
HOW TO WRITE

- RESUME
- COVER LETTER
- REFERENCE LIST

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- Cover Letter Reviews
- Interview Advice
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SUU Career
Center
suu.edu/careercenter

Student Center #204
 435.586.5420
careercenter@suu.edu

   SUU Career Center
  @suucareercenter

First & Last Name

Phone Number(s) • Email address • Personalized LinkedIn URL

Summary

- Use 4-6 bullet points to highlight why you are a good fit for the job
- This section should seize attention and briefly summarize your qualifications & attributes
- Target this information directly to the keywords and qualifications in the job ad
- The first line should give you a working title related to the industry (e.g., Outdoor Recreation Expert; Experienced Actor)
- Use legible professional fonts such as Arial, Calibri, Times New Roman, Century, etc., and keep the same fonts throughout the resume
- Use 1 inch margins for all four sides (if you go smaller than 1 inch, be careful to compensate for the loss of white space)
- Be careful not to over or under represent your skills/accomplishments

Education

Degree Obtained – Minor or concentration

Month and year of completion

Name of University, City, STATE

- Special accomplishments or achievements (i.e. GPA, Honor Society, etc.)
- Any coursework relevant to the position

Experience

Job Title, Company, City, STATE

Dates of Employment

- Put the most recent job/experience you have had first, then go backward from there
- Target these bullet points to the “Responsibilities & Qualifications” section of the job ad
- Use the **PARQ** rule: Start each bullet with a **P**ower verb; state the **A**ction you took; show the **R**esults (how you made a difference, who you helped); and **Q**uantify with numbers
- Bullet points do not need to be complete sentences
- Punctuation at the end of sentences needs to be consistent (always a period or never a period)

Job Title 2, Company 2, City, STATE

Dates of Employment

- Avoid using “I” or “me” statements
- Using volunteer experience or relevant job experience, point out skills and accomplishments that are relevant to the job and indicate you are an outstanding employee
- Limit to 1 page unless you have a large amount of **relevant** information tailored to the job
- Remember, this is not just an overview document, it is a targeted marketing document

Other Sections

- May include special trainings, memberships, languages, extracurricular activities, volunteer work, etc. (note that volunteer work should normally go under the “Experience” section)
- Use only as needed, and ensure the information in any added section helps your bid to get the job



Extra Resume Help! Scan here or visit
suu.edu/careercenter/resume.html

John Doe

Home: 444.555.9999 • Mobile: 444.666.7777 • johndoe@email.com • linkedin.com/in/johndoe

Summary

- Claims Analyst expert with approximately *2 years of experience*
- *Diversified experience* with reviewing initial claims for providers, insurance agencies, and long-term care; denied claims; adjudication processes; random file reviews; and audits
- Detail-oriented with a talent for quickly pinpointing and correcting overlooked errors
- *Technologically savvy*: Claims related software (customer databases, claims processing, claims management programs), G Suite, MS Word, PowerPoint, and Outlook
- Fluent in *Spanish* and English; *skilled interpreter*

Education

- B.S., Business Administration (Management)** – Minor: Information Systems **April 2022**
Southern Utah University, Cedar City, UT
- Completed 6 credit hours of *Spanish*: Advanced Grammar & Composition, and Accelerated Grammar, Conversation & Reading

Experience

Claims Analyst I, Optimum Care Insurance, Salt Lake City, UT **January 2019 – Present**

- Reduced backlog by examining 300+ reimbursement requests on existing Long-Term Care claims
- Protected company from fraud by carefully considering, documenting, and referring each potential case for further action and review
- Regional *responsibilities increased* from 5 to 15 states due to demonstrated ability to rapidly learn the complexities of policy parameters and state requirements
- Recorded *100% on-time reporting and compliancy rating*

Summer Internship, Nightingale Health System, Salt Lake City, UT **Summer 2017 & 2018**

- Analyzed 20+ claims per week received from private insurance carriers and Medicare to determine need for payment processing or claims investigation
- Investigated denied claims for causality by contacting over 150 patients and 10 insurance carriers
- Resubmitted claims for payment or billed patients based on investigated information
- Gained accolades from Provider Relations Supervisor: *“Robert has exhibited an outstanding grasp of claims processing and the ability to communicate effectively with patients, providers, and insurance carriers. He has indicated an avid interest in pursuing a career in claims, and I am confident he has a long, successful career ahead of him”*

List of Action Verbs for Resumes & Professional Profiles

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled
streamlined
strengthened

supervised
terminated

Communication/ People Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted

proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills

analyzed
clarified
collected
compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

Technical Skills

adapted
assembled
built
calculated

computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated

List of Action Verbs for Resumes & Professional Profiles

taught
tested
trained
transmitted
tutored

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

creative skills
acted
adapted
began
combined
conceptualized
condensed
created
customized
designed

developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged

ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered

organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
simplified
supplied
standardized
systematized
updated
validated
verified

More verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won

Reference list should be a separate page!

Instructional Reference List

First & Last Name

Phone Number(s) • Email address • Personalized LinkedIn URL

References

Firstname Lastname

Position Title

Organization

123 Any St

City, ST 84720

555.555.5555

email@email

Firstname Lastname was my ___ while I worked as ___ for ___ from YYYY to YYYY.

The header on your references should exactly match the header on your resume & cover letter.

Firstname Lastname

Position Title

Organization

123 Any St

City, ST 84720

555.555.5555

email@email

Firstname Lastname was my ___ while I worked as ___ for ___ from YYYY to YYYY.

List only 3 references unless employer says otherwise.

Firstname Lastname

Position Title

Organization

123 Any St

City, ST 84720

555.555.5555

email@email

Firstname Lastname was my ___ while I worked as ___ for ___ from YYYY to YYYY.

John Doe

Home: 435.555.2277 • Mobile: 435.555.2377 • johndoe@email.com • linkedin.com/in/samplename

References

Thomas Smith

Executive Manager
Optimum Care Insurance
123 Midvalley St.
Salt Lake City, UT 84044
888.555.9999
ocitsmith@email.com

Thomas Smith is my executive manager in my current position as Claims Analyst I for Optimum Care Insurance from January 2019 to Present.

Jocelyn Miller

Provider Relations Supervisor
Nightingale Health System
555 East Frontage St.
Salt Lake City, UT 84046
888.555.9999
j.miller@email.com

Jocelyn Miller was my direct supervisor while I worked as an intern for Nightingale Health System from 2017 to 2018.

Dr. Erick Whittaker

Business Administration Professor
Southern Utah University
351 West University Blvd.
Cedar City, UT 84720
888.555.9999
erickwhittaker@email.com

Dr. Erick Whittaker is my Business Administration Professor at Southern Utah University from Spring 2018 to Present.

First & Last Name

Phone Number(s) • Email address • Personalized LinkedIn URL

Date

The header on your cover letter should exactly match the header on your resume.

Name of Addressee
Position of Addressee
Company Name
Company Address
City, State, Zip

Never use "To Whom It May Concern". If you don't know their last name or position title, it is acceptable to use "Dear Hiring Manager" or "Dear Selection Committee".

Dear Mr. / Ms. / Mrs. / Dr. Lastname (or Position Title):

First paragraph: Explain why you are writing. State the exact position you are applying for and how you found out about it. Find company-specific information and relate it to your interests.

Second paragraph: Explain the reasons why you are a unique and strong candidate for the position. Use the qualifications and duties sections of the job ad as your guide to target your information. Remember, the employer will look at your resume next, so do not just repeat what they will see in your resume. Keep this section concise (same for the entire letter—do not exceed one page total) while highlighting your skills, experiences, characteristics, and/or accomplishments which make you a great candidate for the job.

Last paragraph: Ask for an interview, say thank you, and let them know when you are available. For example: "Thank you for taking the time to consider my resume. I am readily available for an interview and look forward to hearing from you."

Sincerely,

Signature

We **strongly** recommend you hand-sign the letter. There are many ways to do this, including a.) using an ink pen, b.) drawing on a digital device, c.) scanning an ink signature, d.) taking a photo of an ink signature, and e.) e-signature apps.

Your Typed Name



Extra Cover Letter Help! Scan here or visit:
<https://www.suu.edu/careercenter/cover-letter.html>

John Doe

Home: 435.555.2277 • Mobile: 435.555.2377 • johndoe@email.com • linkedin.com/in/johndoe

July 1, 2020

Ms. Caroline D. Mateo
Vice President of Claims
Monticello Insurance Solutions
1234 Breakaway Drive SW, Suite 123
San Diego, CA 92113

Dear Ms. Mateo:

At a community gathering two weeks ago, I spoke with Bob Anderson, a Director at Monticello Insurance Solutions. After discussing my diverse experience as a Claims Analyst, he encouraged me to apply for the open position as a Claims Analyst Supervisor. Based on your organization's reputation of providing excellent customer service and a family-friendly work environment, I am excited to apply for this position, and feel that I would be a great fit for your team.

I have *two years of experience* as a Claims Analyst, progressing from Summer Intern to Claims Analyst I during this time. My *diversified experience* allows me the capability to work in various types of insurance and claims processes including claims analysis, fraud, risk management, training and development, claims management, claims auditing, field auditing, and many more. The quality of my work is evident by my appointment as *mentor/trainer* to others in my unit within one year of becoming a Claims Analyst I. I pride myself in quality work and *leadership* as evidenced by my 100% on-time reporting and compliancy rating.

I hope that you will carefully consider my enclosed resume, as I am excited about the potential to bring my enthusiasm for claims to a quality team like Monticello Insurance Solutions. Thank you for considering me for this position. I am readily available for an interview and look forward to hearing from you soon.

Sincerely,



John Doe