



HOW TO WRITE A WINNING RESUME

The purpose of a resume is to serve as a sales tool that will secure you an interview. An employer typically scans a resume for about 6-10 seconds, so it is extremely important that it effectively markets your skills, knowledge and experience. The document must be flawless and well formatted.

SELF ASSESSMENT

- **Identify your skills and abilities.** For example, what are your greatest strengths? How do you know you have these characteristics? Where have you proven this?
- **Explore job or internship postings** to determine what employers are seeking in candidates. How does this fit with your own skills and abilities?
- **Make a list** of the experiences you have had: jobs, volunteer work, activities, leadership roles, trainings, etc.

GETTING STARTED

- Take your list and begin to develop sections, such as Education, Volunteer Experience, etc.
- Don't be concerned about length for the first draft; a career counselor can assist you with revisions.
- Remember that this is your marketing tool and be selective about how you present your information.

HOW TO FORMAT

- **Avoid templates:** your resume will look like everyone else's and many templates are sub standard
- **Length:** current college students should have a one page resume; rare exceptions may be two pages
- **Margins:** set your top, bottom and side margins between ½"-1"
- **Font:** use an easy-to-read font like Times New Roman or Calibri; no smaller than 10 and no larger than 12 pt. (the exception is your name, which should be larger in order to stand out)
- **Highlighting:** draw attention to items through the use of bold, capitalization, italics or underlining
- **Layout:** the most important section headings (your marketing points) are in the upper half of the page

CONTACT INFORMATION

- Include your name, complete address, one phone number and email. Depending upon where you are applying for jobs, you may want to list both a local and a permanent address.
- Be certain that your voice mail and email are professional.

JASMINE RIVERA

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OBJECTIVE

- It is **not necessary** to include an objective but if you choose to, it should be short and to the point.
- It can be helpful to include one when you are seeking only a temporary position.
- You should consider writing a different objective tailored to each position to which you apply.

Examples:

Entry-level staff accounting position with a special interest in auditing
To obtain an internship working with at-risk children

EDUCATION	
<ul style="list-style-type: none"> • Include the name of the school, city and state (no street address or zip code). • Write out your entire degree followed by the month and year the degree was/will be earned. • Include your GPA if it is 3.0 or higher (you can carry it to two decimal points). • Include any Study Abroad. • List other degrees you may have in reverse chronological order, with the most recent first. • It is not necessary to list a school where you took classes but did not get a degree. 	
Neumann University Bachelor of Arts in Criminal Justice <ul style="list-style-type: none"> • GPA: 3.4 	Aston, PA May 2014

EXPERIENCE	
<ul style="list-style-type: none"> • For every position, include job title, company/organization name, city, state, and dates of employment. • Use bullet points that begin with action verbs (pay attention to verb tense) to describe the skills that you utilized or your accomplishments; use phrases rather than complete sentences. • List positions in reverse chronological order (most recent to least recent). • Include a Relevant Experience section if you have experience such as an internship or volunteer work that has relevance to the position that you are seeking. • If you have a Relevant Experience section, non-relevant experience is still listed in an Additional Experience section at the bottom of your resume, as employers like to see work history. 	
Counter Attendant Sbarro Pizza <ul style="list-style-type: none"> • Received Employee of the Month award two times for excellent customer service • Interact effectively with diverse patrons to provide prompt counter service • Handle cash and credit transactions with no overages or shortages 	March 2013-present Media, PA

SKILLS AND/OR CERTIFICATIONS	
<ul style="list-style-type: none"> • Include computer, technology and language skills. • Include any relevant certifications. • Skills such as communication, organization, etc. are demonstrated in an interview but not included on a resume. 	
Language: Advanced reading, writing and speaking ability in Spanish Technology: SMART Board, Microsoft Word, Excel, PowerPoint	

HONORS AND AWARDS	
<ul style="list-style-type: none"> • If you only have one or two, you may list them as part of your Education section or if they are not academic in nature, you could list them in an Activities or other appropriate section. • If you have multiple awards, list them in their own section. 	

ACTIVITIES	
<ul style="list-style-type: none"> • List club and organization memberships, noting any leadership positions. • It is not necessary to have bullets under these positions unless there is some skill that you have developed as a result of your position that you would like to highlight. 	

Other resume section headings may include Volunteer Experience, Community Service, Professional Affiliations, Additional Trainings, etc. You select the categories that will market you most effectively.

RESUME TIPS FOR INTERNSHIPS

Objective: It may be helpful to include one so that the employer knows that you are only seeking temporary work.

High School: Because your experience is limited, it may be appropriate for a first or second year student seeking internships/summer jobs to include high school information on their resumes. Appropriate information may include extracurricular activities, leadership experiences, foreign exchange student experiences, and honors/academic achievements and awards.

Relevant Coursework: It may be helpful to include a list of relevant courses, class projects or senior projects that could offer proof that you have a certain knowledge base.

RESUME DON'TS

- Do not include personal information such as age, marital status, etc.
- Do not use phrases such as “Duties included...” or “Responsible for...” when describing your experience.
- Do not use the personal pronoun “I”.
- Do not just list job tasks; think in terms of skill sets and accomplishments.
- Do not state References available upon request. References are listed on a separate document.

LIST OF ACTION WORDS

Your resume should convey the skills you can offer an employer. The key words you use to describe your experience, activities, etc. can convey the skills you have developed. Remember to use past tense for past jobs and present tense for current jobs. Below are some action verbs that stress skills:

accelerated	edited	motivated	revamped
accomplished	effected	negotiated	reviewed
achieved	eliminated	observed	revised
adapted	established	obtained	rewrote
administered	evaluated	operated	selected
advertised	examined	ordered	served
advised	expanded	organized	scheduled
analyzed	expedited	originated	screened
answered	facilitated	participated	set up
approved	filed	performed	simplified
arranged	found	pinpointed	sold
assisted	generated	placed	solved
broadened	guided	planned	structured
built	handled	prepared	streamlined
calculated	helped	presented	strengthened
compiled	hired	processed	supervised
completed	identified	produced	supported
conceived	increased	programmed	surveyed
conducted	influenced	proposed	systematized
controlled	implemented	proved	taught
coordinated	improved	provided	tested
counseled	interviewed	publicized	tracked
created	judged	purchased	trained
delegated	launched	recommended	translated
delivered	lectured	recorded	tutored
demonstrated	led	recruited	typed
designated	listed	reduced	updated
designed	maintained	reinforced	utilized
developed	managed	reorganized	verified
directed	mastered	reported	won
displayed	monitored	researched	wrote

MICHAEL BRANT

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EDUCATION

Neumann University

Bachelor of Science in Sport and Entertainment Management

Aston, PA
expected May 2018

- GPA: 3.6
- Dean's Honor List; Presidential Scholarship

Haverford High School

Diploma

Havertown, PA

June 2014

WORK EXPERIENCE

Server

February 2013-present

Barnaby's of America Sports Bar

Havertown, PA

- Commended by management for willingness to regularly work additional shifts
- Provide efficient service that allows for rapid table turnover in busy restaurant
- Maintain current knowledge of menu items and specials in order to address customer inquiries

Landscaper Assistant

Summers 2011-2012

Shields Landscaping

Springfield, PA

- Noted for perfect attendance record at all scheduled job sites
- Mowed lawns, pruned bushes, mulched and cleaned sites of all debris
- Collaborated with team members to rotate through various responsibilities

SKILLS

Language: intermediate level in Spanish

Computer: proficient in Microsoft Word and PowerPoint; experience with Adobe Photoshop

ATHLETICS

College:

Varsity Ice Hockey

2014-present

- Commit 20 hours per week to practice and games in season

High School:

Ice Hockey (Team Captain, 2013-2014)

2010-2014

ACTIVITIES

College:

Sport & Entertainment Management Majors Club

October 2014-present

High School:

Yearbook Committee

2012-2013

COMMUNITY SERVICE

Habitat for Humanity, volunteer

2010-2012

Haverford Township Public Library, aide

2009-2010

Cara Thompson

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Objective

To secure an internship working with at-risk youth

Education

Neumann University

Aston, PA

Bachelor of Arts in Psychology

May 2017

GPA: 3.3

Relevant Coursework: Advanced General Psychology, Life Span Development I, Exploring Diversity

Work Experience

Rocky Run YMCA

Media, PA

Child Care Assistant

May 2014-present

- Support teachers in after-school program for children in 4th to 6th grades
- Provide assistance with homework and school projects
- Engage children in recreational activities with attention to safety, conflict resolution and modeling of good sportsmanship

Northeast Family YMCA

Philadelphia, PA

Camp Counselor

Summers 2010-2013

- Created and implemented a weekly schedule of activities for youth ages 6 to 9 years
- Organized and led a variety of small and large group recreational and educational activities
- Communicated with parents about participants' experiences and reported concerns to camp leadership

Certifications and Skills

CPR and First Aid Certification

Computer: Microsoft Word and PowerPoint; Social Media: Twitter, Tumblr and Instagram

College Activities

Psychology Club (vice president)

Black Student Union

Volunteer Experience

The March of Dimes Foundation

Philadelphia, PA

March for Babies

2012- present

- Recruit and organize a team of volunteers to participate in yearly "March for Babies" walks

MICHELLE LAVERY

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EDUCATION

Neumann University

Bachelor of Arts

Dual Major: Criminal Justice and Political Science

Cumulative **GPA: 3.39**

Self-financing 100% of education costs

Aston, PA

expected May 2016

LEADERSHIP EXPERIENCE

Office of Residence Life, Neumann University

Aston, PA

Resident Assistant

August 2013-May 2014

- Supervised residence hall of 22 freshman undergraduates
- Responded to emergency and crisis situations, reporting occurrences immediately to the Hall Director or first available senior staff member
- Managed various administrative duties including maintenance requests, incident reports and room transfers
- Created, planned and implemented educational, social and recreational programs for residents
- Advised peers on personal, academic and career concerns
- Ensured residents' adherence to all university policies

GENERAL EXPERIENCE

Cescaphe Ballroom Event Group

Philadelphia, PA

Server

June 2013- present

- Maintain extensive knowledge of menu items, including daily specials, in order to address customer questions or concerns
- Provide prompt food and beverage service to patrons; prepare and serve specialty dishes tableside
- Guarantee positive customer experience by quick resolution of any customer concerns

Career and Personal Development Office, Neumann University

Aston, PA

Office Assistant

June 2011- Dec 2011

- Provided assistance to four staff members
- Utilized online software application to enter internship and job postings received from employers
- Updated online job posting system to ensure accuracy of employer records
- Answered phones and scheduled student appointments
- Performed general clerical duties such as copying, filing, and distribution of mail

LANGUAGE SKILLS

Advanced reading, writing and speaking ability in French

HONORS and ACTIVITIES

- Phi Sigma Mu Honor Society
- Concert Chorale
- Alpha Phi Sigma Criminal Justice Honor Society
- Dance Team
- Knights for Life
- Active Minds

Patrick Sharp

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EDUCATION

Neumann University Aston, PA
Bachelor of Science in Business Administration May 2015
Minor: Accounting

- **GPA: 3.8** VPAA Honor Roll Omicron Delta Kappa, National Leadership Honors Society
- **Study Abroad:** St. Mary's University, London, England

Delaware County Community College Media, PA
Associate of Science in Business Administration May 2013

PROFESSIONAL EXPERIENCE

Teller, TD Bank, Media, PA June 2013 – present

- Process transactions for customers including withdrawals, deposits, check cashing, processing sales of gift cards and receipt of loan payments
- Balance ATMs and Teller Cash Dispensers/Teller Cash Recyclers as necessary
- Adhere to safe deposit box procedures and guidelines
- Generally resolve problems independently, escalating more difficult issues to supervisors
- Promote positive customer relationships by providing outstanding customer service

Business Management Intern, XYZ Company, Philadelphia, PA Aug. 2014-Dec. 2014

- Rotated through various business units
- Attended meetings with prospects, clients and vendors
- Assisted in preparing presentations and proposals
- Contributed original ideas for contests/campaigns
- Provided support for onsite event management

LEADERSHIP DEVELOPMENT

The Institute for Student Leadership Formation, Neumann University

- Attend Leadership Conferences on topics such as Emotional Intelligence, Leadership for the Business World and Civility in Discourse
- Follow-up work throughout the academic semester to apply learning from concepts presented at conference

TECHNOLOGY SKILLS

Teller software applications; Microsoft Office: Word, Excel, PowerPoint, Access; HTML; Adobe Photoshop; Social Media: LinkedIn, Twitter

ACTIVITIES

Neumann University Investment/Finance Club, member

COMMUNITY SERVICE

St. Luke's Parish, Glenside, PA

- Altar server and lector

Neumann University

- St. Francis Inn- served meals to homeless individuals in Philadelphia shelter
- Sandwiches for Survival- prepared sandwiches for homeless in Chester, PA