucks

- Collaborated closely with a team to deliver fast and courteous service to customers
- Organized a new method of processing catering orders that saved time and improved efficiency

EDUCATION

2012

Bachelor of Science,

University of Toronto

ACTIVITIES AND INTERESTS

Fitness, weightlifting, science magazines, theatre, and music (play piano)

Maheen has now converted the résumé she used for administrative positions to a c.v., which she will use to apply to a thesis-based master of science. Maheen is highlighting her research skills and her technical laboratory skills.

MAHEEN RIAZ

416-481-4433 — mrriaz@mail.utoronto.ca

Current address:
1839 St. George Street
Toronto ON M5V 2D7

Permanent address:
4632 Oxford Street
Montreal QC H3R 5T2

EDUCATION

2012 **Bachelor of Science**, Biochemistry and Neuroscience, double major
University of Toronto

HONOURS AND AWARDS

2012, 2011, 2010 Dean's List: CGPA of 3.5/4.0 or higher
2010, 2009 University College In-Course Scholarship:
One of seventy-five awards given for top academic achievement

ACADEMIC PROJECTS

2011 **Advanced Microbiology Project (IMCC01H3)**, University of Toronto

- Performed lab experiments on protein separation
- Maintained lab equipment regularly
- Compiled and analyzed data using SPSS
- Prepared detailed reports summarizing findings

2010 **Neuroscience Course (HMB200H)**, University of Toronto

- Researched the effect of anti-psychotic drugs on the brain
- Conducted literature reviews on a range of scientific topics
- Wrote numerous papers, several as long as twenty-five pages.

RESEARCH EXPERIENCE

Summer and
part-time 2010–2011 **Research assistant**, Ortho Pharmaceuticals Inc.

- Performed DNA isolations and used restriction enzymes
- Designed Michaelis-Menton enzyme kinetics assays
- Performed syntheses, purification, distillations, and crystallizations
- Generated cellulose ion exchange and gel exclusion chromatographs
- Conducted statistical analysis of experimental data, and evaluated arguments based on research data
- Presented ideas and results to team members and supervisor
- Wrote clear and concise laboratory report

LABORATORY SKILLS

- ^1H , ^{13}C , ^1H - ^1H COSY NMR spectroscopy
- IR, GCMS, and UV spectroscopy
- Standard chemical laboratory techniques
- Chromatography (gas, thin layer, column)
- Preparing of microscope slides and blood samples
- Staining procedures, including globin IHC trials, ferric ferricyanide, erythrosin B, and acid elution
- Accurate record keeping in a laboratory notebook

ADDITIONAL EXPERIENCE

- | | |
|---------------------|--|
| Summer 2011 | Cashier/salesperson , Calderone's Bookstore <ul style="list-style-type: none">• Managed problems with inventory and customer requests• Worked closely with rest of staff to provide excellent service to customers• Named Employee of the Month |
| Fall 2010 | Volunteer , Canadian Physicians for Africa <ul style="list-style-type: none">• Coordinated a team that raised \$100,000 for the Food for Africa Campaign, as well as fundraised \$6,000 for the campaign |
| Part-time 2009–2010 | Clinic volunteer , Manulife Red Cross Blood Donor Clinic <ul style="list-style-type: none">• Telephoned and encouraged registered blood donors to regularly attend Red Cross Clinics• Registered and categorized 500 blood donors in a busy clinic |
| Summer 2009 | Barista , Starbucks <ul style="list-style-type: none">• Provided excellent service to customers and worked well as part of a team |

ACTIVITIES AND INTERESTS

Fitness, weightlifting, reading science magazines, theatre, and piano

Electronic Applications

Most employers require applicants to submit their résumés and cover letters electronically, and the instructions on how to do it vary from employer to employer. As well, large employers may ask you to complete online applications to apply for positions.

Here are some general tips to consider:

- If you are asked to send a résumé, do not forget your cover letter.
- Use a professional sounding email address.
- Ensure your email is error free and professional (no emoticons, nor abbreviations).
- If the employer prefers attachments, consider sending the cover letter as plain text in the body of the message and attaching the résumé.
- When completing online application forms, take the time to review the online application ahead of time before completing the form and sending it in. Enter the information carefully.
- Generally, it is best to send your documents in a PDF file format. If you are targeting a company specifically, and you will be applying several times, you can contact the employer to ask the preferred attachment format.
- Have a plain text résumé version available when completing online application forms.

CREATING PLAIN-TEXT DOCUMENTS:

To create a plain-text résumé and cover letter, first open your regular text in a word processor. Then, save your document as a text-only document. Open your text document using a text editor and make any necessary changes.

Here are a few tips for formatting plain-text résumés and cover letters:

- Bold, italics, bullets, and various sizes of fonts will not appear in a text résumé. Instead, you can use capitals for headings in place of bold or underlining. Use a sans serif font such as Helvetica and Arial or a plain common font such as Times New Roman.
- Most email programs wrap text at about sixty-five or seventy-two characters, including spaces. Therefore, it is a good idea to type no more than sixty-five characters per line with a hard carriage return at the end of each (i.e., press the *Enter* key). If you don't, any characters after this point may be dropped down to the next line, and your résumé will appear disorganized and hard to read.
- If your résumé or cover letter contains page numbering, remove this information from the text version.
- Do a test and send your résumé to a friend or family member to ensure it looks good on the other end.
- Make sure your subject line is appropriate—include the title of the position for which you are applying.
- Make sure you use keywords throughout your résumé (e.g., position titles, skills, education).

SCANNABLE RÉSUMÉS

A scannable résumé is formatted to be compatible with Optical Character Recognition (OCR) software that converts a paper résumé into electronically readable text. In other words, a scannable résumé is a lot like a plain-text résumé. By storing résumés in databases, recruiters can conduct keyword searches (checking for specific words that refer to skills, experience and knowledge) to find suitable applicants.

HTML/WEB RÉSUMÉS

A web résumé is one that contains hyperlinked, *clickable* text and images created in HTML. Create this type of résumé if you want to promote yourself on the World Wide Web.

POSTING RÉSUMÉS ON A RÉSUMÉ DATABASE

Another alternative is posting your résumé on a résumé database, found on many online job boards,. Note that there are drawbacks, such as privacy concerns. The success rate using these approaches to finding work is less than 10 per cent, therefore, in your work search, use this method as one of many.

Note: Employers might want to review your LinkedIn profile, as it will potentially include additional information.

Career Exploration & Education

Visit Career Exploration & Education online for a listing of our services and resources - studentlife.utoronto.ca/cc or the Career & Co-Curricular Learning Network at clnx.utoronto.ca