

RESUME/CV & COVER LETTER GUIDELINES IN HEALTHCARE

Compiled by Career Advisors from UNE Academic & Career Advising Office
For additional information contact bccareerservices@une.edu



UNIVERSITY OF NEW ENGLAND
Career Services

Application tools
for success:
-Resumes/CVs
-Cover Letters
-Reference Pages

GENERAL RESUME GUIDELINES

The primary purpose of a resume is to gain a recruiter/employer's interest so that they will contact you for an interview. Your resume and cover letter is your first introduction of yourself to hopefully help you be invited for an initial interview.

Employers don't read resumes word for word, they skim resumes for about 15 seconds on average. According to one recent study (which used eye-tracking software), it may be even less time than that (only six seconds before determining if they should look at another candidate!). This is why it is extremely important that you write your resume in an appropriate format, eliminate grammatical problems, and write in an appropriate tone.

If you can keep the employer's attention, then they are more likely to look into your qualifications, content, and skills. Your resume should be an honest representation of your skills, qualifications and experiences. It should be clear, concise and targeted to the job opportunity for which you are applying. By following these general resume guidelines on content and format, you will be better able to present yourself as a strong candidate for a position.

A Note on Curriculum Vitae's (CVs)

While the term resumes and CVs are sometimes used interchangeably, there are differences. A resume is a targeted and succinct application document for a specific job or position. A **Curriculum Vitae (CV)** focuses on the sum of your experiences. CVs are typically longer and are used for academic, scholarly, research or higher education teaching positions (and some fellowships that focus on your academic achievement). CVs may also be used as an application tool for graduate schools.

CONTACT INFORMATION

- **Professional & Consistent:** The first thing they are going to see is your name and contact information. Your header should be simple and you may include the same contact layout on all your application materials including the resume, cover letter, reference page, thank you notes.
- **Your name:** If you go by a nickname, include it with your full name. For example Thomas (Tom) Jackson. Make your name slightly bigger than everything else. This is about you.
- **No Address:** It is best practice to skip a physical address for identity and security issues.
- **Phone:** Include a phone number where you can be reached reliably. Make sure your voicemail message is appropriate and professional.
- **Email:** Include an email address that you check frequently. The address should be professional (nothing casual or inappropriate). Some people even create a separate professional email or gmail just for their job search process so they can readily track and monitor any professional correspondence (and avoid emails getting lost in email clutter).
- **LinkedIn URL:** Update your LinkedIn summary and profile if you have one and include a customized LinkedIn URL (you can edit and personalize your LinkedIn link under "Edit and Custom URL" to include your name. For example: www.linkedin.com/in/Jane-Doe
- **Federal Government Resumes:** Unless you are applying for a federal government job that requires personal information, **no other personal information should be included** on your resume (i.e. your birthday, social security number, license, etc.).

Header Example

Alison Bradley

Abradley7@une.edu • (207) 629-3948 • <https://linkedin.com/in/alisonbradley7>

2nd page header example:

Alison Bradley

OR
Alison Bradley-2

CAREER PROFILE or SUMMARY OF QUALIFICATIONS

As each resume should be *targeted to the job position*, some people like to start their resume with a Career Profile or Summary of Qualifications or Highlight of Qualifications header at the top of the first page.

In a summary, you can highlight skills that an employer is specifically looking for by carefully reviewing the job description and picking out key words to mirror back. You need to do your research for this *and tailor your resume for each job you apply for*. A summary can highlight your work experience, achievements, certifications, and particular attributes the employer is seeking.

CAREER PROFILE (example)

Licensed Registered Nurse (RN) and recent graduate from University of New England's Bachelor of Science Nursing program with 2+ year's preceptorship and clinical rotation experience in various healthcare settings. Demonstrated excellence in patient-centered quality care and experience working with wide variety of patients from different backgrounds and conditions. Strong interpersonal communication, organizational, and teamwork skills.

SUMMARY OF QUALIFICATIONS: (another, slightly different example using key words)

- ***Patient-centered care:*** Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records in clinical settings.
- ***Communication skills:*** Educate patients on health maintenance and disease prevention.
- ***Organization and attention to detail:*** Demonstrated ability to maintain accurate, detailed records on patients' medical information, medication, progress, changes, reactions, etc.
- ***Interprofessional collaborative care:*** Trained in teamwork and collaboration skills, consulting and coordinating with other members of the healthcare team for optimal care.

PROFESSIONAL EXPERIENCE or CLINICAL SUMMARY

- Work or professional experience – you can include clinical training experiences and skills from rotations, preceptorships, etc.
- Include full-time, part-time, including paid/unpaid internships or co-ops.
- Include job start and end dates, employer name, location (city and state only), and your position title.

CONTENT of your PROFESSIONAL EXPERIENCES

Write about your experiences to knowledge, skills, and abilities from your experiences as well as any accomplishments or significant outcomes from your work. Be 100% truthful and accurate, but don't be afraid to show off your strengths and abilities!

General guidelines:

- Write strong accomplishment statements that effectively describe your work experience.
- Do not use personal pronouns "I" or "my" in a resume.
- Begin each statement with a strong action verb to highlight your skills.
- Use the present tense for work you are currently doing and use past tense for previous work.
- Use the active form of your verbs... collaborate, manage, monitor, report, supervise, oversee.
Do not use the gerund form of the verb (verb with an -ing ending creating, managing, singing, etc).
- Avoid the passive voice. Instead of "Leadership award was given to me in 2019" write "Received the coveted Hanley Leadership Award in 2019."
- If possible, state any tangible results you produced and quantify your achievements with numbers and percentages. For example "Trained team of three staff members" or "Increased charitable contributions by 15%."

Health specific guidelines:

For recent graduates, many of your clinical skills will have come from your rotations. Many of you will apply to various hospitals, maybe even a variety of floors and areas of health care. Focusing on a professional experience or clinical summary allows you the opportunity to show your future employer the breadth of your experience.

Southern Maine Medical Center, Saco ME

Dates/hours

Preceptorship – Medical/Surgical

- Patient population – Give an overview of the type of patients seen, frequent diagnoses handled, anything you might be particularly well-versed in. For example:
 - Monitored patient on telemetry floor caring for patients post-op and with dialysis needs.
- Clinical skills – For your preceptorship, these should not include basic “taking vitals”; involved, floor-specific, advanced skills. Begin this bullet with a verb and think about level of proficiency. For example:
 - Developed skills in reading telemetry strips, EKG, and monitoring patient input and output.
 - Assisted with dressing changes and Foley catheter placement
- Teamwork – Interaction with and reporting to other members of the health care team, observing procedures in other areas of hospital, etc.
- Signature Accomplishment – Potential to showcase something “out of the ordinary” during your rotation. For some students, this could be an opportunity to highlight professional development put on in OT or PT clinic. For nursing or PA students, an event on floor that required elevated skills. For example:
 - Assisted nursing staff during code grey by helping to therapeutically deescalate the situation and maintain safety of other clients on the unit.

Maine Medical Center, Portland, ME

Labor and Delivery

- Continue with rotations in chronological order, starting with most recent.
- Standard rotations should have 3-4 bullets.
- Focus on rotation-specific skills as you get into more recent rotations. For example:
 - Performed newborn head-to-toe assessment and administered applicable medications such as Vitamin K injections.

New England Rehabilitation, Saco, ME

Rehab

- Your first rotation is the place for basic skills, like taking vitals, potentially your first time with patient assessment.
- This rotation will be 2-3 bullets max. That is ok!!

Other notes from UNE Portland Campus Career Services clinical summary for students:

Nursing: All of your rotations will not have the same amount of bullets and that is fine. If you are applying to a floor that is the same as where your preceptorship was, lead with the preceptorship. If you are applying to a different floor, you could lead with that if you want. For example, your applying labor and delivery but your preceptorship is med/surg. You are currently rotating through labor and delivery, so that is the first rotation you list. That is fine!

Occupational Therapy (OT): Include your professional development in-services you present. Give the title and a sentence about the topic.

Your clinical summary should only include your Level II placements. Those are where your clinical skills are coming from.

Physical Therapy (PT): Be sure to include the practice setting (inpatient vs outpatient; if the practice has a focus on athletes/elderly patients/specific post-op rehab).

Physician Assistant (PA): Feel free to use paragraphs instead of bullets. You will have a large number of patients seen and a lot of skills to talk about. Bullet formatting can leave empty space. If you are choosing to use paragraphs, start each sentence with a verb to show what you are doing.

PROFESSIONAL EXPERIENCES (example)

Specialist, Fort Devens Hospital, Shirley, Massachusetts August 2018 - Present

- Care for 5-7 adolescent patients on the psychiatry ward at a time
- Coach, train, and motivate a team of five advisors in the Office of Veteran's Affairs to provide accurate and appropriate information to callers.

EDUCATION

- Include school, city, state, degree, major, minor, concentration area, and date of graduation.
- Include your GPA if it is a 3.0 or above. You may also choose to include any other academic honors (Dean's list, academic honors or achievements).
- Post education in a reverse chronological order, so your most advanced degree will be first and then work backwards (not high school!).
- You may also include any Global Education/Study abroad experience as well as relevant (to the job) relevant coursework, projects, research papers, academic scholarships, honors, licensing, special training and/or credentials can be included.

EDUCATION: (example)

University of New England, Biddeford, ME Graduated: May 2020

Bachelor of Science in ***Health Wellness & Occupational Studies***

3.8/4.0 Dean's List all semesters

OTHER INFORMATION

- Include other professional information that is relevant to the job for which you are applying.
- Examples of other resume headers might include: Other Work Experience, Interprofessional Experience, Certifications, Professional Associations, Job Shadowing, Leadership Experience, Professional Skills (language skills, computer skills), Research, Publications, Posters & Presentations, Recognitions and awards, Community/Volunteer Experience, and Extracurricular Activities, Clubs & Organizations

EXAMPLE of RELEVANT ADDITIONAL INFORMATION:

CERTIFICATIONS

- Basic Life Support – American Heart Association (AHA) Expires January 2021
- Certified Nursing Assistant (CNA) Expires May 2021
- CPR/First Aid/Basic Life Support Expires December 2020

APPEARANCE

- Your resume should be visually appealing, easy to read, and well organized. Put it down, print it out, and look at it. Be critical and ask yourself if it is easy to read
- Leave at least one-inch margins on your page (no less than ½ inch if you use narrow margins to fit on one page).
- Leave enough and consistent white space between sections. Too much information can make your resume cluttered. Strive for simplicity and clarity.
- Use italics, capital letters, bullets, boldface, and underlining for emphasis. Be consistent. If you italicize one position title then you should italicize all position titles. Don't over capitalize. If in doubt, keep things lower case.
- Use 10pt or 12pt font, in a standard, professional font like Arial or Times or Calibri. Don't use fancy fonts such as Comic Sans or any other non- professional font.

ADDITIONAL HINTS and RESUME CONVENTIONS

- Many recruiters and employers prefer chronological resumes. Chronological resumes list your education and experience in reverse chronological order and highlights accomplishments within each position.
- There are more advanced resumes required for certain life experiences (career transitions, former military, etc.) as well as specific types of resume for particular fields such as working in the federal government. For additional questions or support, ask a UNE Career Advisor.
- Do your best to keep your resume to one page. Your resume should be a **maximum** of two pages, unless you are creating a CV (curriculum vitae, used in higher education, teaching, research). More than one page is also okay in a federal resume, or if you have a lot of relevant clinical or other related healthcare experiences. However, recruiters might not get past your first page, so make sure the most important information is on the first page.
- If you go to a second page, place your name in some way on page two.
- Avoid jargon, colloquialisms, acronyms, clichés, and abbreviations (state abbreviations okay).
- There are many templates available to help you get started on writing your resume (including through the UNE Career Advising office). But don't use free downloadable templates from online, especially those that have chunked formatting that are difficult to edit, distracting to the eye and may not be picked up by applicant tracking systems.
- **Proofread! Proofread! Proofread!** Even little mistakes will reflect poorly on you. Have someone else proofread your resume to detect any spelling or grammatical errors.
- Be as concise as possible. Bullets can be a helpful way to organize your accomplishments.
- Mentioning clubs and organizations, leadership, and volunteer is optional, but do not overuse if not relevant to your chosen professional and will not enhance your marketability.
- Include professional associations, membership or other industry specific affiliations.
- Spell out numbers ten and under; use numerical form for numbers 11 and over.

DO NOT INCLUDE:

- Personal information (such as family status, social security number, driver's license, demographic info etc.).
- Salary information.
- The full address of an employer. The city & state is enough.
- Names of supervisors or references. You should provide references separately. You do not need to refer to references with statements like "References available upon request"
- Your resume should be 100% honest. **Do not exaggerate.** You should be able to easily and convincingly talk about your resume in an interview.

Adapted from UNE Portland Campus Career Services Clinical Rotation Summary Supplement, and informed by UMGC Career Planning Resources.

Sample Resume (Nursing/ABSN)

Shelby Donahue

92 Pool Street Biddeford, ME 04005
207-390-9302 / sdonahue@une.edu

Education:

Accelerated Bachelor of Science in Nursing
University of New England, Portland, ME

Graduation: August 2020

Bachelor of Science in Applied Exercise Science
UNE Biddeford, ME
Cum Laude

Graduation: May 2019

Clinical Experience: *Clinical Summary Attached*

Work Experience:

Cardiac Technician, Maine Medical Center, Portland, ME

June 2018-June 2019

- Perform and interpret EKG assessments throughout all hospital departments
- Assist in cardiac stress tests and work interprofessionally with physicians and nurses

Shift Manager, Fielder's Choice, Old Orchard Beach, ME

Spring 2014- Fall 2018

- Managed and supervised staff during shift, formulated shift schedules
- Trained new employees to develop work ethic and customer service skills

Interprofessional Experience

Interprofessional Team Immersion Nursing Leader, UNE Portland, ME

Fall- Spring 2019

- Developed interprofessional skills with students from other health professional programs while planning the best course of care for given patient

SBIRT Student Leader for Nursing Profession

Fall-Summer 2020

- Screening, Brief Intervention, and Referral to Treatment training to work with vulnerable populations

Volunteer Experience:

Preble Street Food Kitchen and Milestone Recovery, Portland, ME

Summer 2019

- Assisted with providing food and transportation to the homeless population

Conferences

UNE 2nd Annual Symposium on Evidence-Based Clinical Scholarship

Fall 2019

*** Presented "The Impact of Multi-disciplinary Health Teams on Patient Outcomes"**

- Maine Harm Reduction Conference Fall 2019
- Represented UNE at NEACSM Conference in Providence, RI November 2018

Certifications and Qualifications:

- CPR/AED certification Expires January 2022
- CITI-training certified Fall 2017-Present
- HIPPA certified Fall 2017-Present

Awards and Honors:

- The Helene Fuld Health Trust Scholarship Grant; Fuld Scholar May 2019
- Maine Medical Nursing Scholarship August 2019
- Sigma Theta Tau International Honor Society of Nursing June 2020

Skills: EPIC, Quinton, EKG interpretation, IV training

Clinical Experience

Southern Maine Medical Center- Preceptorship Emergency Department

- Work clinically with preceptor
- 135 hours

Summer 2020

Southern Maine Medical Center- Medical/Surgical

- Telemetry floor
 - Administering medication with assistance of instructor
- 90 hours
- Assisting nurse with dressing changes
 - Observing patient undergoing dialysis
 - Monitoring patient input and output

Fall 2019

Maine Medical Center- Mental Health, Portland, ME

45 hours

- Work clinically with a psychiatric patient population
- Develop further skills and interprofessional communication

Fall 2019

New England Rehabilitation Center, Portland, ME

90 hours

- Work clinically with patients recovering from complications of stroke
- Provide care, education and proper documentation
- Develop a patient care plan tailored toward individual patients
- Assess, diagnose, plan, implement and evaluate

Summer 2019

CLINICAL EXPERIENCE

Labor and Delivery Unit

Mercy Hospital

Fall 2020

Portland, ME

- Assisted physician and assigned nurse during delivery and labor by supporting patient and providing therapeutic interventions.
- Administered medications to patients pre-, intra- and post-partum to reduce client pain, induce delivery and/or augment labor.
- Formulated detailed patient care plans
- Closely monitored fetal heart rate strips during labor to alert staff for any abnormalities and signs of fetal depression.
- Directly assessed newborns head-to-toe immediately following delivery and administered applicable medications such as Vitamin K injections.

Intermediate Care Unit

Maine Medical Center

Fall 2020

Portland, ME

- Obtained vital signs, IV site checks and environmental safety checks to prevent clients' risk of injury.
- Performed full head-to-toe assessments on assigned patients as well as comprehensive neurological assessments to monitor client progress.
- Administered medications ordered by the provider, including controlled substances and IV treatments, to patients using the rights of medication administration.
- Evaluated responses of nursing interventions through focused assessments and documented outcomes.
- Assisted nursing staff during code grey by helping to therapeutically deescalate the situation and maintain safety of other clients on the unit.

Psychiatric Unit

Southern Maine Healthcare

Summer 2019

Biddeford, ME

- Participated in group therapy sessions by actively listening and contributing input.
- Engaged in non-judgmental and compassionate dialogue with patients during one-on-one clinical interviews.
- Taught and demonstrated healthy coping skills such as deep breathing and grounding exercises to patients.
- Promoted clients creativity by planning and executing recreational activities such as book clubs, board games and arts and crafts.

Long Term Care/Dementia Unit

Barron Center

Fall 2019

Portland, ME

- Assisted clients with activities of daily living such as personal hygiene, getting dressed and showering.
- Obtained basic vital signs and reported findings to the registered nurse.
- Helped patients with ambulation using assistive devices.

Sample Clinical Summary -2

CLINICAL EXPERIENCE

MAINE MEDICAL CENTER - PRECEPTORSHIP

11/2020 - 12/2020

Ambulatory Surgery

- Managed and cared for patients pre- and post-operative through discharge
- Communicated with Anesthesia and Surgical team
- Skilled in identifying and addressing post-op complications
- Proficient in providing discharge instructions to patients and families
- Proficient in determining patient readiness to be discharged

UNE HEALTH SERVICES CENTER

10/2020-11/2020

Preventative Medicine

- Assisted student population with acute health concerns
- Safely administered immunizations and vaccinations
- Properly administered COVID-19 tests
- Administered streptococcal, UTI, and other Point of Care tests

MAINE MEDICAL CENTER R2

09/2020-10/2020

Critical Care

- Worked with cardiac and respiratory patients
- Accurately read Electrocardiogram strips
- Proficient in providing patient education regarding care and medications

SPRING HARBOR HOSPITAL

01/2020 - 03/2020

Psychiatric Care

- Worked with adolescents suffering from psychiatric disorders
- Skilled in completing therapeutic conversations and interviews
- Able to redirect patients as needed

MAINE MEDICAL CENTER P3CD

01/2020 - 03/2020

Medical Surgical

- Managed care for IV drug users, geriatric population, and homeless population
- Safely administered oral, IV and subcutaneous medications

BARRON CENTER

09/2019 - 12/2019

Rehabilitation Rotation

- Worked with geriatric population in long term care
- Assisted residents with hygiene and activities of daily living and range of motion exercises
- Properly and accurately assessed and documented vital signs

CLINICAL EXPERIENCE

Surgery Associates of York Hospital

Nov 16 – Dec 2

General Surgery

- First assisted in robotic cholecystectomy, hernia repairs, lumpectomies, PEC tube. Preformed
- Proficient in use of robotic technology for surgical procedures including hernia, etc

Southern Maine Health Care

Sept 28 – Nov 6

Family Medicine

- Outpatient family medicine that cared for pediatrics and adults. Large patient population with mental health diagnosis. Management and treatment of depression, anxiety, bipolar, ADHD and bipolar. Preformed shoulder and knee injections, pap smears, skin biopsies, and contraception implants.

Northern Light Inland Hospital

Aug 17 – Sept 25

Internal Medicine

- Inpatient medicine rotation in medical ICU and Med Surg floor. Admission, H&P and treatment plans were performed. Interprofessional rounds on patients and discussed their progression and treatment plans daily. Treated patients with DKA, osteomyelitis, COPD, pneumonia, MI, and Afib.

Maine General Medical Center

June 29 –Aug 7

Orthopedics

- Worked primary with a hand, wrist and elbow physician assistant as well as total joint surgeons, spine surgeon, and a sport medicine surgeon. First assisted in 76 surgeries including but not limited to carpal/ cubital tunnel release, CMC arthroplasty, knee scop, total knee replacement. Management of patients in outpatient setting. Performed history, physical exam, ordered and interpretative diagnostic studies. Preformed injections for trigger finger CMC arthritis carpal tunnel, de quervain's, knee arthritis, shoulder arthritis and hip bursitis.

Alternative clinical experience

May 18 – June 26

Primary care

- Trained on telemedicine etiquette, obtained patient histories and physical exam via video appointment, remote patient monitoring through Senscio system, participated in check-in call for chronic care management

Daren Myers

47 Newbury St
Boston MA, 30238

781-424-9403
dmyers82@gmail.com

EDUCATION:

University of New England, Portland ME,
Masters in Physician Assistant

Expected May of 2021

Westfield State University, Westfield MA,
Bachelor in Science - Movement Science
➤ *Concentration - Sports Medicine*

May of 2018

LISCENCES AND CERTIFICATION:

Physician Assistant Certification Exam

Scheduled date: June 14, 2021

ACLS, American Red Cross

Expires 2022

X waiver, American Academy of Addiction Psychiatry

Certified EMT, State of Massachusetts

First Aid, CPR, and AED Certifications, American Red Cross

CLINICAL EXPERIENCE:

See attached page

PROFESIONAL EXPERIENCE:

Cape Cod Hospital, Hyannis, MA

August 2019 – May 2019

ER Medical Scribe for Dr. Jacob Crowell

- Documented patients HPI, ROS, discharge instruction and ordered diagnostic testing

Cape Cod Hospital, Hyannis, MA

May 2017 – May 2019

ER Technician

- Frontline care giver performing direct patient care in Emergency Center
- Provided direct patient care and collected physical, psychological, and social patient data
- Assist physicians with procedures such as dislocation reduction, suturing, intubations, etc.

INTERPROFESSIONAL EXPERIENCE

University of New England, Portland, ME

Interprofessional Team Immersion

- Interprofessional collaboration to provide patient care using high functioning teams to improve quality care delivery and reduce medial missteps

PROFESSIONAL MEMEBERSHIPS:

American Academy of Physician Assistant

November 2020 – Present

Massachusetts Association of Physician Assistant

November 2020 – Present

SKILLS:

Electronic Privacy Information Center (EPIC), CERNER, languages, other tech skills, other skills

CLINICAL EXPERIENCE

Atlantic Orthopedic Specialists
Orthopedics

Dec 3 – Dec 18 2020

Surgery Associates of York Hospital
General Surgery

Nov 16 – Dec 2 2020

- First assisted in robotic cholecystectomy, hernia repairs, lumpectomies, PEC tube. Preformed
- Proficient in use of robotic technology for surgical procedures including hernia, etc

Southern Maine Health Care
Family Medicine

Sept 28 – Nov 6 2020

- Outpatient family medicine that cared for pediatrics and adults. Large patient population with mental health diagnosis. Management and treatment of depression, anxiety, bipolar, ADHD and bipolar. Preformed shoulder and knee injections, pap smears, skin biopsies, and contraception implants.

Northern Light Inland Hospital
Internal Medicine

Aug 17 – Sept 25 2020

- Inpatient medicine rotation in medical ICU and Med Surg floor. Admission, H&P and treatment plans were performed. Interprofessional rounds on patients and discussed their progression and treatment plans daily. Treated patients with DKA, osteomyelitis, COPD, pneumonia, MI, and Afib.

Maine General Medical Center
Orthopedics

June 29 –Aug 7 2020

- Worked primary with a hand, wrist and elbow physician assistant as well as total joint surgeons, spine surgeon, and a sport medicine surgeon. First assisted in 76 surgeries including but not limited to carpal/cubital tunnel release, CMC arthroplasty, knee scop, total knee replacement. Management of patients in outpatient setting. Performed history, physical exam, ordered and interpretative diagnostic studies. Preformed injections for trigger finger CMC arthritis carpal tunnel, de quervain's, knee arthritis, shoulder arthritis and hip bursitis.

Alternative clinical experience
Primary care

May 18 – June 26 2020

- Trained on telemedicine etiquette, obtained patient histories and physical exam via video appointment, remote patient monitoring through Senscio system, participated in check-in call for chronic care management

Alex Aberley

aaberley1@une.edu

(978) 265-3239

Education

2017-Current (Class of 2021)	University of New England - College of Pharmacy Portland, Maine PharmD Candidate <ul style="list-style-type: none">• Interprofessional Education Honors Distinction• Rho Chi National Honor Society• Phi Lambda Sigma National Leadership Society
2013-2017	University of New England - College of Arts and Sciences Biddeford, Maine Bachelor of Arts and Science <ul style="list-style-type: none">• Major in Medical Biology• Minor in Business Administration• President UNE's Men's Rugby Club• Cum Laude

Licensure and Certification

Current - December 2021	Pharmacy Intern License Maine
Current - September 2021	American Health Care Academy CPR/AED (BLS)
Issued April 2019	National Association of Chain Drug Stores Point-of-Care Testing Certificate
Issued August 2019	University of New England HIPPA Certification
Issued November 2018	American Pharmacists Association Pharmacy-Based Immunization Delivery Certification

Professional Experience

Maine Medical Center Longitudinal APPE Program

March 29 – May 7, 2021	Emergency Medicine APPE Portland, Maine Preceptor: Joleen Bierlein, PharmD
February 15 – March 26, 2021	Pharmacy Leadership APPE Portland, Maine Preceptor: Brian Marden, PharmD

January 4 – February 12, 2021	Ambulatory Care – Outpatient Intravenous Therapy APPE South Portland, Maine Preceptor: Dorothy Wang, PharmD
September 21 – August 30, 2020	Maine Medical Center Inpatient Pharmacy Portland, Maine Preceptor: Mathew Caron, PharmD
August 10 - September 18, 2020	Critical Care APPE Portland, Maine Preceptor: Kathryn Smith, PharmD
June 29 – August 7, 2020	General Medicine APPE Portland, Maine Preceptor: Ashley Gale, PharmD
May 18 – June 26, 2020	Community APPE – Kennebec Pharmacy and Home Care Augusta, Maine Preceptor: Josh Benner, PharmD
<u>Introductory Pharmacy Practice Experiences</u>	
May 20 – June 7, 2019	Bridgton Hospital Inpatient Pharmacy IPPE Naples, Maine Preceptor: Kevin Dumas, PharmD
May 21 – June 15, 2018	Rite Aid Pharmacy IPPE Naples, Maine Preceptor: Brittany Plapis, PharmD

Other Professional Experience

September 2020	Assistant Manuscript Editor Journal of the American Medical Association
January 2020 – April 2020	Medication Therapy Management - Walgreens Portland, Maine Ryan Parenteau, PharmD <ul style="list-style-type: none"> • Mitigate medication risks in specific disease states • Connect patients with healthcare services • Educate patients on drug information
January 2019 – current	Pharmacy Intern - Spring Harbor Hospital Westbrook, Maine Bryan O'Connor PharmD <ul style="list-style-type: none"> • Operate and correct errors in Pyxis MedStations^{[L][SEP]} • Engage in communication with patients and staff • Order medications - Cardinal Health/McKesson Connect
July 2018 – current	Pharmacy Intern - Walgreens Windham, Maine Richard Agbortoko, PharmD <ul style="list-style-type: none"> • Decrease patient wait time by multitasking^{[L][SEP]} • Provide customer service that has been praised in surveys

June 2016 – July 2017

- Train technicians in duties and responsibilities
- Certified Nursing Assistant - Life Care Center of America
Fitchburg, Massachusetts
- Called on to minimize discomfort for transferring residents
- Assist residents in activities of daily living

Professional Organizations

January 2019 - current

Rho Chi – National Honor Society

President Delta Chi Chapter

- Planned induction ceremony/inducted new members
- Lead general body meetings
- Communicated with national office
- Organized fundraising events
 - Letters to Alumni
 - Elsmere Fundraiser

April 2018 – current

Industry Pharmacist Organization

Vice President Delta Chi Chapter

- Assisted in leading general body meetings
- Scheduled and participated in fundraising events
- Invited guest lectures to speak to our college
 - Rutgers fellow – Kendall Sullivan, PharmD
- Organized industry tours and networking opportunities
 - Biogen
 - Idexx

September 2019 - current

Phi Lambda Sigma – National Leadership Society

- PLS/Rho Chi Mentorship Program
- Worked in the 2020 PLS Leadership Conference

January 2019 – current

American Pharmacists Association Student Chapter

March 2018 – current

Kappa Psi – Professional Pharmacy Fraternity

August 2017 – April 2019

Fundraising Committee Class of 2021

Community Service

March 2020

Boy's and Girl's Club – Granola Bar Drive

- Collected Granola Bars from the college of pharmacy

October 2019

Boy's and Girl's Club – Halloween Event

- Pasta drive at the College of Pharmacy
 - Raised 559 lbs. of pasta and 400 jars of sauce
- Participated in Halloween activities with local children

April 2018, April 2019

St. Baldrick's Foundation: Head Shaving Event

- Raised money for childhood cancer research

Interprofessional Activities

January – April 2020	Supervised Interprofessional Student Pain Clinic <ul style="list-style-type: none"> Worked with students from other professions to assess and treat a chronic pain patient while being supervised by Dr. Stephen Hull, MD.
March 2020	Phi Lambda Sigma Leadership Conference <ul style="list-style-type: none"> Organized and attended conference with guest speakers, leadership activities and panel of local leaders in health care
August – December 2019	Interprofessional Geriatric Educations Program The Cedars in Portland, Maine <ul style="list-style-type: none"> Participated within an interprofessional team in assessing and monitoring a geriatric patient at an assisted living facility
November 2019	Center for Excellence in Collaborative Education Event Nutrition Education for Better Health
March 2019	Center for Excellence in Collaborative Education Event Through the Eyes of a Person Living with Chronic Pain
February 2018	Center for Excellence in Collaborative Education Event Eating Disorders in a Weight Biased World

Work-Related Activities

September 2020	Windham High School Flu Clinic <ul style="list-style-type: none"> Administered influenza vaccination to teachers
October 2019	Windham Middle School Flu Clinic <ul style="list-style-type: none"> Administered influenza vaccination to teachers
June 2019	Rite Aid Conversion Team <ul style="list-style-type: none"> Trained Rite Aid employees to operate Walgreens computer systems

Educating Events

October 2020	In-Service Learning for Radiology Nurses <ul style="list-style-type: none"> Anticoagulants, Antihypertensive, and Insulin
August 2020	In-Service Learning for Residents and Medical Students <ul style="list-style-type: none"> Bugs and Drugs
February 2020	Patient Counseling Competition <ul style="list-style-type: none"> Competed effective method to deliver drug information to patients

- November 2019
- Opioid Education/Naloxone Training - Dr. Stephanie Nichols
- Taught members of the community about opioid risks and the opioid reversal agent Naloxone in Old Orchard Beach, ME
-

Industry Events

- January 2019
- Biogen Tour
- Conducted tours for IPHO members where we discussed industry pharmacy and fellowship opportunities: Regulatory Affairs, Clinical Research and Development, Medical Affairs, Commercial
- September 2018
- Sanofi Genzyme
- Conducted tours for IPHO members where we discussed industry pharmacy and fellowship opportunities: Regulatory Affairs, Clinical Research and Development, Medical Affairs, Commercial
- April 2018
- IDEXX
- Conducted tours for IPHO members where we discussed industry pharmacy and fellowship opportunities
-

Professional Presentations

- September 2020
- Journal Club Presentation: Beta-Blocker Therapy in Severe Traumatic Brain Injury
- September 2020
- Patient Case Presentation: Transient Diabetes Insipidus with Discontinuation of Vasopressin
- August 2020
- Journal Club Presentation: Vasopressin versus Norepinephrine Infusion in Patients with Septic Shock
- August 2020
- Patient Case Presentation: Hepatorenal Syndrome
- April 2020
- Patient Case Presentation: Status Epilepticus
- January 2020
- Journal Club Presentation: Effectiveness of Adjunctive Antidepressant Treatment for Bipolar Depression
- January 2019
- Journal Club Presentation: ALLHAT
Phar 102 Integrated Group Learning
- September 2018
- The Biology of Cancer: p53 and Apoptosis
Phs 239 Medical Cancer Biology
- September 2018
- Journal Club Presentation: Antiplatelet Regimen for Patients with Breakthrough Strokes While on Aspirin
Phar 102 Integrated Group Learning

Shadowing Experiences

October 2020	Pediatric Intensive Care Unit Maine Medical Center, Portland ME William Cram, PharmD
October 2020	Oncology Maine Medical Center, Portland ME Jordan Bundy, PharmD
September 2020	Cardiac Intensive Care Unit Maine Medical Center, Portland ME Chelsea Wampole, PharmD
September 2020	Compounding Maine Medical Center, Portland ME Iris Lin, PharmD
September 2020	Critical Care Emergency Department Maine Medical Center, Portland ME Hannah Mazuur, PharmD
September 2020	Nutrition – enteral/parenteral feeding Maine Medical Center, Portland ME Paul Blakeslee, RD
June 2020	Compounding Kennebec Pharmacy Compounding, Augusta ME Kayla Doucett, PharmD
December 2019	Outpatient I.V. Therapy Maine Medical Center, South Portland ME Dorothy Wang, PharmD

Skills

Epic
Intercom Plus
OutcomesMTM
Pyxis MedStation
QS/1
MILT
Cardinal Order Express
McKesson Connect

Personal Interests

Health and Wellness, Powerlifting, Lake Sports

COVER LETTERS

CONTENT

- The purpose of a cover letter is to accompany a resume when applying for a position and should be included with each resume that is submitted for online/email applications. The resume and cover letter can be saved as separate documents (PDF format) for inclusion.
- You don't want to just reiterate what they can already see in your resume. It is an opportunity to show more about who you are as an employee, why you are interested in the position and company and how and why you would be a good fit for the position. It is also a way to know you have researched *them*.
- Identify the position for which you are applying and carefully review job description to determine why you are qualified. Be sure to speak to any key words, qualifications or credentials they are seeking.
- Use referral resources (someone who works there and you have spoken to about the position, or someone who referred you to the company or position). Include this if applicable in the first paragraph.

GENERAL GUIDELINES

- Each letter should be written to specifically target its audience.
- Never misrepresent your qualifications. Letters should reflect integrity and a positive attitude.
- Write your letter in a professional, conversational tone.
- Letters should be business letter format and kept to one page in length. Three or four paragraphs will allow you to get your points across.
- Just as with your resume, your letters should be error free and visually appealing. Proofread carefully to avoid grammatical and spelling errors, run-on sentences and overuse of personal pronouns. Reading the letter aloud can be very helpful in finding errors.
- If emailing a letter, you can use the letter as the message with your resume attached. Another option is to write a brief message in email explaining that the letter and resume are being attached to the email.

PRODUCING A PROFESSIONAL LETTER

- Although you may be able to send the same resume to a variety of different organizations, each letter you send should be carefully tailored to the situation and employer. Never send a form letter.
- Employers will view your letter as an indication of your written communication skills, so keep it formal, businesslike, and concise. One page should be sufficient and it should be in print that is sharp and easy to read. Do not use unusual fonts.
- Whenever possible, address your letter to a specific person. This may require you to call the organization and ask to whom you should address your cover letter or review website masthead.
- Use the individual's name in the salutation. Address the person as Mr., Ms., or Dr. If you can't find a contact name, you may use Dear Hiring Committee. Some organizations will ask that you direct your letter to a search committee or particular office. In that case, use the terminology given, eliminating Dear (example: Director of Human Resources).

FINAL SUGGESTIONS

- If asked to list salary information, consult with Career Services.
- Be sure to include your telephone number and email address within your letter or on return address.
- Use the same style that was used for the resume (font and/or layout).
- Keep an electronic folder of letters sent and carefully note any follow-up that is required.
- Give specific and pertinent information relative to the position you seek. Generalities are not only confusing, but they imply you are trying to conceal a weakness. Include enough facts to be convincing.
- Be yourself and be positive. Personnel executives easily recognize letters copied from textbooks, written by employment agencies, or sent out in mass.
- Review your letter. Is it interesting and persuasive? Does it include important aspects of your college experience, a bit of your personality, and all pertinent qualifications and skills? Are the punctuation, grammar, and spelling correct?

Sample Cover Letter Format

Your Name
Address (optional)
Email
Phone Number

Your cover letter should be in a “business letter” format with all text aligned to the left for a clean, professional and polished look.

Month Date, Year

Name of Employer/HR Manager
Company Name
Employer Street Address
City, State Zipcode

Dear Ms./Mr./Dr. Last name of Addressee:

Opening Paragraph:

Be sure to state the position to which you are applying and name of the company. You may also include how you found out about the position and definitely include if you were referred by someone (for example someone you know who works at the company, or a company recruiter you met at a career fair or corresponded with via email). The first paragraph is also an opportunity to make a general statement summarizing what qualifies you most for the job (recent graduate from UNE in a particular program or major, or any key skills or experiences that highlight why they should consider you or your enthusiasm for the position).

2nd Paragraph:

In the second paragraph, you want to make a direct connection between the needs of the company (what they are looking for in a candidate) and how and why your skills and background experience are a good match for what they are looking for in a candidate. Don't focus on why this is good for you, stress on what you can do for *them*. Draw upon any coursework or specific projects, work or internship/clinical experiences or college involvement if it shows a direct connection to skills that would be relevant to the position. You don't just want to reiterate what they will already see in your resume. This is a chance to expand upon a specific project or accomplishment and how that qualifies you for the job/or task to which you are applying.

3rd Paragraph:

You also want to talk about your “personal brand” – what personal qualities, motivation and passion are a good fit and will help you succeed in this particular job and organization or company. Lastly, you want to show that you know something about them and that you have researched the company enough to speak to how and why you want to work there, and that you have a vested interest in this industry, company mission, programs/services or the work itself.

Closing Paragraph

End by restating your interest in the position and how your unique qualifications are a good fit for the position. Request an interview, and let the reader know you look forward to a response and hope to have an opportunity to meet. Thank the reader for their consideration.

Sincerely,

Your signature

Your Printed Name

Samantha Carter
27 Lexi Drive
Auburn, ME 04033
(207) 365 -9877
scarter@une.edu

Ms. Hennesey, Human Resources
Maine Medical Center
22 Bramhall St.
Portland, ME 04042

June 11, 2019

Dear Ms. Hennesey,

Address a real person whenever possible rather than "To Whom It May Concern"

Always state the name of the position and company to where you are applying

Please accept this letter of application for the **Registered Nurse (RN)** position at **Maine Medical Center**. I am a recent graduate from the University of New England's Advanced Bachelor of Science in Nursing (ABSN) program, and have had the opportunity to complete several clinical rotations in the Southern Maine area including one at Maine Medical Center under the supervision of Danielle McCallister, RN, MEd. Having graduated from UNE, a school that has a strong focus on interprofessional education and collaborative care, I am excited by the prospect of working within a hospital setting that values the integration of the nursing team with other health professions. I was impressed with the level of professionalism and care demonstrated by the Nurses and Nurse Managers at Maine Medical Center and would love to be part of your team.

Highlight key work or educational experiences that show value

During my education at UNE, I learned and demonstrated required basic nursing skills including patient assessment, monitoring, and implementation of care plans. I am organized, detail oriented and always adhere to strict protocol in regards to record-keeping, monitoring and reporting on patient's progress and any changes. Through my preceptorship and clinical rotations, I have further developed my skills in interpersonal communication to provide compassionate, patient-centered care and learned how best to advocate for the patient's voice and opinions in how they receive care. I have had the opportunity to work with patients from diverse cultural and language backgrounds, and pride myself in maintaining cultural humility and sensitivity in working with individuals and families who come from different backgrounds than myself. Through my clinical experiences, I have also learned the value of teamwork in being part of an effective healthcare team.

Include skills and qualities about yourself that show "fit"

In addition to my direct care experience, I also took the initiative to be a leader in my program and served as the nursing program representative for the Graduate Student Government. As an undergraduate student, I also volunteered as an orientation leader for two years. Lastly, I have volunteered in several healthcare settings including Doctor's Without Borders and assisting at our campus American Red Cross Blood Drive for three years. I believe my skills in leadership and community engagement would further contribute to the Maine Medical Center's nursing staff.

I would welcome the opportunity to interview with Maine Medical Center's nursing hiring committee to further discuss my qualifications for this position, and look forward to hearing from you at your earliest convenience. Thank you for your time and consideration.

Sincerely,

Sarah Bilodeau

Sarah Bilodeau

In closing, ask for an opportunity to interview and sign both a written signature (scan an electronic signature) and typed formal name

REFERENCE PAGE

WHEN DO I GIVE A REFERENCE PAGE?

- Provide reference information when you are asked to provide it. If you reach the interview stage and have not been asked for references, you may offer your reference page. Generally three references is a good number.
- Generally do not send reference information with your resume unless it has been specifically requested.
- Most employers will do some initial screening of candidates –by reviewing resumes and narrowing the candidate pool, and usually interviews first before contacting references.

GENERAL GUIDELINES

- CONTACT each individual whom you are asking to serve as your reference. Secure their permission IN ADVANCE and ask their permission before using them as a reference. This should not be a surprise.
- Verify all details of your references' contact information, including spelling of names, titles, addresses, phone numbers and email addresses.
- Give your references a copy of your resume so they know about your abilities, activities, and experiences. This is so your reference is well aware of other background information they may not be aware of.
- Make sure to send “thank you” notes to thank each reference in writing for his/her assistance.
- DO NOT view communicating with your reference as bothering them. Brief, cordial e-mail or phone messages show that you are business like about your job search, and that you appreciate your references.
- If your references are not sure what to say have them talk about:
 - The capacity in which they know/knew you (i.e., you were a summer intern and she was your advisor)
 - Time frame of the relationship (i.e., you were a summer intern and she was your supervisor)
 - Positive qualities demonstrated in the capacity in which they knew you (i.e., trained other employees, presented programs to students, developed new ideas for X, etc.)

WHO SHOULD SERVE AS YOUR REFERENCES

In selection people to ask to serve as references for you, **think about what those individuals know about you and if they can discuss your work-related qualities.** Consider:

- **Past and present employers** usually know about such things as your honesty and integrity, reliability, initiative, quickness to learn and take on responsibility, and your ability to work with others. This type of information is valuable, even if your employment was not career-related.
- **Faculty members** who know about your academic ability, productivity, and timeliness, honesty and integrity, and perhaps have observed how you work with others.
- **Advisors and coaches** may also be aware of information about you that could be relevant to a potential employer – such as honesty and integrity, maturity, initiative, interpersonal skills or leadership qualities.
- **Don't list** references who only know you in a social capacity (family, friends, etc.)

Obviously you **do not** want to offer as a reference someone who would not speak about you in positive terms or who doesn't know you well enough to give a strong enough reference. If an individual is neutral or has a reservation about serving as a reference for you, look elsewhere. This is one reason for **seeking permission** from potential references in advance.

WHERE TO LIST REFERENCES

- **DO NOT state “References available upon request” on a resume** – inferred and waste of valuable space. Reference page should be a separate page from resume

WHAT SHOULD BE ON IT?

- For each reference person, include full name, title, organization with which the person is affiliated, completed address, phone number and e-mail address. Refer to as Dr. (for Ph.D. or other), “Mr.” or “Ms.”

Sample Reference Page

Lisa Jenkins

14 Canon Beach Road Minneapolis, MN 00393

(307) 222-2011

ljenkins@une.edu

References

Dr. Samuel Waincott

Faculty Mentor/Academic Advisor Department of Biology

University of New England

11 Hills Beach Rd.

Biddeford, ME 04005

(207) 234-4350

swaincott@une.edu

Elsa Merlin, RN, MEd

Clinical Supervisor

Sheilding Hospital

9834 River Street York, MN

(555) 234-2345

emerlin@sheilding.org

Ms. Julie Cogillson

Volunteer Manager

American Red Cross- Leadership/Community Engagement position for three years

345 Cloud Street

Limerick, MN

(555) 364-2349

jcogillson@redcrossmn.org