



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
<ul style="list-style-type: none">• 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.
<p>JASMINE RIVERA 102 Park Drive, Broomall, PA 19008 610-555-4444 jm_rivera@knights.neumann.edu</p>

OBJECTIVE
<ul style="list-style-type: none"> 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.
<p>Examples:</p> <p>Entry-level staff accounting position with a special interest in auditing</p> <p>To obtain an internship working with at-risk children</p>

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.
<p>Neumann University Aston, PA</p> <p>Bachelor of Arts in Criminal Justice May 2014</p> <p>GPA: 3.4</p>

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.
<p>Counter Attendant March 2013- Present</p> <p>Sbarro Pizza Media, PA</p> <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

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.
<p>Language: Advanced reading, writing and speaking ability in Spanish</p> <p>Technology: SMART Board, Microsoft Word, Excel, PowerPoint</p>

HONORS AND AWARDS

- 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

- 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.

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.

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

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.

Action verbs help describe the skills you've used to potential employers. Always start your bullet points with a strong action verb!

Analytical

analyzed ascertained assessed compared computed conceptualized concluded confirmed critiqued deciphered	deliberated determined devised diagnosed estimated evaluated examined forecasted formulated	integrated investigated justified measured negotiated prescribed prioritized projected questioned	rated recommended researched scrutinized studied substantiated synthesized validated verified
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Communication

addressed apprised arbitrated attested authored clarified communicated	composed convinced corresponded drafted edited explained informed	interpreted lectured marketed persuaded presented promoted publicized	queried reported spoke summarized translated wrote
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Creativity

brainstormed constructed designed	engineered envisioned fabricated	illustrated produced	shaped visualized
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Flexibility

accommodated adapted adjusted	altered amended balanced	converted grew	improvised tailored
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Initiative

accelerated accomplished achieved acquired advanced bolstered boosted built coordinated created	dedicated demonstrated enriched established expanded expedited implemented improved increased initiated	innovated inspired introduced launched minimized mobilized modernized modified multiplied	overhauled pioneered revamped revised spearheaded stimulated suggested updated upgraded
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Leadership

administered advised allocated allowed appointed approved assigned authorized chaired coached	delegated designated directed educated elicited employed empowered enabled encouraged endorsed	enhanced facilitated fostered founded guided hired influenced instructed interviewed judged	led moderated monitored motivated officiated recruited sanctioned supervised trained
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Organization

arranged assembled budgeted calculated catalogued centralized charted	classified collected compiled consolidated correlated indexed	linked orchestrated organized oriented planned processed	purchased recorded regulated scheduled systematized tabulated
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Problem Solving

aided alleviated ameliorated augmented counseled customized debugged eased elevated enlarged extended	extracted finalized fulfilled generated identified interceded invented lightened polished procured reconciled	rectified reduced refined reformed rehabilitated reinforced rejuvenated relieved remedied remodeled repaired	restored retrieved revitalized revived settled solicited solved streamlined strengthened supplemented transformed
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Teamwork

assisted collaborated	contributed cooperated	mediated participated	partnered
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MICHAEL BRANT

25 Green Meadow Avenue, Havertown, PA 19083
610.555.2222 | mt_brant@knights.neumann.edu

EDUCATION

Neumann University

Aston, PA

Bachelor of Science in Sport and Entertainment Management

May 2018

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

Haverford High School

Havertown, PA

Diploma

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

Varsity Ice Hockey

2014-Present

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

Ice Hockey (Team Captain, 2013-2014)

2010-2014

ACTIVITIES

Sport & Entertainment Management Majors Club

October 2014-Present

COMMUNITY ENGAGEMENT

Mission and Ministry RISES Retreat

Spring 2014

- Engaged in activities to enhance and build the community
- Participated in small group discussions and reflected on personal values

Cara Thompson

3422 Vista Street, Philadelphia, PA 19136 • 215-331-4827 • cthompson@gmail.com

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 20 children in 4th to 6th grades
- Provide assistance and aid 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

Activities

Psychology Club, Vice President, September 2015- Present

Black Student Union, Member, May 2014-Present

Volunteer Experience

The March of Dimes Foundation

October 2012-Present

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

Mission and Ministry Search Retreat

Spring 2016

- Selected among peers to participate in retreat that examines relationships
- Completed a variety of self-reflective exercises and discussions
- Prepared and presented a talk on a special topic area related to retreat

MICHELLE LAVERY

1710 Edge Street, Philadelphia, PA 19148 • 267-555-2222 • mm_lavery@knights.neumann.edu

EDUCATION

Neumann University

Bachelor of Arts

Dual Major: Criminal Justice and Political Science

Cumulative **GPA: 3.39**

Aston, PA

May 2016

LEADERSHIP EXPERIENCE

Office of Residence Life, Neumann University

Resident Assistant

Aston, PA

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

WORK EXPERIENCE

Cescaphe Ballroom Event Group

Server

Philadelphia, PA

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

Office Assistant

Aston, PA

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

COMMUNITY ENGAGEMENT

Mission and Ministry Retreat

Group Leader

Aston, PA

May 2015

- Chosen as one of six group leaders to guide 20-25 students through engaging activities and reflections
- Collaborated with mission of ministry staff and other leaders to develop programming for students

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

200 Cedar Crest Road, Broomall, PA 19008

484-408-2170 • Patrick.Sharp@gmail.com

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

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

Mission and Ministry Senior Retreat, Neumann University

- Engaged in reflecting exercises about past and current experiences and how they align with the University's mission and values
- Developed a life graph and set goals to achieve at remaining time at Neumann and beyond

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, 2014-Present

COMMUNITY SERVICE

Neumann University

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

Resume Review Checklist

Review	
	FORMAT
<input type="checkbox"/>	Number of spaces between sections is consistent
<input type="checkbox"/>	Appropriate use of white space- should not look overcrowded or bare
<input type="checkbox"/>	Margins are between ½ and 1 inch
<input type="checkbox"/>	The font style is the same throughout the resume and is between 10pt and 12pt
<input type="checkbox"/>	Your name is larger than the rest of the text on the page (generally 4-pts larger)
<input type="checkbox"/>	Headings stand out from the rest of the text by using bolding, italics, capitalization, lines, etc.
<input type="checkbox"/>	Bullets, hyphens, and dates are uniform and consistently spaced on the page
<input type="checkbox"/>	Bullets are either circles or squares
<input type="checkbox"/>	Resume is one page in length and only the front side of the page is used
	EXPERIENCE
<input type="checkbox"/>	Experience includes job title/role, organization name, location (city, state) and dates employed <i>Example: Accounting Intern</i> <i>Independence Blue Cross</i> <i>May 2019- Present</i> <i>Philadelphia, PA</i>
<input type="checkbox"/>	Dates are accurate and are listed in reverse chronological order (most recent to least recent) in each section
<input type="checkbox"/>	Each bullet point starts out with a strong action verb (not “responsible for” or “duties included”), are not repetitive and consistent with tenses
<input type="checkbox"/>	Bullet points include specific examples to illustrate transferable skills and knowledge, key contributions and accomplishments <i>Example: Processed transactions of upwards of \$10,000 daily for customers including withdrawals, deposits, check cashing, processing sales of gift cards and receipt of loan payments</i>
<input type="checkbox"/>	Personal pronouns such as “I,” “me,” “we,” and “our,” ARE not used
<input type="checkbox"/>	Salary history is omitted (can be included in cover letter if requested)
	SPELLING
<input type="checkbox"/>	All words used would be familiar to people; industry specific terms should be easily recognizable to those within the field
<input type="checkbox"/>	All words are spelled correctly- do not solely rely on spell check
	PUNCTUATION
<input type="checkbox"/>	Use of punctuation is consistent throughout
<input type="checkbox"/>	Punctuation used to separate information is consistent (, and ;)
<input type="checkbox"/>	There are no commas listed between month and year as well as state and zip code <i>Example: May 2020, Summer 2019</i>
	GRAMMAR
<input type="checkbox"/>	All verbs in each specific experience example are in the same tense- current positions should be in present perfect tense; past positions should be in the past tense
<input type="checkbox"/>	All proper nouns are capitalized
<input type="checkbox"/>	Numbers between one and nine are spelled out, numeral are used for numbers 10 and larger, except for adjacent numbers (Twenty 12-year old boys and girls)
<input type="checkbox"/>	Date formats are consistent and words, if used, are capitalized <i>Example: November 2014, May 2018- Present</i>
	ADDITIONAL SECTIONS
<input type="checkbox"/>	Career objective (rarely recommended): Is clear and specific to a position, job function, or organizational type

<input type="checkbox"/>	Honors/Awards: Include official name of award, official name of organization, and month/year received
<input type="checkbox"/>	Activities, Community Service, Volunteer Experience: Include official name of each organization, city and state, position or leadership role held, dates of involvement
<input type="checkbox"/>	Project Experience: Include title of project, date completed, role within group, applicable skills/knowledge and any specific technical skills
<input type="checkbox"/>	Skills Section: Include only technical skills (languages, certifications, computer languages/software, lab skills/equipment