Application documents

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Résumé checklist

Heading

- Make sure your name is large and in an easyto-read font at the top of the page
- Follow your name with current contact information like phone and email address; home address is optional

Objective (optional)

Best used for part-time, internship or career fairs.

- Be brief, clear and concise
 - Indicate realistic career plans that are specific to the company and position for which you are applying
- Be sure your résumé supports your stated objective

Education

- Omit extraneous or irrelevant words and high school information
- List degree(s) and majors accurately to match your transcript and in reverse chronological order
- Include school name and location, including city and state
- Provide only the month and year of graduation
- State overall GPA if it is 3.0 or higher
- Use two to five position-relevant course titles, if appropriate, as they appear on your transcript, not course number

Experience

- Separate experience into "Relevant" and "Additional Experience" sections if applicable
- Utilize a strategic order, such as reverse chronological, when listing experience
- Include nonpaid roles like internships, activities, volunteer work and projects
- Provide complete information for each entry: organization, location, start and end dates, and position title
- Use action verbs like supervised, oversaw and designed to describe responsibilities and accomplishments
- Provide quantifying information when appropriate, such as "supervised 10 employees"
- Illustrate and focus on skills appropriate to the job for which you are applying

Technical skills or skills (optional)

- List any computer software you are familiar with and any certifications obtained
- Avoid listing transferable skills like "great communication," "teamwork oriented" and "leadership skills"
- Categorize language proficiency as fluent, conversational or basic; international students, see page 48

Awards, honors, activities and volunteer experience (optional)

- Provide names of professional, community or campus organizations and position(s) held; include dates
- Indicate positions held and recognitions received from organizations
- Exclude high school activities and awards unless you are a first-semester freshman

Appearance, format and proofreading

- AVOID TEMPLATES find one you like and then create it manually
- Correct any misspellings and grammatical errors
- Use appropriate verb tense throughout
- Avoid personal pronouns, and use bullet points rather than complete sentences
- Use capitalization and punctuation consistently
- Use bold, italics, capitalization and spacing to produce a visually attractive document
- Use a font style and size that are appropriate, consistent and easy to read
- Arrange sections so the most important information is listed first, from top to bottom and left to right
- Ensure the résumé length is appropriate given your experience, with one page preferred and two pages maximum, except for federal résumés and CVs
- Do not include references or the phrase "References available upon request"

The reverse chronological résumé

Overall Format: Recruiters typically prefer chronological résumés. It should be easy to read quickly and allow for the recruiters to understand the candidate's goal and determine whether the candidate is qualified. Be strategic about every word on your résumé; the fewer "filler-word" phrases used, the better.

- A one-page résumé is recommended for entry- and mid-level positions
- When using a two-page version, the most relevant information must be on the first page, and there should be enough content to fill one half or more of the second page

Related Coursework is a good addition for individuals with less experience. When used, the sections only include courses specific to the position applied for.

Summary of Qualifications is an alternative for more experienced individuals. The skills listed should be terms drawn from current and past experience.

Experience is more than just what you are paid for. It can include long-term volunteer work, leadership positions in an organization, internships and special projects. If transferable skills are gained, it is experience.

Use **onetonline.org** for action verb statement writing.

Technical Skills: List operating systems, software or hardware. Technology majors, see page 30 for example.

Certifications: Indicate ability to learn new skills and mastery.

Languages: Specify level of fluency in a foreign language as fluent, conversational or basic. If applying internationally, English can be included as a language.

Honors can have its own section or be embedded in your education section.

Organizational Involvement: -

Title or type of involvement and the name of the organization are required. Span of involvement is optional.

- Experience is shown in reverse chronological order or the most recent experience listed first
- Bullet points are preferred for easy reading
- Font size in the body of your résumé should be 10-12 point and easy to read; your name can be larger
- Margins should be 1/2" to 1" left, right, top, and bottom
- Each résumé should be customized to each position applied for
- Each properly crafted résumé should help drive the information shared in an interview

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OBJECTIVE:

To obtain a fall 2022 internship at Auto-Owners Insurance utilizing my education and previous experience

EDUCATION:

	Davenport University, Grand Rapids, MI Bachelor of Business Administration in Management	GPA: 3.68 May 2025			
c	Related Coursework: Principles of Project Management, Principles of Risk Management and Insurance, Insurance Company Operations and Regulations				
c	EXPERIENCE: Consumers Credit Union Customer Service Representative • Balance and monitor cash items for 10,000+ accounts • Monitor risk for account holders, and identify issues of delinquency • Perform account transactions, account maintenance, customer corresponde and completing delegated reports and projects as scheduled • Solve routine customer problems with professionalism and efficiency	Kalamazoo, MI March 2020-Present			
	Davenport University Collegiate Athlete-Volleyball	Grand Rapids, MI August 2020-Present			

- Maintain and balance schedule efficiently to ensure academic and team success Attend scheduled practice, game and training sessions
- Analyze performances to identify strengths/weaknesses and make improvements
- Compete professionally by executing instructions from coaches
- · Collaborate with a team of 22 to accomplish daily, weekly and seasonal goals
- Awarded "Most Coachable" for 2020 season

Buddy's Pizza Server

Host

HONORS:

- May 2018-February 2019
 Ensured every customer was satisfied with their experience by providing high-level customer service
- Communicated with kitchen staff of 6 to effectively expedite food times to customers
- Managed a section of 15 tables with the potential for 75 guests at a time

Trained new wait staff on proper technique and Buddy's Pizza protocol January 2018-May 2018

- Created and walcomed au
- Greeted and welcomed customers before escorting them to their assigned tables
 Accommodated 50+ reservations per night through proper organization and time management

TECHNICAL SKILLS

- Software: Microsoft Excel, PowerPoint, Access, SAP, Photoshop, InDesign
- Certifications: CPR, First-Aid, Project Management, DU Excellence System
- Languages: Fluent in French, Conversational in Spanish

President's List (3 semesters), President's Scholarship for Academic Excellence, Outstanding Service Award

ORGANIZATIONAL INVOLVEMENT:

Student Association for Project Management, Alpha League, Habitat for Humanity, Panther Prowl Pack Leader

Detroit. MI

Key action verbs

Use these to help employers understand the qualitative aspect of your experience.

Communication

Customer service/ **Patient relations**

Accommodated

Advised

Aided

Adjusted

Alleviated

Answered

Arranged

Counseled

Customized

Dedicated

Educated

Guaranteed

Negotiated

Recommended

Identified

Listened

Provided

Related

Remedied

Repaired

Restored

Satisfied

Strengthened

Sold

Fulfilled

Eased

Collaborated

Organization/ **Administrative**

Arranged Assembled Budgeted Calculated Cataloged Centralized Charted Classified Collected Compiled Correlated Indexed Inked Orchestrated Organized Oriented Planned Processed Procured Purchased Recorded Regulated Scheduled Sianed Systematized Administered Advised Allocated Allowed Appointed Approved Assigned Authorized Chaired Coached Created Delegated Designed Dispatched Directed Educated Elicited Empowered Enabled Endorsed Enhanced Guided Hired Influenced Instructed Interviewed Judaed Led Monitored Motivated Officiated Recruited Represented Solved Spearheaded Supervised Trained

Leadership/

Management

Teamwork

Accomplished

Achieved

Assisted

Balanced

Brainstormed

Collaborated

Contributed

Cooperated

Coordinated

Diversified

Encouraged

Flevated

Executed

Fostered

Mediated

Nominated

Participated

Partnered

Teamed

United

Merged

Joined

Facilitated

Analyzed Ascertained Acknowledged Assessed Audited Compared Computed Conceptualized Concluded Confirmed Constructed Determined Devised Diagnosed Estimated Evaluated Examined Forecasted Formulated Integrated Investigated Justified Measured Supplemented Negotiated Prescribed Prioritized Projected Rated Recommended Researched Scrutinized Solved

Validated

Verified

Technical/

Analytical

Addressed Advocated Arbitrated Articulated Attested Authored Briefed Clarified Communicated Composed Contacted Convinced Corresponded Demonstrated Drafted Edited Educated Explained Illustrated Informed Interpreted Interviewed Lectured Marketed Persuaded Presented Promoted Proposed Publicized Reported Spoke Summarized Translated Transcribed Wrote



Mind your tenses

- Use the past tense version of a word if you are no longer working in a position when describing past role responsibilities.
- Use the present tense version of a word if you are currently ٠ or just recently worked in the position you are describing.
- Avoid action verbs with negative connotations or ending in "ING.

Application documents

Action verb statements that show results

What are action verb statements that show accomplishments? -

Accomplishments are things you started, completed, worked on, created, developed or made possible. They are things that happened because YOU were there. They can be a project or something created by you or in collaboration with others. They are always specific, and they are always things you played an active role in, even if others worked with you.

Look at the difference between a job duty or responsibility and the same situation described as an accomplishment.

Note that the accomplishment described the job duty using "quantifying and qualifying" words. Accomplishments should be stated with easy-to-understand qualifying action verbs and/or in quantifying number (#, \$, %) statements. These positive results are the benefits your previous employers received for hiring your skills.

Summarize your accomplishments

For each action verb statement, write down the answers to the following questions:

- What was the preexisting problem, duty or situation?
- What work did you do? Be specific. The more detail and data, the better.
- · What were the results? Quantify the results (use numbers)!
 - How much? How many? How often? With whom?

After answering the questions above, summarize your answers in an action verb statement (bullet) and include it with your experience.

Here is a task, job duty or responsibility like those that appear on a typical résumé:

"Wrote weekly reports on sales and submitted these to the home office."

Now the same task, job duty or responsibility written as a detailed accomplishment:

"Completed 134 summary reports on sales, including weekly volume, percent of increase and new clients seen. Received commendation from sales manager for accuracy and for never missing a deadline."

Use onetonline.org

for action verb statement writing.

A few more examples:

Before: Worked in accounts receivable After: Reduced accounts receivable from 33% to 1.5% by collaborating with 12 different external vendors and redeveloping the internal invoicing procedures

Before: Supervised IT Department After: Supervised 8 employees within the IT Department supporting 85 clients and 200+ end users

Before: Experienced working in the human resources field

After: Provided progressively responsible human resources services in a fast-paced manufacturing environment, managing the recruitment and retention of 240+ employees

Tips

- Do not use personal pronouns like I, my, me, we, our, etc.
- Do not talk about the company or the organizations; your résumé should focus on you and your experience







Résumé specifics by industry

0

Summary of qualifications

Experienced applicants can use this to highlight specific skills related to the desired positions.

Accounting

Bold **"Sitting for CPA: Expected Date**" in the education section if CPA is part of your career plan.

Sports Management

Bold "**COSMA accredited**" in the Education section.

Nursing

Bold "Eligible to sit for NCLEX-RN in [Month Year]" in "Education" or "Certifications and Licensure" section. Clinical experiences should be strategically placed above non-industry experience.

Legal

Bold "**ABA-approved program**" in the education section; Westlaw in skills.

Marketing

There is freedom to include more color, design and creativity. Marketing recruiters are looking for candidates who stand out. Designs should be original and of your own making to best showcase your skills. Include links to your social media, and expect them to review it (see pg. 45). Make sure social media is appropriate and profile/privacy settings are up to date.

Technology

Technical Skills sections: Typically, your skill set in technology is the most qualifying asset. Listing Technical Skills at the top of the résumé is the most strategic placement. Check isograd.com for expertise levels.

Military experience

Military experience is translated into civilian terms. See page 49.

Professional Summary

- 3+ years of human resource and recruiting experience
- 10+ years of experience in customer service
- 5+ years of Navy service

Summary of qualifications

- SHRM certified since May 2017
- Advanced knowledge in Excel, QuickBooks and ADP
- Bilingual in Spanish and English

Nursing example

Clinical Experience

Holland Hospital, Leadership, 90 hours Covenant Healthcare, Community, 90 hours Mary Free Bed, Pediatric Unit, 90 hours MyMichigan Health, Postpartum Unit, 90 hours Sparrow, Medical Surgical Unit, 140 hours U of M Health - West, Neuro Unit, 135 hours Pine Rest, Mental Health, 45 hours Medilodge, Long-Term Care, 90 hours Winter 2023 Winter 2023 Fall 2022 Fall 2022 Winter 2022 Fall 2021 Winter 2021 Fall 2020

- Obtained vital signs and measured and recorded intake and output
- · Administered medications to patients and monitored for reactions or side effects
- Monitored, recorded and reported symptoms or changes in patients' conditions
- Consulted and coordinated with health care team members to assess, plan, implement and evaluate patient care plans
- Charted effectively with Epic software

Marketing example

Education

Davenport University, Grand Rapids, MI

Bachelor of Business Administration in Marketing

GPA: 3.68

May 2025

Course Certifications: Hubspot's Inbound Marketing & Inbound Sales, Google Ads Fundamentals & Shopping Advertising Specialization, Google Analytics for Beginners

Technology example

Technical Skills

• C#

-0

- C++
- Java

- SQL
- Windows OS
- Linux

- VMWare
- Cisco Routing/Switching





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- Retirement plans with employer contributions
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- Flexible schedules
- Flexible dress code
- Employee assistance program
- Continuous education
- Employee health services

Apply on our Job Board at uofmhealthwest.org/jobs

Curriculum vitae (CV)

Latin for "course of life"

- It is often a longer document used to apply for specific types of positions: academic, teaching, research, grants or scholarships
- · It is a complete record of your academic and professional achievements, so it does not have length restrictions
- It can include sections such as education, work history, skills, publications, public speaking/ presentations, research, laboratory or field skills, awards/grants, teaching experience, licenses/certifications, study abroad and professional memberships
- · Many organizations will provide a format they want used to apply with a CV, so check the website for specific instructions
- · An international posting may request a CV; this is usually synonymous with "résumé" but can vary by country

Name		Résumé:
Resume Objective		Short: 1-3 pages but usually just one page
Experience Education	Name	 Specific: Showcases only your most relevant skills and work experience
Skills	Summary	 Used to apply for nearly any job
Administrative Assistant	Education	cv:
Licenses and Certifications	Experience	 Long: No page limit, sometimes 20+ pages
	Publications	 Comprehensive: Presents all of your academic positions, publications and achievements
		 Used to apply for academic and scientific jobs

Federal résumé

- Sample résumé on the next page
- Tailor each federal résumé to EACH job announcement for which you apply
- Federal résumés do not have page limits: Include ALL experience (paid and unpaid), education, activities, special projects, military experience, research, etc.
- Be clear, not vague: Explain your skills as they directly relate to the qualifications
- Paragraph form is acceptable, but bullets are easier to read
- Use reverse chronological order ONLY

Defining your experiences:

- Include exact dates whenever possible June 1, 20XX
- Describe paid and unpaid experience in the same manner by highlighting the transferable skills gained
- Do not speak in terms of what you were "responsible for"; speak in terms of what you did and what you did well
- Do not worry about being overqualified, as the issue is about having enough experience, not having too much
- · Be repetitive to meet qualifications across multiple experiences
- · Discuss both paid and unpaid experiences in great detail



For more details on what to include on your federal résumé, visit usajobs.gov/help/faq/ application/documents/ resume/what-to-include.

	ABRAHAM LINCOLN 111 President Drive Washington DC 20005 US Mobile: 202 200 2222 Email: alincoln@pastpresidents.com			
Country of Citizenship: Veterans' Preference: Highest Grade: Availability: Desired Locations:	United States of America No GS-02- 07, 06/20XX-08/20XX Job Type: Permanent, Temporary Work Schedule: Full Time US-DC-Washington/Metro US-VA-Arlington US-VA-Alexandria	y, Recent Graduates	The General Schedule (GS) is the predominant pay scale for federal employees, especially employees in professional, technical, administrative or clerical positions.	
Work Experience:	Department of State (Educational and Cultural Affairs) Washington, DC US Public Affairs Assistant Supervisor: John Smith (XXX-222-2222) Okay to contact this Supervisor: Yes • Supervised ten contractors on commu on time and budget • Contacted and pitched media for prog		 Don't forget to include past salary or GS level. Include the number of hours per week. 	
Education:	Department of State (Educational and Cultural Affairs) Washington, DC US Intern Supervisor: John Smith (XXX-222-2222) Okay to contact this Supervisor: Yes • Wrote fifteen articles about foreign ex and press releases o • Drafted twenty memoranda for the Uf • Assembled financial and budget infor Cultural Affairs internal materials o • Assembled financial and budget infor Cultural Affairs internal materials o • Asseided with administrative tasks suc meeting logistics B.A., (May 20XX), Marble House College, 35 Semester Hours o GPA: 3.50 out of 4.0	ndersecretary of State mation for use in Educational and ch as filing documents and organizing	This is a great way to highlight subject area expertise. Note: Do not use abbreviations; write out Educational and Cultural Affairs, not ECA. Federal résumés require you to include the number of semester hours to ensure eligibility.	
Language Skills:	Major: Economics, Spanish Language (doub Relevant Coursework, Licenses and Certif Macro Economics, Micro Economics, Statist English Spoken: Advanced Written: Advanced Read: Advanced	fications:		
Affiliations:	Spanish Spoken: Advanced Written: Advanced Read: Advanced National Spanish American Member (20X) Foundation	X – present)		
References:	Name: George Washi Employer: Marble House Title: Professor, Spa Phone Number: XXX-333-333	University nish Language	Use this section to highlight relevant class projects, volunteer work and other leadership roles that may not be on your private sector résumé.	
Additional O	 Skills: Grant writing experience (awarded "I and Recreation Services, Delaware Co Regional expertise in Balkan, Post-Soc issues (Including extensive regional to Proficient in Microsoft Office program 	ounty Government, Dec. 20XX) oviet, and Western European political	Be specific in the programs you are proficient in.	

The traditional cover letter

Every job you apply for should have its own unique cover letter. If a posting has an optional cover letter, it is a trap—always consider it MANDATORY!

To start, it is best to understand what a cover letter is for:

- It serves as a writing sample — how good is your written communication?
- It shows your level of interest in the company and position
- You can discuss personality traits and transferable skills that are not apparent from your résumé
- It is designed to create interest in reading your résumé and get you an interview
- It provides another avenue for you to brand yourself
- Your résumé will tell whether you are qualified; your cover letter is designed to help readers determine whether you are a good fit

International students, see page 48.

Brand your cover letter with the same header as your résumé.

Use date submitted.

Do your research: Find the correct address and contact, and address the letter to that person; "Dear Hiring Manager" is OK if a contact cannot be found.

Tell them you want what they have to offer! State exact match to the open position.

State why YOU are uniquely qualified. How will you do your job?

Make a direct ask for the interview or the position, and ALWAYS say thank you.

Additional tips:

- Always match your abilities and skills to the job description
- Pull the exact wording and terms used in the job description; for example, if they use the term "clients" to refer to customers, your cover letter (and résumé) should be tailored to that language
- The art is in your storytelling; write in a way that makes them picture you in the role by using concrete examples
- Cover letters can be more than three paragraphs but should never exceed one page

Mr. Randy Davenport Steelcase Inc. 901 44th St. SE Grand Rapids, MI 49508

占 Dear Mr. Davenport,

• The opportunity presented by Steelcase for a product marketing specialist greatly interests me. Growing up in the Grand Rapids area, I have always dreamed of working for a large company like Steelcase. I believe that with my innovation and initiative, I could complement your team well.

• Pounce Panther

313 Prairie Point | Lansing, MI 48933 (616) 698-7111 | ppanther@email.davenport.edu

- O My studies in marketing at Davenport University were designed to be a springboard for my future. Product and sales research courses have provided me with valuable insight into customer needs and wants. Social media expertise and my B2B sales experience complement my knowledge base as well, preparing me for such a challenging marketing position as the one at Steelcase. The innovation behind Steelcase furniture is certainly the wave of the future, and I want to bring my passion and excitement to your team.
- Please refer to my enclosed résumé for further substantiation of my qualifications, education and experience. I would welcome the opportunity to become a part of the Steelcase marketing team. I can be reached at (616) 698-7111 during business hours. Thank you in advance for your consideration.

Sincerely,

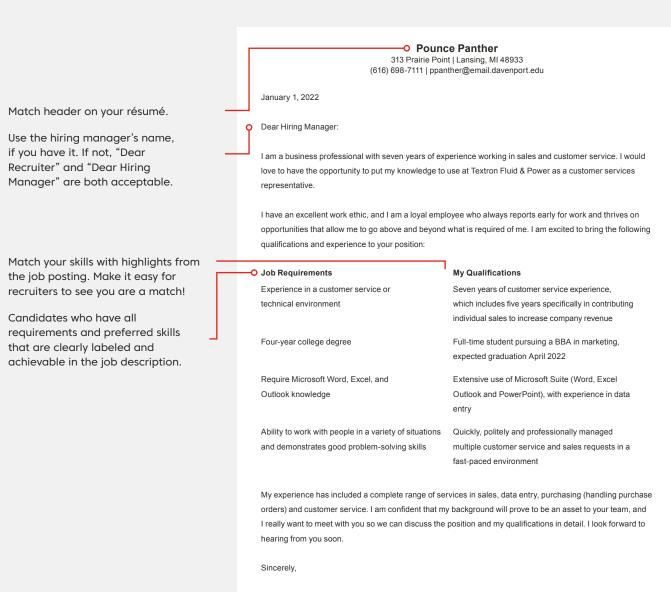
(Handwritten signature or blank) Pounce Panther

> If you are emailing your application, the body of your email will be your cover letter and you must attach all other requested documents. You will not need to have a formal header and address.

The comparison cover letter

Comparison cover letters are slightly different from the traditional style listed on the previous page. Be strategic about which style to use; the easiest choice is not always the best choice. Consider your industry. The comparison style could be beneficial for:

- · Extremely large companies at which cover letters are only skimmed because of the number of applicants
- · Job roles that have very little written communication (accounting, technology, clinical health)
- · Companies or personnel that are typically succinct and presentation oriented (legal)



Pounce Panther

References

- · Include three to five professional references in a document separate from your résumé
- Use professional references only: those who can speak of you as a professional, including work or volunteer supervisors, professors, coaches, project team members, colleagues and those you have supervised
- · Contact your career coach about any concerns you have about using someone as a reference
- · Check with each reference; ensure they are EXCITED about being a reference for you
- · Make sure your reference contact information is up to date
- · Send the job description to all references so they understand topics to cover and highlight about you

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REFERENCES

Name (amount of time known) Title Company Address City, State ZIP Email Address Phone

Ms. Alex Anderson (6 years) Supervisor Superior Management 1515 W. Fulton Grand Rapids, MI 49506 aanderson@superiormanagement.org (616) 887-6238

Mr. Michael Brown (2 years) Professor Davenport University Maine College of Business 6191 Kraft Ave. SE Grand Rapids, MI 49512 michael.brown@davenport.edu (616) 555-1212

Employers will ask for your references when needed,

- Have your references ready to use to complete the online or paper application form
- Provide your references
 document when it is requested

Headers on all application documents should match your résumé and cover letter.

Thank-you notes

Thank-you notes

- Can be typed or handwritten in a letter or email format
- A proper salutation is "Dear Mr./ Ms./Dr."; be sure to write down the names of your interviewers or request their business cards
- Thank them for taking the time to meet with you
- Reference the date and time of interview
- Reiterate your interest in the company
- Mention what you think they are looking for in a candidate and how you meet those needs
- Exude confidence in your ability to succeed in the role
- Include any anecdotal pieces of information that will make them remember something specific from the interview or about you
- Thank them for their consideration, and reiterate next steps and a time when you will follow up if you do not hear anything
- Do not prewrite thank-you notes — wait until you have completed the interview; thankyou notes are a great opportunity to clarify or confirm points made during the interview

Template

Email

Dear [Interviewer]:

[Thank them for their time] + [mention something about your conversation that you found interesting or helpful] + [reiterate your interest in the job and company] + [emphasize what about your experience would make you good at the job].

Best, [your name]

Dear Ms. Sparrow:

I want to thank you for the opportunity to interview for the Brand Manager position on August 15, 2022. I enjoyed meeting you and learning more about your organization. My enthusiasm for the position and my interest in working with you are even stronger as a result of the interview.

You indicated that you are looking for an individual with experience in merchandising. I know that I am capable and knowledgeable and that my training has been excellent. My education and work experience parallel the job requirements. I am certain that I could make a significant contribution to your team and the organization.

I would like to reiterate my strong interest in the position and working with you and your team. You provide the kind of opportunity I seek. Please feel free to call if I can provide you with any additional information.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon.

Sincerely,

Pounce Panther

Handwritten

Dear My. Sparroue,

Thank you very much for the opportanity to interview for the medical assisting position. I enjoyed meeting you and learning more about your company. My enthusiasm for the position and my interest in working for Holland Hospital are even stronger as a result of the interview.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon!

Sincerely, Pounce Panther

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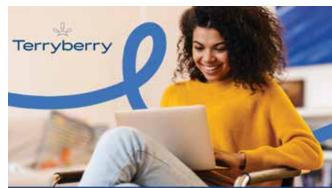
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Example 2 maxim[®]



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