

# HOW TO WRITE A PROFESSIONAL RESUME



## RESUME TIPS

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The following tips are suggestions that you should consider when writing and sending your resume to prospective employers:

- Use white or light colored paper in standard size (8 ½ x 11 inches). Many office supply stores sell resume paper.
- Be sure to include a cover letter with mailed and emailed resumes. When you email a resume and cover letter, create a short introduction to use as your email body.
- The resume should be easy to read, crisp, and have a consistent format.
- Always keep your resume up-to-date!

**Many companies use Applicant Tracking Systems (ATS), which scan resumes for key words and themes that match the job description.** These words identify skills that the company is looking for to fill specific job postings. However, due to the use of this software, there are specific ways a resume should be formatted so that it will scan properly in to the company's system.

- Do not use a template, invisible text boxes, special graphics, color, or shading. Always use a blank Microsoft Word document to create a text-only version of your resume for online submissions. Always submit your resume in a .pdf format and save more creative versions of your resume to hand to an employer in person.
- Use standard, non-decorative fonts in black ink only. Font sizes should be 14-16pt for your name and 10-12pt for the body of your resume.
- Margins should be equally set between .6 – 1 inch on all sides.
- Avoid folding or stapling your resume. If your resume is more than one page, create a header and/or footer with your name, contact information, and page number.

**Key words describe skills using nouns and action verbs and are very important in your resume.** Companies usually indicate key skills they are looking for in the job posting.

- Use synonyms in your resume – if you use the word, “Attorney”, also use the word, “Lawyer”.
- Do not use “I”, “me”, “my”, or other personal pronouns – simply begin statements with strong action verbs to describe what you did.
- Key words = experience + knowledge (be honest and do not exaggerate your skills).

**Always proofread your resume before you send it!**

## OBJECTIVES

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An objective statement is a one or two line statement of your career or job search goal. It is used in place of a longer summary, likely when a candidate has little to no experience related to their target position. Your objective should be specific to the type of position or field that you're applying to and **focus on what you can contribute to the position or company**, not what you want or what you can gain from the experience.

*NOTE: THE FOLLOWING SAMPLES ARE FOR REFERENCE PURPOSES ONLY – DO NOT COPY.*

### **Management:**

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Seeking an entry-level management position with responsibilities including problem-solving, planning, organizing, and managing budgets.

### **Admin:**

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An administrative position in the area of rehabilitation and geriatric healthcare, utilizing knowledge of clinical, community, and patient services.

### **Teaching:**

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A position as an Elementary School Teacher that will utilize strong teaching abilities to create a nurturing, motivational, and stimulating learning environment to help children achieve their potential.

### **Criminal Justice:**

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Seeking a full-time position in the field of criminal justice where education, initiative to succeed, and desire to serve will be of value in administering and safeguarding criminal and judicial processes.

### **Tech Support:**

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Position utilizing training and hands-on experience in MIS, help-desk services, technical support, and customer service.

### **Accounting:**

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Seeking entry-level position as a Staff Accountant utilizing outstanding analytical, accounting, and leadership skills.

## SUMMARIES

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A summary takes the place of an objective statement when a candidate has relevant experience in the field to which they are applying. A summary is longer than an objective and highlights the desired position and a few relevant qualifications.

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*Samples are based on examples presented in "Modernize Your Resumes and Cover Letters" by Wendy Enelow and Louise Kursmark of The Resume Writing Academy and Career Thought Leaders Consortium.*

### MODERN STYLE:

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#### **Health and Social Service Manager**

Mental Health Program Coordinator | Social Worker Case Manager

**Bilingual (English-Spanish) healthcare leader delivering top-notch health and social service outreach in rural and urban communities since 2005**

#### **Forensic Science Technician**

*Passion for Science and Discovery*

**BS in Biology and Criminology** – Experience collecting, identifying, classifying, and analyzing physical evidence through classroom projects, criminal investigation internship, and study abroad.

#### **Programmer Analyst / Software Developer**

Analytical Thinker with 5+ Years' Experience in the Healthcare and Pharmaceutical Industry.

**Technical Expertise Includes:**

Command Interpreters • MySQL software • IEA Software Emerald • Microsoft Access  
Microsoft Visual Basic • C++ • Python • HTML • JavaScript

#### **Accounting & Finance**

Taxation & Audit ▪ Financial Planning & Investment

Intuit QuickBooks ▪ ERP Software ▪ Oracle PeopleSoft ▪ MS Excel ▪ HR Block Tax Software

### TRADITIONAL STYLE:

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- **Outgoing and articulate**, with excellent people skills. Frequently commended for communication and interaction skills with customers and colleagues.
- **Proven ability to learn, retain, and apply new information quickly**, with solid academic and employment achievements.
- **Leadership abilities**. Consistently gained increased responsibility through employment history and academic pursuit. Sound judgment and solid decision-making skills.

**Detail-oriented, high-energy Chemical Engineering graduate** with keen problem-solving and analytical skills as evidenced by the ability to provide analysis and recommendations to improve plant operations. Strong interpersonal, planning, and organizational skills as demonstrated in chemical engineering internships.

- Contribute independently, or as part of a team, to coordinate and manage products ranging from floor layout designs and thermodynamic calculations to the reproduction of obsolete parts.
- Excellent performance records and personal reviews in three previous co-op positions.

## RELEVANT COURSES

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The Relevant Courses section should be used on the resume when you need to demonstrate your knowledge of the industry when you have little to no relevant work experience. Choose your most impressive courses; try to avoid listing the entry-level ones.

This section is best paired with the Academic Projects section. Together, both sections are an excellent way to utilize your degree for your job goal.

To format the section, simply list your classes using multiple columns. Course numbers, descriptions, and grades are not necessary.

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### TWO COLUMN SAMPLE:

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#### RELEVANT COURSES

Financial Accounting  
Calculus  
Macroeconomics

Management Accounting  
Business Finance  
Organizational Development

### THREE COLUMN SAMPLE:

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#### RELEVANT COURSES

Digital Circuits  
Hardware Modeling  
VLSI Design

Information Security  
Advanced Systems  
Numerical Analysis

Digital Logic  
Computer Graphics  
Automata Theory

## **ACADEMIC PROJECTS**

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Academic projects are used to demonstrate your knowledge of an area or industry when you have little or no experience. Anything done in class, except tests, can be presented as a project. Examples include presentations, papers, group work, case studies, and research.

All academic projects should be written in active voice using the strongest action verbs possible. In this suggested format, include a title and keep the overview to two to three lines, providing only enough information so the prospective employer can ask questions. If the project is too in-depth to present in two or three lines, use two or three bulleted statements instead of the paragraph format.

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### **Software Engineering Group Project**

Designed library catalog web system using 3-tier, client-server model. Presented project plan, software requirement specification, non-functional specification, detailed case analysis technical specification, and test plan.

### **Java Programming Project**

Computed United States Golf Association Handicap Index for any number of golf players, designing a simple-to-install and easy-to-use application. Created user-friendly interface to input players' performances and display handicap.

### **Comparison of Accounting Systems**

Researched and compared the accounting systems of two international companies to determine long-term strategic direction and make financial recommendations for improving revenue.

### **Investment Management**

Managed investment portfolio in Stock-Trak Simulation. Determined successful investment strategies, tested theories, and researched various markets.

### **Psychology Research Project**

Investigated psychophysiology, schema, and depression in young adolescents. Conducted physiological measurement and clinical diagnostic interviewing to determine patterns of behavior.

### **3D Graphic Design Project**

Created a 3D model of the skeletal infrastructure of a 20-story building in intricate detail using Maya software. Ensured measurement and layout accuracy through careful architectural research.

## **RESULT/ACCOMPLISHMENT STATEMENTS**

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Result and accomplishment statements are used when describing previous experience to show the employer written proof of your results, achievements, and successes. They demonstrate what is unique about you and how you can add value to a potential position by citing specific examples. Simply listing duties or responsibilities from your job description are not enough – focus on what you actually did and how your efforts impacted your position, the project, or organization.

To help get you in the mindset of writing result and accomplishment statements, ask yourself some of these questions:

- What was the purpose of this work? How was this work relevant to the organization?
- What goals was I contributing to? What value or benefit did I add?
- How did I go above and beyond basic job duties? Compared to others in my position, how did I stand out?
- Did this work save time/money, increase customer satisfaction, design/improve a process or policy, etc? Did I achieve more with less; complete something ahead of schedule/budget?
- Did I receive a promotion and/or recognition during my employment? Did I consistently maintain or hit above personal or company goals or quotas?

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You can develop result and accomplishment statements using several methods, which are described below:

### **SOAR**

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**Statement of Action** – What did you do? (Action verb)

**Occurrence of Action** – How often action occurred/took place (daily, weekly, annually, etc.)

**Amount of Action** – How much, how many? (20%, 50+, over 100, \$1M, etc.)

**Result of Action** – Result/outcome of efforts (increased, decreased, designed, saved, implemented, etc.)

**Statement** – Managed a technical crew

**Occurrence** – Managed a technical crew on a daily basis

**Amount** – Managed a technical crew of over 20 people on a daily basis

**Result** – Managed a technical crew of over 20 people, on a daily basis, that increased production 3 quarters in a row

### **PAR/CAR**

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**Problem/Challenge** – Problem/challenge/opportunity

**Action** – Action taken to solve the problem

**Result** – Result or outcome of your efforts

### **STAR**

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**Situation/Task** – Situation or task at hand

**Action** – Action taken

**Result** – Result of action taken

### **ADDITIONAL RESULT/ACCOMPLISHMENT STATEMENT EXAMPLES:**

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- Selected as Freshman Orientation Leader; acclimated 150 new students to college environment through guided tours of campus and presentations over a 3-day period.
- Led 8-member team project that collected new hire data from 350 employers in the Dallas-Fort Worth metroplex.
- Redesigned company accounting and payroll systems by implementing new, electronic reporting system which decreased turnaround time for reimbursements.
- Trained over 200 new insurance agents in a 2-month time frame on the legal, ethical, and regulatory aspects of insurance and securities sales.
- Innovated blood drive volunteer system, which increased student and faculty participation by 20%.
- Recognized and promoted to Assistant Sales Manager within 1 year for consistent customer service-oriented attitude, product knowledge, and leadership capabilities.

## TRANSFERABLE SKILLS

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You have obtained many skills throughout your life: working, being a student, participating in extracurricular activities, and even personal experiences have all contributed to your skill set. Skills which can apply to many different jobs or areas are called transferable skills. They are especially handy to use if you have no relevant work experience or if you are changing career paths. Incorporating these into your work experience section will help showcase the applicable skills you have to offer the employer. Remember, **simply listing that you have these skills is not enough**. You must include **how** you used these skills in order to prove you possess them, and show how they are relevant and applicable to the employer.

Below is a list of transferable skills to help you get started.

### Communication

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Speaking effectively	Providing appropriate feedback	Negotiating and persuading
Listening attentively	Perceiving nonverbal messages	Speaking a foreign language
Writing concisely	Facilitating group discussion	Reporting information
Editing	Expressing ideas	Describing feelings

### Research and Planning

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Creating ideas	Extracting information	Gathering information
Setting goals	Identifying resources	Synthesizing data
Forecasting	Developing strategies	Solving problems
Analyzing	Predicting outcomes	Defining needs

### Human Relations

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Developing rapport	Perceiving feelings and situations	Representing others
Being sensitive	Providing support for others	Cooperating
Counseling	Delegating with respect	Motivating
Asserting	Conveying feelings	Listening

### Organization, Management, and Leadership

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Initiating new ideas	Decision making with others	Coordinating tasks
Managing groups	Delegating responsibility	Promoting change
Managing conflict	Selling ideas or products	Counseling
Coaching	Handling details	Teaching

### Work Survival

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Being punctual	Setting and meeting deadlines	Attending to detail
Meeting goals	Implementing decisions	Enforcing policies
Cooperating	Accepting responsibility	Making decisions
Organizing	Managing time	Enlisting help

## TRANSFERABLE SKILLS: SAMPLES

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Here are some examples of how to use transferable skills to improve on basic job descriptions and prove to the employer that you possess relevant job-related skills. Remember to focus on results and accomplishments rather than simply listing duties and responsibilities.

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### For a **Server:**

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**Before:** Provided customer service to customers.

**After:** Gained and maintained clientele of regular customers through reputation as an excellent server.

**Before:** Sold desserts and appetizers to customers.

**After:** Effectively utilized marketing strategies to upsell items and become top seller in the section.

### For a **Front Desk Worker:**

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**Before:** Helped with events.

**After:** Recruited by director for two consecutive years to organize and promote school-wide participation in the department's annual program.

**Before:** Interacted with customers.

**After:** Interacted with customers, speaking clearly to ensure proper communication of policies.

### For a **Sales Associate:**

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**Before:** Responsible for opening and closing store as Keyholder.

**After:** Fast-track promotion from Sales Associate to Keyholder for exceptional communication skills and devotion to promoting the store's brand.

**Before:** Sold shoes, purses, and other accessories.

**After:** Exceeded daily sales goals regularly, serving 50+ customers a day with a high customer satisfaction rating.

### For a **Camp Counselor:**

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**Before:** Worked summers at a Girl Scout camp.

**After:** Supervised at Girl Scout camps in the area, developing study skills, fostering creativity, and encouraging an appreciation for the outdoors.

**Before:** Taught valuable skills.

**After:** Worked with upper management to teach at-risk youth leadership and teamwork skills.

## ACTION VERBS

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When describing a current job or project, use these verbs; if you are describing a past job or project, make sure to change these verbs into their past-tense endings.

**Bolded** words are especially good for describing accomplishments.

### MANAGEMENT & LEADERSHIP:

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Administer	Analyze	Appoint	Assign	Attain	Chair	Consolidate	Contract	Coordinate
Delegate	<b>Develop</b>	Direct	Eliminate	Enhance	Ensure	<b>Establish</b>	Evaluate	Execute
Generate	Handle	Hire	<b>Improve</b>	Incorporate	<b>Increase</b>	Initiate	Institute	Interview
Lead	Manage	Mediate	Merge	Moderate	Motivate	Negotiate	Organize	Originate
Outline	Oversee	Plan	Preside	Prioritize	Produce	Recommend	Recruit	Reorganize
Resolve	Review	Schedule	Strengthen	Supervise	Support	Transition	Unify	

### COMMUNICATION:

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Address	Arbitrate	Arrange	Author	Authorize	Collaborate	Communicate	Compose	<b>Convince</b>
Correspond	Define	<b>Develop</b>	Direct	Draft	Edit	Enlist	Formulate	Influence
Incorporate	Interact	Interpret	Lecture	Market	Mediate	Moderate	Motivate	<b>Negotiate</b>
Persuade	Present	<b>Promote</b>	Propose	Publicize	Reconcile	Recruit	Report	Resolve
Speak	Transcribe	Translate	Verbalize	Write				

### ORGANIZATION:

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Approve	Arrange	Categorize	Catalog	Classify	Collect	Compile	Condense	Define
Distribute	<b>Execute</b>	File	<b>Generate</b>	<b>Implement</b>	Incorporate	Inspect	Maintain	Monitor
Operate	Order	Organize	Outline	Prepare	Process	Purchase	Record	Report
Retrieve	Schedule	Screen	Specify	Systematize	Standardize	Tabulate	Update	Validate

### RESEARCH:

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Clarify	Collect	Critique	Diagnose	<b>Evaluate</b>	Examine	Extract	Identify	Inspect	Interpret
Interview	Investigate	Organize	Review	Summarize	Survey				

### TECHNICAL:

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Assemble	Build	Calculate	Compute	<b>Design</b>	Devise	Engineer	Fabricate	Maintain	Operate
<b>Overhaul</b>	Program	Remodel	Repair	Solve	Train	Troubleshoot	Upgrade		

### FINANCIAL:

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Administer	Allocate	Analyze	Appraise	Audit	Balance	Budget	Calculate	Compute	<b>Develop</b>
<b>Forecast</b>	Manage	Market	Plan	Project	Research	Reconcile	Report	Target	

### HELPING & TEAMWORK:

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Advocate	Aid	Assess	Clarify	Coach	Collaborate	Contribute	Counsel	Demonstrate	Diagnose
Educate	Ensure	<b>Expedite</b>	Facilitate	Familiarize	Guide	<b>Mediate</b>	Moderate	Participate	Refer
Represent	<b>Resolve</b>	Support	Volunteer	Unite					

### CREATIVE:

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Act	Compose	Conceptualize	<b>Create</b>	Customize	<b>Design</b>	<b>Develop</b>	Direct	Establish	Fashion
<b>Found</b>	Illustrate	<b>Initiate</b>	Institute	Integrate	Introduce	<b>Invent</b>	Market	<b>Originate</b>	Perform
Plan	<b>Promote</b>	Propose	<b>Revitalize</b>	Shape	<b>Transform</b>				

**ADDITIONAL VERBS FOR TEACHING:**


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Accomplish	Achieve	Adapt	Advance	Advise	Articulate	Assist	Commend	Compete
Complete	Conduct	Consult	Deliver	Discover	Distinguish	Diversify	Enable	Encounter
Encourage	Expand	Explain	Focus	Group	Guide	Influence	Inform	Innovate
Install	Instruct	Involve	Launch	Network	Nominate	Observe	Obtain	Participate
Provide	Publish	Receive	Reduce	Restore	Restructure	Reverse	Revise	Reward
Select	Serve	Set goals	Solidify	Sponsor	Stimulate	Streamline	Study	Teach
Test	Travel	Tutor	Utilize	Validate	Venture	Verify	Work	

**ADDITIONAL VERBS FOR ENGINEERING AND COMPUTER SCIENCE:**


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Abstract	Acquire	Add	Advertise	Answer	Anticipate	Apply	Appraise	Ascertain
Assess	Audit	Augment	Bolster	Buy	Brief	Bring	Care	Charge
Charter	Check	Combine	Compare	Compile	Conceive	Conserve	Construct	Contract
Convert	Cooperate	Copy	Correlate	Cultivate	Deal	Debate	Debug	Decide
Detect	Determine	Discriminate	Dispatch	Display	Dissect	Document	Draw	Drive
Drive	Earn	Empathize	Enforce	Enlighten	Enlist	Estimate	Exceed	Excel
Experiment	Explore	Express	Finance	Fix	Follow	Foster	Gain	Gather
Give	Govern	Help	Imagine	Improvise	Inaugurate	Index	Indicate	Judge
Keep	Lay-out	Learn	Level	Lift	Listen	Locate	Log	Make
Maintain	Manage	Manipulate	Map	Master	Maximize	Measure	Memorize	Mentor
Meet	Minimize	Model	Modify	Narrate	Offer	Overcome	Perceive	Perfect
Plant	Practice	Predict	Protect	Prove	Query	Question	Raise	Run
Rank	Rationalize	Read	Reason	Relate	Rely	Respond	Revamp	Save
Scan	Scheme	Sell	Solicit	Specialize	Spread	Strategize	Stress	Succeed
Supervise	Sustain	Symbolize	Synthesize	Talk	Theorize	Trace	Transmit	Verify
Visualize								

**ACTIVE ADJECTIVES**

These adjectives are perfect in any job search document in which you need to describe yourself or your accomplishments.

Remember, no "I, me, my" on the resume.

**A – E**


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Active	Adaptable	Adaptive	Adept	Aggressive	Altruistic	Analytical	Ambitious	Assertive
Attentive	Bright	Committed	Competent	Conscientious	Consistent	Creative	Dedicated	Dependable
Determined	Diligent	Diplomatic	Disciplined	Discreet	Dynamic	Effective	Efficient	Energetic
Enterprising	Enthusiastic	Exceptional	Experienced					

**F – P**


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Fair	Faithful	Familiar	Firm	Generous	Honest	Independent	Innovative	Keen	Logical
Loyal	Mature	Methodical	Motivated	Objective	Organized	Outgoing	Passionate	Persistent	Pleasant
Positive	Practical	Productive	Professional						

**R – Z**


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Receptive	Reliable	Resilient	Resourceful	Respectful	Quick-witted	Self-confident	Self-motivated
Self-reliant	Self-starter	Sensitive	Sharp	Sincere	Skilled	Skillful	Strong
Studious	Successful	Tactful	Team-player	Tenacious	Trustworthy	Understanding	Well-organized

## REFERENCE PAGE

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References are a separate document from the resume. It is best to ask permission before listing someone as a reference. When you receive permission, provide a copy of your resume to your reference so they can refer to it if a prospective employer calls. List only 3-4 references and use the same font, format, margins, and name and contact information on the reference document as is used on the resume to present a uniform package.

### Possible references include:

- Former Managers/Supervisors
- Colleagues
- Important Customers
- Business Associates
- Professors

### Compile the following information on your prospects:

- Name
- Position/Company
- Town, State Zip
- Phone
- Email

### SAMPLE:

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#### **Jane Doe**

5555 Deer Forest Street Plano, TX 75093  
(555) 555-5555    janedoeemail@utd.com

#### **Reference List**

Artemis Fowl, Entrepreneur  
Tara, Ireland  
(555) 334-7621  
fowlisfair@aaa.eee

Prof. Severus Snape, Professor of Potions and the Dark Arts  
Hogwarts School of Witchcraft and Wizardry  
London, England H7 4GS  
(555) 743-4324  
snape@aaa.eee

James Sunderland, Employee  
Lakeview Hotel  
Silent Hill, TX 75075  
(555) 387-5649  
pyramidhead@aaa.eee

Roland Deschain, Gunslinger  
The Dark Tower  
Dallas, TX 75075  
(555) 897-4596  
seekingsusan@aaa.eee

# **ATTENTION**

The following resumes are for reference purposes only, and copying them word-for-word is a form of academic dishonesty. It is imperative that your resume and information reflect your skills, abilities, and experience. It is strongly recommended that templates and boilerplate wording be avoided to create a strong, effective resume.

**Do not provide false information or copy wording from other sources.**



## SAMPLE 2: Best utilized to display relevant experience

Sample Based On Resume in Best Resumes for College Students and New Grads by Louise M. Kursmark.

### TALIA ROSS

Massachusetts – 500.555.4569 – talia@email.com

#### PROFILE

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Detail-oriented, high-energy Chemical Engineering graduate with keen problem-solving and analytical skills as evidenced by the ability to provide analysis and recommendations to improve plant operations. Strong interpersonal, planning, and organizational skills as demonstrated in chemical engineering internships.

- Contribute independently, or as part of a team, to coordinate and manage products ranging from floor layout designs and thermodynamic calculations to the reproduction of obsolete parts.
- Excellent performance records and personal reviews in three previous co-op positions.

#### EDUCATION

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**Bachelor of Science in Chemical Engineering**, Minor in Psychology  
Miskatonic University, Arkham, Massachusetts

GPA: 3.89  
December 2012

#### INTERN EXPERIENCE

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##### Engineering Co-Op

Herbert West Biotechnology, Arkham, Massachusetts

##### Maintenance and Engineering Department

January 2011 – May 2011

- Researched specifications for a large batch mixer Capital Project and collaborated across business functions to develop engineering operating requirements from startup to installation.
- Facilitated meetings for approval, design, and assembly of new polyfilm applicator. Performed troubleshooting and necessary field changes.
- Collaborated with team members to reengineer bulk powder flow in a hopper of material, improving speed of production process.

##### Maintenance and Engineering Department

August 2010 – December 2010

- Gathered and calculated daily loadings on cooling tower and water chiller to ensure adequate amounts for current usages. Designed backup system for emergency situations.
- Developed layout designs for plant utilities room to house installation of new vacuum system and made improvements to the existing system.
- Compiled information on causes of chemical tote pump failures and developed solutions for reducing breakdown frequency.

##### Production Department

May 2009 – August 2009

- Redesigned plant pigment room layout to accommodate new scales and equipment.
- Worked extensively on updating new plant systems P&IDs to “as-built” drawings.
- Modified pump controls to meet operating procedures as required by OSHA.

#### TECHNICAL SKILLS & TOOLS

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CHEMCAD • C++ • Engineer’s Aide SiNET • Thermal Analysis Systems The Energy Analyst  
Catalytic Reactors • Plate Filter Press • Agitators/Mixers • Vial Handling Systems

#### ACTIVITIES & LEADERSHIP

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Miskatonic University Chapter Habitat for Humanity • LeaderShape Institute

## **SAMPLE 3: Best utilized to highlight academic achievements for scholarship/award applications**

*Sample Based On Resume in Best Resumes for College Students and New Grads by Louise M. Kursmark.*

### **STEN R. STEWART**

1788 Fusrodah Blvd., Apt. 356 – Fairfield, CT 97554 – 203.555.6690 – sten@yahoo.com

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#### **SUMMARY**

**Accomplished, well-rounded college professional seeking summer fellowship in government and public policy.**

Enthusiastic and energetic contributor to student government and mentoring programs with strengths including:

*Leadership – Problem-Solving – Cross-Cultural Communications*

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#### **EDUCATION & HONORS**

**B.S. in Government and Public Policy** – FAIRFIELD UNIVERSITY, Fairfield, CT. GPA: 3.87 May 2012

- Recipient of Aramark Fellowship, Spring 2010
- Recipient of Academic Excellence Scholarship, 2008-2011
- Selected for Collegium V – Fairfield University's Honors Program

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#### **RELEVANT COURSEWORK**

U.S. Foreign Relations  
Moot Court Honors Class

Government and Political Communication  
Political Policy Process & Procedures

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#### **LEADERSHIP/ORGANIZATIONAL ACTIVITIES**

**Chair, Academic Affairs Committee** – STUDENT GOVERNMENT ASSOCIATION 2009–Present

- Instrumental in various projects including surveying students and persuading the administration to implement new foreign language curriculum.
- Currently involved in other initiatives such as Advanced Placement credit for selected classes and establishing a campus radio station.

**Senator, Executive Committee** – STUDENT GOVERNMENT ASSOCIATION 2008–2009

- Elected senator for two consecutive terms.
- Collaborated with President, Vice President and other Senate Chairs to establish effective processes/procedures both within the committee and in partnering with other campus organizations.

**Orientation Team Member** – NEW STUDENTS PROGRAM 2008

- Completed preparatory class that included leadership skills training.
- Participated in the coordination of all orientation programs to facilitate transition of freshmen, transfer and graduate students to the University, as well as at the freshmen camp and Emerging Leadership Program.
- Served as mentor to 5 students and assisted them with transition/academic issues.

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#### **FELLOWSHIP**

**Special Assistant** – UNITED NATIONS INFORMATION CENTRE, Washington, DC Spring 2010

- Awarded Aramark Fellowship as 1 of 2 from Fairfield University. Produced reports on Congressional hearings, conferences and lectures relating to United Nations activities.
- Researched non-profit organizations applying for NGO status with the UN and prepared information updates on the UN conference on Sustainable Finance.

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#### **WORK EXPERIENCE**

**Cashier** – Whole Foods, Fairfield, CT 2011-2012

**SAMPLE 4: Best utilized to highlight academic projects/courses when there is little/no work experience**

**MERRILL WOODWARD**

7405 Mirrorlane Circle  
Richardson, TX 75080  
(972) 555-5431  
merrill@gmail.com

**OBJECTIVE:** To obtain an internship in software engineering, preferably in object-oriented development, utilizing excellent problem-solving, critical thinking, and communication skills.

**EDUCATION**

**BS in Computer Science.** GPA: 3.87

The University of Texas at Dallas, Richardson, TX

Expected December 2014

**AS in Business.** GPA: 3.73

Collin College, McKinney, TX

May 2011

**COMPUTER SKILLS**

**Languages:** C, C++, Assembly Language (8085, 8086), Matlab, Simulink

**Operating Systems:** UNIX, Solaris, MS DOS, Windows (all versions)

**Packages:** MS Office, HTML 4.0

**Hardware:** VHDL, Spice

**RELEVANT COURSEWORK**

Signals and Systems

Probability and Statistics

Digital Circuits

Systems and Control

Communications Systems

Electromagnetic Engineering I

Digital Signal Processing

Microwave Circuits and Systems

**ACADEMIC PROJECTS**

**Software Engineering Group Project**

Designed library catalog web system using 3-tier, client-server model. Presented project plan, software requirement specification, non-functional specification, detailed case analysis technical specification, and test plan.

**Java Programming Project**

Computed United States Golf Association Handicap Index for any number of golf players, designing a simple-to-install and easy-to-use application. Created user-friendly interface to input players' performances and display handicap.

**ACTIVITIES**

Member – IEEE, UT Dallas

2011-Present

Member – Emerging Leaders Program, UT Dallas

2010-2012

**VISA STATUS & AVAILABILITY**

F1; Available Spring and Fall 2013

## **SAMPLE 5: Best utilized for applying to on-campus positions**

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### **SUSAN B. GREEN**

1234 Robin Ln.  
Richardson, TX 75080  
(972) 546 -7896  
Sbg454894@utdallas.edu

#### **OBJECTIVE:**

To obtain a part-time, on-campus position utilizing outstanding customer service, organizational, and leadership skills.

#### **EDUCATION:**

**BS in Computer Science** Expected May 2015  
The University of Texas at Dallas, Richardson, TX

#### **WORK EXPERIENCE:**

**Customer Service Representative** May 2013-Present  
Kohl's Department Stores, Richardson, TX

- Provide efficient customer service and accurately manage register transactions
- Balance and reconcile daily cash receipts for all transactions
- Assist with training new employees by showing necessary procedures of the company

#### **TECHNICAL & LANGUAGE SKILLS**

- Familiar with Microsoft Word, Excel and Access
- Experience with multi-line phone systems
- Proficient in Spanish

#### **COMMUNITY INVOLVEMENT:**

**Volunteer** 2012-Present  
Habitat for Humanity

- Participate in various builds throughout the DFW area
- Sell donated materials at the Habitat's ReStore to support construction of homes

#### **ACTIVITIES:**

**President** 2013-Present  
UT Dallas Emerging Leaders Program

**Member** 2012-Present  
IEEE

**Secretary** 2011-2012  
Crush Crew

## SAMPLE 6: Best utilized for changing careers or gaps in work history

Sample Based On Resume in Resume Magic by Susan Britton Whitcomb

# GRACE COLTERMAN

1101 Riversong Drive  
Selton, Alabama 42315

grace@gmail.com  
423-555-9987

## CUSTOMER SERVICE MANAGER

Communications ■ Sales ■ Administration

**Bilingual (English-Spanish) professional with 10+ years' experience in training, program management, customer relations, and supervision.**

### PROFESSIONAL EXPERIENCE

#### **Communications: *Public Relations, Advertising, Training, Staff Development***

- *Degree in Public Relations/Journalism:* Completed comprehensive training in public relations, including advanced coursework in mass communications, newswriting, editing, advertising, media, and graphic arts.
- *Writing/Verbal Skills:* Excellent communication skills for effective customer communications, proposals, correspondence, flyers, newsletters, internal communications, and public speaking.
- *Staff Development:* Successfully coordinated and implemented monthly training programs—assessed learning needs, created curriculum, presented instruction, and secured nationally recognized guest speakers.
- *Background as Educator:* Able to provide client-centered interactive training sessions, emphasizing practical applications for customer education and/or staff development.

#### **Sales: *Presentations, Negotiations, Customer Relations, Event Planning, Fund-Raising***

- *Persuasive Communicator:* Made formal presentations to boards and decision makers; sold new program ideas and secured approval for funding. Demonstrated ability to sell varied products as “floater” for upscale retailer; generated daily sales equal to that of experienced sales associates.
- *Customer Relations:* Selected by management as liaison and troubleshooter to resolve concerns with coworkers, external customers, and vendors.
- *Event Planning:* Organized well-received special events in work and community volunteer capacities. Planned events for up to 400. Initiated fund-raising projects to offset a \$250,000 reduction in state funding.

#### **Administration: *Program Management, Planning, Development, Budgeting, Supervision***

- *Management:* Held direct accountability for planning, staffing, facilities management, and coordination of education program with 250 enrollees and 15 instructors. Hired, placed, and evaluated certified instructors.
- *Program Development:* Created successful programs (business-school partnerships, volunteerism, community outreach), from concept development through implementation at multiple sites.
- *Planning:* Served on cross-functional team that conducted strategic planning, developed budgets in excess of \$345,000, determined programming, and ensured compliance for school site serving 650+ students.

### EMPLOYMENT HISTORY

Site Administrator, Alton Unified School District  
Teacher, Dunder Mifflin Union School District

### EDUCATION

Bachelor of Arts in Public Relations/Journalism—University of Alabama