

# SkillsFirst Resume Software

- Resume
- Cover Letter



## Center for Career Development

Location: Kniskern House (next to UPD)

Telephone: 518-255-5624

Email: [CareerDevelopment@cobleskill.edu](mailto:CareerDevelopment@cobleskill.edu)

## Examples of How to List Leadership Experience

Residential Life Office, SUNY Cobleskill, Cobleskill, NY

**Senior Resident Assistant**, August 2023 – Present

- Assumed supervisory responsibilities in addition to Resident Assistant duties
- Night Host Coordinator: develop a weekly schedule and monitor time sheets
- Participate in Residential Life Professional Staff meetings
- Assist with the selection, training, and supervision of RA and student staff
- Observe at least 6 scheduled office hours per week for walk-ins
- Serve as an administrator in charge in the absence of the Residence Hall Director

**Resident Assistant**, August 2022 – Present

- Develop a sense of community on a floor of \_\_\_\_ students
- Create and implement educational and social programs to aid student development
- Act as a role model and behave in a professional manner
- Execute administrative tasks related to the operation of the residence hall
- Interpret student concerns and propose solutions
- Support the enforcement of the campus Student Conduct Codes and college policies
- Mediate interpersonal conflicts and reinforce campus policies for a \_\_\_\_\_ person residence hall
- Serve as a leader and role model while promoting an atmosphere of community and cultural diversity

Admissions Office, SUNY Cobleskill, Cobleskill, NY

**Student Ambassador**, August 2021– Present

- Establish relationships with prospective students and assist them with the admission process
- Assist with Campus Open Houses and Accepted Student Days and give campus tours
- Contact students and interview them for scholarships
- Developed excellent communication, listening, and customer service skills

Center for Academic Support and Excellence, SUNY Cobleskill, Cobleskill, NY

**Tutor**, Fall 2022 – Present

- Provide one-on-one assistance to students having difficulty with math and English
- Assist students with homework assignments, project management, and test preparation

Residential Life Office, SUNY Cobleskill, Cobleskill, NY

**Night Host**, Fall 2021

- Monitor traffic coming in and out of the residence hall
- Register guests
- Conduct rounds of the hall every hour to ensure a safe and quiet environment

Wieting Hall Council, September 2014 – Present

- **President**, Fall 2022
  - Conducted weekly meetings, delegated tasks, led event development, and implementation
  - Coordinated hall-wide Halloween Decorating Contest
  - Oversaw preparations for hall semi-formal and dinner, 100 students attended
- **Secretary**, Spring 2022
  - Recorded minutes and assisted President with writing and producing publications
- **Floor Representative**, Fall 2021
  - Attended weekly meetings and acted as liaison between the council and floor-mates

## SkillsFirst – Creating an Account and Resume

1. Use Firefox or Google Chrome
2. Go to: <https://www.cobleskill.edu/academics/career-development/index.aspx>
3. Scroll down and click on the SkillsFirst Logo →



### First Time Users:

- Click “Students click here to join”
- Fill out the required information, using SUNY Cobleskill email address

Once you have an account and can log in:

1. Please watch the informative “How to Start” video on your dashboard
2. Click on “Create a Resume”
3. Click “Edit Sample”
4. Choose a resume template – you can change it afterward if you want!
5. Click “Career Center Preferred” resume sample – this provides you with all of the sections that we recommend
6. Click “Use This Sample”
7. You are now ready to make your resume!



Once you have created your template:

1. Click the blue button “Edit”
2. **Contact Section –**
  - a. Make sure you have a professional email (Cobleskill email is fine!)
  - b. Include your phone number in this format 555-555-5555
  - c. You can include a professional headline but it is not necessary (see Examples tab)
  - d. You can include your LinkedIn profile if you would like but it is not necessary
  - e. Click the green button “Save”
3. **Education Section –**
  - a. Click “Add Education”
  - b. Click “Examples”, every degree from SUNY Cobleskill has already been programmed into SkillsFirst
  - c. Use the search bar to find your degree
  - d. Click on the small box to the left of your degree, scroll down, and click the green button “done”
  - e. Follow the instructions – Copy & Paste the information in the correct required fields - \*Don’t forget to delete that information from the Description Box afterward
  - f. In the Description Box, you can list your GPA if it is over a 3.0 (if not, this box can be blank)
  - g. Add in your anticipated Graduation Date
  - h. Click the green button “Save”
4. **Honors Section –**
  - a. Click “Add Honors & Awards”
  - b. Include title (Ex. President’s List, Honorable Mention, etc.)
  - c. Include Issuer (Ex. SUNY Cobleskill)
  - d. Description Box can be left blank
  - e. Include Issue Date
  - f. Click the green button “Save”

## 5. Relevant Courses Section –

- a. Click “Add Coursework”
- b. Include Course Name, do not include any course numbers, abbreviations, etc. (Example: Intro to Microeconomics 101 – you would list this as “Microeconomics”)
- c. Description Box can be left blank
- d. Do not include the start/end date
- e. Click the green button “Save”
- f. Repeat this step for each class, list between 6-8 classes max

## 6. Experience Section –

- a. Click “Add Experience”
- b. Include Organization Name (Ex. SUNY Cobleskill, Stewarts, etc.)
- c. Include Location (city and state only, Ex. Cobleskill, NY)
- d. You do not have to include “Organization Website” or “Organization Description”
- e. Include Job Title (This is your title at the job)
- f. Include Job Description – List your job duties, start each description with an action verb and use bullet points. No “I” statements or periods! Example:
  - Utilized interpersonal skills to provide excellent customer service
  - Operated cash register and balanced cash drawer daily
  - Gained knowledge of pet products
- b. Use the example tab and O\*NET job bullets tab for more examples (don’t forget about google!)
- c. Include the start/end dates
- d. Click the green button “Save”
- e. Repeat this step for each job you have had

## 7. Activities Section –

- a. Click “Add Activities”
- b. Include Title or Role (Ex. Canine Club, Member)
- c. Include the Organization Name (SUNY Cobleskill)
- d. Description Box can be left blank
- e. Include the start/end dates
- f. Click the green button “Save”

## 8. Related Skills Section-

- a. List any additional skills not already mentioned above with bullet points Example:
  - Excellent communication skills; verbal and written
  - Fluent in Spanish
  - Highly organized; manage time well

## OTHER IMPORTANT TIPS!

- As you are editing your resume, click the blue “Preview” button on the right-hand side to review your work – in the preview section – you can opt to change your template
- To Reorder any sections, click on the grey “Reorder Sections” button
- To add an additional section, click on the blue “Add Section” button
- To delete or rename a section, click into the section as if you were going to edit it, click on the 3 dots on the right-hand side for edit/delete options

- If you are ready to have someone review your resume, click on the green “Submit for Review” button – click “Select Group”, “Career Services”, “Submit”

Section sets for Career Center Preferred.

Created By: Erica Hoerz  
Wed, Oct 5, 2022, 1:40 PM ET

Template: Bligelow

[Submit for Review](#)

[To submit for review](#)

[Reorder Sections](#) [AI Keyword Suggestions](#) [Preview](#)

[To reorder sections](#)

[To preview your resume](#)

[To delete or rename a section](#)

Experience

Describe past and present work experiences relevant to the position for which you are applying. Give the most weight and space to recent work experiences (within the past 10 years). This section typically includes paid work experiences, however it's acceptable to include unpaid jobs, especially if you're a recent graduate career changer or return-to-work job seeker. Note: work experiences are automatically listed in reverse chronological order on your resume.

[+ Add Experience](#)

**Dog Walker**  
SUNY Cobleskill | Cobleskill, NY | Feb 2020 - Present

Love dogsPet DogsWalk Dogs

### Quick Resume Checklist:

#### The #1 resume writing tip!!

**Is your resume tailored to the job you are applying to? Read the job description. Make sure the skills and experience the employer is looking for are shown in your resume!!!!**

- Arial font, size 11-12 pt, .8" margins, the heading is formatted.
- No high school or reference information is on the resume.
- Heading has 1 or 2 addresses with phone/email, phone # has dashes. City, State are capitalized.
- Work history begins with the current/most recent job and works backward in time. Dates are consistent.
- Employer Name is the company name. Location is city, state.
- Bulleted job duties begin with action verbs.
- Verbs are in the correct tense. Use “Managed” for a past job vs. “Manage” for a current job.
- Spell Check has been used!

## SAMPLE RESUME

# ERICA HOERZ

Cobleskill, NY

✉ Hoerzel@cobleskill.edu

☎ 555-555-5555

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## EDUCATION

**Bachelor of Technology, Information Technology**  
State University of New York at Cobleskill | Cobleskill, NY

Anticipated: May 2026

GPA 3.0

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## HONORS

Phi Theta Kappa Honor Society, Spring 2020

Recipient of a Clark Foundation Scholarship, Fall 2020- Present

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## RELEVANT COURSES

Network Technology

Network Design Concepts

Data Communications and Networking

Software Integration and Interoperability

Network Security

Project Management Systems

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## EXPERIENCE

**Student Technology Services Assistant**  
SUNY Cobleskill | Cobleskill, NY

Feb 2020 - Present

- Work with Information Technology Service staff to deliver technology support services to the entire campus community
- Answer Computing @ Cobleskill Help Center calls
- Assist faculty in classroom technology
- Manage and maintain student computer labs
- Provide media services set-up and instruction

**Computer Technology Intern**  
Bassett Hospital | Cobleskill, NY

Aug 2019 - Feb 2020

- Assisted Computer Services Manager with hardware, software, and network installation and support of 200-250 user system
  - Backed-up servers and email/post office
  - Installed and upgraded software
  - Maintained support contracts and coordinated with software vendors
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## **ACTIVITIES**

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**Student Government Association, Senior Representative**  
**SUNY Cobleskill**

**Feb 2021 - Present**

**Community Service Club, Member**  
**SUNY Cobleskill**

**Apr 2019 - May 2021**

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## **RELATED SKILLS**

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- Proficient in Spanish
- Highly organized and manage time well
- Excellent problem-solving, interpersonal, and communication skills
- Outstanding customer service skills and experience

## Creating a Cover Letter with SkillsFirst

1. Click on “Create a Cover Letter”
2. Click “Edit Sample”
3. Choose a cover letter template – you can change it afterward if you want!
4. Find the “Job Posting” cover letter sample – feel free to browse the other samples as well!
5. Find “Job Posting 2” – click the blue “Preview” Button
6. Click “Use This Sample”
7. You are now ready to make your cover letter!

Once you have created your template:

1. Above your sample cover letter, find the font size on the grey bar and adjust to font size 11
2. Click the blue button “Edit”
  - 1. Your Information Section –**
    - a. You can include a professional headline but it is not necessary (see Examples tab)
    - b. You can include your LinkedIn profile if you would like but it is not necessary
    - c. Make sure the format is the same as your resume header!
    - d. Click the green button “Save”
  - 2. Recipient Information Section –**
    - a. Include today’s date
    - b. Include the name of the hiring manager and address the cover letter to them (if possible)
    - c. Include their job title, the name of the company, and company address
    - d. Click the green button “Save”
  - 3. Letter Body Section-**
    - a. You can include a “Subject Line” if you would like but it is not necessary (See Examples Tab)
    - b. Under “Salutation” write “Dear Full Name of Hiring Manager” (Example: Dear John Smith)
    - c. “First Section” – this is your Introductory Paragraph (See Examples Tab). Include:
      - i. What job you are applying for
      - ii. How you heard about the job
      - iii. Express your interest
    - d. “Second Section”- this is your Content Paragraph (See Examples Tab). Include:
      - i. Relevant aspects of your education and experience
      - ii. Show how you and your skills will contribute to the job
    - e. “Third Section” – this is your Closing Paragraph (See Examples Tab). Include:
      - i. Thanking the employer for their time
      - ii. Restate your interest
      - iii. Opportunity to ask for an interview
    - f. Click the green button “Save”

### OTHER IMPORTANT TIPS!

- As you are editing your cover letter, click the blue “Preview” button on the right-hand side to review your work – in the preview section – you can opt to change your template
- If you are ready to have someone review your cover letter, click on the green “Submit for Review” button – click “Select Group”, “Career Services”, “Submit”

## COVER LETTER GUIDELINES

# ERICA HOERZ

Cobleskill, NY

✉ Hoerzel@cobleskill.edu

☎ 518-255-5568

January 11, 2023

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### Employer Contact Information

Chris Evans

Captain America

Marvel

123 Avengers St

Hollywood, LA 12345

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### Salutation

Dear Chris Evans,

### First Paragraph

Mention the position for which you are applying and where you found the job posting. Include the name of a mutual contact, if you have one. Talk about why you want to work or have an internship with that company or organization.

### Second Paragraph

State the completion of your degree, the degree, and the institution from where you will receive the degree. This section of your cover letter should describe the skills you have to offer the employer; match your skills to those the employer is looking for in the job posting. Mention specifically how your qualifications match the job you are applying for. Remember, you are interpreting your resume, not repeating it. Express enthusiasm at the possibility of employment with the company.

### Third Paragraph

Let the employer know that you would welcome the opportunity for a personal interview. Include your telephone number and email address. Include information on how you will follow up. Conclude your cover letter by thanking the employer for considering you for the position.

### Complimentary Close

Sincerely,  
Erica Hoerz

Enclosure:

Resume

## SAMPLE COVER LETTER

# ERICA HOERZ

Cobleskill, NY

✉ Hoerzel@cobleskill.edu

☎ 518-255-5568

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**January 11, 2023**

Chris Evans  
Captain America  
Marvel  
123 Avengers St  
Hollywood, LA 12345

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**Dear Chris Evans,**

Please accept this letter as an indication of my interest in the Marketing Intern position listed on your website. I would like to begin my career with Apex because of the way you try to deliver integrated solutions to your customers. Enclosed is a copy of my resume for your review.

In May of 2018, I will receive a Bachelor degree in Business Administration from the State University of New York at Cobleskill. During my time at college, I completed five specialized marketing courses with a 3.5 average. This past summer my employment was at Bassett Hospital. This opportunity provided me with valuable hands-on experience in the area of marketing new lab services. One of my main responsibilities was to develop and implement a marketing brochure for the lab. Through this experience, I was able to increase my communication skills both oral and written by conducting several informational meetings. Once the project was completed, I was part of the team that presented the new marketing material to the hospital board. I believe that my education and experience have provided me with the skills to succeed in the marketing field.

I would welcome an opportunity for a personal interview at your convenience. I will contact you within one week to determine the status of my application. If you have any questions about my qualifications, please feel free to contact me at (617) 555-5000. Thank you for your time and consideration.

Sincerely,

Erica Hoerz

Enclosure:

Resume

## RESUME CHECKLIST

Here are some helpful hints to help make sure your resume is effective and professional.

**Is your resume focused on the career you are pursuing?** It is not recommended to have a general, all-purpose resume. Effective resumes are tailored to specific job fields. You may find you have more than one resume depending on the type of job you are applying for.

- For example, if you are applying for a web design position, you would “showcase” any related classes, job experience, or skills.

**Does your resume show the employer that you have the skills to do the job?**

- Read the job description and make sure your resume shows how you meet the job requirements (skills, experience, certifications, etc.) If you don't, the employer may lose interest.

**Is your resume easy to read?**

- Bold important information (degrees and job titles that are related to the field).
- Use bullets.
- Don't use complete sentences and remove unnecessary text.
- Have an equal amount of white space (don't bunch your information together).
- Use an easy-to-read font: Arial is recommended.
- Avoid using a font size smaller than 11 points.
- Don't use the word “I”. Write in the third person.

**Is it the right length?** In most cases, it is expected that an undergraduate resume will be one page.

**Is your work history listed correctly?** List your most recent job first and work your way back in time. If you have had a lot of small jobs, it isn't necessary to list all of them (especially if they are not related to the field you are going into). Focus on the job experience that is relevant to the job you are applying for. All other jobs could be summarized in the following way:

WORK HISTORY      Have developed a quality work history demonstrating excellent communication and customer service skills by working continuously since June 2015

- Server, Cobleskill Diner, Cobleskill, NY, September 2017 to present
- Sales Associate, Wal\*Mart, Cobleskill, NY, June 2016 – August 2017
- Lifeguard, Cobleskill Town Pool, Cobleskill, NY, Summer 2015

**Is your resume up to date?** You should be continuously updating your resume. Take off information that is outdated or no longer relevant. Add new awards, job experiences, and skills that are related to your targeted job field.

**Do you have an account on College Central Network?** All full-time, part-time, on-campus, off-campus, and summer jobs are listed on CCN. Once your resume has been reviewed you can upload it to CCN.

**If you need assistance, Student Assistants are available in the afternoon in the CCD to help you set-up your resume.**