

Applying for Jobs



When you are applying for jobs, use information that is relevant, and tailor your application, resume and cover letter to that specific job.

Create a Career Portfolio

Applications

Gather and organize your transcripts, certificates, employment history, awards, performance reviews, work samples and references for your career portfolio, which will include your master application, resume and cover letter. When you are applying for jobs, use information that is relevant and tailor your application, resume and cover letter to that specific job. Employers will often request these documents via email, so make sure you have electronic copies.

Your master application and master resume should contain your entire work history, experience, education information, skills and references with as much information as possible in each section. Be sure your master resume is targeted to a specific type of position or industry that you customize and tailor for each job you apply for.

Your master cover letter should be a template that you can customize to each specific job application. Keep your information updated and ready to use for each new employment opportunity.

Fill Out an Application

Most employers see your application before they see you. If you want to be interviewed, your application must make an outstanding impression. Employers may review 3 to 3,000 applications each month, so smudged, illegible or incomplete forms are quickly tossed aside. Employers often make assumptions about the quality of work you will do based on your application. You must be prepared to fill out an application when you

go to pick up the form because some managers and companies require that it be filled out on the spot. Managers don't like it when applicants forget to bring a pen or ask to borrow a computer or phone to look up names, addresses and telephone numbers, so come prepared.

Your master application should organize your education information, work history, references and previous employer information, such as addresses and phone numbers. Include your social security number and any information you have about education or training. Having a completed master application will help you quickly and correctly fill out online job applications without having to search for information. Use it as your model when filling out applications for actual jobs. Most employers have their own forms and will not accept copies, so take your master and copy the necessary information.

Sections of an Application

The first section of an application usually asks for information such as your name, address and telephone number. Make sure this information is current.

The second section generally asks for information about education and training. List all of your schooling, even if you didn't graduate. Sometimes there will be a space to note special honors, awards or membership in professional associations. This is an important section of the application because it can be used to enhance your qualifications.

The most important part of the application is work experience, which usually begins with your most recent job. If you have held more than six jobs, you may wish

to list only those most closely related to the job you are seeking. Others can be summarized, such as “held several food service jobs to pay expenses until I was able to find permanent employment.” Try to avoid exposing long gaps in your employment history because employers will wonder why the gaps exist. If you have little or no previous experience, list part-time, summer or volunteer jobs. It is important to describe your experience with words that are comparable to those the employer used to describe the job. Many applications ask why you left your previous job. Use statements that indicate that you chose to move forward, and look for positive ways to say why you left or are leaving a job. For example, you could say:

- “Looking for more responsibility”
- “Seeking advancement”
- “Seeking a more challenging position”
- “Seeking to expand skills”
- “Reduction in force”
- “Job change”

Choose a statement that most accurately describes your situation and be prepared to discuss your reason for leaving in more detail during an interview.

Application Tips

When filling out an application, know the title and qualifications of the position you are applying for. Specify the position you are applying for; do not write “any” or “will take anything” because employers do not want to take the time to figure out where you might fit. If you are interested in more than one position, fill out an application for each. Make a copy of the application just in case.

Target your application to the specific position you are applying for. Do your research and look for ways to target your skills and qualifications to match the specific job requirements.

Follow directions closely and read the entire application before you begin. Pay attention to sections that say, “Do not write below this line” or “For office use only.” The fine print may give instructions, such as “please print” or “put last name first.” Look for directives such as “apply in person” or “do not call.”

Make sure your application is neat with no errors in grammar, punctuation or spelling. Print neatly and use

To-Do List:



- Create a career portfolio
- Customize the following to each specific job you apply for:
 - ◆ Master application
 - ◆ Master resume and cover letter
 - ◆ Letter(s) of recommendation
 - ◆ Licenses/certificates, awards/honors
 - ◆ Work samples, if applicable
 - ◆ Marketing message
 - ◆ Reference sheet
 - ◆ Business cards
- Use the worksheets included at the end of this section

black ink if no color is specified. Don’t cross out writing, wrinkle the paper or fold the application. Respond to all questions, avoid abbreviations, do not leave any sections blank and write “N/A” if a section is not applicable. Do not mention health, personal, legal or financial problems and don’t forget to sign your name.

Some applications will ask for a desired salary or hourly wage. List the starting salary the employer has posted or do your research and find out what the starting wage is for the position and list a range.

Be honest on your job application. The information you provide will become a permanent part of your employment record when you are hired. False information can be grounds for dismissal. However, do not volunteer more information than necessary.

Make sure that you mail or turn in the application to the correct person or place. When picking up or dropping off an application, dress for an interview and greet those you meet politely. First impressions are often passed along to the hiring manager. Remember to take a copy of your application just in case. Take your master application and reference sheet with you to any employer contact. Verify the legitimacy of the company before you complete an application.

At jobs.utah.gov you can log in to **my Job Search** and create, update and store your master application or resume. You can also copy and use the master application on the following pages.

An average resume tells the employer **WHAT** a candidate did on the job;
a great resume tells the employer **HOW WELL** a candidate did on the job.



Build Your Resume

A resume is a marketing tool that lists and markets your best qualifications for a specific job. It is a memorable presentation of experience, skills, qualifications, knowledge and expertise and a demonstration of your ability to produce results. Your resume should show an employer what you have to offer and answer the question “What can you do for the company?”

The purpose of a resume is to get an interview. Your resume can then structure the interview, creating a point-by-point resume review or resume-based questions that ask you to “prove it.” Your resume will also remind the employer of your strong and weak points during the selection process.

Consider the type of position you are applying for. Employers spend an average of 10–30 seconds screening each resume they receive. A resume that is organized and focused will keep the employer’s interest.

SECTIONS OF A RESUME

Contact Information

Separate your contact information from the rest of the resume. You can do this with a line across the page. Include the following:

- Name (bold, 14–16 pt. font)
- Street address (city, state, zip)
- PO Box (city, state, zip)
- Home phone number (with area code)
- Cell phone number (with area code)
- Job-searching email address
- Webpage or LinkedIn account

Summary Statement

A summary statement is a clear, concise statement of your experience, tailored to the job you are seeking.

Emphasize what you will bring the employer rather than what you want. Include the following:

- Job title
- Important skills
- Industry
- Years of experience
- Degrees, certificates or licenses
- Language skills
- Management style
- Accomplishments

A summary statement is also called career summary, profile, career profile, career highlights, professional profile, professional summary or summary of qualifications.

Example:

Highly-motivated salesperson with more than eight years of experience initiating and closing transactions while providing exceptional customer service before, during and after the sale. Keen interest in fashion, retail sales, buying and management.

Skills

A skills list should not be a laundry list of all the skills you possess. Rather, you should carefully craft a list of skills that are important to the job. Do your research to find out what the job requirements are, and match keywords found in the job description.

Make sure this section is easy to read and include 9–15 relevant, targeted skills. List the most important skills first.

Lucy Hemingway

(801)468-0000 ▪ linkedin.com/in/lucyhemingway ▪ lucyhemingway@email.com

Career Summary

Certified Nursing and Medical Assistant with more than 6 years' experience in providing extraordinary care to patients and support personnel. Proficient in a variety of medical specialties including family practice, obstetrics, otolaryngology, and internal medicine.

Skills

CPR Certification	Medication Administration	Charting
General Office Management	Mini CT Operations	Patient Education
Injections	Patient Vitals	Billing and Coding
Sterile Office Procedures	Patient Hygiene	Instrument Care

Related Experience

Medical Assistant/CAT Scan Assistant, Canyon Rim Hospital, Salt Lake City, Utah, 2008–present

- Performed basic clinical tasks including patient vitals, charting, and injections.
- Assisted physicians with office procedures and surgeries as needed.
- Conducted basic education sessions and care for up to 15 patients simultaneously.
- Provided administrative support including inventory management, ordering office supplies and medications, calling in or e-prescribe medications, insurance verification, pre-surgical deposit acquisition, coding and billing.

Nurse Midwife/Medical Assistant, Rachel Lake, Fruit Heights, Utah, 2003–2005

- Assisted Midwife in labor and delivery and monitored customers hourly.
- Collected Group B Strep cultures.
- Provided supplementary instruction on breast feeding and other health issues to new mothers.
- Completed patient information packets and updated information electronically.

Surgical Technical, Intermountain Valley View Medical Center, Salt Lake City, Utah, 2002–2003

- Created and maintained sterile surgical field and cleaning suite after surgery
- Conducted instrument, sponge and sharps counts.

Additional Experience

Home Caregiver, Salt Lake City, Utah, 2005-2008
Retail Sales, REI, Salt Lake City, Utah, 2001-2002

Education

Certified Nurse's Assistant, Orchard CNA, Salt Lake Community College, 2003
Technical Diploma, Surgical Technology, Salt Lake Community College, 2002

Resume Content Guidelines

- Tailor to meet employer's expectations – generic resumes don't work
- Prioritize most important information first
- Use action verbs
- Quantify results: #'s, %, \$ amounts, positive results and projects completed
- Remove personal pronouns (you, I, my, we, they, etc.)
- Use acceptable terminology; avoid jargon and abbreviations.
- Include job titles, company names, cities, states and employment dates
- Do not include supervisor's name, company address, salary or references
- Omit "References Available Upon Request"

Danielle Parkinson

3325 South Imperial Road, Apt. B
Salt Lake City, Utah 84105
801-342-1987
dparkinson@yahoo.com

SUMMARY OF QUALIFICATIONS

Three years successful cashiering and customer service experience in the grocery industry; promoted from cashier to team lead in 14 months. Recognized by management for accuracy, efficiency and commitment to customer service. Received Employee of the Month award after three months of employment.

SKILLS

Cashiering
Credit & Debit Transactions
Balancing Cash & Receipts
Communication

Processing Returns & Credits
Complaint Resolution
Ordering & Inventory Control
Basic Computer Applications

Customer Service & Assistance
Merchandise & Display
Add-On Selling at Checkout
Team Coordination

WORK EXPERIENCE

Team Lead/Cashier, SAVECO Warehouse, Salt Lake City, Utah, 2008–2011

- Operated cash register to itemize and total customers' purchases; balanced cash and checks in register with receipts; consistently achieved 98% accuracy.
- Received cash, checks and credit card transactions from customers; handled between \$2,500 and \$7,000 per shift; served approximately 10 customers per hour with \$175 average checkout.
- Stocked shelves and marked prices on over 4,500 items; maintained merchandise displays.
- Resolved customers' complaints and addressed questions in a timely manner; provided information about products and store layout; coordinated with supervisors and management.
- Completed weekly shift schedule for 15+ employees.
- Monitored 8 checkout stations to reduce customer delays; directed checkout line traffic during peak periods; called additional workers to stations to reduce wait time and bottlenecks.

Cashier, Sandy Food & Drug, Sandy, Utah, 2007

EDUCATION & TRAINING

Marketing Management, Salt Lake Community College, Salt Lake City, Utah (degree expected 2013)
Customers First Training, SAVECO Warehouse, Salt Lake City, Utah, 2009

VALUE TO AN ORGANIZATION

"Danielle is an excellent employee. She knows how to build positive relationships with customers, management and co-workers. She is a team player and goes out of her way to assist whenever and wherever she is needed. While employed at SAVECO, she exhibited a great work ethic and was always on time and ready to start contributing. I highly recommend her to you."

Shawn Lee, Manager, SAVECO Warehouse, Salt Lake City, Utah

Resume Formatting Guidelines

- One or two full pages in length
- Easy to read
- Phrases instead of sentences
- Lists instead of paragraphs
- 3/4" to 1" margins
- 11 – 12 point Calibri, Arial, Times New Roman font
- Bullets, underline, bold and italics used conservatively
- Maximize visual impact to reflect professionalism
- Print on quality resume paper
- No errors in grammar, spelling and punctuation

Create a resume and cover letter at utahfutures.org — create an account and get started.

UtahFutures.org



Experience and Employment History

In this section, make sure to include experience that is relevant. Don't just tell the employer what you did, but tell how well you did it.

- Include your employment history, your accomplishments and descriptions of how you used your skills.
- List your history in reverse chronological order, going back as far as the last 10 years.
- Include full-time work, part-time work, volunteer work, internships and temporary positions.

Examples:

- *Supervised a staff of 15–20 full- and part-time employees in the 6-week absence of the store manager.*
- *Achieved an average score of 93% on two federal safety inspections and 96% on five company operational audits.*

Education and Training

In this section, include all types of education and training, listed in reverse chronological order. If you took courses relevant to the position you may include them. Do not list high school information unless you have not participated in any post-secondary education. List dates of attendance (if it was within the last 10 years), degrees, certificates or licenses, your major and your grade point average (if it was 3.5 or above). If you have not yet finished a program, include a projected graduation date. Place education after your work history unless you've graduated in the past few years. Ask yourself, "Which is stronger, my work history or educational background?" Include the following:

- Formal education
- Military training
- Specialized training
- Certifications
- On-the-job training
- Licenses
- In-service classes
- Workshops

Other Sections

All sections of your resume should contain information that is pertinent to the specific job you are applying for and show you in the best possible light. You may also include a section for any of the following:

- Licenses and certifications
- Affiliations
- Volunteer experience and community involvement
- Honors, awards and recognition
- Professional development
- Personal endorsements



Resume Action Verbs

To avoid some common resume mistakes, make sure that your resume is not:

- **Too long:** The preferred length of a resume is one page to two full pages.
- **Disorganized:** Information should not be scattered around the page or hard to follow.
- **Poorly typed and printed:** Content should not be hard to read or look unprofessional.
- **Too sparse:** A resume should give more than bare essentials like dates and job titles.
- **Overwritten:** A resume should not contain long paragraphs and full sentences.
- **Unfocused:** A resume needs to show what the candidate accomplished on the job.
- **Irrelevant:** Height, weight, sex, health and marital status are not necessary.
- **Full of errors:** Resumes should be carefully proofread before they are printed and mailed.
- **Trying too hard:** Fancy typesetting, photographs and exotic paper distract from the clarity of the presentation.
- **Misdirected:** Too many resumes arrive on employers' desks unrequested. Include a cover letter.

Management Skills	mediated	specified
administered	moderated	systemized
analyzed	motivated	tabulated
assigned	negotiated	validated
chaired	persuaded	Research Skills
contracted	publicized	clarified
consolidated	reconciled	collected
coordinated	recruited	critiqued
delegated	spoke	diagnosed
developed	translated	evaluated
directed	wrote	examined
evaluated	Clerical or Detailed Skills	extracted
executed	approved	identified
increased	arranged	inspected
organized	catalogued	
oversaw	classified	
planned	collected	
prioritized	compiled	
produced	dispatched	
recommended	executed	
reviewed	generated	
scheduled	implemented	
strengthened	inspected	
supervised	monitored	
Communication Skills	operated	
addressed	organized	
arbitrated	prepared	
arranged	processed	
authored	purchased	
corresponded	recorded	
developed	retrieved	
directed	screened	
drafted		
edited		
enlisted		
formulated		
influenced		
interpreted		



For a complete list of resume action verbs, go to jobs.utah.gov/jobseeker/oltools/resumeactionverbs.pdf

Evaluate Your Resume

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your resume? Ask yourself the following questions in the categories of appearance, content and marketing, and then ask others for feedback.

Appearance

- Is the resume printed on high-quality bond paper?
- Is it a quality copy, free of stray marks and shaded or faded areas?
- Is there adequate white space?
- Is the font easy to read?
- Is the overall resume layout professional, attractive and reader friendly?
- Are bullets, font changes, caps, underline and italics used sparingly and appropriately?
- Is the resume clean and sharp?

Content

- Is the resume free of typos, misspellings, abbreviations, capitalization or punctuation errors?
- Are job descriptions written in phrases that begin with powerful action verbs?
- Is the resume free of all grammatical errors, including inconsistent verb tense?
- Does the resume writing reflect clear and concise vocabulary?
- Have redundancies been eliminated?
- Is the resume free of personal pronouns (I, you, my, we, they)?

Marketing

- Does the Summary Statement emphasize what you offer the employer rather than what you are looking for?
- Does the Skills List match the employer's job requirements?
- Does the most important information appear in the first quarter of the first page? Does it capture the employer's interest?

- Are your accomplishments quantified?
- Is the language and terminology appropriate?
- Has unnecessary information been eliminated?
- Is the resume an appropriate length or is the length justified based on unique information?
- Is the resume tailored to the job description, answering the question, "What can you do for the employer?"



Solutions for Potential Obstacles

If your history isn't ideal to present on paper, here are tips for potential obstacles you might face in creating your resume. Be prepared to explain your situation if asked for details in an interview, but avoid long explanations. Always be honest.

- If you have an education but limited experience, list your education first. Detail classes that focus on specific skills and knowledge acquired. Showcase affiliations and community involvement.
- If you lack experience, apply for jobs where you meet the minimum required qualifications. Highlight community involvement, life skills, volunteer work and independent study.
- If you have unrelated experience, start with professional experience and education that relates to the job you are applying for. Put unrelated work history in a separate section called "Additional Experience" or "Complementary Experience" toward the end of your resume.
- If you have relevant religious or political experience, list it under "Community Experience" or "Ecumenical Experience." Avoid naming specific institutions, religions or political parties.
- If you have experience that spotlights your age or gender, don't list dates of education beyond the last ten years. List dates year-to-year or the total number of years worked. Say "more than 10 years experience" instead of "25 years experience." You can also leave the dates off completely.
- If you have gaps in your work history, you can show the gap in your resume, but be prepared to discuss it in the interview. You can also de-emphasize dates by listing them from year-to-year or stating the actual amount of time worked (over 18 months).
- If you have too many jobs in a short time period, only include relevant jobs and list them from year to year. Consolidate two or three related jobs and accomplishments under one title. Be prepared to discuss employment in the interview.

It could be that there are other areas of your history that you do not want to include on your resume. It is best

to handle this information in an interview, face-to-face, where you can explain what you learned from mistakes and that you are very interested in making a positive contribution to the organization. Be sure to be specific in outlining how you will accomplish this. Always be honest: if the truth is obtained from another source, you probably won't be considered for the job.

THREE WAYS TO LAND A JOB

1. Think outside the box. Ask to volunteer or intern for a month. It's a fantastic way to get in the door and show the employer your strengths.
2. Brace yourself for the tough questions. If you lack must-have skills — like a particular style of business writing or familiarity with relevant computer applications — see if your local community college or continuing education program offers courses that can boost your aptitude in those areas.
3. Accentuate the positive! Your energy comes through in your demeanor, your cover letter, your phone calls and in your interviews — and a confident, enthusiastic outlook will make employers want to hire you.

Source: oprah.com/money/Finding-a-Job-Interview-Tips-and-Career-Advice-from-Suze-Orman_1.

Solutions for Potential Obstacles on Your Resume

EDUCATION WITH LIMITED EXPERIENCE:

- List education first.
- Detail classes as “Course Work” that focus on specific skills and knowledge learned through hands-on experience.
- Showcase affiliations, organizational memberships and community involvement.

Education

A.S. Business Management
Uintah Basin Applied Technology College 2010

- Relevant Course Work: Beginning Accounting, Business English, Computer Literacy, Word Processing and Spreadsheet Applications.

LACK OF EXPERIENCE:

- Apply for jobs where you meet the minimum required qualifications.
- Highlight community involvement, life skills, volunteer work and independent study.

Complementary Experience

- Planned and organized activities, lessons and workshops for women’s service organization and supervised committee meetings.

EXPERIENCE THAT “DATES” YOU:

- Don’t list dates of education beyond the last 10 years.
- List dates year-to-year or the total number of years worked.
- Say something like “more than 10 years experience” instead of “25 years experience.”
- Leave the dates off completely.

Education

High School Diploma
Davis High School, Kaysville, Utah

Summary Statement

- Highly motivated individual with more than 3 years experience initiating and closing transactions while providing exceptional customer service. Keen interest in fashion, retail sales, buying and management.

LinkedIn Ten Most In-Demand Skills of 2019

Soft Skills –

- Creativity
- Persuasion
- Collaboration
- Adaptability
- Time Management

Hard Skills –

- Cloud Computing
- Artificial Intelligence
- Analytical Reasoning
- People Management
- UX Design



Solutions for Potential Obstacles on Your Resume (continued)

GAPS IN WORK HISTORY:

You can show the gap in your resume, just be prepared to address it in an interview. Or you can de-emphasize dates by listing them from year-to-year or by stating the actual amount of time worked (one year or 18 months).

Experience

Cashier

Smiths, Ogden, Utah 2009–2010

- Operate cash register to itemize and total customers' purchases.
- Balance cash and checks in register with receipts. Consistently achieved 98% accuracy.

UNRELATED EXPERIENCE:

- Start with professional experience and education that relates to the job you are applying for.
- Put unrelated work history in a separate section called "Additional Experience" or "Prior Experience" toward the end of your resume.

Additional Experience

Fast Food Worker

McDonald's, Vernal, Utah 2005–2006

RELIGIOUS OR POLITICAL EXPERIENCE:

- Put relevant experience in "Complimentary Experience" or "Community Involvement."
- Avoid naming specific institutions, religions or political parties.

Community Involvement

Volunteer Sunday School Teacher 2009–Present

- Studied lesson material to learn curriculum and prepare lesson plan for 8 children ages 7–9. Worked with children's parents to assist in teaching appropriate behavior.

TOO MANY JOBS IN A SHORT TIME:

- Only include relevant jobs and list from year-to-year.
- Consolidate two or three related jobs and accomplishments under one title.
- Be prepared to discuss employment in the interview.

Experience

Counter Attendant/Clerk Two Years Blimpie/Subway/McDonald's

- Took accurate customer orders, trained new employees, handled cash, placed orders and stocked supplies.

Create a Cover Letter

A cover letter tells a prospective employer “why” they should read your resume and gives an opportunity to introduce yourself, make a positive impression and highlight the skills and experience on your resume that show you are a great fit for the job.

An effective cover letter begins with doing research so you can tailor your qualifications to the employer’s needs. Find out the name of person who will do the hiring and address your cover letter to that person. If not available, address the letter to Human Resource Director or Hiring Committee. In addition, find out as much information about the company as possible to show how you are good fit with the position and the company culture.

Cover Letter Format:

- One page in length
- ¾ to 1” margins
- 11” – 12” font using Calibri, Arial, Times New Roman
- Contact information same as resume
- Appropriate business letter writing protocol and formatting
- Print on quality resume paper
- No errors in grammar, punctuation and spelling
- Include a cover letter with your resume unless otherwise specified by the employer

Cover Letter Content:

The following content includes the three C’s of cover letter writing:

1. Carrot – Opening paragraph which is an introduction that is fresh, interesting and relevant to let the employer know why you want the job, to “hook” the employer into reading wanting to read more.

Example of Appeal: *Could your company benefit from a “work-smart” salesperson who built his client list from zero to 275 and transitioned the company’s focus on high-margin sales from 36% to 75%? (Question format)*

Example of Intrigue: *Little did I know that leaving my native France to work for the summer as a banking intern in Colorado would lead to a career in international business.*

Example of an Interesting Fact: Labor statistics indicate that people change careers an average of eight times during their working life. I am pursuing one of those changes! As a career secretary, I wish to continue this work; however, my goal is to transition from government service and apply my skills in a more creative setting. Your advertising agency is among my top choices.

2. Corroboration – Middle paragraph(s) or the body of the cover letter that “picks a punch” and proves, demonstrates and substantiates your skills, experience and qualifications, tailored to 4 – 5 key elements in the job announcement. This section strengthens and supports your resume – not restates it and is centered on verifiable, documented accomplishments.

Example (individual with sales and management experience in the building materials industry applying for a sales position with a roofing supplier):

The skills and strengths I can bring to Weyerhaeuser are outlined on the enclosed resume. You’ll note that I’ve spent a decade in building materials sales, highlights of which match your key requirements:

Requirements

1. Ability to Launch new territories

Qualification: *Captured more than \$8 million in sales volume while launching a new central California territory for JJB, Inc.*

2. Experience in building market share

Qualification: *Gained 35% share of the commercial building materials market through expansion of ready-mix business.*

3. Focus on bottom-line issues

Qualification: *Boosted profit margin to 6% above industry average through management of time, resources, and systems.*

4. Supervisory Experience

Qualification: *Hired, trained, and supervised and aggressive sales team who were well versed in competitive building materials.*

3. Closing – Final paragraph of the cover letter that confidently summarizes your qualifications, shows how you add value to the company and suggests the next step to be taken—a call, a meeting, an interview. Finish your close with personality by using phrases such as “respectfully”, “enthusiastically”, “best regards”, “looking forward to meeting you” or “regards”.

Example: *Given my technical skills, familiarity with the product line, and understanding of your clients’ needs, I could step into the position and be of immediate assistance. I would welcome the opportunity to interview at your earliest convenience.*

*Enthusiastically,
Jane.*

Sample Cover Letter

PAIGE WILLIAMS

1234 N 5678 E, Sandy, UT • (801) 456-7895 • paigew@gmail.com • <https://www.linkedin.com/in/paigew/>

July 19, 2019

Ms. Sally Jones
Gateway Mortgage Group LLC
9278 South 300 West, Bldg. A
Sandy, Utah 84070

Dear Ms. Jones,

I am excited by the opportunity to be part of the Gateway team as I have been impressed with Gateway's dynamic growth as a leader in the mortgage industry, offering innovative product options, flexibility and community-focused lending. Highlighted below are strengths I would bring to your Branch Manager position:

- **Manage high-energy, rapidly growing office, working closely with production personnel and support staff:** I was recognized at Utah Bank's State Leadership Conference as recipient of the "Presidents Award" for staff, increasing new business by 33% and customer satisfaction rating to 98% from 87% in FY14.
- **Train, lead and oversee execution of company processes and procedures:** I manage recruitment, train and supervise 5-7 new loan officers monthly, in all aspects of mortgage lending, including quality customer service, policies and procedures and new mortgage product evaluation and implementation. Branch management frequently asks me to train new staff at other Utah Bank locations throughout the Salt Lake City, Provo and Ogden areas.
- **Build strong sales relationships and contacts and manage loyal customer service base:** One of my greatest strengths is creating strong relationships with clients—88% of new clients I have developed at Utah's Bank provided referrals and/or purchased additional mortgage products. I believe in putting "people first" and tailoring services and products to meet their specific needs, as well as providing new services and products—"creating customers for life."
- **Oversee multimillion-dollar pipeline in an efficient, streamlined and timely manner:** Currently, I service individual clients, businesses and community organizations with mortgage products and loan services averaging over \$2.5 million annually. I received the "Top Performance" award for ranking first in rate of closed loans in 2013 and 2014.
- **Two plus years mortgage and management experience, NMLS License and Bachelor's degree preferred:** 5 years successful experience managing mortgage loan processes from start to finish and supervising trainees with the loan process; NMLS License: #334455 in all 50 states and BS in Finance from Westminster College with 3.8 GPA.

It would be a privilege to contribute to Gateway's future growth, and I look forward to meeting you in an interview to discuss adding value to your team as a Branch Manager.

Enthusiastically,

Paige Williams

Create a Cover Letter

The cover letter, or letter of application, tells prospective employers why they should read your resume. It can serve as a response to an ad by an employer, as a simple request for an interview or as a tool to inquire about job openings.

Do your research so that you can highlight your qualifications and tailor them to the employer's needs. Always include a cover letter with your resume unless the employer specifies otherwise.

Find out the name of the person who will do the hiring and address your cover letter to that person. Letters addressed to the "Human Resource Department" or "To Whom it May Concern" may never reach the right person. Remember, the reader will consider this an example of your writing skills.

Your cover letter should:

- Be one page in length.
- Have one inch margins.
- Use a conservative font, like size 12 Times New

Roman or Arial.

- Use appropriate business letter writing protocol and formatting.
- Be printed on the same type of paper as the resume with the same heading.
- Have perfect grammar and spelling and include your signature.

Format the cover letter as follows:

1. First paragraph: State your reason for writing. Name the specific position you are applying for and



Reference Checklist

- Contact each reference and let them know the job or jobs you are applying for.
- Ask permission to use them as a reference.
- Ask if that reference would be willing to write you a letter of recommendation.
- Make sure to target your references to each job.

DWS-WDD 304
Rev. 11/2017



State of Utah
Department of Workforce Services
MASTER APPLICATION

The purpose of a Master Application is to have all of your contact information, education, experience, and skills in one document for completing employment applications.

1. Applicant Information

Name: _____
Last First Middle Initial

Address: _____
Street address

_____ City _____ State _____ Zip

Home phone: _____ Cell phone: _____

Email address: _____ Are you a veteran? Yes No

Have you ever been convicted of a misdemeanor or felony? Yes No

If yes, please explain: _____

2. Employment Interest

List the positions you are interested in by specific title (typist, carpenter, auto mechanic).

1st choice: _____ 2nd choice: _____

Available to work: Full time Temporary Part time Shift work

Date you can start: _____ Desired salary: _____

3. References

Name/Title	Company/Address	Telephone/Email
Professional		
Personal (Persons not related to you who you have known at least one year.)		

Download the master application at jobs.utah.gov/jobseeker/304.pdf

4. Work History: List your work experience, beginning with most recent, for the past ten (10) years.

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Master Application (continued)

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

Employer: _____

Dates of employment from: _____ to: _____

Address: _____
Street address City State ZIP

Supervisor's name: _____ Phone & email: _____

Salary starting: _____ Salary ending: _____

Job title, responsibilities, and duties:

Reason for leaving: _____

5. Education and Training

High School Name, City, State: _____

Highest level completed: Diploma GED Highest grade completed (1-12): _____

College, business, trade schools	Location	Major	Dates attended	Degree/ Certificate or # of credit hours

Military dates of service	Discharge status	Operational code, duties and specialty training

Licenses and certifications	License number	Expiration

Special training/seminars, workshops	Location	Dates attended	Certificate

Honors/awards/accomplishments	Name of organization awarding	Dates

Master Application (continued)

6. Special job skills (words typed per minute, team player, self-starter, languages, computer hardware/software, machines/equipment):

7. Volunteer Work (paid or unpaid training, internships, externships, apprenticeships, organizational memberships, or community involvement)

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

Organization: _____ **Dates from:** _____ **to:** _____

Address: _____
Street address City State ZIP

Email address: _____ **Phone:** _____

Title, responsibilities, and duties: _____

Reason for leaving: _____

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Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162

Download the master application at jobs.utah.gov/jobseeker/304.pdf



Download this form at jobs.utah.gov/jobseeker/oltools/resumecritique.pdf

Resume Critique Form

As the job seeker, put yourself in the shoes of an employer. How would he or she respond to your resumé? Use the form below as you write your resumé. Give the form to others so they can critique your resumé and give you honest feedback.

Appearance

Yes	No	Question
		Is the resumé printed on high-quality bond paper?
		Is it a quality copy, free of stray marks and shaded or faded areas?
		Is there adequate white space?
		Is the selected font easy to read?
		Is the overall resumé layout professional, attractive and reader-friendly?
		Are bullets, font changes, caps, underline and italics used sparingly and appropriately? Is the resumé clean and sharp?

Content

Yes	No	Question
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Reference Contact List

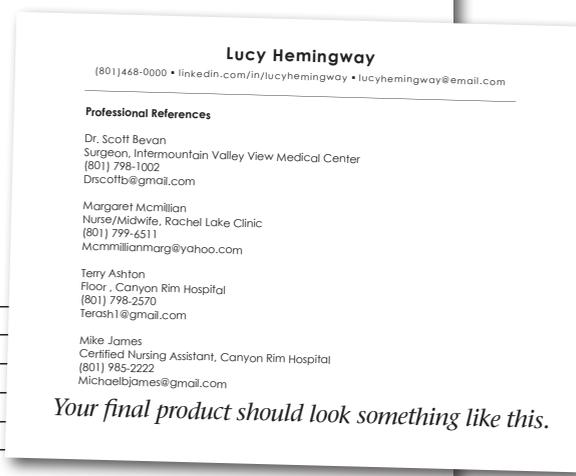


References should be listed on a separate sheet than your resumé and include your contact information. Always contact your references before including them on your reference sheet. Select people who know your work capabilities. Use this tool to make a master reference list. Use the same font and format as your resumé.

Name
Address
City, state, zip code
Phone number
Email address

REFERENCES

Name: _____
 Title: _____
 Company: _____
 Street address: _____
 City, state, zip code: _____
 Phone: _____
 Email: _____



Download this form at jobs.utah.gov/jobseeker/oltools/referencecontactlist.pdf