

BOBBIE SMITH
321 Hickory Lane
Milwaukee, Wisconsin 00000
414-555-5555 smith_b@uwm.edu

*Traditional chronological resume
with each section listed in
reverse chronological order.*

OBJECTIVE: Public relations internship

EDUCATION: Bachelor of Arts in Journalism and Mass Communication
Emphasis: **Advertising/Public Relations**
University of Wisconsin-Milwaukee Junior Standing
Major GPA: 4.00 Overall GPA: 3.48 (A=4.00)

Related Courses

- **Public Relations:** Studied the public relations process and its various components, examined the relationship between public relations and society, and learned how to create a public relations plan.
- **Fundamentals of Advertising:** Gained an understanding of the components of effective advertising campaigns, learned advertising industry terminology, examined emerging advertising issues in old and new media, and studied global cross-cultural advertising challenges.
- **Advertising Media and Markets:** Studied the strategic use of media in advertising. Developed a working knowledge of the major principles of media planning and buying, audience measurement, media research, new media technology, segmentation and marketing strategy.

*Use of statements to describe
knowledge gained from areas
of study.*

EXPERIENCE: **Boston Store** Glendale, Wisconsin
Sales Associate Jan 2016-Present

- Provide quality customer service when answering inquires and totaling purchases.
- Strengthen problem solving skills in handling of customer complaints.
- Maintain on-floor inventory and merchandise displays.
- Train new employees.
- Work within a team to achieve highest selling department.

United Parcel Service Oak Creek, Wisconsin
Loader May 2014-Dec 2015

- Worked within fast paced environment with strong emphasis on efficiency and detail in meeting deadlines.
- Unloaded parcels with a team of four others at the rate of 1200 per hour.
- Loaded service trucks with 100% accuracy.

**LEADERSHIP
ACTIVITIES:**

- Public Relations Student Society of America - Member 2015-present / Secretary 2016-2017
- UWM Division of Student and Multicultural Affairs-Black and Gold Committee. One of twelve students selected to committee. Worked with Associate Vice Chancellor and staff on improving campus environment.
- Organized two campus and community-wide service events: UWM Panther Pride Food Drive and UWM Panther Spring Cleaning Clothing Drive.

Don't Battle with Bullets

*When inserting bullets
across from a heading, do
not use the bullet feature in
Word. Instead go to
'Insert', 'Symbol', then
choose 'Symbol' in the
'Font:' box. Scroll down
and you'll see a dot/bullet.
Click 'Insert'.*

Chronological resume with experience headings that highlight career specific and transferable skills.

NAM VAN NGUYEN
123 Daisy Road Milwaukee, WI 55555
(414) 555-1111 nam00@csd.edu

OBJECTIVE

Laboratory Supervisor position in biological or chemical research environment. Offer demonstrated laboratory and research skills and supervisory experience.

EDUCATION

University of Wisconsin-Milwaukee
Bachelor of Science GPA: 3.5/4.0 (overall)
Double Major: Biology and Chemistry December 2017

Laboratory Skills: Extensive training in laboratory techniques, instrumentation, quality control, and testing methods. Worked with immunologic techniques, reagents specimen, and tissue culture work-ups and identifications.

Use of statements to describe specific skills and knowledge gained in school.

HONORS / MEMBERSHIPS

Recipient of ABC Scholarship
Dean's List, 2 semesters

Golden Key National Honor Society
UWM Biology Club

LABORATORY EXPERIENCE

Lab Assistant - Biochem R&D Specialists, Milwaukee, WI 2016-Present
Performed mutagenesis and RNA protection assays to determine minimum basal promoter for Antithrombin III gene. Demonstrated proficiency in radioactive labeling, cell cultures, and plasmid manipulation and extractions. Assisted with training of new laboratory technicians. Provided reports to management on basic procedural outcomes.

Use of skill specific experience headings.

COMMUNICATION EXPERIENCE

Worked 40 hours a week while managing up to 16 credits per semester to pay for 100% of education and living expenses.

Plant Care Assistant - Green Thumbs R Us, Milwaukee, WI 2015-2017
Potted and transplanted plants. Helped customers identify plant diseases and parasites. Recommended treatments. Pruned, shaped, and prepared plants for sale. Regularly watered and applied protective chemicals to plants.

Assistant Manager - Fast Freddy's, Milwaukee, WI 2013-2015
Supervised and trained part-time staff. Provided customer service. Worked within fast paced, team oriented environment. Balanced cash drawer accurately.

Assisted with all management aspects of family owned hotel and held other part-time jobs starting at the age of twelve. Applied customer service, project scheduling, time management, and prioritization skills.

Example of condensed experiences as a section summary.

Closure statement used to include additional information.

U.S. Resident

*Chronological resume with
experience headings that
highlight transferable skills.*

MARTY NOBODY

333 North Oakland Avenue • Milwaukee, Wisconsin 00000
(414) 555-1111 • nobody@csd.edu

OBJECTIVE

Customer service or sales position with a German-US import and export business. Offer fluency in German and English with previous customer service experience and skills to contribute to business development and account management.

EDUCATION

University of Wisconsin - Milwaukee
Bachelor of Arts, December 2008

Financed 100% of education
Cumulative GPA 3.32 (A=4.0)

- Major: German - Studied German culture, history, customs, and international business concepts.
- Minor: Business - Learned basic accounting, finance, marketing, business computer applications, and business management concepts.
- Twelve credits: Communication - Studied intercultural communication.

*Use of statements to describe
knowledge gained from areas
of study.*

BUSINESS EXPERIENCE

Nobody's Cleaner, Milwaukee, Wisconsin.
Assistant Manager.

September 2016 to present

- Promoted to position based on exceptional monthly evaluations and consistently surpassing management's expectations.
- Manage all business operations during prolonged owner absences.
- Provide quality customer service with an emphasis on needs assessment and rapport building.
- Train new employees and assist in supervision.
- Receive and process orders on a computerized system.
- Suggested, then helped with implementation of campaign that increased sales 15%.

CULTURAL EXPERIENCE

- Studied and learned about European people and cultures through studies at Justus-Liebig Universitates, Giessen Hessen, Germany, and three additional 4-6 week tours of Germany.
- Facilitator for Cultural Orientation Group. Promoted discussion between American and diverse foreign exchange students.
- Participant in International Friendship Program. Provided support and friendship to a foreign exchange student to help with cultural adjustment.

*Demonstrates
various experiences
in one section.*

OTHER EXPERIENCE

United Parcel Service, Oak Creek, Wisconsin.

Academic years 2014 to 2017

Loader. Received awards for quality and quantity performance while loading packages with a team of five others. Increased responsibilities to team leadership.

James River Corporation, Green Bay, Wisconsin.

Summers 2012 to 2014

Fourth Hand. Performed maintenance within a team and independently.

COMPUTER SKILLS

Proficient in Microsoft Word and Excel. Familiar with Microsoft Access and PowerPoint.

*Chronological resume with
experience headings that
highlight career specific skills.*

MARIA GARCIA

456 Computer Road Milwaukee, Wisconsin 00000 (414) 555-9999
maria@stu.uwm.edu www.~maria.milw.edu

OBJECTIVE Information Resources position working with web development, information format conversion, and research.

EDUCATION University of Wisconsin-Milwaukee
Bachelor of Science Cumulative GPA: 3.14/4.0
Major: **Information Resources** Major GPA: 3.58/4.0
Junior Standing

Research project: Completed a comparative study of the following internet research tools: search engines, meta search engines, meta crawlers, internet directory sites, indexed browsers, catalogs, and searchable databases for academic, personal, and commercial research.

*Demonstrates
related education
project.*

COMPUTER SKILLS **Web Tools:** Able to develop websites and multimedia presentations using: HTML, JavaScript, Adobe PhotoShop, PaintShop Pro, and multimedia packages,
Software: Able to perform research, convert information formats, and develop reports using: Microsoft Office, various browsers, Microsoft Internet Platform, MS Commerce Server, Lotus Notes, numerous helper applications and plug-ins.

WEB & DATA CONVERSION EXPERIENCE University of Wisconsin-Milwaukee, Milwaukee, Wisconsin
Web Site Developer/Manager - Biology Department July 2017 - Present

- Developed website in HTML and JavaScript.
- Surveyed faculty, advisors and students to insure user-friendly access.
- Review, maintain and update site on a weekly basis.
- Produce and analyze site traffic reports for supervising faculty.
- Achieved 300 hits per week during initial three months.

Conversion Assistant - Chemistry Department May 2016 - May 2017

- Assisted with conversion of hard copy information to Access database.
- Provided instruction and assistance to new system users.
- Entered and monitored data for conversion accuracy.

CUSTOMER SERVICE EXPERIENCE XYZ Office Supply, Milwaukee, Wisconsin
Sales Associate/Cashier August 2015 - May 2016

- Promptly assisted customers with inquiries and processing of purchases.
- Strengthened problem-solving skills in handling customer complaints.
- Communicated customer concerns and requests to management.

ACTIVITIES **Secretary**, Spanish Club, 2014 - 2015; **Member**, 2016 - Present
Member, Sigma Delta Pi National Collegiate Hispanic Honor Society, 2017 - Present
Volunteer, Habitat for Humanity, 2016 - Present

*Use of reference closure to
highlight additional skills.*

Bilingual Spanish/English

JEMAL H. JACKSON

1221 Easter Drive Brookfield, Wisconsin 00000
(414) 555-5555 jjackson@xxx.edu

*Chronological healthcare
resume highlighting most
relevant clinical experiences.*

OBJECTIVE Rehabilitation Nurse position using clinical rehabilitation experience, familiarity with spinal cord injury, and sincere commitment to patient empowerment and independence.

EDUCATION Bachelor of Science in Nursing, May 2018
University of Wisconsin-Milwaukee

LICENSE Will sit for Wisconsin Registered Nursing Licensing Board Exam, May 2018

REHABILITATION EXPERIENCE **Milwaukee Regional Medical Center**, Milwaukee, Wisconsin
Student Nurse - Spinal Cord Unit January 2016 - present

- Assist with medical treatments for critical to discharged patients.
- Provide treatment and evaluation of patients' physical, mental and emotional functioning including range of motion, strength, and flexibility.
- Work with ventilators, EEGs, EKGs, and other equipment.
- Facilitate chronic pain management group.
- Administer medication and note reactions.
- Provide patient education regarding bodily function, skin care, and ADL.
- Develop strong rapport with patients and family.

St. Agnes Rehabilitation Center, Milwaukee, Wisconsin
Student Nurse – Rehabilitation Services May 2016– December 2016

- Provided direct patient care and maintained nursing logs.
- Worked with patients to prevent UTI infections and decubiti ulcers.
- Monitored lab data, blood work, urinalysis reports and other critical data.
- Provided preventative care information to patients and families.

Fieldwork – Geriatric Unit

- Observed rehabilitative nursing procedures in long-term residential facility.
- Learned various techniques to maintain ROM and other physical functions.
- Assisted nursing staff with daily rounds when necessary.

Summary of clinical responsibilities helps avoid redundancy and listing of every site.

Additional responsibilities in the above and other clinicals included:

- Monitoring and documenting daily progress of patients
- Recommending follow-up care and home care therapy after discharge.
- Interviewed and conducted initial screening of patients under supervision.
- Participating in team planning meeting

DISABILITY WORKSHOPS

- National Rehabilitation Therapist Conference, New York, NY, August 2016
- Treating Mental Disorders Workshop, Milwaukee County Complex, June 2015
- Psychological Impact of Spinal Cord Injury, Jude Hospital, Madison, WI, May 2015

AFFILIATIONS

- American Nurses Association, 2016-present
- National Black Nurses Association, 2016-present
- Wisconsin Nurses Association, 2016-present

Self-financed 80% of educational/living expenses through various part-time jobs

Closure statement used to include additional information.

*Chronological resume with
experience heading that
highlights professional career
specific skills.*

monica@stu.uwm.edu

MONICA ROBINSON
456 Frontage Road
Milwaukee, Wisconsin 55522
(414) 555-4444

www.monica.milw.edu

OBJECTIVE: Professional position using prior experience in electronic commerce and web site design and development. Offer skills in marketing goal assessment and ability to apply outcomes to effective web design strategies.

**WEB DESIGN/
E-COMMERCE
EXPERIENCE:**

- Internet Marketing Administrator** January 2008-Present
Big Company USA, Inc., Milwaukee, Wisconsin www.bigcompany.biz
- Direct graphics designers and contract programmers in design and development of websites including www.bigcompany.biz and www.commercial.bigcompany.biz.
 - Develop HTML and Active Server pages for preceding sites using JavaScript and Dynamic HTML.
 - Produce, analyze and distribute site traffic reports to multiple departments including Advertising, Investor Relations and Public Relations.
 - Supervise and coordinate all online vendor fairs in conjunction with outside advertising firm and internal advertising department.
 - Provide technical expertise to improve online presence for departments including Human Resources, Tech Services, Training and Direct Sales.
 - Attracted average of 10,000 hits per month during first year of implementation.
 - Generated \$100,000 increase in sales over a six-month period.
- Web Site Developer** March 2007-December 2007
Swimscorp, Inc., Lexington, Virginia www.henna.biz
- Developed website in HTML and JavaScript.
 - Reorganized existing content.
 - Achieved average of 3600 hits per day during initial three months.
- Web Site Developer** September 2006-March 2007
Aurora Natural Gas, LLC, Lexington, Virginia www.aurora-gas.biz
- Created, organized and maintained 60+ pages in HTML and JavaScript.

**COMPUTER
SKILLS:**

Languages: HTML 4, JavaScript, Dynamic HTML.
Hardware: Apple Macintosh PowerMacs, PCs and Compatibles.
Software: Macintosh OS 7.0+, Windows 95NT, Adobe PhotoShop, WebTrends, Microsoft Internet Platform, MS Commerce/SQL/Index Servers, Paint Shop Pro, MS FrontPage, HomeSite, Lotus Notes, Netscape Browsers, MS Office applications, numerous helper applications and plug-ins.

EDUCATION: Master of Science in Computer Science 15 credits completed
University of Wisconsin-Milwaukee GPA: 3.75/4.0
Bachelor of Science in Management Information Systems May 2006
Washington and Lee University, Lexington, Virginia GPA: 3.18/4.0

**Member of Association of Information Technology Professionals
References Available**

*Closure statement used to
include additional information.*

Two page chronological resume with experience headings that highlight transferable & career specific skills.

Two pages are more common in social work, counseling, health, education, & academia and for people w/ 10+ yrs of experience.

TRACY JONES
#1 Make Believe Road
Make Believe, Wisconsin 53212
(414) 555-5555

SUMMARY

- Three years experience with individual counseling and two years prior experience counseling families and couples
- Excellent case management and referral skills
- Experience working with diverse populations including multicultural, LGBT, and people with disabilities
- Extensive interest and experience with AODA issues

EDUCATION

- University of Wisconsin–Milwaukee Milwaukee, Wisconsin
- M.S. in Educational Psychology, Emphasis: **Community Counseling**, May 2007
 - B.S. in Social Work, May 2005

COUNSELING EXPERIENCE

- New Hope Social Services** Make Believe, WI
Counselor August 2007-Present
- Counsel clients including singles, couples, single parents, blended families, teenagers, children, sex-offenders, incest victims, and alcohol and other drug abusers.
 - Collaborate with clients, staff, and other professionals in developing treatment plans that addressed clients' personal, social educational, and health needs.
 - Co-facilitate support group exploring sexual orientation and gender identity issues.
 - Work as team member with county social service department, schools, other counselors, and courts. Participate in agency staff meetings.

- Highland Counseling Center** Make Believe, WI
Counselor/Practicum August 2006-May 2007
- Counseled individuals, couples, and families of diverse cultural and socio-economic backgrounds.
 - Facilitated support groups addressing a variety of issues including self-esteem, divorce, AODA, and sexual assault.
 - Worked with clients with disabilities including mental health and sensory impairments.
 - Maintained progress notes and treatment plans for weekly caseload of ten clients.
 - Provided appropriate community referrals.

- Another Hope Agency** Make Believe, WI
Counselor/Field Work August 2005-May 2006
- Served as student-in-training with supervision of primary counselor in AODA hospital.
 - Completed 300 hours training with caseload of six to eight patients.
 - Initiated contact with patients and recorded introduction notes.
 - Led group sessions one day per week and co-led group for four days per week.
 - Wrote progress notes and treatment plans.
 - Established contact with treatment team to evaluate patients' progress.

ADDITIONAL DIVERSITY EXPERIENCE

Easter Seal Kind Care

Milwaukee, WI

Adult Recreation Staff

Summers 2006, 2007

- Assisted in coordinating recreational and social activities for individuals with disabilities.
- Gained knowledge of various disabilities and appropriate accommodations.

Rainbow Alliance

Milwaukee, WI

Vice President

May 2006-May 2007

- Co-authored proposal for LGBT Resource Center.
- Organized student and community support groups.
- Worked with wide range of LGBT community to develop resources including students, faculty, and off-campus organizations.

The Learning Center

Milwaukee, WI

ESL Tutor

March 2005-October 2006

- Provided tutoring to three Laotian teenagers ranging from 11 to 16 years of age.
- Assisted with homework and developed weekly lesson plans to strengthen English skills.
- Provided support in the understanding of cultural differences.

Held additional community service and tutoring positions working with a diversity of social issues and people. Worked with small and large organizations with grassroots and neighborhood philosophies. 2001-2007

COMMUNITY INVOLVEMENT

Participated in numerous fundraisers and social service activities including, but not limited to...

- AIDS Walk Wisconsin, 4 years
- Meals on Wheels, 4 years
- St. Joseph's Hospital, 3 years
- Al's Run, 2 years
- Church fundraisers and festivals

MEMBERSHIPS

- National Association of Social Workers
- Alcohol and Drug Problems Association
- National Council on Alcoholism and Drug Dependence
- American Counseling Association

SEMINARS AND WORKSHOPS

- AODA and Domestic Violence, University of Wisconsin-Milwaukee, April 2007
- Crisis Planning and Management, American Counseling Association, October 2006
- Working with LGBT Youth, American Counseling Association, October 2006
- Alcohol and the Family, Milwaukee Family Services, September 2006
- Conflict Resolution, UW-Milwaukee Extension, June 2006
- Non-Violent Personal Safety, Milwaukee Police Department, May 2006

REFERENCES AVAILABLE

If you are unsure whether to use a chronological or functional resume style, see a CDC counselor.

Functional resume with experiences categorized by skill headings. Creates less emphasis on places, titles, & dates.

Benjamin Redbird

333 South Bailey Place, Kenosha, Wisconsin 00000
(414) 555-0000 redbird@student.edu

OBJECTIVE

Medical equipment sales position with Denver Hospital Suppliers Inc. using:

- Medical terminology and medical equipment familiarity
- Prior sales, motivation, and leadership experience
- Ability to organize multiple tasks and reach multiple goals within deadlines
- Commitment to providing quality equipment for patient comfort and care

EDUCATION

University of Wisconsin–Milwaukee
Bachelor of Arts, December 2007 Cumulative GPA: 3.4/4.0
Majors: Chemistry (Biochemistry Option) and Psychology
Certified Emergency Medical Technician-Basic

MEDICAL EQUIPMENT/TERMINOLOGY

- Completed several studies using terms from physiology, pathology, and other medical areas.
- Assisted various persons in use of medical equipment for rehabilitation and ambulation.
- Familiar with a range of emergency, diagnostic, and therapeutic medical equipment.
- Designed adaptive equipment from available raw materials for relative with a disability.

SALES / CLIENT SERVICE SKILLS

- Provided excellent service to customers of different backgrounds in various settings.
- Participated successfully in promotional sales events.
- Developed creative and effective customized services for various accounts.
- Actively sought new customer base using multiple marketing techniques.
- Provided formal and informal education and instruction regarding services, information, and equipment to various types of learners.

ORGANIZATIONAL/RELATIONSHIP BUILDING SKILLS

- Maintained regular customer phone contact to ensure timely contract completion.
- Initiated and moderate list-serv to provide support and resources for pre-med students.
- Sustained competitive GPA while handling multiple responsibilities including school, community service and independent business operation.
- Developed and maintained strong relationships with existing customers and community members by providing individualized attention with follow-up communication.

EMPLOYMENT/EXPERIENCE HISTORY

Owner/Laborer	Green Grass Lawn Service, Kenosha Wisconsin	2006-present
Nurses Aide	St. John's Hospital, Milwaukee, Wisconsin	2004-2006
Server	Ribs R Us, Kenosha, Wisconsin	2002-2004
President	UWM Pre-Med Student Organization	2005-present
Volunteer Tutor	A neighborhood community center, Milwaukee, Wisconsin	2005-2007
Volunteer	Big Brothers of America, Kenosha, Wisconsin	2002-2005

Layout idea for separating paid & unpaid experiences.

Reference closure statement used to highlight pertinent info.

References Available ▪ Relocating to Denver January 15, 2008

Journey Slade

slade@fakesite.bix

Current Address
169 North Breezeway Place
Shorewood, Wisconsin 00000
Home: 414-555-1223

*Layout idea if moving and
needing to list two addresses.*

Starting October 15th 2006
9642 West Cambridge Street
Wittman, Kentucky 55555
Cell: 234-555-6546

OBJECTIVE Multimedia Education Curriculum Design Assistant position using:

- Several years prior experience in various educational environments
- Aptitude and skills in adapting education materials to different learning styles and media
- Ability to work with streaming server software and applications and web design tools
- Experience and successful history of working with multicultural, and otherwise diverse populations
- Background in working with people with disabilities including learning and sensory impairments

MULTIMEDIA EXPERIENCE

- Worked with video architecture, editing, directing and content development
- Performed as interview specialist and narrating personality in studio and for offsite shoots
- Developed multimedia presentations for an educational web-site using PowerPoint and Real Producer
- Developed information based web pages with collections of links for instructional purposes

MATERIALS/PROGRAM DEVELOPMENT EXPERIENCE

- Independently and collaboratively developed or updated numerous educational written pieces including one page handouts, multiple page workshop packages and training manuals
- Developed several programs to serve individual students, and small and large groups
- Developed program evaluations, procedural practices and tracking methods
- Adapted written materials to internet and video medias as budgets and priorities allowed
- Developed an internship program including intern supervision, videos and annually edited training manual

TEACHING/COACHING RELATED EXPERIENCE

- Adapted activities for people with various disabilities in schools and community based agencies
- Tutored several persons with learning disabilities and two students with visual impairments
- Explained technical information to students with different levels of technical competence
- Coached several sports and activities for ages two through sixty

COMPUTER KNOWLEDGE

Proficient in: Real Producer, Windows Media, Quick time, Adobe PageMaker, Quark Express, PhotoShop, PaintShop Pro, multiple word processing applications and browsers, HTML, and Cascading Style Sheets.
Familiar with: Excel, Access and other database applications.

EDUCATION

MS, May 1998. Vocational Rehabilitation Counseling.
BS, December 1995. Major: Psychology. Minors: Coaching and Computer Science
University of Wisconsin–Milwaukee, Milwaukee, Wisconsin

PARTIAL EXPERIENCE HISTORY

Counselor	1998-present	Community Counseling Center, Milwaukee, Wisconsin
Counseling Intern	Fall 1997	Learning Access Center, Milwaukee, Wisconsin
Coach	1990-1998	Held eight positions in community agencies, public schools, summer recreation programs, and social group work camp.
Tutor	1988-1996	Held several formal and informal academic tutoring roles in high school reading center and independently in college.

Use of summary statements to list multiple sites with the same position title.

JENNY H. JACKSON

555 XYZ Drive, Milwaukee, WI 55555
414-555-5555
jjackson@xxx.edu

EDUCATION University of Wisconsin – Milwaukee
Currently Pursuing Bachelor’s Degree, 20xx-present
Freshman Standing

Example of how to write your education section if you have not chosen a major.

LEADERSHIP AND EXTRACURRICULAR ACTIVITIES (high school)

- Student Council Representative, 4 years
- Student Council Executive Board Secretary, 1 year
- National Honor Society, 2 years
- German Club, 2 years
- Freshman Volleyball Team, 1 year
- Cheerleading Squad, 3 years
- Prom Committee, 1 year

If you are a traditional aged freshman or sophomore, you can include high school awards and extracurricular activities

AWARDS

- Student Council Scholarship
- High School Honor Roll, 4 years
- Most Spirited Cheerleader

WORK EXPERIENCE **Le Grand Marketing** Milwaukee, WI March 20xx - present
(Food Service Brokerage with over 100 clients and \$1 million in annual sales)

Administrative Supervisor

- Promoted from Assistant in June 20xx.
- Supervise staff including hiring, training, and scheduling.
- Serve as liaison between over 100 clients and 40 distributors.
- Solve ordering problems to provide quality service.
- Order office supplies for staff of 25.

Demonstrates multiple positions for one employer

Administrative Assistant

- Answered client inquiries over the phone and in person.
- Created more efficient filing system.
- Developed and maintained company literature library.
- Performed data entry.
- Utilized well-developed organizational and multi-tasking skills in various administrative areas.

Private Residence Germantown, WI Summers 20xx – 20xx

Child Care Provider

- Facilitated educational, social, and developmental growth of children ages 2 and 4.
- Engaged children in activities that promoted self discovery and hands-on learning.
- Focused on developing rapport and establishing trust with the parents.
- Enforced appropriate rules and discipline to maintain structure.

COMMUNITY INVOLVEMENT

- Egg Stuffing – stuffed eggs for the children for an Easter day hunt, 3 years
- Penny Wars – raised money for Assistant Principal’s operation, 1 year
- School Clean Up – helped clean up school grounds, 3 years
- Food Fundraiser – collected canned foods for needy families, 2 years

BOBBIE SMITH
321 Hickory Lane
Milwaukee, Wisconsin 00000
414-555-5555, bobby@xxx.edu

OBJECTIVE: Public relations internship offering strong writing skills and understanding of advertising campaigns to achieve the agency's marketing goals.

EDUCATION: Bachelor of Arts in Journalism, Advertising, and Media Studies
Concentration: **Advertising and Public Relations**
University of Wisconsin-Milwaukee Junior Standing
Major GPA: 4.00 Overall GPA: 3.48 (A=4.00)

Example of highlighting knowledge and skills gained from coursework.

Related Courses

- **Public Relations:** Studied the public relations process and its various components, examined the relationship between public relations and society, and learned how to create a public relations plan.
- **Fundamentals of Advertising:** Gained an understanding of the components of effective advertising campaigns, learned advertising industry terminology, examined emerging advertising issues in old and new media, and studied global cross-cultural advertising challenges.
- **Advertising Media and Markets:** Studied the strategic use of media in advertising. Developed a working knowledge of the major principles of media planning and buying, audience measurement, media research, new media technology, segmentation and marketing strategy.

**CUSTOMER
SERVICE/SALES
EXPERIENCE:**

XYZ Office Supply

Milwaukee, Wisconsin

Sales Associate/Cashier

August 20xx - May 20xx

- Positively communicate and connect with customers to develop rapport and create an enjoyable shopping experience.
- Upheld organization's professional image in phone and in-person communications with customers, colleagues, and management while adapting communication style to the audience and the situation.
- Identified solutions and resources to resolve customer complaints.
- Communicated customer concerns and requests to management.
- Trained employees and provided hands-on guidance related to business operations and customer service.

Examples of using experience headings that highlight transferable and job specific skills.

Boston Store

Glendale, Wisconsin

Sales Associate

September 20xx-March 20xx

- Answered customer inquiries and provided quality service by applying knowledge of product inventory and company policies.
- Collaborated with co-workers and applied patience and problem solving skills to attend to customer concerns and maximize satisfaction.
- Developed systems for various business operations to increase company profitability.
- Maintained on-floor inventory and merchandise displays.
- Worked within a team to achieve highest selling department.

**LEADERSHIP
EXPERIENCE:**

- Public Relations Student Society of America - Member 20xx-present / Secretary 20xx-20xx
- UWM Division of Student and Multicultural Affairs-Black and Gold Committee. One of twelve students selected to committee. Worked with Associate Vice Chancellor and staff on improving campus environment.
- Organized two campus and community-wide service events: UWM Panther Pride Food Drive and UWM Panther Spring Cleaning Clothing Drive.

*Chronological resume of a
graduating senior with experience
headings highlighting career specific
and transferable skills.*

MARY NOBODY

333 North Oakland Avenue • Milwaukee, Wisconsin 00000
(414) 555-1111 • nobody@xxx.edu

OBJECTIVE

Customer service or sales position with a German-US import and export business. Offer fluency in German and English with previous customer service experience and skills to contribute to business development and account management.

EDUCATION

University of Wisconsin - Milwaukee
Bachelor of Arts, December 20xx
Major: German, Certificate: International Business
Completed 15 credits in interpersonal and cultural communication
Cumulative GPA 3.80 (A=4.0)

CULTURAL EXPERIENCE

- Studied and learned about European people and cultures through studies at Justus-Liebig Universitates, Giessen Hessen, Germany, and three additional 4-6 week tours of Germany.
- Facilitator for Cultural Orientation Group. Promoted discussion between American and diverse foreign exchange students.
- Participant in International Friendship Program. Provided support and friendship to a foreign exchange student to help with cultural adjustment.

*Demonstrates how various
types of experiences can be
combine into one section.*

BUSINESS EXPERIENCE

Nobody's Cleaner, Milwaukee, Wisconsin
Assistant Manager September 20xx to present

- Promoted to position based on exceptional monthly evaluations and consistently surpassing management's expectations.
- Manage all business operations during prolonged owner absences.
- Provide quality customer service with an emphasis on needs assessment and rapport building.
- Train new employees and assist in supervision.
- Receive and process orders on a computerized system.
- Suggested, then helped with implementation of campaign that increased sales 15%.

United Parcel Service, Oak Creek, Wisconsin
Loader Academic years 20xx to 20xx

- Received awards for quality and quantity performance while loading packages with a team of five others.
- Increased responsibilities to team leadership.

CUSTOMER SERVICE EXPERIENCE

Alice's Coffee Shop, Milwaukee, Wisconsin
Harry's Sports Bar, Milwaukee, Wisconsin
Server August 20XX-June 20XX

- Provided quality customer service in fast paced team environment. Trained new staff.
- Utilized organizational and problem solving skills to prioritize multiple responsibilities.
- Received numerous compliments on service from employer and customers.

Two page chronological resume with experience headings that highlight transferable & career specific skills.

Two pages are more common in social work, counseling, health, education, & academia and for people w/ 10+ yrs of experience.

TRACY JONES

#1 Make Believe Road, Make Believe, Wisconsin 53212
(414) 555-5555, tracyjones@xxx.mail

EDUCATION

University of Wisconsin–Milwaukee Milwaukee, Wisconsin

- M.S. in **Community Counseling**, May 20xx
- B.S. in Social Work, May 20xx
- Certificates in Ethnic Studies, Gay and Lesbian Studies, Peace Studies, Mediation

Example of highlighting knowledge and skills gained from coursework.

Related Coursework:

- **Psychopathology** – Gained knowledge of various mental and psychological disabilities such as schizophrenia, depression, and bi-polar disorder.
- **Applied Behavior Analysis** – Studied and practiced various forms of behavioral treatment methods such as behavioral modeling and use of reinforcement schedules.
- **Multicultural/Diversity Communication Coursework** – Studied and presented on issues such as ethnocentrism, racism, and homophobia. Gained awareness of verbal and nonverbal communications specific to various cultures and subcultures. Participated in and conducted several sensitivity/awareness raising activities.
- **Mediation/Peace Certification Coursework** – Gained knowledge of various mediation and peace keeping techniques. Utilized mediation process in critiquing and participating in role-plays of potentially hostile disputes.

COUNSELING EXPERIENCE

Counselor - **New Hope Social Services**, Make Believe, WI August 20xx-Present

- Counsel clients including singles, couples, single parents, blended families, teenagers, children, sex-offenders, incest victims, and alcohol and other drug abusers.
- Partner with clients, staff, and other professionals in developing treatment plans that addressed clients' personal, social educational, and health needs.
- Co-facilitate support group exploring sexual orientation and gender identity issues.
- Collaborate with county social service department, schools, other counselors, and courts.

Counselor/Practicum - **Highland Counseling Center**, Make Believe, WI August 20xx-May 20xx

- Counseled individuals, couples, and families of diverse cultural and socio-economic backgrounds.
- Facilitated support groups addressing a variety of issues including self-esteem, divorce, AODA, and sexual assault.
- Worked with clients with disabilities including mental health and sensory impairments.
- Maintained progress notes and treatment plans for weekly caseload of ten clients.
- Provided appropriate community referrals.

Counselor/Field Work - **Another Hope Agency**, Make Believe, WI August 20xx-May 20xx

- Served as student-in-training with supervision of primary counselor in AODA hospital.
- Completed 300 hours training with caseload of six to eight patients.
- Led group sessions one day per week and co-led group for four days per week.
- Wrote progress notes and treatment plans.
- Established contact with treatment team to evaluate patients' progress.

TRACY JONES

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ADDITIONAL DIVERSITY EXPERIENCE

Adult Recreation Staff - Easter Seal Kind Care, Milwaukee, WI Summers 20xx, 20xx

- Assisted in coordinating recreational and social activities for individuals with disabilities.
- Gained knowledge of various disabilities and appropriate accommodations.

Vice President - Rainbow Alliance, Milwaukee, WI May 20xx-February 20xx

- Co-authored proposal for LGBT Resource Center.
- Organized and facilitated student and community support groups.

ESL Tutor - The Learning Center, Milwaukee, WI March 20xx-October 20xx

- Provided tutoring to three Laotian teenagers ranging from 11 to 16 years of age.
- Assisted with homework and developed weekly lesson plans to strengthen English skills.
- Provided support in the understanding of cultural differences.

Held additional community service and tutoring positions with grassroots and neighborhood organizations working with a diversity of social issues and individuals. 20xx-20xx

COMMUNITY INVOLVEMENT

Participated in numerous fundraisers and social service activities including, but not limited to...

- AIDS Walk Wisconsin, 4 years
- Meals on Wheels, 4 years
- St. Joseph's Hospital, 3 years
- Church fundraisers and festivals

MEMBERSHIPS

- National Association of Social Workers
- Alcohol and Drug Problems Association
- National Council on Alcoholism and Drug Dependence
- American Counseling Association

TRAININGS

- AODA and Domestic Violence, University of Wisconsin-Milwaukee, April 20xx
- Crisis Planning and Management, American Counseling Association, October 20xx
- Working with LGBT Youth, American Counseling Association, October 20xx
- Alcohol and the Family, Milwaukee Family Services, September 20xx
- Conflict Resolution, UW-Milwaukee Continuing Education, June 20xx
- Non-Violent Personal Safety, Milwaukee Police Department, May 20xx

If you are unsure whether to use a chronological or functional resume style, see a CDC counselor.

Functional resume with experiences categorized by skill headings. Creates less emphasis on places, titles, & dates.

BENJAMIN MOORE

333 South Bailey Place, Kenosha, Wisconsin 00000
(414) 555-0000 moore@student.edu

OBJECTIVE

- Medical equipment sales position with Denver Hospital Suppliers Inc. using:
- Medical terminology and medical equipment familiarity
 - Prior sales, motivation, and leadership experience
 - Ability to organize multiple tasks and reach multiple goals within deadlines
 - Commitment to providing quality equipment for patient comfort and care

EDUCATION

University of Wisconsin–Milwaukee
Bachelor of Arts, December 20xx
Double Major: Chemistry (Biochemistry Option) and Psychology

Certified Emergency Medical Technician-Basic

MEDICAL EQUIPMENT / TERMINOLOGY

- Completed several studies using terms from physiology, pathology, and other medical areas.
- Assisted various persons in use of medical equipment for rehabilitation and ambulation.
- Familiar with a range of emergency, diagnostic, and therapeutic medical equipment.
- Designed adaptive equipment from available raw materials for relative with a disability.

SALES / CLIENT SERVICE EXPERIENCE

- Provided excellent service to customers of different backgrounds in various settings.
- Participated successfully in promotional sales events.
- Developed creative and effective customized services for various accounts.
- Actively sought new customer base using multiple marketing techniques.
- Provided formal and informal education and instruction regarding services, information, and equipment to various types of learners.

ORGANIZATIONAL / RELATIONSHIP EXPERIENCE

- Maintained regular customer phone contact to ensure timely contract completion.
- Initiated and moderate list-serv to provide support and resources for pre-med students.
- Sustained competitive GPA while handling multiple responsibilities including school, community service and independent business operation.
- Developed and maintained strong relationships with existing customers and community members by providing individualized attention with follow-up communication.

EMPLOYMENT / EXPERIENCE HISTORY

Owner/Laborer	Green Grass Lawn Service, Kenosha Wisconsin	20xx-present
Nurses Aide	St. John's Hospital, Milwaukee, Wisconsin	20xx-20xx
Server	Ribs R Us, Kenosha, Wisconsin	20xx-20xx
President	UWM Pre-Med Student Organization	20xx-present
Volunteer Tutor	A neighborhood community center, Milwaukee, Wisconsin	20xx-20xx
Volunteer	Big Brothers of America, Kenosha, Wisconsin	20xx-20xx

Layout idea for separating paid & unpaid experiences.