

# Writing a Resume:

## How to Get Started

Use the following resource as a guide to create your resume



## RESUME DEVELOPMENT

The resume is an important and indispensable part of the job search process. It is not the only document involved in the job search, but a primary one. The resume (along with the cover letter) is often the first impression an employer has of a candidate. Most employers spend a short amount of time reading the resume; about 30-40 seconds. Therefore, it is important that the resume is organized and well-written. This can determine whether you will have the opportunity to interview for the position. The resume can be a flexible document depending upon the style and format utilized. However, there are certain general guidelines and basic information that it should include. This resource guide will assist you with the layout, design and content necessary to effectively produce a quality resume.

### WHAT IS A RESUME?

A resume is a document that summarizes your education, experiences, and accomplishments for potential employers.

An effective resume:

- Attracts attention by concisely presenting relevant information on contributions you can make to the employer.
- Creates employer interest by organizing information in a clear, easy-to-read format.
- Requires several revisions to develop into its most effective form.

It is important to remember that it is not your complete biographical history. The purpose of the resume is to get you in the interview, not a job offer.

### GETTING STARTED

A **worksheet** can help you collect and organize the information that you may want to include on your resume. It helps to start with ALL the information about yourself and then decide upon the most important items to include in the resume.

Before starting on the worksheet, reflect on these three questions:

- 1) What motivates you? (knowledge/description of yourself)
- 2) What do you want to do? (knowledge of your career field)
- 3) What skills can you offer an employer? (knowledge of an organization)

Answering these questions will assist you in developing a resume that is focused or targeted toward a specific area, career field, or position. “All purpose” or “general” resumes do little to convince the employer that you have the necessary skills and attributes to do the job – or that you really want this job in particular.

### CHOOSING A FORMAT

There are three basic formats used in organizing the information on your resume:

#### **Chronological Format:**

Arranges your experiences in a reverse chronological order, putting the most recent position first. This format informs the potential employer of your skills and accomplishments and where they were gained. **This format is preferred by a majority of employers** because it is easy to follow. It is the format common for students just out of college as well as those with several years of experience.

#### **Functional Format:**

Arranges your experiences according to skill areas. This format emphasizes skills obtained rather than where or how long you were in a position. In using this format, you should list only those skill areas that are relevant to your career objective. This format best serves those re-entering the work force after an absence. One drawback to this format is that it does not include a work history listing employers, positions held, and dates. This could be a red flag to some employers.

### Combination Format:

Is a combination of the Chronological and Functional formats. It arranges experiences according to skill areas (like the functional) but is also includes a work history listing employers, positions held, and dates (like the chronological). In using this format, you should list only those skill areas that are relevant to your career objective. This format best serves those making a career transition or re-entering the work force after an absence.

Each of these formats can be tailored to your specific situation by including different sections to bring out your skills and abilities. This publication focuses on the more traditional, chronological format.

*Reference: St. Lawrence University, Career Guidebook Series – Resume Writing*

## WHAT BASIC INFORMATION SHOULD A RESUME INCLUDE?

The resume can be a flexible document including a number of different sections depending upon your experience, skills, and career focus. Generally, most traditional, chronological resumes include identification, career objective, educational background, relevant courses, experience, activities, honors, and a reference statement. There are also several other optional sections which may be included. Depending upon the uniqueness of your experiences and background, you may or may not utilize all of these sections.

### Identification

This is the first area at the top of the page. It should include your name (usually bolded and at least 2 points larger), complete address with zip code, and the telephone number with area code. If you have two addresses, both should be included with the titles “current address” and “permanent address.” Your current address should be on the left. Both phone numbers should be listed also as well as an E-mail address.

### Objective

The objective briefly summarizes your career goals for the employer and provides a focus for the content of your resume. This is an optional section of your format – but encouraged to incorporate particularly if it is well-written. In preparing a strong objective statement, keep the following guidelines in mind:

The objective may be oriented to a **position** (“a position as a graphic artist”), a **field** (“a position in the field of social services working with children”), and/or to **skills** (“a position utilizing writing, public speaking, and organizational skills”).

It also demonstrates **why** you are interested in this type of position, field or utilization of skills. You can combine these approaches to highlight your strengths for specific jobs in the following ways:

A position in advertising as a graphic designer to best utilize my skills in information design, packaging, and audio-visual presentations. (covers: field, position, skill, why)

A position in public relations that integrates my interests in preparing news releases and copy writing. (covers: position, field, why)

Seeking an entry-level position in the field of programming utilizing quantitative and mathematical training. (field, skill, why)

### *Other Suggestions:*

- Use simple, strong phrases to communicate your message.
- If interested in positions or fields which are considerably different, it is important to develop objectives specifically tailored to each one (i.e., a person with a liberal arts degree interested in both business and communications could benefit from an objective directed to each.)
- Avoid obvious words such as “responsible and challenging position”. Be specific to best demonstrate what you’re looking for in a position.

## Education

Education generally comes next unless you have significant experience. List highest degree first or degree which is most relevant to your objective. This section should include the type of degree received, major, minor, and concentrations. The month and year the degree is, or will be, received are included on the same line. (You may use the word “Anticipated” before you list an upcoming graduation month and year). Also include the name of the college/university and city and state. **Do not** include high school information.

*Example:*

COLLEGE OF MOUNT ST. JOSEPH, Cincinnati, Ohio  
**Bachelor of Science in Business Administration**, May 2007, GPA: 3.6/4.0  
 Minor: Psychology  
 Concentration: Management

You can customize this section by including some of the following items. However, if these are substantial enough, they may warrant a separate section further down the page. (See “Optional Sections”)

- GPA if over 3.0 – always list grading scale! (Ex: 3.55/4.00)
- License, certification, or special training, workshops, or area of specialization relevant to position
- Achievements such as academic honors, scholarships, or percentage of college expenses earned if over 50%
- Skills such as language fluency or computer/software knowledge
- Publications, films, creations, displays, or showings
- International studies or travel
- Research projects, senior thesis, or other special projects conducted in college

## Relevant Courses

This section can be used to enhance the Education section. It is optional – but if your position/field requires certain competencies, it is a good idea to include your relevant courses to demonstrate what you’ve learned. In a sense, it can provide definition or clarity to your degree and major. These should be listed in 2 columns of no less than six and no more than ten total courses. List higher level courses related to the career objective.

## Experience

This section should include the name of organization with city and state, titles of positions held with dates of employment, and a brief description of skills utilized or developed. Do not include street address, zip code, or supervisor. Your description should stress accomplishments and transferable skills relevant to the position for which you are applying and should support the career objective. Be consistent in style and order in describing each position. Use the present tense in describing current experiences and past tense for past experiences.

What experiences can you include?

- Volunteer positions, practicum experiences, co-op experiences, student teaching, clinical experiences, or internships.
- Part-time, full-time, summer, or winter break jobs.
- Student activities in which you played an active and significant role. (If you have several critical experiences in this category, you can create a new section titled “Activities”. See “Optional Sections”)
- Group projects either at school, work, or in the community. (If significant, you can create a new section titled “Activities”, “Service”, or “Leadership Experience” depending on content. See “Optional Sections”)

Keep in mind the following questions when analyzing your experiences:

- 1.) *What did you do* – it should be an experience in which you played an active role or developed either work-content skills or self management skills which can be transferred to other settings.
- 2.) *How did you do it* – think of the process of carrying out the activity.

- 3.) *What were the results* – think of the value of the activity in terms of benefits to the employer or group or goals met. Quantify your statements! In other words, use percentages and numbers whenever possible.
- 4.) *Can you document what you say* – what are specific examples in which you gained experience?

Now you are ready to write your Action-Skill Statements for experiences you wish to include in your resume!

**An Action-Skill Statement:**

- Tells the employer specifically what you achieved in a particular position.  
*Example:* Gathered, organized, and presented information about the field of retail sales for a class project.
- Emphasizes the positive by using action verbs (*see attached list*) to project an assertive image of your strengths.  
*Example:* Generated bi-weekly reports and verified profit/loss on discrepancies of inventory.
- Quantifies your accomplishments to present a concrete statement of your experience.  
*Example:* Doubled the active membership of the Chemistry Club.
- Shows employers what skills you can offer and how you can apply these skills to positions in their organization.  
*Example:* Planned and created promotional posters, banners, and signs for multicultural fair organized by Student Activities Office.

**Never say “responsible for” or “duties included.” These de-emphasize the Action-Skills Statements.**

*Partial Example:*

Responsible for stocking shelves in discount store...*instead, say*  
Maintained and organized merchandise in ABC department of a large retail chain store.

*Full Example:*

**K-MART CORP.**, Cincinnati, Ohio  
Sales Clerk, May 1992 - October 1993

- \* Assisted customers in selecting merchandise
- \* Prepared daily sales summaries for department store manager
- \* Trained and supervised three stock clerks

Be sure that your experiences, examples and descriptions are clear and detailed. They should thoroughly describe your responsibilities and gained skills. The following demonstrates this process:

Example from “Experience” section of a resume:

**BURGER-IN-A-BAG**

*Crew Chief*

Cincinnati, Ohio  
January 1995 - February 1996

- Worked fast food.
- Waited on customers.

Take a few moments to think about SPECIFIC responsibilities you encountered as a crew chief. As a result, you may find that you can expand your description to something more like this:

**BURGER-IN-A-BAG**

*Crew Chief*

Cincinnati, Ohio  
January 1995 - February 1996

- Worked in fast-paced environment.
- Cross-trained in various areas from preparations to customer service.
- Demonstrated flexibility by accepting changing work assignments at short notice.
- Worked in a team-oriented environment with a focus on customer satisfaction.
- Utilized interpersonal and problem solving skills in handling customer feedback.
- Supervised front line staff of approximately 4-7 employees.
- Trained new employees in various functional areas.

Notice that each bullet point begins with an ACTION WORD that describes the skills learned on the job. (*See attached list of action words.*) In the revised crew chief description, the employer gets a clearer picture of transferable skills gained in this experience such as working in fast paced environments, supervising and training others, working as a team, and gaining flexibility and the ability to multi-task.

An additional “Experience” section example:

Rather than simply stating “Performed customer service” in this position, you can see in the excerpt below how to expand your responsibilities and obtained skills!

**UWANTITWESELLIT, INC.**

*Customer Service Representative*

Cincinnati, OH  
May 2005-Present

- Respond accurately and efficiently to customer requests for product information
- Organize merchandise and create displays to attract customers
- Handle cash transactions and balance cash drawer on a daily basis
- Demonstrate flexibility by changing job tasks at short notice
- Train five new employees within staff

An “Activity” section example:

**STUDENTS IN FREE ENTERPRISE, MSJ CHAPTER**

*President*

Cincinnati, OH  
August 2007-Present

- Develop and create the MSJ Chapter
- Organize campaigns to increase membership and raise student awareness
- Delegate responsibilities to other committee members
- Network with national board, faculty, and other student groups to enhance group activities
- Draft all correspondence sent to faculty and students
- Solicit members’ input and lead monthly meetings

If you are currently working and/or participating in the stated activity, remember to use present tense. Ex: If you are no longer in the position, you would use “organized” rather than “organize”.

A “Volunteer” section example:

**EARTH CONNECTION**

*Volunteer*

Cincinnati, Ohio  
Fall 2006

- Completed over 30 volunteer hours to assist with planning and marketing for non-profit organization housed in a solar, environmentally sensitive facility
- Greeted visitors and provided tours teaching fundamentals of environmentally sound living
- Developed marketing materials promoting annual Eco Camp for children

Notice in this example, we used a specific number of volunteer hours completed. Anytime you can use numbers, percentages, or specifics in a description – include them in your resume! This gives the employer a more accurate picture of what you’ve accomplished. Ex: “Completed volunteer hours” could be interpreted as 2 or 3 hours when really you’ve completed 30. Be sure to let them know about these specifics to strengthen your resume!

A “Related Experience” example:

Ever think that the smaller, part-time jobs or volunteer experiences do not enhance your resume? Think again! Seemingly insignificant experiences can often times demonstrate your skills if transferable in nature and communicated well. See the following example:

**Babysitter**, June 2006 – Present

- Baby-sit children for various families on an as-needed basis.

*...remember: expand, use specifics, and highlight gained skills!*

**Childcare Provider**, June 2007 – Present

*Miller and Smith Families, Cincinnati, Ohio*

- Coordinate childcare scheduling on an as needed basis demonstrating flexibility and dependability
- Serve as full-time nanny during summer breaks for the Miller family
- Provide care for children ages 2-8
- Plan meals, homework and activity schedules, implement creative playtime activities
- Enforce discipline according to parents' guidelines ensuring positive behavior

Notice that changing your title from “babysitter” to “childcare provider” makes an informal position sound more appealing to the reader. Adding more details can showcase transferable skills and strengthen your resume!

**Optional Sections**

After objective, education, relevant courses, and experience generally comes optional sections. These sections can strengthen your candidacy for a position by demonstrating your well-roundedness, highlighting transferable skills, or listing additional areas of knowledge. Commonly found in this section would be college or community activities which reflect leadership skills. It is important that you include optional sections **ONLY** if they enhance your chances for employment. If the section contains information that does not support your objective, it can distract the reader's attention from the major content of your resume.

Some titles for optional sections may include:

- Computer Skills
- College Activities
- Community Activities
- Honors and Awards
- Professional Affiliations
- Interests
- Skills Summary or Qualifications Summary
- Additional Training
- Publications
- Research or Senior Thesis
- Military Experience

**References**

The names and addresses of references should **not** be listed on your resume. The section title “References” with the phrase “Available upon request” is generally the last item listed on your resume. The reference page is a separate document from the resume. It may be sent with the resume and cover letter or provided by itself during the interview process. The references should be listed in alphabetical order on a separate page titled “References” (Provide your name, address, and telephone number at the top of this page as well). **Please see page 17 for specific reference page examples.**

Some tips on selecting your references:

- Use only professional references - usually professors, faculty advisors, or immediate supervisors. Do not use personal references from friends, family members, relatives, or clergy.
- Ask permission to use references' names. Spend time with your references informing them of your career goals. Share a copy of your resume with them.
- Reference information should include: name, title, complete work address with zip code, and phone number with area code. Do not use references' home phone number unless you have their permission.
- Inform references each time their name has been given to a particular employer.

## LAYOUT AND DESIGN

The appearance of the resume is every bit as important as the content. The layout and design should facilitate the employer's ability to scan the resume quickly and easily. If the resume is cluttered, difficult to read, or haphazardly organized, the employer will bypass it for one that is more pleasing to the eye.

### Length

It is strongly recommended that a resume be one page in length. Two page resumes are more acceptable these days by employers only if the candidate's qualifications warrant the second page. Remember the resume is not your complete life history, just selected facts which support your objective. Two page resumes are more common for people with years of applicable experience or a graduate education. The resume should *never* be longer than two pages. If you do choose to have two pages, it should be balanced to two full pages. One and a half gives the impression of "is this all" or demonstrates the candidate's inability to write in a concise manner. Also, the second page *always* has the name of the candidate along with "page 2." To do this effectively, we suggest using the "Header/Footer" option under the View toolbar in Microsoft Word.

### Layout/Appearance

- Headings should attract the reader's attention to relevant information.
- Consistently list information in the same order throughout the resume.
- Consistently and sparingly use spacing, underling, bolding, or other styles to capture the employer's attention.
- Balance text on the page - not pushed too far to the left or right, top or bottom. Keep all margins at no smaller than .5 inch and no larger than 1 inch as a general rule of thumb.
- **Ask the Career Center staff to proofread your resume** to make sure it is error free and easy-to read. Call our main office for an appointment anytime: 513-244-4721.

### Printing

The resume should be printed on a laser quality printer. While the clarity of desk jet, ink jet, and bubble jet printers have improved, they are still not of the caliber of laser printers. The computer Learning Center is equipped with laser printers for student use. Also, we highly recommend printing your final copy resume on official Resume Paper for formal thickness and professional appearance.

There are two styles fonts most common for resumes: Times (Times Roman or Times New Roman) or Helvetica (Arial or Univers). Trebuchet MS and Garamond are also acceptable. The general preference for font size is 10-12 points throughout the body of the resume.

### Questions?

Writing a resume can be a difficult and daunting task for most people. It will likely take several revisions to develop a strong resume. In any case, please do not hesitate to contact us with any questions or assistance. We are here to help you through the process. You can contact us now in several ways:

- For quick questions, AOL instant message us at "*MSJCareerCenter*"
- To speak with a career counselor via phone or make an appointment, please call 513-244-4721
- To email a career counselor, our address is: [career\\_center@mail.msj.edu](mailto:career_center@mail.msj.edu)

### Additional Resources

- *Resume Checklist*: After you complete your first draft, use this checklist as a guide to make sure you included the main points addressed in this resource
- *List of Action Words*
- *Sample Resumes*

## RESUME DO'S AND DON'TS

### Do

- Keep your resume to one page. If you must have two, then fill the second page.
- Write a concise career objective.
- Edit, Edit, Edit – absolutely no errors.
- Use correct grammar.
- Have someone critique your resume.
- Use high quality paper in white or neutral color.
- Describe accomplishments using action verbs.
- Use the format that best reflects your accomplishments.
- Use capitalization, underlining, italics, and bolding to emphasize certain items. Use consistently and sparingly.
- Be consistent with punctuation.

### Don't

- Use the words “I” and “my”.
- Describe high school experiences unless absolutely relevant.
- Include personal information such as age, sex, height, marital status, or a photograph.
- Include salary preferences or geographical preferences.
- Use white-out or make hand written changes on your resume.
- Use a typewriter.
- Use glossy paper.
- Exaggerate or lie about experience.

## Anna P. Holmes

**Current Address:** 5701 Delhi Road • Cincinnati, Ohio 45238 • (513) 555-5555 • anna\_holmes@mail.msj.edu

**Permanent Address:** 123 Chester Chase • Fayetteville, Ga. 30215 • (555) 555-5555

### SUMMARY OF QUALIFICATIONS

- Highly organized and quick-learning achiever who is responsible and learns quickly.
- Extremely personable worker with strong social skills who works well in teams.
- Talented, creative worker with strengths in writing, editing, style, and design.

### EDUCATION

**College of Mount St. Joseph** Cincinnati, Ohio • *Bachelor of Arts in Communication*; August 2007

- Minor: English; GPA: 3.3/4.0

### JOURNALISM EXPERIENCE

**Dateline (University Paper);** Cincinnati, Ohio • *Assistant Campus Editor*; January 2007 -Present

- Lead 35-50 student staff members to create a weekly paper distributed to 2000.
- Experienced in on-the-job pagination.
- Created story ideas, report-on, design and paginate a weekly paper.

**The Cincinnati Enquirer;** Cincinnati, Ohio • *Reporter/Intern*; May 2006 - August 2006

- Developed experience in researching, interviewing and on-the-spot reporting for daily newspaper.
- Wrote several articles per day and submitted articles on time, recognizing importance of deadlines.
- Attended bi-weekly City Council Meetings.

**Western Hills Press;** Cincinnati, Ohio. • *Contributing Writer/Fashion Editor*; October 2005-2006

- Promoted to Fashion-editor in January 2006.
- Wrote a weekly column and feature articles for the Auburn-area entertainment magazine.

### ADDITIONAL EXPERIENCE

**Gold-n-Gemstones Jewelers;** Cincinnati, Ohio. • *Sales Representative*; June 2002 - January 2007

- Sold merchandise, monitored inventories and ordered supplies.
- Communicated effectively with customers to ensure optimal satisfaction.
- Assumed managerial duties in the absence of the store owner.

**Outback Steakhouse;** Cincinnati, Ohio • *Server*, May 2005 - August 2005

- Served seven days a week at one of the busiest and most successful restaurants in city.
- Developed people skills and now have a keen ability to work with and satisfy customers.
- Contributed to a team environment while being a positive, encouraging influence on other workers.

### COMPUTER SKILLS

Training and experience in Quark XPress, Dreamweaver MX and Adobe Photoshop; Microsoft Office

### COMMUNITY SERVICE ACHIEVEMENTS

Alpha Phi Omega: 2005-Present

Annual Memory Walk for Alzheimer's Research: 2006

Annual Hold 'Em Poker Tournaments for Alzheimer's Research: 2006

Adopt a Soldier: Sending letters and care packages to overseas soldiers: 2005

**PAT Q PUBLIC**

5701 Delhi Road, Box W 235  
Cincinnati, Ohio 45233  
(513) 244-1234

pat\_public@mail.msj.edu

<b>OBJECTIVE</b>	An entry-level position in corporate accounting utilizing experience gained through co-op experience and education.	
<b>EDUCATION</b>	<b>College of Mount St. Joseph</b>	Cincinnati, Ohio May 2007
	Bachelor of Science in Accounting Overall GPA: 3.6/4.0	
	<b>Cincinnati State Technical and Community College</b>	Cincinnati, Ohio May 2004
	Associate in Science in Accounting Major GPA: 3.5/4.0	
<b>RELEVANT COURSES</b>	Accounting I & II Auditing Taxation I & II Advertising Marketing	Intermediate Accounting I-III Cost Accounting Managerial Accounting Management Quality Management Seminar
<b>RELATED EXPERIENCE</b>	<b>ZINTECH MANUFACTURING COMPANY</b> <b>Cost Accountant (Co-op)</b>	Cincinnati, Ohio August 2006 - Present
	<ul style="list-style-type: none"> <li>Analyze freight, shipping, and other miscellaneous charges to determine appropriate pricing</li> <li>Monitor invoices to ensure appropriate mark-up in pricing strategies</li> <li>Generate bi-weekly inventory reports and verify profit/loss on discrepancies of inventory</li> <li>Allocate cost of material used in samples and/or lost merchandise</li> <li>Assist Controller with daily reconciliation of on-line banking accounts</li> <li>Assist with all transactions associated with accounts payable</li> </ul>	
	<b>ATC DEVELOPMENTS INCORPORATED</b> <b>Accounting Support Specialist</b>	Cincinnati, Ohio August 2004 - July 2006
	<ul style="list-style-type: none"> <li>Conducted payroll activities for 43 employees</li> <li>Processed transactions involving accounts receivable and accounts payable</li> <li>Generated monthly and quarterly financial reports</li> <li>Assisted with the development and implementation of a computerized billing system</li> </ul>	
<b>ADDITIONAL EXPERIENCE</b>	<b>DELHI LANDSCAPING INC.</b> <b>Field Supervisor</b>	Cincinnati, Ohio Summers 2001 - 2004
	<ul style="list-style-type: none"> <li>Completed residential and commercial landscape installation</li> <li>Assisted with maintenance requiring occasional use of heavy equipment</li> <li>Developed schedules for the lawn care division of company</li> <li>Interacted with clients on a daily basis to ensure total customer satisfaction</li> </ul>	
<b>COMPUTER SKILLS</b>	Microsoft Word Microsoft Excel	Microsoft PowerPoint Lotus 1-2-3
<b>ACTIVITIES</b>	<ul style="list-style-type: none"> <li>Students in Free Enterprise (S.I.F.E.), 2005- Present</li> <li>Varsity Basketball, College of Mount St. Joseph, 2004 - 2007</li> <li>MSJ T.E.A.M. Leadership Program, 2006</li> <li>Resident Hall Adviser, 2005 -2006</li> </ul>	
<b>REFERENCES</b>	Available Upon Request	

**John Q. Public**  
john\_public@mail.msj.edu

5701 Delhi Road. Box W325  
Cincinnati, OH 45233  
(513) 244-1234

- Objective** A position as a management trainee utilizing human relations, management, and financial analytical skills.
- Education** **College of Mount St. Joseph** Cincinnati, Ohio  
Bachelor of Arts, May 2008  
Major: Psychology, GPA: 3.8/4.0  
Minor: Business Administration
- Skills Analysis**
- Communication/Human Relations
- Promoted strong customer relations as bank teller
  - Presented written and oral reports to camp Board of Directors
  - Counseled adults and children in crisis
  - Clearly conveyed detailed information to groups and individuals
  - Referred customers and clients to appropriate resources
  - Successfully persuaded people to donate money/service to agency fundraiser
- Management/Leadership
- Effectively organized people and maintained group cooperation as social worker
  - Supervised staff of five as camp counselor
  - Eagerly accepted responsibility to bring tasks to completion
  - Developed decision-making skills as bank teller and caseworker
  - Consistently anticipated and prevented potential problems
- Financial Management
- Effectively completed customer transactions: open new accounts, made deposits, withdrawals, and referrals
  - Demonstrated accuracy in daily balancing of accounts
  - Entered and reviewed financial data on computer
  - Collected and kept records of fundraising proceeds
- Work History**
- WEST BY NORTHWEST** Cincinnati, Ohio  
*Caseworker Co-op, Spring 2008*
- PEER TUTORING, COLLEGE OF MOUNT ST. JOSEPH** Cincinnati, OH  
*Tutor, Advanced Psychology & Management, August 2005- May 2007*
- FIFTH THIRD BANK** Cincinnati, OH  
*Bank Teller, Summers 2005-2007*
- CAMP HIAWATHA** Columbus, OH  
*Counselor, Summers 2003-2005*
- Activities**
- Students In Free Enterprise (S.I.F.E.) Business Organization, 2005-2008
  - Psychology Club 2005- 2008
  - Careline Volunteer, 2007
  - MSJ Dateline - Staff Reporter, 2006
  - Cincinnati Mental Health Center Volunteer, 2003-2005
- References** Available Upon Request

## Ryan Lane

1234 Dusty Rhodes  
Cincinnati, OH 45321  
(513) 666-7777 Home \* (513) 888-9999 Work  
ryan\_lane@mail.msje.edu

<b>Objective</b>	A position as a registered nurse at Children's Hospital to best utilize my nursing skills and passion for working with others in a progressive healthcare setting.	
<b>Education</b>	<b>College of Mount St. Joseph</b> Cincinnati, Ohio Bachelor of Science in Nursing, May 2008 G.P.A. 3.74/4.00 <ul style="list-style-type: none"> <li>• Dean's Scholarship, 2005-2008</li> <li>• Academic Dean's List 2005, 2006, 2008</li> </ul>	
<b>Clinical Experiences</b>	Mercy Mt. Airy, <i>Mental Health</i> , Spring 2008 St. Elizabeth/ Good Samaritan, <i>Critical Care</i> , Fall 2008 Mercy Mt. Airy, <i>Medical-Surgical</i> , Spring 2007 Shriner's Hospital/ Good Samaritan, <i>Pediatrics/ OB</i> , Fall 2007 Mercy Western Hills, <i>Medical-Surgical</i> , Spring 2006 Mercy Franciscan at West Park, <i>LTC</i> , Fall 2006 <ul style="list-style-type: none"> <li>• Progressed from observation to maximally caring for patients.</li> <li>• Gained technical skills including obtaining vital signs, assessment skills, catheter insertion, medication administration, and dressing changes.</li> <li>• Developed interpersonal communication, detail-oriented approach to care, and effectively building patient rapport.</li> </ul>	
<b>Related Experience</b>	<b>Cincinnati Children's Hospital and Medical Center</b> Cincinnati, Ohio Nurse Co-op, May 2006-Present <ul style="list-style-type: none"> <li>• Provide approved care to patients as delegated (vital signs, weights, heights, visual acuity, assist with procedures, etc)</li> <li>• Utilize effective verbal, written, and interpersonal communication skills</li> <li>• Work in team-oriented environment with a focus on patient satisfaction and safety</li> <li>• Interact with children, adolescents, and adults in healthcare setting</li> <li>• Maintain an environment which prevents injury, illness, and accidents</li> </ul>	
<b>Additional Experience</b>	<b>Applebee's Restaurant</b> Cincinnati, OH Waitress, July 2002-May 2006 <ul style="list-style-type: none"> <li>• Provided superior customer service in a friendly and positive atmosphere</li> <li>• Utilized interpersonal and problem solving skills in handling customer feedback</li> <li>• Trained new approximately 10 employees</li> </ul>	
<b>Computer Skills</b>	Microsoft Word Windows XP	Microsoft Excel Microsoft PowerPoint
<b>Activities</b>	College of Mount St. Joseph, Student Nurses Association <i>Member</i> , 2005-Present <ul style="list-style-type: none"> <li>• Coordinated special events, fundraising and marketing efforts for organization</li> <li>• Developed effective leadership skills in a team environment</li> </ul>	
<b>References</b>	Available Upon Request	

**Pat Q. Public**

(513) 244-3344

Pat\_Public@mail.msj.edu

123 Willow Dr.  
Cincinnati, OH 45233

<b>OBJECTIVE</b>	A position as an elementary teacher with a preference for grades 1-3 but willing to teach in any area certified to effectively integrate my educational background and professional experiences.
<b>EDUCATION</b>	<p><b>College of Mount St. Joseph</b> Cincinnati, Ohio Bachelor in Arts in Inclusive Early Childhood Education, May 2008</p> <ul style="list-style-type: none"> <li>• G.P.A. 3.4/4.0</li> <li>• Dean' s List 5 of 6 semesters</li> <li>• Seton Scholarship, 2005</li> <li>• Blue &amp; Gold Scholarship, 2005</li> </ul>
<b>LICENSURE</b>	Inclusive Early Childhood Education PreK-3, Ohio, 2008 Reading Endorsement K-12, Ohio, 2008
<b>TEACHING EXPERIENCE</b>	<p><b>C.O. HARRISON ELEMENTARY SCHOOL</b> Cincinnati, Ohio <i>Student Teacher</i>, Fall 2008</p> <ul style="list-style-type: none"> <li>• Developed and taught lesson plans to sixth grade utilizing curriculum -based instruction</li> <li>• Organized and directed cooperative learning projects in all subject areas</li> <li>• Experienced in self contained and specialized classroom environment</li> <li>• Participated in assertive discipline classroom environment</li> <li>• Developed interactive exercises to stimulate students' interest in science principles</li> <li>• Participated in parent-teacher conferences</li> </ul> <p><b>MILLVALE PRIMARY SCHOOL</b> Cincinnati, Ohio <i>Practicum Teacher</i>, Spring 2008</p> <ul style="list-style-type: none"> <li>• Developed and presented lesson plans to third grade class in spelling, reading, and English using whole language arts</li> <li>• Constructed functional materials including a complete activity file</li> </ul> <p><b>ST. BARTHOLOMEW ELEMENTARY SCHOOL</b> Cincinnati, Ohio <i>Practicum Teacher</i>, Fall 2007</p> <ul style="list-style-type: none"> <li>• Prepared and presented lesson plans to fourth grade class in math and science</li> <li>• Attended in-service program on proficiency testing</li> </ul> <p><b>COLLEGE OF MOUNT ST. JOSEPH</b> Cincinnati, Ohio <i>Tutor</i>, August 2006 - December 2007</p> <ul style="list-style-type: none"> <li>• Tutored peers in various academic areas including education and English</li> </ul>
<b>ADDITIONAL EXPERIENCE</b>	<p><b>GROUP HEALTH ASSOCIATES</b> Cincinnati, Ohio <i>Office Manager</i>, June 2007 - August 2008</p> <ul style="list-style-type: none"> <li>• Managed office operations of a 12 doctor clinic</li> <li>• Supervised staff of 3 receptionists and 7 clerks</li> <li>• Coordinated schedules and various projects within organization</li> <li>• Enhanced leadership, interpersonal and problem solving skills</li> </ul>
<b>ACTIVITIES</b>	<ul style="list-style-type: none"> <li>• Alpha Chi Honor Society, 2006-Present</li> <li>• Student Council for Exceptional Children, 2007-Present</li> <li>• Student Advisory Board for Education Majors, 2007-Present</li> </ul>
<b>REFERENCES</b>	References and Portfolio Available Upon Request

## Jane Q. Public

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5701 Delhi Road Box W325  
 Cincinnati, Ohio 45233  
 (513) 244-1234 Home  
 (513) 244-4567 Work  
 Jane\_Public@mail.msj.edu

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<b>Objective</b>	A Cooperative Education position in the field of management or marketing to further develop my education and passion in the business world.	
<b>Education</b>	<b>College of Mount St. Joseph</b> Cincinnati, Ohio Bachelor of Arts, May 2007 Major: Liberal Arts, G.P.A. 3.8/4.0 Minor: Business Administration <ul style="list-style-type: none"> <li>• Seton Scholarship, 2004, 2005</li> <li>• Blue and Gold Award, 2004, 2005</li> </ul>	
<b>Relevant Courses</b>	Business Communications Accounting I and II Human Resource Management Management	Computer Literacy Financial Management Labor Relations Marketing
<b>Related Experience</b>	<b>THRIFTWAY FOOD &amp; DRUG</b> Cincinnati, Ohio <i>Non-Foods Clerk</i> , January 2006 - Present <ul style="list-style-type: none"> <li>• Create and organize merchandise displays</li> <li>• Maintain appropriate inventory levels</li> <li>• Supervise training of 4 new clerks</li> </ul> <i>Cashier</i> , September 2004- January 2006 <ul style="list-style-type: none"> <li>• Accurately conducted cash transactions on a daily basis</li> <li>• Utilized interpersonal skills in providing customer service</li> <li>• Gained effective problem-solving strategies</li> </ul>	
<b>Additional Experience</b>	<b>DELHI LAWN CARE, INC.</b> Cincinnati, Ohio <i>Seasonal Employee</i> , Summers 2002 - 2006 <ul style="list-style-type: none"> <li>• Interpreted and followed landscape blueprints</li> <li>• Worked on 10-person team to implement plan</li> </ul>	
<b>Computer Skills</b>	Microsoft Word WordPerfect Windows 95	Excel Lotus 1-2-3 SPSS Statistical Software
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Resident Hall Adviser, 2005-Present</li> <li>• Student Government Association, Vice President, 2005-Present</li> <li>• MSJ T.E.A.M. Leadership Program, 2004 &amp; 2006</li> <li>• Student Life and Welfare Committee, appointed by college President, 2006</li> </ul>	

# Robert A Bunt

1234 Common Drive • Cincinnati, OH 45232 • Home: (555) 555-5555 • Email: Robert\_Bunt@mail.msje.edu

## SUMMARY OF QUALIFICATIONS

Highly experienced in management, computer information systems, logistics and sales. Proven success in supervising staff, meeting competitive goals and deadlines, and developing effective marketing and technological solutions for products. Exhibits customer-first focus and superior attention to detail.

## EDUCATION

College of Mount St. Joseph, Cincinnati, Ohio

**Masters of Science in Organizational Leadership;** Anticipated December 2009

Overall GPA: 3.9/4.0

**Bachelor of Science in Business Administration;** May 2007

Overall GPA: 3.4/4.0

## RELEVANT COURSES

Introduction to Logistics

Principles of Transportation

Supply Chain Management

Organizational Communication

International Marketing

International Transportation Management

Purchasing

Accounting & Financial Decision Making

## WORK EXPERIENCE

Bunch Communication, LLC.; Guntersville, AL

**Owner, Sprint-Nextel Indirect Retail Store;** March 2004-present

- Met and exceeded assigned quotas and churn rates consistently
- Maintained customer information data bases
- Resolved escalated customer issues that front-line staff members could not resolve
- Coordinated goals with Sprint-Nextel indirect management team, including indirect sales managers, area vice presidents, and regional vice presidents
- Trained employees and handled other retail storefront responsibilities such as cash handling, accounts receivable, accounts payable, and all retail store transactions

Sharp Communication, Inc.; Huntsville, AL

**Nextel Outside Sales Representative;** April 2002-March 2004

- Communicated with consumers and businesses in choosing plans and equipment for needs and budget
- Maintained sales churn rate at or below the published Nextel churn rate
- Selected to be top outside sales agent for six consecutive months
- Built relationships with government and corporate customers as well as Nextel corporate account managers and Nextel government account managers to design custom plans and pricing options

Guntersville City Schools; Guntersville, AL

**Interim Network Administrator & Chief Webmaster;** June 2001-March 2002

- Managed five Local Area Networks (LANs), all connected over a central BellSouth Mega Link T1
- Completed the initial setup and configuration of a Cobalt RAQ web server
- Designed each facility a website with user updatable functions
- Worked closely with Microsoft, Cisco, & national vendors for product sales, recommendations & support.
- Assisted Board of Education's hiring committee to select and hire replacement network administrator

The SPARKS Company; Cincinnati, Ohio

**Information Systems Intern;** May 2000-August 2000

- Designed, ordered parts for, and built new computers to customer specifications
- Created web sites for corporate clients
- Worked with "in-shop" repairs and completed on-site customer service calls

## PROFESSIONAL MEMBERSHIPS

Nextel Authorized Representative State Advisory Council Rep. for North Alabama, 2005-2006

CompTIA i-Net + Certified, 2002

## Jane Q. Public

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(513) 244-4567 Work  
Jane\_Public@mail.msj.edu

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### Reference List

**Sally Smith**

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**Fred Jones**

Manager  
Thriftway Food & Drug  
123 Main Street  
Cincinnati, OH 45233  
(513) 555-6789  
Fjones@Thriftway.com

**Mike Baker**

Landscape Supervisor  
Delhi Lawn Care  
4567 Delhi Road  
Cincinnati, OH 45233  
(513) 555-3456  
Mike.Baker@dlc.com

## ACTION VERBS

This list of actions verbs is from the Resume Expert software to assist in developing Action Skill Statements.

Accomplished	Encouraged	Planned
Accelerated	Enlisted	Prepared
Achieved	Equipped	Prescribed
Administered		Presented
Adopted	Established	Prioritized
Allocated	Estimated	Produced
Analyzed	Evaluated	
Anticipated	Executed	Programmed
Applied	Expanded	Projected
Approved	Expedited	Promoted
Ascertained	Facilitated	Proved
Assessed	Fashioned	Provided
Assigned	Finished	Purchased
Assimilated	Forecasted	Pushed
Assisted	Formulated	Reconciled
Attained	Founded	Recruited
Audited	Generated	Reduced
Built	Guided	Reinforced
Brought	Helped	Reorganized
Cataloged	Implemented	Reported
Chaired	Improved	Researched
Clarified	Increased	Restored
Classified	Influenced	Revamped
Communicated	Initiated	Reviewed
Compiled	Innovated	Revised
Completed	Inspected	Saved
Computed	Inspired	Scheduled
Conceived	Instituted	Selected
Conducted	Interpreted	Sold
Contracted	Introduced	Set up
Contributed	Invented	Shaped
Controlled	Launched	Solved
Coordinated	Led	Spearheaded
Counseled	Learned	Stimulated
Created	Managed	Streamlined
Dealt	Mapped	Structured
Delegated	Mediated	Summarized
Demonstrated	Molded	Supervised
Designed	Monitored	Supported
Detected	Motivated	Surveyed
Developed	Negotiated	Synthesized
Directed	Obtained	Taught
Diverted	Operated	Tested
Drafted	Organized	Trained
Economized	Originated	Updated
Edited	Perceived	Utilized
Educated	Performed	Validated
Effected	Persuaded	Visualized
Enabled	Pinpointed	Volunteered
	Pioneered	

## RESUME EVALUATION CHECKLIST

### Personal Information:

- Is located at the top of the page
- Includes your full name
- Includes your full address(es) - both current and permanent
- Includes your phone number(s) – both day and evening
- Includes your email address

### Objective (optional but encouraged):

- Is targeted toward a specific position or career field
- Provides a focus for the content of your resume

### Education:

- Includes the full name of the college (College of Mount St. Joseph)
- Includes the city and state where the college is located (Cincinnati, Ohio)
- Lists most recent degree accurately (ex: Bachelor of Science in Psychology)
- Lists the date or anticipated date of graduation
- Includes the complete title of majors, minors, licensures and certifications
- Includes GPA and scale if over 3.0
- Lists honors and awards (can be a separate section, if substantial)
- Lists entries in reverse chronological order if more than one educational experience is listed

### Experience:

- Includes the full name of the company or organization
- Includes the city and state where the company/organization is located
- Lists the dates the position was held (month, year to month, year)
- Includes the title of the position held
- Includes action skill statements emphasizing your relevant skills and accomplishments
- Each action skill statement begins with an action verb
- Action verbs are the appropriate tense – present tense for describing current positions, past tense for prior positions
- Lists entries in reverse chronological order

### Activities and Memberships (College and/or Community):

- Includes the full name of the company or organization
- Includes the city and state where the company/organization is located
- Lists the dates the position was held (month, year to month, year)
- Includes the title of the position held, if applicable
- Includes pertinent memberships and affiliations
- Emphasizes leadership roles
- Lists entries in reverse chronological order

### References:

- Includes phrasing such as “available upon request”
- Does not include names and addresses of references

### Overall Appearance:

- Looks like a professional document and is pleasing to the eye
- Is an appropriate length
- Includes name and page number on all pages if more than one page in length
- Page margins, font size and type are appropriate
- Is free of typos, spelling mistakes, and grammatical errors
- Bullet points, bolding, italics, and/or other highlighting is used consistently
- Categories are arranged in a logical order, presenting relevant information first

# Still have questions? Need help on revisions?

Contact:

**Tricia Raiti**

Career Development Coordinator

Tricia\_Raiti@mail.msj.edu

Or

**Julie Keller**

Prior Learning Assessment Coordinator

Julie\_Keller@mail.msj.edu



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Revised April 2009