

What is a resume?

A resume is a summary of your *personal, educational and employment experiences*. A resume should tell: *who you are, what you know, what you do well and what you want to do*. The purpose of the resume is to **obtain** an interview, to serve as a reference **during** the interview and to serve as a reminder **after** the interview.

Employers spend approximately 30 seconds reviewing each resume.

- ▶ Mistakes, poorly phrased descriptions, redundancy, etc. will be noticed even during a quick glance.
- ▶ Write in a concise, easy-to-read format, thus bullets, phrases and incomplete sentences are acceptable for this reason.
- ▶ Do not use personal pronouns such as “my” or “I.”
- ▶ Start each phrase with an action verb.

Always consult with a Hart Career Center staff member before distributing copies of your resume.

Starting Your Resume

- ▶ List all of your jobs, internships, volunteer experiences, athletic, and extra-curricular activities.
- ▶ Include any academic awards and leadership positions.
 - First and second-year students may include high school activities/experiences.
 - Juniors and seniors may *only* include college information.
- ▶ Group your list of experiences by their relevance to the purpose of your resume. Write bullet points describing your responsibilities, skills used and knowledge gained.
- ▶ Use blank Word/Google document to start. Avoid using a template but if you need help formatting your resume, visit the Career Center for assistance.
- ▶ Try to use key words and skills from the position description or your industry to describe your experience.
- ▶ Use action verbs and the appropriate verb tense. Use the present tense for current positions, and past tense for past positions.

When saving your document, please save the file as a PDF file with your name and document type as the file name. (ex. tommytitanresume.pdf)

Resume Appearance

- ▶ 8 1/2 by 11-inch paper, white or ivory.
- ▶ .7–1 inch margins on all sides, font of at least 11 point.
- ▶ Use resume or professional paper available at office supply or copy shops.

Information to include**Heading**

Name, contact information including email, a campus and/or permanent address, and cell phone.

Note: Be sure that your email is professional in nature. Create a professional voice mail, and take off any music, casual or humorous message.

Objective

Include what type of position you seek AND the skills you have to offer. Do **not** indicate what you hope to gain (i.e. to develop knowledge of the social service industry, improve skills, etc.).

Examples:

- ▶ Interested in joining ____ staff of a (company/agency/ school district) to apply strong analytical skills and detailed organizational abilities.
- ▶ To obtain a staff nurse position on a pediatric unit using clinical training and relationship building skills
- ▶ To secure a challenging opportunity in the area of customer service using solid communication and assertive sales skills
- ▶ To contribute dynamic interpersonal communication skills to a social service agency working with substance abuse prevention and recovery

**Profile or Qualifications Summary
(An alternative to the Career Objective)**

In place of the objective, consider a profile — usually one to three sentences in length, this personal branding statement emphasizes your unique talents and experiences. Think about what sets you apart or what you are passionate about. What have you consistently been praised for? Use qualifications or key words in the position description if possible.

Examples:

- ▶ Bilingual with extensive work experience and dynamic liberal arts education. Seeking full-time position that will utilize strong analytical and critical thinking skills to reach creative business solutions...
- ▶ Expressive communicator and passionate learner with a diverse background in political science, public relations and non-profit work. Commended abilities in writing, research and leadership...
- ▶ Experience with a variety of topics in biology and medicine, coupled with a stable foundation in the liberal arts. Desire opportunity to use strong interpersonal skills in the healthcare field...

Education

Include name of school, location, date of graduation, degree, major, minor and, if applicable, areas of concentration. Include your cumulative GPA, for example: 3.2 (4.0) if competitive. Some students include a major GPA. Also include study abroad experience (program, location, semester). Do not include high school.

Employment Experience and/or Relevant Experience

- ▶ List in reverse chronological order (most recent first).
- ▶ Include part-time, summer, volunteer work, internships, student teaching and clinical experience.
- ▶ Under each listed experience, identify job title, name of employer, employer's city and state. Include the dates of employment and the responsibilities of each position using action verbs. Be sure to highlight accomplishments as well as responsibilities.
- ▶ Bold first item listed (typically job title or employer) in each experience.

Skills (Language, Computer, Laboratory, Clinical, Technical)

Highlight skills that set you apart or are needed for the position.

Examples:

- Competent in conversational Spanish, proficient in written Spanish
- Experienced with lab techniques and procedures such as distillation, chromatography, gel electrophoresis and titration
- Familiar with oscilloscopes, circuits and transducers
- Programming skills in Visual Basic, C++ and Java. Proficient in Excel database design, MS Access, Web design and HTML

Academic Projects/Course Highlights

Highlight significant projects or courses. Discuss your role, outcomes, skills utilized or gained.

Examples:**IWU Marketing in Service Industry Class Project** Spring 2019

- Consulted with business to conduct gap analysis of service delivery
- Collaborated with a project team to complete process checks and brainstorm solutions
- Reviewed research data collected through interviews and consultations; created and presented recommended service plan to improve customer service and relations

Math Bungee Jumping Project Spring 2018

- Used Hooke's Law and Mathematica to analyze data, assessed the primary factors of risk in the extreme sport of bungee jumping
- Compiled and presented results indicating risk associated with the flexibility of the rope, length of the rope, material composition and other factors

Select Software Development Projects Fall 2017–Spring 2018

- Worked as a member of a three-person team to develop an android application using Java
- Completed a semester-long DB2 team project to create a database solution based on a real-life business scenario; Led group in goal setting and task division
- Independently redesigned and enhanced websites for three

campus organizations

Research/Presentations/Publications

Capture research done independently or with a faculty member. Discuss project, techniques and skills used, data analysis or outcomes. List any presentations regarding research at conferences, on campus or in publications.

Activities/Honors/Leadership/Community Service

List academic honors, awards and scholarships received first, followed by involvement in campus or community organizations and leadership roles. May be one category or multiple.

Top Pet Peeves from Employers**Spelling, grammar and punctuation mistakes**

- PROOFREAD – use the Career Center, friends, and relatives to review your resume; don't rely on spell check

Sloppy disorganized resume format

- Consistent, easy-to-read format is essential

Variety of font styles and sizes

- Keep it simple with a professional font and **bold** items you want to pop

Paragraphs instead of bullets

- Bullet points with action verbs help to highlight your skills and experiences

ALL CAPS !!! Or tiny fonts

- Make it easy on the eyes; no smaller than 10 point font (12 or 11 preferred) and limit capitalizations to main headings

Distracting bullet points ❖ ☞ ⇨ * ☐

- A simple, professional bullet point is best; small circle or square

Listing dates first

- List employers or titles first in your experience section; dates should be last

Incorrect contact info

- Be sure your phone number and email are listed, and correct!

Unreturned emails or voicemails

- HUGE! Have space on your voicemail and check your voicemail and email daily when you are actively searching. Always return an employer's message, even if you are no longer interested in the position.



Management Skills

Administered
Analyzed
Assigned
Attained
Chaired
Contracted
Consolidated
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Motivated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

Research Skills

Clarified
Collected
Criticized
Diagnosed
Evaluated
Examined
Extracted
Identified
Inspected
Interpreted
Interviewed
Investigated
Organized
Reviewed
Summarized
Surveyed
Systematized

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved
Trained
Upgraded

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Initiated
Instructed
Persuaded
Set goals
Stimulated

Financial Skills

Administered
Allocated
Analyzed
Appraised
Audited
Balanced
Budgeted
Calculated
Computed
Developed
Forecast
Managed
Marketed
Planned
Projected
Researched

Creative Skills

Acted
Conceptualized
Created
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

Helping Skills

Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Expedited
Facilitated
Familiarized
Guided
Referred
Rehabilitated
Represented

Clerical or Detail Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Analytical

Analyzed
Ascertained
Assessed
Compared
Computed
Conceptualized
Concluded
Critiqued
Deciphered
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

Teamwork

Assisted
Collaborated
Contributed
Cooperated
Mediated
Participated
Partnered

Problem solving

Aided
Alleviated
Ameliorated
Augmented
Counseled
Customized
Debugged
Eased
Elevated
Enlarged
Extended
Finalized
Fulfilled
Generated
Identified
Interceded
Invented
Lightened
Polished
Procured
Reconciled
Rectified
Reformed
Rehabilitated
Reinforced
Rejuvenated
Relieved
Remedied
Remodeled
Repaired
Restored
Retrieved
Revitalized
Revived
Settled
Solicited
Solved
Streamlined

Strengthened
Supplemented
Transformed

And more...

Acted
Activated
Added
Administered
Apportioned
Appraised
Approximated
Attained
Audited
Certified
Commissioned
Committed
Consented
Contracted
Disbursed
Dispatched
Displayed
Enlisted
Excelled
Executed
Exercised
Familiarized
Figured
Guaranteed
Indicated
Instituted
Involved
Issued
Licenses
Maintained
Operated
Performed
Prepared
Programmed
Realized related
Reserved
Reviewed
Satisfied
Screened
Secured
Served
Set
Smoothed
Sought
Specified
Submitted
Surveyed
Sustained
Traced
Transacted
Transmitted
Valued



Ben Smart

bsmart@iwu.edu ■ 502 E. Empire St., Bloomington, IL 61701 ■ 664-113-8776

Education

Illinois Wesleyan University, Bloomington, IL Cumulative GPA: 3.75/4.0
 Bachelor of Arts, expected May 2018 CPR and AED Certified, American Heart Association
 Double Major: Biology (Pre-medicine) and Hispanic Studies

Research Experience

DePaul University, Chicago, IL Call Biology Research Assistant Intern Summer 2017
 ■ Performed cell proliferation and gene expression assays on tissue cultures
 ■ Maintained efficient lab operations by restocking materials, calibrating instruments and cleaning equipment
 ■ Contributed with research team to a paper of research findings, currently being reviewed for publication

Illinois Wesleyan University, Bloomington, IL Biology Research Assistant Fall 2016–Spring 2017
 ■ Collaborated with faculty and a team of research students to investigate ratite eggshell pore morphology
 ■ Operated scanning electrochemical microscopes and strengthened skills in SPSS and Excel
 ■ Presented findings in oral presentation at John Wesley Powell Research Conference, Spring 2016

Medical Experience

Global Medical Brigades, International Service Organization IWU President Fall 2015–Spring 2017
 ■ Facilitated the creation of a medical clinic in rural Honduras with team of 50 undergraduate students and multiple health professionals; traveled to Honduras in Summer 2016 and provided Spanish translation services
 ■ Recruited and maintained communication with volunteer medical professionals
 ■ Coordinated 6 fundraising activities that helped purchase medicine and supplies for Honduras clinic

OSF St. Joseph Medical Center, Bloomington, IL Physician Shadow May 2017
 ■ Observed physicians full-time for one month; gained appreciation for doctor-patient relationship dynamics
 ■ Shadowed internal medicine, general surgery, cardiology, wound care and hospitalist physicians

Advocate BroMenn Medical Center, Normal, IL Mother-Baby Unit Volunteer May 2017
 ■ Responded to patient call phone and answered informational calls on the unit
 ■ Assisted medical staff in tending to babies in the nursery and patients in the department
 ■ Gained greater understanding of the needs of new parents and newborns in a medical facility

Work Experience

Illinois Wesleyan University, Bloomington, IL General Biology Teaching Assistant Fall 2016–present
 ■ Advise and assist students through their experiments and lab activities; mentor students as needed
 ■ Assist with grading and communicate any issues and concerns to faculty in a timely manner

Illinois Wesleyan University, Bloomington, IL First Year Resident Assistant Fall 2015–Spring 2016
 ■ Planned, initiated and budgeted for programs to help first year students adjust to college life
 ■ Served as a resource, providing support, information and problem resolution for first year students

Self Employed, Chicago area, IL USSF Soccer Referee Summers 2014–2016
 ■ Received USSF certification; promoted, advertised and used skills as youth soccer referee in Chicago area
 ■ Made quick, accurate decisions to provide fairness and a positive game environment for participants and fans

Honors and Activities

Alumni Scholarship Recipient National Society of Leadership and Success
 Dean's List IWU Men's Soccer Team
 Tri-Beta Biological Honor Society Titan Orientation Leader

Ima Teacher

1221 Center St., Bloomington, IL 61701
 312-555-6666 — iteacher@iwu.edu

Objective: To apply clear communication and motivational skills to a secondary education teaching position in mathematics and to become involved in coaching and advising extra-curricular activities

Education:

Illinois Wesleyan University, Bloomington, IL Double Major: Mathematics and
 Bachelor of Science, May 2018 Secondary Education
 Cumulative GPA: 3.45/4.0 Math GPA: 3.93/4.0

Student Teaching Experience:

Normal Community High School, Normal, IL Fall 2017
 ■ Completed 15 week teaching experience in culturally diverse classrooms, including 3 weeks of full-time teaching Geometry, Honor's Geometry, Algebra II
 ■ Motivated students through a positive, active learning environment while using interactive instruction and cooperative learning
 ■ Taught students with IEP's, working with resource teachers to meet students' needs
 ■ Successfully engaged students from varied family, socio-economic, racial, and ethnic backgrounds
 ■ Incorporated SmartBoard, Geometer's Sketchpad, TI Smartview, and graphing calculators
 ■ Collaborated with a Professional Learning Community to improve students' performance in 5 state goals
 ■ Conducted educational research on differential learning within the classroom
 ■ Assisted in advising Student Council and Scholastic Bowl

Practical Experience:

Normal West Community High School, Normal, IL Spring 2016
 ■ Completed over 50 hours of classroom experience including teaching five lessons
 ■ Worked with cooperating teacher to plan lessons, grade assignments, and enter grades into Skyward
 ■ Assisted individual students with homework, group activities, test/quiz preparation

Bloomington Junior High School, Bloomington, IL Fall 2015–Spring 2016
 ■ Mentored/tutored two at-risk middle school students to improve classroom achievement and behavior
 ■ Served as a role model for under-performing students to encourage educational progress

Additional Experience:

Teacher's Assistant, IWU Mathematics Department, Bloomington, IL 2015–Present
 ■ Tutor university students, grade homework and quizzes; enter grades into Microsoft Excel
 Independent Tutor, Self-employed 2014–Present
 ■ Tutor high school and university students in math ranging from pre-algebra to AP calculus
 Math Lab Coordinator, IWU Mathematics Department, Bloomington, IL Fall 2016
 ■ Organized student staff schedules, oversaw lab maintenance, addressed computer problems
 ■ Communicated regularly with faculty members to ensure smooth functioning of lab
 Circulation Desk Student Staff, IWU The Ames Library, Bloomington, IL 2014–2015
 ■ Distributed and shelved books, provided general information to patrons

Honors and Leadership:

Dean's List Alpha Phi Omega Service Fraternity
 IL Education Association Scholarship Recipient *Vice-President of Membership (Fall 2016)
 Student Education Association *Vice-President of Pledge Education (Spring 2015)
 IWU Track and Field Team *Pledge Class Vice-President (Fall 2014)



Another Senior

1304 N. Main St. • Bloomington, IL 61701 • (309) 750-3951 • istudent@iwu.edu

EDUCATION

Illinois Wesleyan University, Bloomington, IL
 Bachelor of Arts, May 2018
 Major: Financial Services

GPA: 3.4/4.0 Major GPA: 3.8/4.0
 Minor: Computer Science

SUMMARY OF SKILLS

- Native speaker of Mandarin
- Fluent in English
- Proficient in Cantonese
- Python, SPSS, Java, R, HTML, C++, PHP
- Pivot Tables, Excel Databases
- Windows/Mac OS/Linux

RELEVANT EXPERIENCE

- Finance Intern, Community Cancer Center, Bloomington, IL Fall 2017–Present
- Conduct cost analysis for medical technology using present and past data
 - Evaluate loan options to find the most suitable option for the Center's building expansion project
 - Work extensively in Excel to create accounting statements including budgets and balance sheets
 - Assist in preparing the company for auditing

- Teaching Assistant, IWU Accounting Department, Bloomington, IL Fall 2016–Present
- Assist 80+ students in accounting lab with course material and writing weekly accounting reports
 - Provide guidance using CapSim simulation software, simulating a real-world business environment
 - Improve the class performance, measured by CapSim's weekly comparison of financial statistics
 - Participated in moving the class to an online platform to improve information flow and efficiency

- Stock Analyst, IWU Portfolio Management Course, Bloomington, IL Spring 2016
- Analyzed and monitored 6 out of the 23 blue-chip stocks in the Illinois Wesleyan University student-managed portfolio with a team
 - Created and presented a \$54,785 buying proposal and a \$11,500 selling proposal to the client board
- Laptop Technician and Cloud Server Manager, IWU, Bloomington, IL Fall 2015–Fall 2016
- Troubleshoot and repaired student, faculty and staff computers
 - Used strong technical skills and attention to detail to successfully deliver IT service to campus
 - Improved the updating process for the anti-virus software by building UNIX bash scripts

ADDITIONAL EXPERIENCE

- APEX 2017 Allstate Competition, Bloomington and Chicago, IL Spring 2017
- Collaborated on team of four to analyze an Allstate business problem of retaining young customers
 - Developed an executive-ready presentation of findings and proposed solutions; presented to senior staff

COURSES

- Coursera.org, Web-based Continuous
- Take online courses; participate in webinars related to the fields of finance and accounting

ACTIVITIES & HONORS

- IWU Merit Scholarship Dean's List
- Upsilon Phi Epsilon, Computer Science Honor Society Frisbee Club
- Habitat for Humanity Volunteer

Senior Student

712A Titan Road, Bloomington IL 61701 • (309) 888-7201 • senior@iwu.edu

PROFILE: New professional with significant experience in conservation and sustainability seeks to continue environmental work in a professional setting. Assets include research, leadership, and organizational skills. Strong collaborator with the ability to take initiative and work independently.

EDUCATION:

Illinois Wesleyan University, Bloomington, IL Study Abroad Experience: Fall 2016–Spring 2015
 Bachelor of Arts, December 2017 Al Akhawayn University, Morocco (Spring 2015)
 Double Major: Economics and Environmental Studies American University of Sharjah, UAE (Fall 2016)
 GPA: 3.41/4.0 Honors: Omicron Delta Epsilon, Dean's List

RELEVANT EXPERIENCE:

- Illinois Wesleyan University Economics Department, Bloomington, IL Spring 2016–Fall 2017
Research Assistant
- Collected 225 surveys that elicited individuals' preferences for expansion plans to a public trail system in the Bloomington-Normal area
 - Coded and analyzed data using Excel and SPSS; reviewed findings with department faculty
- Illinois Wesleyan University Environmental Studies Department, Bloomington, IL Fall 2017
Senior Project with The Nature Conservancy

- Researched current government conservation programs to determine success of constructed wetlands
- Worked with The Nature Conservancy to develop a survey for the Mackinaw Drinking Watersheds Outreach Program Committee
- Surveyed local farmers for pilot survey; interpreted data and presented results to committee members

IWU Sierra Student Coalition, Bloomington, IL

- Water Committee Member* Spring 2016–Fall 2017
- Implemented a water sustainability initiative to help eliminate the sale of bottled water on campus
 - Researched water sustainability programs on college campuses of a similar size to IWU
 - Petitioned the university for the funding of hydration stations; managed the installation of two stations
 - Encouraged the water sustainability practices on campus by targeting the first year orientation program
 - Organized the purchase and distribution of 500 re-useable water bottles provided to the first year class

President

- Spring 2016
- Promoted campus, community and national environmental awareness to students, faculty and staff
 - Evaluated campus recycling system showing a shortage in recycling bins. Presented results to Student Senate and was awarded \$2,000 funding for additional bins
 - Coordinated bi-weekly trips of maintenance and restoration volunteers at Sugar Grove Nature Center, the largest prairie grove in Illinois
 - Organized *Recyclmania* by providing awareness about recycling on campus through educational games; collected 2,500 pounds of recycled materials over the ten-week period

IWU Alpha Phi Omega (Service Fraternity), Bloomington, IL

- Treasurer* Fall 2015–Spring 2016
- Managed and reported chapter finances for a budget of \$6500; applied for nonprofit status with IRS
 - Collected and recorded all dues and fees from chapter members; processed fees for the national office

LANGUAGE AND TECHNICAL SKILLS:

- Beginning Arabic Proficient Microsoft Office skills (Excel, Word, PowerPoint, Publisher), SPSS

