

THE GUIDE TO RESUME BUILDING



The Gerri Ripp Center for Career Development

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WHY IS A RESUME IMPORTANT?

- Most internships, jobs, and graduate schools require a resume
- It's your chance to make a first impression
- Decision on whether or not to interview based on your resume
- Allows employers to see how your experience will fit with their company

Resume Checklist

Recruiters spend an average glance of SEVEN seconds initially to consider your qualifications. Errors will potentially knock you out of the hiring pool. Compare your resume to the checklist below to ensure that it meets the criteria for a winning resume.

Five Second Review: Give it the once-over...is your resume inviting or cluttered?

- Is your resume neat, clean and pleasing to the eye? Is it easy to skim information quickly?
- Is the text and white space balanced on the page?
- Are the margins even and not too narrow or too wide?

General Format

- Is your resume an appropriate length? (1 page)
- Is your formatting consistent throughout your document?
- Are verb tenses in the present tense for current jobs and past tense for previous jobs?
- Did you write 3-5 bulleted statements for each job?
- Did you check for errors and misspellings?
- Did you avoid using a resume wizard/template? (It's difficult to change wizard formatting!)
- Leave out personal information such as age, marital status, race, or photographs?
- Are your jobs, internships, and other experiences listed in reverse chronological order?

Content

- Do your statements demonstrate major accomplishments rather than routine tasks/duties? Check the statements that demonstrate your accomplishments.
- Avoid repetitive verb usage?
- Begin each bullet point with an action verb?
- Whenever possible, use key industry words and/or words related to the job description?
- Are you describing skills that would make an employer want to hire you?
- Did you avoid using personal pronouns (e.g. no references to 'I', 'we', 'me', 'us', 'my')?
- Did you list references on a separate document? It is not necessary to include a list of professional references or the statement, "References Available Upon Request."

COMMON RESUME COMPONENTS

CONTACT INFORMATION*	Consists of your full name, address, email, and phone number; lets the employer choose a preferred method of communication. Include LinkedIn URL if applicable.
PROFILE/SUMMARY*	A two to three line description of your accomplishments and strengths. Stress related skills, experience, and positive qualities.
EDUCATION*	Name of Institution, Location, Degree, Major, GPA and expected date of degree conferral. Iona's conferral dates are February, June, and August.
HONORS/AWARDS	This section, which can also be combined with Education, can consist of academic achievements such as Dean's List, Scholarships, Honors Societies.
RELEVANT COURSEWORK	Incorporate upper level coursework to show the employer of some of your academic training. Avoid any "Introduction to/Principles of" courses for established major.
SPECIAL PROJECTS	Here, you can list relevant projects that you wish to share with the employer. This can consist of research, compiled documents, presentations, etc.
WORK EXPERIENCE*	Paid and unpaid work qualify as experience. Include the company, job title, location, and dates that you worked there. Under the experience, list bullets that describe the skills and duties you demonstrated while with the company.
INVOLVEMENT	Highlight any clubs, organizations, extracurricular activities that you are involved in. If you have held any positions in the club make sure to indicate it in this section.
VOLUNTEER EXPERIENCE	Employers look at volunteer work in a positive light. List any volunteer activities, events, or organizations that you may be involved in.
SKILLS*	Indicate your proficiency in foreign languages, computer usage, office skills, or any other transferable skills not already listed in your resume.

Each component may not be relevant to you, but those indicated with (*) should be listed.

It is important to realize that like snowflakes, no two resumes are alike. The document is based on YOUR personal experience and should showcase what you have to offer. Include the most relevant/important information at the top and work your way down.

BUILD YOUR BULLET POINTS

Now that you've identified your strongest skill and which verbs to use when describing them, complete your bullet points. These should be full sentence statements. Use the questions below to jog your memory on your accomplishments and guide you in creating complete descriptions.

1. Solved difficult problems? (What was the result? What was the problem? What was the solution?)
2. Identified and solved problems that others didn't see? (What was the result? What was the problem? What was the solution?)
3. Done something for the very first time? (What was the result? What did you do? Why was it important?)
4. Developed, created, designed or invented something? (What was the result? What was it you developed, created, designed or invented? Why was it important?)
5. Been promoted or upgraded? (From what to what? When? Because of what?)
6. Received any awards or special recognition? (What were they? When? For what?)
7. Written papers, reports, articles? (What was the topic? Where did they appear or what did they achieve? Why were they important?)
8. Trained employees? (What was the result? How many? In what? Over what period of time?)
9. Developed or implemented a new system or procedure? (What was the result? What was the new system or procedure?)

Start each bullet point with an action word detailing what you did. You can refer to pages 6 & 7 of our resume guide for a list of possible words to use. The bullet point should explain not only **WHAT** you did, but also **HOW** you performed your duties, **WHY** the task was important, or the **IMPACT** of the task within the organization.

Bullet points can follow a standard format:

Action verb (in correct tense) noun [what did you do?] additional descriptive phrases [Where? How? How many? For whom? Etc.]

Please remember: To be most effective in conveying your skills, the **RESULT** must be stated first, with the way in which the result was obtained stated afterward. In other words:

EXAMPLE:

NOT THIS – Trained new floor clerks and cashiers, which reduced problems.

BUT THIS – Significantly increased customer satisfaction by training new floor clerks and cashiers in customer service skills including courtesy and respect, proper forms of address, and being attentive to customer expression and body language.

WORDS TO AVOID

To ensure that your bullets are strong and accurately representing your accomplishments, stick to the ‘action words’ on the previous page. Below is a list of words you should **avoid** using when creating your resume.

“Responsible for” & “Handle”

Reading this term, the recruiter can almost picture the C-average, uninspired employee mechanically fulfilling his job requirements -- no more, no less. Having been responsible for something isn’t something you did -- it’s something that happened to you. Turn phrases like “responsible for” into **“managed,” “led”** or other decisive, strong verbs.

“Assisted”

Sometimes job seekers will be a little too humble when it comes to listing their achievements. One way they do this is by overusing the word “assisted,” when they really mean **“collaborated”** or **“contributed to.”** Don’t sell yourself short by making it seem like you fetched coffee while everyone else on your team did the real work. Take credit if it’s due to you.

“Worked”

Being specific with your verbs is important, because your goal is to paint a picture for the person who is reading it. The word “worked” doesn’t really do that. It’s just too vague. Avoid it and go with something more precise, like **“calculated,” “facilitated,” “doubled,” “launched,” “reduced,”** and so on. You get the picture.

"Various", "Variety" & "Etc."

Saying you performed various tasks just leaves us guessing. You might think it sounds good, but look at the difference here:

- a. ‘Wrote memoranda and briefs on various civil procedural and substantive issues.’
- b. ‘Wrote memoranda and briefs on civil procedural and substantive issues, including unconscionability, issue preclusion and equitable estoppel.’

Version a. leaves us with nothing to grab on to. The candidate in version b. sounds a lot more interesting doesn’t she? The trick is to list the actual things that constitute the variety.

There might be exceptions to this rule. Sometimes it does work to use the word “various” or “variety.” Delete those words out and see if the bullet works better. It probably will.

“Etc.” is just a variation on various

Example:

‘Managed, developed, and supervised activities that reduce recidivism through individual counseling, mentoring, family supportive counseling, girl’s empowerment groups, life skills classes, leadership workshops, etc.’

This list is long enough. What could possibly be added by adding “etc.” to the end of it? It just leaves the reader hanging. Make your list, put an “and” before the last item, and add to it in your interview if necessary. You are welcome to precede your list with **“including”** or **“such as.”**

WORKPLACE SKILLS

According to a 2015 survey conducted by the National Association of Colleges and Employers (NACE), the top qualities/skills employers seek in hires are:

1. Ability to work in a team structure
2. Ability to make decisions and solve problems
3. Ability to communicate effectively
4. Ability to plan, organize, and prioritize work
5. Ability to obtain and process information
6. Ability to analyze quantitative data
7. Technical knowledge related to job
8. Proficiency with computer software programs
9. Ability to create and/or edit written reports
10. Ability to sell or influence others

This list will help you determine which skills you excel in. Check off the points you have demonstrated inside and outside the classroom. Then, go back and circle those skills you most enjoy using and cross off those that you do not enjoy using.

Communication Skills

- Present information to large and small groups
- Handle complaints in person/over the phone
- Sell ideas, products, or services
- Listen carefully and attentively
- Develop rapport easily with diverse individuals
- Read or speak another language
- Edit and proofread written material
- Write clearly and concisely

Counseling, Serving, and Interpersonal Skills

- Counsel, advise, consult, guide others
- Demonstrate empathy, sensitivity, and patience
- Help others improve health and welfare
- Listen empathically and with objectivity
- Create positive, hospitable environment
- Encourage, empower, advocate for people

Creative and Innovative Skills

- Visualize concepts and results
- Brainstorm and make use of group synergy
- Design materials, products, or services
- Express ideas through an form
- Use computer software for artistic creations
- Write poetry, fiction, plays

Financial Skills

- Develop/stay within a budget
- Recognize money making opportunities
- Manage money/make money grow
- Set financial priorities
- Develop cost cutting solutions
- Negotiate financial deals
- Understand economic principles

Leadership, Management, and Administrative Skills

- Envision the future and lead change
- Establish policy and/or procedures
- Set goals and determine courses of action
- Create innovative solutions to complex problems
- Develop and facilitate work teams
- Provide training for development of staff
- Demonstrative flexibility during crisis
- Evaluate performance
- Streamline processes

Mechanical and Technical Skills

- Assemble/build/install
- Perform precision work
- Troubleshoot/diagnose problems
- Drafting/mechanical drawing
- Understand manuals/diagrams
- Learn new technology easily
- Program/Code

Planning and Organizing Skills

- Identify and organize tasks or information
- Coordinate and organize people, activities, processes, systems, and programs
- Develop a plan and set objectives
- Set up and keep time schedules
- Anticipate problems and respond with solutions
- Plan and manage events

Problem Solving Skills

- Anticipate/solve problems
- Bring order in a chaotic situation
- Determine root causes
- Select most effective solution
- Improvise under stress

- Help a group identify solutions
- Handle difficult people
- Stay calm in emergencies

Research and Analytical Skills

- Identify appropriate information sources
- Hypothesize and test for results
- Compile numerical and statistical data
- Classify and sort information into categories
- Write analysis of study and research
- Compare and evaluate information
- Formulate insightful and relevant questions
- Use technology for statistical analysis
- Keep accurate and complete records

Training and Teaching Skills

- Use a variety of media for presentations
- Develop educational curriculum and materials
- Create and administer evaluation plans
- Facilitate a group
- Explain difficult ideas, complex topics
- Assess learning styles and respond accordingly
- Consult and recommend solutions

Numerical Skills

- Solid ability with basic arithmetic
- Multiply numbers in your head
- Figure out percentages
- Recognize patterns and relationships in numbers
- Gain valuable information from graphs, tables, and charts
- Quickly spot numerical errors
- Make decisions based on numerical data
- Make rough calculations/estimates in your head
- Analyze statistical data

ACTION WORDS: NAMING YOUR SKILLS

Each bullet should begin with an ‘action word’ to detail your task/accomplishment. Use this list of words to describe your skills to an employer when you’re stuck on how to describe your responsibilities. This list is just to get you started, and by no means is it all-inclusive. Please use the proper verb tense.

COMMUNICATION/INTERPERSONAL “PEOPLE” SKILLS

Addressed	Contracted	Edited	Interviewed	Observed	Reinforced
Advertised	Conveyed	Elicited	Involved	Obtained	Reported
Arbitrated	Convinced	Enlisted	Joined	Outlined	Resolved
Arranged	Corresponded	Explained	Judged	Participated	Responded
Articulated	Created	Expressed	Led	Persuaded	Sold
Authored	Debated	Formulated	Lectured	Presented	Solicited
Clarified	Defined	Furnished	Listened	Promoted	Specified
Collaborated	Developed	Helped	Manipulated	Proposed	Spoke
Communicated	Directed	Identified	Marketed	Publicized	Suggested
Composed	Discussed	Incorporated	Mediated	Read	Summarized
Condensed	Dispatched	Influenced	Moderated	Reasoned	Synthesized
Conferred	Distinguished	Interacted	Motivated	Reconciled	Translated

CREATIVE SKILLS

Abstracted	Customized	Established	Initiated	Modified	Revitalized
Acted	Designed	Explored	Innovated	Originated	Shaped
Adapted	Developed	Fashioned	Instituted	Painted	Shared
Began	Devised	Formulated	Integrated	Perceived	Set
Combined	Directed	Founded	Introduced	Performed	Solidified
Composed	Discriminated	Generated	Invented	Photographed	Solved
Conceptualized	Displayed	Illustrated	Launched	Planned	Synthesized
Condensed	Drew	Imagined	Memorized	Published	Visualized
Created	Entertained	Imported	Modeled	Revised	Wrote

MANAGEMENT/LEADERSHIP SKILLS

Accentuated	Controlled	Established	Increased	Oversaw	Restructured
Administered	Converted	Evaluated	Initiated	Performed	Reviewed
Advanced	Coordinated	Executed	Inspected	Planned	Salvaged
Analyzed	Cut	Expanded	Instituted	Presided	Saved
Appointed	Decided	Fine-Tuned	Led	Prioritized	Scheduled
Approved	Delegated	Generated	Managed	Produced	Secured
Assigned	Developed	Handled	Merged	Quadrupled	Selected
Attained	Directed	Headed	Moderated	Recommended	Streamlined
Chaired	Doubled	Hired	Motivated	Recovered	Strengthened
Considered	Eliminated	Hosted	Navigated	Recruited	Supervised

DATA / FINANCIAL SKILLS

Administered	Audited	Corrected	Forecasted	Measured	Reconciled
Adjusted	Balanced	Decreased	Increased	Netted	Reduced
Allocated	Budgeted	Detailed	Speed	Planned	Researched
Analyzed	Calculated	Determined	Maintained	Prepared	Retrieved
Appraised	Computed	Developed	Accuracy	Programmed	Solved

HELPING SKILLS

Adapted	Attended	Developed	Familiarized	Mentored	Represented
Adjusted	Cared	Sensitivity	Furthered	Motivated	Resolved
Advised	Clarified	Diagnosed	Guided	Perceived	Safeguarded
Advocated	Coached	Directed	Helped	Prevented	Served
Aided	Collaborated	Educated	Integrated	Provided	Simplified
Answered	Spoke	Contributed	Encouraged	Insured	Referred
Arranged	Cooperated	Ensured	Intervened	Rehabilitated	Supplied
Assessed	Counseled	Expedited	Led	Related	Supported
Assisted	Demonstrated	Facilitated	Listened	Rendered	Used teamwork

ORGANIZATIONAL/DETAIL SKILLS

Accomplished	Compared	Executed	Logged	Provided	Routed
Achieved	Compiled	Facilitated	Maintained	Purchased	Scheduled
Approved	Completed	Filed	Met deadlines	Recorded	Screened
Arranged	Configured	Followed	Monitored	Registered	Standardized
Catalogued	Corrected	through	Obtained	Reserved	Submitted
Charted	Corresponded	Generated	Operated	Responded	Supplied
Classified	Dispatched	Implemented	Ordered	Retained	Systematized
Coded	Distributed	Incorporated	Organized	Retrieved	Tabulated

RESEARCH SKILLS

Analyzed	Critiqued	Examined	Indoctrinated	Observed	Scanned
Branded	Decided	Experimented	Inspected	Organized	Studied
Catalogued	Detected	Explored	Interpreted	Perceived	Solved
Clarified	Determined	Extracted	Interviewed	Published	Summarized
Collected	Diagnosed	Extrapolated	Invented	Recognized	Surveyed
Compiled	Differentiated	Formulated	Investigated	problems	Synthesized
Compared	Documented	Gathered	Linked	Researched	Systematized

TEACHING SKILLS

Adapted	Communicated	Empowered	Focused	Instructed	Simulated
Adopted	Conducted	Enabled	Guided	Invented	Stimulated
Advised	Coordinated	Encouraged	Individualized	Motivated	Taught
Benchmarked	Counseled	Enlightened	Influenced	Persuaded	Tested
Briefed	Critiqued	Evaluated	Informed	Schooled	Trained
Clarified	Decided	Explained	Initiated	Shaped	Transmitted
Coached	Developed	Facilitated	Instilled	Shared	Tutored

TECHNICAL SKILLS

Adapted	Computed	Determined	Maintained	Rectified	Restored
Applied	Conserved	Developed	Operated	Re-designed	Solved
Assembled	Constructed	Engineered	Overhauled	Re-engineered	Specialized
Automated	Converted	Fabricated	Printed	Regulated	Standardized
Built	Debugged	Fortified	Programmed	Remodeled	Studied
Calculated	Designed	Installed	Rebuilt	Repaired	Upgraded

MANUAL SKILLS

Assembled	Built	Drove	Moved	Pulled	Skilled
Bound	Controlled	Fed	Operated	Punched	Tended

COMMON PART-TIME JOBS EXAMPLES

Part-time jobs can often be the most difficult for students to write about. Although some of the duties you were assigned may have been mundane, you'd be surprised how many skills you exercised. Use these descriptions as references when creating your bullet points for part-time employment.

Administrative Positions & Campus Employment

- Manage administrative tasks from data entry to appointment scheduling
- Greet clients, manage phone system, and order office supplies
- Compile and process detailed patient information for busy health care practice
- Review email communication, prioritize time-sensitive issues, and direct inquiries to staff
- Update website and compile weekly report of analytics for staff
- Reduced time for order fulfillment by recommending and initiating new inventory systems
- Monitor library and respond to student inquiries about online print resources

Wait staff, Bartender, & Dining services

- Manage dinner operations which serve more than 600 customers nightly
- Supervise and train staff; manage scheduling for two shifts
- Oversee closing procedures including transferring all cash to safe
- Generate positive feedback from customers, resulting in favorable review by management
- Resolve problems involving patrons' reservations and seating preference
- Diffuse stressful situations by prioritizing customer needs
- Promoted from Bar Back to Bartender based on performance and dependability
- Collaborate with team of servers for catered events involving up to 500 guest
- Contribute to success of special events, from equipment setup to menu details

Sales & Customer Service

- Increased sales by analyzing customer preferences and recommending merchandise
- Recognized as 'Employee of the Week' in commission-based environment
- Promote new products to customers, generating increased sales
- Develop relationship-building skills by anticipating customer needs
- Manage cash transactions, process sales returns, and restock inventory
- Recommended changes for more effective merchandise display
- Train new employees, track inventory, and respond to customer inquiries

Camp Counseling, Classroom assistance & Childcare

- Planned and led educational, social, and athletic activities for children
- Supervised pre-school children, organized group activities, from education to recreational
- Create calendars, charts, bulletin boards, and other classroom visuals
- Coach 5 year old child with special needs to develop math, English, and social skills

Resident Assistant

- Manage dormitory residence of 30 freshmen; counsel students and resolve conflicts
- Design and implement programming for up to 250 students
- Lead weekly meetings and community-building activities

Small business & Entrepreneurial Ventures

- Conceived and established organization to promote green initiatives on campus
- Lead team of peers in residential, commercial, and corporate relocations
- Launched t-shirt company and built sales using social media and special events
- Gained experience in building and maintaining customer relationships
- Expand business by generating referrals from existing clients
- Advise management on use of social media to target new market
- Learned about entrepreneurship by observing development of business plan

SAMPLE BUSINESS RESUME

Stu Dent

715 North Ave.
New Rochelle, NY 10801
(914) 555-5555 / Sdent1@iona.edu

Profile: Highly motivated graduating senior with applied knowledge of financial analysis and budget reporting. Strong interpersonal and communication skills with the ability of relating to diverse communities.

Education: **Iona College**, Hagan School of Business (*AACSB Accredited*) New Rochelle, NY
Bachelor of Business Administration Expected June 20xx
Major: **Finance**, Minor: **Management** GPA: **3.8**
Honor: Dean's List, *Three Consecutive Semesters*

Internship Experience: **Kraft Foods** Tarrytown, NY
Finance Department 6/xx-8/xx

- Generated monthly forecast reports using internal database which proved to accelerate timing of distribution to management
- Converted information from current Excel trade table into improved and updated format used for 20xx budget planning
- Created a database using Excel and Sharp to summarize Dry Packaged Desserts Channel Splits
- Produced reports detailing percentages of sales to help management determine need for product continuation

Work Experience: **Smith & Smith, LLC.** Greenwich, CT
Administrative Assistant Summers 20xx-20xx

- Performed administrative tasks for fast paced firm with over 15 attorneys managing Real Estate, Litigation, and Corporate Law
- Communicated with staff, attorneys, partners, and team of interns on depositions, researching files, and organizing exhibits

Mellon Agency, Inc. New Rochelle, NY
Administrative Assistant/ Receptionist 9/20xx-5/20xx

- Recorded voucher payments from client transactions using Microsoft Access
- Reviewed receipts and created financial reports using Excel
- Managed sensitive information of current and prospective clients to support individual agents

Activities: Finance Club, *Active Member* 20xx-Present
Habitat for Humanity, *Volunteer* 20xx-Present

Skills: *Technical:* Microsoft Word, PowerPoint, Outlook, & Orbis
General: Organization, Leadership, Interpersonal Skills, Detail Oriented
Language: German: Intermediate (speaking, reading); basic (writing)

SAMPLE FRESHMAN RESUME

Doug Freshman

Current Address: 715 North Avenue, New Rochelle, NY 10801
Permanent Address: 617 Anywhere Lane, Manalapan, NJ 07726
732-555-5555 * Dfreshman1@gaels.iona.edu

PROFILE

Enthusiastic college student with leadership experience and interpersonal skills. Consistently recognized for outstanding customer service and communication style.

EDUCATION

Iona College Bachelor of Arts in Psychology	New Rochelle, NY Expected June 20xx
Saint John Vianney High School High School Diploma with Honors	Holmdel, NJ Awarded June 20xx

WORK EXPERIENCE

GAP Inc. <i>Sales Associate</i>	Larchmont, NY May 20xx-August 20xx
<ul style="list-style-type: none">• Assisted with store inventory, merchandising and display organization• Performed closing of registers, tallying daily sales of \$17,000+• Interacted with customers and assisted them with merchandise selection to promote daily sales• Recognized for Outstanding Customer Service, Holiday Season 20xx	

Gemilli's Pizzeria <i>Waiter/Host</i>	New Rochelle, NY May 20xx-May 20xx
<ul style="list-style-type: none">• Provided exemplary customer service to patrons in a fast paced Pizzeria• Coordinated parties and special events for up to 50 patrons in collaboration with Manager• Trained and motivated new staff on code of ethics to ensure health standards were upheld• Co-managed facility on an as needed basis, ensuring customer satisfaction	

EXTRACURRICULAR ACTIVITIES

Iona College: Psychology Club, Italian Society	20xx-Present
Saint John Vianney High School: Debate Team, Radio Station	20xx-20xx

SKILLS

<i>Computers:</i>	Proficient in Microsoft Word, PowerPoint, Excel, Outlook & Mac Software
<i>General:</i>	Excellent Writing Skills, Strong Customer Service Ability, Detail Oriented
<i>Languages:</i>	Bilingual in English and Spanish

SAMPLE INTERNSHIP RESUME

Patty Internship

191 Lifelong Road, Port Chester, NY 10573
(914) 555-5555, pinternship1@gaels.iona.edu

EDUCATION

Iona College, *Hagan School of Business* (AACSB Accredited), New Rochelle, NY
Bachelor of Business Administration in **Finance**, Expected February 20xx
GPA: **3.85**

HONORS/AWARDS

Iona College Academic Scholarship, *Four years*, Dean's List: *Seven consecutive semesters*, Delta Epsilon Sigma Honors Society

RELEVANT COURSEWORK

Personal Finance, The Legal Environment of Business, Principles of Finance, Statistics, Corporate Finance, Global Finance, Investment Analysis, Management of Financial Institutions

SPECIAL PROJECTS

Iona College Fed Challenge Team: One of three students chosen from Iona College to work with a group of individuals who compete at the Federal Reserve Bank of New York. Co-managed a \$25,000 highly technical stock portfolio. Management included analyzing portfolio performance, holding/selling of stocks, researching and purchasing stocks based on current trends.

INTERNSHIP EXPERIENCE

Steiner Sports, New Rochelle, NY

Intern, Administrative Office (August 20xx - November 20xx)

- Recorded voucher payments from client financial transactions using Microsoft Access
- Analyzed receipts and created financial reports using Microsoft Excel to monitor resulting in 15% increase in operational efficiency
- Managed sensitive, high-profile client information of sports celebrities and agents
- Contributed ideas to enhance customer loyalty program which generated customer increase of 20% while saving the company approximately \$3,000 for advertising

WORK EXPERIENCE

Iona College, Office of Residential Life, New Rochelle, NY

Resident Assistant (Fall 20xx - Present)

- Develop and fostered a community on a floor of 41 first-year students as a mentor, advocate, and a resource.
- Plan and execute programs focused around service, spirituality, community engagement, intellectual development, diversity, wellness, and global awareness
- Complete administrative duties such as weekly reports, floor meetings, weekly staff meetings, and judicial reports

Front Desk Attendant (August 20xx – December 20xx)

- Managed and organized guest logs, passes, and identification
- Monitored the entrance to residence hall, verifying student and guest identification
- Answered the Front Desk phone and directed questions to the appropriate person

INVOLVEMENT

Finance Club, *Treasurer* (20xx-Present), Marketing Club, *Active Member* (20xx-Present), Economics Club, *Member* (20xx-20xx)

SKILLS

Computer: Proficient in Microsoft Office, & Internet Explorer

General: Hardworking, Detail Oriented, Organized, Team Player, Excellent Writing Skills

SAMPLE EDUCATION RESUME

Diane Teacher

123 North Avenue, New Rochelle, NY 10801

(914) 555-5555 / Dteacher1@gails.iona.edu

SUMMARY:

Actively engaged professional with student teaching experience and technical proficiency in SMART Board. Exceptional presentation skills with ability to effectively work in an inclusive environment.

EDUCATION:

IONA College

Bachelor of Science in **Education** (*NCATE Accredited*)
Dual Certification: *Early Childhood / Childhood Education*

New Rochelle, NY
Expected August 20xx
GPA: 3.55

CERTIFICATION:

New York State Initial Certification Pre-K-6, requirements fulfilled May 20__

TEACHING EXPERIENCE:

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Student Teacher, Kindergarten, Second and Fourth Grades

Queens, NY
9/20xx- Present

- Planned and taught lessons in Literacy, Mathematics, Phonics, Art and Social Studies.
- Taught lessons according to the balanced literacy approach and everyday mathematics.
- Conducted assessments, Dictated Story Assessment, The Stieglitz Assessment of Phonemic Awareness, Running Records, Assessment of Story Retelling, and Oral Language.
- Design and develop activities for special events.
- Taught class in absence of permanent teacher.
- Actively involved in teacher/parent conferences.
- Assisted in planning field trips: New York Botanical Gardens, and St. Paul's Church in Mt. Vernon
- Designed bulletin boards: Word Wall, Things That are Happening, A Journey Through Fourth Grade, and Caroling Around the World.

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Field Experience

Bronx, NY
9/20xx- 6/20xx

- Observed various class lessons with social studies, mathematics and literacy.
- Supervised and mentored students providing assistance as needed.
- Assisted in after-school activities and "Project Read."

RELATED EXPERIENCE:

Summer Day Camp

Head Counselor

New York, NY
Summer 20xx, 20xx

- Supervised and directed campers throughout daily activities and events.
- Evaluated performance of group counselors and assigned specific tasks.
- Conducted problem solving techniques for behavioral issues.

WORK EXPERIENCE:

Education Department, Iona College

Student Worker

New Rochelle, NY
9/20xx- 6/20xx

- Assisted Chair of Education Department and professors with paperwork and scheduling appointments.

INVOLVEMENT/ACTIVITIES:

IONA College Singers, President

9/20xx- Present

IONA College Education Club, Active Member

9/20xx- Present

IONA College Success Center, Student Tutor

9/20xx- Present

TECHNICAL SKILLS: Proficient in Microsoft Word, Excel, PowerPoint, Outlook, and Access

SAMPLE COMPUTER SCIENCE RESUME

William Gates

777 Lucky Lane; Bronxville, NY 10708
914-555-5555 / Wgates1@gaels.iona.edu

EDUCATION

Iona College, New Rochelle, NY

BS in **Computer Science** (*ABET Accredited*), Expected February 20xx

Honors: Iona College Academic Scholarship, Dean's List 20xx-Present GPA: 3.65

TECHNICAL SKILLS

Standard Software:

Office 2007 Enterprising Edition: Outlook, Excel, Publisher, PowerPoint, Word

Adobe CS4: Photoshop, Illustrator, Dreamweaver, Bridge, Premier, After Effects

Programming Languages:

HTML/CSS, PHP, AJAX, JavaScript

Web CMS Frameworks & Ecommerce Platforms:

Joomla, Wordpress, Drupal, Virtuemart, X-cart, ZenCart, osCommerce, Magento

RELEVANT EXPERIENCE

PepsiCo, White Plains, NY

Business Information Solutions Analyst Intern (June 20xx – August 20xx)

- Compiled data on the supply chain planner's routines and analyzed the data for specific trends.
- Documented as is system performance for a supply chain application and recommended solutions.
- Worked closely with the business team to gather requirements for baseline enhancements.
- Provided input to technical lead and project manager in defining plans and estimates as well as identified issues and risks.
- Prepared and delivered weekly status updates to the business team.
- Attended business trip to Dallas, TX to acquire insight on the supply chain planner's routines.

WORK EXPERIENCE

Medical Health Services, Bronx, NY

Administrative Assistant (January 20xx-April 20xx)

- Implemented new electronic filing system to replace paper-based system
- Managed appointment schedules for five well respected physicians
- Registered new patients and directed them to complete necessary paperwork

Samuel Rudin Academic Resource Center (Iona College), New Rochelle, NY

Student Tutor (8/20xx-Present)

- Assist students in the areas of computer programming and applications to improve their understanding of material
- Utilize interpersonal skills and innovative ideas so students will retain challenging content more effectively

VOLUNTEER ACTIVITIES

New Rochelle Midnight Run, 20xx-Present

Relay for Life, June 20xx-Present

Habitat for Humanity, 20xx-20xx

Big Brothers, Big Sisters, 20xx-20xx

PROFESSIONAL AFFILIATION

Institute of Electrical and Electronics Engineers (IEEE), Student Member, 20xx-Present

SAMPLE SENIOR RESUME

Dawn M. Jones

191 Victory Lane Scarsdale, NY 10583/ (914) 555-7777/ Dawn.M.Jones@gmail.com

Summary: Dedicated college senior with experience in group and individual counseling. Proven ability to collaborate with professional staff on diagnosing and treating clients with a variety of issues including depression, anxiety, substance dependency, and interpersonal relationships. Exceptional presentation and communication skills with demonstrated ability to positively develop rapport with clients.

Education: **Iona College** New Rochelle, NY
Bachelor of Arts in **Psychology** Expected June 20xx
Academic Dean's List: 7 consecutive semesters GPA: 3.78

Internship Experience: **Behavioral Cross Hospital** New York, NY
Behavioral Health Intern September 20xx-Present

- Conduct psychological evaluations on new incoming patients
- Facilitate and co-facilitate group therapy and individual counseling sessions
- Review, document and update patient charts
- Participate on treatment team consisting of psychologists, social workers, educators and licensed mental health workers

Work Experience: **Westchester Parks and Recreation** White Plains, NY
Playground/ Activities Assistant Summers 20xx-Present

- Develop child self-esteem through physical, social and academic programs
- Create point system that rewards positive behavior that resulted in a significant decrease in disruptive behavior
- Direct the activity of five adult child supervisors and 75-100 children

Iona College, Office of Mission and Ministry New Rochelle, NY
Student Campus Minister August 20xx - November 20xx

- Demonstrated public speaking ability when participating in Sunday Liturgy
- Recruited students/staff to serve as liturgical ministers by implementing diverse strategies including Facebook and Twitter
- Utilized organizational skills when planning group and personal programs with area team consisting of fellow students and staff moderators
- Interacted with the less fortunate by participating in mission trips plus organizations including Habitat for Humanity and Pregnancy Cares

Campus Involvement: **Psychology Club, Active Member** 20xx-Present
Iona College Success Center, Student Tutor 20xx-Present

Volunteer Experience: **Relay for Life, Participant** Summers 20xx, 20xx
Mt. Vernon Soup Kitchen, Volunteer May 20xx

Skills: **Technical:** Social Media; Microsoft Office **Language:** Knowledge of Spanish

SOCIAL WORK RESUME

Dale Simmons

222 Society Street
Bronxville, NY 10708

Phone: (917) 444-4444
Email: dalesimmons@gmail.com

PROFILE

Empathetic and reliable senior with ability to develop outstanding rapport with diverse clients. High comfort level with facilitating individual and group sessions. Exceptional interpersonal skills with demonstrated ability to incorporate holistic aspects of health and wellness.

EDUCATION

Iona College, New Rochelle, NY

Bachelor of Science in Social Work (*CSWE Accredited*)

Expected February 20xx

Honors: Phi Alpha Honors Society; Iona College Academic Scholarship

GPA: **3.5**

FIELDWORK EXPERIENCE

The Door, New York, NY

September 20xx- Present

- Observe intake interviews for potential clients and group counseling sessions with current client
- Create and maintain electronic filing systems for confidential client information utilizing Microsoft Excel
- Assist Senior Mental Health Counselor with the development of innovative support groups related to topics such as Anger Management, Substance Abuse Prevention and Healthy Relationships, for diverse adolescent populations utilizing evidence based group curriculums.

Westchester Jewish Community Services (WJCS), Yonkers, NY

January 20xx- May 20xx

- Co-facilitated four weekly group sessions to adult clients for various topics such as grief/loss, anxiety, and phobias utilizing Cognitive Behavioral Therapy (CBT), psychoeducation, and motivational interviewing.
- Managed and updated sensitive client information for professional staff

WORK EXPERIENCE

Center for Career Development, Iona College, *Student Worker*, New Rochelle, NY

July 20xx – Present

- Greet and assist students, employers, faculty and respond to respective inquiries
- Post part-time and internship opportunities to attract students seeking employment
- Promote events to student population using social media websites including Facebook and Twitter
- Compile information for End of Year Analysis, Career Expo, and Career Development student surveys to determine program effectiveness in meeting department goals; generate reports utilizing MS Excel and Word
- Conduct benchmarking with undergraduate students to solicit ideas for future programs and events

Private Residence, *Childcare Provider*, Mamaroneck, NY

October 20xx – May 20xx

- Created educational and recreational activities for three special needs children ages 3-7 years old
- Assisted with homework and school projects
- Monitored behavior; provided discipline where appropriate

LEADERSHIP EXPERIENCE

Social Work Club, Iona College

January 20xx - Present

President

September 20xx - Present

- Facilitate monthly meetings for 35 members in collaboration with club Vice President
- Implement educational programming and career networking events; promote through Facebook page

PROFESSIONAL AFFILIATION

Student Member of National Association of Social Workers

SKILLS

Technical: Social media including Facebook, Twitter, and LinkedIn; Microsoft Office

Language: Working knowledge of American Sign Language

SAMPLE CRIMINAL JUSTICE RESUME

Cindy Keith

7 Lockdown Lane/New Rochelle, NY 10801/ ckeith2014@gmail.com/ 914-555-3333

PROFILE

Energetic, versatile college student with dynamic presence and organizational skills. Proven ability to demonstrate tact, professionalism, and calm demeanor in challenging circumstances. Expertise consistently commended and enhanced with experience in corrections and probation sectors of the Criminal Justice field.

EDUCATION

Iona College, New Rochelle, NY

Bachelor of Arts in Criminal Justice, GPA: 4.0

Expected June 20xx

AWARDS/HONORS SOCIETY

Iona College Academic Scholarship, 4 years

Alpha Phi Sigma (Lambda Gamma Chapter)

November 20xx-Present

HIGHLIGHTS OF QUALIFICATIONS

- Experienced in crowd control during entertainment events
- Managed dispute resolution in violent and non-violent situations, involving both groups and individuals

RELEVANT EXPERIENCE

Sing Sing Correctional Facility, Ossining, NY

Corrections Assistant

4/20xx –Present

- Verify driving and criminal records for convicted felons including sex offenders
- Process internal transfers based on behavioral conduct
- Guard facility entrances to screen visitors
- Monitor inmates' conduct during recreational activities and family visits
- Demonstrate organizational skills when maintaining inmate files at the request of three Correctional Treatment Specialists
- Record information, such as inmate identification, charges, and keep daily logs of activities

Intern, Probation Department

September 20xx-May 20xx

- Monitored and advised adult probationers on society services
- Observed preliminary interviews conducted by correctional officers to obtain personal information for court records
- Maintained and updated files of employment organizations for job placement referrals

WORK EXPERIENCE

Iona College, Office of Residential Life, New Rochelle, NY

Resident Assistant

August 20xx –March 20xx

- Documented all policy violations and informed Residence Hall Director; participated in judiciary meetings
- Created programs addressing aspects of residents' interests and needs
- Promoted and supported resident involvement/participation in College events and programs
- Provided opportunities for interaction encouraging resident involvement
- Utilized interpersonal and communication skills to encourage the expression of diversity

SKILLS

Technical: Knowledge of Automated Fingerprint Identification System (AFIS) and National Sex Offender Registry

Languages: Fluent in Spanish; Working knowledge of French and Italian

SAMPLE SCIENCE RESUME

James Douglas

123 Beeker Street, Anytown, NY 22222; 914-633-0000; james.douglas@optonline.net

Education

Iona College, School of Arts and Science
BS in Chemistry (*ACS Certified*), Minor in Physics;
GPA: 3.95

New Rochelle, NY
Expected August 20xx

Honors/Awards

Dean's List, 8 consecutive semesters; Iona College Academic Scholarship, 4 years

Related Coursework and Technical Skills

- Chemometrics/Computational Chemistry, Physical Chemistry, Nanoscience, Chemical Safety
- Scientific Instrumentation: GC-MS, AAS, Fluorescence, IR, NIR, HPLC, NMR
- Software and Programming Languages: ChemDraw, MS Office, HyperChem, C++

Research Experience

Iona College, Department of Chemistry

6/20xx-8/20xx

Advisor: Dr. Mary Chemist

- Conducted a study of chemical components in cosmetic products utilizing human and non-human subjects
- Concluded that 5% of products tested containing formaldehyde had an adverse effect on older non-human subjects only. Retested same subjects using products without this chemical, and subjects did not display unusual behavior.

Publications and Presentations

"Bioaccumulation of Mercury in the Hudson River and Long Island Sound" Douglas, James; Chemist Mary. *Journal of the American Chemical Society (JACS)*, Vol. 3, 20xx, (7)

Iona College, Undergraduate Research Day

4/20xx

ACS New York Local Section Undergraduate Research Conference

5/20xx

Work Experience

Iona College, Office of Student Success

New Rochelle, NY

Orientation Leader for First Year Students

8/20xx-5/20xx

- Facilitated group discussions and activities at freshman orientation
- Conducted tours of college campus for parents and students
- Monitored behavior and encouraged interaction with fellow freshmen

Campus Involvement

ChemClub: ACS Student Affiliates Chapter of **Iona College**, Active Member

8/20xx-Present

IC Green (Environmental Club), Active Member

8/20xx-Present

Environmental Concerns Committee

1/20xx-Present

Commuter Student Association

8/20xx-12/20xx

Languages

Fluent in Italian with working Spanish

Professional Association

American Physical Society, Student Member

1/20xx-Present

SAMPLE SPEECH/LANGUAGE PATHOLOGY & AUDIOLOGY RESUME

Kelly Taylor

55 Professional Place, New Rochelle, NY 10000 • (914) 555-5555 • Ktaylor1@gaels.iona.edu

PROFILE:

Mature, personable college senior with experience in collaborating with professional staff on treating clients with a variety of speech and hearing issues. Organized, detail oriented, develop positive rapport with all levels of staff and clients ranging from children to the elderly.

EDUCATION:

Iona College, New Rochelle, NY

BA in Speech/Language Pathology and Audiology

Expected June 20xx

Cumulative G.P.A.: **3.75**; Major G.P.A: **4.0**

Honors: Academic Dean's List: 6 consecutive semesters; Academic Scholarship: 4 years

Study Abroad: **Marino Institute of Education - Trinity College Institute of Education**, Dublin, Ireland Spring 20xx

RELATED COURSEWORK:

Communication for the Healthcare Professional, Swallowing Disorders in Adults and Children, Speech Science, Introduction to Communication Disorders, Principles of Clinical Management in Speech-Language Pathology I-III, Medical Speech Pathology

CERTIFICATIONS:

CPR, Adult and Pediatric

SKILLS:

Languages: American Sign Language

Technical: Proficient in Microsoft Word, PowerPoint, Outlook and Access

CLINICAL EXPERIENCE:

Iona College Speech and Language Hearing Clinic, New Rochelle, NY

Student Clinician

September 20xx-Present

- Conducted screening and diagnostic assessment to gauge clients' hearing, speech, and language abilities
- Interacted with patients with deficits in cognitive communication skills due to Cerebral Vascular Accident (CVA)
- Prepared written documentation highlighting clients' predetermined goals and progress (SOAP notes)
- Completed 25 hours of clinical observation in medical settings and nursing home to fulfill ASHA requirement

WORK EXPERIENCE:

Happy Kids Daycare Center, Montrose, NY

June 20xx-October 20xx

Childcare Assistant

- Facilitated educational activities and observe interaction amongst children aged 2 to 4 years old
- Provided regular updates to Head Teacher for parents regarding behavior

ABC Medical Services, Nanuet, NY

Intern/Office Assistant

April 20xx-December 20xx

- Answered phones and scheduled appointments for three medical doctors in busy pediatric office.
- Entered patients' information in computer database and updated medical charts.
- Demonstrated diverse communication techniques when interacting with deaf patients.

ACTIVITIES:

National Student Speech and Hearing/Language Association Club (NSSLHA), *Active Member*

Fall 20xx- Present

Students Uniting for Veterans (SUV), *Member*

Fall 20xx-Spring 20xx

SAMPLE MASS COMMUNICATIONS RESUME

Meghan Smith

10856 Intern Road, Yorktown, NY 13099 • (914) 555-5555 • MSmith3@guels.iona.edu • www.wordpress.com/MegSmithPR

PROFILE: Vibrant student recognized for natural ability to engage with individuals in both a presentation and one-on-one setting. Experienced in contributing to the creation of campaigns and promotions for a variety of industries and causes.

EDUCATION:

Iona College
Bachelor of Arts in Mass Communications, Concentration: Public Relations
Dean's List, Spring 20xx

New Rochelle, NY
Expected June 20xx
GPA 3.5

WORK EXPERIENCE:

Star Nissan

Receptionist/Marketing Assistant

New York, NY
(July 20xx)

- Formatted press releases to attract new and recurring customers through promotional updates
- Recorded all sales and deliveries to track payment and vehicles received.
- Answered calls from customers, Nissan headquarters and other dealerships, screening and directing calls to appropriate salesmen.

INTERNSHIP EXPERIENCE

Sands Point Shop

Public Relations/Social Media Intern

Port Washington, NY
(January 20xx-May 20xx)

- Prepared weekly and monthly reports on press activity and local market research
- Established digital marketing strategy to promote incoming jewelry collection using media alerts and weekly newsletters
- Researched new European collection to determine most effective methods of promoting to youth
- Participated in team and staff meetings to brainstorm initiatives for increased brand recognition

LEADERSHIP EXPERIENCE:

Phi Sigma Sigma Sorority, Delta Nu Chapter

Chairperson, Sorority Public Relations

(Induction Fall 20xx)
(Fall 20xx)

- Developed a social media account to obtain student feedback on on-campus activities
- Created tactics to raise awareness of philanthropy events both on and off campus
- Arranged a system for connecting to other national chapters and unify efforts towards the Phi Sigma Sigma Foundation for College and School Readiness

Iona Advertising Club

Assistant Campaign Coordinator

(Fall 20xx & Spring 20xx)

- Modified advertising strategies from sharing research to increasing visual appeal to consumers
- Assisted campaign coordinator with planning of future projects for the club
- Mediated conflicts of ideas between members creating an inclusive environment for personal growth

COMMUNITY SERVICE:

- **Breast Cancer Walk** (October 20xx-20xx)
- **Autism Walk** (October 20xx-20xx)
- **Don't Be a Bully Program** (October 20xx-20xx)
- **Relay for Life** (April 20xx-20xx)
- **Scleroderma Foundation Walk** (June 20xx-20xx)

COMPUTER SKILLS: Proficient with Microsoft Office: Word, Excel, PowerPoint, InDesign & Final Cut Pro