

# TABLE OF CONTENTS

	<b>Page</b>
<b>Resume Content</b>	
▪ Objective Statement and Summary	2-3
▪ Education Section	3-5
▪ Experience Section	5-7
▪ Awards / Honors / Scholarships	7
▪ Extracurricular Activities	7
▪ Volunteer / Community Activities	7
▪ Additional Activities / Skills	7
▪ Reference Statement	7
<b>Action Verbs</b>	8
<b>Resume Do's and Don'ts</b>	9-10
<b>Resumes and Technology</b>	11
<b>Resume Examples</b>	
▪ Example 1	12
- Traditional chronological resume	
▪ Example 2	13
- Science resume demonstrating Related & Other experience headings and a condensing experience statement.	
▪ Example 3	14
- Business resume displaying transferable skill experience headings and statements describing knowledge gained from areas of study.	
▪ Example 4	15
- Information Resources resume exhibiting career specific skill experience headings, education project, & reference closure with additional skills.	
▪ Example 5	16
- Engineering resume demonstrating related education project.	
▪ Example 6	17
- Health care resume illustrating summary of clinicals.	
▪ Example 7	18
- Web design resume with professional experience and credits completed towards masters degree.	
▪ Example 8	19-20
- Social Work two page resume and a condensing experience statement.	
▪ Example 9	21
- Functional resume of new graduate.	
▪ Example 10	22
- Functional resume of career changer.	

# RESUME CONTENT

## YOUR NAME

Street Address, City, State, Zip  
(Area Code) Phone Number  
E-mail  
Website (*Optional*)

## OBJECTIVE STATEMENT & EXECUTIVE SUMMARY

## YOUR RESUME'S OPENING "HANDSHAKE"

Optional, but highly recommended

### Purpose

- Demonstrates how your skills/background add value to an organization by using language from the field/industry and from the job posting or position description for which you are applying.
- Gets the reader's immediate attention and motivates the reader to continue reading.
- Provides a clear, concise, and tailored statement which is readable within 30 seconds and presents what you can do for the organization - not what they can do for you.

**Traps to Avoid** - A poorly written or vague introduction statement may make you appear unclear about your job objective and/or your value to the organization. Work with a career counselor to define your target employers more clearly. Avoid meaningless overused phrases such as...

- challenging position
- progressive/fast growing company
- entry level/full-time
- opportunity for advancement/growth
- dealing with people

**Format for Objective Statements** - Objective statements are generally 1-3 lines in length.

Bulleted points may be used to expand and add specifics. Begin with the specific job title or type of job you are seeking. Follow this with 1-3 qualifications you offer of interest to the employer including:

- Prior experience
- Skills which benefit the employer
- Interests/values
- Educational background
- Areas of knowledge/expertise
- Personal traits

### Examples - Objective Statements

Management Trainee position. Will contribute to departmental goals through proven leadership, well-developed speaking and writing skills, knowledge of marketing techniques, and understanding of consumer behavior.

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Securities Representative offering the ability to expand client base, solve complex problems, and motivate staff.

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Community Services Coordinator for Planet Healthcare of America.

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Clinical laboratory internship. Desire to contribute to equipment set-up, research maintenance and data management. Competent with all Division III digital tracking software.

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Management position with emphasis on direct sales, customer service and product distribution.

- Superior student in communication courses; led multiple project teams.
- Outstanding work ethic with track record of successive responsibility.
- Three years including promotions in top retail company customer service role.
- Met or exceeded sales goals in several departments.

## OBJECTIVE STATEMENT & EXECUTIVE SUMMARY- Continued

**Format for Summary Statements** - Summary statements are typically 4-5 sentences and are frequently used by candidates who desire to bring different qualifications and experiences together in a concise marketing statement. They often include a significant track record and demonstrate how a diverse career and educational history can be focused on a specific job objective or employer need.

### **Examples - Summary Statements**

**EXECUTIVE SUMMARY:** Superior academic accomplishments, successful internship in Fortune 500 corporate environment and persuasive writing skills for campus volunteer agency provide outstanding qualifications for Administrative/Sales role in Pharmaceutical industry. Possess track record of success in using web technology for prospecting leads for Alumni Giving program. Ready to relocate and make significant impact on sales revenues.

**SUMMARY:** Extensive field work and volunteer experiences for several UWM departments provide outstanding background for community service opportunities. Possess knowledge, enthusiasm, and commitment to mentoring program demonstrated by summer position at Big Brothers and Big Sisters. Ability to assist people from a broad range of backgrounds including; at-risk youth and families. Desire to encourage youth to participate in positive and beneficial mentoring relationships.

**QUALIFICATIONS BRIEF:** Extensive experience with team directed work in metropolitan area hospitals. Positions demonstrate strong career investment with rapid advancement with Horizon Home Care and Hospice, Inc. Success in leading others to be disciplined and achieve goal directed outcomes. Able to develop alternative strategies to create positive coaching to at-risk clients, patients, and families through building rapport, accurate needs assessment, improving knowledge deficits and modeling desired behavioral outcomes. Developed mentoring program as part of existing HR management class. Motivated to relocate.

## EDUCATION SECTION

### **Colleges / Educational Institutions** - Required

- List institution name, post secondary degree(s) received and graduation date, expected graduation date, or academic standing (sophomore, junior, etc.) Do not include how long you've been enrolled.
- List institutions in reverse chronological order.
- Include major, minor, area of concentration, specializations, or certifications.
- List city & state when looking outside of state where employers may be unfamiliar with your college location.
- Don't include institutions you attended, but did not receive a degree from, unless the school or the courses you took are significant to the position for which you are applying for.
- Don't include GPAs below a 3.0.

### **Educational Honors** - Optional

This information may be included in the education section or listed as a separate section. This may include overall GPA if over 3.0, GPA of classes in your major, Dean's List, department honors, summa cum laude, magna cum laude, scholarships, awards, etc.

### **College Courses and Projects** - Optional

Demonstrate how your education is relevant to an employer by focusing on aspects of courses and class projects that exhibit knowledge, skills, and/or work similar to what you will be doing in the position for which you are applying. Class projects are especially of interest to employers when they represent collaborations between a class and a real employer.

## EDUCATION SECTION - Continued

### **Examples - College Courses / Areas of Study**

**Objective** Psychology related position using previous mental health experience, dedication, and ability to help people with problem solving and goal setting.

**Education** University of Wisconsin –Milwaukee  
Bachelor of Arts in Psychology, May 2008

Major GPA: 3.567/4.0  
Minor: Sociology

- **Overview of Counseling Skills Course** - Studied widely used theories. Practiced eye contact, open-ended questions, summarizing, reflecting feelings and providing encouragement.
- **Psychopathology Course** - Gained knowledge of various mental and psychological disabilities such as schizophrenia, depression, and bi-polar disorder.
- **Applied Behavior Analysis Course** - Studied and practiced various forms of behavioral treatment methods such as behavioral modeling and use of reinforcement schedules.

---

**Objective** Corporate training position using prior training experience and diversity focused education.

**Education** University of Wisconsin –Milwaukee  
Bachelor of Arts in Communication, May 2008

GPA: 3.621/4.0  
Certificates: Ethnic Studies and Mediation

- **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 sensitivity/awareness raising activities.
- **Mediation Certification Coursework** - Gained knowledge of and practiced mediation and peace keeping techniques. Utilized mediation process in critiquing and participating in role-plays.

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**Objective** Computer Trainer position offering previous teaching/training experience and strong communication and interpersonal skills.

**Education** B.A. in Psychology, University of Wisconsin -Milwaukee, May 2008

Strengthened communication and problem solving skills through data analysis and presentations of findings. Deepened insight into human behavior, development and perceptions that apply to learning and teaching.

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**Objective** Multicultural Issues Director offering communication and leadership skills acquired from committee work and community outreach activities as well as experience researching and studying multicultural issues.

**Education** Bachelor of Arts in Anthropology, University of Wisconsin-Milwaukee, May 2008

Multicultural Focused Studies

- Researched and discussed various cultures focusing on values, religion, customs, social patterns, and verbal and nonverbal communication.
- Completed comprehensive study investigating social values and social class of an underrepresented group. Trained in interviewing, research techniques, and collection and interpretation of data.
- Enhanced understanding of and appreciation for how cultures and individuals construct their world.

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**Objective** Marketing Coordinator position. Offer marketing, public relations, and presentation experience. Will contribute written and interpersonal communication skills to support client focused relationships.

**Education** University of Wisconsin-Milwaukee - Bachelor of Arts in English, December 2008

**Writing Skills:** Applied various writing styles and techniques to focus on topics and ideas being presented. Critically examined how themes, attitudes, and emotions are conveyed in written form.

**Interpersonal Communication Skills:** Studied verbal and nonverbal communication styles and techniques to strengthen interpersonal relationships. Applied knowledge of communication methods to participate in and analyze role plays. Led class presentations individually and within a team.

## EDUCATION SECTION - Continued

### Examples - Course Projects

- Public Relations Projects**     *Media Kit Class Project* (Trimborn Farm, Milwaukee County Park, Historical Landmark)
- Collaborated with park director to identify marketing needs to reach target audience
  - Composed press releases, fact sheet, local media list and public service announcements
  - Designed business logo and educational program literature
- Advertising Campaign Class Project* (Over the Top Advertising firm)
- Performed market research to develop advertising campaign to re-brand a product
  - Recommended different media vehicles to reach consumer market
  - Designed print, radio, and television advertisements and created new tagline
  - Developed public relations campaign to launch product into market
- 

- Accounting Projects**     Analyzed financial statements of a local small business. Computed ratios and compared to industry benchmarks. Prepared program to audit risks. Used substantive testing and Microsoft Access and Excel regularly.
- Reviewed transactions and financial statements for the Village of Oconomowoc Lake. Adjusted and closed books. Redesigned budget lines for new and ongoing business needs. Prepared new financial statements.
- 

- Marketing Projects**     Analyzed case study and developed marketing mix of recommendations which included product, price, promotion, and distribution. Conducted class presentation using PowerPoint.
- Designed, implemented, coded, and analyzed a marketing research survey.

## EXPERIENCE SECTION

### MARKETING YOUR EXPERIENCES

**Purpose** - Describes to an employer skills and responsibilities you have from various settings. These may include, but are not limited to paid and unpaid experiences, internships, co-ops, volunteer activities, and fieldworks..

#### **Describing Your Skills, Accomplishments, & Responsibilities**

Demonstrate to the employer the skills, accomplishments, and responsibilities of your experiences that are most relevant to the position for which you are applying. Think - How? Why? Results?

Use the following questions to help describe your experiences:

- What skills did you use and/or develop? (Oral/written communication, organizational, problem solving, creativity, etc)
- What were your responsibilities? Did they change and/or increase over time? Were you promoted?
- Can you quantify the results of your work? (number of customers served, percentage increase in sales, number of employees supervised, etc.)
- Did you work with co-workers? Demonstrate teamwork/teambuilding?
- Did you train, supervise or assume leadership roles?
- Did you solve problems? Make decisions or recommendations?
- Did you gather and/or analyze information?
- How well were you able to meet deadlines and handle pressure?
- Did you utilize and/or develop technical/computer skills?
- Did you produce documents and/or reports?

## EXPERIENCE SECTION - Continued

### Writing Format

- List experiences in reverse chronological order.
- Include position title, employer or setting, city, state, and dates. Arrange these identically for all experiences.
- Write in a telegraphic style (short statements). Complete sentences are not needed.
- Begin each statement with an action verb and write objectively - no I's, me's, my's, etc.
- State present position in present tense and past positions in past tense.
- **Don't include** street address, zip codes, phone numbers, names of supervisors or reasons for leaving prior positions. You will only need this information for applications.

**Creating Experience Headings** - Develop powerful experience headings with words that highlight your transferable and/or job specific skills that are most relevant to the position for which you are applying.

### Examples – Experience Descriptions

**Advertising Experience**    Advertising Manager    September 2006-June 2007  
The University Post    Oshkosh, Wisconsin  
 Controlled advertising for biweekly college newspaper with circulation of 20,000. Increased advertising space revenue by 20%. Generated 20 additional advertisers increasing base by 25%. Trained new sales force. Streamlined new billing system.

**Business Experience**    The Sleeping Inn, Milwaukee, Wisconsin    Summers 2005-2007  
Desk Clerk - Managed registration desk. Reserved rooms on computerized system. Solved reservation and service problems. Directed room service and housekeeping functions. Substantially reduced check-in and check-out time by revamping procedure. Supervised assistant desk clerk.

**Customer Service Experience**    Waitress    August 2005-June 2007  
Alice's Coffee Shop    Milwaukee, Wisconsin  
Harry's Sports Bar    Milwaukee, Wisconsin  
 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.

*Demonstrates similar positions with one full description*

**Internship**    Intern Research Assistant    January 2007-present  
 City Gas and Electric    Racine, Wisconsin

- Prepare reports for regulatory commissions, management, and stockholders.
- Perform data entry using various word processing and spreadsheet software.
- Improved methods and formats of statistical information.

### Administrative Experience

Le Grand Marketing, Kenosha, WI    March 2007 - present  
 (Food Service Brokerage with over 100 clients and \$1 million in annual sales)  
Administrative Supervisor - Promoted from Assistant June 2001. 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.

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

*Demonstrates multiple positions for one employer*

## EXPERIENCE SECTION - Continued

**Condensing Experience** - A one-page resume quickly gets overcrowded if you attempt to include more than 3-7 experiences. If you're having difficulty fitting all your experiences, consider using a condensing technique focusing on relevant skills.

### **Examples - Condensing Experience**

**Other Experience** Held various positions in food service and maintenance between 2004-2007. Utilized communication abilities through customer service and time management skills through prioritization of projects to meet deadlines. Displayed a sense of responsibility, commitment, and strong work ethic.

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**Additional Experience** Held part time and temporary positions from 2006-2008 in word processing, administration, customer service, and independent business management using organizational, self-motivating, and communication skills.

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**Child Related Experience** Worked additional part-time nanny and babysitter positions from 2003-present. Supervised up to six kids at a time, ranging from six months to 13 years of age. Provided a sage and structured environment to facilitate emotional, mental, and educational growth.

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### **Communication Experience**

Held customer service and sales positions from 2005-2008 working an average 70 hours/week.

- Promoted by management to train new employees
- Applied strong communication and problem solving skills to promote effective resolution to enhance customer service satisfaction
- Recognized for sales volume, flexibility, teamwork and positive attitude
- Handled difficult situations in a professional manner
- Managed numerous tasks simultaneously in a fast paced environment

## HONORS / AWARDS / SCHOLARSHIPS SECTION

- Include college academic achievements and maybe high school if you are a traditional aged college student. These may include awards, honors, or recognitions from academics, athletics, the arts, music, writing, etc.
- Consider explaining why you received the award/scholarship if it's not obvious by its name. Such as, "XYZ Scholarship – Based on academic achievement, volunteering, and leadership skills".

## EXTRACURRICULAR ACTIVITIES SECTION

- List activities from college and maybe high school if you are a traditional aged college student. These may include sports, drama, music, clubs, student organizations, etc. List beginning and ending dates or number of years you participated in each activity. Also, include if you held a leadership position or served on a committee.

## VOLUNTEER / COMMUNITY ACTIVITIES SECTION

- Depending on the relevance and importance of the volunteer position(s) related to the position you are applying for, these activities may be their own section and/or included within the Experience Section.
- There are varying degrees of information that you may list for these types of activities. You may include the organization / event, city, state, beginning and ending dates or number of years you participated in the activity, and a description of your responsibilities and skills. However, there may be instances where you don't include any information about the dates/years or about your responsibilities and skills and just list the organization / event.
- What and how much information you include about your volunteer activities depends on many factors. If you have questions about this, please speak with a career counselor in Express Lane.

## ADDITIONAL ACTIVITIES / SKILLS SECTION

- These additional activities and skills may include professional associations, trainings, seminars, certifications, licensures, computer skills, languages, international travel, activities related to music, arts, cultures, etc.
- They may be listed under one section or multiple sections. Be sure to title the sections according to type of information presented

## REFERENCE STATEMENT

### CLOSING YOUR RESUME

#### Reference Statements

- A reference statement can provide closure to the resume, however, it is not required and may be removed if space is an issue.
- There are many ways to write and highlight the reference statement on a resume. In addition to "references available", the statement may also include other pieces of information that don't fit within the body of the resume.
- Do not list your reference's names and contact information on your resume. Include this information on an additional reference sheet.

#### Examples - Reference Statements

##### **References Available**

*(Centered at the end of the resume)*

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**References Available • Willing to Travel**

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**References Available • Spanish Fluency**

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**References Available • U.S. Resident**

*(For international students)*



# ACTION VERBS

Accelerate	Conduct	Enlarge	Initiate	Persuade	Return
Accentuate	Consolidate	Enlist	Innovate	Plan	Review
Accomplish	Construct	Ensure	Inspect	Practice	Revise
Achieve	Consult	Enter	Install	Predict	Revitalize
Act	Contact	Establish	Institute	Prepare	Revive
Adapt	Contribute	Estimate	Instruct	Prescribe	Save
Administer	Control	Evaluate	Integrate	Present	Schedule
Adhere to	Convert	Examine	Interact	Preside	Screen
Advance	Convey	Exceed	Interpret	Prevail	Secure
Advise	Convince	Excel	Interview	Prevent	Seize
Advocate	Coordinate	Execute	Introduce	Prioritize	Select
Allocate	Correct	Exhibit	Invent	Process	Sell
Analyze	Correspond	Expand	Invest	Produce	Serve
Apply	Counsel	Expedite	Investigate	Program	Share
Approve	Create	Explain	Join	Project	Simplify
Arrange	Critique	Explore	Judge	Promote	Solve
Assess	Cultivate	Extract	Launch	Prompt	Sponsor
Assign	Customize	Facilitate	Learn	Propose	Start
Assist	Decide	Feature	Lecture	Protect	Stimulate
Assume	Decrease	File	Led	Prove	Streamline
Attain	Define	Finalize	Listen	Provide	Strengthen
Audit	Delegate	Finance	Locate	Publicize	Study
Attend	Deliver	Fix	Maintain	Purchase	Submit
Authorize	Demonstrate	Form	Make	Pursue	Suggest
Balance	Design	Focus	Manage	Qualify	Summarize
Boost	Designate	Foster	Market	Quantify	Supervise
Bought	Determine	Fulfill	Master	Rate	Support
Brief	Develop	Furnish	Maximize	Reach	Surpass
Budget	Devise	Forecast	Measure	Realize	Survey
Build	Diagnose	Formulate	Mediate	Reason	Sustain
Calculate	Direct	Found	Merge	Receive	Synchronize
Chair	Discharge	Gain	Mobilize	Recognize	Synthesize
Chart	Discover	Gather	Model	Recommend	Teach
Check	Dispatch	Generate	Modify	Reconcile	Test
Clarify	Display	Guide	Monitor	Record	Track
Classify	Dissect	Handle	Motivate	Recruit	Train
Coach	Divert	Head	Navigate	Reduce	Transcribe
Collaborate	Document	Help	Negotiate	Refer	Transform
Collect	Draft	Hire	Observe	Regulate	Translate
Combine	Earn	Hone	Obtain	Rehabilitate	Troubleshoot
Command	Edit	Host	Operate	Relate	Tutor
Commission	Educate	Hypothesize	Orchestrate	Reorganize	Uncover
Communicate	Elect	Identify	Order	Remodel	Undertake
Compare	Eliminate	Illustrate	Organize	Repair	Unify
Compile	Emphasize	Improvise	Outline	Report	Update
Complete	Employ	Influence	Originate	Represent	Upgrade
Compose	Empower	Inspire	Overcame	Research	Utilize
Compute	Enable	Implement	Overhaul	Resolve	Validate
Conceive	Encourage	Improve	Oversee	Respond	Venture
Conceptualize	Enforce	Incorporate	Perform	Restore	Verify
Conclude	Engineer	Increase	Participate	Resume	Volunteer
Condense	Enhance	Indicate	Persist	Retrieve	Write

# RESUME DO'S AND DON'TS

## RESUME MANAGEMENT

### DO...

- allow time to perfect your resume and make the effort and investment to produce a quality finished product. Expect an average of 4-5 drafts before you have a finished product.
- get your resume critiqued by a Career Development Center staff member during Express Lane walk-in hours or a scheduled appointment. See front cover of this packet for Express Lane hours.
- get multiple critiques from people who know about grammar, writing resumes, and the career field.
- keep your resume up-to-date even when you are not actively looking for a job. At least every 6 months, add promotions, new responsibilities, skills gained, achievements, trainings, etc.

### DON'T...

- use computerized templates (such as Microsoft Resume Wizard). They're restrictive and more frustrating than helpful.
- send a resume without a cover letter.
- expect the same resume to work in all marketplaces. Target your resume to each position.
- use a resume-writing service. Writing your resume helps you to identify and communicate your skills, which will pay off in the interview.

## APPEARANCE

### DO...

- print the resume in **black** ink on white quality paper (at least 50% cotton). Other off-white colors are acceptable.
- use non-decorative/serif fonts such as Times, Century, Georgia, and Palatino with a size of 10-12 pts.
- set margins at .75 to 1 inch on all four sides of the page.
- use **bold type**, underlining, and CAPITALIZATIONS to highlight information.

### DON'T...

- use justified text blocks which put odd spaces between words. Instead, make your type flush left.

## FORMAT / LAYOUT

### DO...

- find out if a one page or two page resume is acceptable in your field. Traditionally business fields require one page where as two pages are acceptable in social service and health care fields.
- seek guidance about whether a chronological or functional resume format would best market your skills.
- consider a bulleted style to make your resume more reader-friendly.
- create experience headings that market your transferable and/or job specific skills.
- place most important material with greatest amount of detail at the beginning of each job description and resume section.

### DON'T...

- have a resume that looks cluttered or has formatting/layout inconsistencies.
- make paragraphs longer than ten to twelve lines or five to seven bullets.

## RESUME DOS AND DON'TS - CONTINUED

### CONTENT

#### DO...

- expand on points related to the position and condense less relevant info.
- emphasize your skills and accomplishments relevant to the job for which you are applying.
- highlight transferable skills (oral and written communication, teamwork, organization, time management, multi-tasking, problem solving, etc.)
- quantify your work and show results. Show how much you increased revenue/cut costs, number of customers/clients you served, how many people you trained, products/procedures you developed, etc.
- list extracurricular activities that demonstrate teamwork, leadership, time management, commitment to community, drive and competitiveness, etc.
- include your computer skills.
- show the employer how you are qualified for the job. Most employers scan a resume for 15 to 20 seconds to decide whether to discard it or mark it for further review.
- include multiple ways for an employer to reach you such as permanent and school addresses, home and cell phone numbers, email, etc.
- be careful when referring to religion, political party, national origin, sexual orientation, or statements that may indicate these. Despite the law, there are still prejudices. Consider using general terms instead of specific organizations' names.

#### DON'T...

- overlook unpaid experiences. There are many skills you can demonstrate from volunteering or being active in student organizations, community groups/activities, or athletics.
- list only jobs, position titles, companies/organizations, and dates. Include relevant responsibilities, skills, and accomplishments.
- list high school or college from which you didn't obtain a degree unless the school or the courses you took are significant to the position you are applying for. However, you may still include high school achievements/activities such as scholarships, athletics, clubs, etc.
- include hobbies or extraneous information to fill space unless they have a specific purpose such as tying you to the geographic region or demonstrating a relevant skill.
- include reasons for leaving previous jobs, names of former supervisors, employer addresses or phone numbers, height, weight, age, date or place of birth, marital status, sex, ethnicity/race, health, or social security number (except on an international resume).
- emphasize skills and job activities you don't want to do in the future, even if they represent great strengths for you. Why describe how great your clerical skills are if you don't want to do clerical work in the future? Focus on other aspect of the job instead.
- lie on your resume or embellish your achievements. Don't round up your GPA.
- state salary or wage requirements. If requested in the job announcement, address them in your cover letter.
- list references on your resume. Put references on a separate page and provide them only when they are requested.

### WRITING STYLE

#### DO...

- write in a telegraphic style (concise phrases). Complete sentences are not necessary.
- state present position in present tense and past positions in past tense and start every skills statement with an action verb.
- avoid abbreviations when possible.

#### DON'T...

- use personal pronouns (I, my, me).
- use phrases, such as "Duties included," "Responsibilities included," or "Responsible for."

# RESUMES AND TECHNOLOGY

## EMAILING RESUMES & COVER LETTERS

When using email to send a resume and cover letter, either insert both into the email text or attach both. Regardless of method, include your name and the position in the subject line and send a test version to a friend to check the formatting. Spell check everything. If using attachments, label them with your name.

**Example email when attaching your cover letter, rather than including it in the email body.**

To:	hrdirector@company.biz	CC:	deptmanager@company.biz
Subject:	Cover letter and resume for xyz position		
Message:	Dear Director of Human Resources:  I am interested in applying for the xyz position and have attached my cover letter and resume in MS Word for your consideration. Please email me if you have difficulties opening these documents.  Sincerely, Chris Jobhunter		

## USING RESUME DATABASES

You can post your resume to databases on on-line job search sites, on employer specific websites, and with public/private placement services (such as the CDC). You may want to use these databases cautiously, taking into consideration reputability and type of information requested. Your data/resume may be requested by "filling-in-the-blanks" or by uploading your entire resume.

## COMPUTER SCANNABLE RESUMES

It is best to develop both an "electronic resume" for computer scanners and a traditional paper copy resume to use in face-to-face situations. If you're unsure if your resume will be scanned, call the appropriate contact person and ask or send both types and address the enclosures in the cover letter.

### **Focus on Nouns / Keywords**

Computers scan resumes for "keywords" they've been programmed to find. The more keywords found in your resume, the stronger it's weighted. When applying for an advertised position, the keywords are the "wants" in the want-ads. While computers do not search for action verbs, still include them for the human reader.

### **Layout / Format**

- Use a traditional resume format. Don't use multiple columns or "newspaper" format.
- Use popular, non-decorative fonts including Times, Century, Georgia, Palatino, and Courier.
- Avoid italics, boldface, script, underlined passages, and graphics. Capitalized words are okay.
- Do not compress spaces between letters. Letters cannot touch each other.
- Avoid bullets, horizontal and vertical lines, parentheses/brackets, hyphens/dashes, and symbols.
- Your name should be the first readable item on each page and on its own line.
- Use standard address format below your name. List each phone number on its own line.
- Do not staple or fold. If you must fold, do not fold on a line of text.

**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:**

<b>Boston Store</b> <i>Sales Associate</i>	Glendale, Wisconsin 2007-Present
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- 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.

<b>United Parcel Service</b> <i>Loader</i>	Oak Creek, Wisconsin 2005-2007
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- 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 2006-present / Secretary 2007-2008
- 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.

**REFERENCES AVAILABLE UPON REQUEST**

**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'.*

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

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

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## OBJECTIVE

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

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## EDUCATION

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University of Wisconsin-Milwaukee  
**Bachelor of Science** GPA: 3.5/4.0 (overall)  
**Double Major: Biology and Chemistry** December 2007

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.*

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## HONORS / MEMBERSHIPS

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Recipient of ABC Scholarship  
Dean's List, 2 semesters

Golden Key National Honor Society  
UWM Biology Club

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## LABORATORY EXPERIENCE

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**Lab Assistant** - Biochem R&D Specialists, Milwaukee, WI 2007-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.*

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## COMMUNICATION EXPERIENCE

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**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 2004-2007  
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 2003-2005  
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.*

**References Available • U.S. Resident**

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

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# MARTY NOBODY

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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 2007 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 2004 to 2007

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 2002 to 2004

Fourth Hand. Performed maintenance within a team and independently.

## COMPUTER SKILLS

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

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

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## 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 2007 - 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 2006 - May 2007

- 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 August 2005 - May 2006  
**Sales Associate/Cashier**

- 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, 2004 - 2005; **Member**, 2006 - Present  
**Member**, Sigma Delta Pi National Collegiate Hispanic Honor Society, 2007 - Present  
**Volunteer**, Habitat for Humanity, 2006 - Present

*Use of reference closure to  
highlight additional skills.*

**References Available • Bilingual Spanish/English**



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*Traditional chronological resume  
for internship or co-op with  
experience headings that  
highlight transferable and career  
specific skills.*

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## Chris T. Engineer

1222 North Newhall Milwaukee, WI 53221  
(414) 555-7898 ctengr@ccsdel.stu.edu

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**Objective:** Mechanical engineering co-op or internship with exposure to design and other aspects of engineering process. Offer aptitudes in mathematics, sciences and computers, and a willingness to work hard and contribute to team goals.

**Education:** University Wisconsin - Milwaukee  
B.S. in Mechanical Engineering, Sophomore Standing  
Major GPA: 3.53/4.00 Cumulative GPA: 3.00/4.00

**Engineering Design Course Highlights:**

Team leader for control system design project which included estimates of costs, use of heat transfer, development of recommendations for materials use, and testing and evaluation of finished product. Design evaluations were completed in writing and presented orally to classmates. Used Pspice and Matlab.

*Demonstrates  
related education  
project.*

**Computer Skills:** Complete project documentations using Auto CAD 2000, ProE/ProMechanica, Word, Excel and Access. Familiar with Pspice, Matlab, Fortran and CadKey. Learn new languages, operating systems and technical and general software quickly.

**Related Experience:** **Hands-on Engines Manufacturer**, Milwaukee, Wisconsin Sept. 2007-present  
Machine Operator Promoted to Operator in May 2008. Set up machines for shift. Ran and operated punch press and helped with maintenance. Produced parts efficiently within narrow tolerance for error margins. Trained to operate several machines. Prior position included assisting with set up and transportation of completed piecework to next work site.

**Munroe Construction Company**, Munroe, Wisconsin Summers 2004-2007  
Construction Crew Member Assisted construction team in all aspects of residential and farming construction projects. Aided in design and building of various structures. Repaired and maintained power tools, light machinery and transportation vehicles.

**Science/Mathematics Tutoring Experience:** Private Tutor: Tutor UWM students in math course work including calculus, trigonometry and advanced applied mathematics courses. Oct. 2004-present

Volunteer Tutor: Tutored high school students in math and science. Assisted with personal problems and in finding resources as students needed. Acted as role model and peer in program at community agency for teens. 2002 High School Senior Year

**Activities:** Member, American Society of Mechanical Engineers (ASME)  
Participate in various informal sports leagues and activities.

### References Available

**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 2008  
University of Wisconsin-Milwaukee

**LICENSE** Will sit for Wisconsin Registered Nursing Licensing Board Exam, May 2006

**REHABILITATION EXPERIENCE** **Milwaukee Regional Medical Center**, Milwaukee, Wisconsin  
Student Nurse - Spinal Cord Unit January 2008 - 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 January 2007– May 2007

- 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 2007
- Treating Mental Disorders Workshop, Milwaukee County Complex, June 2006
- Psychological Impact of Spinal Cord Injury, Jude Hospital, Madison, WI, May 2006

**AFFILIATIONS**

- American Nurses Association, 2007-present
- National Black Nurses Association, 2006-present
- Wisconsin Nurses Association, 2006-present

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

*Closure statement used to include additional information.*

**References Available**

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

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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

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- 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

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- 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

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- 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

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**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

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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

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

## SEMINARS AND WORKSHOPS

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- 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

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

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

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## **Benjamin Redbird**

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

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### **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 15<sup>th</sup> 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.*