

Application Documents

Resume



Experience

Education

Leadership

Accomplishments

Cover Letter

Key Words

Licensure

Skills

Volunteer

References

Certifications

Work History



**Internships/
Clinical**

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****All examples are to be treated as guides only; DO NOT COPY.** Each document should be specific to YOUR background, education, experience, and jobs to which you are apply-

Career Services Center

Rachel Evans, Coordinator

Kate Childers, Administrative Assistant

Bremer Hall 102

319-296-4297

careerservices@hawkeyecollege.edu

THE RESUME

A resume is an outline or summary of your background addressing your qualifications, skills, education, and accomplishments. Its purpose is to gain the interest of an employer and show the value you would add to their organization. Think of it as your ticket to the interview!

****There is no set way to order your resume. These various sections can be included no matter what format is chosen.**



Heading: Include your name, address, phone number, and email address.

Do not include funny or cute email addresses. Make sure the voicemail message for the phone number listed is appropriate.

Profile or Skills Summary: List skills that support your summary including computer, language, specialized training, and experience with specific equipment.

Education: List your most relevant degree first and include any seminars or workshops that would support the position you are applying for. Other items that can be added are academic honors or awards, certificates, and other highlights that show your academic character.

Coursework or Special Projects: These are optional sections that can be included with education. If you do not have much work experience, this can be an effective way to demonstrate accomplishments and experience to back up your summary. Be specific and use concrete examples.

Experience: This section describes any full-time, part-time, or internship positions starting with the most recent. Use action verbs and be specific with your examples to showcase accomplishments and outcomes that make you an excellent candidate for employment.

Activities/Volunteering: Include any information on professional clubs, organizations, campus government, or community involvement that you are active in. For each activity, list the name of the organization, office held and/or dates of membership.

Honors and Awards: If you have more than one of these, you can create a section to highlight them. Include name of award and date received. These can include academic honors, scholarships, and work-related recognition.

Quick Tips:

- ♦ Be cautious of using online templates; they are not unique or user friendly.
- ♦ Use easy to read fonts, sizes 11-12, and be consistent throughout.
- ♦ Do not use pictures, graphs, or bright/scented/distracting paper.
- ♦ Use bullet-points to highlight important information.
- ♦ List education and experience in reverse chronological (newest to oldest) order.
- ♦ Save your resume using your first and last name in the file (ex. Joe Smith Resume).

ACTION VERBS: Use when describing accomplishments and duties

Accomplished	Designed	Instituted	Received
Achieved	Determined	Instructed	Recorded
Acquired	Developed	Insured	Recruited
Added	Devised	Interpreted	Reduced
Adjusted	Directed	Introduced	Reorganized
Administered	Displayed	Invented	Researched
Advised	Distributed	Investigated	Reshaped
Altered	Edited	Lowered	Revamped
Analyzed	Educated	Maintained	Reviewed
Anticipated	Effectuated	Managed	Revised
Approved	Eliminated	Moderated	Saved
Arranged	Enlarged	Modified	Scheduled
Awarded	Equipped	Monitored	Secured
Built	Established	Motivated	Selected
Catalogued	Evaluated	Negotiated	Sold
Chaired	Examined	Notified	Solicited
Collected	Expanded	Opened	Sorted
Combined	Followed	Operated	Standardized
Compiled	Formulated	Ordered	Started
Completed	Generated	Organized	Strengthened
Conceived	Governed	Originated	Succeeded
Condensed	Grouped	Oversaw	Supervised
Conducted	Guided	Participated	Surveyed
Constructed	Handled	Performed	Systemized
Contributed	Harmonized	Planned	Taught
Controlled	Illustrated	Prepared	Tested
Coordinated	Implemented	Presented	Trained
Converted	Improved	Presided	Transferred
Counseled	Incorporated	Processed	Upgraded
Created	Increased	Produced	Utilized
Decreased	Indexed	Programmed	
Delegated	Individualized	Promoted	
Delivered	Initiated	Provided	
Demonstrated	Inspected	Purchased	
Documented	Installed	Raised	

Resume Worksheet*

*The purpose of this worksheet is to assist with gathering and organizing information for your resume. You may not need to utilize every section of this example; a typed resume should be 1-2 pages in length.

Your Contact Information (to be placed at the top of your resume in a header)

*Do not abbreviate state (i.e., IA should be Iowa); **Use a PROFESSIONAL sounding email address (examples: firstname.lastname@gmail.com; lastname.firstname@gmail.com)

Full Name	
PO Box (if applicable)	
Street	
City, State*, Zip Code	
Phone number with area code	
Email address**	

PROFILE

*This section is optional. If you choose to include it, be specific to the job for which you are applying. Do not use "I", "me", "my" anywhere on your resume.

EDUCATION/TRAINING

*Start with your most recent educational training first. Only list schools you have graduated from or are currently attending. If you have been out of high school for at least 2 years, do not include it on your resume. If you are in college, it is assumed you have your high school diploma or HiSET/GED.

Full Name of School – City, State (do not abbreviate)
Full, accurate name of diploma, certificate, or degree received
Activities, honors, achievements (GPA, Dean's List)

SKILLS SUMMARY OR RELEVANT SKILLS

*List skills, abilities, or knowledge focused on the specific job. This section can also refer to relevant coursework

•	•	•
•	•	•
•	•	•
•	•	•

EXPERIENCE/EMPLOYMENT HISTORY (see more on next page)

*Start with your most recent employer first, then work back. Include internships and military experience if applicable. Include your last 3 jobs or the past 10-15 years' worth of jobs, whichever comes first. Use the bullet points to describe accomplishments and responsibilities. Use correct tense, past or present.

Company Name – City, State (do not abbreviate)	
Job Title	Start Date-End Date
•	
•	
•	
•	
•	

Company Name – City, State (do not abbreviate)	
Job Title	Start Date-End Date
•	
•	
•	
•	
•	

Company Name – City, State (do not abbreviate)	
Job Title	Start Date-End Date
•	
•	
•	
•	
•	

Volunteer Experience or Activities	

Certifications/Licensures	

Harrison R. Hawkeye

1925 Construction Lane, Sunshine, Iowa 55555
319-999-9999 | hawkeye.harrison@hotmail.com

Skills, Familiar Equipment & Certifications:

- Ability to apply theories and principles of civil engineering and surveying technology
- AutoCAD, Revit 3D, MS-Office, MS-Windows, Internet Research
- Knowledge of surveying equipment, GIS, and GPS handhelds
- Operation of hardware equipment such as hand tools, masonry mixer, chop saw
- Thirty hour OHSA safety certification class
- Route surveying & roadway design
- Construction drafting and drawing
- Testing of soils, concrete, foundations

Education:

Hawkeye Community College - Waterloo, Iowa

May 2018

Associate of Applied Science: Civil and Construction Engineering Technology

- Dean's List recipient during duration of program

Internship:

City of Sunshine - Sunshine, Iowa

May 2018 – August 2018

Summer Intern for Engineering Department

- Assisted on key government projects involving roadway designs and improvements, solutions easing traffic congestion and replacement of deteriorating bridges
- Handled cost estimations, report and document tracking, project documentation, on-site project visits, invoice/agreement verification and building permit applications
- Gained experience in blueprint reading and preparation of maps and plans

Experience:

Midevenings Construction - Waterloo, Iowa

September 2014 - Present

Construction Laborer

- Prepare bids and estimates for up to 300 potential work sites per year
- Evaluate plans, instructions, or specifications to determine work activities
- Plan construction framing for residential and commercial job
- Eliminate possible safety hazards by cleaning and preparing sites

Supply Warehouse - Sunshine, Iowa

September 2012 – August 2014

Warehouse Member

- Earned awards for safety and supply management
- Managed and maintained inventory valued at \$2,000,000
- Ensured orders were filled accurately and efficiently

B & Q Masonry - Moonrise, Iowa

May 2011 – August 2012

Mason Tender (Seasonal)

- Mixed mortar, stacked block and brick, job site maintenance, maintained scaffold

Heath S. Hawkeye

5555 Sykes Lane, Sunshine, Iowa 55555

319-319-3131

Heath.s.hawkeye@hawkeye.com

Professional Profile:

Disciplined Law Enforcement professional skilled at resolving conflict in high-pressure situations and adept in guiding, influencing, and empowering others to maintain law and order.

Education:

Hawkeye Community College

Waterloo, Iowa

Associate of Applied Science, Police Science

May 2018

- Honors Graduate
- Vice President, Criminal Justice Club
- Eligible for the New Officer 8-Week Basic Level II Certification Academy

Certifications:

State of Iowa Certified Security Officer

State of Iowa Firearms Permit

Internship:

Sunshine County Sheriff's Department

Sunshine, Iowa

Deputy Officer Intern

January 2018-April 2018

- Earned above average marks from County Sheriff and other site supervisors
- Assisted in providing safety and security for the citizens of Sunshine County
- Wrote detailed reports following each shift including daytime and overnight
- Supported dispatch department by answering calls and recording data
- Patrolled locations and cited citizens who failed to follow traffic laws

Employment:

George Security Bank

Sunshine, Iowa

Security Guard

July 2014-Present

- Promoted from evening to day security guard after 6 months
- Walk premises of bank to ensure area around building was safe and secure
- Assist with deliveries to vault and other high security areas
- Keep up-to-date records and reports of suspicious activity
- Inform and warn violators of rule infractions such as smoking and loitering

Law Enforcement Volunteer Experience:

My Waterloo Days

Waterloo, Iowa

Sturgis Falls

Cedar Falls, Iowa

University of Northern Iowa Football

Cedar Falls, Iowa

Ragbrai

Waterloo, Iowa

Heather Hawkeye

123 Happy Avenue ■ Sunshine, Iowa 55555 ■ 111-222-3333

Heather.hawkeye@hawkeye.com

PROFESSIONAL PROFILE:

- Trained in Medical Office Procedures, Human Relations, ICD-9 Coding, Advanced Medical Terminology, Medical Transcription, Medical Insurance, Pharmacology
- Type 50 wpm
- Proficient in Microsoft Excel, Word, PowerPoint, Access, Outlook, and Publisher
- Able to coordinate projects with a diverse group of people
- Ability to achieve immediate and long-term goals while ensuring all requirements are met in compliance with company standards

EDUCATION:

Hawkeye Community College

Waterloo, Iowa

Associate of Applied Arts, Medical Administrative Assistant

December 2018

- Member of Phi Theta Kappa Honor Society

RELEVANT EXPERIENCE:

Sunshine State Memorial Clinic

Sunshine, Iowa

Internship

May 2018 – July 2018

- Gained hands-on training in the reception area of Regional Family Health
- Learned process of scanning, analyzing, and placing deficient medical records in queue for completion
- Assigned project in HIS Department of deleting duplicate images created during transfer of records from previous system to current system
- Compiled hard copy medical records for audit purposes in comparison with system
- Reviewed multiple operating procedures in administration

Laughlin and Associates

Sunshine, Iowa

Standards Organization Coordinator

Senior Administrative Coordinator

January 2013 – Present

- Tracked and reported statistics for high volume product line and reported facility metrics to corporate
- Implemented, coordinated, and investigated corrective and preventive actions on quality issues and compiled report of issues for scheduled management review
- Trained 15 auditors to perform Internal Standards Organization audits
- Coordinated audits for third party registrar, audit guide for quality and safety certification audits
- Performed duties related to procedure management and retention of quality system records

VOLUNTEER EXPERIENCE:

Sunshine Memorial Hospital

Sunshine, Iowa

Information Specialist

August 2016-Present

- Provide guests hospital information including policies and procedures

Hector Hawkeye
703 Easy Street
Sunshine, Iowa 55555
(319)111-1111
hector.l.hawkeye@hawkeye.com

Multi-skilled Welder with a practical background of successfully welding and fabricating stainless steel and other metals. Possesses extensive knowledge of specialty welding machines and tools.

Education

Hawkeye Community College: Waterloo, Iowa

Welding Diploma

May 2018

Welding Certificate

Horizontal GMAW Certification

Relevant Skills

- Work from engineering sketches, blueprints, charts or work orders
- Understanding of safe working practices and procedures
- Groove Welding: Flat, Horizontal, Vertical, Overhead
- Propylene Torch & Plasma Cutting
- GMAW/SMAW/FCAW

Employment History

Optimum Paneling: Sunshine, Iowa

Panel Cutter

June 2017- Present

- Construct wooden foundations to be used as boxsprings
- Operate machinery used to cut panels to precise sizes for use in manufacturing beds
- Inspect each panel to insure that it has fire retardant material as required by law
- Earned several pay increases for outstanding performance

Fries, Fries, Fries: Sunshine, Iowa

Fry Cook

November 2015-June 2017

- Demonstrated extreme attention to detail with customers' orders
- Maintained high standards of prepared food by customers ensuring each order was prepared with fresh items
- Followed strict state safety guidelines when storing, preparing, and disposing of product

Duncan's Detasseling: Sunshine, Iowa

Tractor Driver (Seasonal)

Summer 2010- Summer 2015

- Completed four seasons as a detassler on the advanced crew
- Operated tractor while supervising 12 detasslers
- Inspected tractor before and after shift for maintenance needs
- Inspected work done by employees to insure each field would pass an inspection

Herbert Hawkeye
7777 Vulcano Road Lot 14
Sunshine, Iowa 55555
(319)888-9999
Hawkeye_Herbert@gmail.com

Core Competencies:

- Designing and implementing programs that assist in early childhood development
- Hands-on experience in carrying out curriculum in accordance to school guidelines
- Knowledge of assessing developmental needs of students
- Certified in CPR, First Aid, and Mandatory Reporting

Education:

Hawkeye Community College: Waterloo, Iowa

Associate of Applied Arts: Early Childhood Education

May 2013

Field Experience:

BQ Quinn Child Center

Preschool Classroom

January 2013-May 2013

- Developed lesson plans that taught the water cycle to 15 students
- Monitored and recorded children's behaviors
- Constructed a documentation board and detailed throughout the day
- Utilized objectives from the GOLD Curriculum

Murray Head Start

Three-Year-Old Room

November 2012-December 2012

- Created lesson plan that focused on fine motor skills and social development
- Worked with Creative Curriculum to enhance student learning
- Maintained order in room when children became restless

Hawkeye Child Development Center

Toddler Room

October 2012-November 2012

- Observed children during free play and noted trends and findings
- Helped develop objectives for physical, social, emotional, and cognitive development
- Read age-appropriate materials to the toddlers
- Played games with the children that helped develop gross motor skills

Elementary Daycare

Infant Room

September 2012-October 2012

- Worked on fine and gross motor skills with 6 infant children
- Followed schedule for feeding of bottles and cereals
- Changed diapers and set infants up for tummy time

Work History:

Duffy Restaurant: Sunshine, Iowa

Buffet Server / Hostess

May 2011-August 2012

- Trained 15+ new employees on policies and procedures
- Greeted guests and escorted to seating area
- Bussed tables and cleaned side stations

Hillary Hawkeye, LPN

(319) 123-4567 ♦ Hawkeye_Hillary@yahoo.com ♦ 111 Smile Drive ♦ Sunshine, Iowa 55555

Licensed Practical Nurse

Skilled in Medical/Surgical, Labor/Delivery, and Skilled Nursing. Ability to apply knowledge and enthusiasm for healthcare while demonstrating nursing fundamentals and patient care gained from education and experience.

Education

Hawkeye Community College- Waterloo, Iowa

Diploma, Practical Nursing

December 2012

Student Nurses Association-Secretary

Licensure & Certifications

Licensed Practical Nurse (LPN), State of Iowa, 2013

Certified Nursing Assistant (CNA), State of Iowa, 2010

American Heart Association BLS for Healthcare Providers, 2012

OSHA / HIPAA, Dependent Adult and Child Abuse Reporter, 2012

Clinical Experience

Sartori Memorial Hospital - Medical/Surgical

Allen Hospital – Labor/Delivery, Pediatrics

Covenant Medical Center - Medical/Surgical

NewAldaya Lifescapes - Skilled Nursing

Work Experience

Happy Helpers - Sunshine, Iowa

Direct Support Staff II

April 2011-January 2013

- Worked with up to 10 consumers' during weekly shifts
- Provided supervision, support and/or training to consumers in each skill area as indicated within Individual Program Plans and in general activities
- Demonstrated knowledgeable of consumers' life plans, goals, and preferences
- Maintained documentation for consumer records
- Offered support and assistance to other staff members within the program and agency

Indeed Long Term Care - Sunshine, Iowa

Certified Nursing Assistant, Skilled Nursing

November 2010-June 2011

- Assisted residents with activities of daily living, including toileting, personal hygiene, mealtime assistance, bed mobility, transfers, locomotion in/off unit, range of motion, dressing and bathing
- Protected and promoted resident rights while encouraging independence
- Followed and encouraged unit infection control procedures
- Provided nursing care per resident care plans and unit procedures
- Utilized electronic charting and reported to LPN/RN/Supervisors
- Operated mechanical lifts during transfers

THE COVER LETTER



In today's competitive market, many employers have mentioned that they find a well-written cover letter to be more important to granting an interview than the resume. It is important to spend time creating a cover letter that is impressive and displays your letter writing skills.

Contents

Your cover letter should be designed specifically for each company you are writing to and customized for each position you seek. It should follow this outline:

I. Opening paragraph

- ◆ Express your interest in the position and company/business.
- ◆ Tell where you heard about the organization or position.
- ◆ Highlight why you would be a good fit for the position.

II. Body

- ◆ Specify a few major points of your background in relation to the job.
- ◆ Illustrate how your qualifications meet the organization's needs.

III. Closing

- ◆ Summarize how you fit the organization.
- ◆ Request action. Ask for an interview.
- ◆ Suggest a date that you will call or email to follow up. Make sure to follow up during that period.

Guidance

- ◆ Use the same font style/size and heading as on your resume.
- ◆ Do not send a generic cover letter. Personalize each letter and show quality. Show the employer you have done research on the company.
- ◆ Employers may have to read through hundreds of cover letters and do not want to read a long letter. Keep it three or four paragraphs and to the point.
- ◆ Make sure your letter has no grammar or spelling errors. Employers often mention that these avoidable errors create a poor first impression.
- ◆ Address your letter to a specific person, even if it means calling the organization to get that information.
- ◆ Avoid opening phrases, such as "To whom it may concern," "Dear Gentlemen," or "Dear Sirs,".
- ◆ Keep a copy of all your cover letters with the job description for future reference.



Heather Hawkeye

555 Hawkeye Avenue Cedar Falls, Iowa 50613 319-555-5555 hawkeye@hawkeye.edu

August 26, 2013

Johnny Jobs

Director, Hawkeye Highlights
Hawkeye Community College
555 Orange Road
Waterloo, Iowa 50704



This is the information of the company to which you are applying.

Dear Mr. Jobs:

First Paragraph: State the reason for the letter, the exact title of the position or the specific type of work you are seeking and where it is located. In this paragraph you will also state specifically how you heard about the job and include a couple sentences on why you are qualified for the position. This is also a good place to mention something about the company.

Second Paragraph: Tell why you are interested in the position and give specifics on why you would be a good fit. Pay attention to the job description; if you notice it lists qualifications you possess, tailor this section to highlight your specific achievements and qualifications. You can discuss your education, previous work history, and any other ways you meet their criteria. However, this is not the place to summarize your resume; here you can be a more specific in your explanation.

Third Paragraph: In this final paragraph, state an action plan or indicate your desire for an interview. Reiterate your contact information and be sure finish with a thank you.

Sincerely,

Heather Hawkeye (Sign your cover letter if you are personally handing it in or sending it through the mail.)

Heather Hawkeye

Enclosure

CAREER SERVICES CENTER

319-296-4297

careerservices@hawkeyecollege.edu

Heather Hawkeye

1610 Hawkeye Avenue ♦ Cedar Falls, Iowa 50613 ♦ heather@hawkeye.edu ♦ (319) 555-5555

September 21, 2018

Robert Jones
Director
ABC Child Center
106 Rain Road
Cedar Falls, Iowa 50613

Dear Mr. Jones:

While visiting your website, I noticed your mission statement included the phrase, "Every child matters." This is my philosophy as well and for this reason, I would like to express my interest in the Infant Early Childhood Teacher position available at the ABC Child Center as posted on the Hawkeye Job Board. With my degree in Early Childhood Education, I am certain I will be able to demonstrate my skills and knowledge for this role.

During my education, I participated in a variety of field experiences that allowed me to work with up to 100 children of all ages. I have spent extra time planning and implementing age appropriate lessons for children, and some are now being integrated into the curriculum. Additionally, I had the opportunity to work with the children on developing their fine and gross motor skills. It is my belief that enhancing the social, emotional, and physical development of children is essential.

Thank you for your time and consideration in this process. Please feel free to contact me at the above information at your earliest convenience. I look forward to speaking with you to discuss how I can benefit ABC Child Center in the Infant Early Childhood Teacher position.

Sincerely,

Your signature goes here

Heather Hawkeye
Enclosure

Hunter Hawkeye

123 Happy Blvd. | Waterloo, Iowa 50703 | 319-222-2222 | hunter.hawkeye@myemail.com

September 3, 2014

Larry Brown
Senior Manager, Human Resources
HOA Technology
323 Some Street
Laguna Hills, Iowa 64117

Dear Mr. Brown:

I am a fresh graduate eager to use my new and existing skills to effectively assist in your company's operations. This is why I am applying for the position of CNC Machinist as advertised on your website. Knowing your company's values and products, I am positive that HOA Technology would be the perfect place for me to demonstrate my capabilities.

I possess a number of strengths and attributes which qualify me for the CNC Machinist position. These include having hands-on experience in tool making, die building, mold making, jig and fixture building, and tool room machining. During my studies at Hawkeye Community College, I was able put machining concepts into practice through a number of ways, most successfully in blueprint reading and CAD design. I possess a positive attitude and the professionalism necessary to grow in a fast paced environment.

As an enthusiastic CNC Machinist, I am looking forward to contributing to HOA Technology's success. I will call you after a week to follow-up and see if it is appropriate to arrange an interview. In the meantime, I can be reached at 319-222-2222 or via email at hunter.hawkeye@myemail.com. Thank you for your time and consideration.

Sincerely,

Your signature goes here

Hunter Hawkeye
Enclosure

Hansen Hawkeye

12 West 12th

Waterloo, Iowa 50704

(319) 555-1234 * hansen.hawkeye@college.edu

References

Robert Smith

Director of Financial Aid
ABC Community College
123 Hawkeye Road
Waterloo, Iowa 50701
319-555-5555
robertsmith@abc.com

Sofia Smith

Senior Account Manager
XYZ Company, Inc.
789 Bremer Street
Waterloo, Iowa 50702
319-555-1111
smith.sophia@xyz.com

Janet Smith

Business Instructor
Hawkeye Community College
PO Box 8015
1501 East Orange Road
Waterloo, Iowa 50704
319-296-2320
janet.smith@hawkeye.edu

Allen Smith

Manager
LMNOP Foods
567 1st Street
Waterloo, Iowa 50701
319-555-2222
allen.smith@lmnop.com

Reference Page Tips:

- ☐ References are always placed on a separate page from your resume
- ☐ Use the identical header with your contact information as your resume and cover letter
- ☐ Use the same font and format as your resume and cover letter
- ☐ ALWAYS ask a person to be your reference before you list them
- ☐ Gather as much contact information as your reference is comfortable providing
- ☐ Use 3-5 PROFESSIONAL references unless asked otherwise
- ☐ Do not send a copy of your references to an employer unless specifically asked. You can provide this information later (for example, at an interview).

Thank You Letter

Who gets one?

Everyone with whom you interviewed during the process. Make the thank you personalized to the individual interviewer(s).

Why should I send one?

It is common courtesy, it shows your appreciation to the interviewer(s), models what type of employee you would be, and is a good way to remind them of you and your interview.

When should I send one?

No later than 24 hours after the interview.

What should it look like?

- If you are sending it in the mail or emailing, it should resemble a similar format as your cover letter.
- If you choose to send a hand-written card, the card should be a very basic and your handwriting should be neat and easy to read.
- Proofread for spelling and grammatical errors.

EXAMPLE (this is only an example: be sure to make yours unique to your experience):

Dear Mr. Smith:

Thank you so much for meeting with me today to discuss the position of **[job title]**. It was such a pleasure to learn more about the team and job, and I enjoyed **[mention something specific that was discussed during the interview]**. I am very excited about the opportunity to join **[company name]** and help **[bring in new clients / develop top-notch products / anything else worthwhile you would be doing]** with your team.

I look forward to hearing from you about the next steps in the hiring process, and please do not hesitate to contact me if I can provide additional information.

Best regards,

[Your name]

MORE TIPS:

- To impress the hiring manager, **add in another few lines before “I look forward to...” with some ideas you have on how you could add value.** Think: a quick mock-up of something you discussed in the interview if you are in a creative role, taglines if you are in branding, or some slides or possible partners if you are in business development or sales.
- If your interviewer is more traditional or you have a feeling he or she is the type who would appreciate a handwritten note, feel free to drop a card in snail mail as well.