

From Student to Professional: A Guide to Resume Writing

Alverno
C O L L E G E

Prepared by the Staff of
the Career Education Center
Alverno College

THE RESUME: Your Marketing Tool

An effectively written resume is key in successfully marketing yourself during your job search. A resume which dynamically communicates your potential can mean the difference between being scheduled for an interview or being filed in the rejection stack. To be effective, your resume must clearly demonstrate the relationship between your experience and skills to the needs of the position you seek. Remember, the resume is your tool to get the interview; your ability to effectively and appropriately communicate during the interview will get you the job offer!

GUIDELINES

There are tremendous differences of opinion concerning the preferred style for resumes. There are, however, certain characteristics which every truly effective resume presents. Your resume should:

- support a specific career objective;
- present your achievements in proactive, success-oriented language;
- be error free (grammar, punctuation, spelling, typing);
- be consistent (style, verb tense);
- be one page (preferred), two pages maximum;
- be word processed, spaced for balance on page, and reproduced on quality paper; and ...
- be accompanied by an *original* cover letter (one size *does not* fit all).

RESUME STYLES

There are two basic resume styles: **reverse chronological** and **functional**.

The **reverse chronological** resume is organized by dates (most recent first) and presents a comprehensive summary of educational and employment experience and achievement.

The **functional** resume is organized around functional areas of the job you seek (e.g. management and training, communication, research, etc.) and emphasizes your specific accomplishments in these areas. A functional format enables you to succinctly present your achievements related to your professional objective, de-emphasizing work history. However, please be aware that some recruiters prefer and encourage applicants to use a chronological format.

RESUME FORMAT

To make a strong first impression and, most importantly, **get read**, your resume must appear well organized and easy to follow. The layout and use of headings are important. A series of content headings, which are presented in bold and capital letters, will enhance the organizational design of your resume. You may choose to either center your headings, or place them in the left margin. To balance your format, provide adequate margins at the top, bottom, and sides of the page, and double space between each section.

RESUME CONTENT

While the content of a resume is determined by your job objective, certain key information **must** appear. The following are suggested sections:

Heading: Do not use the word “resume” at the top. Instead, present your name, address, e-mail address and telephone number; include the area code. Give your full name; avoid nicknames, unless absolutely necessary for identification. If your resume exceeds one page, include your name on the second page to avoid misplacement.

Objective: A career objective is a one line statement indicating the position or type of work you are seeking. When possible, state the specific industry or title for which you are applying. Your objective is the key to your resume. All other information on the resume should support it.

Education: Beginning with your most recent, include each degree, major and minor, graduation dates, institution and location. Typically, once you enter college, your high school information should be removed. If you attended workshops or conferences which **relate to your job objective**, or hold special licenses or certifications, include these by using another subheading, such as “Training/Licensure.”

Experience: If using a **reverse chronological resume**, present your work experience in reverse chronological order (most recent first). Include relevant internship, clinical or other field experience. Provide your job title, the organization’s name, and the dates you held each position. Effectively communicate your accomplishments, relating them to the position you seek. Use past-tense verbs.

If you are writing a **functional resume**, create a Professional Achievement (or Accomplishment) section organized by the primary functions of the job you seek, and highlight your achievements in these areas.

As you write your resume, always keep in mind the *needs* of the employer. Employers are future-oriented and will want to know what you will be able to contribute to their future success, based on your past experience. Present accomplishments in terms of skills you have demonstrated. Do not describe duties or responsibilities. Use the vocabulary (jargon) of your field. Tell “CAR” stories — **C**hallenge met (every achievement you incorporate should represent a challenge you met, not a task you accomplished), **A**ction taken, **R**esulting success! Note the difference between the following achievement statements.

Weak Statement: “Conducted school choirs in preparation for public concerts and shows.”

Achievement Statement: “Conducted three Class A choirs from Pius XI High School during public concert hosted at St. Stanislaus Catholic Church.”

or

“Co-directed the multi-culturally themed elementary Christmas programs including a public performance at the Mitchell Park Domes for 200; performance was featured in *The Milwaukee Journal*’Community Happenings’ column.”

Personal Data: *Do not* include personal data, such as weight, height, age, gender, color, creed, marital status, hobbies, or health.

Do include information that has significance for the job, (e.g., being bilingual, having special licensure, related training, etc.) Use discretion in this area—everything included on the resume should clearly be pertinent to the job.

Other Headings: There are a variety of other topics which may be relevant to your experience. Include related information such as Special Skills, Professional Affiliations, Offices or Positions of Responsibility, Awards and Recognition, and Volunteer Experience or Community Involvement. **Be succinct.**

DEVELOPING CAR STORIES for Your Achievement Statements

An effectively written resume is an important marketing tool in a successful job seeking campaign. As with all print communication, a good resume may require several revisions. Please keep in mind as you continue to edit and update (as well as prepare to present yourself for job interviews) you are telling what are referred to as “**CAR Stories.**”

C: Challenge Each of the achievements you present on your resume represents a challenge to which you have successfully responded not simply a task you accomplished. The opportunity to more fully elaborate will come during the interview.

A: Action An effective presentation of your actions (accomplishments or achievements) is a vitally important opportunity to demonstrate yourself as an achiever, an individual who makes things happen and gets results. Use action-oriented verbs to present this information on your resume (see sample list in your *Resume Guide*).

R: Results The evidence of your accomplishments and skills lies in the results (success) of your actions.

Results may be **inferred**. Example: “Implemented an affirmative action program to meet 20xx-20xx federal, state and local legislative requirements.”

Results may be quite **specific**. Example: “Developed construction computer audit applications resulting in decreased error rate of 30% per month.”

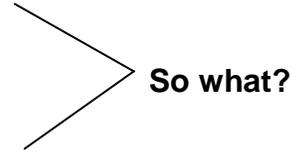
Remember, to a prospective employer, past success predicts future success. Eight results-oriented accomplishments will have more impact than a generic laundry list of sixteen job responsibilities. This is your resume, **not** your job description. Including pertinent, effective detail and results is a strategy which may enable you to positively emerge from the group of applicants as a candidate to be interviewed.

ACHIEVEMENT STATEMENTS

Interviewers are not interested in your job description; they are interested in what you accomplished. Think like an employer: start each achievement statement with a verb *in past tense*, and follow with a beneficial result or outcome.

For every line you write, ask yourself:

- Why is this important?
- What were the results?
- How did it affect the office, the bottom-line, the customer, etc.?
- How many? How much? How often?
- Did it save time? Money? Customers?
- Can I quantify this item?
- Have I provided specifics?



Each achievement statement will begin with a **verb in past tense** (the action you took), followed by some statement of effect (the result of that action).

When using data, I have:

Administered
Analyzed
Calculated
Compared
Composed
Computed
Complied
Conducted
Consolidated
Controlled
Coordinated
Determined
Developed
Devised
Directed
Figured
Implemented
Innovated
Logged
Operated
Organized
Planned
Recorded
Reported
Researched
Synthesized
Theorized
Written

When interacting with people, I have:

Advised
Assessed
Coordinated
Corresponded
Consulted
Counseled
Created
Diagnosed
Directed
Entertained
Evaluated
Initiated
Instructed
Interviewed
Led
Managed
Motivated
Negotiated
Organized
Persuaded
Planned
Processed
Promoted
Referred
Shared
Supervised
Taught
Trained

When dealing with things, I have:

Adjusted
Altered
Assembled
Balanced
Built
Constructed
Created
Delivered
Designed
Distributed
Driven
Fabricated
Guided
Inspected
Lifted
Mixed
Moved
Operated
Ordered
Performed
Protected
Repaired
Restored
Set up
Shaped
Tended
Tested
Translated

Avoid weak verbs such as: assisted, aided, helped, handled, participated in, responsible for, used, worked with, oversaw, etc. Instead, select verbs that create a “picture” of you in action by asking yourself “What did I actually do to assist, or help?” Follow the verb with the success or result of that action.

ANATOMY OF A RESUME

Below is a sample resume outline: It provides a basic starting point for individuals who are new to resume writing. Note: For readability and visual balance the font size difference between the largest and smallest should be no more than 4 points.

Name

Street Address

City, State Zip

Phone Number, Email Address

OBJECTIVE

One line statement that indicates the specific position and organization for which you are applying, or the professional type of position you seek.

EDUCATION

Degree and Major (e.g., B.S. Nursing), any Minors, Expected Graduation Date
Alverno College, Milwaukee, WI

EMPLOYMENT HISTORY

Job Title, Start Date - End Date
Employer, City, State

- Achievement statement
- Achievement statement
- Achievement statement

Job Title, Start Date - End Date
Employer, City, State

- Achievement statement
- Achievement statement
- Achievement statement

ACTIVITIES & COMMUNITY INVOLVEMENT

Membership Title, Start Date - End Date
Organization, City, State

- Achievement statement
- Achievement statement

Volunteer Title, Start Date - End Date
Organization, City, State

- Achievement statement
- Achievement statement

AWARDS & RECOGNITION

Award or Recognition, Organization, Date(s)

Award or Recognition, Organization, Date(s)

Award or Recognition, Organization, Date(s)

RESUME CHECKLIST

To assess the effectiveness of your resume, use this checklist to review your content and formatting.

Layout and Formatting	Yes	No
The resume is 1-page (preferred), 2-pages max		
The layout is attractive, with consistent formatting (bolding, underlining) and fonts		
Information is presented logically and is well organized		
There are NO spelling errors, typos, poor grammar, etc. on the resume		

Objective/Professional Summary	Yes	No
Job objective is clear (function, industry, location, etc.) and work-oriented		
Only RELATED knowledge, skills and experience are referenced		
Does not claim personal qualities (e.g. hard-working) without supporting evidence		

Education	Yes	No
Includes Alverno degree, indicating major, minor, and graduation date		
Presents other degrees, relevant training, and study abroad experience (as appropriate)		
Does not include high school information		
Includes only related, intermediate-level or higher course work		
Includes certifications and licenses (e.g. CPR, CNA, teaching, etc.), if applicable		

Experience (Employment, volunteer work, extracurricular activities, class projects)	Yes	No
Most relevant experiences are positioned high on the resume		
The resume does not present a list of tasks, but highlights a history of achievement		
Achievements presented are relevant, impressive and illustrative		
The resume presents CAR stories (as explained)		
Specific results (stats, percentages, etc.) are presented whenever possible		
Knowledge of the field is demonstrated through use of industry-specific terminology		
Unnecessary information (company address, supervisor's name, phone numbers, ZIP codes, references, etc.) is not included		

Awards and Recognition	Yes	No
Presents special awards (e.g. academic merit scholarship, student leadership award) and recognitions (e.g. tutor at faculty recommendation, student panelist at open houses)		

RESUME SAMPLES

The following resume samples will provide some guidance as you write your resume. Each resume reflects the writer's style and experience, so each is unique. As you review samples, keep in mind the type of employment for which you will be applying. Determine the information (experience, skills, achievements) your resume must communicate to support your objective, as well as the format which will be most effective for you. **Do not copy information from the resume samples directly to your resume.** Though it could be similar, no two professionals offer exactly the same experience.

Cassidy Stokes

1346 State Road 124

Richfield, WI 53076

Phone: (262) 617-8516

Email: stokesc@alverno.edu

Objective : Psychology Intern, AODA Counseling Focus

Education

20XX–present B.S. Psychology – AODA Focus, Music Performance Support

Alverno College (anticipated graduation: May 20xx)

20XX–20XX A.A.S. Music Occupations, Music Recording Certificate

Milwaukee Area Technical College- Milwaukee, Wisconsin

Academic Preparation

Fall 20XX PSY 398 – Issues in Drugs & Alcohol (AODA Seminar)

- Conducted behavior modification trial (under supervision) for three weeks, focused on adolescents with diagnoses (impulse control issues), reported on resulting implications
- Wrote and presented mock diagnosis and treatment plan

Spring 20XX PSY 385 – Case Management

- Interviewed client to construct social history and design appropriate treatment plan, which was submitted and approved by panel of professional assessors

Fall 20XX PSY 345 – Physiological Psychology

- Wrote assessment on physiological causes of chemical dependency and behavior in adolescent drinking case studies

Work History/Experience:

March 20XX–present Line Therapist, Wisconsin Early Autism Project (WEAP)

- Implemented multiple interventions approved by senior therapist in social skills & educational development, during individual sessions
- Reported data on success in completion of interventions and client’s overall behavior
- Attended weekly team meetings with other therapists to discuss client’s progress
- Maintained client confidentiality outside of home

August 20XX – May 20XX Math Tutor, Alverno College

- Recruited by faculty to tutor college level students in ALG051 & CM-156Q
- Reported on student’s progress & strategies for improved performance to Instructional Services

Organizations, Memberships, & Affiliates:

20XX - present **Member, American Psychological Association, Student Affiliate**

20XX - present **Member, Circle K International**

20XX – 20XX **Member, Alverno Inferno Softball Team**

20XX – 20XX **Member, American Music Therapy Association, Student Affiliate**

20XX – 20XX **Member, Wisconsin Chapter for Music Therapy, Student Member**

20XX – 20XX **Member, Alverno Music Therapy Club**

Mai Li

321 W. 2nd St. • Milwaukee, WI 53888 • (414) 341-1989

Objective: Nurse Externship, Froedtert Hospital

SUMMARY OF QUALIFICATIONS

- 3+ years of nursing assistant experience
- Clinical experience in medical-surgical unit
- Outstanding communication and patient care skills

EDUCATION

20XX-Present **B.S. Nursing**, Alverno College (Senior standing)

ADDITIONAL TRAINING AND CERTIFICATIONS

20XX-Present Certified Nursing Aide, State of Wisconsin (#XXXXXX)
20XX-Present CPR Certified, American Heart Association
20XX-Present First Aid Certificate, Harbour Assisted Living

CLINICAL EXPERIENCES

Spring 20XX **Medical-Surgical Clinical**, St. Luke's Hospital

- Conducted intake interviews and recorded health history and physical examination on one patient each week for abnormalities; implemented a nursing diagnosis
- Notified Registered Nurse or instructor of any observation of abnormalities of patient conditions for further intervention, recorded data on EMTEK software
- Established a comfort level of communication, collaboration and social interaction skills with patient to achieve a more effective outcome

Fall 20XX **Geriatric Clinical**, The Village of Manor Park: Wesley Park

- Conducted Blood Pressure Clinic for clients to maintain health promotion
- Taught asthma care to client to avoid further progression of the disease
- Taught foot massage to clients to increase circulation and avoid thrombosis
- Performed head-to-toe physical assessment for in-depth knowledge of normal/abnormal findings

HEALTH CARE EMPLOYMENT

20XX – Present **Patient Care Associate**, Cardio/Oncology & Critical Care, St. Michael's Hospital

- Provided patients' basic restorative and personal care to promote higher wellness
- Documented vital signs, weight, intake and output on chart for possible out-of-range numbers
- Collected urine, stool and specimens as requested to detect for bacteria growth
- Discontinued and performed Foley catheter, intravenous, and nasogastric tube insertions
- Performed glucose meter check and Electrocardiogram to decrease the chances of-distress
- Performed sterile technique on wound care and tracheostomy care to prevent infection

20XX **Caregiver**, Harbour Assisted Living

- Obtained orders and served clients food in a professional manner, ensuring client satisfaction
- Entertained clients with bingo, card games, social activities to increase social interaction and decrease depression

20XX-20XX **Nursing Assistant**, Jewish Home and Care Center

- Took care of patients' basic restorative care and personal care to promote higher wellness
- Recorded food intake for 35 residents to analyze how well each individual was doing

AWARDS & AFFILIATION

20XX **Recipient** of \$20,000, 4 year Alverno Merit Scholarship

20XX **Recipient** of \$12,000, 4 year Milwaukee Metro Association Commerce (MMAC) Scholarship

20XX **Member** of Alverno College Student Nurse Association (ACSNA)

-Sample Resume-

CARLEY A. REY

1659 North Oak Street
Milwaukee, Wisconsin 53201
(414) 658-1234
carley.rey@yahoo.com

OBJECTIVE: Product Specialist position (Job Code: 2K-SLY0089) with the Diagnostic Product Division of Abbott Laboratories

EDUCATION: B.S. Biology - Molecular Biology Specialization, Chemistry and Psychology Minors
Alverno College, Milwaukee, Wisconsin Expected Graduation: December 20XX

WORK EXPERIENCE:

[Date] – Present

R & D Internship/Part-time Research Associate, Proteomics Group

Pierce Milwaukee, Inc., Milwaukee, WI

- Created an original construct of a fusion protein
- Conducted preliminary research for development of an approved and future product
- Maintained mammalian cell culture line
- Performed: Polymerase Chain Reactions (PCR), Mutagenesis, Western Blot/Immunoblotting, electrophoresis, DNA plasmid prep, protein purification, protein characterization and expression, protein quantification, Recombinant DNA cloning and expression, restriction digests and cell and tissue culture.
- Provided negative control for the Pierce 6xHis Stain Kit
- Organized, designed and currently operate a Central Reagent Facility for the Research and Development department

[Date] – Present

Student Laboratory Assistant

Alverno College, Milwaukee, WI

- Prepared media and cultures for Microbiology class experiments
- Disposed of microorganisms and provided lab maintenance
- Prepared reagents, buffers, columns and SDS-PAGE & Agarose gels for Cell Biology and Biochemistry class experiments

[Date(s)]

Clerical Assistant II

Firststar Bank-Milwaukee, Milwaukee, WI

[Date(s)]

Hospital Administration Intern

Froedtert Memorial Hospital, Milwaukee, WI

ACTIVITIES AND AWARDS:

[Date] – Present

Volunteer Orientation Assistant, Alverno College Residence Hall

[Date] – Present

Volunteer Student Assistant for *Women in Science Day*, Alverno College

[Date] – Present

Recipient, ANR Pipeline Company Scholarship

[Date]

Presenter, “Expression and purification of maltose binding protein and β -galactosidase fusion protein in *E.coli.*,” Summer Science Forum sponsored by University of Illinois College of Medicine and Pierce Chemical Company, Rockford, Illinois

-Sample Resume-

KATHY MYERS
820 Gladstone Avenue
New Harmony, WI 53123
(414) 872-1925

JOB OBJECTIVE: To teach general and/or science education at the elementary/middle school level

EDUCATION: B.S. Elementary Education, Science minor, (Certification K-8 General and Science)
Alverno College, [Date]

TEACHING EXPERIENCE: Field Placements (Alverno College)

Grant Elementary School (3rd grade), [Dates]

- Assisted with enrichment and extended reading activities for skilled readers and created lesson modifications for students with learning disabilities
- Reinforced skills taught by the classroom teacher by supervising seatwork, reviewing vocabulary words and through the incorporation of supplementary learning activities
- Provided individual tutoring, as needed
- Planned and engaged learner participation with weekly language arts lessons, which incorporated literature and technology

Fairview Elementary School (5th grade), [Dates]

- Taught students how to locate and use reference materials
- Created hands-on science projects, which enabled students to experience how recycled paper is made
- Listened to students read and facilitated resulting literature discussion groups
- Used the newspaper to involve students in reading activities incorporating current events

Dixon Elementary School (1st grade), [Dates]

- Helped small groups plan ways to share books and read independently
- Modeled effective writing strategies in mini-lesson activities
- Taught young learners techniques for editing their own writing
- Read aloud to class and planned language activity that reinforced concepts taught by the classroom teacher
- Developed readiness skills by introducing and modeling reading strategies

Curtin Elementary School (2nd grade), [Dates]

- Prepared supplemental instructional materials, including posters and science centers
- Planted and grew beans with the students to facilitate learning about plant structure
- Designed art projects with learners which demonstrated knowledge gained from bean plant experiment
- Facilitated a science learning center which provided opportunity for independent, hands-on exploration

PROFESSIONAL ORGANIZATIONS: Vice President, Alverno Student Education Organization (ASEO)

- Coordinated meetings and fundraising events

VOLUNTEER WORK: Wauwatosa and MPS school districts

- Chairperson for the Cultural Arts Committee, planning enrichment experiences in the Milwaukee area for grades K-5th
- Member of the Technology and Principal's Advisory Committees, with active involvement in current issues at the middle school level
- Assisted with 2nd grade reading/writing workshop
- Chaperoned 2nd graders to "Ye Old School House" and facilitated historical activities
- Accompanied 4th grade class to Madison to tour the state Capitol
- Represented Alverno College at Cass Street School for "Career Day;" spoke to grades 3-5 about careers in education and created a worksheet to help students reflect upon their abilities
- Provided support to 3rd graders participating in hands-on science experiments at Discovery World science museum

DEBRA ANN FOSTER
3928 Springfield Road
Milwaukee, Wisconsin 53221
(414) 384-6327

Professional Objective: Teaching position in general and/or choral music at the elementary, junior or senior high level in the Wauwatosa, Wisconsin District

Education/Honors: Bachelor of Music (certification K-12, general and choral)
Major: Music Education
Alverno College, [Date]
Wingspread Scholar Finalist for Johnson Wax Foundation, Racine, Wisconsin

Professional Accomplishments:

- Co-directed the multi culturally themed elementary Christmas programs at Riley, including a public performance at the Mitchell Park Domes in Milwaukee, Wisconsin.
- Conducted three Class A choirs from Pius XI High School in a public concert hosted at St. Stanislaus Catholic Church.
- Designed and implemented lesson plans for four Class A choirs at Pius XI High School with a focus on the works of musical masters, emphasizing J.S. Bach.
- Directed the musical activities at the Sonshine Childcare Center along with creating and implementing lesson plans for the preschool learners focusing on preparation for kindergarten.
- Co-taught in special education classes, including children with speech, visual, and hearing impairments, learning disabilities, and emotional/behavioral disorders.
- Planned and taught individual piano and voice lessons to Milwaukee area students performing at levels ranging from beginner to gifted and talented (ages seven - adult).
- Contracted for seven seasons as a clinician and accompanist for individuals and groups in preparation for local, state and juried competitions, public concerts, and college recitals.
- Performed as both a pianist and vocalist in featured solo and general recitals, college concerts, churches, musicals and operettas including *Anything Goes*, *The Fantastiks*, and *The True Story of the Three Little Pigs*.
- Established a productive rapport with students, parents, and staff contributing to maintenance of successful collaboration.

Professional History:

Student Teaching

[Date(s)] Riley Elementary School
[Date(s)] Pius XI High School

Field Experience

[Date(s)] Jackie Robinson Middle School
[Date(s)] St. Mary's Academy
[Date(s)] Hamilton High School
[Date(s)] Bell Middle School

Work Experience

[Date(s)] Choir Director/Musician, St. Thomas Aquinas Catholic Church
[Date(s)] Teacher, The Sonshine Company Christian Childcare Center
[Date(s)] Clinician/Accompanist, Kennedy Middle School
[Date(s)] Clinician/Accompanist, Germantown High School

Professional Organizations:

[Date(s)] Collegiate Music Educators National Conference (CMENC)
President, December [Year]-December [Year]
[Date(s)] Alverno Student Education Organization (ASEO)
[Date(s)] Delta Omicron-Gamma Gamma, National Music Honors Fraternity

Jane R. Smith

3400 S. 43rd St., Milwaukee, WI 53234

(708) 654-3210

jrsmith@provider.com

Education

[Date]- Present B.S. Nursing, Adult Education Minor
Alverno College, Milwaukee, Wisconsin
Anticipated Graduation: May 20XX

Certifications

[Date]-Present BLS Certification for Healthcare Providers, American Heart Association
[Date]- Present Nurse Aid Certification, State of Wisconsin (#XXXXXX)
[Date]- Present Fire Safety Training and Certification, ACM Fire Protection, Inc.

Undergraduate Clinical Student Nurse Experiences

[Date]- Present **Acute Care Medical/Surgical Unit, Oconomowoc Memorial Hospital, Oconomowoc, WI**
Clement Manor Assisted Living, Greenfield, WI

- Coordinated and collaborated with clients, families and multidisciplinary health team members to assess, plan, implement and evaluate nursing care of vulnerable clients with complex needs in the acute care, critical care and community settings
- Performed a variety of clinical skills such as insertion of an indwelling urinary catheter, IV fluid therapy and medication administration, oral and subcutaneous medication administration, and personal cares, along with documentation of assessments and cares in an electronic medical record
- Managed the care of multiple clients during an assigned clinical shift, effectively applying principles of prioritization and delegation

[Date(s)] **Acute Care Medical/Surgical Unit, St. Luke's Medical Center, Milwaukee, WI**

- Managed total care of patients with a variety of conditions in an acute care setting
- Performed clinical skills such as IV insertion, medication administration, subcutaneous & intradermal injections, phlebotomy, ADLs, wound care, care of chest tubes, and patient ambulation

[Date(s)] **Family Birthing Center, Wheaton Franciscan Healthcare-All Saint's Hospital, Racine, WI**
Booth Manor Senior Living Center, Oak Creek, WI

- Performed newborn and postpartum assessments
- Teamed with RN and mutually performed labor assessments and administration of NG feeding
- Interpreted fetal heart monitor to distinguish normal and abnormal heart rhythms and monitor how the baby is tolerating contractions
- Created and taught session for senior citizens on safe use and effective reading of labels for over-the-counter medications,
- Planned and conducted wellness programs such as blood pressure screening, exercise, and reminiscence therapy

[Date(s)] **Work in Progress- Nursing Research**

- Constructing research proposal to determine relationship between the symptoms of postpartum depression and the affect on maternal-infant bonding

Related Work History

[Date]- Present **Certified Nursing Assistant, 5KLM, St. Luke's Medical Center, Milwaukee, WI**

- Performed procedures including care of post cardiac catheterization patients, obtaining vital signs, recording I&O, monitoring blood glucose, electronic documentation, and assisting patients with activities of daily living

[Date]- Present **Senior Community Advisor, Alverno College, Austin & Clare Hall**

- Advised Resident Hall Association in planning and implementing meetings and events
- Coordinated activities and workshops for team building, diversity, and personal development
- Created comprehensive quarterly Family Newsletter distributed to over 200 readers
- Collaborated with student groups to implement programs in the residence hall for 200 + students
- Managed conflict resolution among residents and Community Advisor team members

[Date(s)] **Student Leadership Activities- Alverno College**

- Recommended by Instructors to be a Study Group Monitor (Anatomy and Physiology) and Tutor (Medical/Surgical, Nursing Theory and Biology)
- Student Speaker during Clare Hall dedication ceremony

[Date(s)] **Community Involvement**

- Participated in: Relay for Life, Habitat for Humanity Alternative Spring Break, Community Day Team Leader, Circle K International, Student Campaign for Public Service

Jennifer Schultz

1123 East 29th Street
South Milwaukee, WI 53000
(414) 123-4567
schultzjl@yippee.net

OBJECTIVE

Accountant I, Milwaukee County

SUMMARY

- 5+ years of experience in the accounting field
- Exceptional organizational skills in analyzing and problem solving accounts
- Experienced in Microsoft Excel and Microsoft Access for business applications

EDUCATION

20xx – Present **B.A. Management Accounting**, Alverno College
(Anticipated graduation: May 20xx)

ACCOUNTING COURSE PROJECTS

- Spring 20xx Growth and Expansion Accounting Issues MGA 376
- Created GAAP based questions to correct and revise financial statements
 - Prepared error-free adjusted journal entries, general ledgers and trial balance
 - Prepared a final corporate financial report (simulations) and presented it to seven peers
- Spring 20xx Advanced Software Application CS 280
- Created an Access database solution to an information-processing problem

RELEVANT WORK EXPERIENCE

- 20xx – Present **CHARGE ENTRY SPECIALIST**, Madison Health Funds, Inc.
- Posted medical procedures and diagnoses to patient financial accounts
 - Completed follow up on missing fee tickets, employer invoices and payment plans resulting in 10% increase in payments received on time
 - Posted insurance and patient payments to 1,000+ patient accounts
 - Set up customized patient payment agreements, reducing past due accounts by 5%
- 20xx – 20xx **PAYMENT POSTER**, Southeastern Medical Management
- Created bank deposit slips for daily deposits
 - Completed overpayment letters as needed
 - Posted insurance and patient payments to patients' accounts without errors
 - Posted insurance denials to patients accounts for accurate accounting
 - Processed checks to ensure they balanced with the system
 - Created Excel spreadsheet to input amount of money posted each day

ADDITIONAL WORK EXPERIENCE

- 20xx – Present **YOUTH CARE PROVIDER**, Presbyterian Social Services
20xx – 20xx **MENTORING & OFFICE ASSISTANT**, South Milwaukee Family Services

AFFILIATION

20xx – Present **MEMBER**, AIMASC, Alverno Institute of Management Accountants

-Sample Resume-

Kerrie Azteca
8888 E. Astor Street
Wausau, WI 53202
KAzteca@yippee.com

PROFESSIONAL OBJECTIVE: Fraud Prevention Manager Position at Wausau National Bank

EDUCATION:
20xx-Present

B.A. Business & Management, Adult Education
Alverno College (anticipated graduation: May 20xx)

FRAUD PREVENTION EXPERIENCE, Wausau National Bank (WNB):

20xx-present

Deposit Fraud/Kite Analyst II

WNB Support Services, Wausau, WI

- Identified and processed counterfeit transactions-minimized and eliminated loss to the corporation (Loss: \$3400 December 20xx)
- Communicated daily with account officers, branch managers, and Corporate Security personnel resulting in efficient completion of FJ Letters, Cash Kite, and Notice of Holds
- Taught 1st Indiana Bank staff on proper completion of holds per Reg CC, meeting OCC compliance guidelines
- Completed large quantity workload in timely manner reducing overtime by 15%

Deposit Fraud/Kite Analyst I, Promoted October, 20xx

- Organized procedures and volunteered to be audited, leading to a successful ISO Audit and obtaining ISO9001:2000 Certification
- Maintained up-to-date knowledge of policy, loss prevention regulations, legal rights, and procedures for compliance audits resulting in error free compliance

On-Us Fraud Examiner, Transferred November 20xx

- Avoided fraud loss through strong analytical skills and good judgment in data analysis
- Conducted Special Monitoring on accounts with compromised information and consulted with appropriate account officers
- Trained on Float position between On-Us and Kite for back up, which ensued in a promotion to Deposit Fraud

Exception Processor, Senior, Transferred June, 20xx

- Controlled 179 Moneyline, large online payment account resulting in WNB Star Performer Award (for error free work) 20xx

Exception Processor, Promoted 12/20xx

- Researched and reconciled 098 Non-post-completing 2 sections when short handed

ACADEMIC PROJECTS:

Fall 20xx

Financial Training Designer, Adult Education (Target Audience: Alverno College Students)

- Designed and analyzed needs assessment to identify need for consumer financial literacy training for college students
- Created, planned, and delivered with a team of three, a one-hour training session examining: Credit Report Components, Management and Repair
- Designed PowerPoint Presentation and trained 15 people at Alverno College on the basics of creating and maintaining good credit resulting in financial awareness

PROFESSIONAL AFFILIATIONS/AWARDS:

20xx-Present

Recipient, \$8,000 Alverno Academic Scholarship

20xx

Winner, WNB Star Performer Award for error free work

EMILY MCCLINTOCK
4700 W. Rome St.
Milwaukee, WI 53000

(414) 321 – 4567

McClintockE@yippee.com

Objective

Business Continuity Analyst position at Coca-Cola Enterprises

Summary of Qualifications

- Coordinated implementation of enterprise-wide Business Continuity Management (BCM) program
- Facilitated Crisis Management Plan table top exercises for five operational units
- Populated and configured corporate BCM plan repository, Living Disaster Recovery Planning System (LDRPS) version 10
- Provided automated emergency notification system (NotiFind) training to site leadership and administrators

Relevant Business Continuity Experience

July 20xx – Present **Business Continuity Administrative Support Specialist – Procter & Gamble**

- Coordinated three annual meetings for each of 10 sites, drafted and reviewed all table top exercise presentations, confirmed and updated all Crisis Management Plans prior to site visits
- Documented detailed meeting minutes, organized evaluation sessions and consolidated results of evaluation forms for site leadership and Business Continuity Team for process improvements
- Managed Crisis Management and Process Recovery documents on a single shared drive for 10+ sites
- Populated process recovery specific information within an industry leading software tool (LDRPS)
- Managed action item lists for ten national sites; reviewed progress and followed up with task owners for status updates to present to site leadership during weekly meetings
- Scheduled and led eight comprehensive training sessions for enterprise-wide emergency notification system
- Performed detailed audits of each site’s Emergency Operations Centers resources

Additional Professional Achievements

May 20xx – July 20xx **Dealer Service Coordinator – Kia North American (Wisconsin)**

- Trained seven new hires on reference materials used to perform daily tasks within department
- Revamped the Will Call process (process for area dealers enabling parts & accessory orders for same day pickup), eliminating shipping costs and delivery time saving \$2,000/mo.
- Developed a regional Parts & Accessories Dealership survey for process improvements
- Revised the Engine Remanufacturing (REMAN) Program Operation Guide on Net: estimated reduction of external inquiries to commonly asked questions is 20%
- Developed training materials and resources for dealer support
- Created testing scheduled resulting in shortened launch period UNITE program
- Developed a training manual for new-hire coordinators

Education

20xx – Present **B.A., Business & Management**

Alverno College, Milwaukee, WI (anticipated graduation: August 20xx)

Marie Mendoza

3390 South 43rd Street, Milwaukee, WI 53219
(773) 454-2223 • mmendoza@gmail.com

OBJECTIVE Position with Teach for America, International Students Pilot Program

EDUCATION B.A. Psychology, Dance & Theater Minor, May 20XX
Alverno College, Milwaukee, Wisconsin

PROFESSIONAL/INTERNSHIP EXPERIENCE

Program Assistant [Dates]

Boys and Girls Club (Milwaukee, Wisconsin)

- Reinitiated and organized Girls Club, facilitated weekly mentoring meetings and activities
- Co-facilitated the Keystone Club, a leadership development program focused on community service
- Facilitated daily group and individual tutoring sessions in middle and high school math and science

Student Intern in 7-week Summer Internship Program [Dates]

All Stars Project, Inc. (New York, New York)

- Organized successful fundraising events raising \$38,000, which enabled 1,000 inner-city children to attend youth programs (interacted weekly with 20-30 youth)
- Expanded networking/fundraising strategies through Facebook, Twitter and online donation websites

Programming Activities & Great Events Board (PAGE Board) Member [Dates]

Alverno College (Milwaukee, Wisconsin)

- Oversaw aspects of planning Boo Bash, the annual Halloween party for children: created posters and flyers, designated tasks for the decoration of the haunted hall, created a plan for decorations
- Organized annual Rotunda Ball: planned fashion show, coordinated decorations, food and music
- Created promotional pieces (flyers, sandwich boards, announcements, etc.), using Microsoft Word and Microsoft Publisher, to advertise encore performances of diverse musical acts

Assistant Ballet Teacher [Dates]

Halili-Cruz School of Ballet (Quezon City, Philippines)

- Taught and choreographed dances for student recitals for dancers ages 3-16, and adult ballet
- Monitored and recorded student information, progress reports and attendance

Student Teacher/Intern (Quezon City, Philippines) [Dates]

- Designed and facilitated age appropriate lessons for students pre-school through primary levels
- Created classroom activities to enhance students' social interaction with peers

VOLUNTEER WORK

Project C.A.R.E. (Community Action, Responsibility, Engagement): Casa Juan Diego [Dates]

- Participated in outreach programs/cared for children residing in shelters
- Supervised after school program/administered office work for program counselors

AFFILIATIONS AND AWARDS

- Recipient, \$4,250/year Academic Scholarship, Alverno College
- Winner and Participant, Philippine Delegation at the Asia-Pacific Dance Competition, Singapore (20XX, 20XX, 20XX)

TECHNOLOGY AND LANGUAGE SKILLS

- Proficient in Microsoft Office applications (Word, Excel, PowerPoint and Publisher) and Adobe Photoshop
- Fluent in English and Filipino, Conversational Spanish and French

PLAIN TEXT RESUMES

Job seekers who apply for positions electronically are often required to send a resume via email, or cut and paste the content of their resumes into online forms. Consequently, it can be a great time-saver to create a plain text version of your resume, also called ASCII format. ASCII (pronounced "askee") is a simple text format that does not use formatting specific to any particular application. Because of this, documents saved as an ASCII (or text file, .txt) can be used across all platforms.

Follow these simple steps to convert your resume into ASCII format:

1. Open your document in your word processing application (e.g., MS Word).
2. Be sure your margins are set no smaller than one inch.
3. Change all fonts to 11- or 12-point size and eliminate any formatting (e.g., bold, italics, underlining, etc.)
4. Convert to fixed-width fonts, such as Courier type or Monaco.
5. Remove all graphics.
6. Replace all non-ASCII characters (e.g., bullets, em dashes, en dashes, etc.) with ASCII characters, such as asterisks (*) and hyphens (-).
7. Avoid capital letters, except in main headings.
8. Left justify all text; this may include moving some text to the left margin by replacing tab stops with spaces.
9. Do not use word wrap. Instead, use hard returns. Line length should not exceed 80 characters.
10. Save this version as "Text Only" or "Plain Text." (Mac users: after saving as plain text, select "other encoding" then "Western (ASCII).")
11. Open this new file with a plain text editor, such as Notepad or Text Edit. (Mac users: go to Preferences and be sure "plain text" is selected.) This will display your resume as it will be seen in ASCII format.
12. Proofread your new ASCII resume carefully, as some text may run together. Also, check for (and replace) any remaining non-ASCII characters that appear as question marks, square blocks, or other odd characters.

ONLINE RESUME POSTING SAFETY TIPS

When you are searching for and applying to jobs online, follow these safety guidelines:

- When using a general posting service (e.g. Monster.com, CareerBuilder.com, etc.), protect your privacy by using only an email address for contact. Remove your address and phone number from your resume.
- Use a dedicated (i.e. for job search only) email address from Gmail, Yahoo, etc.
- Whenever possible, apply directly to an organization, rather than using a large job board.
- If you are contacted by a firm unknown to you, do research to verify its legitimacy before responding. Research the organization carefully through business guides, consumer reporting sites (e.g. ripoffreport.com), and search engines. Ask a reference Librarian for assistance.
- Avoid theft – identity or financial: do not supply personal information (birth date, driver's license number, Social Security number, credit information, etc.) until you are at an on-site interview. A legitimate employer will not ask for this prior to meeting with you.
- Do not include your references on your resume, unless specifically requested to do so.
- READ THE PRIVACY POLICIES AND CHARGES of posting services. Every service is different.
- Keep track of where you posted your resume and the jobs for which you applied. Print a copy of each online application and the cover letter/ resume you submitted with it. Keep them in a job search binder with the job posting, so that you remember what you sent when the employer calls.
- Date your resume. Resumes on job boards "never die"

-Sample ASCII Resume-

REBECCA ABRAHAM
rabraham@yahoo.com

OBJECTIVE Computer Network Specialist, Spring Forward Technologies

EDUCATION B.S. Computer Science; English Minor, 20XX
Alverno College, Milwaukee, WI

TECHNICAL SKILLS

- *Managed troubleshooting and analysis in Windows 20xx & 20xx server environment, including Active Directory
- *Installed, upgraded, and configured server OS and applications for 600 work stations
- *Installed and configured Cisco VoIP phones; used knowledge of Cisco Call Manager
- *Created 5 business web sites using Dreamweaver
- *Created and documented a record-keeping system for child care center using Excel
- *Used Microsoft Office applications, including Excel, PowerPoint, Word and Access to create spreadsheets, presentations, and print materials in business settings
- *Upgraded PC and Macintosh hardware and software applications on computers and servers
- *Skilled in using Windows 20xx, Windows 20xx, Windows NT 20xx OS and Mac OS X

RELEVANT COMPUTER EXPERIENCE

- April 20xx - Present Desktop Support Analyst, Capitol Guardian Press, Madison, WI
- *Interned on computer systems for 3 months, resulting in offer of full-time employment
 - *Supported end users by resolving technical PC and Mac problems in a team environment
 - *Built and re-imaged 15 computers to comply with company standards and needs; met deadlines and budgets
 - *Configured Network printer, serving staff of 10, reducing down time by 25%
 - *Set up Cisco VoIP phone deployment for 500 users with Telecom Engineer
 - *Reset and unlocked users' accounts using Active Directory software
 - *Acquired fundamental skills in Citrix through solving end users' connectivity issues; reset Citrix sessions

ADDITIONAL WORK EXPERIENCE

- 20xx - April 20xx Office Assistant, Lead Teacher; Willow Creek Child Care
- *Performed regular maintenance and system updating on 6 Mac OS X computers
 - *Designed newsletters, flyers, memos, payment and attendance charts using MS Word, Excel, & Publisher
 - *Designed and taught Pre-K curriculum to groups of 4-10 children with co-teacher
 - *Initiated Parent/Teacher conferences bi-annually resulting in improved communication and student behaviors
 - *Provided business function support to staff of 6: gave tours to potential clients, managed record keeping using Excel

VOLUNTEER ACTIVITIES

- 20xx - Present Youth Event Coordinator, Group Leader; Good Shepherd Church
- *Organized yearly winter retreats for groups of 30 teens; recruited leaders and implemented theme and activities
 - *Coordinated full day summer event serving 300 teens; planned leadership meetings, food service, activities
 - *Ran bi-annual youth weekend serving low income people; recruited leaders and led meetings
 - *Led and supervised groups of 10-15 teens on 3 week service tours to Mexico as part of 3 person team

THE COVER LETTER

The cover letter is a typed business correspondence on 8-1/2" x 11" bond paper, which exactly matches the paper used for your resume. It is recommended that you use white, cream or ivory colored paper. These colors are easiest to read and/or scan.

The purpose of a cover letter is to supplement your resume and communicate to a prospective employer a specific personalized message concerning your potential contribution to that organization. Your cover letter, therefore, **must not** be a canned, "one-size-fits-all" model.

Your cover letter should be three to four paragraphs on one page. Each cover letter needs to be written for the specific job for which you are applying. When possible, direct your letter to a specific individual within the organization.

COVER LETTER FORMAT

Street Address
City, State, ZIP Code

Date

Name, Title
Company Name
Street Address
City, State, ZIP Code

Dear (Indicate who):

The First Paragraph must generate interest, communicating why you are writing. Do not begin your letter with the words, "My name is" Include information your research has revealed which is uniquely associate with the person, division or organization to whom you are writing and **communicate a relationship between your objective and their need.**

The Middle Paragraph(s) (1-2) sells your experience, skills, success, appeals to the employer's interest. You may highlight information on your resume or present additional information you believe is significant.

It is here that you answer the reader's question, "Why should I interview this applicant?" *Do not* restate the information as it appears on your resume. Tailor your experience to fit the organization and position.

The Final Paragraph should be a request for action on the reader's part ("I look forward to hearing from you...") to identify a mutually convenient time to schedule a personal meeting. Be sure to thank the employer!

Sincerely yours,

Your Signature
Your Name Typed

SAMPLE COVER LETTER

8748 W. Mourning Dove Court
Newheart, WI 42121

(Date)

Dr. Anthony Green, Director of Human Resources
Newheart Public Schools
8255 W. Sloping Hill Avenue
Newheart, WI 42121

Dear Dr. Green,

I am writing to apply for a teaching position at the elementary level with the Newheart Public School District. I had the good fortune to complete my student teaching at Elmwood Elementary School under the dynamic guidance of Ms. Baker and her third graders. My teaching experience at Elmwood and my interactions with other professionals in the district confirmed my passion for my field, as well as my desire to join the Newheart community of dedicated educators.

I graduate in (date) having successfully completed the rigorous, comprehensive teacher preparation program at Alverno College in Milwaukee, Wisconsin. In addition to very demanding academic standards, the program requires four field and two student teaching placements. The required professional portfolio I assembled as I progressed in my development and experience as an educator has been used as a model by Alverno Education faculty for presentations to diverse audiences. My role as instructor, site supervisor, and leader with the Greenfield Parks and Recreation Department has also enabled me to develop and demonstrate skills which will effectively transfer to the classroom.

I am eager to speak with you at your earliest convenience regarding an elementary teaching position within the Newheart School District. Please contact me at (414) 619-8700 to schedule an interview. Thank you in advance for your consideration.

Sincerely,

Sandra Webster

Sandra Webster

Encl.

SAMPLE COVER LETTER

1111 South 43rd Street
Milwaukee, WI 53234

(Date)

Andrea Fischer
c/o Michael Foods
5353 Wayzata Blvd.
Suite 500
Minneapolis, MN 55416

Dear Andrea:

Enclosed is a copy of my resume in response to the (date) internal posting for Warehouse Manager in the Distribution Center. With more than 10 years experience in Distribution and a proven record of accomplishments, I believe I am an excellent candidate for the Warehouse Manager position.

Currently, I am responsible for the management of a 3.7 million dollar budget, as well as the development and implementation of process improvements. Some significant accomplishments include:

- Reduction of transportation cost by 270K per year.
- Implemented a National Carrier Program by saving 26K.
- Member of Global Transportation Council.
- Coordinated all ISO procedures related to distribution management.
- Saved a total of 268K on 16 Field transportation programs.

I look forward to discussing with you how I, in the role of Warehouse Manager, can contribute to the success of the Distribution Center. I can be reached at extension 8788.

Thank you in advance for your consideration.

Sincerely,

Connie Spencer

Connie Spencer
Global Distribution Network Specialist

Enclosure

SAMPLE COVER LETTER

213 North 68th Street
Madison, WI 47921
(608) 763-1234

(Date)

Ben Mahler
Executive Director
Urban YMCA
2200 N. 21st Street
Madison, WI 47631

Dear Mr. Mahler,

I am applying for the Y's newly created Adult Education Project Specialist position mentioned to me by your colleague, Lynn Reid. Since my relocation to Madison in April, I have become increasingly aware of the ongoing contribution of the Urban Y to our community. I am particularly impressed with the success of the Second Chance Achievers Programs.

My employment as Adult Education Coordinator with the Urban Education League has enabled me to contribute, from inception to implementation, to several key community projects including the citywide Smart Start Campaign. I have developed the knowledge base, skills, and experience which will enable me to make an immediate contribution in the role of Adult Education Project Specialist at the Madison Urban YMCA.

I am eager to speak with you at your earliest convenience concerning the Project Specialist position. I may be reached at 763-1234. I look forward to our meeting. Thank you in advance for your consideration.

Sincerely,

Cheryl Hastings

Cheryl Hastings

Enclosure

THANK YOU LETTER

Within 24 hours after your job interview, email and/or mail a thank you letter to the professional(s) who interviewed you. This is your opportunity to again draw positive attention to your professionalism. You may reiterate your interest in the position, as well as present additional pertinent information.

Example: In addition to the foreign studies I mentioned during our discussion, I believe you would be interested to know that I also attended three sales seminars offered by The International Group, Inc. focusing on international marketing.

It is often most appropriate to email your thank you because of the momentum of the hiring process (they want to fill the position quickly) or the preferred communication style (electronic) of the employer. You can also follow up with a written thank you.

It is appropriate to either type or hand write your thank you letter, though there exists a slight bias in favor of a brief, handwritten note, which is regarded as more personal and more confident. Use quality stationery or a simple thank you card. A content guide follows; choose from these suggestions:

FORMAT

Dear...

Introduction: Thank interviewer for the opportunity to meet and discuss the position; restate date and location of interview.

Second paragraph: Refer specifically to aspects of your discussion which were particularly interesting to you.

Closing: Reemphasize specific skills and abilities which will enhance your candidacy; indicate how eager you are to take on the challenges of the position and join the organization.

Sincerely,

Your Signature
Your Name Typed

SAMPLE THANK YOU

Wednesday, (Date)

Dear Ms. Clancy,

I want to again thank you for the opportunity to meet with you yesterday to discuss the marketing position available at Shamrock Industries.

Your vision for international expansion is both exciting and timely. I am eager to be part of Shamrock's international launching. My success with the International Marketing Network (IMN), particularly with "first time internationals," prepares me to significantly contribute to this endeavor.

I look forward to our next meeting.

Sincerely,

Abbey Kennedy
Abbey Kennedy