

CAREER & EXPERIENTIAL EDUCATION CENTER

Resume Guide



MOUNT ST. JOSEPH
UNIVERSITY

A resume is a professional document that summarizes your education, skills and work experience.

It is an essential tool when job searching.

It conveys your qualifications for a specific position to an employer.

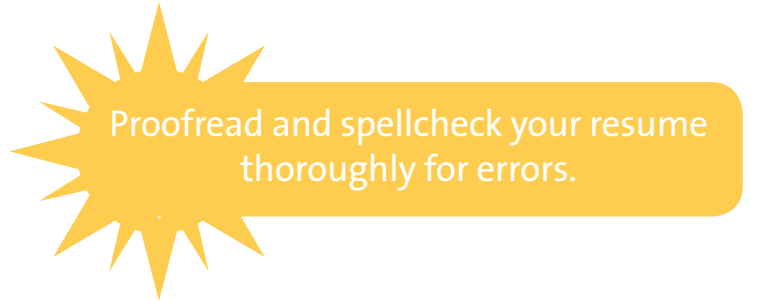


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General Rules

- Keep spacing and formatting consistent throughout document.
 - Emphasize major headings using capital letters, underlining or bold.
 - Use bullets, bold, italics, underlining and indenting consistently.
 - Use only appropriate fonts (Times New Roman, Helvetica, Arial, and Garamond).
 - Keep font sizes 10, 11, or 12 pt. for text and 12, 14, or 16 pt. for headings and name.
 - Do NOT include pictures, graphics or color unless you are an art or design major.
 - Set margins to approximately 1 inch on all sides.
 - List dates consistently throughout the resume.
- Typically resumes are one page in length. Content should fill the page without looking crowded.
- Do NOT include personal information (Age, Children, Marital Status, etc.).
- Do NOT use a template to avoid difficulties in editing and customization.



Components & Content

CONTACT INFORMATION

At the top of your resume the following information should be included:

- Full name
- Complete mailing address
- Telephone number
- Professional email address

OBJECTIVE OR SUMMARY OF QUALIFICATIONS

Include an objective or summary of qualifications specific to the position for which you are applying

- An objective states the specific skills you will bring to the position or organization, typically used by undergraduate students and recent graduates
- A summary of qualifications summarizes key accomplishments relevant to the position, typically used by those with extensive work history or related experience
- Do NOT use personal pronouns such as “I”, “me,” or “my”; communicate what you will do for them rather than what you want them to do for you

EDUCATION

- List full name of institution that granted the degree, along with the city and state
- Only include institutions in which you have RECEIVED a degree or certification
- Write the full name of your degree and major (ex. Bachelor of Science in Social Work)
- List the highest degree first; do NOT include high school information
- State the month and year of graduation or expected graduation; do NOT list dates of attendance
- Include GPA, if it is 3.0 or higher
- Include honors, scholarships, dean's list, and awards if space permits

RELEVANT COURSES

- Only include courses relevant to the position
- Write full course names; do NOT use course numbers
- If you have extensive experience, this section is unnecessary

EXPERIENCE

Can include internship, co-op, field work/clinical placement, and work experience relevant to the position

- Include the company name, city, state, position title, and dates of employment
- Utilize action verb statements for each experience highlighting key responsibilities and accomplishments
- Use a variety of verbs; see action verb list
- Avoid using the phrase, "Responsible for..." or "Duties included..."
- Quantify and qualify descriptions when possible (ex. Increased sales by 30%)

ACTIVITIES/COMMUNITY INVOLVEMENT

This section details activities/involvement outside of academics and work

- List leadership opportunities and community involvement as you would work experience
- Highlight leadership positions and describe accomplishments using action statements
- Generally, do not include information that reveals political affiliation, religious preference, racial/ethnic background, etc. unless the experience is relevant to the position
- Avoid using high school activities

ADDITIONAL CATEGORIES

Use additional categories if relevant to the position. Examples include but are not limited to:

- Research
- Certifications/Licenses
- Professional Presentations
- Publications
- Military Service
- Computer/Technical Skills
- Professional Associations
- Clinical Experience/Fieldwork
- Laboratory Skills

Action Verb Statements

Your resume should encompass more than what you did, but also how you did it and why it was important. Action verb statements express YOUR **accomplishments** rather than your responsibilities. These statements are listed under each experience and begin with an action verb.

The formula below outlines how to develop a strong action verb statement:

STEP 1: STATE YOUR ACTION OR ACCOMPLISHMENT.

1

Example 1: Stocked shelves

Example 2: Organized a community event

STEP 2: DESCRIBE HOW/WHY YOU EXECUTED THE ACTION/ACCOMPLISHMENT; EMPHASIZE THE STRENGTHS USED.

2

Example 1: Maintained inventory levels by stocking merchandise and displaying excellent organization skills

Example 2: Organized a community event to raise funds for a new playground

STEP 3: DESCRIBE THE IMPACT OR OUTCOME OF YOUR ACTION (QUANTIFY WHEN VALUE IS ADDED).

3

Example 1: Maintained inventory levels by stocking merchandise and displaying excellent organization skills, to ensure a high quality customer experience

Example 2: Organized a community event which raised \$1,000 to build a new playground at the community center

Action Verb Lists

COMMUNICATION SKILLS

Addressed	Consulted	Elicited	Joined	Presented	Specified
Advertised	Contacted	Enlisted	Judged	Promoted	Spoke
Arbitrated	Conveyed	Explained	Lectured	Proposed	Suggested
Arranged	Convinced	Expressed	Listened	Publicized	Summarized
Articulated	Corresponded	Formulated	Marketed	Reconciled	Synthesized
Authored	Debated	Furnished	Mediated	Recruited	Translated
Clarified	Defined	Incorporated	Moderated	Referred	Wrote
Collaborated	Developed	Influenced	Negotiated	Reinforced	
Communicated	Directed	Interacted	Observed	Reported	
Composed	Discussed	Interpreted	Outlined	Resolved	
Condensed	Drafted	Interviewed	Participated	Responded	
Conferred	Edited	Involved	Persuaded	Solicited	

CREATIVE SKILLS

Acted	Condensed	Displayed	Founded	Invented	Planned
Adapted	Created	Drew	Illustrated	Molded	Revised
Began	Customized	Entertained	Initiated	Modified	Revitalized
Combined	Designed	Established	Instituted	Originated	Shaped
Composed	Developed	Fashioned	Integrated	Performed	Solved
Conceptualized	Directed	Formulated	Introduced	Photographed	

QUANTITATIVE SKILLS

Administered	Assessed	Computed	Estimated	Netted	Qualified
Adjusted	Audited	Conserved	Forecasted	Planned	Reconciled
Allocated	Balanced	Corrected	Managed	Prepared	Reduced
Analyzed	Budgeted	Determined	Marketed	Programmed	Researched
Appraised	Calculated	Developed	Measured	Projected	Retrieved

HELPING SKILLS

Adapted	Clarified	Diagnosed	Furthered	Provided	Supported
Advocated	Coached	Educated	Guided	Referred	Volunteered
Aided	Collaborated	Encouraged	Helped	Rehabilitated	
Answered	Contributed	Ensured	Insured	Represented	
Arranged	Cooperated	Expedited	Intervened	Resolved	
Assessed	Counseled	Facilitated	Motivated	Simplified	
Assisted	Demonstrated	Familiarized	Prevented	Supplied	

PLANNING/LEADERSHIP SKILLS

Administered	Contracted	Enforced	Incorporated	Organized	Replaced
Analyzed	Controlled	Enhanced	Increased	Originated	Restored
Appointed	Converted	Established	Initiated	Overhauled	Reviewed
Approved	Coordinated	Executed	Inspected	Oversaw	Scheduled
Assigned	Decided	Generated	Instituted	Planned	Secured
Attained	Delegated	Handled	Led	Presided	Selected
Authorized	Developed	Headed	Managed	Prioritized	Streamlined
Chaired	Directed	Hired	Merged	Produced	Strengthened
Considered	Eliminated	Hosted	Motivated	Recommended	Supervised
Consolidated	Emphasized	Improved	Navigated	Reorganized	Terminated

Action Verb Lists

ORGANIZATIONAL SKILLS

Approved	Complied	Inspected	Prepared	Reviewed	Updated
Arranged	Corrected	Logged	Processed	Routed	Validated
Catalogued	Corresponded	Maintained	Provided	Scheduled	Verified
Categorized	Distributed	Monitored	Purchased	Screened	
Charted	Executed	Obtained	Recorded	Submitted	
Classified	Filed	Operated	Registered	Supplied	
Coded	Generated	Ordered	Reserved	Standardized	
Collected	Incorporated	Organized	Responded	Systematized	

RESEARCH SKILLS

Analyzed	Detected	Explored	Invented	Reviewed	Tested
Clarified	Determined	Extracted	Investigated	Searched	
Collected	Diagnosed	Formulated	Located	Solved	
Compared	Evaluated	Gathered	Measured	Summarized	
Conducted	Examined	Inspected	Organized	Surveyed	
Critiqued	Experimented	Interviewed	Researched	Systematized	

TEACHING SKILLS

Adapted	Conducted	Encouraged	Guided	Motivated	Tested
Advised	Coordinated	Evaluated	Individualized	Persuaded	Trained
Clarified	Critiqued	Explained	Informed	Simulated	Transmitted
Coached	Developed	Facilitated	Instilled	Stimulated	Tutored
Communicated	Enabled	Focused	Instructed	Taught	

TECHNICAL SKILLS

Adapted	Conserved	Developed	Operated	Remodeled	Standardized
Applied	Constructed	Engineered	Overhauled	Repaired	Studied
Assembled	Converted	Fabricated	Printed	Replaced	Upgraded
Build	Debugged	Fortified	Programmed	Restored	Utilized
Calculated	Designed	Installed	Rectified	Solved	
Computed	Determined	Maintained	Regulated	Specialized	

GETTING RESULTS/PROBLEM SOLVING

Accomplished	Conceptualized	Eliminated	Gained	Lightened	Remedied
Achieved	Consolidated	Engineered	Generated	Minimized	Remodeled
Added	Constructed	Enlarged	Grew	Modernized	Renovated
Advanced	Contributed	Enjoyed	Guaranteed	Obtained	Repaired
Alleviated	Created	Enlisted	Hastened	Opened	Restored
Analyzed	Debugged	Ensured	Heightened	Orchestrated	Revamped
Attained	Decided	Excelled	Improved	Overcame	Revitalized
Augmented	Deciphered	Expanded	Increased	Prevailed	Revived
Boosted	Delivered	Expedited	Innovated	Produced	Satisfied
Brainstormed	Demonstrated	Extended	Integrated	Qualified	Solved
Built	Detected	Finalized	Introduced	Realized	Synthesized
Collaborated	Diagnosed	Foresaw	Invented	Received	Targeted
Combined	Diminished	Formulated	Investigated	Recommended	Theorized
Completed	Earned	Found	Joined	Reduced	Uncovered
Conceived	Eclipsed	Fulfilled	Launched	Rejuvenated	

Resume Worksheet

This is a general resume worksheet. Utilize this sheet as your starting point for developing your resume. Contact the Career & Experiential Education Center for a major-specific resume.

Name Address City, State, Zip Phone with Area Code • Email
Objective/Summary of Qualifications:
Education:
Relevant Courses (optional):
Experience:
Other Categories (computer skills, activities, community involvement, etc.):

Sandy Lane

123 Willow Dr.
Cincinnati, OH 45233

sandylane@gmail.com
513-244-4888

Objective:

To obtain a position where my organization and communication skills, combined with my nursing knowledge, will be utilized to promote quality patient care.

Education:

Mount St. Joseph University Cincinnati, OH
Bachelor of Science in Nursing, May 2015
GPA: 3.7/4.0

Licensure & Certifications:

Registered Nurse, May 2015
Adult, Infant and Child CPR/First Aid, July 2016

Clinical Experience:

Mercy Mt. Airy: Long Term Care, Spring 2015

St. Elizabeth/ Good Samaritan: Critical Care, Fall 2014

Mercy Mt. Airy: Medical-Surgical, Spring 2014

Shriner's Hospital/ Good Samaritan: Pediatrics/OB, Fall 2013

Mercy Western Hills: Medical-Surgical, Spring 2013

Mercy Franciscan at West Park: Mental Health, Fall 2012

- Progressed from observation to providing direct patient care.
- Gained technical skills including obtaining vital signs, assessment skills, catheter insertion, medication administration, and dressing changes.
- Developed interpersonal communication skills, detail-oriented approach to care, and effective patient rapport.

Related Experience:

Cincinnati Children's Hospital Medical Center Cincinnati, OH

Patient Care Assistant, May 2014-Present

- Provide approved care to patients as delegated including obtaining vital signs and assisting with procedures
- Utilize effective verbal, written and interpersonal communication skills with patients and health care professionals to ensure quality patient care
- Work in team-oriented environment with focus on patient satisfaction and safety
- Interact with children, adolescents and adults in healthcare setting
- Maintain safe environment to prevent injury, illness and accidents

Additional Experience:

Applebee's Restaurant Cincinnati, OH

Waitress, July 2013- May 2014

- Provided superior customer service in fast-paced environment
- Utilized interpersonal and problem solving skills in handling customer feedback
- Trained 10 employees on company policies and procedures

Activities:

Mount St. Joseph University Cincinnati, OH

Student Nurses Association, Member, 2014-May 2015

Computer Skills:

Excel, PowerPoint, Word, and Epic

Robert A. Baker

1234 Common Drive
Cincinnati, OH 45232

robertbaker@gmail.com
513-244-4888

SUMMARY OF QUALIFICATIONS

- Proven success in supervising staff, meeting deadlines, and developing effective intervention plans
- Exhibits customer-first focus and outstanding attention to detail
- Highly experienced in project management, customer service, and community engagement
- Recognized for superior leadership and staff development

EDUCATION

Mount St. Joseph University Cincinnati, OH

Master of Science in Organizational Leadership, December 2015

- GPA: 3.9/4.0

University of Cincinnati Cincinnati, OH

Bachelor of Science in Psychology, May 2009

RELATED EXPERIENCE

Starfire Council of Greater Cincinnati Cincinnati, OH

Project Manager, March 2011-Present

- Lead four community-based programs for individuals with developmental disabilities which increased client graduation rate by 10% during '13-'14 fiscal year
- Collaborate with community organizations to increase awareness and support for individuals with developmental delays, particularly around employment opportunities
- Oversee the development of the strategic plan to increase recruitment and retention of clients
- Supervise staff of seven support associates

Envision Cincinnati, OH

Support Associates, May 2009-March 2011

- Developed person-centered relationships with clients in order to build rapport and effectively communicate and collaborate
- Maintained case load of up to 30 individuals with developmental disabilities
- Created and implemented individualized intervention plans to assist clients with achieving personal goals

ADDITIONAL EXPERIENCE

Verizon Wireless Cincinnati, OH

Retail Associate, March 2007-May 2009

- Exceeded assigned sales quotas consistently
- Resolved customer issues in a timely manner to ensure customer satisfaction
- Handled retail storefront responsibilities such as cash handling, retail inventory, and individual ordering

COMMUNITY INVOLVEMENT

Be Concerned Covington, KY

Board of Directors, May 2014-Present

Cincinnati Works Cincinnati, OH

Volunteer Career Coach, May 2012-Present

Price Hill Will Cincinnati, OH

Volunteer, September 2009-May 2012

Jane Q. Public

5701 Delhi Road
Cincinnati, Ohio 45233
(513) 244-1234
Jane.Public@msj.edu

- Objective** A cooperative education position in the field of management or marketing utilizing my strong interpersonal, organizational, and time management skills in a business environment.
- Education** **Mount St. Joseph University** Cincinnati, Ohio
Bachelor of Arts in General Studies, May 2017
Minor: Business
G.P.A. 3.8/4.0
- Dean's List, Fall 2013-Present
 - Thrailkill Scholarship, 2013
- Relevant Courses**
- | | |
|-------------------------|----------------------|
| Management | Marketing |
| Business Communications | Spreadsheets |
| Accounting I | Financial Management |
- Experience** **The Kroger Company** Cincinnati, Ohio
Shift Manager, January 2013-Present
- Collaborate with staff members to strategize and achieve weekly sales goals
 - Direct customer complaints to appropriate departments for a satisfactory resolution
 - Supervise training of up to four new cashiers monthly
- Cashier*, October 2012-January 2013
- Communicated with customers to answer product questions
 - Achieved consistent excellent ratings on cashier efficiency standards
 - Exhibited close attention to detail while performing cash and credit transactions
- Delhi Lawn Care, Inc.** Cincinnati, Ohio
Seasonal Employee, Summers 2010 - 2013
- Planned and executed landscaping plans according to blueprint specifications
 - Collaborated with a nine person team to implement projects to ensure customer satisfaction
- Computer Skills**
- | | |
|-------|--------|
| Word | Access |
| Excel | Java |
- Activities** **Mount St. Joseph University** Cincinnati, Ohio
Resident Advisor, 2014- Present
- Plan and implement 15 activities a semester to appeal to resident students
- Division III Women's Soccer Team*, 2013-2014
- Volunteer** **St. Vincent de Paul** Cincinnati, Ohio
Volunteer, January 2014-March 2014
- Sorted and maintained clothing inventory to ensure quality merchandise

References

List references and their contact information on a separate page. The heading and font should be the same as your resume. References are individuals who can highlight and speak to your qualifications. Do not indicate “Available Upon Request” on your resume

- Always ask permission to use an individual as a reference. Do not assume they are willing to provide you with a recommendation.
- Give each individual a copy of your current resume. In many cases, an individual will only know you in one context (in the classroom, as an advisor, on the job). Their reference will be stronger if they have up-to-date knowledge of your overall accomplishments as stated in your resume.

- Discuss with the individual the position you are seeking. Mention any particular skills you would like them to highlight.
- The format of each reference should be consistent: name, title, organization name, organization address, phone number, and email.
- Refrain from using personal contacts (i.e. parents, peers or relatives)
- Professional references are usually
 - Supervisors
 - Co-workers
 - Colleagues
 - Professors
 - Coaches

Reference Sample

Jane Q. Public

5701 Delhi Road
Cincinnati, Ohio 45233
(513) 244-1234
Jane.Public@msj.edu

REFERENCES

Dr. Tabitha Holdman
Assistant Professor of Business
Mount St. Joseph University
5701 Delhi Road
Cincinnati, Ohio 45233
(513) 244-4444
tabitha.holdman@msj.edu

Joseph Barrow
Director of Residence Life
Mount St. Joseph University
5701 Delhi Road
Cincinnati, Ohio 45233
(513) 244-4338
joseph.barrow@msj.edu

Sandy Nickelson
Cashier Supervisor
The Kroger Company
8887 Colerain Avenue
Cincinnati, Ohio 45563
(513) 759-7789
snickelson@kroger.com

Common Mistakes

Cathy Conrad

1994 Rapid Run
Cincinnati, Ohio 45233

cutiepie@aol.com
(513)248-1234/ (513)244-4856

OBJECTIVE
To obtain a co-op position in a professional environment where I can use my communication and problem solving skills to benefit an employer.

EDUCATION
Mount Saint Joe University, Cincinnati, Ohio
BS in Criminology
GPA: 3.6/4.0

RELEVANT COURSES
Victimology
Foundations of Criminal Justice
Bringing Justice Home
Juvenile Delinquency
CRM 206
White Collar Crime

EXPERIENCE
Mount St. Joseph University, Learning Center, Cincinnati, OH
Peer Tutor, October 2014- Present

- I help students with grammar, spelling, and content of papers.
- Attend monthly meetings with learning center staff.
- Enhance interpersonal skills by working with staff and students.

Delhi Landscaping, Cincinnati, Ohio
Landscaper, Summers 2013 - 2015

- Completed residential and commercial landscape installation
- Assisted with maintenance requiring use of heavy equipment.
- Assisted clients on daily basis to ensure total customer satisfaction.
- Develop schedules for lawn care division of company.

ACTIVITIES
Mount St. Joseph University, Cincinnati, Ohio
Division III Women's Basketball Team, 2013-2014
Ethical Leadership Pathways Program, 2014-2015

- Completed various service projects on campus to improve community

Campus Activities Board, 2013-Present
Assist with the planning of 10 events a semester

COMPUTER SKILLS
Microsoft Word
Microsoft Excel
Microsoft PowerPoint
SPSS

References available upon request

Callout boxes:

- To highlight name, avoid underlining or using fancy fonts. Keep name font size to 14 or 15.
- Use professional email address.
- Use proper name of institution (ie. Mount St. Joseph University).
- Avoid abbreviations. Spell out degree title (ie. Bachelor of Science in..)
- Do not include 100 level courses. This section is meant to show advanced courses.
- Ensure spacing is consistent throughout.
- Check for spelling errors and typos.
- Ensure consistent margins, tabs, and alignment.
- Be consistent with formatting.
- Include graduation date or anticipated graduation date.
- Use only one number, cell phone preferred. Ensure voicemail is professional.
- Use a consistent font throughout resume.
- List only course titles, not course numbers.
- Do NOT use first person pronouns such as "I" or "we".
- Elaborate action statements to show relevance and impact.
- Use consistent punctuation.
- Vary action verbs used.
- Use past tense when referring to past experiences and present tense when referring to current experiences.
- Avoid redundancies, like the use of the word Microsoft.
- Do NOT include "References available upon request".

Resume Checklist

CONTACT INFORMATION

- Located at the top of the page
- Include your full name
- Include your full address
- Include your full cell phone number
- Include your professional email address

OBJECTIVE/ SUMMARY OF QUALIFICATIONS

- Target a specific position or career field
- Highlight your top skills as related to the position

EDUCATION

- Include the full name of the institution
(ex: Mount St. Joseph University)
- Include the city and state where the institution is located
(ex: Cincinnati, Ohio)
- List degree accurately (ex: Bachelor of Science in Psychology)
- List the date or anticipated date of graduation
- Include the complete title of majors, minors, licensures,
and certifications
- Include GPA and scale if over 3.0
- List honors and awards
- List institutions in reverse chronological order for all
degrees awarded
- Do not include high school information

EXPERIENCE/ ACTIVITIES

- List entries in reverse chronological order
(most recent being first)
- Include the full name of the company or organization
- Include the city and state where the company/organization
is located (ex: Cincinnati, Ohio)
- Include the title of the position held
- List dates the position was held (ex. June 2011-July 2012)
- Include action verb statements emphasizing your relevant
skills and accomplishments (activities do not have to include
action verb statements, but can be used to emphasize a
leadership role)
- Each action verb statement begins with an action verb
- Action verbs are in appropriate tense (present tense for
current positions, past tense for prior positions)

SOFTWARE/COMPUTER SKILLS

- Include software/programs in which you are proficient
(ex: Microsoft Word, Adobe InDesign)

FORMATTING & OVERALL APPEARANCE

- Document is clear and concise
- Document is easy to read with balance of white space
and text
- Document length is appropriate (typically one page)
- Document is tailored for the position applying
- Font, font size and margins are appropriate and consistent
- Free of typos, spelling mistakes, and grammatical errors
- Bullet points, bolding, italics, and underlining are used
consistently
- Print on high quality resume paper (white or ivory)

Special thanks to:





MOUNT ST. JOSEPH
UNIVERSITY

Career & Experiential Education Center
513-244-4888 | Seton 120
career.center@msj.edu